



**annualreport** 2012-2013

*Passionate people, together we prosper*





# annualreport 2012-2013

*Passionate people, together we prosper*

## **foreword**

The theme of this annual report was not chosen lightly or flippantly. To us, our achievements are much more than facts and figures.

Our passionate people – both within council and our community – are by far one of our greatest assets and this annual report aims to reflect that. This year we not only celebrate our annual financial and community achievements but also the people who have made them possible.

Our councillors are working together as a cohesive team. Our staff are passionate about serving and engaging with our community. Collaboratively we are dedicated to making valuable changes for the betterment of our entire Mackay region and its residents.

Together we prosper.

## **copies**

Copies of our 2009-2014 Corporate Plan, our Community Plan 2011-2031, this annual report and council's financial statements are available free of charge electronically on our website: [www.mackay.qld.gov.au](http://www.mackay.qld.gov.au).



Download a QR app and use your smart phone to scan this code and be linked straight to our website.

## **feedback**

We want to hear from you!  
Please direct any feedback or suggestions about this annual report to our Communications and Marketing program on 1300 MACKAY (622 529) or email [council@mackay.qld.gov.au](mailto:council@mackay.qld.gov.au).

## **our vision**

Prosperous, Sustainable and Vibrant

## **and mission**

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.



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**Gemma O'Neill of New Zealand (right), pictured with Anil Silwal of Nepal (centre) and Liz Crane of Wales (left).**

## fastfacts

### Mackay >

> **Area: 7622 km<sup>2</sup>**

Mackay is double the size of Townsville (3736km<sup>2</sup>) and larger than Cairns (4135km<sup>2</sup>) and the Sunshine Coast (2883km<sup>2</sup>)

> **Population: 119,081 people**

> **Average daily temperature: 17° - 26.7°**

> **Annual growth rate: 2.6% (2011-2012)**

The Mackay Local Government Area is one of the fastest-growing regions in Queensland

> **The traditional custodians of our land are the Yuibera people**

> **31 unspoilt beaches**

> **1 picturesque blue river**

> **1 pristine rainforest hinterland**

“ We moved to Mackay for the amazing work and lifestyle opportunities on offer. We haven't looked back since, and now consider Mackay our 'home away from home'. We couldn't see ourselves living anywhere else in Australia, Mackay has everything we need and want. ”

**Gemma O'Neill**  
Sport and Recreation Co-ordinator

< what our  
**people say**



## While this year has been one full of challenges for council in a high-growth area, it has also been one of opportunities.

The opportunity to foster a thriving and supportive relationship between our council and Whitsunday and Isaac regional councils has been achieved. This strong partnership will provide a sound platform for each council to take a regional approach to business. The appointment of Barry Omundson as our new Chief Executive Officer (CEO) will put council in good stead to ensure we are well positioned to make the most of opportunities now and into the future.

To ensure we grasp growth in a sustainable way, we have embarked on developing a Regional Sustainability Strategy for Mackay. As a council, we have been funding a range of growth projects, providing a multi-million-dollar infrastructure renewal program and continuing to deliver levels of service that are not necessarily sustainable for the next 20 years. Our Regional Sustainability Strategy will align our land use planning with funding of necessary infrastructure to accommodate our growth and determine the levels of service we need to ensure a prosperous, sustainable and vibrant region. A comprehensive community engagement program is planned for next year and, once completed, the strategy will ensure as an organisation we are able to sustainably deliver the services our community needs and wants.

In terms of engagement, we spent 12 weeks getting out and engaging with residents, local developers and industry stakeholders on our draft planning scheme. This and the work arising from the Regional Sustainability Strategy will provide for urban and industry growth while also enhancing our good-quality agricultural land and environment. Pleasingly, we were also successful in including the Mackay Ring Road in government and opposition forward-planning initiatives. This project, which will link the northern and southern parts of our city, is an essential step towards protecting the integrity of our national highway.

The focus going forward will be on delivering organisational excellence, engaging with our community on the Regional Sustainability Strategy and further reducing our operating costs and improving efficiencies. As an organisation we are eager to face these challenges. I hope you take the time to read this Annual Report, which provides a snapshot of what we have achieved during the 2012-2013 financial year. I wish to commend all staff for their commitment and dedication to our community and our organisation.

“The work arising from our draft planning scheme and Regional Sustainability Strategy will provide for urban and industry growth.”

**Mayor Deirdre Comerford**  
**Emergency Management portfolio**  
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deirdre comerford





**As a former Director for Mackay Regional Council, I'm excited to return to the tropics and take up the role of Chief Executive Officer.**

**“I'm focused on creating a culture at council where we can grasp the significant opportunities and manage the challenges that our rapidly growing region provides.”**

The Mackay region is a unique place. Home to one of the fastest-growing regions in the state, it boasts beautiful natural environments and strong industries. To meet the needs of our growing community and protect our natural assets, I'm focused on creating a culture at council where we can grasp the significant opportunities and manage the challenges that our rapidly growing region faces.

I will be reviewing our organisational structure and looking at how we can improve the delivery of our client services, our roads and our major infrastructure projects to ensure we meet the needs of our community both now and well into the future. There will be no quick fixes, and business as usual will likely be a struggle as we grapple with the economic environment in terms of maintaining service levels.

As an organisation we are doing some amazing things, and won eight awards during the year. We are also leading the way in many areas – sustainability, communication and building a healthy and inclusive community.

I am looking forward to working with our Mayor and councillors, our management team, staff and our community and businesses to deliver a great client experience while working together in shaping a region we are all proud of.

**barry omundson**



kevincasey

**Deputy Mayor Kevin Casey**  
**Roads and Drainage portfolio**

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**Email: kevin.casey@mackay.qld.gov.au**

“ With an additional 66,000 people expected to live in the Mackay region in 20-years' time, I'm deeply committed to developing and maintaining infrastructure that will adequately service this rapid rate of growth. ”

“Completing the majority of our extensive Capital Works Program, despite weather delays, was a major success this year along with the maintenance of our sealed and unsealed roads and drainage networks they were finished on time and to budget.

Our major project, Connors Road, is almost complete and this upgrade will prove a fantastic asset not only for our bustling Paget industrial area but for our Mackay regional economy as a whole.

We're on track to completing the Bluewater Trail and well on the path to implementing a Walking and Cycling Committee to enhance the fitness and lifestyle opportunities of our local community.”

“ Linking up with local community groups, businesses and committees has been the key ingredient in our ability to deliver a great number of successful events and programs region wide. ”

“Events such as the Sarina Festival and Ute Muster, River Rock to Mountain Top and the Festival of Arts along with facilities such as Artspace Mackay and the Mackay Entertainment and Convention Centre would not have achieved such success and patronage without many hands working together.

Working with a host of passionate people we strive to make our vision of a thriving environment of tourism and cultural growth that stimulates our economy. Providing entertainment that can be enjoyed by a diverse cross section of our community enriches the artistic and cultural lifestyle attributes that our region has to offer our people and our visitors.”



**Cr Chris Bonanno**

**Festival, Events and the Arts portfolio**

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chrisbonanno

“Forming the Improving Waste Outcomes Group has been a great step forward in raising awareness and improving waste habits of council as well as businesses and community members.”

“I’m proud to say I, together with our council staff, helped to facilitate approval for the construction of a much-needed \$2.4 million Sarina Waste Transfer Station. As the council representative on the Local Authority Waste Management Area Committee (LAWMAC), I make it my business to keep myself up-to-date with the views and needs of locals.

I’ve enjoyed and embraced any opportunity I can get my hands on to learn more about the processes, needs and wants of residents across my portfolio. One such event that proved particularly beneficial was the Environmental Health Australia Northern Conference. While in attendance as the opening guest speaker, I also took advantage of this opportunity to expand my knowledge of health and regulatory issues facing council staff and community members throughout North Queensland.”



laurence  
bonaventura

**Cr Laurence Bonaventura**

**Waste, Health and Regulatory Services portfolio**

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frankgilbert

**Cr Frank Gilbert**

**Water & Sewerage portfolio**

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“My primary focus this year has been to lay the foundation for future service improvements region wide for the year ahead.”

“Examples include the commencement of work on the Sarina Sewerage Treatment Plant and finalising planning of the Marian Water Treatment Plant.

Additionally, we installed 7000 Taggle devices – clever automatic water meter-reading technology. These meters now have the capacity to provide council with real-time meter information and have already alerted us to a number of private-property leaks, allowing officers to notify property owners sooner rather than later.

To ensure our ratepayers get the best value for money, we also introduced the Water and Sewerage Capital Advisory Committee, giving us the ability to focus on scrutinising our capital program. I’m looking forward to continuing to realise the benefits of improving information delivery to our customers, reducing our operating costs and hopefully reducing overall water consumption of our region.”





alisonjones

**Cr Alison Jones**  
**Community Development and Libraries portfolio**  
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“ I've always had a passion for people. As a dedicated volunteer of more than 20 years, I strive to instil a sense of community spirit in everyone around me through my councillor duties. ”

“I'm focused on inspiring others, working hard and opening the lines of communication to promote the positive services and support networks our council has to offer. I am proud to have been involved in rolling out the Healthy Rural Communities initiative, and heavily supported the first Japanese Children's Day at Artspace Mackay, the introduction of Zinio e-magazines and Bolinda e-books at the libraries, the refurbishment of the Sarina Library and significant Mackay 150 projects and celebrations.

I was also involved in the establishment of the Australian South Sea Islander (ASSI) 150 steering committee that celebrated the anniversary of the arrival of South Sea Islanders to Queensland.”

“ As a former journalist of 25 years, I am experienced in working to tight deadlines, which has boded well for me during my first term with council; we've certainly achieved a lot in a short period of time. ”

“I feel privileged and excited to be part of some major regional changes and developments. With council support we acquired Federal Government funding for a joint \$18.6 million Mackay CBD rejuvenation project that will revitalise and beautify our important City Centre and we've worked hard to deliver improved amenities at our Sarina Business Centre.

For me, economics and tourism is not just about encouraging visitors to holiday in our Mackay region, it's about creating an environment residents are proud of that's equipped with all the facilities, amenities and services they need and want. I'm deeply passionate about creating a place we are all proud to call home.”



**Cr Greg Martin**  
**Tourism and Economic Development portfolio**  
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gregmartin

“Elected to my third term as a councillor in 2012, I've been heavily involved in the processes associated with the development of the Draft Mackay Region Planning Scheme.”

“This included one of the most comprehensive community consultations ever undertaken by council. Planning for our future is not just a job for council, but rather something we as community members must work together to achieve.

Council has also been hosting monthly forums with development industry representatives and developers themselves to streamline the input/communication process in an outcome-driven rather than process-driven approach to planning. Pleasingly during this time – and against a backdrop of unprecedented growth – our region emerged as one of the fastest-growing in Australia. In my opinion, working together is most certainly the best way for us to continue striving to be a prosperous, sustainable and vibrant region both now and into the future.”



davidperkins

**Cr David Perkins**

**Planning and Development portfolio**

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theresamorgan

**Cr Theresa Morgan**

**Parks and Environment portfolio**

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“Working with council officers and community groups to maintain and improve the many parks and beaches in our region is what I enjoy most about working in the Parks and Environment portfolio.”

“A major achievement over the last year that I am particularly proud of is the management and clean up of Blacks Beach Spit; this was achieved by council working in partnership with our community. The completion of our Meadowlands Amphitheatre and successfully hosting the first event at this facility has also been a great experience.

Looking forward, council in partnership with Griffith University will be undertaking a biodiversity study at Eungella to monitor the impacts of climate change. As chair of the Improving Visual Amenity Working Group, we are focused on beautifying our region by enhancing our entrance corridors, greening our City Centre and identifying areas for visual improvement.”

**“ I'm committed to creating a region with access to healthy facilities and services. ”**

“Over the last 12 months I helped to secure funding from the State Government and local service clubs and businesses to build a new skate park in Sarina. We proudly delivered the North Queensland Games to Mackay and I was chair of the organising committee of another successful Mackay Sports Expo and Sign-On Day, which gave residents and families the opportunity to find a host of sporting information in the one place.

Planning for a healthy future is also at the forefront with the completion of the Pioneer Valley Sporting Needs Analysis and the Master Plan for the proposed CQUniversity Mackay Regional Sports Precinct (MRSP).

I will continue to implement the Open Space, Sport and Recreation Strategy 2010 - 2016 and work to ensure the proposed CQUniversity MRSP goes ahead as we strive to provide top-notch facilities region wide.”



**paulsteindl**

**Cr Paul Steindl**

**Sport, Recreation & Facilities portfolio**

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**rosswalker**

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**“ As a former Mirani cane farmer of 35 years, Chair of the Australian Cane Farmers Association and experienced businessman (with a degree in Business), I have the drive and passion to always remain in touch with the needs of rural communities and local organisations alike. ”**

“As a reflection of this, we managed to prepare and plan for the lowest rate rise in five years for owner/occupiers and provide a substantial increase to the pensioner rebate despite a \$1.2 million reduction in State and Federal Government subsidies. In planning for the future, we allocated \$820,000 towards our Regional Sustainability Strategy and revamped our long-term financial forecast – council's financial blueprint for the future. To further enhance our internal business management operations, a cross-council succession planning project was implemented and we improved our regional map coverage via a new MiMaps system. Pleasingly, the Queensland Treasury Corporation (QTC) rated our council to be in a sound financial position.”



# corporatestructure



# ourorganisation

## our values >

Council is responsible for meeting tangible outcomes that are achieved in an appropriate workplace culture and environment. In support of this, the organisation embraces the following guiding principles:

### Quality service 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.

### Customer satisfaction

- + Respecting internal and external customers.
- + Developing services and service levels that meet customer expectations.

### 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.

### 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.

## our staff >

We employ more than 1000 people at Mackay Regional Council. This year we filled 427 positions and hired 276 new staff.

### Total headcount of staff

2011 - 2012 = 1073

2012 - 2013 = 1148

(includes full time, part time, casual, temporary, apprentice and trainee positions)

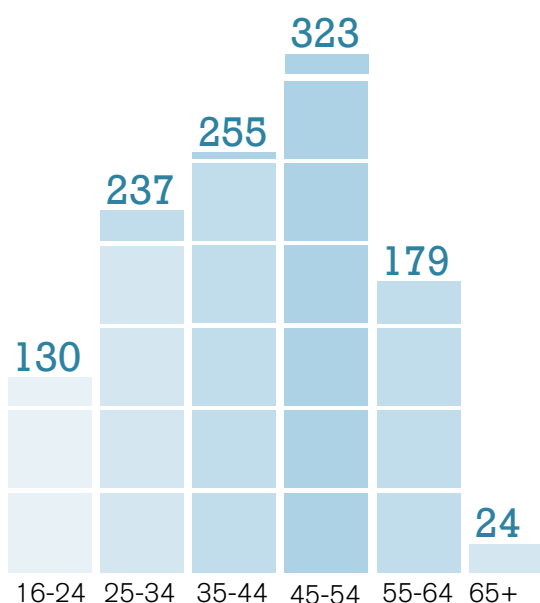
### Breakdown of staff

Full time = 899

Part time = 73

Casual = 79

Temporary, apprentice and trainee = 97



Age spread of employees



**“ Council is a large organisation that offers diversity. After finishing my Business Traineeship I was really excited to be offered a temporary position. ”**

**Tabitha Rix**  
Administration Assistant

**our trainees >**



“ I'm currently halfway through a Certificate III Engineering Mechanical Trade out at Mirani Depot. I absolutely love working in diesel fitting and my team is really supportive. ”

**Nicole Bourne**  
Second Year Apprentice



“ Learning to manage organisational projects across a host of different areas is a key focus of my Masters in Project Management (University of Sydney). Working on team assignments has allowed me to hone my team management and time management skills. ”

**Neeta Silwil**  
Civil Project Engineer





Our 25 Year Service Club celebration at the MECC

### **Learning and development activities**

- + We sponsored and co-ordinated more than 47,000 training courses throughout the year. Staff took part in computer classes, health and safety courses and leadership programs.

### **Self-education assistance**

- + Four staff members were approved for self-education assistance and 38 employees undertook study.

