



2009 10

ANNUAL REPORT



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Welcome

to Mackay Regional Council's 2009 - 2010 Annual Report

This report incorporates audited financial statements for the period July 1, 2009, to June 30, 2010.

The information in this report demonstrates accountability to stakeholders, who include residents and ratepayers, staff, councillors, investors, community groups, government departments and other interested parties.

Copies of the Annual Report

Copies of the 2009-2014 Corporate Plan, this Annual Report and council's financial statements are available free of charge electronically on council's website at: www.mackay.qld.gov.au.

Feedback

Mackay Regional Council aims to make this Annual Report transparent and easy to read. Council welcomes your feedback and suggestions for improvement.

If you have comments you wish to share, please direct them to council's corporate communications department by phoning 1300 MACKAY (1300 622 529) or emailing council@mackay.qld.gov.au.

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Corporate objectives

Vision

The Mackay region: prosperous, sustainable and vibrant.

Mission

Our mission is to deliver the vision for the Mackay region in partnership with our community and to strive for excellence in planning, delivering and managing community services and facilities.

In 2009-10 Mackay Regional Council:

- a budget of \$315 million excluding depreciation
- \$2.5 billion in assets
- manages 900 kilometres of water mains, 700 kilometres of sewer mains, 2455 kilometres of roads, 14.7 kilometres of bikeways and 201.3 kilometres of footpaths
- maintains 217 parks covering 538 hectares and 1314 hectares of reserves
- recycled 5207 tonnes of waste
- operates six libraries including a mobile library
- manages four public swimming pools located throughout the region – Pioneer, Mackay, Sarina and Mirani and a Bluewater Lagoon
- offers residents cultural experiences through the Mackay Entertainment and Convention Centre, Artspace Mackay, Orchid House, Mackay Regional Botanic Gardens and historical experiences through, the Greenmount Homestead, the Pioneer Valley Museum, the Sarina District Historical Centre and the Sarina Sugar Shed
- manages six cemeteries.

Our region's profile



7261
square
kilometres



Sustainable
population
growth

116,000
residents

(as at 30 June, 2009)



Average projected
population growth
more than three
per cent over the
coming decade



Thriving
industries
and solid
employment



The largest
sugar producing
region in
Australia

One third of
Australia's coal
is exported from
the region



Over 30 different
nationalities
represented in
Mackay



World
class
marina



Picturesque
blue river

31 unspoilt
coastal
beaches



Pristine
rainforest
hinterland



81 schools

Gross regional
product
\$5.1 billion,
up 13.3 per cent
from 2008-09

Mayor's overview

Everyday, Mackay Regional Council is working on a project, offering a diverse range of services or providing a facility that benefits our region. 2009-2010 was no different – we have seen the workload increase significantly to meet the growing needs of our community.

With amalgamation now very much part of the past, this Annual Report clearly shows you, as local residents and ratepayers, the progress we have made across the entire region in the past year. The achievements are considerably more impressive when you take into account the devastating impact Tropical Cyclone Ului had on parts of the region in March 2010.

Council continued to deliver many of its basic services such as road and footpath maintenance, waste collection and local festivals whilst at the same time faced the challenge of restoring roads, culverts, bridges and providing support to those affected by the severe storm.



We celebrated the completion of the \$12 million Bluewater Quay Public Open Space in River Street. Its opening coincided with the 2009 River to Reef Festival in October and the 2000 square metre facility has become a wonderful riverside destination for our residents. Council also continued to develop the Bluewater Trail, with further sections constructed from the Mackay Regional Botanic Gardens and near Caneland Central.

Council has again invested significant funds into capital works projects; including commencing work on the Mackay to Sarina water pipeline and upgrading the Nebo Road Water Treatment Plant to cater for our population growth and the State's introduction of fluoride in water supplies.

Planning for our future growth is a focus of this council and we need to continue that work. I am immensely proud of what we have achieved in 2009-2010. More needs to be done and the portfolio councillors and I are driven to succeed to deliver projects across the region that will benefit the entire community.

Mayor Col Meng

CEO's overview

It's been a productive and very satisfying 12 months for us as an organisation. The staff's attitude and commitment to the region is largely responsible for that. Despite many challenges – some out of our control – improving how we do business and the services we provide are very much a focus of our existence.

This year we have improved our asset management systems, implemented an internal continuous business improvement team and commenced a major upgrade of our call centre. Our library network continues to be popular with loans totalling 830,000 for the year. Nearly half a million people enjoyed the Bluewater Lagoon and the MECC is gaining national recognition for its functionality as a convention centre. In its first full year of operation, the centre attracted 157,725 visitors.

There are many more achievements listed in this Annual Report and it is a credit to every single staff member and those contractors, suppliers and volunteers who support council. We are well placed for the future.



With assets of \$2.5 billion and an annual operating budget of \$234 million, Mackay Regional Council is financially sound and providing a solid platform for the region. The loss of state subsidies will have an impact on how we deliver critical infrastructure and determine what services can or can't be provided, but council is committed to implementing a range of initiatives to meet this challenge.

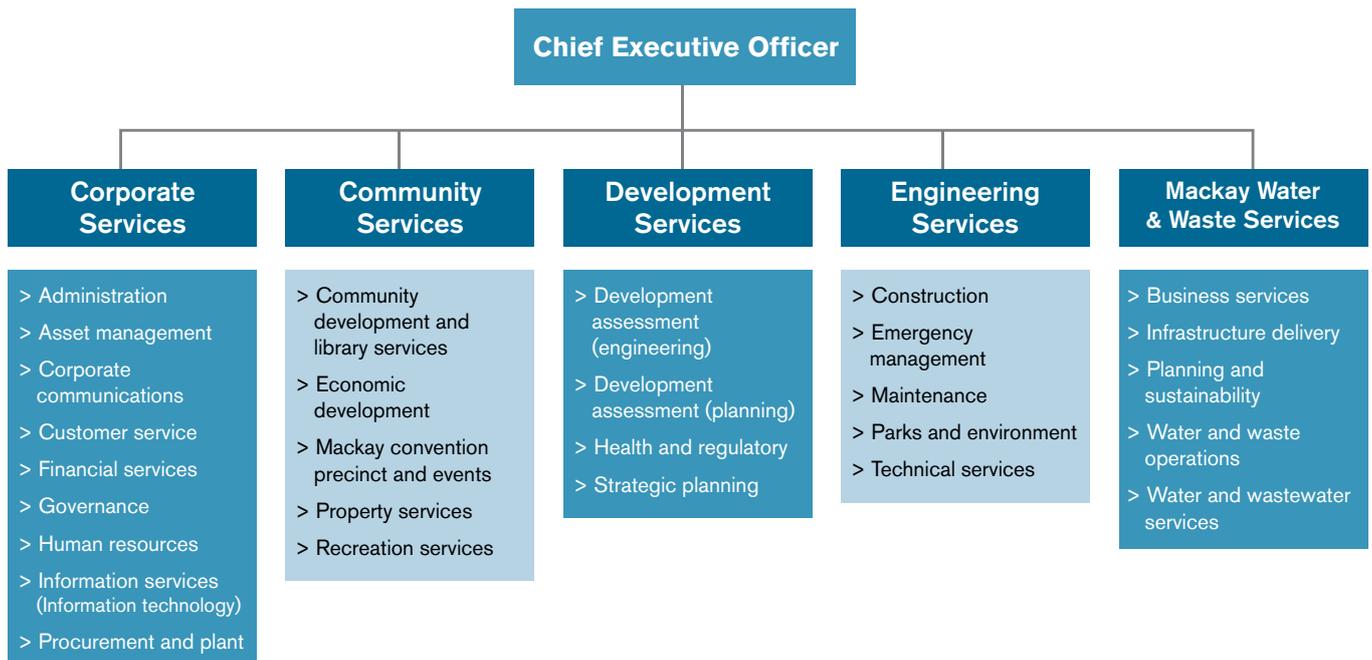
In 2009-2010, we commenced an internal review of service levels and this will gain momentum in the coming year as we continue our focus of minimising rate increases while at the same time ensuring an acceptable level of customer service and delivery. We have adopted a proactive approach to environmental initiatives resulting in significant savings in energy and fuel costs. This will be a major focus over the coming 12 months as we work hard on minimising our eco footprint.

As mentioned, it continues to be a challenging period for councils across Queensland. Nonetheless sound planning, a harmonious and dedicated council, plus enthusiastic, professional and diligent staff have combined to ensure that Mackay Regional Council continues to be a leader in the delivery of services and facilities to the community.

CEO Peter Franks



Mackay Regional Council corporate structure





Mackay
REGIONAL COUNCIL

COUNCIL CHAMBERS



Elected representatives



Mayor Col Meng

The first Mayor of Mackay Regional Council, Cr Meng was elected to the position on March 15, 2008.

He successfully operated his own mechanical and tyre business for 33 years before selling to his employees in 2007.

He is the chair of the Local Disaster Management Group and a member of council's Audit Committee, Mackay Whitsunday Regional Economic Development Corporation and Regional Roads Group.

A life member of Life Education and a long serving Rotarian, Cr Meng is also a past chair of the Mackay Chamber of Commerce and chair of the Area Consultative Committee.



Deputy Mayor Darryl Camilleri

Finance/Technology portfolio

Cr Camilleri, a chartered accountant, is in his first term of council. He was appointed Deputy Mayor and is chair of council's Audit Committee and Smart Housing Working Group. He is a member of the Mackay Whitsunday Regional Economic Development Corporation (MWREDC) and former chair of Mackay Chamber of Commerce and Mackay and District Health Council.

He is currently a board member of Regional Development Australia and is committed to good governance and financial sustainability.



Cr Wendy Cameron

Rural and Communities portfolio

Cr Cameron was elected to council in 2008. A former secondary school teacher, she is committed to building better communities and delivering services across the rural and urban area.

Cr Cameron is chair of the Rural Affairs Advisory Committee, Heritage Advisory Committee and Sarina Community Development Committee. Cr Cameron regularly attends progress association meetings and travels many parts of the regional council area to identify priority issues.



Cr Kevin Casey

Roads and Infrastructure portfolio

This is Councillor Casey's second term in council. He has a background in small business and is an active member of sporting, cultural and church groups.

He is the portfolio councillor for Roads Infrastructure and is chair of Traffic Advisory Committee and Acting chair of the Pioneer River Improvement Trust. Delivering better roads and improved maintenance of the region's road network are priorities for Cr Casey.



Cr George Christensen

Parks and Natural Environment portfolio

(On March 1, 2010, Cr George Christensen changed portfolios, Community Services and Facilities portfolio, and assumed the portfolio of Parks and Natural Environment).

Councillor Christensen, an experienced journalist, is a fourth generation local with a commitment to providing community services and facilities.

He is a member of council's Sustainable Futures Committee, Natural Environment Advisory Committee and an executive on the Urban Local Government Association.



Cr Deirdre Comerford

Water and Wastewater portfolio

Serving her 13th year in Local Government, Cr Comerford holds the Water and Wastewater Services portfolio. She is Chair of Cairns Townsville Mackay (CTM) Water Alliance, a member of Regional Water Supply Strategy Committees, council's Audit Committee, City Focus Advisory Committee and Sustainable Futures Committee.

Cr Comerford is a life member of Mackay Tourism Ltd and is a passionate advocate of meaningful community engagement in decision-making and the capacity of communities to address local issues.



Cr Diane Hatfield

Planning and Development portfolio

With a strong background in small business, Cr Hatfield is serving her first term on council. She is the Planning and Development portfolio councillor with a focus on sustainable development.

Cr Hatfield is chair of the Development Industry Forum and a member of both the Smart Housing Working Group and the Public Community Transport Advisory Committee. A member of the Port of Mackay Rotary Club, Cr Hatfield is also chair of the Mackay Flagon and Dragon, which raises funds for the children's wards at Mackay and Mater hospitals.



Cr Karen May

Community Services and Facilities portfolio

Cr May holds the portfolio of Community Services and Facilities. Cr May boasts over 10 years Local Government experience, including Mayor of the Sarina Shire Council, prior to amalgamation.

Cr May is chair of council's Multicultural Advisory Committee, the Regional Arts Development Fund, Equity and Access Advisory Committee, Public and Community Transport Committee and the Grants Committee. Cr May holds positions on various other community committees and is patron of Sarina and District Historical Centre.



Cr David Perkins

Tourism and Economic Development portfolio

Cr Perkins has more than 40 years experience in the media industry and is a passionate supporter of tourism and economic growth in the Mackay region.

He is a committee member of Mackay Tourism Limited. He chairs the City Focus, Matsuura Sister City, Sarina Sugar Shed and Field of Dreams Advisory Committees. Cr Perkins also chairs the City Safe, Coal to Coast and River Rock to Mountain Top Festival committees.



Cr Paul Steindl

Health, Sport and Recreation portfolio

Cr Steindl is a board member of the North Queensland Sports Foundation. In his third term of council, Cr Steindl has been instrumental in the development of the Open Space, Sport and Recreation Study, to deliver better facilities across the region.

Chair of the Brewers Park Sports Committee, he is also a member of the Mackay Stadium Committee, Mackay-Matsuura Sister Committee and the Mackay Physical Activity Reference Group.



Cr Greg Thomsen

Waste Services portfolio

This is Cr Thomsen's third term in Local Government. He is the Chairman of Pioneer Employment Service and the TriQ/ChansesR recycling organisation.

He is committed to recycling and better waste management. Cr Thomsen is the chair of the Local Authority Waste Management Advisory Committee and is a member of council's Sustainable Futures Advisory Committee.

Communication links in the community and council partnership

The dialogue between council and the community is open, transparent and on-going. It is exercised through four-yearly Local Government elections, deputations, correspondence, public meetings and planned consultation on projects and initiatives. More informally, the community's views are submitted through regular meetings and community engagement opportunities, surveys, polls, community participation opportunities at council meetings and contact with councillors.

A formally adopted Community Engagement Policy ensures that all groups - council, community and other spheres of government - are clear about the principles that guide council's efforts to involve the community in the planning and evaluation of council's activities.

Strategic planning framework:



Performance at a glance

Strategic priorities

The 2009-2014 Corporate Plan is the highest order document within council and, as such, directs and informs all other plans, activities, budgets and policies of council.

Council's strategic priorities are those major opportunities and challenges that our community believes need to be addressed in the Mackay region. The key strategic priorities and their corresponding corporate objectives identified in the corporate plan are:

Key strategic priority	Corporate objectives
Community and lifestyle	To build safe, strong and self-reliant communities with access to a diverse range of community services and facilities aimed at providing opportunities for participation in community life.
Economic Development	To promote a strong, competitive and diverse economy throughout the region by supporting and investing in sustainable business development and local employment opportunities.
Environmental Sustainability	To enhance and protect the environmental assets of the region, ensuring a protected/preserved natural environment for future generations.
Strategic Planning	To take an active approach to integrated regional planning to reflect the aspirations and lifestyle of our community.
Infrastructure Services	To effectively plan, deliver and maintain physical services and infrastructure networks for our community's current and future needs.
Commercial Services	To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives.
Organisational excellence and Governance	To pursue excellence as an organisation which embraces exceptional customer service, values its staff, and promotes ethical standards of practice supported by clear policies and strategies responsive to the needs of the community.

Our values

Through the annual cycle of accountability that is the Annual Report, council strives to demonstrate its commitment to stakeholders. Council is responsible for meeting tangible outcomes that are achievable in an appropriate workplace culture and environment. In support of this, the organisation will embrace the following guiding principles:

Quality services and outcomes

- Recognising that service to our community is our reason for being
- encouraging an innovative and professional customer service focus.

Integrity with accountability and responsibility

- Acting in an honest, impartial and trustworthy manner and engendering a confidence both within our community and our organisation that this is the case.

Customer satisfaction

- Respecting internal and external customers
- developing services and service levels that meet customer expectations
- monitoring service delivery.

Commitment to the region

- Ensuring our actions serve the people of the Mackay region and their long-term interests.

Value

- Providing services and facilities that offer value for the community in terms of cost, quality and reliability and that are economically and ecologically sustainable.

engagement

Teamwork and collaboration

Value

Teamwork and collaboration

- Effective and efficient teamwork ensuring the principles of good governance are applied to achieve the best value outcomes for the community.

Participation and community engagement

- Providing genuine opportunities for informed community involvement in decision-making in a framework of local democracy.

Quality services and outcomes

Participation and community engagement

Teamwork and



Highlights of the 2009-10 financial year

Cyclone Ului

In March 2010 Tropical Cyclone Ului crossed the North Queensland Coast near Midge Point, causing millions of dollars in damage to the region. Significant emergency funding assistance from the Queensland Government helped in the clean up process. Council continued to deliver many of its basic services whilst at the same time cleaning up, restoring roads, culverts, bridges and providing support to those affected by the severe storm.

The 50th Anniversary of the Fokker Friendship Commemoration Ceremony

In honour of the 50th anniversary of the tragic TAA Fokker Friendship plane crash, which claimed the lives of 29 people including 15 locals, Mackay Regional Council held a special commemoration ceremony. Friends, relatives and members of the public from right around Australia paid their respects at the memorial at Illawong Beach.

The Mackay to Sarina water pipeline project

The commencement and 90 per cent completion of the Mackay to Sarina pipeline project. The project, estimated at \$10 million, will allow the direct transfer of potable water from the Nebo Road water treatment plant to Sarina.





The Bluewater Quay Public Open Space

The completion of the \$12 million Bluewater Quay Public Open Space was a significant achievement this financial year. Funded under the Queensland Government Q150 Legacy Infrastructure Program, the 2000 square metre riverfront entertainment precinct boasts a children's playground, picnic and barbecue areas, a fishing platform, public artworks and a boardwalk.

Sustainable futures

Council has implemented a wide range of sustainable practices to help tackle climate change and reduce green house gas emissions. These included, the introduction of E10 only fuel cards, the implementation of a program to replace its six-cylinder light fleet with four-cylinder vehicles, video conference facilities to help reduce air travel emissions, and sustainable initiatives at the new Paget Depot, solar power panels on roofs, energy efficient lighting and rainwater tanks.

Mackay Entertainment and Convention Centre

The Mackay Entertainment and Convention Centre was officially opened on 11 July 2009 by the Premier of Queensland, the Hon Anna Bligh and the Mayor of Mackay Regional Council, Cr Col Meng. The \$29 million state-of-the-art facility funded by a Queensland State Government grant has enjoyed a range of commercial, not for profit, and private hirers using the facility. In its first year of operation the centre hosted 246 performances, 407 events and attracted 157,725 visitors.



The Bluewater Trail

Significant work was completed on the Bluewater Trail - a shared pedestrian-bicycle path around the City Centre.

With ongoing financial support from the Australian and Queensland Governments, this link has been a major driver in initiating millions of dollars in infrastructure investment along the Pioneer River.

