



ANNUAL REPORT 2021-2022



2021-2022 has been a year to celebrate successes and explore new opportunities to thrive

**MACKAY REGIONAL COUNCIL
ANNUAL REPORT 2021-2022**



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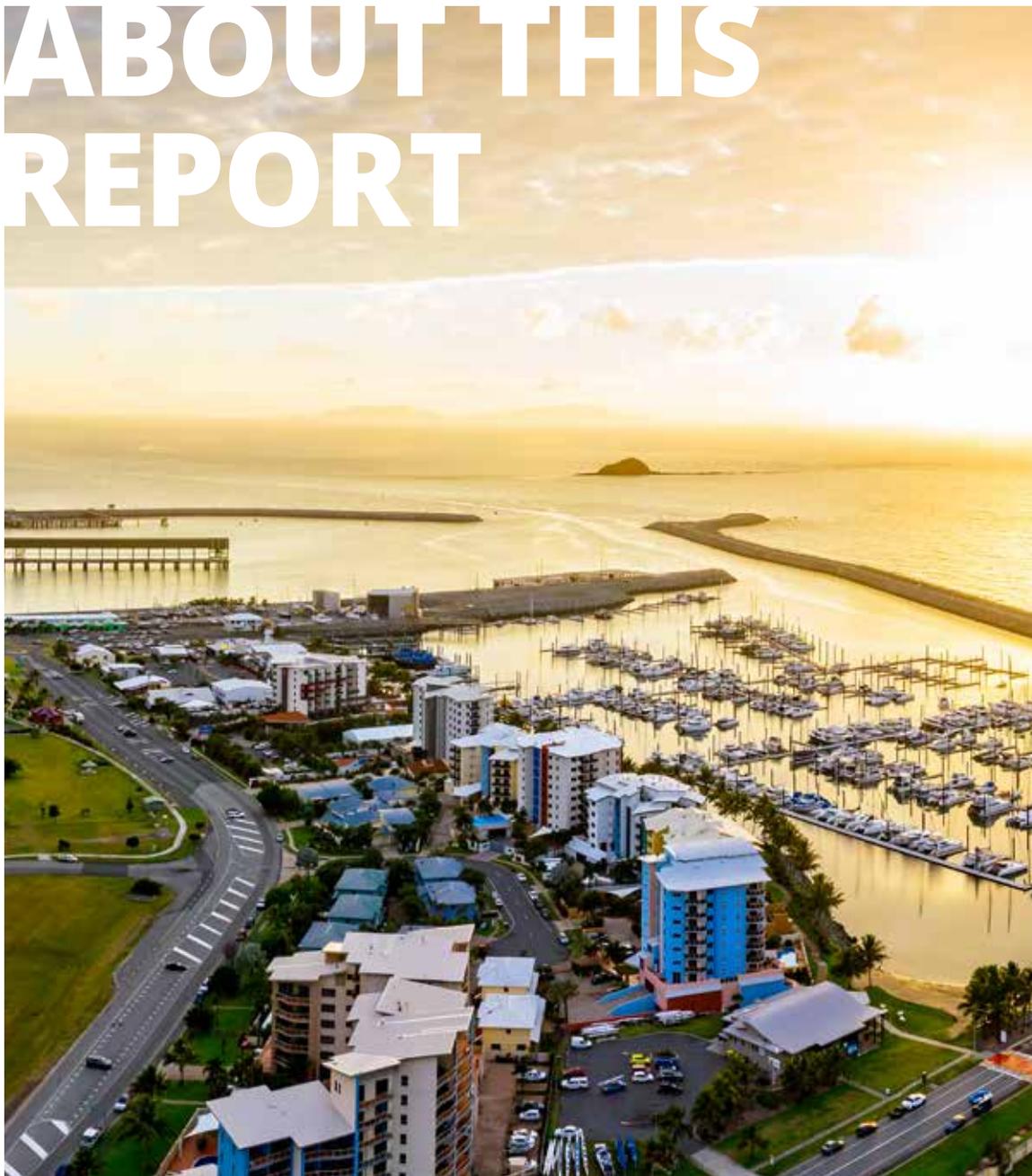
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ABOUT THIS REPORT



Welcome to Mackay Regional Council's Annual Report 2021-2022. It is a comprehensive summary of our performance from July 1, 2021, to June 30, 2022. The Annual Report is guided by our Corporate Plan 2022-2027, which outlines key strategic issues and projects council will advocate for on behalf of the community. It provides a blueprint for our strategic direction and priorities and is an overview of our effectiveness in delivering for the community against the backdrop of that Corporate Plan. The report is a snapshot of our achievements, setbacks, future direction, opportunities and how we plan to tackle any new challenges together with a united and systematic approach. The Annual Report meets our statutory reporting requirements and informs all council stakeholders, including ratepayers, residents, businesses, community and interest groups, media, all levels of government, council staff and the wider general community. The report is also part of our commitment to transparent performance reporting. Mackay Regional Council acknowledges the traditional owners and custodians of the land in our region, and we pay our respects to Elders past, present and emerging.

Feedback

Please direct any feedback or suggestions about this annual report to our Corporate Communications and Marketing program on 1300 MACKAY (622 529) or email council@mackay.qld.gov.au.

Our purpose

Create opportunity to thrive.

Our vision

To become the best region for liveability and livelihood.

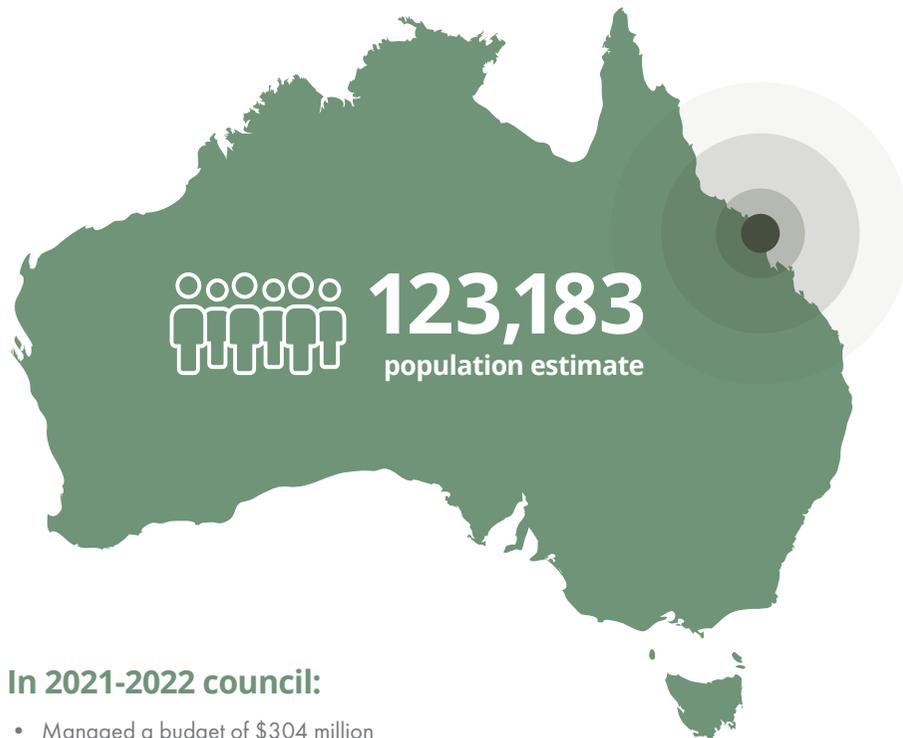
Strategic outcomes

Looking outwards: Invest and work, live and visit and community and sustainability. Looking inwards: Financial strength and operational excellence.

This report is printed on 100% recycled paper

OUR PROFILE

MACKAY REGIONAL COUNCIL



In 2021-2022 council:

- Managed a budget of \$304 million
- Significantly reduced borrowings by \$51.5 million
- Managed a \$108 million capital works program
- Received more than \$55.5 million in grants, subsidies, contributions and donations.

Area: 7622km²

Five times the size of Brisbane City Council (1367km²), double the size of Townsville (3736km²) and larger than Cairns (4135km²) and the Sunshine Coast (2883km²) combined

Gross Regional Product (GRP) \$9.147 billion

Spread across a diverse economic base featuring health care and social assistance, retail trade, real estate, logistics and tourism

52,054 people work in the region

Key employment sectors:

- 7686 – Health care and social assistance
- 5315 – Retail trade
- 4205 – Education and training
- 3927 – Construction
- 3477 – Manufacturing

Total economic output of \$18.002 billion



\$6.553 billion of economic output in mining and manufacturing sectors supporting 6594 jobs



One-third of region's economic output produced by mining and manufacturing sectors



Tourism outputs of \$545 million and 3500 jobs (Source TRA – 2020-2021)



World leader in resource technology and innovation

A WORD FROM OUR MAYOR



Mayor Greg Williamson

Your elected members are committed to making the Mackay region the best region in Australia for liveability and livelihood.

Like most organisations, council found the 2021-2022 financial year full of challenges and setbacks, but we also celebrated some successes.

In March 2022, we were rocked by the news of CEO Michael Thomson's cancer diagnosis. Michael took extended leave for treatment before officially resigning in May to focus on his cancer battle.

We would like to thank Michael for his service and commitment to Mackay Regional Council. During his short tenure he launched us on a "values refresh" which is ongoing and will have long lasting benefits for our staff. All of us at council wish Michael the best as he tackles this next phase of his journey.

COVID-19 was of course the all-consuming challenge for our nation. The pandemic forced many council services to look for new and innovative digital solutions in dealing with restrictions that prevented people gathering in public areas.

Council also assisted 44 not-for-profit organisations with \$86,849 in funding through our COVID-19 Hardship Grants to assist with COVID-19 related income losses.

However, while the challenges of the pandemic were huge, there were some unique opportunities for our region. Council successfully bid to host three NRL season games as well as two NRL semi-finals games in front of near-capacity crowds at BB Print Stadium Mackay in 2021.