### **Council mentoring program**

- + Twenty-eight staff took part in this program to broaden their knowledge and leadership skills within Local Government.

### **Work experience program**

- + Thirty-three students took part in this program across a range of areas from diesel fitting, horticultural/conservation and electrical to libraries, events and sound/lighting.

### **Recognition of service**

- + Council's 25 Year Service Club now boasts a total of 67 members. Eight of our tireless workers clocked up 25 years of service this year:

Anthony Borics  
*Leading Hand Mobile Plant, Plant and Procurement*

Brendon Carter  
*Maintenance Engineer, Civil Operations*

Eric Williams  
*Leading Hand Maintenance, Civil Operations*

Guus Hoogland  
*Local Laws Officer, Health and Regulatory Services*

Ian Rankin  
*Supervisor Bridges/Assets, Civil Operations*

John Caldwell  
*Manager Development Assessment, Development Services*

Lawrence Borg  
*Truck Driver, Engineering Services*

Richard Morrow  
*Labourer, Water and Waste Services*







“Most people who visit Greenmount Homestead say they've never seen anything like it before. I've worked and volunteered here for almost 30 years yet the homestead is just as the Cook family left it. It's rewarding to read comments such as 'Tremendous' or 'Keep up the good work' in our visitors' book.”

**Gloria Arrow**

Retired housekeeper/caretaker and  
Greenmount Homestead volunteer

## our volunteers >

### Artspace Mackay

- + Volunteers helped the Artspace Mackay Foundation raise \$5000 through the Vintage Valuation Roadshow. The funds purchased new artwork, equipment and programs.

### Festival of Arts

- + More than a dozen volunteers lent a hand at community events during the year including the Mackay Festival of Arts, The Lanes Easter Festival, River 2 Reef Festival and council's multicultural event, Global Grooves.

### Greenmount Homestead

- + The homestead proudly recorded almost 1000 visitors through its doors (in spite of a three-month closure for maintenance).

### Libraries

- + Friends of the Libraries donated thousands of dollars to key council projects including Whitsunday Voices' short story competition and the creation of a new Gordon White Library (GWL) Book Shop. They also raised \$4500 at the GWL August book sale and created a Friends Facebook page.

### Mackay Entertainment and Convention Centre (MECC)

- + Friends of the Theatre purchased \$50,000 worth of moving lights for the centre to ensure shows and corporate functions have the very best technology and lighting effects.

### Mackay Regional Botanic Gardens

- + Joined by Members of Mackay Host Lions, the Friends of the Gardens planted more than 1000 plants at the developing Meadowlands sector. They also funded three interpretative signs on the Lagoon Lookout Deck that portray the past, present and future of the Botanic Gardens, a children's book and a botanical art calendar for 2014 - all to celebrate the Garden's 10th birthday.

### Natural Environment

- + Six hundred natives were planted during Coastcare Week in December. Volunteers also invested over 300 hours at Bucasia and Eimeo beaches, Ball Bay and Blacks Beach Spit. More than 400kg of succulents were removed from Bucasia during a single working bee.

### Orchid House

- + Orchid House volunteers re-potted thousands of plants, therefore saving council hundreds of dollars on the cost of buying new ones.

### Sarina Sugar Shed

- + Volunteers and staff branded and bottled tomato relish (sold 487 bottles) and onion relish (529 bottles), which effectively generated about \$6500. The Shed also launched and sold more than 1500 pails (\$7000 worth) of its own ice-cream line – Mooscoop – featuring 10 different flavours.

“ My wife Robin joined Friends of the Gardens 10 years ago and I joined a few months later so we could share a hobby. We feel that through our volunteer work we can make a real difference helping to enhance the lifestyle opportunities and the extension of regional native species in our region. ”

**Bill McWhinney**  
Friends of the Gardens president



“ I feel incredibly fortunate to be a volunteer to meet new people, form new friendships and learn new skills. I look forward every week to helping out at the Orchid House re-potting, fertilising or displaying – it's a real labour of love for me. ”

**Ann Douglas**  
Orchid House volunteer

# corporateplan

Our strategic priorities are those major opportunities and challenges that our community believes need to be addressed in the Mackay region. They include:

## **Community & 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.

## **Organisational excellence & 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.

## **Mackay Water and Waste Services**

- + To provide and manage high-quality water and waste programs on a commercial basis that meet social and environmental objectives.



## community & lifestyle >



“ There's a great mix of locals and Mackay newcomers and we regularly catch up outside of work to enjoy what the region has to offer. ”

**Kathleen Price - Communications and Marketing Officer**

Kathleen is pictured with Ashley Black (Libraries), Regan Miles (Technical Services), Bronwyn Forster (Human Resources) and Heath Thiele (Human Resources)





## fast facts >

- > Mackay has over 30 different nationalities
- > 4 swimming pools and a three-tiered Bluewater Lagoon
- > 592 hectares of open space for sports and recreation
- > 26 boat ramps
- > 253 parks and reserves
- > 111 playgrounds including an all-abilities playground
- > 7 skate parks
- > 1 international sports stadium (Virgin Australia Stadium)
- > 1 award-winning Bluewater Trail (15km shared pathway around the City)
- > 5 libraries and 1 mobile library
- > 1 youth centre
- > 13 community halls and the Seaforth Recreation Centre
- > 9 SES facilities.

## snapshots >

### Aquatic facility visits

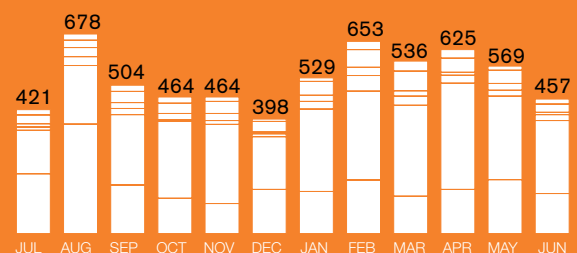
+ We saw a 48 per cent increase in visitation to the Memorial Swim Centre. Overall visitation to all swim centres grew by around 10 per cent.

Swim Centre	2011-2012	2012-2013
Memorial	17,714	26,343
Pioneer	24,927	23,791
Mirani	9593	10,182
Sarina	7791	6052
Bluewater Lagoon	300,506	305,439

### Library Services

+ Our region's library membership grew by 6339 this year, bringing the total membership count to 38,873. We also added about 24,000 new items to our collection. Members borrowed about 705,000 items ranging from books, DVDs and CDs to eLoans – Bolinda Digital eAudiobook, eBooks, Safari Tech Books and Zinio Digital Magazines.

### New library members - monthly breakdown





The award winning Bluewater Trail

## awards >

“Onno was the visionary and leader behind two award winning council projects – the Bluewater Lagoon and the Bluewater Trail – that offer residents the chance to get outdoors and live a healthy lifestyle.”

**Camilla Williams**  
LGAQ Healthy Workers Advisor

- > Winner of the 2012 Local Government Association of Queensland (LGAQ) award “Senior Manager Healthy Leader”
  - > Onno Van Es  
Manager of Recreation Services
- > Winner of four 2012 Mackay Spinal Injuries Association awards:
  - “Inclusive Community”
    - > Mackay Regional Council
  - “Best Recreation-Leisure and Entertainment”
    - > Bluewater Lagoon and Iluka Park All-Abilities Playground
  - “Best Tourism”
    - > Artspace Mackay and Mackay Regional Botanic Gardens
  - “Best Government Department”
    - > Council’s Access and Equity Plan and Equitable Access Checklist



## highlights >

### **Mackay turned 150**

+ A commemorative book, a time capsule burial and special heritage awards were a few of the highlights that capped off Mackay's sesquicentennial (M150) celebrations. We sold 5000 copies of *Then and Now* – our commemorative 140-page book that we produced with the aid of local individuals and organisations. This book reflects the progression and growth of Mackay. Over 50 donations, from maps and sporting memorabilia to letters, photos and artworks, were buried in our time capsule, which will reopen in 50 years' time.





**Two Islands, one home exhibition image:**  
Noah Sabbo Snr. (circa 1900). Originally from Epi, Vanuatu.  
Photographer unknown. Image supplied by Doug Mooney.

## Milestone celebrations

- + Our award-winning Artspace Mackay celebrated its 10th birthday with a free fun-filled day of activities at the Arty Party (in conjunction with the Sports Expo and Sign-on Day). Co-ordinated by the Queensland Art Gallery, the day featured the statewide family program Kids Asia Pacific Triennial (APT) on Tour. Additionally, Artspace Mackay extended its opening hours to include Sunday trading. Film screenings, art, craft and design markets and family activity days have also been incorporated into the facility program, all of which are initiatives of the new 11-strong Artspace Revitalisation Working Group.
- + Over the past 10 years Artspace Mackay has hosted more than 200 exhibitions and several hundred public programs and events; it now boasts an artists' book collection of 600-plus.
- + Other important milestones include the 25th anniversary of our Mackay Entertainment and Convention Centre (MECC) and the 10th anniversary of our beautiful Mackay Regional Botanic Gardens. To celebrate, the MECC launched a Silver Jubilee Year program and the Friends of the Gardens produced a children's book titled The Bungee Jumping Caterpillars.

## Commemorating our Australian South Sea Islander heritage

- + To mark 150 years since the arrival of the Australian South Sea Islanders to Queensland and to recognise the enormous contributions they've made to our community – particularly in the development of our sugar cane industry – we staged a series of events throughout our region. These included a family day, dinner dance and local artists' recording. These celebrations were made possible courtesy of \$25,000 worth of State Government funding. Elizabeth Warren and Stephanie Fatnowna were honoured at our Australia Day award ceremony for promoting their culture and enriching our community.

## Two islands, one home: a story of belonging

- + Two islands, one home was an exhibition of locally-owned artefacts, which commemorated the 150th anniversary of the arrival of South Sea Islanders in Queensland. Told through the eyes of local descendants of Australian South Sea Islander indentured labourers, this collection of precious photographs, documents, ceremonial items and personal objects told the story of our country's largest community of Australian South Sea Islanders.





Deputy Mayor Kevin Casey, Cr David Perkins and Mayor Deirdre Comerford attend Cyclone Saturday

### Preparing for natural disasters

- + To encourage a resilient community, we staged a highly successful Cyclone Saturday event at Caneland Central Shopping Centre in November. Thousands of local residents were given vital information on how best to prepare for floods, cyclones and heavy rain during the summer months.

We also distributed 9000 shopping bags (featuring our "Are you prepared for emergencies?" message) to primary schools throughout the region. Funded by Emergency Management Queensland, these bags were inspired by Coningsby school students and featured a complete emergency kit checklist.

**To download a copy of our  
Emergency Action Guide, visit:  
[www.mackay.qld.gov.au/emergency](http://www.mackay.qld.gov.au/emergency)**

“ The students thought it was important to develop a product that would provide valuable information to the community, in preparedness or recovery from an event. ”

**Trudy Large**  
Acting Principal of Coningsby  
State School discusses the “Are you  
prepared?” emergency bag idea



To view footage about Baby Welcoming ceremonies on Council Connect, scan our YouTube QR Code.



### New babies welcomed

+ As part of this new tradition, Mayor Deirdre Comerford welcomed 197 bundles of joy across three ceremonies. These events also allow us to provide our region's parents with important information on council and community-health services they can access.

“Everyone I spoke to enjoyed the morning and it was great to get information on support services for families in the area, have a fun morning out and get to know other families.”

**Margie Daly**  
at the Baby Welcoming Ceremony

### Building a healthy community

+ Building an active, healthy community was a key priority for us this year.

Thousands took advantage of our free and low-cost health and fitness activities offered throughout the region. About 70 people joined our new Active in the City classes such as Zumba and street stand-up paddle boarding. Many took advantage of the free mums and bubs, social seniors and dog walking groups provided by the Active Towns program (an initiative of council and the Queensland Government to increase active transport).

The Healthy Rural Communities program offered a range of healthy lifestyle activities such as yoga, gentle exercise and nutritional cooking classes for residents living in rural areas (from Midge Point to Sarina). This federally funded project is dedicated to encouraging our community members to adopt healthy lifestyle practices.





Mandy Smyth, Tola Adepoju and Aletta Marshall at the Welcome to Mackay Centre morning tea

### Welcome Centre open

- + Newcomers to the region now have a one-stop-shop to visit when they want to connect with others, navigate their way around and learn about what services are available to them. The Welcome Centre, located at the Old Town Hall in Sydney Street, opened its doors in November. Together, the Welcome to Mackay Advisory Committee and our Local Area Multicultural Partnership Program (LAMP) under the auspices of the Regional Social Development Centre (RSDC), have been the driving force behind the establishment of this important facility.

### Off-leash dogs allowed

- + Not only can our region's residents enjoy our parks, so too can dogs! Dog owners can now exercise their dogs without a leash at Camilleri Street Park (Eimeo) and Bucasia, Town and Campwin/Sarina beaches. We received strong community support for this initiative which encourages dog owners to exercise their pets regularly and responsibly.

### Staff member recognised with Mayoral Perpetual Award

- + "By assisting with Australia Day celebrations in Finch Hatton, mentoring 42 Pioneer Valley Youth Council members and providing outreach to families experiencing difficulties (often outside office hours), Youth and Community Development Officer Neil Kempe has enriched the lives of so many people. I thank you, Neil, for your hard work and dedication to our community."  
Awarded by Mayor Deirdre Comerford.

### Sports Expo and Sign-on Day

- + A crowd of about 7000 packed the MECC to be part of the third annual Sports Expo and Sign-on Day in February. The event attracted about 100 sporting clubs and recreational groups. Special guests – North Queensland Cowboys players Glen Hall and Gavin Cooper – were on hand, to encourage one and all to get active and live a healthy lifestyle.

### State basketball champions

- + Council held a Civic Reception at the MECC in September to honour our QBL Basketball Champions. Both the men's and women's sides won their State League titles. The event was attended by the Mayor and 70 local dignitaries.

## economic development >



“ It's great that we have someone on the ground and a contact person to discuss problems and ideas with. ”

**Donna Lamprecht from ID Dezine - Mackay City Centre Trader**  
Donna is pictured with Bernarr Alexander, our Mackay City Centre Co-ordinator





## fast facts >

**By June 2013, more than 3500 businesses had joined council's business networks.**

**Mackay has \$6.6 billion in gross regional product and is one of Australia's largest sugar-producing regions.**

**We are a major resource export hub, and we're known for our agriculture, construction and tourism industries.**

**Council looks after:**

- > 3 museums
- > 2 art galleries
- > 1 entertainment and convention centre
- > 1 welcome centre
- > 2 tourist attractions - the historic Greenmount Homestead and the Sarina Sugar Shed.

## snapshots >

156,651 Visitors



### **Mackay Entertainment and Convention Centre**

+ We saw a 17 per cent drop in patronage numbers to the MECC, with 156,651 people attending 244 shows in 2012-2013. While the economic downturn had some impact, the popular Ice City spectacular (held biannually in January) boosted numbers from the previous financial year.

26,972 Visitors



### **Artspace Mackay**

+ The economic downturn also affected patronage to our Artspace Mackay with visitor numbers dropping by 12.4 per cent (30,339 in 2011 - 2012 to 26,972 this year). The facility hosted 84 activities and 30 exhibitions and displays throughout the year.

6239 Visitors



### **Sugar Shed visits**

+ Our Sarina Sugar Shed sold \$42,911 worth of its homemade sauces and \$47,633 of alcohol throughout the year. Visitors to the venue increased by 1084 (from 5755 in 2011-2012 to 6239 in 2012-2013).



## awards >

- > Finalist in the Queensland Tourism Awards “Tour/Transport” and “Tourism Wineries, Distilleries and Breweries” Category  
> The Sarina Sugar Shed
- > Finalist in the 2012 Drover Awards “Performing Arts Centre of the Year”  
> Mackay Entertainment and Convention Centre (MECC)

“ Sarina Sugar Shed, Australia's only miniature sugar mill and distillery, is an iconic tourist destination in Queensland. We congratulate them for being named a finalist in two categories for the 2012 Queensland Tourism Awards. ”

**Daniel Gschwind**  
Chief Executive of  
Queensland Tourism Industry Council



Mayors Anne Barker, Deirdre Comerford and Jennifer Whitney with Yu Xuhua the Vice Chairman of the Standing Committee of Yantai People's Congress

## highlights >

### **Alliance an Australian first**

+ A Sister Region Agreement between our Mayor, the Mayors of Isaac and Whitsunday councils and the city of Yantai in China was signed this year to formalise the close bond between the regions based on friendship and economic trade.