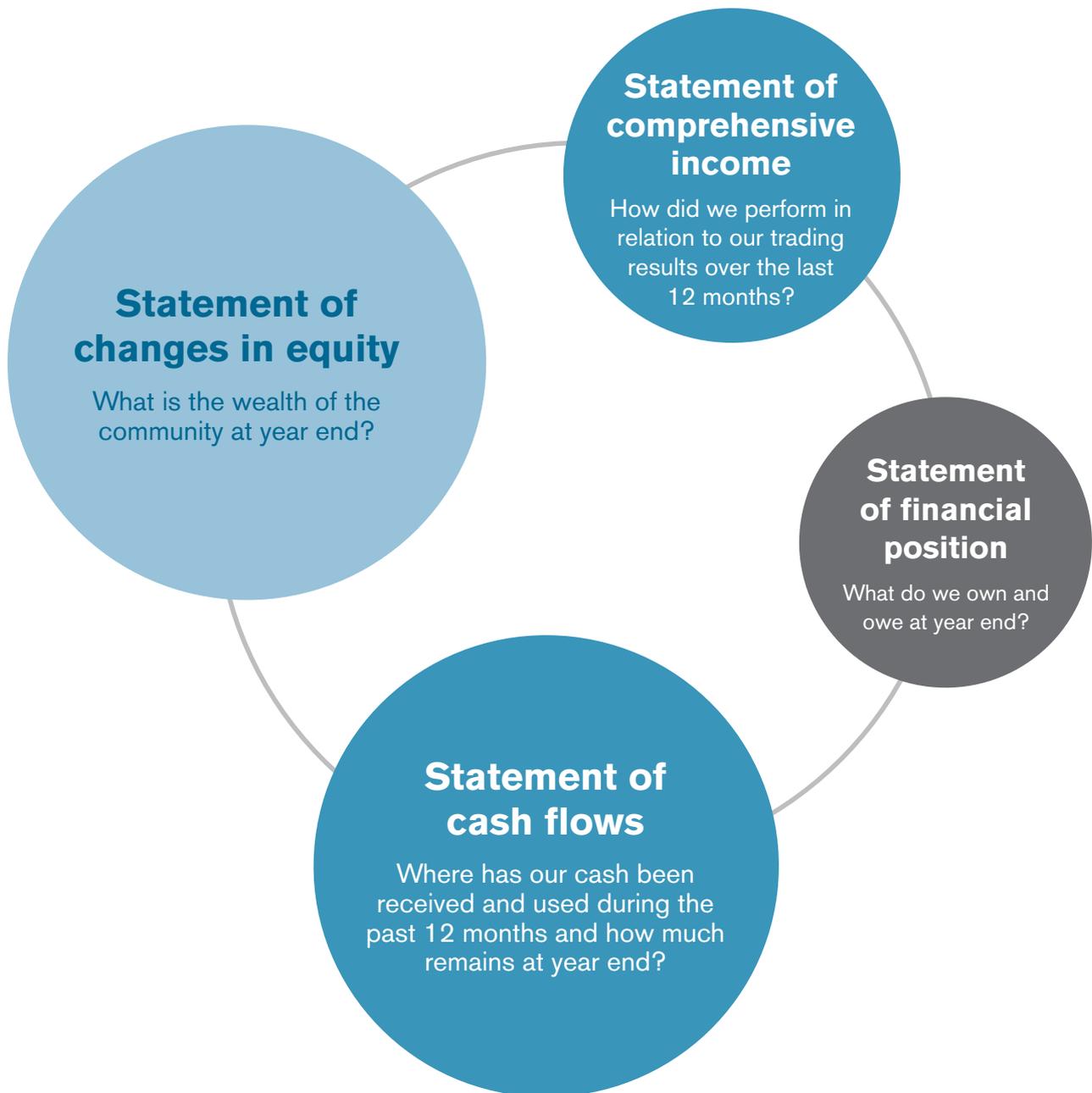
New entrance signs

Six new entrance signs and 24 locality signs were erected in the Mackay Regional Council area as part of council's commitment to improving the signage of towns and villages. The durable signs, hand crafted 3-D sculptures with the town's name on a striking blue background portray the region's coastal and hinterland location, provide a consistent theme, and unify the regional council area.

The Paget Depot

Contractors were engaged for this \$40 million dollar project, which will result in relocating council's existing Bedford Road Depot from a residential area to the industrial estate in Paget. The new facility will consist of a number of sustainable initiatives, rainwater tanks, solar power panels and energy efficient lighting.

The Building Management System integrates all electrical, water metering and computer systems.



Community Financial Report

A Community Financial Report contains a summary and analysis of a Local Government's financial performance and position for the financial year. This report makes it easier for readers to understand council's financial management and performance by focusing on the four key financial statements.

As part of the Community Financial Report comment would normally be made on comparisons to the previous financial year. For the sake of consistency, this would not be meaningful this year due to fundamental differences in the results stemming from the amalgamation of the three former councils of Mackay City, Sarina and Mirani. For example, the 2008-2009 reporting year was actually for 15 months compared to 12 months for the 2009-2010 reporting year. In some cases this change alone makes it very difficult to compare information in a useful way. Where the comparison is a reliable measurement of real change, comments have been included (e.g. council's debt position).

Statement of comprehensive income

This statement measures how council performed in relation to income and expenses during the financial year.

This result does not necessarily represent surplus funds available for general use as certain items of revenue have restrictions on their use. Some revenue is non-monetary (e.g. contributed infrastructure assets such as roads, sewerage mains and water mains, constructed by developers on council's behalf, in new land subdivisions), while other revenue is constrained for use on specific future activities (e.g. developer contributions or grants used to maintain and/or expand the region's infrastructure).

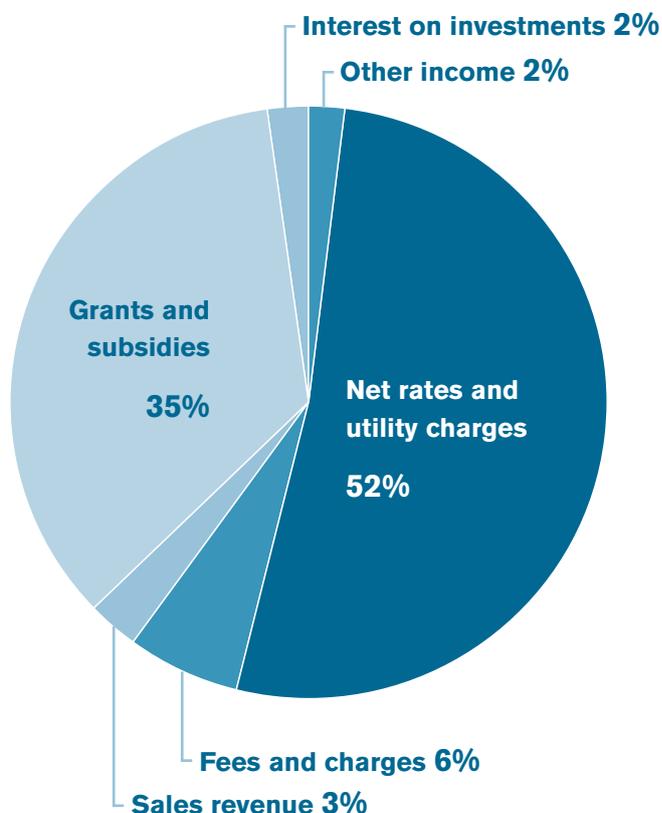
While further explanation is offered below, council has continually been able to provide increasing services to the community while ensuring operations are maintained in a way that ensures long term financial sustainability.

total income	\$274,570,506
less total expenses	\$221,544,801
surplus	\$53,025,705

Total Revenue – where our money comes from

Total revenue of \$274 million was recognised during the 12 months ending 30 June 2010. The graph below indicates that 52 per cent of council's revenue is generated from rates and around 35 per cent is received as grants and subsidies. In addition to this, council actively seeks revenue from other sources and attempts to maximise investment earnings to assist in funding the many services council provides.

Where our money is generated from, is shown in the graph right:

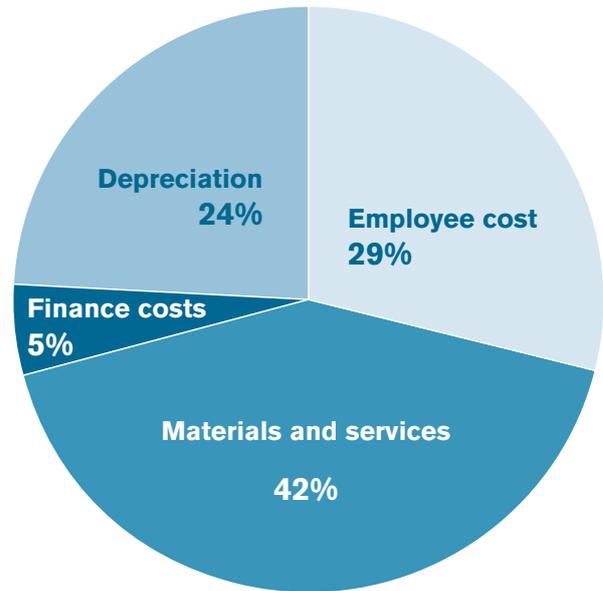


Where our money goes

Council incurs both operational and capital expenditure in providing services to the community. Capital spending is added to the carrying value of assets as it maintains and expands council's asset base. The graph (right) shows the components of operating expenditure only.

The level of council's expenditure is monitored constantly throughout the year. Detailed estimates are prepared at the beginning of each financial year and performance is measured against these estimates through regular budget reviews, ensuring funds are utilised as efficiently as possible.

While council's operating costs amounted to \$222 million, council also spent \$130 million on capital projects during the year. Some of these projects included:



Bluewater Quay \$2.8M

Bluewater Trail \$4.9M

Paget Depot Development \$12.2M

Water Infrastructure \$22.4M

Water Supply Main Waste Water Infrastructure \$14.8M

MWRP Bridge Replacement \$2.1M

Trunk Drainage \$9.5M

Pavement Improvement \$3.8M

Trunk Roads \$17.8M

Flood Damage Road Repairs \$13.1M

Parks & Environment \$3.2M

Statement of financial position

The statement of financial position measures what council owns and owes to relevant stakeholders at the end of financial year. The result of these two components determines the net wealth of council, which is net wealth of the community.

Our community's net worth (what we own less what we owe) at the end of the financial year was approximately \$2.3 billion.

2009-2010 Result	
assets (what we own)	\$2.476 billion
liabilities (what we owe)	\$174 M
equity (community wealth)	\$2.304 billion

What do our assets consist of?

The bulk of council's assets are in the form of infrastructure such as roads, drainage, water and sewerage assets which collectively make up 75 per cent of council's total asset base.

Significant parts of council's expenditure are focused on maintaining and upgrading these infrastructure assets.

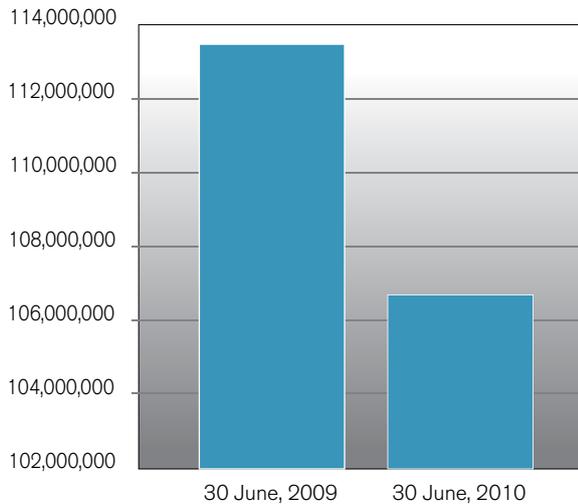
What do our liabilities consist of?

The bulk of council's liabilities are in the form of loans and provisions which collectively represent 85 per cent of council's total liabilities. Council uses loans to finance certain projects in order to ensure intergenerational equity in the allocation of costs. Provisions include the setting aside of funds to rehabilitate landfill and quarry sites administered by council as well as expenses relating to employee entitlements (e.g. annual leave and long service leave).

Council's debt has been slowly increasing over time as investment continues in major community infrastructure such as the Mackay Waste Water Recycling Facility, upgrade of the Nebo Road Water Treatment Plant, construction of the Paget Waste Transfer station and Hogans Pocket landfill. These projects have all been driven by strong growth in the region and the use of debt ensures that residents of the future also contribute their fair share to the cost for these long life assets.

Council's outstanding debt at year end was approximately \$107 million. The graph below shows the borrowings of Mackay Regional Council since amalgamation. There was a small reduction in debt compared to the previous financial year due to a timing difference in the recognition of our loans. Council had planned to borrow approximately \$33 million to fund capital projects completed during the year although this was not physically borrowed by the 30 June 2010. If the proposed borrowings had been drawn total outstanding debt at year end would have been approximately \$140 million.

Outstanding debt balance



Statement of changes in equity

This statement measures the change in our net wealth and considers such items as retained earnings, revaluations of our asset base and reserves held for future capital works.

A portion of the community wealth is cash backed by an appropriate level of reserves held to plan for future projects. With good planning this can place less reliance on loan borrowings and provides flexibility to ensure council can weather economic shocks such as the recent 'Global Financial Crisis'. The current balance of these reserves total approximately \$60 million.

Statement of cash flows

This statement identifies how council received and spent its money during the year. The end result details what cash is available at year end.

2009-10 Cash flows

opening balance	\$96,885,233
+ cash received	\$252,544,082
- cash spent	\$279,465,014
cash available at year end	\$69,964,301

While council's cash balance is \$70 million, it is important to note that a large portion of this amount is restricted for specific purposes such as future capital works.

The decrease in cash balance is due to expenditure on the replacement and upgrade of council's assets and the repayment of council's borrowings. As highlighted earlier, council had planned to drawdown new borrowings of approximately \$33 million, although due to a change in the loan approval process by the State Government, these borrowings were not reflected in the year end result. Council's cash balance would have been higher by this amount if the loan borrowings had been drawn to offset spending incurred during the year.

Looking forward council's short and long term cash flows indicate that sufficient cash is available to meet recurring activities and capital expenditure.

Overall trends

Council ended the 2009-2010 financial year in a strong financial position. Our current position provides the building blocks for an improved level of sustainability in the long term and allows council to meet its future obligations and the demands of our community in the foreseeable future, including an ability to further reduce debt. This is supported by the major Local Government sustainability indicators.

Asset consumption ratio

2008-2009	79%
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2009-2010	77%
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This measure highlights the aged condition of the community's assets and provides an indication if appropriate asset management practices exist.

The healthy range is between 40 per cent and 80 per cent. Council is within the acceptable range although the cost of maintaining existing assets continues to be an ongoing challenge for the organisation.

Net interest coverage ratio

2008-2009	0%
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2009-2010	2%
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This measures the extent to which council's operating revenues are committed to pay for interest on borrowings.

To maximise long term sustainability the ratio should ideally be less than 10 per cent council is well within this tolerance and this ensures council has the flexibility to meet its debt funding requirements and expand the use of debt where appropriate.

Net financial liabilities ratio

2008-2009	21%
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2009-2010	38%
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This is an indicator of the extent to which the net financial liabilities of council can be serviced by its operating revenues.

The benchmark established for the Local Government sector is a maximum of 60 per cent and results higher than this indicate that the flexibility to use debt to fund future projects may be restricted. Council is currently within this target range, although council's long term financial plan indicates that with continued growth in the region there will be an increased need to utilise borrowings as a source of funds.

Working capital ratio

2008-2009	1:4.1
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2009-2010	1:1.9
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This measures an organisation's ability to meet commitments when they fall due, and is important in determining financial health.

A result of better than 1:1 reflects a sound position and indicates that the organisation has an ability to meet its commitments. Council has consistently exceeded this benchmark and as such is in a strong financial position.



Hiromi Hotel an 2009-10 RADF funded project.

Funding agreements

The Regional Arts Development Fund (RADF) program is an entry level tool for emerging creative artists to enhance their grant writing and project development skills. It also provides assistance to migrant groups and other minority groups to participate and share culturally in our community. The program is also an important source of funding for professionals to lead arts and cultural projects that help our community to raise the bar in our local arts and cultural sector.

Mackay Regional Council recognises the support of Arts Queensland as a partner in the RADF to support local artists to deliver arts and cultural projects. Council also acknowledges the Queensland Government Department of Communities' contribution to Mackay Regional Council's community development and youth development programs.

The total amount allocated to the RADF program for the 2009-10 financial year was \$135,857 made up of co-contributions between council and Arts Queensland as represented in the table(s) below:

Where RADF funding came from:

Arts Queensland base contribution	\$64,343
Required council contribution	\$71,514

Breakdown of allocations

Allocation for community - four rounds @ \$28,000/round	\$112,000
Allocation for council led initiative one - MECC Digital Installations project	\$8,333
Allocation for council led initiative two - Mackay Regional Council Libraries in partnership with Whitsunday Voices, Youth Litvids Project	\$6,667
Allocation for RADF Community Committee Training, Arts and Cultural Policy Development	\$8,857

Summary of expenditure

Grants over \$4000 for the financial year ended June 30, 2010 are listed below (grants less than \$4000 totalled \$80,271).

Name of organisation	Amount	Purpose
Central Queensland Helicopter	\$50,000	Support and sponsor RACQ-CQ Rescue
Mackay Eisteddfod Committee	\$15,000	Contribution to the annual Mackay Eisteddfod
City Brothers Football Club Inc	\$5,236	Purchase of two sets of goals at new grounds plus goal nets
International Legends of League	\$5,000	Charity Rugby League Game
Mackay Historical Society and Museum Inc	\$5,000	Study into the feasibility of linking all Mackay heritage interests into one precinct
Mackay Rowing Club Inc	\$7,500	Terracing of John Cook Bridge Boat Ramp
Mercy College Mackay P & F	\$7,500	Upgrade Oval
National Day of Thanksgiving Committee	\$5,000	National Day of Thanksgiving Community Festival
Rotary Club of Mirani Inc	\$5,000	River Rock to Mountain Top Festival
Sarina Arts Council Inc	\$4,692	Contribution to Sarina Art Extravaganza
Slade Point Rugby Club Inc	\$5,000	Replacement of scrum machine
Volunteer Marine Rescue Mackay Inc	\$10,000	Funds towards the replacement of the VMR Mackay Primary Rescue Vessel
Country United Soccer Club Inc	\$5,000	Upgrade and increase PA system coverage on football fields
Dolphins Soccer Club	\$5,000	Purchase and installation of lights around the grounds
Iona West Uniting Church Men's Shed	\$5,000	Development of a Men's Shed
Mackay Gymnastics Inc.	\$5,000	Financial assistance towards the Mackay Invitational competition in May 2010
Mackay Ladies Vigoro Association Inc	\$5,000	Upgrade of water supply for irrigation of fields and also provision of materials to erect fencing
Mackay Lions Soccer Club	\$10,000	Completion of the extensions to the club house
MADEC Ltd	\$5,000	Furnishing of the purpose-built John E Smith Respite Home for people with a disability aged between 0-25
QCWA Seaforth Branch	\$4,800	Construct disabled toilet block to be attached to existing QCWA Cottage
Sarina Aged Residential Home Inc.	\$5,000	To expand the Independent living unit complex with the construction of one x two bedroom duplex unit and one x two bedroom married unit
Sarina Rugby League Football Club Inc	\$5,000	Upgrade of food service area at Brewers Park

Snapshot of region's assets

The table below illustrates Mackay Regional Council's assets as at 30 June 2010.

Assets	Total asset value	Written down value as at June 30, 2010
Land	\$247,379,121	\$247,379,121
Site improvements	\$47,230,783	\$43,483,281
Buildings	\$154,012,038	\$137,507,449
Plant and equipment	\$40,784,489	\$33,043,670
Heritage and cultural assets	\$2,273,066	\$2,190,445
Roads, bridges and drainage	\$1,295,649,034	\$1,109,589,361
Water	\$486,624,968	\$290,494,413
Sewerage	\$524,678,900	\$368,683,942
Waste	\$14,349,450	\$12,378,984
Work in progress	\$132,791,196	\$132,791,196
Total	\$2,945,773,045	\$2,377,541,862

Basic statistics

Rates	Period to 30 June, 2010
Number of rateable assessments	46,345
Average rates and charges per residential property	\$2,168
Level of rate arrears (millions)	\$8.254 M

Overseas travel

Manager of Community Development and Library Services Jan Kilbourne attended the Society of Local Government Managers Conference in Palmerston North, New Zealand, in September 2009. The trip was paid for by (LGMA) Local Government Managers Australia and was at no cost to council.

Systems and network administrator Michael Wolfenden attended computer network training in Idaho Falls, United States of America, in June 2010. Trip costs were reimbursed by CERT Australia within the Commonwealth Government and were at no cost to council.

Reserves and controlled roads

Mackay Regional Council controls about 3645 hectares of reserves with about 155 hectares leased to various bodies and about 2455 kilometres of council-controlled roads plus about 681 kilometres of State-controlled roads.



Summary of expenditure for consultancies, advertising and entertainment/hospitality services

As per section 24 of the Local Government Finance Standard 2005 (LGFS), please find below expenditure pertaining to consulting, advertising and entertaining or hospitality for the period from 1 July 2009 to 30 June 2010.

Department	Consulting	Advertising	Entertainment/hospitality
Community Services	\$79,724	\$456,076	\$25,999
Corporate Services	\$79,813	\$93,016	\$67,987
Engineering Services	\$631,094	\$69,353	\$44,808
Water and Waste Services	\$417,168	\$113,143	\$16,841
Development Services	\$234,791	\$3,772	\$16,385
Total	\$1,442,590	\$735,360	\$172,020

Corporate Governance

Corporate Governance refers to the rules, processes and behaviours that affect the way in which power or authority is exercised. Good governance is about being accountable, participatory, transparent, effective and efficient and following the rule of law. The corporate governance framework is there to encourage the efficient use of resources and to align as close as possible the interests of individuals, the organisation and the community.

Code of Conduct

Council's Code of Conduct is designed to encourage high standards of official conduct and encourages effective disciplinary action if staff members behave unethically. The code describes appropriate behaviour towards colleagues, supervisors, councillors and the public. In order to avoid potential conflict, it is highly desirable that there be mutual agreement about appropriate behaviour in each of these relationships.