Another major success for the year was the adoption of council's new Corporate Plan, which will provide an exciting blueprint for the region over the next five years.

The plan incorporates three outward facing pillars: Invest and Work, Live and Visit and Community and Environment, and two inward facing pillars - Financial Strength and Operational Excellence. It was unanimously adopted as the blueprint to take us through the next five years.

Our region was recognised by the state when we reclaimed the title of best tasting tap water in Queensland for the third time in four years at the qldwater Best of the Best Queensland Water Taste Test in September 2021.

There was significant progress on some large projects during the financial year.

Tenders were called to build an exciting new \$8.6 million recreation hub on Seaforth's esplanade. We also made a \$1.5 million commitment for a new all-abilities playground in Woodlands District Park in Andergrove, and detailed design of the Mirani Community Precinct was completed, making the project shovel ready.

Your elected members are committed to making the Mackay region the best region in Australia for liveability and livelihood.

Our tremendous staff are committed to delivering the service necessary to achieve that goal.

A WORD FROM OUR CEO



Acting CEO Angela Hays

It was sensational to see the level of engagement and consultation undertaken for the creation of our new Corporate Plan.

Having taken up the role as acting CEO in March 2022, I was honoured to be able to continue the exciting initiatives begun by CEO Michael Thomson. Michael oversaw a period of change and evolution within council, which included a values refresh, leadership training and a new Corporate Plan.

While it was with great sadness that we had to say goodbye to Michael when he resigned to focus on his cancer battle, I would like to pay tribute to the body of work he began within council. Michael's strategic thinking and focus on organisational values will have a lasting impact on this organisation.

It was amazing to see so many staff engaged in the values refresh process. More than 500 staff were involved in workshops to create council's new values and more than 500 staff cast their votes on the refreshed values. The final values - safety and wellbeing, service excellence, respect, working together and integrity - have the endorsement of the whole council team, and it has been extremely pleasing to see teams across our

organisation integrate them into their daily activities.

It was sensational to see the level of engagement and consultation undertaken for the creation of our new Corporate Plan. This plan was crafted with feedback from 1400 residents and 100 council staff. It's great to have so much buy-in from the community and support for our new purpose, which is to "create opportunity to thrive", and our new vision, "to become the best region for liveability and livelihood".

It's also refreshing to see our region returning to a state of normalcy now that COVID-19 impacts on our community have reduced. Our facilities have bounced back well, with strong visitation, sales and attendance since programs resumed in March 2022.

The MECC used the closure period to complete several state-of-the-art upgrades, including technical production upgrades and an increase in live streaming capabilities. These works are already paying dividends, with strong future event and conference bookings secured until 2025.

Sarina Sugar Shed also had a standout year. Despite the impacts of the pandemic, the facility achieved the highest visitation on record (29,005) and had a 6.81 per cent increase in ticket sales and a 7.85 per cent increase in retail revenue. Well done to the team – they delivered these results through innovative new visitor experiences and a constant focus on continuous improvement.

I'd like to thank each the 1113 council staff for their efforts during 2021-2022. It hasn't been an easy year, with staff shortages caused by the pandemic impacting council as much as any organisation. However, our teams have risen to the occasion. Their work ethic and passion for our region and the services we provide has been exemplary.

It gives me great satisfaction to know that we've delivered some amazing projects, programs and services throughout 2021-2022. I know I speak for myself and Michael Thomson when I say I am proud of what this organisation has delivered for our region and the results we have achieved.

COUNCILLOR PROFILES



Mayor Greg Williamson - Mayor of Mackay Regional Council

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Mayor Greg Williamson is a fifth generation Mackay local. In fact, his great-great grandfather was on Mackay's first council, so his unbridled passion for the region he's always called home has substantial roots. He returned to the mayoralty in 2016 having previously been Mayor of Mackay City Council from 1991 to 1994 before amalgamation with the former Pioneer Shire Council. Following that first stint in the top job, he gained vast management experience in large businesses and brought that skillset back to the mayoralty. Mayor Williamson has a long history of service in our community having held leadership positions with Rotary, the Small Business Association, Mackay Tourism, and other school boards and community clubs. He has more than 35 years of service with the Australian Air Force Cadets, starting in Mackay and ending up as the Australian Commander. In his current term, the Mayor has been at the helm of the Local Disaster Management Group for an unprecedented number of local emergencies including Cyclone Debbie in 2017, the 2018 bushfires, and the COVID-19 pandemic. Mayor Williamson was re-elected unopposed at the 2020 local government elections.



Deputy Mayor Karen May

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Cr Karen May's vast local government experience, which totals 18 years, holds her in good stead for her role as Deputy Mayor in our current council. The most experienced councillor on council, she was a councillor, Deputy Mayor and Mayor of the former Sarina Shire Council and lead Sarina through the amalgamation with Mackay City and Mirani Shire councils in 2008. Cr May is a member of council's Heritage Reference Group, Regional Arts Development Fund and Sustainability and Environment advisory committee. She also represents council on Regional Development Australia Greater Whitsunday committee and Headspace Sarina reference group. Cr May also represents council on the Greater Whitsunday Council of Mayor's Suicide Prevention Taskforce, Connect Housing Group, Greater Whitsunday Communities, Sarina Landcare and Catchment Management Group, North Queensland Bulk Ports and Dalrymple Bay community reference groups. Cr May is also a volunteer director on the Mackay Women's Service and Sarina and District Community Financial Services (Community Bank Sarina) boards. She is a strong advocate for issues in our region and played a leading role in recovery from cyclone Debbie, the bushfires, and the pandemic. Cr May leads council's Disaster Social Recovery group and is a key support for Mayor Greg Williamson on the Local Disaster Management Group (LDMG).



Councillor Martin Bella

P: 0419 793 479 | E: cr.martin.bella@mackay.qld.gov.au

Cr Martin Bella is serving his second term on council, having been re-elected in 2020. During his first term from 2016-2020, he earned a reputation for being straight-talking and a strong voice for rural landholders. He is especially a key advocate for residents in the southern part of our region, including Sarina, Sarina Range and Koumala. After being heavily involved in recovery in that southern region post Cyclone Debbie in 2017, he again helped lead residents in those areas during an unprecedented bushfire crisis in November 2018 and through the subsequent recovery. A former Queensland State of Origin and Australian representative in rugby league, he's tackled his role as a councillor with plenty of passion. His expertise in sugar and beef provides council with a good insight into these industries. Cr Bella is a member of council's Water and Waste and Transport and Drainage advisory boards and the Audit Committee. He represents council on the Whitsunday Regional Roads and Transport Group and the Northern Alliance of Councils. Cr Bella's career has included a vast range of roles, such as cane farming, grazier, mining, retail agricultural sales, construction and maintenance, sales, hospitality and transport and freight. He is a qualified physiotherapist and has owned and operated his own practice in Anzac Street, Sarina.



Councillor Laurence Bonaventura

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Cr Laurence Bonaventura, who is serving his third term on council, has plenty of experience and knowledge when it comes to our waste facilities and initiatives. During his first term in 2012-2016, he held the Waste, Health and Regulatory Services portfolio. Waste, including facilities, projects and initiatives, remained an area of interest for him during the 2016-2020 term. Cr Bonaventura is passionate about the region's roads and drainage and he is chair of the Traffic Advisory Committee and is a member of the Water and Waste and Transport advisory boards. He's the chair of council's Community Grants Assessment and Sports Expo and Sign-on Day working group. He represents council as a member on the North Queensland Sports Foundation and Road Accident Action Group (RAAG). Cr Bonaventura's rural experience is wide ranging. Raised at Habana and still a resident there today, his entire working life before local government had been in sugar cane farming, earthmoving and construction. Cr Bonaventura also has an extensive history of involvement in the community, ranging from Habana and District Progress Association to St Vincent de Paul. He has a passion for bringing people together and rallying behind worthy causes.



Councillor Justin Englert

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Cr Justin Englert, serving his second term on council, has a passion for the regional economy, including tourism. He is Chair of Mackay Tourism and the Mountain Bike Alliance. During his first term in 2016-2020, he was a key advocate for a mountain biking project planned for the Pioneer Valley. Cr Englert is also a member of council's Invest Mackay Event and Conference Attraction Program Advisory Committee and represents council on Crimestoppers. Before becoming a councillor, he had a thorough understanding of the workings of council, having previously been local controller for the State Emergency Service (SES). That experience is valuable in his position on the Mackay Local Disaster Management Group. Cr Englert holds three trade qualifications, including industrial protective coatings, avionics fitter with the Royal Australian Air Force and electrician. Much of his community involvement has been through the SES as a volunteer trainer and responder, co-founder and facilitator of the PCYC Emergency Service Cadets in Mackay and co-founder of the SES Association of Queensland.



Councillor Michelle Green

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Michelle Green has a life-long proclivity for challenging the status quo to equalise the playing field and advocate for diverse leadership. Her passion for local government began in 2016 when elected as a councillor for Muswellbrook Shire Council in the Upper Hunter Valley in New South Wales. Michelle was raised in Mackay's Northern Beaches and has returned to the region to raise her children. Cr Green is a qualified exercise physiologist and advocates access, inclusion and well-being for all. She chairs the Sports and Recreation Advisory Committee and is deputy chair of the Mountain Bike Alliance and Northern Beaches Community Hub reference group. Cr Green has extensive experience in the mining and METS sector, having been a past recipient of the Operator of the Year in the Queensland Women in Mining Awards. She is a big picture thinker and networker, motivated to cultivate social and economic co-development and embrace the industries of the future to enable our communities to evolve and thrive. Michelle is energised when closely engaging with her community whether it be on individual issues or large projects. Cr Green sits on the RADF Committee, Sustainability and Environment Committee, Invest Mackay Committee, LAWMAC, GWCoM Suicide Prevention Taskforce and the GWCoM 2032 Olympics Taskforce.