The first of its kind in Australia, this partnership was initiated following a trade mission from Mackay to Yantai in 2010; this interaction was followed by Yantai-based business Yanjian purchasing land to develop short-term accommodation and cultural visits by students from the city. Following this, a strong friendship developed and a range of opportunities were identified between the Mackay, Isaac and Whitsunday region and the city of Yantai.

With a population of 6.5 million, Yantai's major industries include gold mining, agriculture, manufacturing, wine and tourism.



# economic development



Artist's impression of City Centre revitalisation



Minister Albanese unveils the concept

## City Centre to be revitalised

+ Improvements to our City Centre are expected to return more than \$110 million in economic benefit to our region, following an \$18.6 million refurbishment of our City Centre.

In June the Federal Government approved our \$8.8 million Regional Development Australia (RDA) funding application and council will match this funding. We look forward to working closely with City Centre businesses and the City Centre Taskforce to rollout the refurbishment of both sides of Victoria and Wood streets and deliver high-quality pavements, interactive signage, new lighting, street furniture, trees and greenery as part of our City Centre Public Realm Improvement Project.

## Communication channels opened

+ A City Centre Co-ordinator was appointed to our Economic Development program in April. This role serves as a key liaison between business owners/operators and council to facilitate marketing and public relations opportunities that will promote and enhance our City Centre.

“ Our City Centre revitalisation project is expected to return more than \$110 million in economic benefit to our region. ”

**Mayor Deirdre Comerford**



## Mackay City Centre website

+ Council's City Centre website – [www.mackaycitycentre.com.au](http://www.mackaycitycentre.com.au) is proving popular with visitor numbers up by 116 per cent (75,843 to 163,993 visits in 2012-2013).

The website contains a free online business directory, the City Centre Business Network, and plenty of free events and programs including Active in the City and online city deals to boost activity in the City Centre.

## Parking trial

+ To improve car parking turnover in our City Centre, we trialled the introduction of one-hour time limits and a 40 per cent discount on pre-paid permits for off-street parking to encourage shoppers back to the city and boost trade.

A total of 317 two-hour parking spots in five city streets were also reduced to one-hour parking.





<To subscribe to the Sarina Focus Business network, scan this QR Code.



Cr Greg Martin and Sarina locals show off the new pocket-sized Sarina Business Directory

## Sarina Directory launched

+ As part of council's Focus on Sarina program to increase activity in the area, 150 businesses took up the opportunity to have their name printed in council's easy-to-read directory. Featuring a map of the Sarina Town Centre, the free pocket-sized directory also offers information on health, wellbeing, retail and food. Launched in April, the Sarina Business Directory is available at participating businesses and at our council customer service centres.

## Business network subscribers

+ Council's business networks - City Centre Business Network, Sarina Focus Business Network and Regional Focus Business Network allow businesses to tap into free, and low cost (usually government supported) business events, training and programs to help improve their business.

Our City Centre Business Network grew by 59 subscribers to total 778. The Sarina Focus Business Network grew by 63 and is now 257, the Regional Focus Business Network is 228 (increased by 79) and the City Deals Club proved most successful, increasing by 624 subscribers to total 2318.

## Broadband rolled out

+ Prior to the rollout of our region's National Broadband Network (NBN) we staged a Broadband Seminar and Digital Economy Workshop in October to bring together local businesses, members of the Mackay IT Network, council officers and NBNCo's Community Account Manager Ryan Williams to get the latest update on Mackay's broadband rollout. So far the first construction phase of the NBN (in the Mackay City Centre) has been completed.





“ The Whitsunday and Isaac regions are our neighbours and by joining together we are a strong force to contend with when it comes to seeking funding for important projects in our region. ”

**Cr Greg Martin**  
**Tourism and Economic**  
**Development portfolio**

### **Food tourism advice offered**

- + In October, food tourism expert Rose Wright led a Paddock to Plate seminar to offer information and advice to about 20 local food producers and suppliers on how to identify supply chain opportunities for their businesses. Other topics discussed included enhancing the visitor experience and value-adding to your enterprise.

This initiative was a partnership between council, the Department of State Development and Infrastructure Planning and Mackay Tourism.

### **Tourism investment a top priority**

- + Maintaining and strengthening our partnership with Mackay Whitsunday Regional Economic Development Corporation (MWREDC) is a high priority for our council. As a result we resolved to continue a three-year funding agreement of \$247,000 a year.

MWREDC is a non-profit organisation dedicated to creating economic growth through stakeholder engagement, regional promotion and regional projects. Council's investment to the group has delivered a range of benefits to residents and local businesses including the successful Coal to Coast website and the Mackay Hotel Accommodation Strategy that encourages developers to build hotels in our region.

- + We also cemented a new three-year agreement with Mackay Tourism. This year we increased our contribution to \$251,818 and future amounts will be considered as part of subsequent budget deliberations.
- + In addition to this, our council spends over \$10 million annually operating and maintaining 12 lifestyle and tourist facilities for our community.

## environmental sustainability >



“ Blacks Beach Spit is a landmark purchase and really highlights council's willingness to make decisions that look to protect our natural environment. ”

**Margaret Lane - Natural Environment Advisory Committee member**





## fast facts >

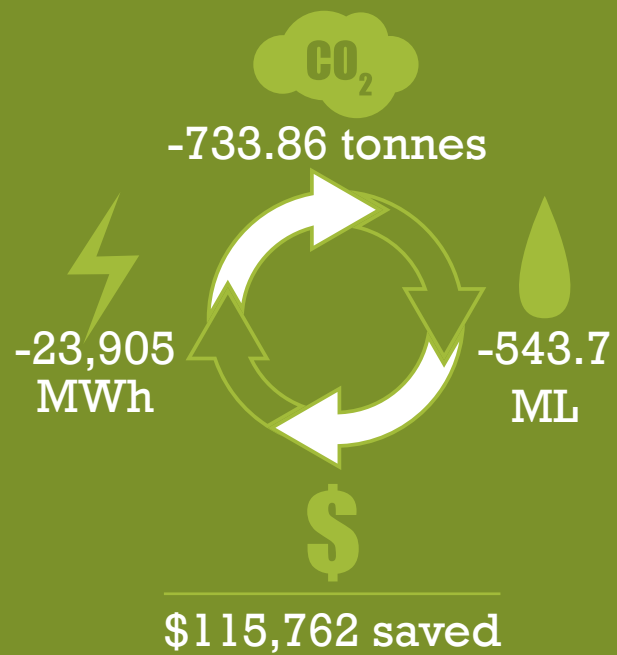
### Our 135 Parks and Environment Officers:

- > maintained 560 hectares of parks
- > maintained 1340 hectares of reserves
- > 1 botanic garden -  
Mackay Regional Botanic Gardens
- > 1 orchid house -  
The Ken Burgess Display House
- > 3 camping reserves -  
Seaforth, St Helen's and Ball Bay
- > cleaned 144 toilets daily
- > cleaned 60 barbecues daily
- > pruned 5675 trees -  
553 more than last year
- > spent 11,161 hours mowing
- > dedicated 995 hours to cleaning up litter  
around our region.

## snapshots >

### Council's green initiatives\*

+ The installation of dual-flush toilets, tap timers, an energy-efficient air-conditioning system, energy-efficient light bulbs and rainwater harvesting tanks has resulted in significant environmental and financial savings for council. In 2012-2013, we saw a decrease of 2 per cent in our electricity and water usage. Our CO<sub>2</sub> emissions were reduced by 733.86 tonnes and there was a financial saving of over \$115,000.



\*Data from Planet Footprint 2012-13





Power saving LED traffic lights

## awards >

- > Runner-up in the 2013 Premier's Sustainability Awards  
"Minister's award for leadership in sustainability"
- > Council's Sustainability Futures Advisory Committee

“ By installing eco-friendly products, reducing our fleet to four-cylinders and recycling where possible we are saving thousands of dollars off council's operating costs each year. ”

**Cr Theresa Morgan**  
Parks and Environment portfolio



Before and after shots of Blacks Beach Spit

## highlights >

### Land protection prioritised

+ In an effort to preserve 27 hectares of significant natural habitat for future generations to enjoy, we formally took control of Blacks Beach Spit in August 2012, courtesy of the Natural Environment Levy Strategic Land Acquisition Fund. The Blacks Beach area, including the Spit, boasts the highest flat-back marine turtle nesting numbers in Mackay and also provides roosting habitats for shorebirds.

The acquisition of this land allows us to better monitor issues such as illegal dumping, weed control, vehicle access and revegetation in the area. We also installed 1.2 kilometre of fencing around the spit and spent \$50,000 removing truckloads of illegally dumped waste – ranging from car bodies to whitegoods – from the area.





Shamrock Civil employees carpooling to work

### **All encouraged to share a ride**

- + More than a dozen Paget businesses and staff registered to take part in council's Paget Carpool Week in May. The campaign aimed to reduce traffic congestion and greenhouse gas emissions and enhance road safety within the Paget Industrial Precinct.

“Over the past 10 months, I've saved about \$800 on fuel. By taking it in turns to drive to work every day, Amanda and I have pocketed an estimated \$20 each a week.”

**Rebecca Nemitz**  
SGS Paget employee

### **Light Fleet Replacement**

- + Our new green fleet vehicle – a Toyota Prius V hybrid – is our third consecutive hybrid vehicle purchase. The Prius is a further commitment to council's Light Fleet Replacement Strategy for mandating four-cylinder vehicles, which ensures reduced emissions and less whole-of-life costs (due to increased trade income, lower fuel consumption and capital costs).

### **Environmental education a focus**

- + More than 2000 children learnt about the value of plants and ecosystems by taking part in our Mackay Regional Botanic Gardens' Plant-Ed school program. Additionally throughout the year, 500 children and their parents took advantage of our school holiday programs and Small Explorers sessions at the Gardens, to learn about nature, enjoy artistic activities and find out how to preserve threatened local species.





Seven News Weatherman Livio Regano makes a special appearance at our ecoMackay Expo

### **ecoExpo drew 1000-strong crowd**

- + The inaugural ecoMackay Expo in August was a huge hit. With more than \$3000 worth of prizes up for grabs, interactive displays and tips on how to help save the environment. The one-day event promoted the message of sustainable living and how we can all make simple changes at home to save money and reduce our carbon footprint. Seven Local News weather Presenter Livio Regano made a special appearance.

### **Residents pledged their support**

- + Council's free online community footprint portal (myfootprint) helps residents measure their energy usage and provides tips and advice on how to live more sustainably. The achievements of residents and businesses are tallied and celebrated on [ecomackay.com.au](http://ecomackay.com.au) to show how much CO<sub>2</sub>, land and water we, as a community, are saving.

Thus far, residents have saved about 440,000kg of CO<sub>2</sub>, 7.5 million litres of water and \$115,000.

### **Builders protect our waterways**

- + We strengthened our partnership with local builders and raised awareness of our three-phase Erosion and Sediment Control Compliance Program (ESCCP). Many builders erected sediment fences and stabilised entry/exit points on their properties to prevent sediment (soil, dirt and clay) entering our waterways. For your copy of council's Best Practice Guidelines for Controlling Stormwater Pollution from Building Sites go to [www.mackay.qld.gov.au](http://www.mackay.qld.gov.au).

### **All encouraged to share a ride**

- + More than a dozen Paget businesses and staff registered to take part in council's Paget Carpool Week in May. The campaign aimed to reduce traffic congestion and greenhouse gas emissions and enhance road safety within the Paget Industrial Precinct.



“ Gardens Team leader Ross Demuth, gained council's staff innovation award for his involvement in creating council's Myrtle Rust procedure. The procedure allowed staff to easily identify the disease and take action and was used by our Parks and Environment program. ”

**Dale Arvidsson - Curator for Mackay Regional Botanic Gardens**

## Triple R Week

- + As part of our commitment to the continual improvement of sustainability within our organisation, many staff cleaned out their offices over Triple R (Reduce, Reuse, Recycle) Week, held in conjunction with National Recycling Week. The end result: an astounding 66 wheelie bins of paper were collected for recycling.



## Protecting our plants

- + Myrtle Rust a serious fungal disease that affects the plant family Myrtaceae - was found on a Mackay property and the Mackay Regional Botanic Gardens in 2012. Botanic gardens staff were quick to act, producing a best-practice procedure in collaboration with Biosecurity Queensland to successfully slow the spread of the disease.

## Graffiti clean up

- + Parks and Environment staff have been supported in their efforts to quickly clean up graffiti in our region thanks to \$70,000 in assistance from the Queensland Government's GraffitiSTOP program. Residents were encouraged to report incidents of graffiti to the GraffitiSTOP hotline 1300 Graffiti (1300 472 334) and these details were then passed onto council for immediate action.





**Pest Management Officer Michael Tuckett briefs landowners following a feral pig shoot in Sarina**

### Feral pig numbers reduced

+ For the second year in a row, our Pest Management team, together with Reef Catchments and Landcare Sarina, worked to cull the number of feral pigs in southern parts of our region. A total of 284 feral pigs were destroyed across 25 properties with the aid of a helicopter and a highly-experienced shooter. This program was funded by the Federal Government's Caring for our Country program.

### Top three Pest Management complaints/inspections

Complaint	Inspections
Dingo/wild dog/fox	328
Feral pig	119
Giant rats tail grass (GRT)	122

### Top three Local Laws inspections

Complaint	Inspections
Stray dogs	1123
Livestock/poultry/birds	547
Aggressive dogs	454

### Top three Health and Regulatory inspections

Complaint	Inspections
Food inspections	458
Nuisances	227
Noise	129



# strategic planning >

“ We're keen to work with residents, developers and industry specialists to make sure that our new planning scheme caters for urban and industry growth and protects our good-quality agricultural land and natural environments. ”

**Mayor Deirdre Comerford**





## fast facts >

### In 2012-2013 council:

- > met with developers each month to discuss upcoming projects
- > approved 897 new lots
- > created 2315 new lots (survey plan)
- > documented 1701 new dwellings
- > received 612 development applications through Smart eDA - the online electronic lodgement system
- > received 207 hard copy development applications
- > handled 1888 Duty Planner enquiries (an increase of 33% from the previous financial year)
- > valued Mackay's building applications at \$765.7 million.

## snapshots >

### Development Applications

- + Council accepts Development Applications (for operational works, material change of use, reconfiguration of lots and combined applications) over the counter at council's Development Services building at 42 Wellington Street, Mackay and through Smart eDA an electronic lodgement system where you can prepare, lodge and track development applications online at [www.mackay.qld.gov.au/planning](http://www.mackay.qld.gov.au/planning).

### Applications received

Service	Number
Development Engineering	1550
Development Assessment	872
Health and Regulatory Services	13
Water and Waste	1970
<b>Total</b>	<b>4405</b>





One of council's 23 information sessions to discuss the draft planning scheme

## highlights >

### Our planning system under review

- + To make sure we have the best planning system in place (timeframes, approval processes and fee structure) we're meeting with local developers each month to hear their thoughts and we're assessing our system under the State Government's Local Government Planning System Health Check Pilot Program to make sure all our processes are efficient and streamlined.