Right to Information

Requests for information under the Right to Information Act (RTI) must be made on the required form (available on council's website or by contacting council on 1300 MACKAY).

During the period 1 July 2009 to 30 June 2010 council received 18 RTI applications. A total of 1692 pages were considered and 89 per cent of these were released in part or full. 184 pages (11 per cent) contained information which was either exempt or contrary to the public interest, and was withheld in accordance with the respective provisions of the Right to Information Act.

Information released under RTI



Audit committee

Council maintained an Audit Committee and an internal audit function during the reporting period. The Audit Committee met five times during the reporting period to consider reports presented by internal and external auditors.

Our commitment to consultation and participation

Mackay Regional Council has clear Community Engagement Guidelines to ensure that as many people as possible who are potentially affected by council's actions have the opportunity to be consulted about their needs and concerns prior to decisions being made.

Delegation register changes

Council's delegation register, which records the delegated levels of authority and instruments of authority held by all council officers, is regularly updated. The current delegations have provided council with the ability to conduct its day-to-day operations in a more efficient and effective manner.

Equal employment opportunity

Council's Equal Employment Opportunity (EEO) annual plan states all staff members have an equal opportunity to increase their skills to meet work demands, attend training courses, act in higher duties and apply for available positions.

This policy aims to ensure fair practices are conducted in the workplace, management decisions are made without bias, respect is shown for the social and cultural backgrounds of all staff and customers and the workforce reflects the diversity of the region it serves.

This will also serve to improve productivity by guaranteeing that the best person is recruited and/or promoted, skilled staff are retained, training and development are linked to the needs of employees and customers and the workplace is efficient and free of harassment and discrimination.

Council meetings

Council meetings are held on Wednesdays at 10am. All meetings are open to the public and conclude with an invitation for public participation. This allows members of the public to raise issues or ask questions directly of the full council. Council also receives community deputations which are arranged through the office of the CEO.

Councillor support

Every endeavour is made to keep councillors abreast of issues by providing them with current information through a daily media monitoring service, individual laptops and BlackBerries as well as access to all media releases issued by council.

Managed business units

Council operated a number of business enterprises on a commercial and semi-commercial basis during the financial year. Those enterprises were: Mackay Water (Type 2 business), Mackay Entertainment and Convention Centre, Cleansing, Plant/Workshop, Roads and the Main Roads contract (Type 3 businesses).

Section 58 (1) of the Local Government Act 1993 requires that council "must ensure an annual statement on the operations of each commercial business unit for the preceding financial year is given to council". The annual statement for each of council's Type 1 significant business activities is presented in this report. These statements provide the basis for informed assessment of their operations during 2009-10.

Type 2 commercial business activity

Section 547 of the Act requires council to conduct an annual review of business activities while section 548 requires us to notify the Minister of any new Type 2 business activities. Mackay Water is a Type 2 commercial business unit of Mackay Regional Council's Mackay Water and Waste Services department. A snapshot of their business activities has been included in this report.

Type 3 commercial business activity

Section 768 of the Act requires council to provide "a list of its activities during the financial year and a statement of whether the code was applied to each of the activities and, if not, the reason it was not applied". In accordance with section 766 (1), an annual review of each of council's Type 3 business activities was conducted. Mackay Regional Council's Entertainment and Convention Centre, Cleansing, Plant/Workshop, Roads and the Main Roads contract are Type 3 businesses. While the Cleansing program was defined as a Type 3 activity for the 2009-10 financial year a public benefit assessment was completed during the year and council has resolved to apply Type 2 business reforms for the 2010-11 financial year.



Human Resources

General

In 2009-2010 Human Resources (HR) relocated from the Sir Albert Abbott Administration Building to the GE Money Building, continuing to uphold a 'restricted' area to provide confidentiality of all HR information and files in relation to staff throughout the organisation. We have seen the introduction of a newly created position of HR Team Leader. HR continue to create and review policies to ensure the smooth operations of the organisation, most importantly, the implementation over the last year of council's Drug and Alcohol Policy which necessitated a vast amount of training and implementation work by HR staff.

Recruitment and selection

More than 1000 people are employed at Mackay Regional Council. During the last financial year, human resources filled 306 positions and hired 246 new staff members.

Payroll

During 2009-10, payroll staff implemented a system that automates the 6 per cent and 12 per cent superannuation allocations to staff, simplifying the original process significantly. Superannuation is also uploaded onto the LG Super board system on a weekly basis enabling funds to be cross checked and applied in a more accurate and timely manner for the employee.

Graduate Program

The latter part of the 2009 calendar year saw council's 12 graduates complete the graduate program, providing them with the opportunity to learn more about council and develop practical skills that they can apply to their professional career.

Work Experience Program

The 2009-10 financial year saw council continue to support high school students from across the region. Through council's Work Experience program, school students are able to work with professionals in their chosen industry and 'watch, do and learn'.

Mentoring Program

With a view to support and guide individuals currently working for the organisation, planning was undertaken for council's inaugural mentoring program to broaden employees' knowledge, leadership and skills within the Local Government sector. The six month program included structured training in June 2010 and workshops in the latter half of 2010.

Trainees and apprentices

Human resources managed and co-ordinated more than 70 new trainees and apprentices during 2009-10. This figure is represented in the table below:

Type	Started	Completed*	Continuing
Full Time Trainees	25	24	1
School Based Trainees	4	4	2
Existing Worker Trainees	42	16	28
Full Time Apprentices	3	1	11
Existing Worker Apprentices	3	Nil	Nil

*Please note that trainee completions relate to trainees whose commencement date was during the 2008-09 financial year.



Skilling Queenslanders for Work – Green Army Initiative

The Learning and Development Team made arrangements for eight people from Skills Training Management to undertake a 22-week placement commencing in August 2009 working in council's parks and environment program. This community jobs project is part of the Skilling Queenslanders for Work – Green Army Initiative designed to give hands-on work experience to individuals who have recently been made redundant or who are between work contracts. Of these eight people, three have obtained ongoing employment with council.

Learning and Development Activities Policy

Council sponsored and coordinated 6,190 training attendances in the 09-10 year. The training activities/courses included, induction and policy training, software training, mandatory training and personal or professional development training.

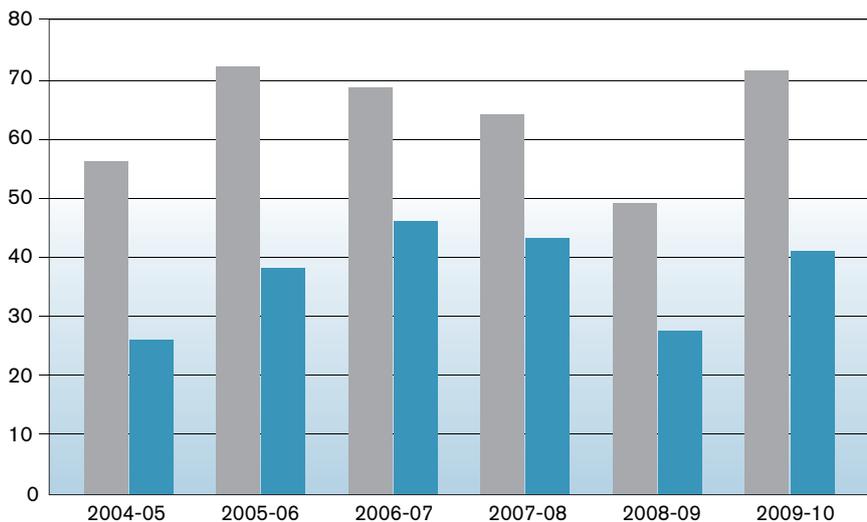
Self Education Assistance Policy

Human resources coordinated the Self Education Assistance Policy which saw about 45 employees taking advantage of self-education assistance over the year.

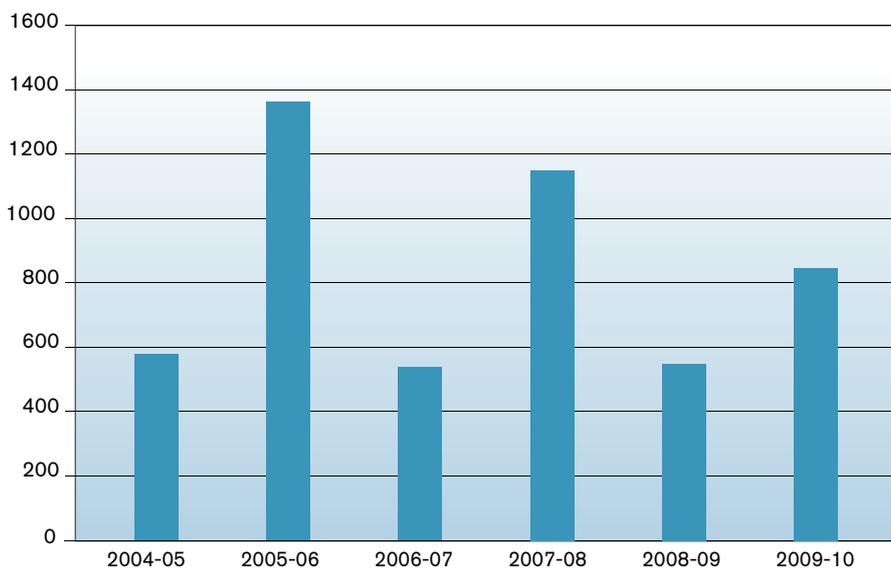
Workplace health and safety

Mackay Regional Council is reviewing its safety management system following an increase in total statutory claims which included an increase in lost time claims and days lost due to injury.

Information released under RTI



Days lost due to injury





Meeting our Corporate Plan objectives

Council's strategic priorities are those major opportunities and challenges that our community believes need to be addressed in the Mackay region. The key strategic priorities and their corresponding corporate objectives identified are listed below.

Key strategic priorities	Corporate objectives
1 Community and lifestyle	To build safe, strong and self-reliant communities with access to a diverse range of community services and facilities aimed at providing opportunities for participation in community life.
2 Economic Development	To promote a strong, competitive and diverse economy throughout the region by supporting and investing in sustainable business development and local employment opportunities.
3 Environmental sustainability	To enhance and protect the environmental assets of the region, ensuring a protected/preserved natural environment for future generations.
4 Strategic Planning	To take an active approach to integrated regional planning to reflect the aspirations and lifestyle of our community.
5 Infrastructure services	To effectively plan, deliver and maintain physical services and infrastructure networks for our community's current and future needs.
6 Commercial services	To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives.
7 Organisational excellence and governance	To pursue excellence as an organisation which embraces exceptional customer service, values its staff and promotes ethical standards of practice supported by clear policies and strategies responsive to the needs of the community.



1 Community and lifestyle

Festivals and events

The Mackay Regional Council Festivals and Events team is now responsible for organising most festival and events in the region. This team coordinated the Mackay Region Festival of Arts, River 2 Reef Festival, and Coal to Coast Festival, May Motor Madness, Global Grooves, Easter Carnival, New Year's Eve, Mackay CBD Sunday Markets and Christmas tree lighting and carol ceremonies throughout the region.

Christmas tree lighting ceremonies

Carol singing and Christmas tree lighting ceremonies were staged throughout the region at Mackay, Sarina, Walkerston and Mirani. Each of these events had a community concert, local food vendors and children's amusements and was well supported by the community.

New Year's Eve at the Bluewater Quay

Over 5000 people attended the 2010 New Year's Eve celebrations at the Bluewater Quay in the heart of Mackay. Two fireworks displays and local bands Formula, Paul Killingly and the Culprits followed by KISSthis (Australia's top KISS tribute band) entertained the crowd.



Festival of Arts – Deep Heart Arts

This year's festival was a resounding success in terms of audience participation, tickets sold and sponsorship received. For the first time 25,000 people attended the festival which was held over 16 days and staged over the new Mackay Regional Council area incorporating Sarina and the Pioneer Valley. Of the 30 different events/performances on show, including the Bobcat Ballet, the Bollywood Ball and the G&S Engineering Wine and Food Day many were free and those which were not were reduced due to invaluable deep hearted support from the business and art communities.

The events team secured a \$20,000 grant from Festivals Australia to assist Mackay based arts company, Crossroad Arts produce SynchroniCITY, a multimedia film event which was projected onto the Sarina and Pleystowe sugar mills and the outer walls of Birch Carroll and Coyle's cinema in the heart of the city. This project involved 30 members of the community, including artists, young people at risk, opera singers and musicians.

Australia Day 2010

A progressive Australia Day celebration was held on Tuesday, 26 January 2010, at Finch Hatton, Sarina and Mackay. Marayke Jonkers, our Australia Day Ambassador, was a hit with local residents' at all three celebrations.

Marayke, a paralympian swimmer, won the silver medal for the 150 metre individual medley at the Beijing Olympics and holds the world record for the 100 metre butterfly. The 27-year-old from Queensland's Sunshine Coast became paralysed in a car accident as a child, and her story was an inspiration to many.

Citizen and Young Citizen of the Year awards were presented at the Mackay function, prior to the free rock concert performed by Australian Idol runner up Luke Dickens. Citizen of the Year was awarded to Ted Bussey (for his work with the Mackay Canegrowers, Rotary, P&C groups, and the River Rock to Mountain Top Community Festival) and Young Citizen of the Year was awarded to Tamlyn Crozier (for her achievements in public speaking and sports, her volunteer work and her fundraising efforts for local community groups).



Mackay-Matsuura sister city relationship

The 20th anniversary of the sister city relationship between Mackay and Matsuura, Japan was celebrated in 2009. To celebrate the occasion a Skype Link up took place in July between the sister cities. 2009 also saw the commencement of new initiatives/projects between the sister cities including a biennial “drawing exchange” designed to showcase artworks by students living in Mackay and Matsuura. Students were asked that their drawings and watercolours convey the students’ impressions of their immediate environment and offer an insight into their lives.

A Mackay Sister City Advisory Committee was also formed comprising local residents to provide a forum for discussion and suggestions for itineraries for student and adult tour groups from Matsuura.

In September 2009, 11 students accompanied by two adult chaperones visited Matsuura and stayed with local families, experiencing the Japanese way of life. In November 2009, 34 adults took part in the biennial adult tour to Matsuura. The activities included a special celebration ceremony commemorating the 20th Anniversary of the sister city relationship.



Fokker Friendship Ceremony

In June 2010, council organised a special commemoration ceremony to honour the 50th anniversary of the tragic TAA Fokker Friendship plane crash, which claimed the lives of 29 people including 15 locals.

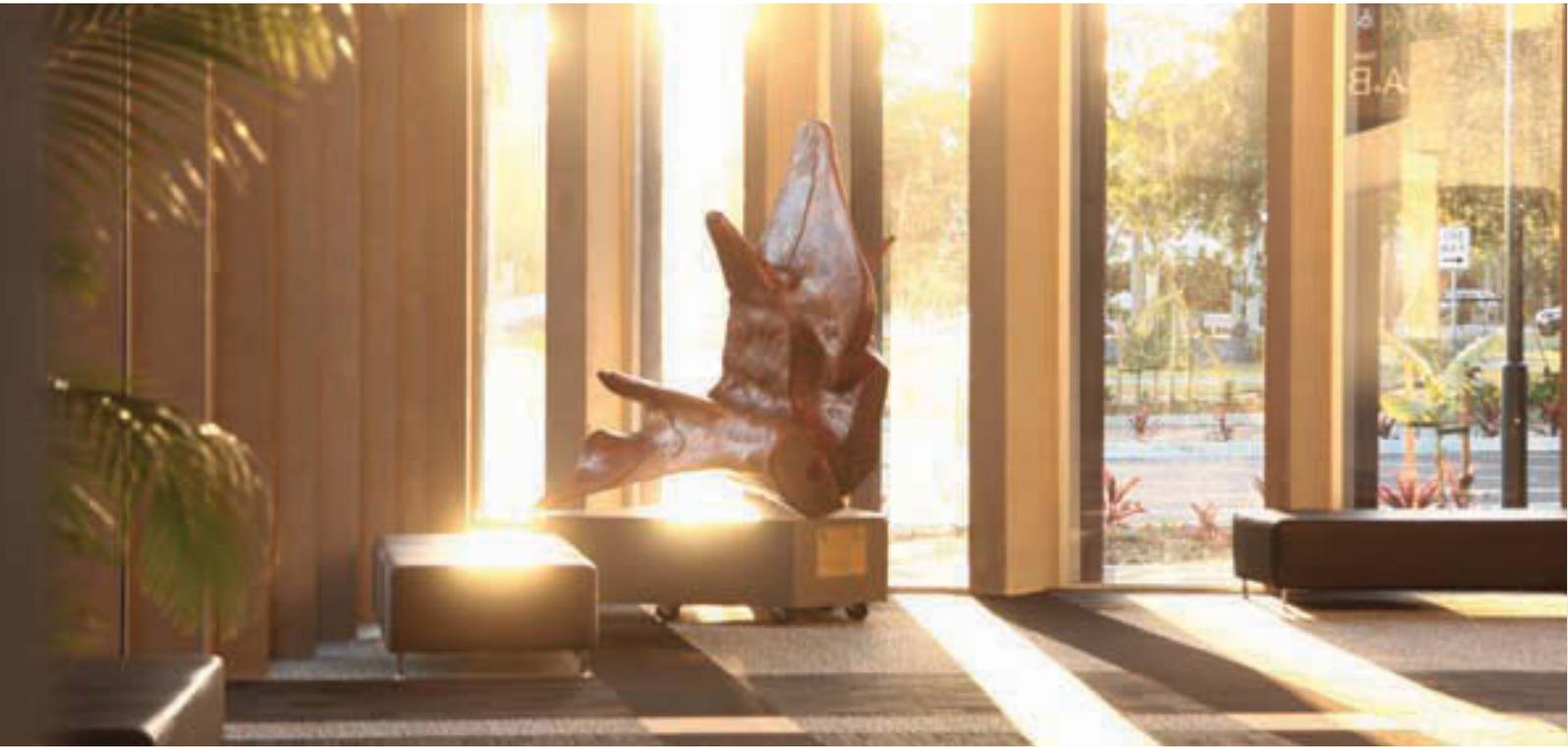
In a moving and emotional commemoration, relatives of those killed, including three mothers who lost their children, paid their respects at the memorial at Illawong Beach.

A group of students from Rockhampton Grammar School attended the morning commemoration and played a key role in the service. Many of those who perished in the crash were returning home to Mackay from Rockhampton Grammar School on 10 June 1960.

NAIDOC Week

Council's NAIDOC Flag Raising Ceremony was celebrated on Monday 6 July 2009. This event is celebrated by the Aboriginal and Torres Strait Islander community (including the broader community) and is seen as the opening event to the local NAIDOC Week program which coincides with National NAIDOC Week. The National theme "Honouring our Elders, Nurturing Our Youth" encompassed the achievement of Elders past and present and looks to the future for the younger generation.

Guest flag raisers to raise the Australian, Aboriginal and Torres Strait Islander flags respectively included, Mayor Col Meng and invited representative elders of the Aboriginal & Torres Strait Island communities supported by younger members of the community. Traditional Aboriginal Didgeridoo performance, an Indigenous choir, and a special "Honouring Our Elders" presentation by an Indigenous North Mackay High school student supported the event.



Mackay Entertainment and Convention Centre

In its first year of operation, the MECC, a \$29 million state-of-the-art facility, enjoyed a pleasing range of commercial, not for profit, and private hirers using the facility. The centre hosted 246 performances, 407 events and attracted 157,725 visitors. Notable events in the first year of operation included the Urban Local Government Association Annual Conference, the National Roads Congress, and the Rural Doctors Association of Queensland Medical and Education Conference.

The private events were complemented by many community events, including the Home and Lifestyle Show, the FOGS (Former Origin Greats) Employment Expo, Pioneer Valley Boxing tournaments and many performances including The Whitlams and the Queensland Orchestra, the Imperial Russian Ballet, children's entertainment such as "The Wiggles" and Dora the Explorer, drama, music, and much more.

The centre received two major awards at the 2010 North Queensland Regional Architecture Awards, including the Walter and Oliver Turnbridge Award for Building of the Year in the North Queensland region.



Marion BORGELT *Cryptologist's memoir* 2004-7



Rick WOOD *Large salt-fired platter* c.1985.

Artspace Mackay

Through its exhibition and education programs for 2009-10, Artspace Mackay continued to present a diverse range of activities to appeal to the widest possible audience. Highlights for the year included, the very popular retrospective *Hands on – Rick Wood: A Commitment to Clay* and *Recycled Library: Altered books*, both curated by Artspace Mackay staff, and the touring exhibition *Twelve Degrees of Latitude: Regional Gallery & University Art Collections in Queensland* which highlighted works from 27 Queensland public collections and included works from the Mackay Regional Council Collection.