Councillor Belinda Hassan

P: 0412 421 451 | E: cr.belinda.hassan@mackay.qld.gov.au

This is Cr Belinda Hassan's first term on local government. She is a fifth-generation Mackay region local with a proven passion for supporting the community through both her professional work and volunteer efforts. The former manager of Mackay Funerals and Sarina Funerals is also committed to several community organisations, including Samaritan House Women's Domestic Violence Shelter, Zonta Club of Mackay, the Domestic Violence Resource Service/Mackay Women's Centre, is a member of the Mountain Bike Alliance, a member and past-President of the Sarina Lions Club, past-President of the Rotary Club of Mackay Sunrise, and previous volunteer member of Cancer Council Queensland, Mackay Region Suicide Prevention Network and Road Accident Action Group (RAAG). A top priority for Cr Hassan is for all residents to have access to activities and events that promote healthy and active lifestyles including sporting, recreational and outdoor activities. Cr Hassan sits on the Sport and Recreation Advisory Committee and the Sports Expo and Sign-on Day working group. She is chair of the Recreational Fishing Strategy Steering Group, treasurer of Local Authority Waste Management Action Committee (LAWMAC) and is also council's representative on the Diabetes and Obesity Project – Let's Shape Up! Committee and St Vincent De Paul Housing Committee, as well as the Mayor's DV Taskforce.



Councillor Alison Jones

P: 0407 690 248 | E: cr.alison.jones@mackay.qld.gov.au

This is Cr Alison Jones' third term on council, with her first local government experience dating back 17 years. She served as a councillor on the then Mackay City Council in 2004-2008 prior to amalgamation with Sarina and Mirani councils. She was also councillor at Mackay Regional Council for the 2012-2016 term before being elected again in 2020. Cr Jones has lived in Mackay for 40 years and has had a diverse career, including as a licensed excavator, forklift operator, stevedore and meat work supervisor and registered trainer. She has driven trucks at the mines and managed a drug and alcohol testing company. Since 2016, she had spent time working in the NDIS sector advocating for people with disabilities. Her more than 20 years of volunteer experience includes work with the Red Cross, Mackay Drop-In Centre and the Health Rural Communities Program. Cr Jones is a member of council's Community Grants Advisory Committee, the Local Buying Foundation, the Sports Expo and Sign-on Day working group and the Sustainability and Environment Advisory Committee. She's also a member of council's Rates Review Tribunal and the Mackay Region Recreational Fishing Strategy Steering Group and the Queensland Coastal Councils Adaptation Taskforce. Cr Jones remains "committed to her community".



Councillor Fran Mann

P: 0418 819 680 | E: cr.fran.mann@mackay.qld.gov.au

Cr Fran Mann is a second-term councillor with a passion for the region's heritage and history. She is the chair of the Heritage Reference Group and a member of council's Combined Museums Committee. Cr Mann is the chair of the Regional Arts Development Fund Advisory Committee, is a member of the Sarina Field of Dreams Advisory Committee, and serves on boards and committees such as Connect Housing Group, Better Together Housing Advisory, Whitsunday Regional Roads and Transport Group, Pioneer Catchment & Landcare Group (PCL), secretary of the Youth Information Referral Service (YIRS) Management Committee, treasurer of the Australian Local Government Women's Association (ALGWA) Qld Branch, and is proud to be a member of the Local Disaster Management Group (LDMG). As a long-term resident, Cr Mann attended primary and secondary schools in the Pioneer Valley and is a passionate advocate for all parts of our region. Prior to joining council as an employee in 2006, Cr Mann held roles in retail and real estate. She actively participates with many not-for-profit groups, including Zonta Mackay as a member and treasurer, volunteer secretary/treasurer of Special Olympics Mackay, Friends of Morag McNichol Reserve, Shed Happens International Men's Day Committee and is a patron of the Trudy Crowley Foundation.



Councillor Russell Seymour

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Cr Russell Seymour, a builder by trade, is serving his first term on council. Born and raised in the Pioneer Valley, he's operated his building business in the region for more than 30 years. He decided he wanted a break from the building industry to focus on giving back to the community. Cr Seymour entered council to be a voice of the people, especially rural communities, and has pledged to be a "plain speaker". He's keen to promote the region's tourism industry, advocate for our local building industry, improve our roads and revitalise the Mackay City Centre. Cr Seymour is a member of council's Community Grants Committee and the Sports Expo and Sign-on Day working group. He's also a council representative on the Roads Accident Action Group (RAAG). A director of Wests Leagues Club for the past 20 years, he was involved in the recent rebuild of the new bowls green at that Walkerston club. He believes this is an example of the types of council and community partnership projects that can make huge differences throughout our region.



Councillor Pauline Townsend

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Cr Pauline Townsend, who is serving her first term on council, has strong connections with the business community and local charity organisations. Pauline has enjoyed a diverse and rewarding career, including recruitment, and case management for long-term unemployed. With additional experience in team leadership, training and development, sales and business development, including working for four years with the Chamber of Commerce and Industry Queensland, Cr Townsend made the natural progression to commence her own small consulting business almost 10 years ago. She successfully completed a Cert IV in Frontline Management and a Diploma of Management. She is well-known for her many years of volunteering and fundraising efforts for local charities including Make-A-Wish Foundation and Rotary, and is a former committee member for Engedi Inc Disability Accommodation Services. She is currently the chairperson for the Trudy Crowley Foundation, a NFP organisation which provides support, education and services for women walking the journey of ovarian cancer. She is proud to boast, Mackay was the first city in all of Australia to employ the first fully qualified ovarian cancer palliative care nurse, an achievement made possible from the support of the business community, our local community and fundraising efforts of the Foundation. A born and bred local, she regards herself as an ordinary person, with an extraordinary passion for her community. She is a council representative on the Visual Arts Advisory Committee, Community Grants Advisory Committee, and the Mayors DV Advisory Committee. She is also a member of the Mountain Bike Alliance, the Conference Attraction Program Advisory Committee and Sister Cities Mackay.

OUR CORPORATE STRUCTURE



CORPORATE PLAN

Our Corporate Plan 2016-2021 outlined a shared vision and covered eight priority areas, including:

- Economy
- Environment
- Community pride
- Infrastructure
- Regional identity
- Lifelong learning
- Health and wellbeing
- Organisational performance

This Corporate Plan was in place until April 2022 and the eight priority areas identified within it have been used as a basis for reporting in this year's annual report.

The Mayor and councillors' new Corporate Plan 2022-2027 provides an exciting blueprint for the region over the next five years. It is a major overhaul of the previous plan and was developed through consultation with senior leadership, staff, and the community. The new Corporate Plan has three outward facing pillars and two inward facing pillars. The new purpose is to "Create opportunity to thrive". Council's new vision is "To become the best region for liveability and livelihood".



Outward facing pillars

- 🏠 Invest and work
- 📍 Live and visit
- 🌿 Community and environment

Inward facing pillars

- 💰 Financial strength
- 🌟 Operational excellence



COVID-19

In 2021-2022 council extended a lifeline to not-for-profits in our region that were impacted by COVID-19. Groups could apply for up to \$2000 to help get back on track after hardships sustained because of COVID-19.

The Hardship Grants were targeted and focused on not-for-profits that clearly demonstrated a level of ongoing hardship, coupled with a demonstrated recovery strategy. In total, council assisted 44 not-for-profit organisations with \$86,849 in COVID-19 Hardship Grants to help them recover from COVID-19 related income losses.

THE YEAR IN REVIEW 2021



July

COVID-19 Hardship Grants were made available to not-for-profit groups.

Work started on the upgrade of the Evan and Paradise streets intersection.

Fifth Lane underwent a \$765,000 makeover.

Work started on the new public boat ramp at Seagull Street in Slade Point.

Urban greening survey commenced.

Rehabilitation works began on Glenella-Richmond Road.

The 2021 Festival of Arts delivered a 17-day program that included 25 events offered throughout the Mackay region.



August

Refurbishment works at Cattle Creek Mill Administration Building started.

Council provided free entry at the Mackay ARC on Saturdays and Sundays when serious structural issues were found at Bluewater Lagoon. Repairs were carried out to allow the facility to reopen in December.

The Great Northern Clean Up was held in the Mackay region on August 28 and 29.



September

The 2021 Mackay Disability Expo was held on September 6, at the Andergrove Community Centre.

Sarina Sugar Shed celebrated its 15th anniversary.

Mackay region water reclaimed its title of best tasting tap water in Queensland for the third time in four years.

BB Print Stadium hosted two NRL semi-finals games.

Council embarked on a major overhaul of its Corporate Plan and asked residents to participate. All up 1400 residents provided feedback.



October

Council's get-active campaign, Try the 5, kicked off in October with more than 30 get-active events held across the Mackay region.

The Kuttabul Transfer Station permanently closed on October 4.

Seniors Expo was held at the Big Shed at the Mackay Showgrounds on October 12, with more than 2500 attendees and 74 information stalls.

Global Grooves returned to Queens Park and offered delicacies from across the globe.



November

Council's annual Cyclone Saturday event was held at Caneland Central.

Council approved \$10,000 in Christmas Grants for 14 end-of-year events held between Midge Point and Koumala.

Council launched a new online platform called Ride Mackay, which has 20-plus rides of the Mackay region.

The revamped Fifth Lane came alive over summer with small activations staged each Friday evening.

The Walkerston Library moved to a more spacious and accessible premises in the Walkerston Shopping Centre on Creek Street.



December

Significant works to Midge Point's water infrastructure were completed.

The Sugar Shed launched its first ever barrel-aged five-year rum.

The Looney Tunes headlined the New Year's Eve River Party.

Council opened a new Yakapari-Seaforth Road shared pathway.

The Northern Beaches Community Hub master plan was endorsed by council.

New administration and kennel buildings were constructed at council's Animal Management Centre.

A master plan concept for the Finch Hatton Trailhead site was developed.

THE YEAR IN REVIEW 2022



January

A haunting installation, comprising hundreds of skulls cast in brown sugar, was a focal point of an ASSI (Australian South Sea Islander) takeover at Artspace Mackay.

Council started work on the installation of a full-sized basketball court at Northview Park in Glenella.