### Planning for our future

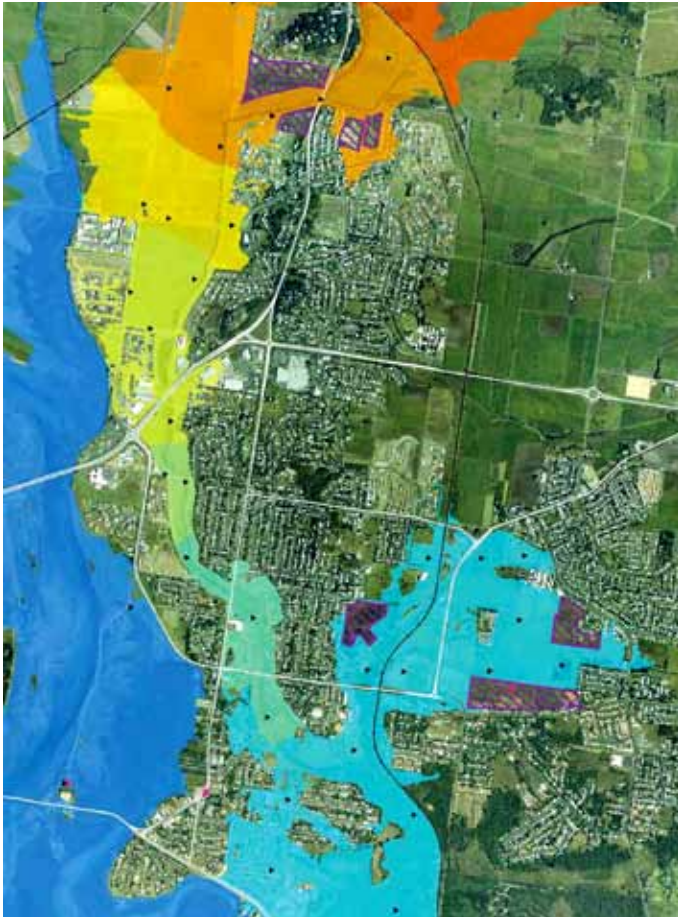
- + It was one of the most comprehensive engagement programs conducted by council. Over 12 weeks (from May to August) we engaged with a diverse range of stakeholders on the draft Mackay Region Planning Scheme – a 20 year planning framework to manage land use and development in our region.

The draft scheme was launched at the Urban Development Institute of Australia Annual General Meeting and 23 community and development industry information sessions followed to obtain feedback and gauge community opinion.

A total of 658 people took part in our information sessions; 13,564 people viewed our draft planning scheme webpage and we received 360 properly made submissions.

We are now undertaking a thorough and comprehensive review of all properly made submissions. Once the necessary changes have been made it will be submitted to the Minister for State Development, Infrastructure and Planning for final approval.





“ Residents can feel safe knowing that council has used every available resource to help protect our region from the impacts of flooding. ”

**Cr David Perkins**  
Planning and Development  
portfolio

### Houses protected against flooding

- + Results from a series of flood studies will guide future development decisions and protect houses along the Pioneer River and Gooseponds catchments. In order to consider the impacts of storm tide events from the sea, historical river flood events and the impact of climate change to the year 2100, we adopted three flood study reports – the Pioneer River Flood Study, the Gooseponds/Vines Creek Flood Study and Gooseponds Creek (including Pioneer River) Flood Study.

### Identifying our sporting needs

- + One of our priorities is to have a healthy, active community through the provision of appropriate sport and recreation facilities. We spent four months with an independent consultant undertaking extensive research and community engagement (including drop-in sessions, on-site meetings and surveys) to identify the sporting needs of our Pioneer Valley for the next 10-20 years. Among the 22 recommendations were securing new land for a district sporting precinct at Marian, acquiring additional land to enable the development of rectangular sports fields in Walkerston and investigating a master plan for Eungella sports grounds. These form part of the draft Mackay Region Planning Scheme.

### Development Applications

- + We approved a number of large-scale Development Applications during the year, including:
  - > 55 multiple-dwelling units (comprising dual key units and/or single key units up to a maximum of 107 tenancy units) plus a caretaker's residence and ancillary facilities at 6 Jewell Street, Mackay
  - > hospital (aged care facility, including ancillary retail and medical uses and supported care villas) at L3 Kerrisdale Crescent, Beaconsfield
  - > Material Change of Use - Andergrove Lakes Eastern Precinct – Tourist Facility (38 bed cable ski lodge, café and ancillary operating facilities, manager's residence and 48 tourist accommodation units), at 70-90 Beaconsfield Road, Andergrove
  - > hotel (comprising of two licensed areas over two stages) at 9 Gregory Street, Mackay and 105 Victoria Street, Mackay
  - > service station (unmanned commercial road transport refuelling centre) at 1-5 Interlink Court, Paget.

## engineering services >



“ I'm proud my boys have followed in my footsteps; we may not all work directly together, but we're all working towards the same goal - building a better community for our region. ”

**Lawrence Borg (Civil Operations) pictured with his sons Jason (Water Network) and Brendan (Civil Operations)**





## fast facts >

### Our 212 roads and maintenance workers:

- > maintained 2476km of roads - 1534km sealed and 942km unsealed
- > serviced 666km of State Government roads (pothole repairs, grading works)
- > carried out routine maintenance on 174km of the Bruce Highway
- > cleaned and maintained 226km of footpaths and 24km of bikeways
- > carried out general maintenance on 34 off-street car parks
- > maintained 140 bridges (47 timber, 93 concrete)
- > cleaned and maintained 26 boat ramps (11 Mackay Regional Council and 15 Transport and Main Roads owned).

## snapshots >



### Major Capital Works

+ Major Capital Works for the year involved trunk roads, pavement improvements and general road works.

Program	Actuals spent
Trunk roads	\$38.1 million
Pavement improvements	\$10.7 million
General works	\$5.8 million
Trunk drainage	\$3.5 million
Shoulder treatment initiatives	\$2.5 million
Car parking	\$1.9 million
Bridge replacement	\$1.6 million
Footpaths and bikeways	\$949,000
Boat ramps	\$936,000
LATM – Traffic and road safety	\$731,000
Bus shelters	\$323,000
Traffic signals	\$13,000
<b>Total</b>	<b>\$67 million</b>





Mackay's flood damaged roads

## awards >

- > Winner of the 2012 Institute of Public Works Engineers Australia (IPWEA) Queensland Division "Young Engineer of the Year" award - Nathan Cunneen - council's Special Project Engineer

“Nathan was crowned our 2012 Young Engineer of Year because he played a major role in delivering \$30 million in natural disaster road and drainage restoration works. The successful partnership between council and the Department of Transport and Main Roads is now being used as a case study by the Queensland Reconstruction Authority.”

Suzanna Barnes-Gillard  
- CEO, IPWEA Queensland



## highlights >

### Rebuilding our roads

- + We dedicated \$62 million of our Capital Works program to improving our road network; this included shoulder treatment works, pavement improvements and traffic and road-safety initiatives. We specifically focused on improving the network between our City Centre and Paget Industrial Precinct to support the transportation needs of businesses in these areas.

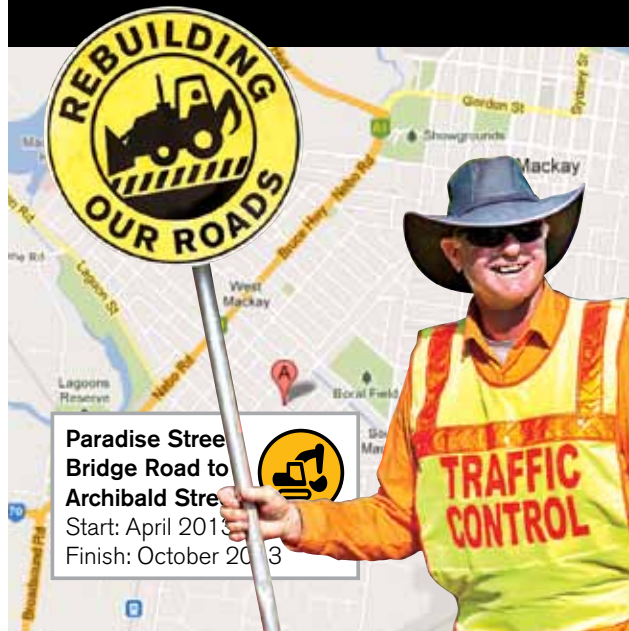
### Connors Road

- + One of our largest road rejuvenation projects – Connors Road (between Archibald Street and Boundary Road in our Paget Industrial Area) – began being revamped to the tune of \$27 million this year. With 14,000 motorists using this road on weekdays, this project focused on improving traffic flow and access for both motorists and the 500-plus businesses in the area. Project highlights include the construction of additional lanes in each direction (between Archibald Street and Boundary Road), rehabilitation of pavements, installation of traffic signals and improved stormwater drainage.

### Paradise Street

- + Improved residential access, a two-lane roundabout and revitalised landscaping were key components of our \$5 million Paradise Street restoration. Significant work at the Paradise/Henman streets intersection was part of our long-term goal to improve traffic flow in the area. New pedestrian links and cycle lanes were also delivered along the street as part of this ongoing project.

## \$60 million in road works



[mackay.qld.gov.au/roads](http://mackay.qld.gov.au/roads)

“Melissa Rogers, Shane Green and Tracey Davis identified that the existing council website featuring information on our roads was difficult to use. They developed an interactive mapping system that provides a visual display of our region's road network and up-to-date information on projects underway. It's a fantastic, visual tool that's been well received by our community.”

**Rob Perna - Civil Projects Manager**  
explains why he nominated the winners  
of council's 2012 Staff Innovation Award

### Mangrove Road

- + Improving traffic safety was the focus of Mangrove Road's \$2 million facelift (between Victoria and River streets), courtesy of council's Rebuilding our Roads campaign and the Queensland Flood Recovery Program. As part of the project, all four lanes of Mangrove Road were rehabilitated.

### Flood and cyclone damage works

- + We secured \$70 million in Natural Disaster Relief and Recovery Arrangements (NDRRA) funding to carry out flood and cyclone damage works. We spent \$45 million on road stabilisation, gravel road repairs and bitumen sealing. The remainder will be spent next financial year.

### Online maps a key communication tool

- + Helping motorists, residents and business owners stay up-to-date on regional road works is a top priority for our council. In fact this commitment was the driving force behind the creation of a new interactive, online mapping system on our website. The regularly updated map system (at [www.mackay.qld.gov.au/roads](http://www.mackay.qld.gov.au/roads)) allows drivers to plan their journey ahead of time by making informed decisions on alternate routes available. The maps feature a wide range of information ranging from major projects and short-term works to drainage and general works such as footpaths, car parks, road reseals and also identifies flood-prone roads.





Haliday Bay swimming enclosure launch

### Swim enclosure replaced

- + Thanks to funding from the Natural Disaster Relief and Recovery Arrangement (NDRRA) program, we successfully sourced \$434,000 to replace the damaged Haliday Bay swimming enclosure. Destroyed by Cyclone Ului in 2010, our crews restored the enclosure in September using recycled plastic sea-piles with a reinforced core of fibreglass.

### Constant Creek facilities upgraded

- + We continued to meet the needs of our growing fishing community, with \$675,000 spent on new onshore facilities and parking bays at Constant Creek. This was complemented by Queensland Transport and Main Roads constructing a new boat ramp at this popular site.

“ Our residents are excited to now be able to cool down safely, knowing this swimming enclosure will protect them from stingers and jellyfish; it's an incredible asset for our area and one that's proven immensely popular. ”

**Len Turvey**  
former President of the  
Seaforth Progress Association



## Skate park funding secured

+ We proudly secured a \$100,000 grant from the State Government's Get in the Game initiative to build a skate park in Sarina. Work on the project started in the financial year and has gained tremendous support from local community groups and businesses.

“ I can't wait to try it out; there'll be five different sections to skate and ride along! ”

**Nelson Millwood**  
11 year old Sarina resident



## Amphitheatre ready for first show

+ Our beautiful \$1.1 million three-tier outdoor Meadowlands Amphitheatre was completed and ready to host its first show in July 2013. Located at our picturesque Mackay Regional Botanic Gardens, this impressive facility features 190 car parks, toilet facilities and an all-access pathway. The amphitheatre is part of the gardens' 10-year Master Plan. Mackay Host Lions provided input on the amphitheatre design and planted the first 50 trees in the precinct.





The secure bike cage at Memorial Swim Centre

### More walking and cycling paths

+ We were proud to be one of three councils selected by the Queensland Government to participate in its Active Towns Pilot program – a \$10 million program over three years dedicated to delivering new walking and cycling infrastructure to increase active transport. Projects completed included a shared pathway from the River Street boat ramp to Burns Street, 16 new lights at Caneland Park as well as a secure bike cage, 24 secure parking spaces, lockers and free on-site showers at Memorial Swim Centre.

“ The only time I can exercise is after 5pm, the lights at Caneland Park allow me to still get out, get my heart rate up and keep fit. ”

**Bree Black**  
Mackay resident



# organisational excellence & governance



“My primary focus is to create an environment where we can grasp the significant opportunities and manage the challenges that a rapidly growing region provides.”

**Barry Omundson - CEO**



## fast facts >

### In 2012-2013:

- > we used council's website, Facebook and eNewsletters to communicate
- > we had 596,155 visits to council's website [www.mackay.qld.gov.au](http://www.mackay.qld.gov.au) - a 17% increase
- > our Facebook fan base grew by 63% (from 2466 to 4043 fans)
- > we increased our eNewsletter subscribers by 51% (from 6283 to 9540 subscribers)
- > 104,855 customer enquiries were handled through 1300 MACKAY
- > 13,135 service requests were lodged
- > we recorded 150 less days lost to injury this year (from 687 in 2011 - 2012 down to 537).

## snapshots >

### Our websites

+ In comparison to last year, visits to our websites have increased by 29 per cent. We averaged around 80,000 visits per month to council's seven websites.

### Call centre enquiries

+ With more enquiries and transactions being made online via council's website and email, the number of calls taken by our Customer Service Officers decreased by 7.4 per cent – from 112,615 in 2011-2012 to 104,855 this year.

Websites	2011-12	2012-13
Mackay Regional Council	508,488	596,155
MECC	135,009	170,268
Artspace Mackay	12,341	17,253
Botanic gardens	13,000	15,554
Sarina Sugar Shed	5279	6119
ecoMackay	3447	3797
Mackay City Centre	75,843	163,993

### Top 5 call centre enquiries:



Local Laws ~ Wheelie bins ~ Rates ~ Civil Operations ~ Water Services



“Council's Pound Pet program was named Australia's top communication-marketing campaign and picked up the best advocacy award because the program involved local community groups, animal welfare groups and local media, to help save hundreds of animals.”

**Kath Oakley**  
Knox City Council Corporate  
Communications Manager

## awards >

> **Winner of the 2012 Government Communications Australia awards: “National Communications”**

> **Pound Pet campaign**

“Best Advocacy-Community Partnership”

> **Pound Pet campaign**

> **Winner of the 2012 Queensland Multi-Media Awards (QMMA)**

“Best Multi-Media Corporate Branding and Promotion” award

> **Council Connect**

### **Pet registration**

+ A total of 14,462 dogs were registered this year (1.4 per cent more than last year) with cat registrations up 9.7 per cent. A total of 735 dogs were impounded with 288 re-homed and 306 returned to their owners – achieving an 80 per cent success rate, up from 77 per cent in 2011 - 2012.

### **Council Connect**

+ Our multi-faceted communication strategy Council Connect allows you to keep up to date on council news anytime and anywhere – both online via TV and in the local newspaper. This multi-faceted initiative saves us about \$16,000 in postage and printing costs annually.



# strategic planning framework >



## Governance

+ Good governance is about being accountable, participatory, transparent, effective and efficient and following the rule of law. Our Corporate Governance framework provides the foundation for effective decision making, sound management and accountability across our organisation.

## Community participation

+ The dialogue between council and the community is open, transparent and ongoing. Our community members had the opportunity to express their views at regular meetings and engagement opportunities, surveys and polls, with councillors and at our council meetings (held at 10am on the first four Wednesdays of each month).



## highlights >

### **New direction**

- + Strengthening internal relationships, driving efficiencies, providing accountability and improving service delivery – these are the goals of our new Chief Executive Officer Barry Omundson.

Mr Omundson's extensive knowledge of Local Government, planning and development, engineering and our water business made him the ideal candidate to build an organisational culture of support and accountability. The CEO will carry out an extensive review of our organisation to ensure we are operating efficiently and effectively and delivering an optimal level of service to our community.

### **Reviews and analysis**

- + We reviewed our Corporate Governance Framework to maintain a high standard of effective decision making, sound management and accountability.