Under the Federal Government Cultural Gifts Program the Mackay Regional Council Collection was greatly enhanced. Major Australian artist, Richard Larter, donated 13 of his original collage artists' books from the late 70s and early 80s and Sydney Gallery owner Frank Watters donated five artists' books from the 70s by Imants Tillers, Ian Howard, Tim Johnson, Bob Peacock and Virginia Coventry. Artspace Mackay Foundation provided funds to purchase five early artists books dating from 1969 to 1973 by Alex Selenitsch as well as the altered book *Cryptologist's memoir No.35 2007* by Marion Borgelt.

Another major gift under the Federal Government Cultural Gifts Program was three major drawings by Mackay born Indigenous artist, Danie Mellor, whose recent art awards include the 2009 National Aboriginal & Torres Strait Island Art Award, the 2009 Indigenous Ceramic Art Award and the 2010 Adelaide Perry Prize for Drawing.



Mackay Regional Council's library services

Mackay Regional Council boasts six libraries (including the mobile library). In the 2009-10 financial year, more than 88,700 items were loaned out using the libraries' self-checkout system. Total loans for this period were 838,674 and 24,116 items were added to the collections.

Storytime sessions were a big hit region wide with 12,000 parents and children attending the sessions held at Gordon White, Mackay City, Mirani, Sarina and Walkerston libraries and the Baby Bounce program finished on a high with 1600 parents and children attending these classes at Mackay City and Gordon White libraries.

Sarina Sugar Shed

The Sarina Sugar Shed is a tourist facility that promotes and tells the story of the Queensland Sugar Industry. The Sugar Shed provides a year round guided tour on the industry from by-gone year's right through to the leading technologies used in today's farming and sugar milling industries. Visitors can see, smell and taste the range of products produced at the facility.

During the 2009-10 year the Sarina Sugar Shed created its own DVD showcasing our local sugar industry and the region which enhanced its guided tours. More than 9000 people took advantage of the guided tours and the Sarina Sugar Shed was awarded the Winner of the Tourism Attraction Category of the Mackay Isaac Region Tourism Awards.



Swim centres

There are four public swim centres located throughout the region - Pioneer, Memorial, Sarina and Mirani. All four centres received significant upgrades throughout 2009 - 2010. These included the installation of a new chemical dosing system at Mirani Swim Centre, the resealing and expansion joint replacement at Pioneer Swim Centre, and the installation of a public barbecue at Memorial Swim Centre.

The implementation of multicultural Learn to Swim classes, to raise water awareness and safety amongst the broader community was a resounding success. Recreation Services has received additional funding from the State Government to continue to run these classes throughout the next financial year.

Recreation Services also renewed and expanded its partnership with Suncorp for the provision of free sunscreen for patrons at all centres throughout the region (previously only Memorial and Pioneer) and the Bluewater Lagoon.



The Bluewater Lagoon

Following a successful first year, the Bluewater Lagoon underwent minor works at the beginning of the year. The end result included additional seating and shade, an extra staircase to the water slide, and the attainment of more land for patrons to relax and enjoy the sunshine.

Attendance at the facility has increased significantly in the last year, proving the worthiness of the asset to the region.

Sport and Recreation

Council introduced a Modern Club Management Kit to local sporting clubs in the form of a CD to better educate clubs on governance requirements, committee development and volunteer management practices to help with the overall operation of clubs. In addition to this, council partnered with Queensland Health to develop routes for the 10,000 Step Program throughout the region, and the North Queensland Sports Foundation, to award bursaries to talented young sports people in the region.

Sarina bus service

Residents in the Sarina Beach communities were given a two-year timeframe to prove the worth of a new public bus service. The \$137,000 Queensland Government funded project, supported by Mackay Regional Council, provides a twice-weekly connection from the southern beach communities to Sarina and Mackay.

The service, operated by Sarina bus company Bus Fox on Mondays and Thursdays, was designed to take in 15 communities including Armstrong Beach, Freshwater Point, Grasstree Beach, Campwin Beach, Sarina Beach, Hay Point, Louisa Creek and Timberland. This initiative, funded via the Blueprint for the Bush initiative and supported by Mackay Regional Council and Dalrymple Bay Coal Terminal, reflects council's commitment to providing improved access to local facilities and businesses.





2 Economic Development

City initiatives implemented

Feedback from more than 200 people who attended the February 2009 business forum at Mackay Entertainment Centre (now the Mackay Entertainment and Convention Centre) led to the implementation of a range of city initiatives over the 2009-10 financial year.

These included: the formation of the City Focus Advisory Committee, work towards the development of a fully interactive Mackay City Centre website with maps, guides and business directory, infrastructure and public transport initiatives (such as the free Explorer Mackay Bus service and trial of the Sunday city shuttle), new cleaning schedules and machinery, as well as installation of additional security camera monitoring equipment.

Information from the forum is also assisting planning towards the development of a new car parking strategy and the creation of an urban enhancement concept and Local Area Plan for the city.

During the year, city marketing and attraction strategies, including three major television and radio campaigns employing the 'In the City' message promoted Mackay's CBD to a wide audience.

Business email networks

The City Focus Business Email Network, a new initiative for business people throughout the city, was created and continues to grow. The network currently connects over 220 business people representing enterprises located within the City Centre with member numbers growing steadily each month. Network members receive free updates on council works, invitations to events, business seminars and promotions. The City Focus Business network is free to join and welcomes members with an interest in the Mackay City Centre.

Explore Mackay map developed

More than 15,000 copies of Mackay Regional Council's Explore Mackay map were printed and made available across the region to promote the top 10 things to do in the city. This comprehensive, full colour map also details the location of bus stops, chemists, child care centres, the fire and police stations, off-street parking, play equipment and swings, public toilets, the post office, taxi ranks and much, much more.

Sarina business forum, November 2009

Council received constructive feedback from the November 2009 Sarina business forum, held at the Sarina Cultural Hall, Anzac Street. Feedback from this forum led to the creation of an online, all-inclusive business email network, titled Sarina Focus, designed to offer up-to-date news and information on happenings in the community to Sarina stakeholders, traders and property owners.

Feedback from the November forum was channelled into the development of Sarina's Local Area Plan (LAP), which will ultimately inform the creation of a strategic plan for the entire region. To view the LAP process and outcomes report, visit www.mackay.qld.gov.au.

Regional publications and business card CD

A Business Card CD, with video and welcome information for those new to the Mackay region, was developed in English and also released in a Japanese version. The CD is about the size of a business card and offers web links to a host of council information.

Profiles offering information about the Mackay region, and the Sarina and Mirani local areas were a new initiative introduced during the financial year. The free regular profiles are available in hard copy from council offices or in an easily downloadable PDF format at www.mackay.qld.gov.au.

Sponsorship of MWREDC and Mackay Tourism Ltd

New agreements were signed, for council sponsorship to Mackay Whitsunday Regional Economic Development Corporation (REDC) and to Mackay Tourism Ltd.

Through sponsorship of REDC, council supports economic development across the region and participates in the development of regional projects such as the Freight Study, and the Telecommunications Masterplan and Business Case, which seek to promote priority in the National Broadband rollout. Council is also working jointly with REDC, Tourism Queensland and Mackay Tourism, towards the development of the Hotel Attraction Study and prospectus for Mackay.

RV tourists welcomed

Every year recreational vehicle (RV) tourists spend more than \$8 billion in Australia and in early 2010, Mackay Regional Council made a proactive step to secure a slice of the action with the installation of important infrastructure that will service the campervan and motorhome market. In May, council committed \$50,000 to install waste disposal and access infrastructure for RVs at Mackay and Sarina visitor information centres and also in the Pioneer Valley.

Christmas 2009 celebrated in the city

As part of council's pre-Christmas celebrations, a Christmas market spectacular was held on Sunday, November 1, featuring gracious giveaways, fabulous fashion and musical grooves fresh from the streets of Melbourne. City Heart retailers including L.A Jewellers and Mavis May wowed the crowds with a fashion parade revealing some of the hottest new-season fashions.

One bike a week was given away in the lead-up to Christmas, as were theatre tickets and gift hampers, in a bid to brighten the retail and entertainment atmosphere of the City Centre prior to Christmas 2009.

Region promoted at expo

Mackay Regional Council together with home-grown Olympic gold medallist Linda MacKenzie joined forces to promote the region and the benefits of making a move north at the Country and Regional Living Expo in Brisbane from October 30 to November 1.

Ms MacKenzie, also council's PR administration officer, was a key member of the world record breaking Women's 4 x 200metre relay team that clinched gold at the Beijing Olympics in 2008.

At the event, Linda was joined by portfolio Councillor David Perkins, council's Economic Development manager Julie Cardiff, council's Corporate Communications manager Ken Furdek, Mackay Tourism representative Lyn Egan and Barry Lynham from the Mackay chapter of the Real Estate Institute. Mayor Col Meng attended the official opening and joined other mayors to cook breakfast in the Brisbane Mall.

Japan Local Government economic internship

Opportunities to develop closer economic partnerships took a stride forward with a recent exchange between Mackay Regional Council and Japan Local Government.

Takashi, Assistant Director of the Council of Local Authorities for International Relations (CLAIR), completed an internship with Mackay Regional Council's Economic Development program during October 2009. The much welcomed visit, funded through CLAIR, offered a valuable opportunity to learn and exchange ideas, drawing on Takashi's extensive experience with Okinawa Prefecture government.

Development Applications

Mackay Regional Council proudly approved a number of large-scale Development Applications during the year including:

- four separate applications for expansion of Rural View with a total new gross floor area (GFA) of 51,044 square metres
- a homemaker centre located on the corner of Bucasia and Holts Roads, Richmond, comprising more than 38,000 square metres of GFA including a 10,000 square-metre retail store
- a 25,074 square-metre expansion to Caneland Central, Mackay
- reconfiguration of a lot approval to create 314 Urban Residential lots and a park at Plantation Palms Estate, Eimeo Road, Rural View
- reconfiguration of a Lot approval to create 271 Urban Residential Lots plus parkland in six stages at Premier Gardens Estate on western side of Dawson Boulevard, Rural View
- reconfiguration of a Lot approval to create 163 Urban Residential Lots and Parkland Lot for Cuttersfield Estate Stages three to six off Broadsound Road and Boundary Road, Ooralea
- reconfiguration of a lot approval to create 112 Urban Residential allotments and parkland in three stages at Richmond Hills Estate, on northern side of Mackay Habana Road, Richmond.



Development Applications under assessment at June 30, 2010 include:

- a Mixed Use development comprising 191 multiple-dwelling units, catering shop, health-care centre, commercial premises (2550 square metres), a 148-room motel and an indoor entertainment/conference centre off Binnington Esplanade, Mackay
- a 15,400 square-metre expansion of Mt Pleasant Shopping Centre in two stages plus a service station on Mackay-Bucasia Road, Mt Pleasant
- a 4,720 square-metre Shopping Centre and Service Station on corner of Broadsound Road and Boundary Road, Ooralea
- a 15,782 square-metre Bunnings Hardware Store at corner of Holts Road and Mackay Habana Road, Richmond
- a 5,856 square-metre Shopping centre at Parkside site off Bridge Road, West Mackay
- reconfiguration of a Lot application to create 302 Residential Lots plus park in five stages off Hodges Road, Shoal Point
- reconfiguration of a lot application to create 132 Residential Lots in three stages at Shoal Point Waters Estate on the western side of Shoal Point Road at Shoal Point.

Of particular interest were the proposals to expand Caneland Central by an additional 2690 square metres. The investment in land development continued to remain strong with 3082 new lots approved and 944 lots created during the year. The assessment time for deciding these applications was reduced via improving the efficiency of council's internal assessment processes.

A joint professional development program established during the previous year with the Planning Institute of Australia (PIA) and Urban Development Industry Association (UDIA) continues to deliver training.

Training seminars were provided by council to consultants, building certifiers, and designers, in addition to training provided by the Department of Infrastructure and Planning with the introduction of the Sustainable Planning Act on the 18 December 2009 plus subsequent amendments in early 2010 to assist the industry in understanding the new Act as well as to navigate their way through the Act in lodging development applications.



3 Environmental sustainability

Natural Environment Working Group

Established as a working sub committee of the Sustainable Futures Committee, this group focuses on targeting projects that have an environmental objective for the benefit of the region's natural areas. The projects support outcomes identified in the Guardian Reef Project, Natural Environment Plan (draft) and the Coastal Management Guidelines. This sub committee will continue to work on projects that have significant environmental benefits for the future.

Natural Environment Volunteer program

The volunteer program provides opportunities for public involvement in the sustainable management of public land. During 2009-10, council's natural environment team worked closely with a wide range of community groups, schools and businesses to achieve this goal. Volunteers propagated indigenous plants at the Mackay Natural Environment Centre Nursery, and regular working bees were held with groups such as the Friends of Morag McNichol Reserve.

School groups took part in planting, monitoring and weeding of public land with support from council and several corporations worked in partnership with council to develop volunteer programs to enable staff to assist with sustainable land management activities.

Mackay Coasts and Communities project

Building on the framework established in the council adopted Coastal Management Guidelines, which set the strategic direction for management of the coastal zone, council worked in partnership with Reef Catchments to start to develop individual beach plans for all beaches in the Mackay area. The beach plans address issues relating to dune vegetation structure and maintenance, beach access, erosion, wildlife habitat protection, cultural heritage and climate change and make site-specific recommendations on how to address these key issues at each beach.

Community consultation and participation is an ongoing feature of this project and involves support and assistance from Reef Catchments, Pioneer Catchment and Landcare Group, Sarina Landcare Catchment Management Association, the Great Barrier Reef Marine Park Authority, local residents and community groups. Funding for this project was provided by the Natural Environment Levy and from Reef Catchments.

Sarina Sugar Shed

The Sarina Sugar Shed is not just a popular tourist attraction; it is also an environmentally friendly, energy saving entity. Sustainability practices currently in place at the Sugar Shed include:

- no plastic bags used at the facility
- recycling of bottles, card board and paper
- all liquid waste (dunder) from the distilling process is used to fertilise the Sugar Shed's gardens
- solid waste (bagasse) cane fibre is fed to local livestock as a food supplement
- filter mud (the waste product from the clarifying process) is used as a soil conditioner on the cane crop display and gardens
- the water condensed from processed cane juice is used to water the lawns and
- molasses remaining after the sugar syrup centrifugal process is used to make alcohol.

Land for Wildlife

With funding from the Natural Environment Levy, council provided support and recognition to private landholders involved in nature conservation. Land for Wildlife is a voluntary program that encourages and assists landholders to provide habitat for wildlife on their properties. An ecological specialist visited each property that was nominated and provided a management plan detailing the specific land management issues affecting the property. Regular newsletters, advice and opportunities to meet other like-minded landholders were also provided as part of the program.

Sandfly Creek Environmental Reserve

Considerable work was undertaken to implement the recommendations of the council-adopted Management Plan for Sandfly Creek Environmental Reserve. Council and Reef Catchments provided funding and worked with community groups, contractors and volunteers to undertake re-vegetation, weed control and fencing work. Implementation of the Management Plan will be ongoing over several years, but significant work has been undertaken to protect the environmental values of the reserve.

Pest Management

Council's Pest Management Officers assisted landowners in keeping declared plants and wild animal numbers down. Targeted baiting programs for wild animals are supported throughout the region as well as spraying activities aimed at reducing declared plants such as Sickle pod, Giant Rats Tail Grass and Parthenium Weed.

Officers also attend shed meetings and agricultural shows to provide information to landowners on the latest pest management techniques and products.



Parks Maintenance

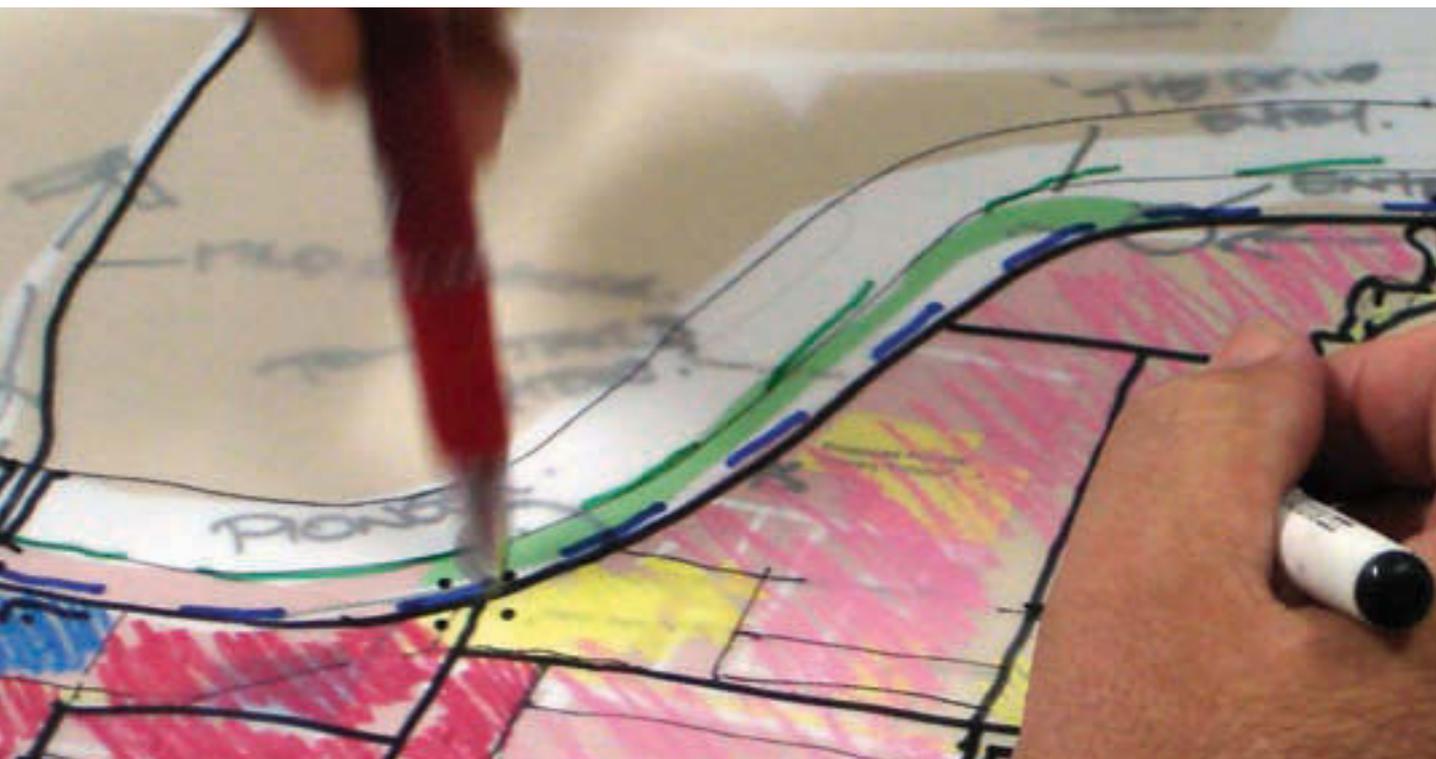
During the past year, staff from our three areas have continued to elevate the condition of the gardens and grassed areas. Top dressing has occurred in some of the major parks as well as the inclusion of additional trees to help increase shaded areas around play equipment.

Arboriculture staff have continued to improve the safety and health of trees in the Mackay region by performing remedial surgery and responding to the needs of our clients. Forty per cent of arboriculture work was from customer requests and the remainder was from additional work identified during the normal inspection duties.

Grant funding for shade sails

Federal Government funding of \$1 million, under the Regional Local Community Infrastructure Fund, was utilised to provide shade to playgrounds and parks throughout the region. Twenty-two multicoloured shade sails were constructed over playgrounds, eight picnic shelters were constructed in parks to complement existing facilities and four solid-roofed shade structures were installed over play equipment.

Queens Park Rotunda, which is Heritage Listed, received a much needed rebuild and has been restored to its original splendor and The Ken Burgess Orchid House at Queens Park received a new roof and full painting inside and out.



4 Strategic planning

Planning scheme amendments

The region's planning schemes are designed to accommodate business and industry growth, maintain the distinctive character of our region's rural and urban areas, protect good-quality agricultural land and conserve environmentally sensitive areas. Our region's fast-paced growth rate adds pressure on our infrastructure and environment, which makes council's planning schemes vital documents.

Mackay Regional Council adopted a range of amendments to the Mackay City Planning Scheme and the Mirani Shire Plan in the 09-10 financial year.