Woollam Constructions was successful with its tender for the first public realm works in the Riverside precinct of the Mackay Waterfront Priority Development Area (PDA).

The 2022 Australia Day Awards saw 160 nominations and Shed Happens convenor Frank Cowell was awarded the Citizen of the Year.



February

Council's free Online Sports Expo and Sign-on event went live in February with more than 100 sport and recreation options listed on the new online portal.

Ten local businesses sharpened the tools in their "business toolkit" thanks to a tailored one-on-one mentoring program delivered by council.



March

Council became the first organisation in Queensland to use Polyrok, an innovative and sustainable recycled aggregate replacement, in concrete pours.

Following the easing of COVID-19 restrictions, council facilities resumed public programming.

Youth aged 12 to 25 years were invited to kick back at three free events funded by council during Youth Week.

Council completed a major overhaul of one of the main water recycling plants servicing our region – Mackay South Water Recycling Facility.



April

Twenty projects were recognised across four different categories as part of the bi-annual Mackay Heritage Awards.

Six Mackay City Centre businesses shared in about \$15,000 of funding to improve safety measures around their shopfronts and nearby laneways.

Council worked with the developer of the Dunes Estate development to maintain access to East Point.

Council adopted a new Corporate Plan.

The Mackay South Water Recycling Facility (MSWRF) underwent one of the biggest maintenance projects ever.



May

Council was awarded funding to undertake a coastal hazard adaptation study.

CEO Michael Thomson resigned to focus on his cancer battle.

More than 55 crew members undertook a major repair to a section of damaged sewer main on Paradise Street.

The fifth red bench in the Mackay region was unveiled at Caneland Central.

Council approved \$180,536 worth of Community Grants, which was shared amongst 12 not-for-profit groups.

Council endorsed a 12-month trial of Beam e-scooters.



June

The Young Mayors pilot program was announced, which will support people aged 17 and under in getting elected to a youth cabinet.

Council made a \$1.5 million commitment to bring forward the construction of a new all-abilities playground in Woodlands District Park in Andergrove, with construction set to take place in 2023.

Council sought tenders for the construction of a new recreation hub on Seaforth's esplanade, with construction expected to commence in 2022.

The detailed design of the Mirani Community Precinct was completed.

MAJOR PROJECTS



Mackay Waterfront Priority Development Area (PDA)

This visionary project will transform the city and unlock the true value of Mackay's waterfront areas, starting with the revitalisation of the Pioneer River waterfront. This financial year, council received \$4.1 million in funding through the Federal Government's Building Better Regions Fund to put towards the \$9 million transformational project in the PDA's Riverside precinct. In January 2022, council announced that Woollam Constructions had been successful with its tender to complete the first stage of public realm works in this precinct. Construction started in March and is currently planned for completion prior to the end of 2022. The public realm works include a mixture of live, work and play waterfront environments that meet the needs of current and future residents and visitors. This project is the second major Mackay Waterfront project following the successful delivery of the Queens Park revitalisation in 2020. Future stages of this project include installing a pontoon and carrying out improvements to the council-owned building located at 8 River Street. Complementing the Mackay City Centre, the revitalisation project will provide additional activated streets, places and attractions that will improve the city's liveability, tourism appeal and its ability to attract future investment.

Pioneer Valley Mountain Bike Project

This exciting project will feature a 100km network of mountain bike trails in the picturesque Pioneer Valley, spanning from Eungella to Finch Hatton. The international standard trails will navigate through the tropical rainforests of Eungella National Park and Crediton State Forest and will provide visitors with more than three days' worth of riding experiences. Both Eungella and Finch Hatton will act as trail towns. They will provide starting and finishing points for riders as well as essential services such as accommodation, food and eateries, shuttle services and supporting infrastructure. In December 2021, a master plan concept for the Finch Hatton Trailhead site was developed using feedback from the Pioneer Valley community, key project stakeholders and internationally recognised trail experts, World Trail. Three concept designs were then released to the public and, during the workshops and online community consultation period, there was overwhelming support for concept one and two and a landscape buffer zone between the residential properties and the trailhead. Council is currently in the process of completing the final design for the Finch Hatton Trailhead.



Northern Beaches Community Hub

The Northern Beaches Community Hub is planned to be delivered over three stages. Stage one will provide access to a range of community facilities, including a library and meeting rooms, and recreational and youth spaces, among other things. Stages two and three are future works which will provide an aquatic centre and an office building with car parking. The estimated future cost of the community hub is \$50 million for Stage one. Currently, the Australian Government has committed \$6.5 million, and council is seeking further funding through the Queensland Government to deliver the project. In December 2021 council endorsed a master plan for the facility, which has cleared the way for the detailed design to start on the first stage of this exciting project.



Animal Management Centre

Council was due to officially open its new Animal Management Centre on September 30, 2022. The upgrades will not only increase the capacity of the facility, they will improve safety and allow council to meet the needs of the community into the future. Contractors WHF Group Pty Ltd completed the first stage of this project in December 2021, with work on stage two commencing shortly after. This project includes the construction of three interconnected buildings, a car park and culverts, and the installation of new infrastructure services. The number of dog enclosures will increase from 18 to 42 (including 12 enforcement dog enclosures), and the nine existing cat cages will be replaced with 22 cat condos. This \$3.39 million project is jointly funded by the Queensland Government's Building our Regions Fund and Mackay Regional Council.



Mirani Community Precinct

Plans for the redevelopment of Mirani Community Precinct reached another milestone in June 2022 when detailed design of the new facility was completed. The project is now shovel-ready, and council will be seeking funding for the construction of this valuable community asset. The redevelopment will be on the site of the existing council administration offices, library and museum in Victoria Street. This project builds on the work of the Mirani Master Plan, prepared in 2019. The design includes plans for a new customer service area, council administration and flexible museum space, along with a new library and bookable meeting rooms. It aims to capitalise on the Pioneer Valley's appeal as a tourism destination. This project is jointly funded by the Queensland Government's Building our Regions Fund and Mackay Regional Council.

ECONOMY



54 events and conferences were approved for funding support through our Invest Mackay Events and Conferences Attraction Program

- > Injecting an estimated \$39 million into the local economy

Council approved concessions for four significant developments through our Facilitating Development in the Mackay Region Policy, delivering a combined economic output of \$94 million and an estimated 205 construction jobs for the region. We also:

- approved 510 new residential lots
- registered 276 new residential lots
- released 424 lots on survey plans
- received 729 development applications
- handled 1515 planning advice enquiries

Mackay region's building approvals totalled \$424,071,000, including \$232,320,000 in residential approvals

\$162,599,794 local contracts spend within the Mackay region this financial year

Council's Building Improvement Rebate provided:

- 11 approvals
- \$26,400 worth of rebates
- \$90,000 spend with local contractors

FASTFACTS



Revitalised laneway will be the backdrop for future events

Fifth Lane, located between Gregory and Wood streets, underwent a \$765,000 makeover to improve the laneway's condition and appearance. The works included water main works, new road pavement, electrical provisions and festoon lighting.

Facilitating Development policy revised and to remain in place

In February, councillors voted that a revised policy that provides incentives to encourage development in the Mackay region would remain in place for at least another 12 months. A key focus of the amended policy was to contribute to housing diversity and a greater choice for the community. The Facilitating Development in the Mackay Region Policy has been in place since late 2014 and is reviewed and amended annually.



Competitions launch barra season

Council and Mackay Isaac Tourism teamed up to run two competitions for the opening of barra season. The first, which was aimed at teenagers and adults, was a photo competition titled "Your best barra". The second was aimed at children and was a colouring competition.

Sarina Sugar Shed wins big

Sarina Sugar Shed was recognised for its tourism excellence by winning two awards at the 2021 Queensland Tourism Awards in Brisbane. It won bronze for the Excellence in Food Tourism category and bronze for the Tourism Wineries, Distilleries and Breweries category. It was also recognised on the national stage at the 2021 Australian Distilled Spirits Awards. It was awarded a gold medal in the Rum Liqueur category for its Sugar Shed Classic. The SB15 three-year rum won a bronze medal and the Sarina Rum Liqueur 2016 Celebration Edition was awarded bronze.



Finch Hatton and Eungella gearing up for mountain bike trails

Council endorsed a proposed major amendment to its planning scheme, which will help Finch Hatton and Eungella capitalise on the economic benefits of the Pioneer Valley Mountain Bike Trails. The changes will help facilitate commercial and other non-residential uses in those townships. The changes would also encourage a wide range of uses or adaptive re-uses and will reduce the levels of assessment for certain developments that will support the mountain bike project. Examples include developments ranging from planned bars and new hotels being reduced from "impact assessment" to "code assessment" and food and drink outlets reducing from "code assessment" to "accepted development", subject to requirements. Following the go-ahead from the State Government, the proposed major amendment would then be advertised for public consultation.



Report card show remarkable investment returns for region

Events supported by council generated a 40-times return on investment in 2020-2021 according to an Economic Development and Tourism Report Card. The report card revealed that council's Invest Mackay Events and Conference Attraction Program supported 42 events and conferences during the financial year – attracting 186,342 visitor nights and an economic injection of about \$40 million. Council has continued this program in 2021-2022, with 54 events and conferences approved for funding support.

Mackay City Centre businesses secure grants to boost CCTV numbers

Six Mackay City Centre businesses shared in about \$15,000 of funding to improve safety measures around their shopfronts and nearby laneways thanks to council's Safe Night Precinct Safety Initiative grants. The six businesses which applied and were successful include:

- Connole Carlisle Chartered Accountants - \$3000
- The Dispensary - \$2994.48
- Byrnes Pie Factory - \$2984.28
- Haunt Cabaret - \$2515.83
- McGuires CBD Hotel Mackay - \$2364.50
- Rabbit Hole - \$1193.91



Council restores Cattle Creek Mill building

Restoration works on the Pioneer Valley Mountain Bike Trail's Cattle Creek Mill administration building were completed in early 2022. The work included asbestos removal, roof replacement, a new kitchen, a paint job and the revitalisation of the existing signage and façade. The work restored the building back to its former glory and it claimed a bronze award in council's 2022 Heritage Awards.