We implemented a corporate asset management strategy which focuses on a service-centric approach, rather than an asset or financial one to link agreed service levels with funding needs.

We completed an insurance gap analysis on all our services to compare our current risk controls with required insurance coverage with the aim of limiting exposure to both potential workplace health and safety issues and increasing insurance premiums.



“A mechanical fitter and turner by trade, Paul Kelly (Leading Hand Fitter) designed a training package for slasher operators to help reduce the risk of potential machinery failure. Paul's willingness to carry out these duties speaks volumes about his dedication to workplace health and safety.”

**Peter Shuttlewood - Procurement and Plant Manager, on why he nominated Paul Kelly for the 2012 Staff Safety Award**

### Safety first

- + We recorded 150 less days lost to injury this year – from 687 in 2011-2012 to 537 in 2012-2013. This pleasing result can be attributed to Safe Plan (our Workplace Health and Safety system) which requires everyone to complete monthly safety actions.

### Lodged support requests

- + With more internal services now available online, our service requests increased by 4000 – from 9135 in 2011-2012 to 13,135 this year. Additionally, Pathway (our key corporate system for managing property and rates) was upgraded in November to improve business support, meet legislative requirements and secure processes across our organisation.

### Right to information

- + This year we received 20 Right to Information applications. A total of 4923 pages were considered and 3288 pages were released in full. Unfortunately, 1635 pages contained information which was determined to be contrary to public interest, thus (in accordance with the provisions of the Right to Information Act), 660 were released in part and 975 pages were refused.

Requests for information under the Right to Information Act 2009 (RTI) must be made on the required form available on our website or by calling 1300 MACKAY (622 529).

### Official documents

- + Our code of conduct, delegation register (which records the delegated levels of authority and instruments of authority held by all council officers), equal employment opportunity plan and Community Engagement and Guidelines Policy is available on our website at [www.mackay.qld.gov.au](http://www.mackay.qld.gov.au).





Mayor Comerford with the Bhargavi Family at a baby welcoming ceremony

### Working with our community

+ Residents and businesses have more opportunities to have their say on council initiatives with our revised Community Engagement Policy and Guidelines. These documents detail ways in which we, as a council, should inform, consult and involve residents in community consultation processes, allowing us to work together to effectively achieve our vision of a prosperous, sustainable and vibrant region.

Additions to our Community Engagement Policy include the provision of a proposed engagement strategy to be included in reports presented to council. The establishment of a Community Engagement Working Group and online register also allowed our community access to view and provide feedback on any current consultations underway.

Council's Community Engagement Guidelines and Policy is available on our website at [www.mackay.qld.gov.au/policies](http://www.mackay.qld.gov.au/policies).

“ Through community engagement, we can tap into a much wider source of information, perspectives and potential solutions on a wide variety of issues. ”

**Mayor Deirdre Comerford**



**Mackay Entertainment and Convention Centre**

### **Code of Competitive Conduct for business activities**

+ In accordance with sections 45 and 47 of the Local Government Act 2009, we resolved not to apply the Code of Competitive Conduct (the Code) to our Mackay Entertainment and Convention Centre (Type 3 business activity).

Ultimately, we decided the costs of applying the Code would outweigh the benefits, and the activity has significant non-commercial objectives. We do not conduct any other business activities or prescribed activities.

### **Significant business activities**

+ Below is a list of all business activities that we as a council have conducted during the financial year. The Local Government Regulation 2012 defines two types of significant business activities.

Type 1 significant businesses are business activities that have expenditure of at least \$42.64 million for combined water and sewerage services and \$25.54 million for other business activities.

Type 2 significant businesses are business activities that have expenditure of at least \$12.77 million for combined water and sewerage services and \$8.55 million for other business activities.

Our council has two significant business activities – Mackay Water and Mackay Waste. In accordance with legislation, we have resolved that these business activities be conducted as Type 2 business units.



# Mackay Waste Services

2012 - 2013  
annual performance report







## fast facts >

### Mackay Waste Services:

- > worked with 300 volunteers to collect 5 tonnes of rubbish around the region during the Great Northern Clean Up in September 2012
- > processed 5454 tonnes of recyclables in 2012-2013
- > conducted 5800 recycling bin audits
- > commenced gas flaring at Hogans Pocket Landfill
- > has 1 major waste transfer station and 9 rural transfer stations
- > 2 recycling facilities - Materials Recovery Facility and Resource Recovery Facility
- > 2 green waste facilities - Walkerston and Bucasia.

## snapshots >

Recyclables	2011-12	2012-13
Glass	895.94	394.48
Paper/cardboard	3334.62	4459.95
HDPE	245.60	101.65
PET	214.22	94.92
Aluminum	298.81	140.92
Steel	494.54	142.81
Mixed plastics	269	119.66
<b>Total tonnes</b>	<b>5752.73</b>	<b>5454.39</b>



kerbside rubbish collected

**35,004** tonnes 2012-2013  
= 9% increase



Hogans Pocket Landfill

**115,756** tonnes 2012-2013  
= 10% increase



fortnightly recycling bins collected

**47,235** bins 2012-2013  
= 3% increase



weekly rubbish bins collected

**48,104** bins 2012-2013  
= 2% increase



## overview >

### Vision

- + Mackay Waste Services will be an innovative service provider recognised for its commercial performance, providing regional leadership, has the respect of its customers and industry regulators and prides itself on its sustainability.

### Mission

- + Mackay Waste Services is committed to delivering sustainable waste services to the Mackay region in an efficient and commercially sustainable manner. Mackay Waste Services is a Type 2 commercial business unit of our council, providing waste management services to the Mackay community including waste collection, waste disposal and resource recovery.

### 2012-2013 financial year

- + Waste Services had nine staff and a combined annual operating and capital budget of over \$31 million. Its operations were carried out according to our Annual Performance Plan that defines expectations in terms of performance, reporting, level of service and policy compliance.

Waste Services undertook the following work:

- > contract management
- > strategic procurement
- > project management
- > site management
- > preventative and reactive management.

### Waste collection

- + Population growth, construction activity in the region and new dwellings meant council had to collect 970 more bins each week, compared to 2011-2012. More than 1600 recycling bins were also added to our fortnightly service. We collected about 3000 more tonnes of kerbside waste and saw a rise of 10 per cent more waste received at Hogans Pocket Landfill.

A decline in rainfall and no natural disasters resulted in 6822 tonnes (31.5 per cent less than last year) of green waste received.





Hogans Pocket Landfill Gas Capture System

## highlights >

### Waste strategy review

- + Under the Waste Reduction and Recycling Act 2011, we are required to provide to the Queensland Government a waste reduction and recycling plan. To meet this requirement we reviewed our Regional Waste Strategy and took part in workshops during the year to develop a draft document. This document is expected to be issued for community engagement next financial year.

### Hogans Pocket Landfill Gas Capture System

- + We accelerated our planned landfill gas capture and flaring system for Hogans Pocket to meet legislative requirements and reduce our carbon footprint. This \$500,000 project (completed in April) burns off methane, a major contributor to the greenhouse gas effect. Over the next year we will monitor the site and investigate the possibility of on-site electricity generation.

### Clean Energy Act 2011 preparation

- + During the year we continued to prepare for the Australian Government's Clean Energy Act 2011. The Act introduced a threshold for carbon emissions for nominated facilities, with Hogans Pocket Landfill identified as a likely facility. Work was done on modelling council's likely carbon price liability over the lifetime of the facility and the acceleration of existing carbon mitigation measures including the bringing forward of the installation of a gas capture and flaring system at Hogans Pocket Landfill to 2012-2013. The modelling fed into our council budget deliberations on the setting of revenue policy.





Artists' impression of the new Sarina Waste Facility

## New waste facility for Sarina

- + To meet the needs of our growing community, we began work on a new \$2.4 million transfer station at Sarina. This state-of-the-art facility will feature purpose-built structures for the disposal and collection of green waste, individual containers for steel, whitegoods and recycling. The separation of waste into categories will allow us to better manage our waste. The project is expected to be completed in September 2013.

## Remediation at Bayersville

- + The Bayersville Landfill (on Harbour Road, North Mackay) was successfully remediated in September. The remediation aims to limit the infiltration of stormwater into the waste mass and provide drainage and environmental controls to reduce the impact on the receiving environment.

## The \$6.4 million project included:

- > disconnection of existing services traversing the site
- > demolition of site structures
- > installation of erosion and sediment control fencing around the perimeter
- > site clearing
- > reshaping the existing landfill surface to a uniform profiler
- > installation of a perimeter leachate drain and collection sumps
- > provision of a composite geosynthetic clay cap over the entire landfill surface
- > provision of surface drainage and sedimentation ponds
- > establishment of grass vegetation over the finished site.

Bayersville is the former Mackay City Council major waste facility which stopped accepting waste in 2006. About 2,400,000 cubic metres of municipal solid waste was disposed of at the site during the facility's operating life. The remediation of the site was in accordance with Department of Environment and Heritage Protection licence requirements.



Councillors Casey, Morgan, Comerford and Walker help out at the Great Northern Clean Up

### Great Northern Clean Up

- + With the help of more than 300 volunteers we collected five tonnes of rubbish during the Great Northern Clean Up in September 2012. Our participation rate has grown considerably since we transitioned from Clean Up Australia Day (March) to the Great Northern Clean Up event in 2011.

### Regional and state input

- + Our council staff gained valuable information on current and future waste management actions and industry stakeholder connections following the Queensland WasteQ conference and the Local Authority Waste Management Advisory Committee meeting held in Mackay. This was the first time the Queensland WasteQ conference was held outside of South East Queensland.

### Dress before you dump

- + Always wear enclosed shoes, long pants, protective clothes and gloves at our waste facilities – that was the message we promoted on radio, television, in Council Connect and on site signs to improve safety at our facilities. Residents were also encouraged to keep children and pets in their vehicle at all times and bring a friend to share the load.



# Mackay Waste Services



Incredible Ltd - our Resource Recovery Operator



## Resource recovery operations

- + Incredible Ltd, a not-for-profit organisation that employs people with disabilities, took over as our resource recovery operator, providing drop-off and tip-shop services at Paget Waste Transfer Station. Incredible accepts recyclables and reusable items, prepares them for resale at low cost and helps reduce the amount of waste going to landfill. The drop-off is open seven days a week from 7am to 5pm and the shop is open Thursday to Sunday from 9am to 4pm.

“ Thanks to council's campaign we see less rubbish around our clothing bins and we can utilise our resources on counselling instead of cleaning up the mess. ”

**Lyn Lewis - Mackay Lifeline**

## Don't Dump on Charity campaign

- + Increasing amounts of waste being strewn around clothing bins prompted us to form a working group with local not-for-profit charities to tackle this issue. From the group came the Don't Dump on Charity campaign – a six-month education and media program. The program featured radio and print advertising and permanent signs at five hot spots. Since the launch of this program, we've recorded a significant reduction in the amount of waste being generated at these locations and a number of groups, including Sustainability Victoria, are reviewing our program.





Cr Laurence Bonaventura and local school kids inspect the new mobile waste education trailer

### Waste education trailer

- + We hit the road to educate our community about the importance of recycling in our new waste education trailer. The vehicle travels around delivering educational messages on recycling, worm farming and composting at community events and schools to anyone unable to visit our Paget Waste Education Centre. Ergon Energy provided \$10,000 towards the purchase and fit out of the trailer.

### Recycling bin audits

- + To improve our recycling rate and further educate residents on what they can and can't recycle, we conducted bin audits on 5800 yellow-lidded recycling bins. Bins were inspected three times over a six-week period and those found with major contaminants were removed from service. A photograph was taken of the contaminants and a letter issued to the resident. The audit found 11.8 per cent of bins had minor contamination and 5.6 per cent were found with major contamination. Council is reviewing its Recycle Right marketing.

### Improving Waste Outcomes Working Group

- + Through our new Improving Waste Outcomes Working Group (IWOWG) we introduced a consistent recycling program across council; we implemented staff education programs and encouraged recycling at community events. This group was also involved in drafting council's Waste Management Strategy.

# Mackay Water Services

2012 - 2013  
annual performance report







## fast facts >

### 195 Water Service staff:

- > maintained 2 dams/weirs and 27 boreholes
- > treated a total of 15,469 ML/year through 2 water treatment plants and 11 smaller water treatment facilities
- > distributed water to the region through 1136km of water mains and the
- > 39,064 connections to the water network
- > supplied 3771 ML of recycled water for irrigation purposes
- > maintained a wastewater network of 868km and 4 sewage/wastewater treatment plants
- > had 49,413 sewer connections and
- > treated 10,471 ML of wastewater.

## snapshots >

 5,200 Customer requests

 4,800 Water samples analysed

120,000 Laboratory tests 

10,000+ Automatic water meter readers installed

### Water access



+ Properties where a metered water supply had been connected were charged on a per factor basis. Vacant land is allocated one factor per allotment.

\$313.50 Annual water access charge

### Water consumption tariffs



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

\$1.49/kL Tariff 1  
0-150kL/half year

\$2.25/kL Tariff 2  
150+kL/half year





“ Water Services staff without hesitation went above and beyond the call of duty and waded through effluent up to their chests to locate and isolate the turn off valve. This action is a credit to those involved and enhances our reputation as an organisation that will do anything for its community.”

**Mayor Deirdre Comerford**  
acknowledging Water Operations  
staff at the 2012 council staff awards

## awards >

- > **Winner of the 2013 Local Government Managers Australia “Collaboration Award”**
  - > Cairns, Townsville, Mackay (CTM) Water Alliance for their Best Practice Pricing and Financial Sustainability Model
- > **Runner up for Mackay Regional Council’s staff “Mayoral Award”**
  - > **Water Operation Staff: Ron Bailey, Scott Clark and Jaie Harris**

### **LGMA top award**

- + “The CTM’s Best Practice Pricing and Financial Sustainability Model earned them the top gong at the LGMA Awards for enabling a more accurate calculation of water and sewerage pricing and capital costs.”

Peta Irvine - CEO

Local Government Managers Australia

### **Employees recognised at council staff awards**

- + Mayor Deirdre Comerford paid tribute to the Water Operations staff for going beyond the call of duty.

“On November 2 the sewer rising main which transports a large percentage of Mackay’s sewerage to the recycling facility at Bakers Creek was ruptured by a contractor, placing the entire sewer network at risk. With the high-priority vacuum trucks engaged, Water Services staff without hesitation went above and beyond the call of duty and waded through effluent up to their chests to locate and isolate the turn off valve. This action is a credit to those involved and enhances our reputation as an organisation that will do anything for its community.”

Mayor Deirdre Comerford  
Mackay Regional Council



## overview >

### Vision

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

### Mission

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

### 2012-2013 financial year

- + Water Services is a commercialised business unit of Mackay Regional Council that provides treated water services to over 37,000 residential connections and 3000 commercial and industrial connections - a total of over 100,000 consumers. The business also provides sewage collection and treatment services to over 35,000 connections, as well as non-potable recycled water to farming and public recreational establishments.

The business unit employs approximately 195 staff and has a combined annual operating and capital budget of over \$136 million. 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.

During the 2012-2013 financial year, the directorate was transformed from three programs, Planning and Sustainability, Infrastructure Delivery and Operations, to four, with the former Operations program divided into two, Treatment and Networks. Structural changes were implemented to create efficiencies and streamline internal reporting process. Combined, these programs work together to provide quality, cost effective and environmentally sustainable water and wastewater services to the Mackay Regional Council Local Government Area.





## highlights >

### **Water experts join advisory committee**

- + Three highly qualified water executives with a combined 80 years of experience in the industry – Noel Faulkner, Brad Cowan and Peter Dennis – were appointed to our Water and Sewerage Capital Advisory Committee. This committee was formed to independently review our capital works program, valued at over \$700 million over the next 10 years, to ensure our water and sewerage investments are justifiable, affordable and best practice.