The Mackay City Planning Scheme:

- Amendments 3 of 2007 (minor car parking and other provisions): Council adopted further changes to proposed amendments which were held in abeyance from the previous year
- Amendments 1 of 2009 (rezoning and other minor amendments): Council commenced with public consultation on proposed Amendments 1 of 2009
- Amendments 2 of 2010 (minimum development levels): Council submitted the proposed amendments for State Interest Review in June 2010
- Amendments 3 of 2010 (updating State Heritage List): Council submitted the proposed amendments for State Interest Review in June 2010.

The Mirani Shire Plan:

- Amendments 1 of 2007: Council adopted the amendments to the Mirani Shire Plan in November 2009.

Local Area Planning

Council commenced the development of a new Strategic Plan and Planning Scheme for the Mackay region, named the Mackay 200k+ to represent the Mackay region's potential population of 200,000 people in the next 25 years.

As part of this process various local area plans are being developed to inform the strategic planning of the region. Council commenced three new local area planning processes (Mirani/Marian, Sarina and Ooralea) this year.

Council also commenced the development of a Residential Densities Strategy to assist in managing population growth.

Regional Planning

The Queensland Government announced the development of a new statutory regional plan for the Whitsunday Hinterland and Mackay (WHAM) region in March 2010. Council actively participates in the development of this regional plan and related studies and projects. Council also made submissions on various draft State Planning Policies during the year.

Heritage Advisory Committee

The Heritage Advisory Committee continued to raise awareness about the region's rich heritage through the 09-10 year. Council updated the Mackay City Cemetery Walk, Mackay City Centre Heritage Walk, Art Deco Buildings and Historical Centres in the Mackay region brochures. A booklet was also published on Conserving heritage houses in the Mackay region and a study was conducted on the heritage significance of various places in Sarina.

Developer contributions for trunk infrastructure

Council prepares plans for trunk infrastructure to ensure that future developments can be serviced with infrastructure such as water and sewerage mains, roads, stormwater drains and parks. Once the plans are prepared, contribution rates are determined to share the cost between council and developers of providing infrastructure. The contribution rates are contained in council's Planning Scheme Contributions Policies for the three existing planning schemes in the region. The following contributions were adopted in June 2009 and took effect on 1 August 2009.

Mackay City Planning Scheme

- Policy 16.01 – Transport Network Contributions Policy
- Policy 16.03 – Water Supply and Sewerage Infrastructure Contributions Policy
- Policy 16.04 – Stormwater Trunk Infrastructure Contributions Policy

Mirani Shire Plan

- Policy 1 – Developer Contributions for Water Supply and Sewerage Headworks

Sarina Shire Planning Scheme

- Policy 10 – Water Supply and Sewerage Headworks – works external and works internal

These amendments allow council to achieve a reasonable and equitable distribution of the costs of works between council and property developers of land within the Mackay Regional Council area.

Waterways and Open Space planning

Work commenced on redefining desired standards of service for open space and strategic planning on integrating waterways and active open space. The Gooseponds Creek flood study was completed after public consultation. The Strategic Planning Programme commenced with the McCrearys Creek flood study and the Pioneer River Flood Study is being developed.



Development assessment – engineering program

During the year, 120 Operational Works applications were received, totalling \$106 million. This compares to 129 applications totalling \$79 million in 2008-09. The significant increase in the value of works highlights the large number of applications for major developments lodged in 2009-10. These included:

- 153 unit retirement village in Beaconsfield
- 32 lot village residential subdivision in Seaforth
- 33 lot industrial subdivision in Sarina
- expansion & upgrading to Ergon Energy depot in West Mackay
- 71 lot residential subdivision & adjoining lake in Shoal Point
- 13 lot industrial subdivision in Paget
- 67 lot residential subdivision in Sarina
- civil works for Caneland expansion
- 38 lot residential subdivision in Mount Pleasant

The pace of development construction slowed

during the first five months of 2010 due to extended rainfall, however major projects under construction or completed during the 09-10 financial year included:

- New private school & 32 lot residential subdivision in North Mackay
- 26 lot industrial subdivision in Paget
- 75 lots in an ongoing residential subdivision in Marian
- civil works for Caneland expansion
- 25 lot rural residential subdivision in Erakala
- 37 lots in an ongoing residential subdivision in Mirani
- 43 lots in an ongoing residential subdivision in Sarina
- 39 lots in first stage of an industrial subdivision in Paget
- 65 lots in first stage of a residential subdivision in Beaconsfield
- 149 lots in three ongoing residential subdivisions in Northern Beaches
- 88 lots in two ongoing residential subdivisions in Ooralea

5 Engineering services

Bridge Replacement program

Substantial works totalling \$2.3 million in 2009-10 were carried out around the region to replace bridges, improve alignments and upgrade bridge approaches. A key project in this program was the construction of an alternative access to the bridge on Casey Avenue servicing the fuel storage to Mackay Airport and the sporting venues on Casey Avenue. This alternative access will be utilised as the sole access to the area during the replacement of the current bridge in 2010-11.

Boat ramps

Council along with the State Government (who provided funding) completed a number of projects at boat ramp facilities around the region in 2009-10. Ongoing funding was provided to the building of a new boat ramp at Apsley Way, Andergrove, and the design of a new ramp at Freshwater Point for delivery in 2010-11.

Local Area Traffic Management and road safety

Funds of \$1.09 million were allocated to improving and upgrading the region's traffic facilities, as part of the Local Area Traffic Management (LATM) safety program. Key projects addressed under this program included traffic calming devices in the Beaconsfield precinct as well as funding of Blackspot projects in Rifle Range Road, Courtney Gap Road and at the intersection of Pacific drive and Barfield Streets, Sarina.

Trunk road upgrades and pavement improvements

Council has carried out substantial roadworks region-wide to the tune of \$19.64 million. These works included road alignment improvements, drainage infrastructure installation and improvements, pavement reconstruction and resurfacing, as well as increased intersection and network capacity improvements. Some of the major works conducted throughout the year included:

Mackay

- Farrellys Road (Connors to Broadsound) – road upgrade and intersection signalisation
- Design, land acquisition and service relocation for construction in 2010-11 and 2011-12 for Connors Road from Farrellys Road to Archibald Street
- Shoal Point Road pavement improvement – Seychelles Road to Volute Street
- Farleigh Habana Road pavement improvement
- Shakespeare Street pavement improvement – Rae to Hague

Pioneer Valley

- Gorge Road
- Kinchant Dam Road

Sarina

- West Plane Creek Road (0.8 kilometres)
- Grasstree Beach Road (0.75 kilometres)
- Petersen Street pavement improvement



Road shoulder Treatment program

To continue to improve conditions on the region's older residential streets, council allocated \$1.94 million towards the continuation of its successful Road Shoulder Treatment Program. Some of the streets addressed included: Field Street (between Podosky and Edmonds), Margaret Street (between Romeo and Watson's Lane), Dennis Street (from Black to Kippen), Kennedy Street (between Evan and Ready) and Roberts Avenue (from Corney to Hannaford).

Trunk and master drainage

Significant works totalling \$4.23 million have been carried out under the trunk and master drainage program. Some of the key projects included:

- completion of drainage to the northern section of Bourke Street, Blacks Beach
- large concrete culverts were installed at Farrellys Road as part of an upgrade of the road from Connors Road to the Bruce Highway (in conjunction with Main Roads)
- contributions to cross drainage for DTMR projects at Baxter Drive and Boundary Road
- replacement of failed culvert at Hague Street
- construction of culvert drainage Cabbage Tree Road, Andergrove.



6 Mackay Water and Waste Services

Clean Up Australia Day

In March 2010, over 500 volunteers took part in the 20th anniversary of Clean Up Australia Day. Mackay Regional Council registered 19 sites and supplied skip bins to over 20 different locations throughout the region. A total weight of 7.16 tonnes of waste was collected as well as 26 tyres of various sizes, which were collected and disposed of separately by ChanSesR.

Bin Inspection program

While community support for recycling increased over the year, contamination remained a significant issue for council. A total of 3125 bins from different areas of Mackay were randomly selected for inspection over a six-week period. The overall contamination rate recorded was 15 per cent. Council's recycling program is being revised to address contamination rates.

> For more information on Commercial Services, please refer to the Mackay Water Services Performance Report on page 86.



7 Organisational excellence and governance

Sustainable Futures

Council's Sustainable Futures Advisory Committee continued its proactive leadership role in delivering sustainable practices across the organisation. The six working groups recommended a number of strategies during the financial year to tackle climate change and reduce emissions.

A key step forward in 09-10 was the introduction of E10 only fuel cards for all vehicles, resulting in the usage of 261,579 litres of the bio-fuel in 12 months - a 149 per cent increase on the previous year's usage.

Council has two hybrid vehicles as part of its fleet and has also implemented a program to replace its six-cylinder light fleet with four-cylinder vehicles where possible.

A comprehensive review of council's electricity usage and current tariffs helped council cut power consumption significantly, resulting in savings of about \$119,000 in 2009-10.

The installation of video conference facilities will help council reduce air travel emissions.

Double-sided printing of documents saw council reduce its paper usage by about 550 reams of A4 paper.

A range of sustainability initiatives form part of the construction of council's new Paget Depot, due for completion in late 2011. The Building Management System integrates all electrical, water metering and computer systems to allow improved monitoring of power consumption and water usage at the depot.

The installation of solar panels on roofs, energy efficient lighting and rainwater tanks will also produce significant energy savings and recycle water.



Local Law operations

Council officers worked closely with the community in addressing issues of concern relating to abandoned vehicles, wandering cattle and horses, overgrown allotments, illegal camping and signage.

An increased concentration on regulated parking patrols in the Mackay City Heart has assisted shoppers to find short term parking spaces in support of the city's business community.

Business Improvement Team

A cross-functional Business Improvement Team was formed in the Corporate Service department to critically examine the way council does business. Members of the team were drawn from all programs within the department and were provided with training in Quality Management and Continuous Improvement by the Australian Institute of Management.

The team developed a prioritised list of more than 30 improvement projects and a number of significant projects have already been signed off. These included: streamlined purchase order and purchase card processes, a new way of handling private certification lodgement, enabling electronic payment of accounts receivable by B-Pay, telephone and internet banking, as well as the implementation of video conferencing technology and a new training, travel and accommodation policy.



Responsible pet ownership

Council encourages residents to ensure that any dog/s being kept by them are registered with council. This allows our officers to reunite lost pets with their owners as soon as possible and also keeps the numbers of unregistered straying animals which occupy pound facilities at a manageable level. Council's Public Education officers attend schools, community groups and agricultural shows in the area to advise on the advantages of responsible pet ownership, both for council and residents.

Environment and health governance

Council's Environmental Health and Environmental Protection teams have introduced a risk based method of annual licensing for its Food Businesses and Environmentally Relevant Activities (commercial/ industrial businesses) aimed at rewarding high performers. This covers approximately 960 business enterprises and is aimed at elevating the level of compliance with licence conditions and reduces the number of complaints which are received by council.

Communication

Council continued its commitment towards electronic distribution of information in the 09-10 financial year.

There was significant growth in visits to council's corporate website, which remains a pivotal communication tool for the organisation.

The website now averages about 35,000 unique visitors a month – about a 20 per cent increase on visits from the previous financial year.

Due to the continued growth council launched a series of e-newsletters. The online newsletters provide residents with up-to-date information on a range of services, programs and facilities direct to their email inbox.



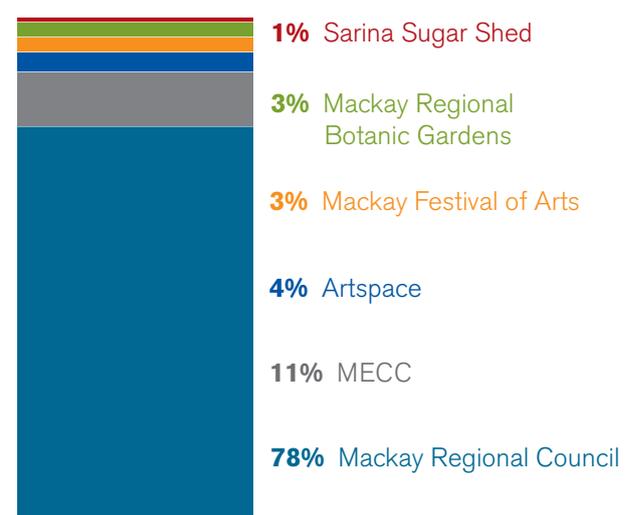
Departmental snapshot

1 Corporate Services

Corporate Communications

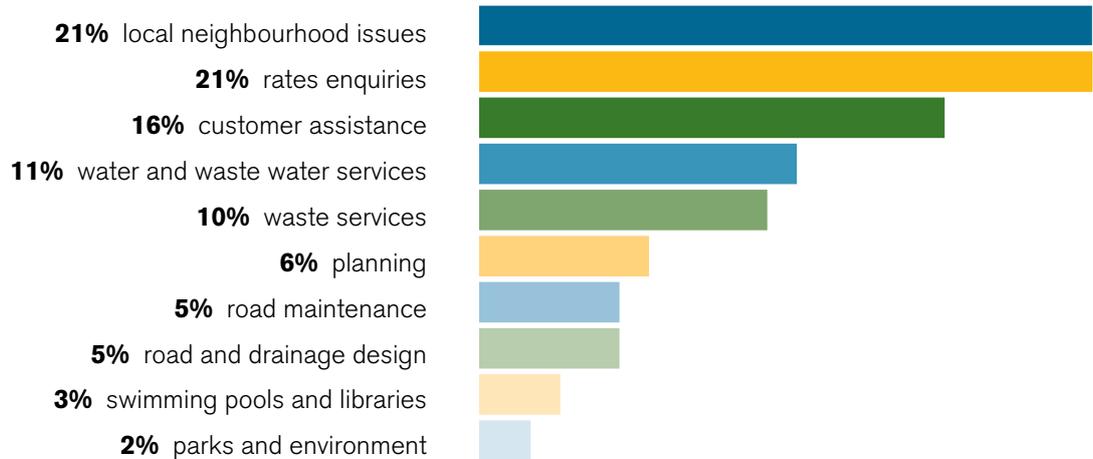
Council's electronic communication tools	July 2009	June 2010
Website	30,805 visits	36,043 visits
Facebook	78 fans	183 fans
Twitter	29 followers	73 followers
YouTube	129 views	176 views

Visits to council websites 2009-2010



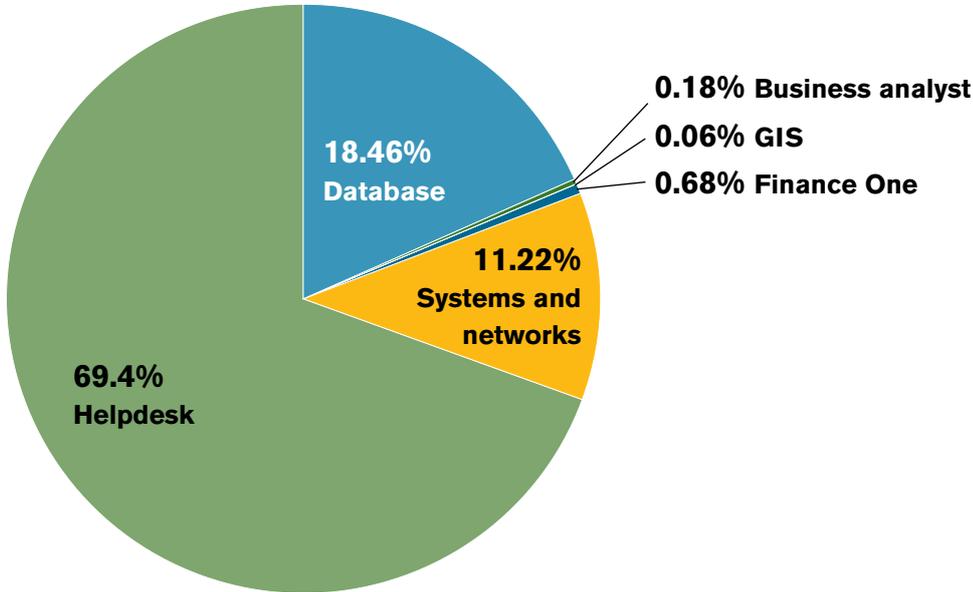
Customer Service

Top 10 calls by attribute 2009 - 2010



Information Technology

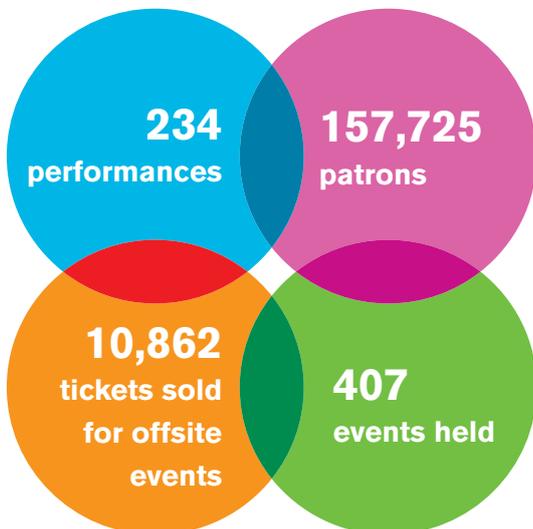
Lodged support requests for 2009-2010



2 Community Services

Mackay Entertainment and Convention Centre

MECC performance indicators



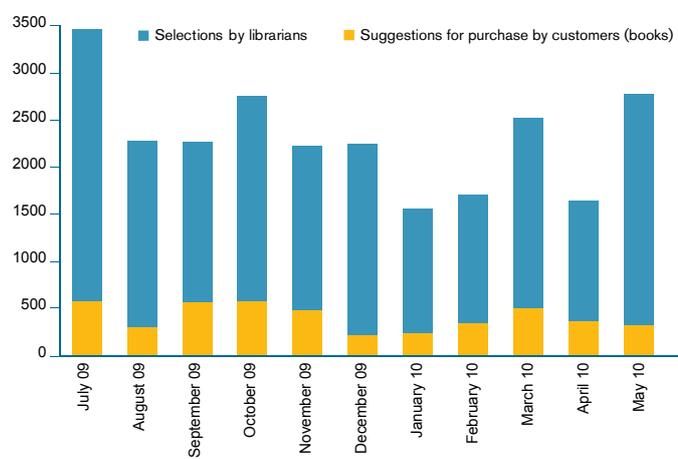
Artspace Mackay

Artspace Mackay performance indicators

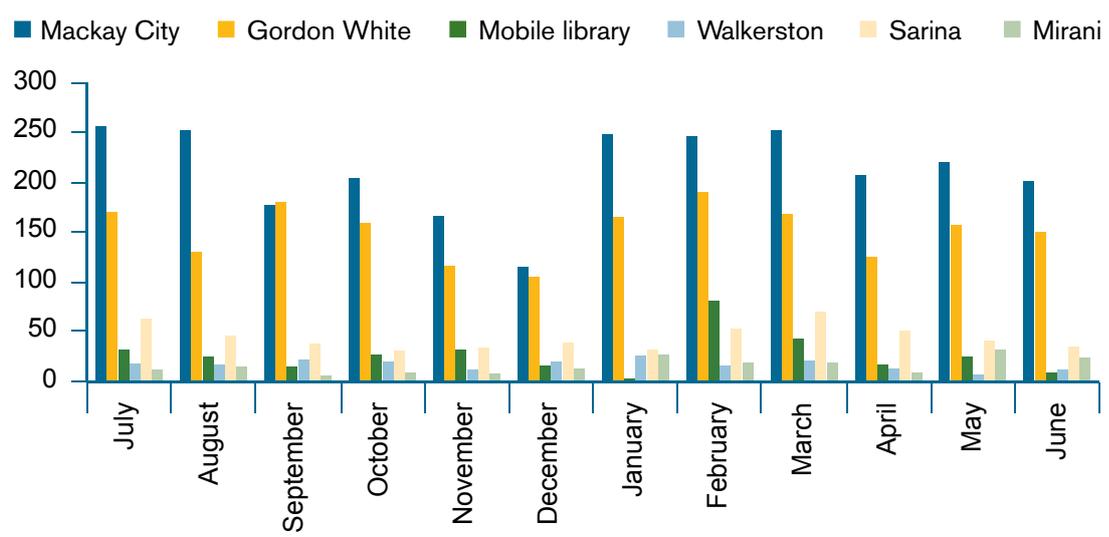


Mackay Regional Council Library Services

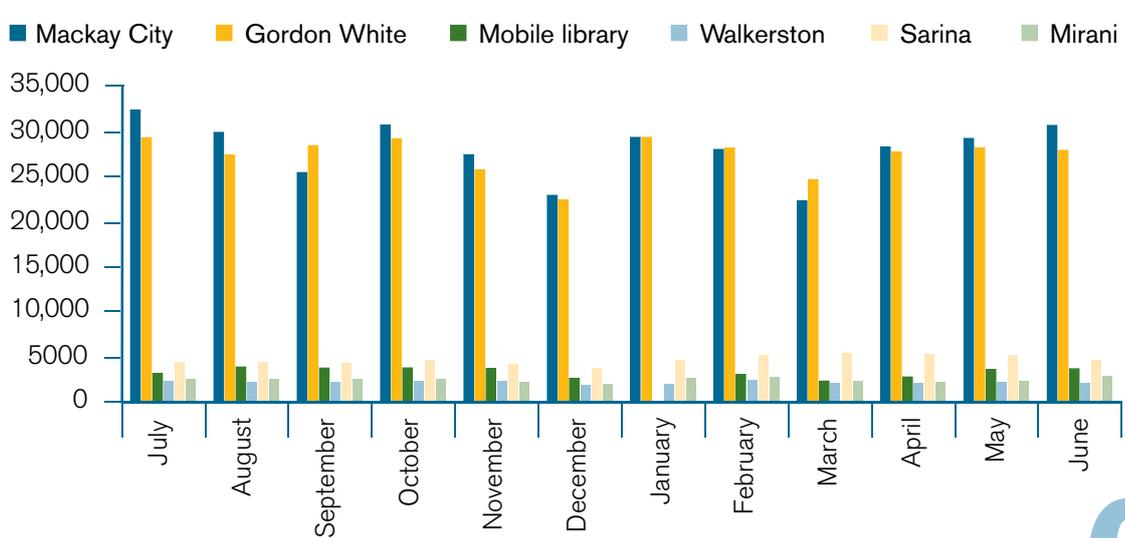
New items added to the Library collection