'Wheely' good fun makes its way to Mackay

Council endorsed a 12-month trial of Beam e-scooters in May 2022. As part of the trial, 300 e-scooters were dropped at the following locations across Mackay on June 7 for the public to enjoy:

- Mackay City Centre (excluding the western side of Wood Street footpath between Victoria and Gordon streets only)
- Mackay Waterfront
- Mackay Bluewater Trail
- Mackay Harbour
- North Mackay incorporating the Gooseponds Trail
- Mackay Base Hospital precinct
- Mackay Regional Botanic Gardens.

COMMUNITY PRIDE, REGIONAL IDENTITY



70 legendary neighbours were nominated for My Legendary Neighbour awards

More than 100 new volunteers registered at the Mackay Volunteer Expo, with 700 residents gaining information from 43 volunteer organisations on the day

1000 people attended Party in the Park, a new event aimed at connecting new parents to resources available in the community

Funding from \$750 to \$1000 was approved for 12 Australia Day celebrations by local not-for-profit groups

Welcomed 540 new Australian citizens at six ceremonies

Supported 14 festive events with up to \$750 in Christmas Grants funding to the total of \$10,000

20,107 people visited Artspace Mackay, with 13,284 participating in public programs

Released The Sugar Shed SB15 (small batch #15) rum to celebrate the Sarina Sugar Shed's 15th anniversary

Attracted 64,280 attendees to Festival of Arts events



'Sweet' transformation of building earns heritage accolades

The bi-annual Mackay Heritage Awards were held in April 2022. A total of 20 projects were recognised across four different categories. The transformation of the Sugar Research Institute into new secondary school, Catherine McAuley College, was awarded the coveted gold award in the Tom Casey New or Refurbished Heritage Place or Home category.

2022 Libris Awards expresses lived experiences of recent years

Jessica Dorizac's "Passages 1-5" took out the top prize in the 2022 Artspace Mackay Libris Awards. Jessica's artist book was selected from 108 other entries, and she was awarded \$7000 for her efforts. Passages features five artist's books full of bright colours, shapes and forms that together speak of the artist's travel within, and outside of, the Philippines.



Mackay council Christmas video hits new high note

The annual Mackay Mayor's Christmas video was taken up an octave or two for 2021. The 2021 video was an original song, called Mackay Christmas, penned and professionally produced locally with staff, councillors and local musicians.



Greenmount embraces spooky past for family fun day

Greenmount Homestead embraced its well-documented spooky history to host a Happy Halloween event on October 31. The event offered games, craft, demonstrations and contests as well as kid-friendly, spooky homestead tours.



Council crowns region's most legendary neighbours

Council named its most legendary neighbours for 2022. Kylie Whamond was named Legendary Neighbour after being nominated by Katie Porter who said Kylie had been her rock when she moved to Mackay with her family. Legendary Street went to Marlin Court, Andergrove, who, on the weekends, smoke and share meat, and have created a community where everyone is welcome, safe and included. A special street sign blade will immortalise them as "Mackay's most Legendary Street 2022". The campaign is an initiative of council that coincides with Neighbour Day (Sunday, March 27), which is Australia's annual celebration of community, encouraging people to connect with their neighbours.



Unsung heroes in our community recognised on Australia Day

The 2022 Australia Day Awards saw 160 nominations received across eight award categories. Citizen of the Year went to Shed Happens convenor Frank Cowell. Young Citizen of the Year went to all-rounder William Deeley, and Lori Burgess Community Volunteer Award went to Carmel Wheeler. Other winners included:

- Environmental Achievement Award – **Rotary Club of Mackay North**
- Community Group Award – **Bakers Creek Tigers AFL Club**
- Art and Culture Award – **Charli Bliss**
- Senior Sports Award – **Chris Breckell**
- Young Sports Award – **Karla Grobler**



Mayor's Charity Ball smashes records

A record crowd of 434 really knew how to boogie and raise money for good causes at the 2022 Mackay Mayor's Charity Ball. The Ball raised a record amount of \$135,121 for HeartKids Mackay and Ronald McDonald House Charities (RMHC). HeartKids Mackay and Ronald McDonald House Charities (RMHC), which is building a Ronald McDonald Family Room at Mackay Base Hospital, will each receive \$60,804.81. This event keeps going from strength to strength each year and that is thanks to the organising committee – which includes representatives of the community, council and the MECC – our generous corporate sponsors, and our community.

Councillors out and about

Councillors and senior management were out and about throughout our regional footprint as part of the Council in Community initiative. A total of seven days were held throughout the year.

2021	Area
July	Southern Region
August	Western Region
October	Northern Beaches
November	Various locations, including Lamberts Beach, Ooralea, Bakers Creek and Paget
December	Mackay City

2022	Area
April	Southern Region
May	Northern Beaches

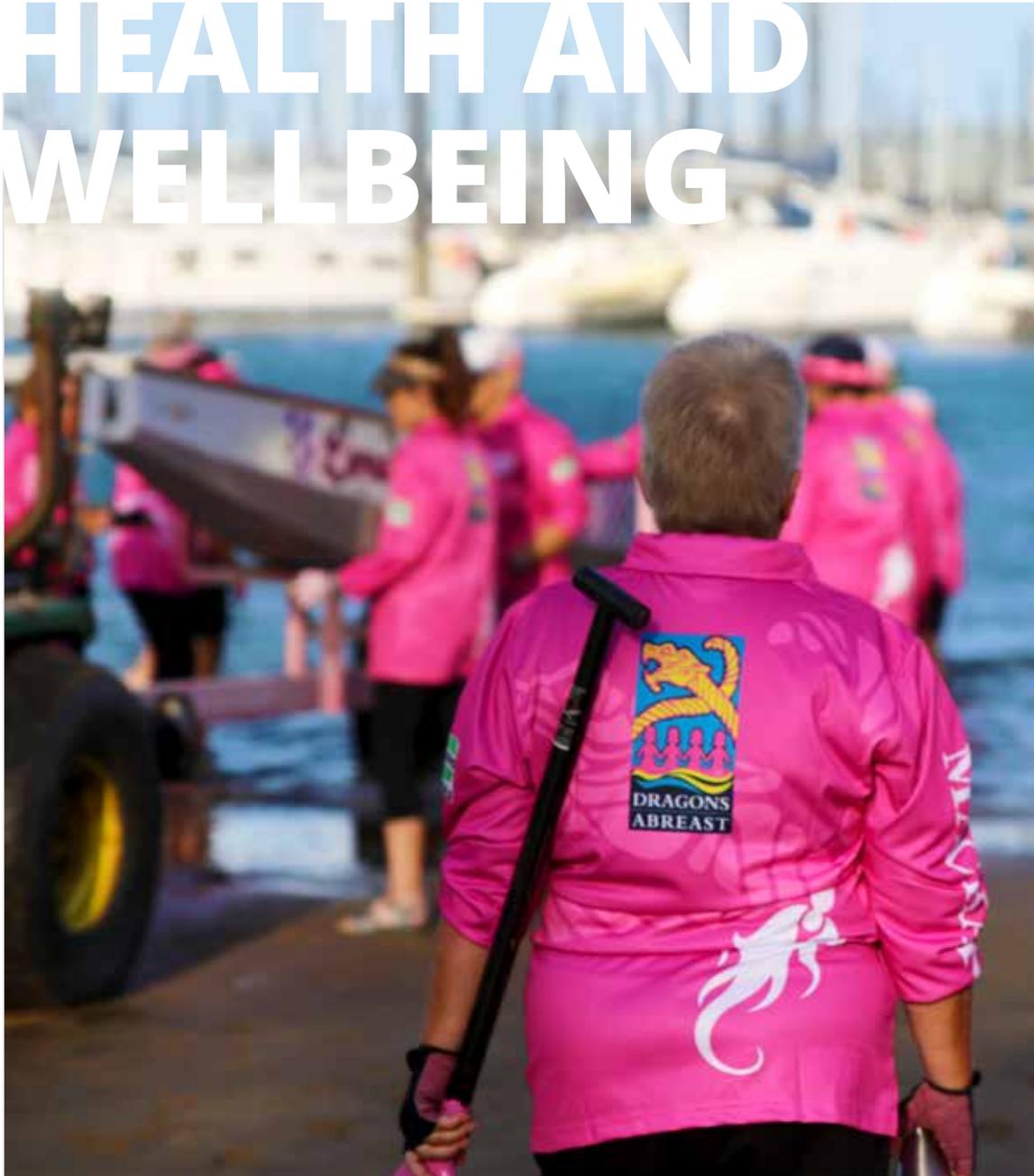


Festival program breaks attendance records

The 2021 Festival of Arts delivered a 17-day program that included 25 events offered throughout the Mackay region. All up, the festival attracted a record 64,280 attendees (up 6846 from previous high in 2019). This included 1642 visitors from outside the region. The program also included 19 local businesses, 419 performers, 20 food vendors and 26 market stalls, seven schools and two local charity groups. The Festival program had it all – rock and roll; jazz; disco; opera; acrobatics; gigantic, illuminated puppets; tuk tuks; a world premiere musical; an X Factor winner; giant Gouldian finches and much more. Savour Seaforth, a music and market event on the Seaforth Esplanade, earned rave reviews and DBCT Illuminate was the most interactive iteration to date.



HEALTH AND WELLBEING



Council's free Online Sports Expo and Sign-on event went live in February with more than 100 sport and recreation options listed on the new online portal

4062 people attended Active in the Regions and Activate Mackay Region programs

\$563,010 worth of Community Grants awarded

Assisted 44 not-for-profit organisations to recover from COVID-19 related income losses with \$86,849 in COVID-19 Hardship Grants

Council was crowned joint winner at the 2021 Get Ready Queensland Resilient Australia Awards in Brisbane in the Local Government category for the "P-CEP in Mackay" project

Installed three red benches in the region (and partnered on a further three) to encourage conversations about domestic and family violence and provide access to resources

A total of 339,412 people enjoyed our region's aquatic facilities

Held more than 30 get-active events and introduction sessions across the region as part of the Try the 5 campaign

FAST FACTS



Emergency Management team keep region prepared

From October 10 to 17, Queenslanders were urged to prepare their homes and communities as part of Get Ready Queensland Week 2021. Then council's annual Cyclone Saturday event was held on Saturday, November 6, at Caneland Central. A diverse mix of emergency management experts and agencies were on hand to provide valuable information on how best to prepare for severe weather events.