**Sarina's new sewage treatment plant takes shape**

### **Major projects completed**

- + \$11 million upgrade to the raw water intake at Dumbleton – to increase the volume of water that can be transferred from the Dumbleton Weir to the Nebo Road Water Treatment Plant, providing a more sustainable water supply for the future.
- + \$10.3 million South Mackay Water Trunk main – to improve and increase water services in the area.
- + \$3.5 million upgrade to the Mirani network – resulting in improved water pressure in the area.
- + Installation of 2.3 kilometres of new trunk water main along Nebo Road – to replace a 1929 aging cast iron pipeline.

### **\$40 million sewage treatment plant for Sarina**

- + Construction has begun on a new sewage treatment plant for Sarina. The \$40 million project is expected to meet the needs of the growing Sarina Township until 2030. The system will also feature the latest technology to meet new Department of Environmental and Heritage Protection standards.





“ This technology will allow us to identify leaks and faults underground within a much quicker timeframe and reduce wastage. ”

**Cr Frank Gilbert**  
Water and Sewerage portfolio



## **New automatic water meters to deliver improved efficiencies**

- + We are the first water service provider in Queensland to roll out an automatic meter reader program across our entire region. The \$2 million project developed in partnership with Taggle Systems will enable council (and the consumer) to obtain more detailed and regular water consumption information and alert customers of leaks at their property.

## **Fluoride to stay**

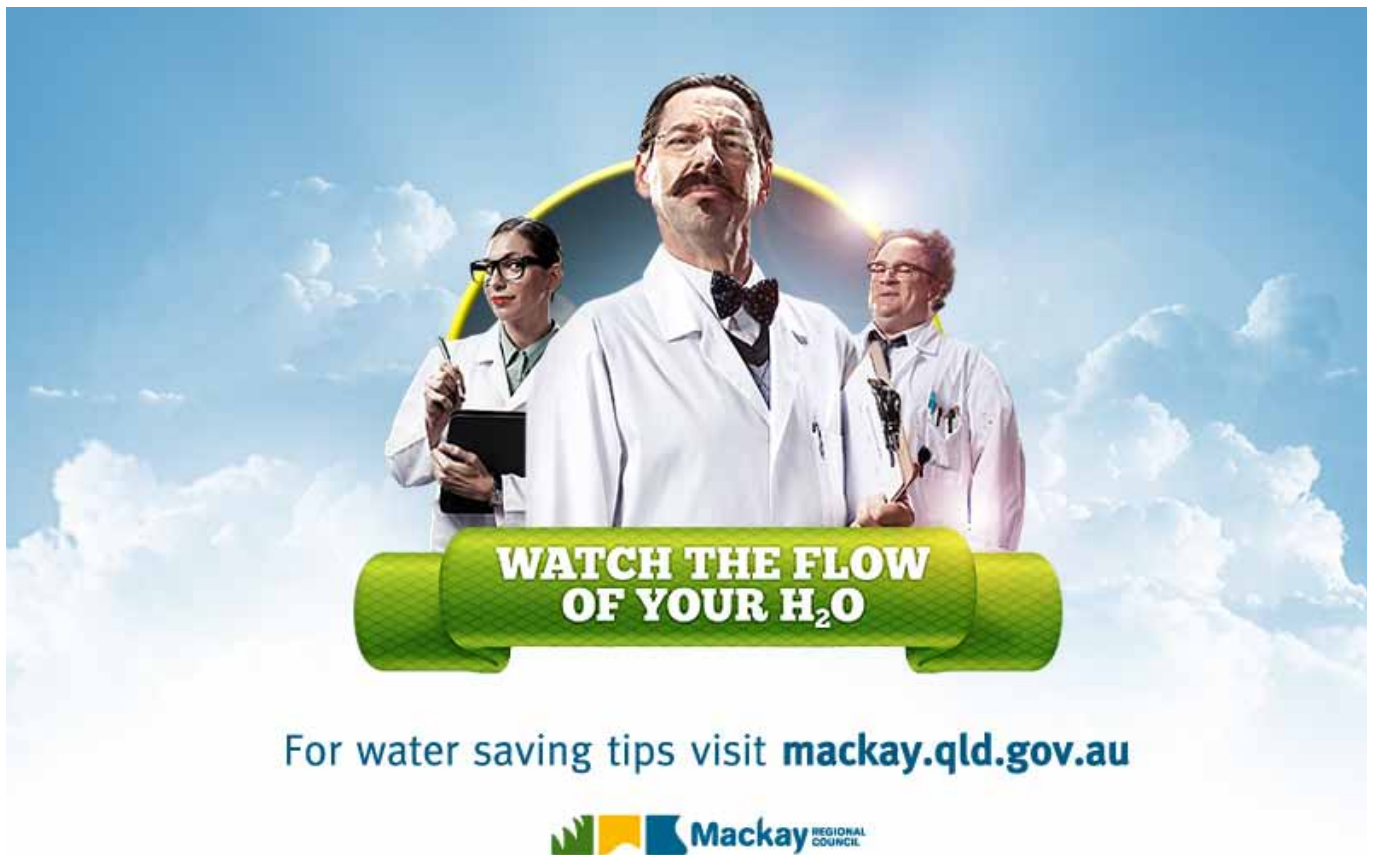
- + As recommended by the State Government, council has kept fluoride in the region's water supply. Council investigated the health and community benefits, costs and operations after the State Government passed on the management of fluoride to Local Government. The advice of the Queensland State Government is that fluoride, correctly dosed, is both safe and beneficial to the long term dental health of the community.

## **Waterwise rebates**

- + The Waterwise Rebate Scheme continued, offering rebates to residents on the cost of purchasing a water efficient shower rose, dual flush cistern and rainwater tank. During 2012-2013, \$500 was paid out to residents who purchased more than \$3,200 worth of water saving products.

## **Education**

- + More than 1800 school students and 20 TAFE students took part in council's H<sub>2</sub>O Education program learning our local water story, the water cycle and the journey water takes to reach our taps, as well as valuable information on water conservation practices.



### Watch the flow of your H<sub>2</sub>O

- + Council launched a new social media marketing campaign "Watch the Flow of your H<sub>2</sub>O" encouraging residents to reduce their individual consumption to delay the need to build new infrastructure, which will save us millions. The campaign consists of three rocket scientists providing simple water saving tips on council's website, Facebook page, television, radio and in local newspapers.

### Water restrictions

- + In 2012 - 2013 a new water restrictions policy was adopted to streamline watering hours across the region. The policy was simplified with a total ban on watering between 10am and 4pm across levels 1, 2 and 3 and a total watering ban on level 4.

Level 1 restrictions were in place across Mackay city urban area, Bakers Creek, McEwens Beach, Seaforth, Walkerston, Midge Point, Sarina, Louisa Creek, Hay Point, Koumala, Armstrong Beach, Freshwater Point, Sarina Beach, Campwin Beach, Grasstree Beach, Salonika Beach and Half Tide.

Level 2 water restrictions were in place across Eton, Calen, Kolijo, Bloomsbury, Mirani, Gargett, Marian, Finch Hatton and Pinnacle.

*“ Over \$400 million will be needed for new and existing infrastructure over the next 10 years. The more water we save now, the more money we can save. ”*

**Cr Frank Gilbert**  
Water and Sewerage portfolio





Water Laboratory Testing

## Enforcement Notices and Issuance of Penalty Infringement Notices

- + During the 2012-2013 period, a new process was implemented for the issuing of Enforcement and Penalty Infringement Notices. As a result, 29 Enforcement Notices and 27 Penalty Infringement Notices were issued for backflow prevention device, water theft and illegal connections.

## Monitoring and testing

- + The laboratory is now working on increasing its accreditation scope further in the areas of chemical and biological testing. Approximately 90 per cent of analytical reports that are released by the laboratory are NATA (National Association of Testing Authorities) endorsed.
- + Comprehensive testing at the Mirani Sewage Treatment Plant are part of the commissioning and process proving of the upgraded plant.
- + We are developing a Receiving Environmental Monitoring Plan - a requirement under new legislation ERA 63 (3) to identify the impact that sewage treatment plants and sewer overflows have on the region's catchments, including the Pioneer River, Reliance Creek, Bakers and Plane creeks.
- + Waste Services Groundwater Monitoring is underway at over 20 landfill sites across the region. The monitoring program was developed from conducting a risk based framework that identified sites which have a higher risk of contaminating the groundwater system.



Upgrades to pump stations are underway across the region

### Service delivery

- + One of our primary roles is to upgrade the region's water and wastewater infrastructure. These improvements are crucial to ensure essential services operate efficiently as our region continues to grow.

During the 2012-2013 year we installed new water mains at 13 different locations, structurally relined about 4 kilometres in sewer pipes and installed a new roof on the Sarina Number 1 and Mt Griffiths reservoirs.

### Future projects

- + Install new booster pump stations at the Blacks Beach Reservoir and Eulbertie Avenue
- + Complete seven sewage pump station upgrades
- + Upgrade Burgess Street sewerage rising main
- + Install new trunk water main in conjunction with Bruce Highway/Stockroute Road intersection upgrade



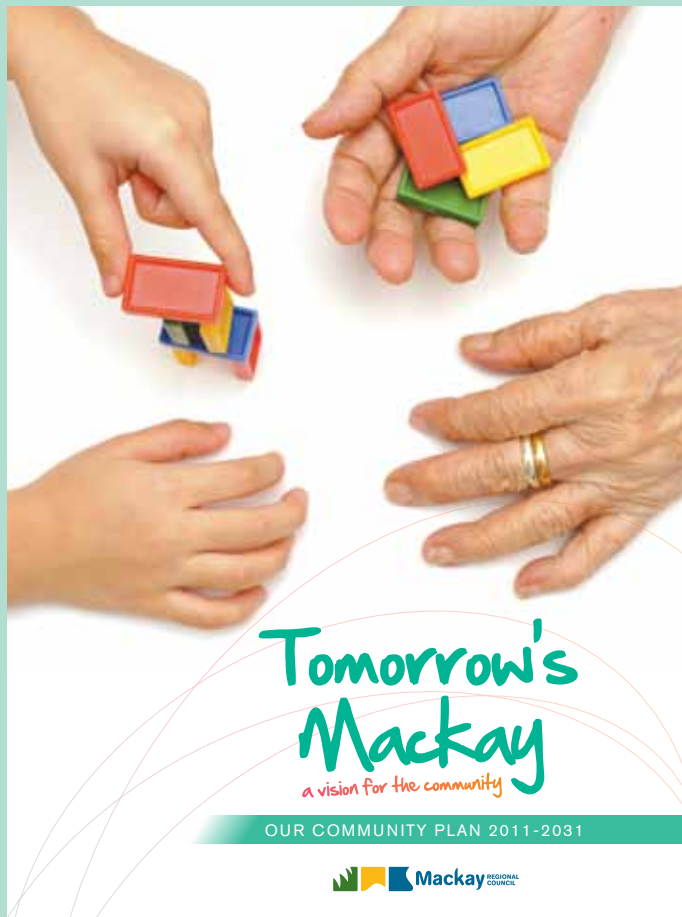
community plan report

2012 - 2013

# Tomorrow's Mackay

a vision for the community

Tomorrow's Mackay is a blueprint of how our community wants the region to be. The Community Plan 2011-2031, endorsed by council, was prepared in partnership with community groups, local residents and business and government agencies.



## themes >

**Tomorrow's Mackay comprises nine themes:**

- > strong communities
- > natural environment and landscapes
- > natural resources
- > economic development
- > settlement patterns
- > infrastructure
- > transport and mobility
- > sustainability and climate change
- > regional leadership.

**As required under the Local Government Act 2009, here's an update on how we have progressed some of the strategic priorities and objectives in the Plan.**

## 2012 - 2013 update >

### Notable achievements in year two

- + We celebrated our past with Mackay's 150th anniversary and the arrival of the Australian South Sea Islanders to Queensland with a series of special events. This included the burial of a time capsule filled with memorabilia which will be reopened in 50 years.
- + We took control of Blacks Beach Spit, 27 hectares of picturesque land to preserve for future generations.
- + We secured \$8.8 million in Regional Development Australia (RDA) funding and matched the Federal Government's contribution so that our City Centre can undergo an \$18.6 million refurbishment.
- + We developed a draft planning scheme to replace our three existing schemes and provide a unified approach to managing land use and the development in our region for the next 20 years. It will also aid in catering for urban and industry growth and protecting our good-quality agricultural land and natural environments.
- + We invested \$62 million to upgrade and improve our road network, with a particular focus on the City Centre and Paget industrial precinct.
- + We reduced our water and electricity consumption by two per cent and our CO<sub>2</sub> emissions by 733.86 tonnes by installing eco-friendly products, using four-cylinder vehicles in our fleet and reducing, reusing and recycling our waste.
- + We revised our Community Engagement Policy and Guidelines to provide a platform to better engage and consult with our community.

# community financial report >



Our Community Financial Report contains a summary and analysis of our financial performance and position for the financial year.



# statements >

**To make it easier for readers to understand our financial management and performance, our report focuses on four key financial statements:**

- > **Income statement**
- > **Balance sheet**
- > **Statement of cash flows and,**
- > **Statement of changes in equity**

+ Our financial results are reflective of a strong economic base and a sound capacity to service our obligations in the future. Our long-term financial forecast provides a plan to address the challenges and demands associated with providing economic sustainability in a projected growth environment.

## Income statement

How did we perform in relation to our trading result over the past 12 months?

## Balance sheet

What do we own and owe at year end?

## Statement of cash flows

Where has our cash been received and used during the past 12 months and how much remains at year end?

## Statement of changes in equity

What is the wealth of the community at year end?

### Snapshot of our region's assets

Asset	Value as at June 30, 2013
Land	\$266,358,112
Site improvements	\$78,704,105
Buildings	\$133,023,335
Plant and equipment	\$37,280,437
Heritage and cultural assets	\$2,744,045
Roads, bridges and drainage	\$1,725,978,097
Water	\$402,021,726
Sewerage	\$452,324,547
Waste	\$30,180,318
Work in progress	\$122,595,823
<b>Total</b>	<b>\$3,251,210,545</b>

# income statement >

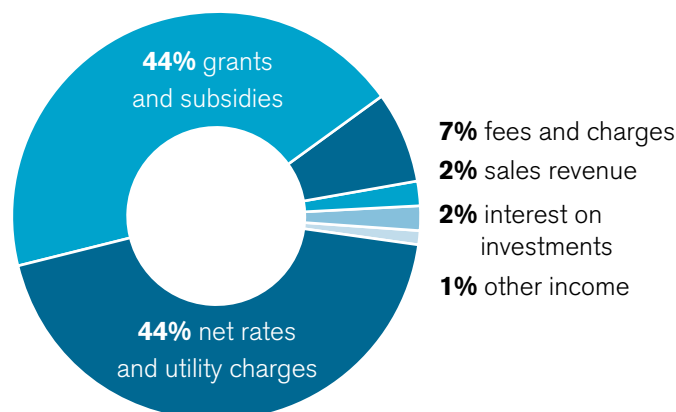
**\$432,532,509** total income  
**-\$317,747,375** total expenses  
**\$114,785,134** surplus

## Statement of comprehensive income

+ This statement measures how we 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, council continues to provide a wide range of services whilst maintaining a financially sustainable long term outlook.

### Total revenue – where our money comes from

+ Our revenue totalled \$432 million in the 12 months to June 30, 2013. The graph indicates that 44 per cent of council's revenue is generated from rates and around 44 per cent is received as grants and subsidies. The high percentage of revenue from grants and subsidies, as was the case in both the 2010-2011 and 2011-2012 years, is directly related to Natural Disaster Relief and Recovery Arrangements (NDRRA) funding. We actively seek revenue from other sources and attempt to maximise investment earnings to assist in funding the many services council provides.

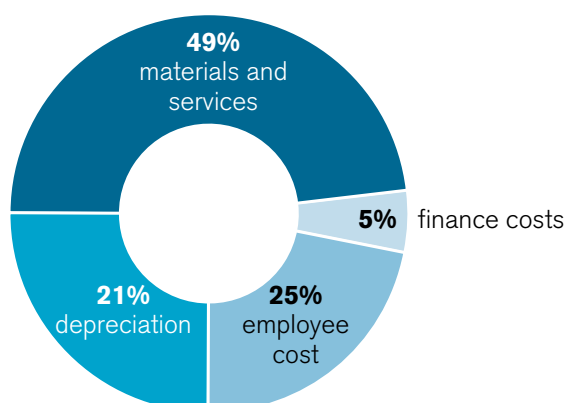


### Where our money goes

+ Council incurs both operational and capital expenditure in providing services to our community. Capital spending is added to the carrying value of assets as it maintains and expands our asset base. Our 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, to ensure our funds are utilised as efficiently as possible.