Members by branch



Loans per month by branch

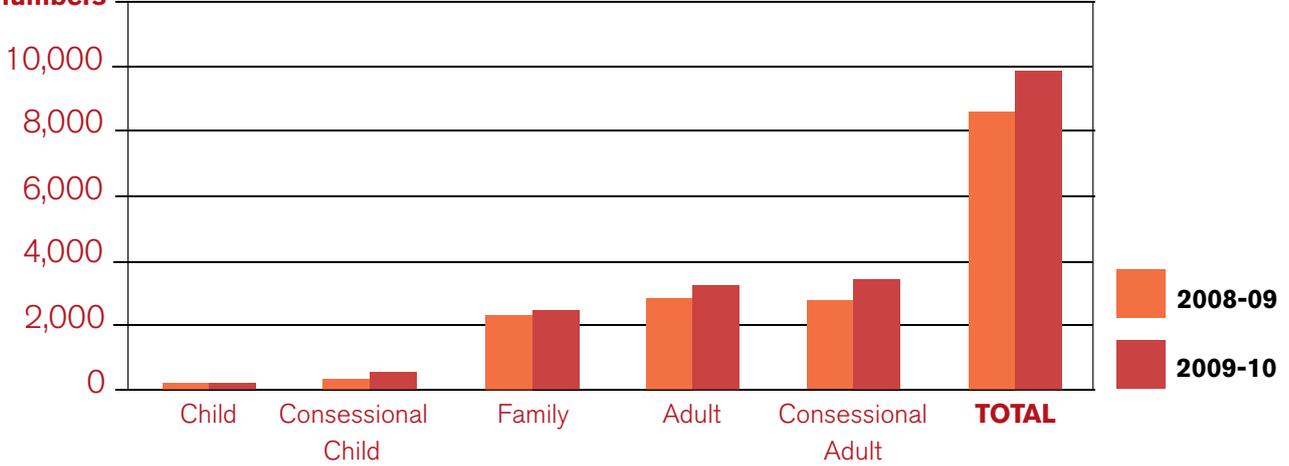


Sarina Sugar Shed

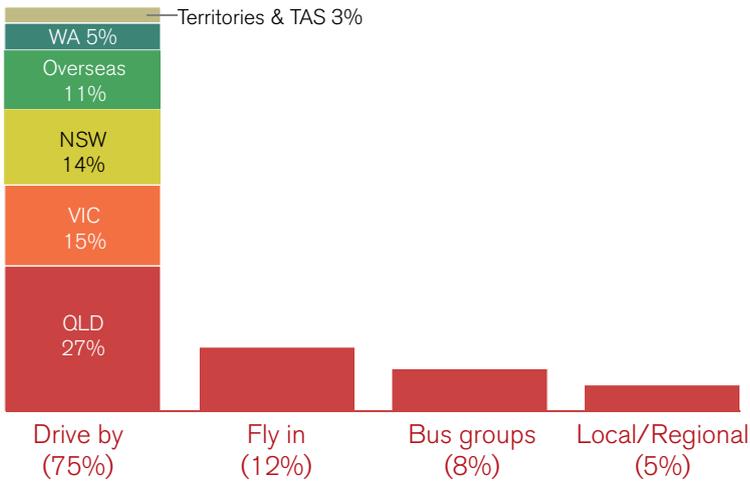


Comparison visitors 2008-09 and 2009-10

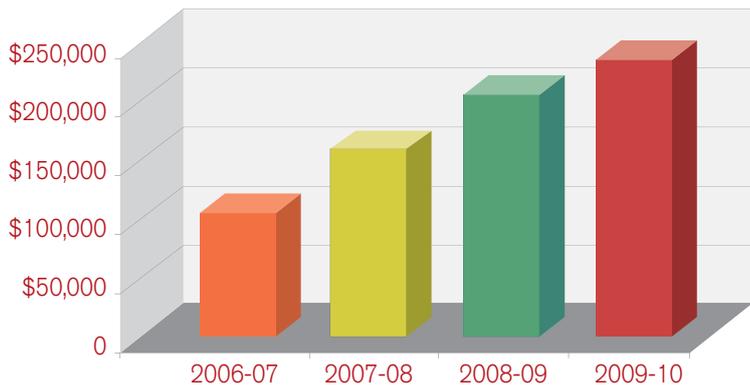
Visitor numbers



Visitors market



Total income sales





Aquatic Facilities

Mackay Swim Centres	Visitors 08-09	Visitors 09-10
Memorial Swim Centre	34,904	35,415
Pioneer Swim Centre	26,384	27,375
Mirani Swim Centre	5,888	5,188
Sarina Swim Centre	6,339	4,798
Bluewater Lagoon	361,807	413,374

Learn 2 Swim attendees	Visitors 08-09	Visitors 09-10
Memorial Swim Centre	43,529	43,980
Pioneer Swim Centre	47,318	47,605

3 Engineering Services



Capital works program

Capital Works Program	2009-2010 budget
Rural and Urban arterial	\$13.399 million
LATM traffic and road safety	\$1.903 million
General works	\$2.310 million
Master drainage	\$4.225 million
Shoulder treatment	\$1.944 million
Pavement improvements	\$5.961 million
Bridge replacement	\$2.301 million
Footpaths and bikeways	\$0.835 million
Boat ramps	\$0.795 million
Traffic signals	\$0.123 million
Off-street car parking	\$0.069 million
Bus shelters	\$0.065 million
Total	\$33.930 million

Parks

Item	Quantity
Toilets cleaned (each)	33,957
Barbecues cleaned (each)	16,726
Litter (hrs)	859
Brush cutting (hrs)	4,444
Herbicide spraying (hrs)	664
Mowed area	31,863,109 m ²
Irrigation repairs (hrs)	757
Trees pruned	4,514
Garden area serviced	22,918,46 m ²
Scheduled palm trees deseeded	900
Requests – branch pick up	1,078
Coconut trees de-nutted	98
Trees attended in juvenile stage	757
Requests – minor prune	217
Requests – major prune	711
Trees planted in streetscapes	453
Burials at Mt Bassett	160
Burials at Mt Bassett (ashes)	35
Burials at Mackay Cemetery	13
Burials at Mackay Cemetery (ashes)	17
Burials at Walkerston Cemetery	94
Burials at Walkerston (ashes)	20
Burials at Mirani Cemetery	13
Burials at Marian Cemetery	5
Burials at Sarina Cemetery	29
Graves dug by hand	25



Building approvals

Residential and non-residential building approvals - 12 months ending 30 June 2010.

Local Government Area	Mackay Regional Council	Queensland	Region as % of Queensland
Dwelling units in new residential buildings (a)	1044	32,531	3.2%
Residential building value (a)	\$293,220	\$7,942,283	3.7%
Total residential building value (b)	\$325,596	\$9,232,828	3.5%
Total non-residential building value (b)	\$471,361	\$8,096,292	5.8%
Total building value (b)	\$796,957	\$17,329,120	4.6%
Proportion of total value that is residential (c)	40.9%	53.3%	n/a

(a) Excludes alterations, additions and conversions. (b) Includes alterations, additions and conversions. (c) Represents total residential building value as a proportion of total building value.

Note: Based on ASGC 2010. Data for Local Government Areas (2010) are derived from concorded population-based statistical local area data (ASGC 2006) Source: Australian Bureau of Statistics, Building Approvals, Queensland (Cat. no 8731.0)

4 Mackay Water and Waste Services

Waste services - kerbside collection services

Waste services - kerbside collection services

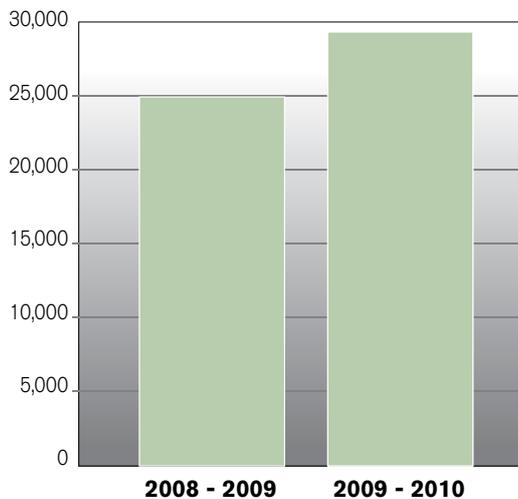
Type of collection service	2008-09	2009-10	% Difference
Waste collection (weekly)	44,416 bins	45,460 bins	2.4%
Recycling collection (fortnightly)	42,243 bins	43,432 bins	2.8%

Kerbside waste bins - tonnes collected

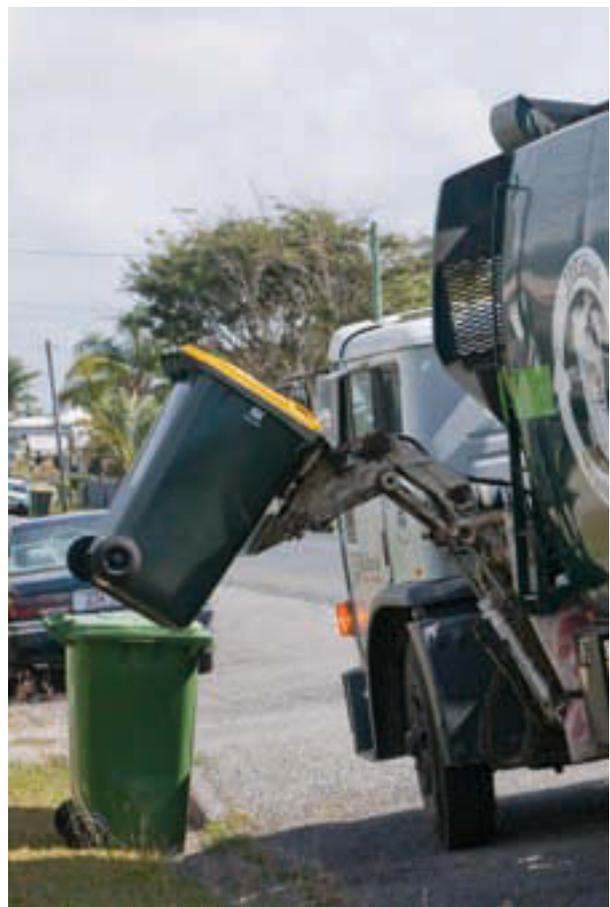
Collection service	2008-09	2009-10	% Difference
Domestic waste	25,009	29,402	17.6%

Domestic waste

Tonnes



Please note that the 2008-2009 data does not capture the majority of Sarina and Pioneer valley waste tonnages as they were not weighed until May 2009.



Kerbside recycling

Recyclable type	2008-09 (tonnes)	2009-10 (tonnes)	% Difference
Glass	588.28	595.72	1.3%
Paper and cardboard	3,817.27	3,895.82	2.1%
High-density polyethylene (HDPE)	108.09	108.34	0.2%
Polyethylene terephthalate (PET)	124.18	134.11	8.0%
Aluminium	140.26	134.39	-4.2%
Steel	126.79	181.1	42.8%
Mixed plastics	171.24	158.1	-7.7%
Annual Total	5,076.11	5,207.58	2.6%

Green waste recycling

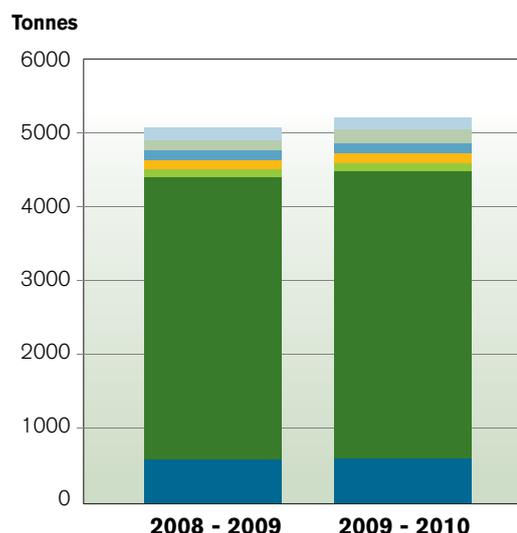
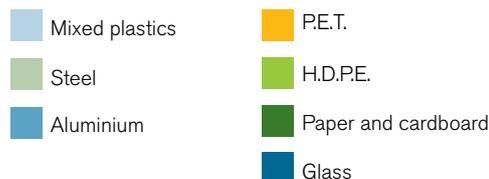
Green waste	2008-09	2009-10	% Difference
Tonnes recycled	9,227.05	20,936.42*	126%

In March 2010, Cyclone Ului hit, increasing landfill in the Mackay region. As part of Mackay Regional Council's disaster management recovery operations, extra resources were obtained to manage the huge volume of green waste that was generated by the event. Council opened several locations for the acceptance of green waste and most facilities operated with extra trading days and hours. Green waste disposal fees were waived for four weeks after the event. The table above demonstrates the volume of green waste processed in the reporting 09-10 financial year.

Waste received at Hogans Pocket Landfill

Month	Waste received in tonnes 2008-09*	Waste received in tonnes 2009-10
July	7,197.06	6,770.40
August	6,784.82	6,111.52
September	7,112.38	6,947.14
October	7,165.08	6,857.86
November	6,509.72	6,831.16
December	7,087.29	7,431.58
January	6,694.04	6,664.98
February	6,227.50	6,935.10
March	7,028.78	8,787.32
April	6,223.11	7,092.96
May	6,554.4	6,872.48
June	6,494.23	6,803.76
Total	81,078.43	84,106.26

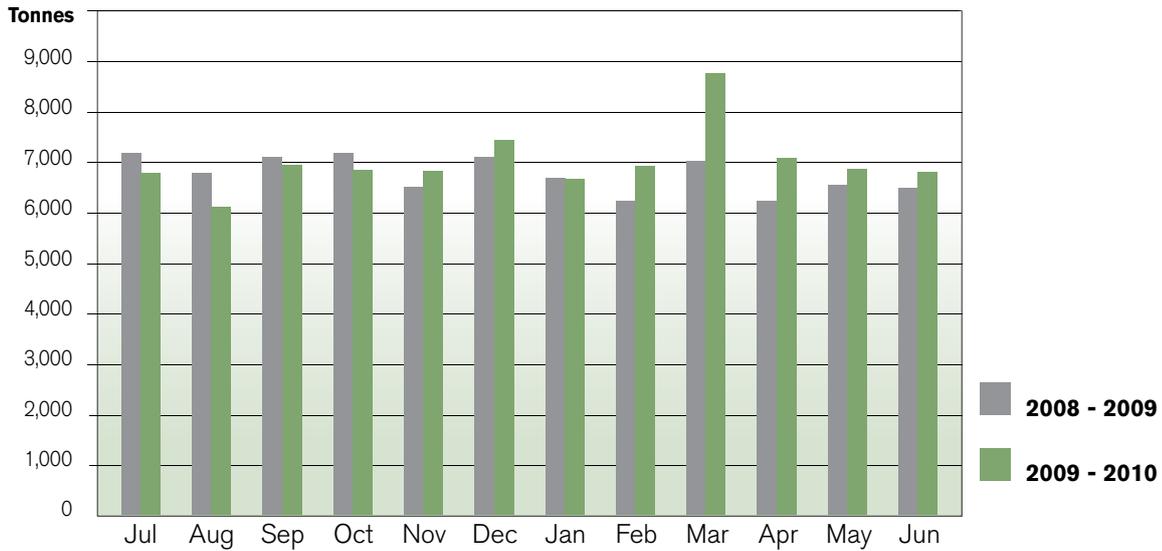
Kerbside Recycling



* 15 month reporting period

Cyclone Ului also had an impact on the amount of waste received for landfill in the reporting year, particularly for the March 2010 to May 2010 period. The increase from 2008-09 to 2009-10 annual total is 3,027.85 tonnes, which is a 3.7 per cent increase.

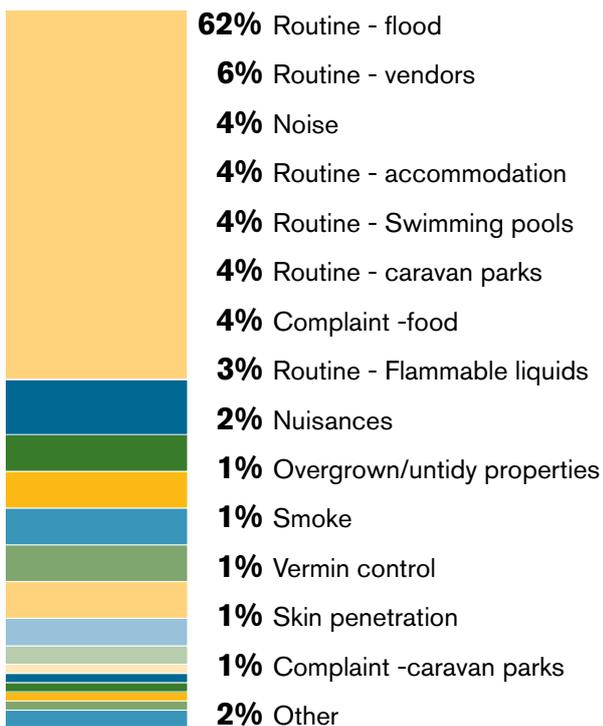
Hogans Pocket waste received



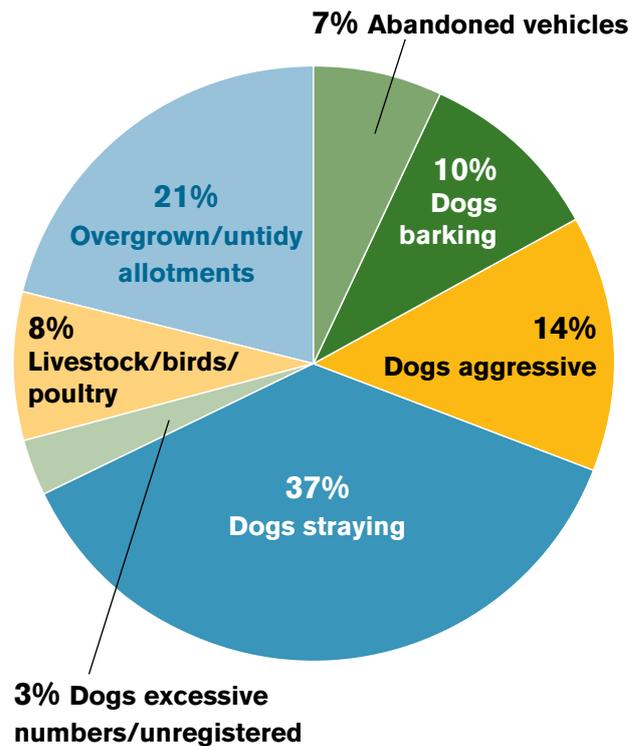
*09-10 tonnages affected by waste from cyclone Ului.
 For more information, please refer to the Mackay Water Services Annual Performance Report from page 86.