It's time to Ride, Mackay

Council launched a new online platform called Ride Mackay, which has 20-plus rides of the Mackay region for riders of all levels of experience. The portal is the perfect tool to explore the region and can be used for walking, running, skating and scooting as well.

Pedal powered public offered a free breakfast

Council celebrated cycling in the Mackay region by shouting riders to a free breakfast at seven different locations on Wednesday, October 20. The Ride2Work initiative was part of the exciting Try the 5 get-active campaign which included five themed weeks of free activities in personal training, water sports, team sports, wheeled sports and walking/running. More than 30 get-active events and introduction sessions were held across the Mackay region.



Dengue prevention starts at home

Residents were encouraged to clean up around their homes to help prevent the spread of dengue. Mackay, Isaac and Whitsunday regional councils once again joined forces to create awareness around the issue.



Mackay emergency preparedness project receives resilience award

In October, council was recognised for its work to improve the safety and wellbeing of people with a disability during disasters through an approach of person-centred emergency preparedness (P-CEP). Council was crowned joint winner at the 2021 Get Ready Queensland Resilient Australia Awards in Brisbane in the Local Government category for the "P-CEP in Mackay" project. P-CEP in Mackay has delivered training to 100 service providers and seen more than 4000 workbooks distributed to help people with disability create tailored emergency plans.



Mackay crews answer Brisbane's flood SOS

A convoy of council vehicles, equipment and 12 Field Services workers left Paget depot on March 14 to answer an SOS from Brisbane City Council to assist with the mammoth flood clean-up. Brisbane City Council is a huge council, but they just didn't have enough trucks, enough low loaders and enough people on the ground with supervisory experience to get the job done. It was great that Mackay crews were able to pitch in.

Fitness programs prove popular

Our Active in the Regions program delivered subsidised physical activities in the rural localities of Sarina, Pioneer Valley and Dows Creek, running from July 2021 to June 2022. All up there were 1111 attendees. Activate Mackay Region, formerly Active in the City, delivered subsidised activity programs in the Mackay CBD, Blacks Beach and West Mackay, running from August 2021 to June 2022. All up, there were 2951 attendees.

New program to build young people's power in local government

A new partnership between Mackay Regional Council and the Foundation for Young Australians (FYA) is bringing a Young Mayors program and youth cabinet to our region. Elected by young people in the Mackay region, the youth cabinet will work together to define priority areas, and work with council to implement projects and events.



Arts Development Fund (RADF)

This fund is a partnership between 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 financial year was \$250,138.00. Of that funding, council successfully secured \$100,000 from Arts Queensland.

Breakdown of RADF allocations	Amount
Allocation for community projects – three rounds at \$46,000 per round	\$138,000
Council-led initiatives	\$46,000
Green Arts round	\$42,270
RADF committee training and program promotion	\$7,000
Total additional allocation for community funding pool - from returned and surplus RADF allocations over the 12-month period	\$18,688
Youth round	\$15,000



Community grants

Funding included grants for small equipment (up to \$1500), community initiatives, programs, events and upgrades (up to \$7500) and minor infrastructure and assets (up to \$30,000).

Applications were accepted three times during the financial year and local not-for-profit organisations could apply for funding through the following four categories:

- Minor Asset Grant
- Minor Infrastructure Grant
- Community Grant
- Small Equipment

Grants awarded for the year totalled \$563,010.11. Grants that awarded more than \$7000 to applicants are listed in the tables.

Organisation	Project description	Amount approved
131 Army Cadet Unit Sarina	Purchase of pallet racking and storage tubs to set-up in the storage container.	\$7500
Bakers Creek AFL Club	Upgrading/renovation of the existing two light poles.	\$30,000
Calen District State College P&C Association	Renovation of the communal food preparation and servicing area.	\$26,000
Community Accommodation and Support Agency	Contribution towards the upgrading and/or replacement of aging IT office equipment.	\$30,000
Eton Primary P&C Association	Purchase of a mower.	\$7000
Eungella Community Development Association	Construction of an all-weather driveway to the rear of Eungella Hall.	\$28,260
Finch Hatton Progress Association	Contribution towards the third Cane Country Ball.	\$7500
Happy Paws Happy Hearts Foundation	Fit-out of the newly constructed training facility.	\$8695
Kucom Theatre	Purchase and installation of retractable seating.	\$30,000
Lions Club of Mackay Host	Installation of an air-conditioner, solar roof vents, and motorised door openers and an electrical upgrade to the shed.	\$8300
Mackay and District BMX Club	Contribution towards the manufacture of a finish line structure, and construction of lanes in preparation for the Qld BMX State Series.	\$7187.50
Mackay and District Target Rifle Association	Fabrication of a mobile small-bore rifle shooting unit, complete with targets and bullet traps.	\$20,520
Mackay Art Society	Installation of solar panels, painting of the internal walls and ceiling, repairs to the screen doors, and purchase of a secure key holder, safe, swing away grab rail, backdrop curtain, spotlights, stools and easels.	\$15,000
Mackay Chinese Association Inc	Contribution towards the Chinese New Year event on February 12 (postponed until September 3).	\$7500
Mackay Hospital Foundation	Contribution towards the Family Fun Day.	\$7500
Mackay Kennel Club	Purchase of a laptop, two printers, internet router, four iPads and a portable loud speaker system.	\$7120

Organisation	Project description	Amount approved
Mackay Men's Shed	Purchase of initial essential tools for the set-up of the new shed.	\$14,322
Mackay PCYC	Replacement of the fleet of 40 bikes, helmets and spare parts for the bicycle programs.	\$15,000
Mackay Show Association	Fencing of the main arena.	\$20,000
Mackay Society of Model Engineers	Lining and painting of several areas of the storage/workshop building.	\$11,000
Mackay Surf Lifesaving Club	Replacement of two roller doors on the clubhouse storage room.	\$9743
Mackay Wanderers Football Club	Top-dressing of the main playing fields.	\$8000
Palmyra Drag Racing Club	Purchase of a multi-purpose track scraper.	\$10,894
Phoenix Place Inc	Anti-slip treatment of the external tiled flooring.	\$8000
Pioneer Valley Arts Inc	Installation of an electric kiln at the gallery.	\$20,000
Pioneer Valley Golf Club	Air-conditioning of the clubhouse, upgrading the electrical distribution board, upgrading and installation of additional solar panels and painting of the interior of the clubhouse.	\$24,000
Seaforth Men's Shed	Purchase of a welder and sander, including consumables for both.	\$7000
Selectability Ltd	Provision of furnishings, IT equipment and a coffee machine for a mental health hub in Sarina.	\$19,000
St Paul's Uniting Church	Contribution towards the research, preparation, design and printing of a book for the 150 year celebrations of the congregation.	\$7150
Trudy Crowley Foundation	Purchase and installation of IT equipment, wi-fi and website development.	\$11,600
Watersports Queensland	Purchase of two new wakeboarding obstacles.	\$30,000
Western Suburbs Rugby League Football Club	Purchase of couch seed and fertiliser to create new sporting fields on newly acquired land.	\$16,511.49
Total		\$480,302.99