+ While our operating costs amounted to \$291 million, we also spent \$138 million on capital projects during the year. Major items of capital expenditure included:

- > water infrastructure (\$22.8M)
- > waste water infrastructure (\$24.5M)
- > roads, bridges and drainage (\$63.4M)
- > NDRRA works (\$20.7M)
- > parks and environment (\$2.5M)
- > waste infrastructure (\$2M).



# balance sheet >

## Statement of financial position

+ Our statement of financial position measures what we own and owe to relevant stakeholders at the end of the financial year. The result of these two components determines the net wealth of council, which is the 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 \$3.13 billion.

$$\begin{array}{rcl}
 \$3.44 \text{ billion} & \text{assets -} & \text{what we own} \\
 -\$0.31 \text{ billion} & \text{liabilities -} & \text{what we owe} \\
 \hline
 \$3.13 \text{ billion} & \text{equity -} & \text{community wealth}
 \end{array}$$

## What do our assets consist of?

+ The bulk of our 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 our expenditure in the long-term financial forecast are focused on maintaining and upgrading these infrastructure assets, to cater for our community now and into the future.

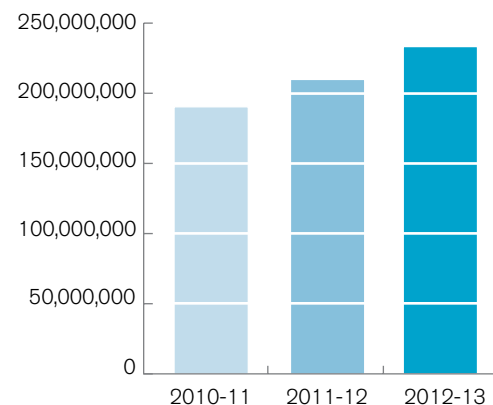
## What do our liabilities consist of?

+ The bulk of our liabilities are in the form of loans and provisions that collectively represent 87 per cent of council's total liabilities. We use loans to finance certain projects in order to ensure costs are shared across the generations who will benefit from those assets. 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. long service leave).

Our long-term financial forecast shows debt increasing over time as investment continues in major community infrastructure. Our 2012-2013 borrowings were in areas such as water supply trunk mains, waste water pump stations and plant, Rosewood Drive commercial section and landfill works. These infrastructure investments 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.

Our outstanding debt at the end of the financial year was about \$232 million. The graph to the right shows our borrowings over the past three years. Increases are in line with our long-term financial forecast and our debt policy.

## Outstanding debt balance





## statement of changes in equity >

### Statement of changes in equity

+ This statement measures the change in our net wealth and considers such items as retained earnings and revaluations of our asset base.

A portion of our community wealth is cash backed by an appropriate level of internally imposed expenditure restrictions that limit amounts available for discretionary or future use. These restrictions are held in various reserves for management purposes and held to plan for future projects. With good planning this can place less reliance on loan borrowings and provides flexibility to ensure we can weather any unforeseen financial shocks or adverse changes in our business. The current balance of these reserves is about \$120 million.

## statement of cash flows >

### Statement of cash flows

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

While our cash balance is \$157 million, it is important to note that a large portion of this amount is restricted for specific purposes such as NDRRA repairs and future capital works.

We pool and invest funds throughout the year in low-risk, short-term investments in accordance with our investment policy.

Looking forward, our short and long-term cash flows indicate that sufficient cash is available to meet recurring activities and capital expenditure.

\$165,742,009	opening balance
\$374,414,853	cash received
-\$381,893,329	cash spent
<hr/>	
\$157,263,533	cash available

## overall trends >

+ We ended the 2012-2013 financial year in a strong financial position, and our long-term position has been rated as sound by Queensland Treasury Corporation. We are committed to maintaining financial sustainability in the long term to meet our future obligations and the demands of our community for the foreseeable future. This is supported by the 2011 Credit Review undertaken by Queensland Treasury Corporation, which included the following financial sustainability measures.

### Operating surplus ratio

+ This is an indicator of the extent to which revenues raised cover operational expenses only or are available for capital funding purposes.

A positive ratio indicates the percentage of total rates available to help fund proposed capital expenditure. Our long-term commitment to funding future capital growth is reflected in these results.

The result for 2013 is due to a large expenditure on NDRRA projects for which the income is yet to be received.

Ratio	Target	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Operating surplus	Between 0% -10%	-2.6%	5.4%	5.4%	5.8%	7.9%	9%	10%	9.1%	10.3%	11.8%
Net financial liabilities	Not greater than 60%	43.3%	75.1%	87%	79.7%	79.6%	83.9%	91.1%	94.9%	90.5%	84.2%
Asset sustainability	Greater than 90%	85.7%	126.3%	108.7%	80.6%	102.5%	114.1%	77.7%	65.3%	91.9%	81.3%

### Net financial liabilities ratio

+ This is an indicator of the extent to which our net financial liabilities can be serviced by our 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. In order to address affordability issues and ensure intergenerational equity, council has and will use loan funds to manage impacts of necessary major capital investment. Our increased debt levels are also reflective of the loss of significant water and sewerage subsidies. Despite exceeding the desired target, we remain confident in meeting our financial liabilities over the long term whilst also taking the opportunity to review results arising from the regional sustainability strategy currently underway.

### Asset sustainability ratio

+ This ratio is an approximation of the extent to which the infrastructure assets managed by council are being replaced as they reach the end of their useful lives. We are confident that the planned capital expenditure on the renewal of assets included in our long-term financial forecast contributes to asset replacement and renewal for the forecast period. Further work on our asset management plans and regional sustainability strategy will improve our ability to make informed decisions regarding asset management into the future.

# legislative requirements >

*Our Legislative Requirements section contains a summary of the policies, rates, allowances, expenses, funding and committees undertaken by council and our councillors.*





# policies >

## Borrowing Policy

Loans are used to fund major capital and infrastructure works so that repayments are spread over a number of years, as they have extended useful lives. Our Borrowings Policy details new borrowings, the purpose of the borrowings and repayment terms. They are as per the table (right):

Project	2011-2012 Loan	2012-2013 Loan	2013-2014 Loan	Repayment term
General	4,860,300	12,837,137	7,459,043	9 to 20 years
Water	10,142,156	5,625,593	7,197,144	20 years
Sewerage	7,520,313	13,890,000	-	20 years
Cleansing	4,867,000	580,634	-	15 to 20 years
<b>Total</b>	<b>\$27,389,769</b>	<b>\$32,933,364</b>	<b>\$14,656,123</b>	

## Purposes of borrowing

The types of projects we fund by loan borrowings are usually large infrastructure projects which would have a significant financial impact if funded in one financial year. This method ensures that our 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 a number of years reflective of the extended life of the asset, where appropriate.

## Revenue Policy

Our Revenue Policy (adopted annually at the budget meeting) governs our revenue-raising activities. This policy provides details on how rates are levied and explains the differential rating system. All water, sewerage and waste charges are based on this policy, as well as special levies, rate remissions, payments and discounts and cost recovery on private works. Copies of our Revenue Policy are available at [www.mackay.qld.gov.au/policies](http://www.mackay.qld.gov.au/policies).

## Special rates and charges

Under the *Local Government Act 2009* we're 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 Local Government in relation to rates.

## Special rate

### (City Centre Management)

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

## Special Charge

### (Rural Fire Services)

Where requested by a Rural Fire Brigade (or group thereof), we levy 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

We have six different rebates and concessions for our rates. These are Concessions for Eligible Pensioners, Remission for Non-Profit Community Organisations, Conservation Remission Policy, Rates Relief Policy and Concessions for Concealed Leaks and Exceptional Circumstances. Full details of these rebates and concessions are available within the Revenue Policy at [www.mackay.qld.gov.au/policies](http://www.mackay.qld.gov.au/policies).

## Administrative

### action complaints

As an organisation we strive to uphold excellent standards. As a result, our Complaint Policy is in place to efficiently and effectively investigate and manage customer complaints. We pride ourselves on possessing an open, customer-focused and responsive complaints-handling process.

Pleasingly, our number of administrative action complaints have more than halved in comparison to last financial year – 133 action complaints last year versus 57 this year. All 57 administration actions complaints received were resolved.

## Councillors'

### Remuneration Policy

Our councillors' remuneration is determined by the Local Government Remuneration Tribunal that sets remuneration levels for all councils across the state. Our council adheres to recommendations by the Local Government Remuneration Tribunal.

## Councillors'

### Reimbursement Policy

Our councillors' reimbursement of expenses and provision of facilities policy (as required under the Local Government Regulation 2012) ensures accountability and transparency in the reimbursement of expenses incurred by our councillors and ensures they 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 our Chief Executive Officer (CEO) subject to the limits outlined in this policy, or council endorsement by resolution.

#### > Expense categories

##### (i) Professional development

We will reimburse expenses incurred for mandatory professional development and/or discretionary professional development deemed essential for the councillors' roles. Any professional development, regardless of category and requiring overseas travel, requires formal council resolution. The Mayor attends the Local Government Association Queensland (LGAQ), Australian Local Government Association (ALGA) and any other relevant conferences/seminars/workshops as the primary delegate. Councillors can attend workshops, courses, seminars and conferences that are related to their roles. 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.

##### (ii) Discretionary professional development

Each councillor can attend (at their own discretion) workshops, courses, seminars and conferences that improve their 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.

##### (iii) Travel as required to represent council

We will reimburse local, interstate and, in some cases, 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. Approval for such travel is to be approved either by resolution of council or by the Mayor and/or the CEO.

We will pay for reasonable expenses incurred for overnight accommodation when a councillor is required to stay outside our council area. Wherever possible all councillor travel approved by council will be booked and paid for by us in advance.

##### (iv) Private vehicle usage

Councillors' private vehicle usage will be reimbursed if the usage is for official council business. This includes 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/ratepayers 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.

##### (v) Meals

We 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. The following limits apply to the amount we will reimburse for meals: \$23 for breakfast (if the councillor is required to depart their home prior to 6am), \$25 for lunch and \$43 for dinner (if the councillor returns to their home after 9pm).

Expenses relating to the consumption of alcohol will not be reimbursed. Should the councillor choose not to attend a provided dinner/meal, then the full cost of the alternative meal shall be met by the councillor. Only one method of reimbursement will be permitted. Meal limits are in accordance with Taxation Determination TD 2009/15 and will escalate in line with future Taxation Determinations as issued by the ATO from time-to-time.

##### (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 Deputy Mayor and up to \$6000 per annum for the Mayor (based on the category assigned to council by the Local Government Remuneration Tribunal). To claim the Mayor or councillor must provide a written statement of whom they entertained and an indication of the costs. Receipts, if available, should be provided but are not mandatory. These limits will be increased annually on July 1 each year, adjusted by the movement in the Brisbane Consumer Price Index (CPI) at March 30 each year.

##### (vii) Accommodation

Councillors may need to stay away from home overnight while attending to council business. When attending conferences, they 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 us. 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, we 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 our property and must be returned when the councillor's term expires. The facilities provided by us 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 in Gordon Street, Mackay, and council meeting rooms for daily use
- secretarial support for Mayor and councillors located at the administration building
- desktop and/or laptop computer
- use of our 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 we resolve are necessary to meet the business of council.

### (b) Home office

We recognise that by using contemporary communication technologies (such as the internet for the electronic distribution of agendas and minutes) and the distance some councillors will have to travel if this technology was not used, there is a necessity to provide home-office facilities to councillors. Accordingly, we will supply and pay for an internet connection and land-based phone line at the councillor's residence. We will pay installation costs (if required) and monthly costs for line rental and current internet package. These services will be in the name of the councillor and personal usage will be the responsibility of his/her responsibility.

### (c) Maintenance costs of council-owned equipment

We are 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

We will provide to a councillor:

- uniform allowance as per staff policy
- council blazer, tie or scarf
- 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 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 suitable council vehicle of no higher value than a Holden Statesman Caprice 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. Should the Mayor elect to use a privately owned vehicle, we shall pay for all kilometres travelled at the applicable ATO rate. Payment shall be made monthly, based on the monthly opening and closing odometer readings of the nominated vehicle.

### (g) Fuel costs

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

### (h) Car parking amenities

We will provide councillors with car parking spaces at the main administration building. Councillors will be reimbursed for parking costs they have paid while attending official council business (eg secured vehicle parking at an airport).

### (i) Telecommunication needs: mobile phones

To enable councillors to be able to communicate effectively, councillors will have the costs of a mobile phone package paid by us. The package will be the \$129 per month Personal Freedom Connect Plan, amended from time-to-time by the CEO as required. The councillor is to arrange the plan and provide us with the account details. We will pay \$129 into the account monthly and any costs over and above those will be the councillor's responsibility.

### (j) 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. We 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.

We 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 2009, the councillor will reimburse us with all associated costs incurred by council.

### (k) API card

Councillors may become API members.

### (l) Limit

We may by resolution reduce or limit benefits receivable under this policy.



## allowances >

### Councillors' allowances

Total remuneration paid to each of our councillors during 2012-2013, minus superannuation:

Councillor	Total
Cr Deirdre Comerford	\$152,662.96
Cr Kevin Casey	\$104,088.84
Cr Chris Bonanno	\$90,210.16
Cr Laurence Bonaventura	\$90,210.16
Cr Frank Gilbert	\$90,210.16
Cr Alison Jones	\$90,210.16
Cr Greg Martin	\$90,210.16
Cr Theresa Morgan	\$90,210.16
Cr David Perkins	\$90,210.16
Cr Paul Steindl	\$90,210.16
Cr Ross Walker	\$90,210.16

### Councillors' superannuation

Total superannuation paid to each of our councillors during 2012-2013:

Councillor	Total
Cr Deirdre Comerford	\$18,319.56
Cr Kevin Casey	\$12,490.55
Cr Chris Bonanno	\$10,825.16
Cr Laurence Bonaventura	\$10,825.16
Cr Frank Gilbert	\$13,777.22
Cr Alison Jones	\$10,825.16
Cr Greg Martin	\$10,825.16
Cr Theresa Morgan	\$10,825.16
Cr David Perkins	\$10,825.16
Cr Paul Steindl	Nil*
Cr Ross Walker	\$10,825.16

\*Councillor Paul Steindl elected not to take the superannuation contribution.

## < expenses

### Consulting, advertising, entertainment/hospitality

Total expenditure for these services during 2012-2013:

Department	Consulting	Advertising	Entertainment/Hospitality
Community Services	\$171,699	\$417,222	\$142,026
Corporate Revenue and Expenditure	\$207,009	\$10,980	\$1,384
Corporate Services	\$90,737	\$116,590	\$44,427
Development Services	\$360,191	\$18,315	\$5,168
Engineering Services	\$157,899	\$45,879	\$20,905
Water and Waste Services	\$449,164	\$225,385	\$10,787
<b>Total</b>	<b>\$1,436,699</b>	<b>\$834,371</b>	<b>\$224,697</b>

### Senior management remuneration

Under section 201 of the *Local Government Act 2009*, we provide the total remuneration paid to senior executive employees, including the CEO and employees reporting directly to the CEO during the financial year. Remuneration for senior management during 2012-2013:

Income range	Number of packages
\$201,000 - \$250,000	5
\$251,000 +	1

# meetings >

## Council meetings from July 1, 2012 - June 30, 2013

Councillors	Ordinary	Special meetings	Absent on council business	Leave of absence
Cr Deirdre Comerford (Mayor)	40	1	4	0
Cr Kevin Casey (Deputy Mayor)	38	1	5	1
Cr Chris Bonanno	40	1	0	4
Cr Laurence Bonaventura	39	1	3	2
Cr Frank Gilbert	44	1	0	0
Cr Alison Jones	41	0	0	3
Cr Greg Martin	36	1	2	6
Cr Theresa Morgan	42	1	0	2
Cr David Perkins	44	1	0	0
Cr Paul Steindl	41	1	1	2
Cr Ross Walker	40	1	1	3
<b>Total meetings for this period</b>	<b>44</b>	<b>1</b>		

# < committees

## Local community and council committees

The following is a list of councillor appointments to committees and groups, both internal and external to council from July 1, 2012 to June 30, 2013.