5 Development Services

Environmental Health Inspections

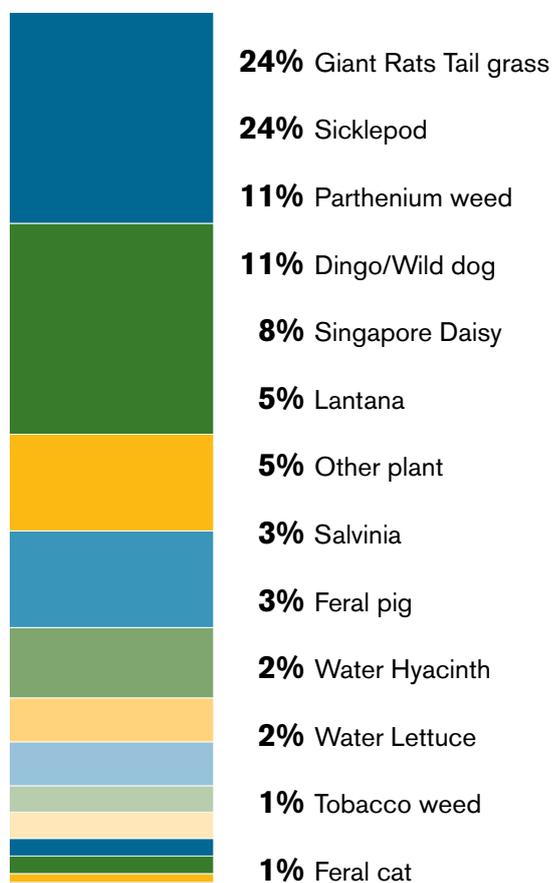


Local Laws requests 2009-2010





Pest management complaints and inspections 2009-10





Policies

Borrowing Policy

Loans are used to fund major capital and infrastructure works so that repayments are spread over a number of years - usually the expected life of the asset. The Borrowings Policy deals with new borrowings, the purpose of the borrowings and repayment terms. Proposed borrowings and repayments are as follows:

Project	2009-10 Loan	2010-11 Loan	2011-12 Loan	Repayment term
General	\$25,774,000	\$35,963,734	\$15,105,500	9 to 20 years
Water	\$3,283,705	\$15,519,609	\$8,842,283	20 years
Sewerage	\$4,259,501	-	\$16,153,054	20 years
Cleansing	-	\$2,251,893	\$8,160,401	15 to 20 years
Total	\$33,317,206	\$53,735,236	\$48,261,238	-



Purposes of borrowings

The type of projects that are funded by loan borrowings are those that will not have a financial impact over a number of years. This method ensures that ratepayers are not burdened with unrealistic expenditure levels. The repayment for these capital works creates an asset for council, which can then be repaid over the years relating to the life of the asset, where appropriate.

Revenue Policy

The Revenue Policy, adopted annually at the budget meeting governs council's revenue raising activities. The policy provides details on how rates are levied and explains the differential rating system that more fairly shares the burden of rates including differential categories. All water, sewerage and waste charges are based on this policy, as well as special levies, rate remissions, payments and discounts, and overheads on private work. Copies of the Revenue Policy are available from www.mackay.qld.gov.au.

Special rates and charges

Under section 534 1(a and e) council is required to provide details of action taken in relation to, and expenditure on, a service facility or activity for which the local government made and levied a special rate or charge for the financial year and a summary of all rebates and concessions allowed by the local government in relation to rates



Special Rate (City Centre Management)

A special rate was levied on properties within the City Centre Precinct for 'City Centre Management'. The revenue from these rates was used as core funding for the promotion, revitalisation and enhancement of the City Centre area.

Special Charge (Rural Fire Services)

Where requested by a Rural Fire Brigade (or group thereof) council levies a Special Charge to provide assistance with their operations. All funds levied (less an administration charge) are paid to the relevant Rural Fire Brigade or group.

Rebates and concessions

Council has five different rebates and concessions in relation to rates. These are Pensioner Rates Concession, Rates Remission for non-profit community organisations, Rates Remission - Conservation Strategy, Rates Relief Policy and Undetected Water Leak Relief. Full details of these rebates and concessions are available within the Revenue Policy from www.mackay.qld.gov.au.

Councillors' Remuneration Policy

Councillors' remuneration is determined by the Local Government Remuneration Tribunal who set remuneration levels for all councils across the State. This determination is reviewed from time to time with the last review taking effect from 1 January, 2009.

List of registers

Council maintains a list of registers that are available on request. These include:

Section of the Local Government Act	Name of register
248	Register of interests (access restrictions apply)
433	Register of electoral gifts
472	Register of delegations by Local Government
846	Register of accreditations and complaints
895	Register of local laws
921	Map and register of roads
1071E	Register of regulatory fees
1132	Register of delegations by the CEO
1139	Register of interests of other persons (access restrictions apply)

Councillors' allowances

Under section 534 (1g[i]) of the *Local Government Act 1993*, council must provide the total remuneration paid by it to each of its councillors under the remuneration schedule during the year.

Remuneration paid to councillors for the period 01/07/09 to 30/06/10

Cr Col Meng	\$157,561
Cr Darryl Camilleri	\$106,514
Cr Wendy Cameron	\$96,154
Cr Kevin Casey	\$96,154
Cr George Christensen	\$96,154
Cr Deirdre Comerford	\$96,154
Cr Diane Hatfield	\$96,154
Cr Karen May	\$96,154
Cr David Perkins	\$96,154
Cr Paul Steindl	\$96,154
Cr Greg Thomsen	\$96,154

Under section 534 of the LGA, the expenses incurred by, and the facilities provided to, each of its councillors under the local government's expenses reimbursement policy during the year must be disclosed.

Breakdown of councillor's expenses

Councillors	Conferences and travel	Private Vehicle Usage	Provision of Facilities	Total
Cr Col Meng	14,336	-	19,156	33,492
Cr Darryl Camilleri	8,224	-	2,633	10,858
Cr Wendy Cameron	5,080	8,732	2,516	16,328
Cr Kevin Casey	4,847	5,800	3,146	13,794
Cr George Christensen	3,181	-	8,730	11,911
Cr Deirdre Comerford	6,726	-	2,123	8,849
Cr Diane Hatfield	4,981	-	1,434	6,415
Cr Karen May	8,623	-	2,330	10,953
Cr David Perkins	7,567	12,236	2,323	22,126
Cr Paul Steindl	6,790	11,030	2,063	19,883
Cr Greg Thomsen	5,015	3,506	2,823	11,345
	\$75,371	\$41,305	\$49,278	\$165,954

Superannuation contributions paid by council to councillors

Councillors	Superannuation 2009-10
Cr Col Meng	\$18,907
Cr Darryl Camilleri	\$12,782
Cr Wendy Cameron	\$11,538
Cr Kevin Casey	\$11,538
Cr George Christensen	\$11,538
Cr Deirdre Comerford	\$11,538
Cr Diane Hatfield	-
Cr Karen May	\$11,538
Cr David Perkins	\$11,538
Cr Paul Steindl	-
Cr Greg Thomsen	\$11,538

Councillors' reimbursement policy

The councillors' Reimbursement Policy (as required under section 534 of the Act) ensures accountability and transparency in the reimbursement of expenses incurred by councillors and ensures that councillors are provided with reasonable facilities to assist them in carrying out their civic duties. The policy is as follows:

Payment of expenses

Expenses will be paid to a councillor through administrative processes approved by Mackay Regional Council's Chief Executive Officer (CEO) subject to the limits outlined in this policy, or council endorsement by resolution.

Expense categories

(i) Professional development

Council will reimburse expenses incurred for mandatory professional development and discretionary professional development deemed essential for the councillors' roles. The Mayor attends the Local Government Association Queensland (LGAQ), Urban Local Government Association (ULGA), Australian Local Government Association (ALGA) and any other relevant conferences/seminars/workshops as the primary delegate (council shall appoint the other delegates). Councillors can attend workshops, courses, seminars and conferences that are related to the role of a councillor. Approval to attend is made by council resolution and therefore councillors should advise the CEO of their desire to attend an event. The CEO will provide a report to council seeking approval on behalf of the councillor.

Discretionary professional development

Each councillor can attend (at their own discretion) workshops, courses, seminars and conferences that improve the skills relevant to their role. This training is initially limited to \$5000 per councillor over the current term of office, but will be reviewed annually

when setting the budget. There is no requirement for a council resolution to approve these attendances, however, the councillor would need to submit a request to the CEO (prior to attendance) and provide all relevant documentation within 14 days of attending the event to ensure their expenses are reimbursed. Any professional development requiring overseas travel requires council approval.

(ii) Travel as required to represent council

Council will reimburse local, interstate and, in some cases, intrastate and overseas travel expenses (such as flights, motor vehicle, accommodation, meals and associated registration fees) deemed necessary to achieve the business of council where a councillor is an official representative of council and the activity/event and travel has been endorsed by resolution of council.

Council will pay for reasonable expenses incurred for overnight accommodation when a councillor is required to stay outside the Mackay Regional Council area. All councillor travel approved by council will be booked and paid for by council. This includes transfers to and from airports (eg taxis, trains and buses).

(iii) Private vehicle usage

Councillors' private vehicle usage will be reimbursed if the usage is for official council business. This includes travel to and from councillors' principal place of residence to:

- attend official council business/meetings/functions/community events and public meetings in the role of councillor
- investigate issues/complaints regarding council services raised by residents/rate payers and visitors to the region.

Councillors making a claim for reimbursement of private vehicle usage can do so by submitting the appropriate form detailing the relevant travel based on log book details. The amount reimbursed will

be based on the published Australian Tax Office business-use-of-motor-vehicle-cents-per-kilometre method, and kilometre rate applicable at the time of travel. Councillors will be provided with an appropriate log book to assist in this process.

(iv) Meals

Council will reimburse reasonable costs of meals for a councillor when the councillor has incurred the cost personally and the meal was not provided within the registration cost of the approved activity/event, upon production of a valid tax invoice.

(v) Incidental daily allowance

An incidental daily allowance of up to \$20 will be paid to councillors to cover incidental costs incurred while they are travelling and staying away from home overnight. Councillors claiming this allowance should do so on the appropriate form within 14 days of the conclusion of the event to the CEO for reimbursement.

(vi) Hospitality

Councillors may have occasion to incur hospitality expenses while conducting council business apart from civic receptions organised by council. The Mayor may particularly require additional reimbursement when entertaining dignitaries outside of official events. To allow for this expense, the following amounts can be claimed: \$500 per annum for councillors and up to \$6000 per annum for the Mayor (based on the category assigned to council by the Local Government Remuneration Tribunal).

(vii) Accommodation

Councillors may need to stay away from home overnight while attending to council business. When attending conferences, councillors should take advantage of the package provided by conference organisers (if applicable) and therefore stay in the recommended accommodation unless prior approval has been granted by the CEO. All councillor accommodation for council business will be booked and paid for by council. Suitable accommodation will be sought within a reasonable distance to the venue that the councillor is to attend. Should more than one councillor attend the same event, council will book and pay for a separate room for each attending councillor.

Provision of facilities

Council will provide facilities for the use of councillors in the conduct of their respective roles with council. All facilities provided remain the property of council and must be returned when the councillor's term expires. The facilities provided by council to councillors are to be used only for council business unless prior approval has been granted by resolution of council.

Facility categories

(a) Administrative tools and access to council office amenities

Councillors will be provided with the following:

- suitable office space at the administration building, Gordon Street, Mackay, and council meeting rooms for daily use
- secretarial support for Mayor and councillors located at the administration building, Gordon Street, Mackay
- desktop and/or laptop computer
- use of council landline telephone and internet access
- fax and/or scanner
- printer, photocopier, paper shredder, filing cabinet
- stationery
- hands-free mobile telecommunications device for councillors' private vehicle
- any other administrative necessities, which council resolves are necessary to meet the business of council.

(b) Home office

Council recognises that by using contemporary communication technologies (such as the internet for the electronic distribution of agendas and minutes) that some councillors would be required to travel long distances, therefore, it is necessary to provide home-office facilities to councillors. Accordingly, council will supply and pay for – an internet connection (broadband or dial-up), phone line for internet connection, fax/printer/modem and scanner suitable for connection to a council-supplied laptop – for each councillor residence.

(c) Maintenance costs of council-owned equipment

Council is responsible for the ongoing maintenance and reasonable wear-and-tear costs of council-owned equipment that is supplied to councillors for official-business use. This includes the replacement of any facilities that fall under council's Asset Replacement Program.

(d) Uniforms and safety equipment

Council will provide to a councillor:

- uniform allowance as per staff policy
- celebration polo shirt (as issued to each Mackay Regional Council staff member as part of the normal agreed uniform of council)
- Necessary safety equipment for use on official business (eg safety helmet, boots and safety glasses).

(e) Use of council vehicles on council business

Councillors will have access to a suitable council vehicle for official business. A councillor wishing to use a council vehicle for council business use must submit a request to the CEO at least two days prior, except in exceptional circumstances as determined between the councillor concerned, Mayor and CEO.

(f) Private use of council vehicles

The Mayor will be provided with a fully maintained Land Cruiser Sahara (or equivalent) including all running costs provided for unlimited and unrestricted use by the Mayor for council business and private purposes in recognition of the duties required to be performed by the Mayor and the irregular hours required to attend council, community and civic responsibilities.

(g) Telecommunication needs: mobile phones

Either of the following options for mobile phones shall be available to councillors:

- Mobile phone provided by council
- Where a councillor is provided with a mobile phone by council, all costs attributed to council-business use shall be paid by council (including total plan costs).

- Mobile phone provided by councillor

When a councillor uses his/her own personal mobile phone for business use, council shall reimburse the councillor 90 per cent of the total phone account each month. This includes plan costs and actual calls made. The respective councillor is to provide the CEO with a copy of their monthly account for reimbursement. (Note: Councillors may request that council take over their number – and plan if so required – for the term of office.)

(h) Insurance cover

Councillors will be covered under relevant council insurance policies while discharging civic duties. Specifically, insurance cover will be provided for public liability, professional indemnity, councillors' liability and personal accident. Council will pay the excess for injury claims made by a councillor resulting from the conduct of official council business and on any claim made under insurance cover. Council will cover costs incurred through injury, investigation, hearings or legal proceedings into the conduct of a councillor, or arising out of (or in connection with) the councillor's performance of his/her civic functions. If it is found the councillor breached the provisions of the Local Government Act 1993, the councillor will reimburse council with all associated costs incurred by council.

(i) Fuel costs

All fuel used in a council-owned vehicle on official council business will be provided or paid for by council.

(j) Car parking amenities

Council will provide councillors with car-parking spaces at all council premises, as provided for council staff. Councillors will be reimbursed for parking costs they have paid while attending to official council business (eg secured vehicle parking at the airport).

(k) API card

Councillors' may become API members.

Representative committees

Committee	Councillor
Art Advisory Group for the Mackay Base Hospital Redevelopment Project	Cr Darryl Camilleri
Artspace Mackay Foundation Executive Committee	Cr Col Meng
Asset Management Steering Committee	Cr Darryl Camilleri
Audit Advisory Committee	Cr Col Meng Cr Darryl Camilleri Cr Deirdre Comerford
Australia Wide Rural Road Group (AWRRG)	Cr Col Meng
Brewers Park Sportsground Committee	Cr Paul Steindl
City Focus Advisory Committee	Cr Dave Perkins Cr Deirdre Comerford
Citysafe	Cr Dave Perkins
Coal to Coast Festival - Sarina	Cr Dave Perkins Cr Karen May
Community Grants Advisory Committee	Cr Karen May Cr Wendy Cameron Cr Paul Steindl Cr Dave Perkins
Corporate Projects Committee	Cr Col Meng Cr Darryl Camilleri Cr Dave Perkins
CTM Water Alliance Executive Committee	Cr Deirdre Comerford
DBCT Community Working Group	Cr Karen May Cr Wendy Cameron
Development Assessment Review Team (DART)	Cr Diane Hatfield
Development Industry Forum	Cr Col Meng Cr Diane Hatfield Cr Darryl Camilleri
Events Precinct Steering Committee	Cr Darryl Camilleri
Heritage Advisory Committee	Cr Wendy Cameron
JCU Community Consultation	Cr Darryl Camilleri
LGAQ Environment and Health Reference Group	Cr Greg Thomsen
LGAQ Finance and Governance Reference Group	Cr Darryl Camilleri
LGAQ Natural Resource Management and Climate Change Group	Cr Karen May
LGAQ Regional Development and Relationships Reference Group	Cr Dave Perkins
LGAQ Social Policy Reference Group	Cr Deirdre Comerford
Local Area Multicultural Partnership Committee	Cr Karen May
Local Authorities Waste Management Advisory Committee	Cr Greg Thomsen (Proxy – Cr Paul Steindl)
Local Disaster Management Group	Cr Col Meng Cr Darryl Camilleri Cr Karen May
Mackay Area Fish Stocking Association	Cr Dave Perkins

Committee	Councillor
Mackay Base Hospital Community Reference Group	Cr Darryl Camilleri
Mackay District Disaster Management Group	Cr Col Meng
Mackay Local Marine Advisory Committee	Cr Karen May (*Cr George Christensen)
Mackay Matsuura Sister City Committee	Cr Dave Perkins Cr Paul Steindl
Mackay Physical Activity Reference Group	Cr Paul Steindl Cr Wendy Cameron
Mackay Public and Community Transport Advisory Committee	Cr Karen May Cr Diane Hatfield
Mackay Region Boating Facilities (Old Transport)	Cr Kevin Casey
Mackay Regional Council for Social Development	Cr Karen May
Mackay Sarina Coastal Project	Cr George Christensen
Mackay Tourism	Cr Dave Perkins
Mackay Water Recycling Project Advisory Committee	Cr Col Meng Cr Deirdre Comerford
Mackay Whitsunday Regional Economic Development Corporation	Cr Col Meng
Mackay Whitsunday Regional Roads Group	Cr Col Meng
Mackay Whitsunday Regional Water Supply Strategy Management Committee	Cr Deirdre Comerford
Mobility and Access Advisory Committee	Cr Karen May
MRC Open Space, Sports and Recreation Study Reference Group	Cr George Christensen Cr Paul Steindl
Natural Environment Advisory Committee	Cr George Christensen Cr Wendy Cameron Cr Paul Steindl
North Queensland Local Government Association	Cr Greg Thomsen
North Queensland Regional Water Supply Strategy Management Committee	Cr Deirdre Comerford
North Queensland Sports Foundation	Cr Paul Steindl
Pine Islet Lighthouse Preservation Society Incorporated	Cr Greg Thomsen
Pioneer Catchment and Landcare Group Inc	Cr Wendy Cameron Cr George Christensen
Pioneer River Improvement Trust	Cr Kevin Casey Cr Wendy Cameron
Pioneer Valley Community Action Network Group	Cr Wendy Cameron
Ports Corporation Community Reference Group	Cr Karen May
Rates Steering Committee	Cr Darryl Camilleri Cr Paul Steindl
Reef Catchments	Cr George Christensen
Regional Arts Development Fund	Cr Karen May Cr Wendy Cameron
Regional Development Australia – Mackay Whitsunday Inc	Cr Darryl Camilleri
Road Accident Action Group	Cr Dave Perkins
Safe Communities	Cr Wendy Cameron Cr Dave Perkins
Sarina Community Development Advisory Committee	Cr Wendy Cameron Cr Karen May

Committee	Councillor
Sarina Field of Dreams Advisory Committee	Cr Dave Perkins Cr Wendy Cameron
Sarina Historical Centre Committee	Cr Karen May
Sarina Landcare Integrated Catchment Management Association	Cr George Christensen Cr Wendy Cameron
Sarina Primary Health Care Council	Cr Wendy Cameron
Sarina Rural Skills Centre Management Board	Cr Wendy Cameron
Sarina Sugar Shed Advisory Committee	Cr Dave Perkins Cr Darryl Camilleri Cr Karen May
Sarina Transport Working Group	Cr Wendy Cameron
Smart Housing Working Group	Cr Darryl Camilleri Cr Deirdre Comerford Cr Diane Hatfield
Stadium Project Committee	Cr Paul Steindl
Storm water Quality Management Advisory Committee	Cr Deirdre Comerford Cr Kevin Casey
Strategic Planning Managers	Cr Diane Hatfield
St Vincent De Paul Housing Committee	Cr Kevin Casey
Sustainable Futures Advisory Committee	Cr George Christensen Cr Deirdre Comerford Cr Greg Thomsen
Traffic, Regulated Parking and Bicycle Advisory Committee	Cr Kevin Casey Cr Paul Steindl Cr Wendy Cameron
Urban Local Government Association Executive	Cr George Christensen
WHaM Regional and Transport Planning Program	Cr Col Meng (Cr Diane Hatfield as observer)
Whitsunday Hinterland and Mackay Bowen Regional Organisation of Councils	Cr Col Meng
Whitsunday Hinterland and Mackay Regional Planning Advisory Committee	Cr Col Meng

** Please note on April 29, 2010, Cr Karen May resigned from the Reef Catchment Committee and Cr George Christensen assumed this function.*



Attendances and allowances

Under section 534 (1h) of the LGA, council must provide details of the number of meetings attended by each councillor during the year. These details are illustrated in the table below.