Attendance figures for region's aquatic facilities

145,752

Bluewater Lagoon

94,386

Mackay ARC

12,540

Memorial Swim Centre

20,523

Mirani Swim Centre

38,396

Pioneer Swim Centre

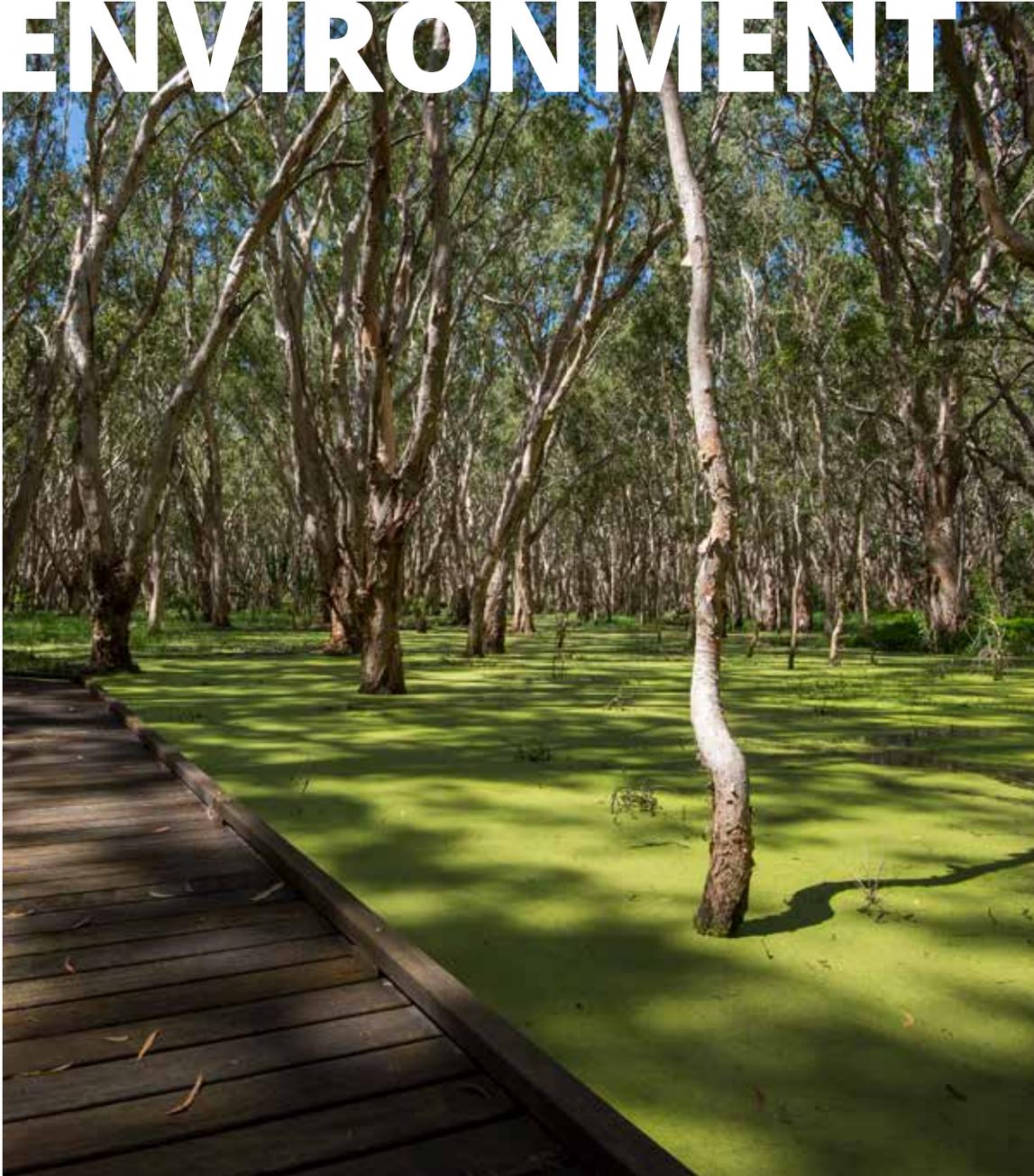
27,815

Sarina Swim Centre

339,412

Total

ENVIRONMENT



86,990 local native plants grown

8294 ratepayers collected plants as part of the Free Native Plant Program

1731 native plants given to schools, community groups and new citizens as part of the Free Native Plant Program

3300 hours of volunteer activities at the Mackay Natural Environment Centre

1250 plants planted as part of National Tree Day

920 plants sold by Native Plants Queensland at the first native plant sale at the Botanic Gardens' nursery

More than 3000 visitors attended the Orchid Extravaganza in September at the Ken Burgess Orchid House in Queens Park

\$10,000 donated to the Botanic Gardens by the Garden Friends to assist in the acquisition of IrisBG, a new plant recording database

1230 Golden Everlasting Daisies were planted on the bank of the lagoon, below the café, as part of the annual Daisy Day

The Heritage Gardeners started holding monthly working bees in the Heritage Garden, helping council staff with weeding, pruning, planting and caring for the plants in the collection

Contractors assisted with the management of 24 reserves within the natural area network.

FAST FACTS



Study to put the spotlight on the future of our coastline

Council was awarded funding to undertake a coastal hazard adaptation study through The QCoast2100 program, which is funded by the State Government and administered in partnership with the Local Government Association of Queensland. The Mackay Coast Our Future study is a twelve-month study that will address issues such as coastal erosion, coastal flooding and rising sea levels. Consulting company Alluvium will assist council with the study.

Woodlands District Park playground to be fast-tracked

Council made a \$1.5 million commitment to bring forward the construction of a new all-abilities playground in Woodlands District Park in Andergrove. The playground, which was initially planned as part of stage three of the park's development, will now be completed as part of stage one in 2023. This work will complement drainage and landscaping work and plans for a multi-purpose active track. This project is jointly funded by the Queensland Government's Works for Queensland program and Mackay Regional Council.



A greener future

An urban greening survey was launched in July to help guide council's approach towards future greening initiatives. The survey sought feedback from the community on a planned approach towards enhancing and protecting greenery in our region's urban areas, which included planting more trees on local streets and in public spaces.

New basketball court is a slam dunk

Council installed a full-sized basketball court at the popular Northview Park in Glenella to complement playground works completed in 2021. The works included new lighting, footpaths, additional safety fencing and landscaping. The project was jointly funded by the Australian Government and Mackay Regional Council.



Tenders being sought for Seaforth Esplanade

Council sought tenders for the construction of a new recreation hub on Seaforth's esplanade in June 2022, with construction expected to commence later in the year. The detailed design includes plans for an all-abilities water play area with water jets and sprays, junior and senior playground facilities, a flying fox, a new barbecue and picnic area overlooking the swimming enclosure, a coastal walk along the foreshore and an adult changing facility for the disabled community. This project is jointly funded by the Queensland Government's Works for Queensland program and Mackay Regional Council.

INFRASTRUCTURE AND TRANSPORT



2957 roads maintained, including:

- 1011 rural roads (1759km including 857km of unsealed roads)
- 1946 urban roads (678km)

288km of footpaths/shared pathways and cycle paths cleaned and maintained

482 drainage assets maintained and mowed

65 off-street car parks maintained

423 bus shelters maintained

34 river stations and 16 rain and repeater stations monitored and managed

123 bridge structures inspected and maintained

29 boat ramps cleaned and maintained (12 owned by council and 17 owned by the Department of Transport and Main Roads)

Inspected and maintained 2159 rural culverts, 543 urban culverts, 78 vehicle bridges and 26 pedestrian bridges

Managed 695km of the TMR network, including 174km of National Highway and 521km of other state-controlled roads

FAST FACTS



Repair work completed at Bluewater Lagoon

Council provided free entry at the Mackay ARC on Saturdays and Sundays when serious structural issues were found at the Bluewater Lagoon in August 2021. Preliminary investigations showed damage to pipes in the complex. The Lagoon was reopened in December following the completion of repairs.



A popular back road was closed for rehabilitation works

Rehabilitation works, including road widening and culvert works, began on the popular back road Glenella-Richmond Road. More than 3500 motorists use Glenella-Richmond Road daily.

Safety was improved for pedestrians and students in South Mackay

The intersection of Evan Street and Paradise Street was permanently closed to through traffic in July. Full project works included a new cul-de-sac connecting George Street to Evan Street, an additional linking lane between English Street and George Street, upgrades to footpaths, pavements and kerb and channel, as well as water main works.



Seaforth students walk, ride and scoot to school

Seaforth State School students walked, rode their bikes and scooted to school as part of a Ride to School Day event to try out council's new Yakapari-Seaforth Road shared pathway. The pathway, which is 2.26 kilometres in length, runs from Seaforth Reservoir Road, in front of Seaforth State School, to Prince Charles Avenue. The pathway is a \$1.3 million jointly funded State Government and council project.



Pound pets are enjoying their new digs

Stage one of council's new Animal Management Centre project was completed in December 2021. It included the construction of a new administration building and kennel building. The new kennel building provides an additional 12 dog enclosures (increasing from 18 to 30) and improved health and safety features. The second stage of the project commenced shortly after with the demolition of the existing facility and the construction of an enforcement dogs and cattery building in its place. Stage two will include an extra 12 enforcement dog enclosures, bringing the total number of dog enclosures in the new facility to 42, as well as 22 cat condos. This \$3.39 million project is jointly funded by the Queensland Government's Building our Regions Fund and Mackay Regional Council.



A new ramp for Slade Point

Work started on the new public boat ramp at Seagull Street in Slade Point. The works included a single-lane boat ramp, 15 car-trailer parking bays and footpaths. The official opening was scheduled for July 28, 2022.

Transport strategy discussions commence

The Mackay Region Integrated Transport Strategy 2021-2036 was adopted in 2021. An action of the strategy was for council to prepare a local area transport plan for the Northern Beaches to support current and planned growth. Council committed funds to start this project this financial year and has started early discussions with Transport and Main Roads (TMR).

Widespread council civil works delivered

Several significant civil construction projects were undertaken across South, East and West Mackay.

Projects included:

- East Mackay drainage improvements
- Warland Street open drainage reconstruction
- Juliet Street pavement rehabilitation
- Milton and Archibald streets intersection upgrade
- Nebo Road water main decommissioning
- Paradise Street - Evan and George streets realignment
- Sydney Street water main replacement.



Capital works

Capital works remains a key focus for council, with 27 contracts totalling \$19,859,218.75 finalised and approved during the 2021-2022 financial year. Of these, 18 contracts totalling \$17,405,022.16 were awarded to local businesses. The largest contracts awarded included:

Project	Local contractor	Amount
Pioneer River North Bank shared path stage two	Fergus Builders Pty Ltd	\$1,415,500
Riverside Link Mackay PDA	Woollams Constructions	\$5,514,240
Sewage Pump Station refurbishment / renewals	Roebuck Civil Pty Ltd	\$2,181,403
Willetts Road shared pathway	Habers Excavations Pty Ltd	\$1,170,647

LIFELONG LEARNING AND ORGANISATIONAL PERFORMANCE



Council received 92,748 enquiries through 1300 MACKAY

Council received 77,695 emails through council@mackay.qld.gov.au inbox (an increase of 9668)

Libraries processed 866,948 loans, including 259,260 digital loans to 52,258 members (including 4747 new members)

Libraries delivered 1185 programs and 124 outreach events across the region which were attended by 17,175 attendees

Sarina Sugar Shed achieved the highest visitation on record (29,005) and had a \$15,292 increase in ticket sales (up 6.81%) and a \$53,128 increase in retail revenue (up 7.85%)

Council's website saw a 19 per cent increase in visitation, with a total of 742,848 visits

Council's Facebook and Instagram pages both grew by more than eight per cent

The Health and Regulatory Services team received 6271 requests for service, with 81 per cent completed within the nominated timeframe

The Animal Management Centre achieved an impressive milestone of three years since a rehomingable cat was euthanised and five years since a rehomingable dog was euthanised



Library Services

There was a decrease in visits to the library this year, with residents making about 271,051 visits to our branches compared to 296,620 the previous year. Items borrowed also saw a decrease from 972,195 items to 866,948. Visitation and loans are still being impacted by COVID-19, something which continues to be felt in public libraries across the country.