Committee/group	Councillor
Audit Advisory Committee	Cr Deirdre Comerford Cr Ross Walker
Character and Heritage Advisory Committee	Cr Chris Bonanno Cr Dave Perkins Cr Greg Martin
Community Grants Advisory Committee	Cr Chris Bonanno Cr Alison Jones Cr Paul Steindl
Equity Access Advisory Committee	Cr Alison Jones
Local Area Multicultural Partnership Committee	Cr Alison Jones
Mackay Matsuura Sister City Advisory Committee	Cr Alison Jones Cr David Perkins

Committee/group	Councillor
Natural Environment Advisory Committee	Cr Alison Jones Cr Theresa Morgan
Regional Arts Development Fund Advisory Committee	Cr Chris Bonanno Cr Theresa Morgan
Regional Sustainability Advisory Committee	Cr Deirdre Comerford Cr David Perkins
Rural Affairs Advisory Committee	Cr Alison Jones Cr David Perkins
Sarina Field of Dreams Advisory Committee	Cr Chris Bonanno Cr Greg Martin

Committee/group	Councillor
Sustainable Futures Advisory Committee	Cr Deirdre Comerford Cr Greg Martin Cr Theresa Morgan
Traffic and Regulated Parking Advisory Committee	Cr Laurence Bonaventura Cr Kevin Casey
Visual Arts Advisory Committee	Cr Chris Bonanno
Walking and Cycling Advisory Committee	Cr Kevin Casey Cr Paul Steindl
Water and Sewerage Capital Advisory Committee	Cr Deirdre Comerford Cr Frank Gilbert Cr Ross Walker

## committees >

### External Local, State or Federal Government Committees

The following is a list of councillor appointments to committees and groups, both internal and external to council from July 1, 2012 to June 30, 2013.

Committee/group	Councillor
Artspace Foundation Executive Committee	Cr Deirdre Comerford Cr Chris Bonanno*
Australia Wide Rural Road Group (AWRRG)	Cr Deirdre Comerford
CTM Water Alliance Executive Committee	Cr Frank Gilbert
LGAQ Policy Executive	Cr Deirdre Comerford
Local Authorities Waste Management Advisory Committee	Cr Laurence Bonaventura
Local Marine Advisory Committee (GBRMPA)	Cr Theresa Morgan
Mackay District Disaster Management Group	Cr Deirdre Comerford
Mackay Region Boating Facilities (QLD Transport)	Cr Kevin Casey
Mackay Show Trustees	Cr Deirdre Comerford
MIWROC	Cr Deirdre Comerford
North Queensland Sports Foundation	Cr Paul Steindl
Pioneer River Improvement Trust	Cr Kevin Casey Cr Theresa Morgan
Regional Economic Development Corporation (REDC)	Cr Deirdre Comerford Cr Greg Martin*
Whitsunday Regional Roads Group	Cr Deirdre Comerford Cr Kevin Casey
Citysafe	Cr Greg Martin
Crimestoppers	Cr Alison Jones
DBCT Community Working Group	Cr Paul Steindl
Mackay Foundation	Cr Deirdre Comerford Cr Chris Bonanno*
Mackay Regional Housing Company	Cr David Perkins
Mackay Regional Showcase Committee	Cr Chris Bonanno
Mackay Safe Healthy Communities Network Support Group	Cr Alison Jones Cr Frank Gilbert
Mackay Tourism	Cr Greg Martin
NQ Bulk Ports Community Reference Group – Hay Point	Cr Paul Steindl

Committee/group	Councillor
NQ Bulk Ports Community Reference Group - Mackay	Cr Greg Martin
Pioneer Catchment and Landcare Group	Cr Theresa Morgan
Pioneer Valley Museum	Cr Chris Bonanno
Regional Social Development Centre	Cr Alison Jones
River Rock to Mountain Top Festival Organising Committee	Cr Chris Bonanno
Roads Accident Action Group	Cr Kevin Casey
Rural Safety Working Group	Cr Laurence Bonaventura
Sarina Festival Organising Committee	Cr Chris Bonanno
Sarina Historical Centre Committee	Cr Chris Bonanno
Sarina Landcare Integrated Catchment Management Assoc.	Cr Theresa Morgan
Sarina Rural Skills Centre Management Board	Cr Greg Martin
St Vincent De Paul Housing Committee	Cr Alison Jones

### Internal Working Groups/Forums

Committee/group	Councillor
Australian South Sea Islander 150 Years Steering Committee	Cr Chris Bonanno Cr Alison Jones
Asset Management Steering Committee	Cr Ross Walker
Brewers Park Sporting Committee	Cr Paul Steindl
City Centre Taskforce	Cr Chris Bonanno Cr Greg Martin
CQU Working Group	Cr Paul Steindl
Development Assessment Review Team	Cr David Perkins
Development Forum	Cr Deirdre Comerford Cr David Perkins

Committee/group	Councillor
Economic Recovery Sub Group	Cr Greg Martin Cr Ross Walker
Environment Recovery Sub Group	Cr Laurence Bonaventura Cr Theresa Morgan Cr Paul Steindl
Fleet and Procurement Working Group	Cr Ross Walker
Human-Social Recovery Sub Group	Cr Chris Bonanno Cr Alison Jones
Improving Visual Amenity Working Group	Cr Theresa Morgan
Improving Waste Outcomes Working Group	Cr Laurence Bonaventura
Infrastructure Recovery Sub Group	Cr Kevin Casey Cr Frank Gilbert Cr David Perkins
Mackay Local Disaster Management Group	Cr Kevin Casey Cr Deirdre Comerford Cr Paul Steindl
Mackay Local Disaster Recovery Group	Cr Kevin Casey Cr Deirdre Comerford Cr Paul Steindl
Mackay Water Recycling Project Growers Meeting	Cr Frank Gilbert
Natural Environment Working Group	Cr Theresa Morgan
Rates Review and Alternate Sources of Revenue Working Group	Cr Chris Bonanno Cr Deirdre Comerford Cr Frank Gilbert Cr Ross Walker
Reducing Water Consumption Working Group	Cr Frank Gilbert
Revitalising Artspace Working Group	Cr Chris Bonanno
Sarina Sugar Shed Taskforce	Cr Chris Bonanno Cr Greg Martin Cr Paul Steindl
South Mackay Sporting Precinct Working Group	Cr Paul Steindl
Sports Expo and Sign On Day Working Group	Cr Paul Steindl
Tourism Assets Working Group	Cr Chris Bonanno Cr Greg Martin

\* Proxy



# registers >

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

- Register of animal impoundment
- Register of assets
- Register of authorised persons
- Register of cats and dogs
- Register of cemetery
- Register of complaints
- Register of conflict/material personal interest
- Register of contracts
- Register of councillor complaints
- Register of delegations
- Register of electoral gifts
- Register of gifts and benefits
- Register of infrastructure agreements
- Register of infrastructure notices
- Register of installed on-site sewerage and greywater use facilities
- Register of interests
- Register of land records
- Register of licensing
- Register of lobbyists
- Register of local laws and subordinate local laws
- Register of regulatory fees
- Register of roads and road maps
- Register of stock impoundment
- Register of testable backflow prevention devices
- Register of vehicle impoundment

## Councillor complaints

One complaint was made against our councillors in 2012-2013.

On June 5, 2013 Cr Paul Steindl received a complaint for:

- inappropriate conduct under Section 176(4) of the Local Government Act 2009 regarding the use of the SES Facility Shed at Sarina for a private function.

The outcome:

- Cr Steindl was issued with a letter of reprimand by the Mayor in relation to a minor breach regarding inappropriate conduct under Section 176(4) of the *Local Government Act 2009*, use of council resources without the Chief Executive Officer's permission.

# < funding

## Regional Arts Development Fund (RADF)

This fund is a partnership between our council and Arts Queensland that supports one-off, short-term projects that offer professional arts, cultural and heritage opportunities for our community. The total amount allocated to the RADF program for the 2012-2013 financial year was \$163,333.

RADF funding source	Amount
Arts Queensland contribution	\$77,333
Council contribution	\$86,000
Breakdown of allocations	
Allocation for community projects – four rounds at \$31,033 per round	\$124,132
Allocation for council led initiative – development of a cultural website*	\$22,865
RADF community committee training	\$16,335

\* Council engaged Human Ventures to design and develop a website to promote the work of our local artists. The website will promote our creativity, tourism and commercial investment and act as a resource hub for those looking to engage the services of local artists.

## grants >

### Community Grant Program

We provided grants to local not-for-profit community groups to help provide services, events and activities to benefit our community. Applications are accepted twice each financial year and local not-for-profit organisations can apply for funding through the following six categories:

- community organisation development
- community facilities upgrade/development
- sport and recreation development
- community arts and cultural development
- community events development
- small equipment.

### Summary of expenditure from our Community Grant Program

Grants more than \$4000 for the financial year are detailed below, (grants less than \$4000 totalled \$51,210.80).

Organisation	Amount	Purpose
Australian Powerboat Association Offshore Council	\$5000	Mackay round of the Australian Offshore Superboat Championships
Boating Industry Association of Queensland – Marine Queensland	\$5000	The Mackay Marine Festival/Tinnie and Tackle Show
Ideal Placements	\$5000	Help local unemployed residents fix the Mackay Rugby Union facility
Mackay and Regional Football Zone Inc	\$5000	Master plan for the relocation of Football Mackay
Mackay Riding for Disabled Association	\$4339	New tack and horse equipment for six horses
Mackay Sport Expo and Sign On Day Committee	\$5000	Hire costs of the MECC to hold the Mackay Sports Expo and Sign on Day
Mackay Swimming Academy Inc	\$4450	The 39th Annual Great Barrier Reef (GBR) Swim Meet
National Day of Thanksgiving Committee	\$5000	The Mackay National Day of Thanksgiving Community Festival
Sarina Arts Council	\$5000	The Sarina Arts Extravaganza and hire of the Bob Wood Cultural Hall
The River Rock to Mountain Top Community Festival	\$5000	Infrastructure for the lantern parade and community entertainment

# independent auditor's report >

asset revaluation surplus

Net value at 30 June 2012

Residual Value

Range of estimated useful life in years

Other equity adjustments

This year Council transferred infrastructure assets and land assets to a new Asset Management System

Land - Council recognised some land parcels in 2011 as not previously recognised assets

Roads, bridge and drainage network - It was identified that a number of old assets were not disposed of correctly in relation to the 2009/2010, 2010/2011 financial years

If these errors had been accounted for properly in the past, they would have been recorded in determining the net surplus in previous years which would be included in Council capital this year and consequently Council have adjusted Council capital

Given the total adjustment required was \$13,194,771, Council has not adjusted any of the comparative figures or completed the prior period error disclosure as required under AASB 108 Accounting Policies, Changes Estimates and Errors as it has determined that the adjustment is immaterial to both Council capital and Property, plant and equipment balances

During the course of the transfer a thorough review of asset records was undertaken resulting in some data cleansing adjustments

This has resulted in a duplication of capital work in progress

20 Airwork not depreciated

3-20

20-100

5-100

Land not depreciated

277,734,638

6,873,082

50,669,371

10,133,985

410,976

6,873,082

20,012,888

158,709,166

81,904,054

35,946,562

13,673,682

15,217,171

2,197,375

1,632,275,293

334,792,714

12-100

4,879,000

15-100

292,800

15-80

428,716

30-100

18,332

14,025,32

432,164,267

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## INDEPENDENT AUDITOR'S REPORT

To the Mayor of Mackay Regional Council

### Report on the Current-Year Financial Sustainability Statement

I have audited the accompanying current-year financial sustainability statement, which is a special purpose financial report of Mackay Regional Council for the year ended 30 June 2013, comprising the statement and explanatory notes, and certificates given by the Mayor and Chief Executive Officer.

#### *The Council's Responsibility for the Current-Year Financial Sustainability Statement*

The Council is responsible for the preparation and fair presentation of the current-year financial sustainability statement in accordance with the *Local Government Regulation 2012*. The Council's responsibility also includes such internal control as the Council determines is necessary to enable the preparation and fair presentation of the statement that is accurately calculated and is free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

My responsibility is to express an opinion on the current-year financial sustainability statement based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the statement. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Council's preparation and fair presentation of the statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Council, as well as evaluating the overall presentation of the statement.

My responsibility is to form an opinion as to whether the statement has been accurately calculated based on the Council's general purpose financial report. My responsibility does not extend to forming an opinion on the appropriateness or relevance of the reported ratios, nor on the Council's future sustainability.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

### *Independence*

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can be removed only by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

### *Opinion*

In accordance with s.212 of the *Local Government Regulation 2012*, in my opinion, in all material respects, the current-year financial sustainability statement of Mackay Regional Council, for the year ended 30 June 2013, has been accurately calculated.

### *Emphasis of Matter – Basis of Accounting*

Without modifying my opinion, attention is drawn to Note 1 which describes the basis of accounting. The current-year financial sustainability statement has been prepared in accordance with the *Financial Management (Sustainability) Guideline 2013* for the purpose of fulfilling the Council's reporting responsibilities under the *Local Government Regulation 2012*. As a result, the statement may not be suitable for another purpose.

### **Other Matters - Electronic Presentation of the Audited Statement**

Those viewing an electronic presentation of this special purpose financial report should note that audit does not provide assurance on the integrity of the information presented electronically and does not provide an opinion on any information which may be hyperlinked to or from the financial statements. If users of the financial statements are concerned with the inherent risks arising from electronic presentation of information, they are advised to refer to the printed copy of the audited financial statements to confirm the accuracy of this electronically presented information.



P FLEMMING CPA  
(as Delegate of the Auditor-General of Queensland)



Queensland Audit Office  
Brisbane

## MACKAY REGIONAL COUNCIL

### Financial Statements

For the year ended 30 June 2013

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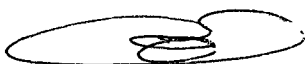
#### Management certificate

For the year ended 30 June 2013

These general purpose financial statements have been prepared pursuant to Section 176 and 177 of the Local Government Regulation 2012 (the Regulation) and other prescribed requirements.

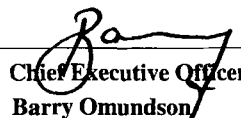
In accordance with Section 212(5) of the Regulation we certify that :

- (i) the prescribed requirements of the Local Government Act 2009 and Local Government Regulation 2012 for the establishment and keeping of accounts have been complied with in all material respects; and
- (ii) the general purpose financial statements, as set out on pages 1 to 49, present a true and fair view, in accordance with Australian Accounting Standards, of the Council's and the consolidated entity's transactions for the financial year and financial position at the end of the year.



Mayor  
Deirdre Comerford

Date: 25 / 10 / 13

  
Chief Executive Officer  
Barry Omundson

Date: 25 / 10 / 13



## MACKAY REGIONAL COUNCIL

### Current-year Financial Sustainability Statement

For the year ended 30 June 2013

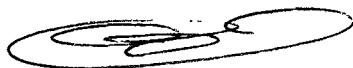
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### Certificate of Accuracy

For the year ended 30 June 2013

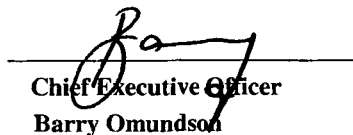
This current-year financial sustainability statement has been prepared pursuant to Section 178 of the Local Government Regulation 2012.

In accordance with Section 212(5) of the Regulation we certify that this current-year financial sustainability statement has been accurately calculated.



Mayor  
Deirdre Comerford

Date: 25/10/13



Chief Executive Officer  
Barry Omundson

Date: 25/10/13



If this CD is missing, you can view the  
independent Auditor's Financial Report by  
visiting [www.mackay.qld.gov.au](http://www.mackay.qld.gov.au)