Councillors	Ordinary	Special meetings
Cr Col Meng	37	2
Cr Darryl Camilleri	38	2
Cr Paul Steindl	39	2
Cr George Christensen	37	2
Cr Deirdre Comerford	39	2
Cr Dave Perkins	36	1
Cr Diane Hatfield	39	2
Cr Wendy Cameron	36	2
Cr Greg Thomsen	35	2
Cr Kevin Casey	38	2
Cr Karen May	38	2
Total council meetings for the year	41	2

Councillors who were absent from meetings were attending council business.

Mackay Water Services

Annual Performance Report 2009 - 2010

Vision

Mackay Water Services will be an innovative water service provider which is recognised for its commercial performance, provides regional leadership, has the respect of its customers and industry regulators and prides itself on its sustainability.

Mission statement

Mackay Water Services is committed to delivering sustainable water services to the Mackay region in an efficient and commercially responsible manner.

Overview of 2009-10 financial year

Mackay Water Services is a commercialised business unit of Mackay Regional Council that provides water and sewerage services to its residential, commercial and industrial customers. This business unit employs over 150 staff and has a combined annual operating and capital budget of \$88,228,491. Its operations are carried out according to the annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.

Mackay Water Services continued to provide high quality drinking water and effectively manage reticulated sewerage services throughout the region. A total of 13,371ML of water was supplied, 8,651ML of sewage treated and 4,033 ML of water recycled.

In 2009-2010 Mackay Water Services underwent a restructure. The Networks and Treatment Programs were combined to form the Operations Program. The Capital Program was split to form the Planning and Sustainability Program and the Infrastructure Delivery Program. The restructure of the business was aimed at providing a structure to better meet the challenges of delivering water and sewerage services in an environment of growth, ageing infrastructure and increasing community expectations with constrained revenue sources.

There was continued work to deliver the upgrade infrastructure to increase the reliability and security of water supplies in the region. This work included:

- The planning for the upgrade of the Dumbleton Pump Station and Raw Water Main
- Commencement and 90 per cent construction completion of the Sarina Pipeline
- The design of the South Mackay Trunk Main
- The ongoing upgrade of the Nebo Rd Water Treatment Plant
- Planning for delivery of a water treatment plant at Mirani/Marian

Other achievements included:

- The development of all-pipe hydraulic models for the water supply and sewerage infrastructure in Mackay
- The implementation of improved safety
- Fluoridation of the Water Supply from Nebo Rd WTP servicing the Mackay urban area
- Upgrades and construction of major sewerage pump stations and water mains throughout the region



Capital program

The key drivers determining the Capital Program include customer service, environmental and social standards, population growth and Mackay's strategic plan. Major capital works were undertaken to achieve these outcomes for 2009-10 including the:

Sarina Pipeline construction

The project, estimated at \$10 million, is a 13.2 kilometre pipeline to allow the direct transfer of potable water from the Nebo Road water treatment plant to Sarina.

South Mackay Trunk Main design completed and pipe procured

Design and pipe procurement was undertaken for an eight kilometre section of the South Mackay Trunk Main in readiness for the start of construction in 2010-11. This project makes up the second stage of the Mackay to Sarina pipeline and caters for the ongoing industrial and commercial development in the Paget area.

Mains upgrades on Norris Rd, Bridge Rd, River St and Eimeo Rd

These upgrades were critical for the network infrastructure, along with the smaller reticulation projects that replaced ageing pipes.

Schmitdkes Rd, Coles Road, Beaconsfield Road and Gordon Street sewage pump stations

Upgrade works were undertaken at three of the major sewerage pump stations in the Mackay network. Wet weather contributed to construction delays; however the commissioning of these stations is expected early in the 2010-2011 financial year.

A new pump station was designed and constructed on Schmitdkes Road to service the residential development on the south side of Mackay.

Infrastructure planning

The 2009-10 financial year saw the water services infrastructure planning team significantly progress with the planning of future water and sewerage infrastructure. Key work included adopting the water supply strategic plan and furthering the planning to upgrade the wastewater infrastructure in Mackay, Sarina and Mirani.

Hydraulic modeling

Hydraulic models were completed for the water and wastewater network in 2009-2010. The models provide the ability for increased optimisation of the existing networks and to adequately plan for future infrastructure requirements from growth. The development of the hydraulic models has resulted in improved representation of water and wastewater infrastructure on MiMaps.

Operations

Trade waste

The implementation of the Trade Waste Management plan continued with new businesses being issued with approvals prior to discharging trade waste. Existing businesses were also assessed for compliance and issued with approvals leading to improved quality of sewage received at the wastewater recycling facilities. The 2009-10 year also saw the alignment of the Plumbing Inspection and Trade Waste departments which streamlined the approval process for commercial and industrial businesses and provides greater flexibility for resource sharing moving forward.

Business Services

The Business Services program was established in July 2009 to provide financial, scientific analytical, operational administration, quality assurance, and marketing & communication services to the Water and Waste Services Directorate. Major achievements of the program include improved operational administration functions, enhanced community consultation and communication of the water restrictions, inflow and infiltration issues and trade waste management, a review and revamp of the budgetary control process, and an increase in the testing capability of Scientific & Analytical Services.

CBD inspection program

The 2009-10 year saw the successful implementation of the Mackay Central Business District (CBD) trade waste inspection program. More than 150 businesses were visited by a trade waste inspector over a six month period.

A communication program was also developed in conjunction with the inspection program to educate and inform the business community about the trade waste policy and compliance.

Treatment plants

- > The \$24 million upgrade to the Nebo Road Water Treatment Plant was a major focus of 2009-10. Major design works were finalised with much of the main structural work, including the dewatering and sludge thickening tanks completed without interruption to the water supply. Works will continue throughout 2010-11 and are due to be finalised by May 2011.
- > Fluoridation of the Mackay water supply was commissioned and operating on 17 December 2009 ahead of the Queensland State Government deadline of the 31 December 2009. This project was legislated and fully funded by the State Government.
- > Effluent from the Mirani wastewater treatment plant is now being reused for irrigation at the Pioneer Valley Golf course. This reuse concludes an agreement which was made with Mirani Shire Council prior to amalgamation.
- > The transitional environmental program for Seaforth sewage treatment facility was wrapped up and the plant operated effectively through the peak Christmas holiday period.
- > The Mackay Water Recycling Project (MWRP) provides recycled water to 7000 hectares of agricultural land in the Chelona/Homebush area. In the 2009-10 period the Mackay South Water Recycling Facility discharged 3916ML of recycled water to storage dams of which 53 per cent was used as irrigation by the growers.

Inspections

The 2009-10 year saw many changes to the delivery of plumbing inspections in the Mackay Region. Prior to amalgamation there were three teams and three sets of operating practices. This year, a single process, single team and a single point of contact were developed to benefit our customers. The rationalisation of this process has led to improved performance and customer service which will continue into 2010-11.

Scientific and analytical services

The Water and Waste Services Laboratory (located at the water treatment plant on Nebo Road) monitors the quality of water that is generated from the region's water and wastewater treatment plants, and groundwater from bores at all of the waste disposal sites.

During the last financial year over 66,000 tests were carried out on over 3000 different samples for 122 different parameters.

Some of the major projects included:

- > Process Proving for the Mackay Water Recycling Project – 42 consecutive days of testing at the new wastewater plants to determine conformity to design specifications
- > Sarina Raw Sewage Characterisation – testing raw sewage at Sarina with the data being used in the design for the new treatment plant
- > Bakers Creek Environmental Monitoring – over 39 days of consecutive testing of Bakers Creek to evaluate the environmental impact of the wastewater treatment plant discharges
- > Waste Services Groundwater Monitoring – testing the groundwater monitoring bores at over 20 landfill sites across the region

Network

- > The 2009-10 year has focused on improved training and safety in the field, with all staff members undergoing hazard, risk, control and Work Method Statement training. Participation in the Water Industry Worker pilot program has been supported by council which is expected to improve training for water industry staff.
- > The water and wastewater mains constructed across the new Forgan Bridge were connected and are now in use across the new section of bridge.
- > Crews worked tirelessly during Cyclone Ului in March this year ensuring water and wastewater services were returned to customers as quickly as possible. Water and wastewater services were restored to most customers soon after the power was restored to the affected areas. The Green Street reservoir roof was replaced after the original roof was destroyed during the cyclone.
- > The inflow and infiltration project commenced in 2009-10 as part of council's ongoing commitment to reduce stormwater inflow and groundwater infiltration into the sewerage reticulation system. Inspections have progressed steadily with crews identifying areas where stormwater is entering the sewerage system and unnecessarily contributing to the wet weather loads imposed on the wastewater system.





Water conservation measures

Conservation

During 2009-10, water restrictions remained in place across all of Mackay Regional Council's water supply areas.

Level 1 restrictions were put in place across Mackay City urban area due to constraints in the Trunk Infrastructure Capacity to deliver water from the water source at Dumbleton Weir to the reticulation network and to treat the water at the Nebo Rd WTP.

Level 2 water restrictions were put in place across Eton, Calen, Koliyo and Bloomsbury due to limitations in the availability of water sources or due to the low water allocations available from ground water sources.

Level 2 and 3 water restrictions were put in place across Sarina and surrounding beaches due to the availability of the raw water supplies from both the surface and bore supplies.

Level 3 water restrictions were put in place across the Pioneer Valley, including Mirani, Gargett, Marian, Finch Hatton and Pinnacle due to the low water allocations available from ground water sources.

Waterwise rebates

The Waterwise Rebate Scheme continued, offering residents rebates on the cost of purchasing a water efficient shower rose, dual flush cistern and rainwater tank. During 09-10, more than \$5800 was paid out to residents who purchased more than \$25,000 worth of water saving products.

Education

Mackay Water Services continued its Water Education Program to help students learn about the importance of water, the Australia water situation, the water cycle, water conservation and local issues and infrastructure. More than 1700 students received water education with council's water education officer presenting 14 waterwise sessions in the classroom, 29 waterwise sessions at the Materials Recovery Facility and two tours of the Mackay South Water Recycling Facility.

Total region water usage for 2009-10

Location	Megalitres
Nebo Road WTP	13,207
Sarina WTP	434
Sarina bore 1	115
Sarina bore 2	127
Marwood bore 1	82
Marwood bore 2	217
Marwood bore 3	84
Marwood bore 4	73
Marwood bore 5	0
Koumala bore 1	7
Koumala bore 2	10
Armstrong Beach bore	41
Belly Keel bore	98
Marian	276
Mirani	77
Finch Hatton	39
Gargett/Pinnacle	29
Walkerston	0
Eton	53
Midge Point	435
Calen	42
Bloomsbury	11
Total	15,457

Mackay Water Services snapshot

Item	2009-10
Wastewater treatment plants	4
Urban water treatment plant sites	2
Rural water treatment plant sites	14
Total length of water main	931.30 km
Number of water pump stations	38
Number of water reservoirs	42
Total water supplied/annum	13,371 ML
Average household consumption/annum	288kl
School water education sessions	45
Total length of sewer main	746.91 km
Average residential sewerage bill/annum	\$610.40
Total water recycled	4033 ML
Tonnes of Biosolids produced	8475
Tonnes of Biosolids beneficially re-used	8363
Number of water connections	36,056
Number of sewer connections	31,575

Cross-subsidies evaluation

Mackay Regional Council has undertaken an analysis of cross subsidies for the provision of water and sewerage services in accordance with the guidelines provided by the Department of Natural Resources (1998). The guidelines state that cross subsidies exist when one class of consumer pays less than the marginal cost of providing a given service, while another consumer pays more than the marginal cost for that same service. The findings of an internal analysis undertaken found that no cross subsidies exist between consumer classes in the provision of water and sewerage services.

Water access: \$236.10

The annual water access charge in 2009-10 was \$236.10. Properties where a metered water supply has been connected were charged on a per factor basis. Vacant land is allocated one factor per allotment.

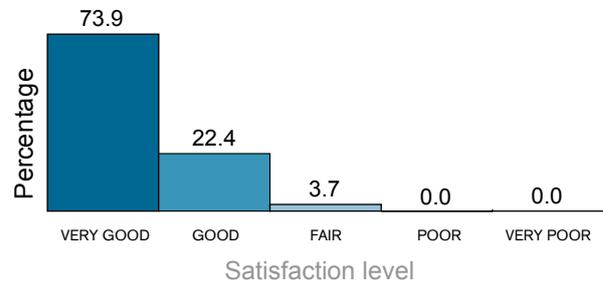
Water consumption tariffs

Council is responsible for providing water and sewerage infrastructure for existing and future users of these services.

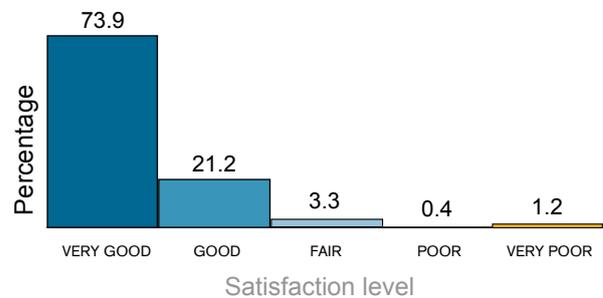
Tariff 1	0-150 kilolitres per half year	\$1.13/kl
Tariff 2	Over 150 kilolitres per half year	\$1.70/kl

Customer survey results July 2009 - June 2010

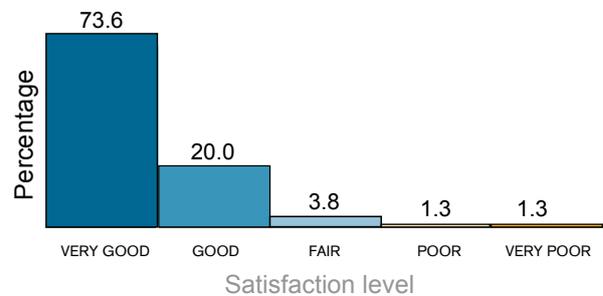
Attitude of staff receiving request



Time taken to address request



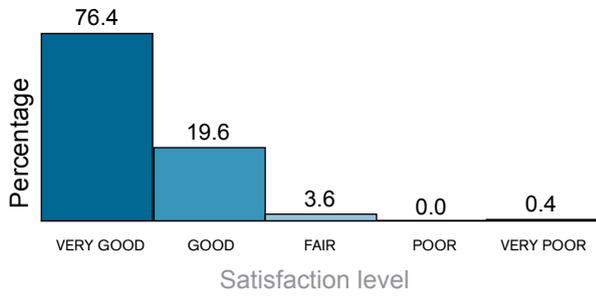
Degree work addresses request



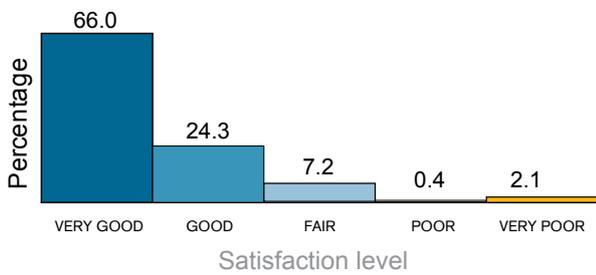
Survey average



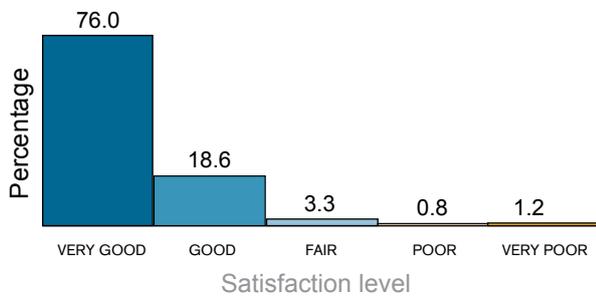
Attitude of staff attending request



Appearance of completed work



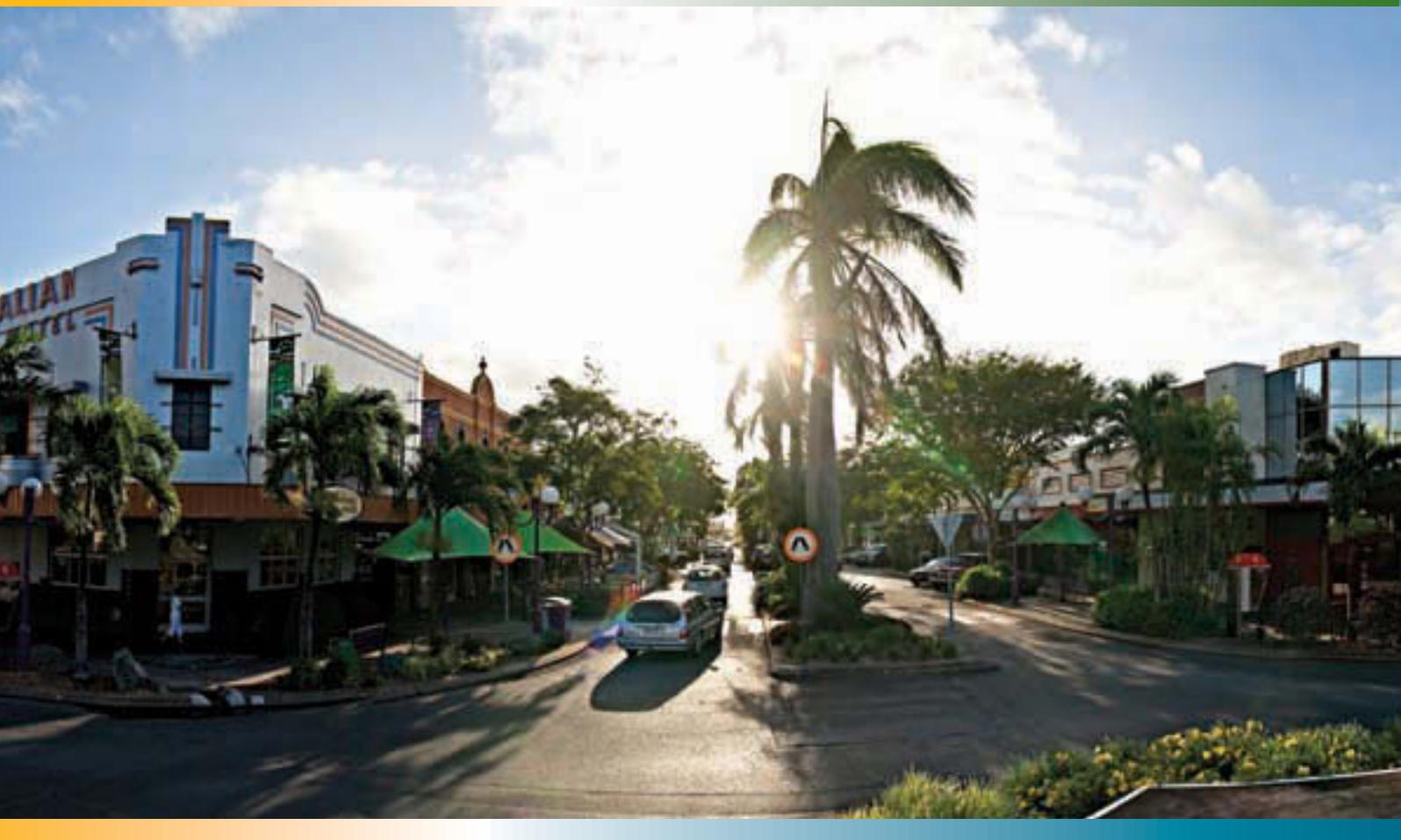
Overall satisfaction with response



STAR RATING









PO Box 41, Mackay, Qld 4740
Phone 1300 MACKAY (1300 622 529)
Fax (07) 4944 2400

www.mackay.qld.gov.au