 **4747**
new members

 **21,180**
public computer bookings

 **52,258**
active members

 **18,705**
hours of computer usage



New Walkerston Library to cater for growing community

Walkerston Library crossed the road to a more spacious and accessible premises in the Walkerston Shopping Centre on Creek Street. The new premises has 25m² more floor space, offering more room for programs like Baby Bounce and Toddler Time. It also has additional parking including disability parking.

Council Contact Centres

There was an increased utilisation of online services and email enquiries this year. COVID-19 impacted staffing levels and resulted in longer wait times for calls to be answered. In the last six months, take up of council's "call back" function has increased, with the number of call backs requested double that of the previous year. Council is committed to having convenient and easy-to-use options available for our community and has focused on expanding and streamlining online service options. The community can now apply and pay for drainage plans and arrange for a rates payment plan online.



Top five customer request types



4842

Wheelie bin replacements



4739

Phone messages



1950

Mailing address changes



1678

Water leak (public areas)



1502

Planning advice enquiries



Sarina Sugar Shed

The ongoing impacts of the COVID-19 pandemic, border closures, vaccination and mask mandates, the flu strain, significant cost increases, staff shortages and severe weather events along the eastern seaboard affected operations and visitation in 2021-2022. Despite these challenges throughout the year, the Sarina Sugar Shed was able to increase visitation and revenue across its key targets thanks to the hard work of its team. Highlights of the year include:

- added new visitor experiences, including tasting boards, tasting sessions and a daily distillery tour
- undertook a full refurbishment of the café and kitchen areas
- achieved bronze awards for the Food Tourism and Tourism Wineries, Distilleries and Breweries categories at the 2021 Queensland Tourism Awards
- achieved a gold medal for the Sugar Shed Classic and a bronze medal for the Sugar Shed Rum at the 2021 Australian Distilled Spirits Awards
- awarded a Best of Queensland Experience with a rating of 91.4, ahead of the regional and state average
- introduced an online store and upgraded the booking system as a channel manager to accept global bookings
- completed new branding for the Sarina Sugar Shed.



Mackay Entertainment and Convention Centre delivers standout performance

The Mackay Entertainment and Convention Centre (MECC) was a hive of activity throughout the year. Not only did the team host nine engagement activities, 182 onsite events and sell 116,368 tickets (including 7623 to people outside of the region), 2864 students were also supported to visit the MECC by the Pathways to Performance program. The team also delivered several state-of-the-art upgrades, including a number of technical production upgrades and an increase in live streaming capabilities. These works played an integral role in securing future business events and live performances, with strong future bookings secured through until 2025. Overall, the team were very pleased to see a huge growth in event confidence, with increasing numbers of enquiries and attendance across both the MECC and BB Print Stadium. This influx of bookings is expected to contribute significantly to the regional economy, as well as drive tourism and liveability in the Mackay region.

DIGITAL MEDIA

Websites

Council's website saw a 19 per cent increase in visitation this financial year, with a total of 742,848 visits. Several new websites were launched, including the Mackay Waterfront website, giving residents a digital destination to gather more information on this significant initiative for the region. It is expected that the website will gain more visitation as new projects come to fruition. The Sarina Sugar Shed also had a new website developed to allow online bookings and sales. The MECC welcomed a purpose-built website, Mackay Festivals, as a one-stop shop for information on the various festivals held throughout the year. Other council-owned websites had a large increase in visitation, due to an increased use of QR codes, direct links and teasers to direct people to websites and webpages to learn more.

Websites	2020-2021	2021-2022
Mackay Regional Council	622,058	742,848
MECC	148,107	249,360
Artspace Mackay	17,719	21,202
Botanic Gardens	16,726	19,000
Sarina Sugar Shed	28,658	31,140
Mackay City Centre	11,112	11,267
Sarina Field of Dreams	3743	4693
Mackay Waterfront (May 2022)		431



Social media

Council's Facebook and Instagram pages both grew by more than eight per cent, proving to be two of the most popular platforms for audience engagement. Similarly, all council social media platforms experienced solid growth, with the exception of YouTube which was down from last year. This was due to a council video going viral in 2020-2021 financial year, getting more than 1.4 million views, which led to a spike in viewer rates for that year. Council Connect videos had more than 18,500 views combined on YouTube.

eNewsletters

Our subscription base grew 4.25 per cent throughout the 2021-2022 financial year. Mackay Regional Council Libraries' eNewsletter continues to have strong growth, with a large subscription base of more than 18,000.

Council live stream

Recordings of the live streams are available on council's website, YouTube channel and Facebook for members of the public to access at any time. This financial year, the number of views of council meetings grew 31.2 per cent.

Social media	2020-2021	2021-2022	Growth
Twitter	2872	2977	3.6%
Instagram	5120	5554	8.5%
YouTube	1,492,602 views	106,139 views	92% decrease
LinkedIn	6712	7881	17.4%
Facebook	32,500	35,125	8%

eNewsletters	2020-2021	2021-2022
Artspace Mackay	1830	1843
Botanic Gardens	1144	1141
Council Connect	3353	3449
Libraries	17,280	18,377
Recreation Services	1089	1082
Mackay Planning News	1218	1221
Connecting Mackay	3064	2899
Libris Award	454	446
Sarina Sugar Shed	218	485
P-CEP	291	273
Total	29,941	31,216

Council live stream	2020-2021	2021-2022
YouTube	1165	2787
Facebook	1966	2142

HEALTH AND REGULATORY SERVICES



Education from our officers

The Health and Regulatory Services team took a strong focus on education this financial year, holding five school sessions with 108 students. These sessions covered responsible pet ownership and dengue fever awareness. Seven food safety training sessions were also held, with 120 people successfully trained from non-profit organisations as well as food handlers for festivals and events.

Pest management activities

Sites inspected	Requests	Properties baited	Total hours to perform all activities relating to topic
Dingo/wild dog	20	164	915 hours
Pigs	9		610 hours
Invasive plants	82		4822 hours

The table below represents the mosquito control work carried out by the Vector Control team during 2021-2022

Sites inspected	Sites treated	Hectares treated
1672	840	3074Ha

Proactive patrols

The Local Laws team conducted 672 patrols throughout the financial year.

Invasive plants summary breakdown

Plants	Hours
Rats Tail Grass	1561
Sicklepod	546
Other invasive plants	505
Water Hyacinth	295
African Tulip Tree	232
Pathenium	185
Singapore Daisy	108
Salvinia	95
Environmental weeds	86
Water Lettuce	75
Hymenachne	63
Lantana	38
Rubber Vine	38
Navua Sedge	34
Elephant Ear	16
Thunbergia	9



Infringement activity

4229 Regulated parking

515 Local laws - animal related

2 Environmental

1 Development compliance



Environmental health activities

Area	Requests
Food	53 complaints and 470 inspections
Nuisance	166 complaints
Noise	105 complaints
Health /miscellaneous	130 complaints

Eat Safe Mackay

Eat Safe Mackay is designed to provide assistance and incentives to food businesses to comply with food safety laws and to achieve the highest standards in food safety. A food business can receive either no star, two, three, four or five stars. Businesses that demonstrate high levels of food safety standards will receive three, or more stars and can choose to display their food safety star rating onsite and online. The display of Eat Safe Mackay star ratings is voluntary for food businesses. At the end of June 2022, 32 per cent of businesses agreed to display their star ratings and 98 per cent of food businesses were rated three stars or higher. Further information on Eat Safe Mackay, can be found on council's website.

● 0% No star ● 1% 2 star ● 68% 3 star ● 16% 4 star ● 15% 5 star



Licensing and approvals

Premises	Inspections
Accommodation	44
Caravan parks	18
ERA	5
Food	470
Skin penetration	23
Swimming pools	40
Temporary food	9
Permit (commercial)	9
Vending	10
Temporary entertainment events	12
Total	640

Compliance levels varied between premises. However, the majority of premises' compliance levels were at a satisfactory standard. Officers found that accommodation, swimming pools and food businesses had opportunities for improvement relating to structure, storage, handling, water quality and procedures.



Pet registration

This financial year, we recorded 14,754 dog registrations, an eleven per cent increase from 13,251 the previous year. Cat registrations were 2842, a fifteen per cent increase from 2457 last financial year. We impounded 603 dogs and 271 cats. No healthy cats or dogs were euthanised during this period. Of the total animals impounded, 186 cats and 212 dogs had to be either adopted or forwarded to the RSPCA.

Responsible pet ownership: In June 2022 we delivered a registration campaign with social media promotion reaching more than 37,000 people. The campaign and online engagement proved extremely successful in distributing our responsible pet ownership messages across the community.

Year	Cat registrations	Dog registrations
2019-2020	2527	13,489
2020-2021	2457	13,251
2021-2022	2842	14,754

Regulated parking infringements



PayStay

This financial year, revenue from PayStay increased by two per cent over the previous financial year. Revenue from meters continued to decline with an 18 per cent reduction, compared to PayStay and long-term tickets where we saw three per cent and four per cent increases respectively.

Month	PayStay	Meters	Long term tickets
Jul 21	18,111	3010	4580
Aug 21	16,314	1751	3522
Sep 21	16,638	1780	5536
Oct 21	17,385	1971	4166
Nov 21	18,970	2241	4166
Dec 21	14,536	1553	1925
Jan 22	8393	765	4151
Feb 22	13,854	866	3598
Mar 22	17,152	1574	4872
Apr 22	12,368	887	2851
May 22	11,978	570	2549
Jun 22	14,714	776	4160

OUR STAFF

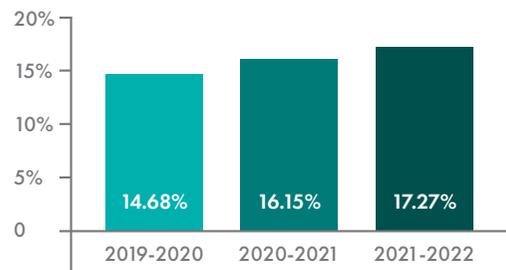
Workforce profile and performance

As of June 30, 2022, council had a total of 1113 employees with the following employment statuses:

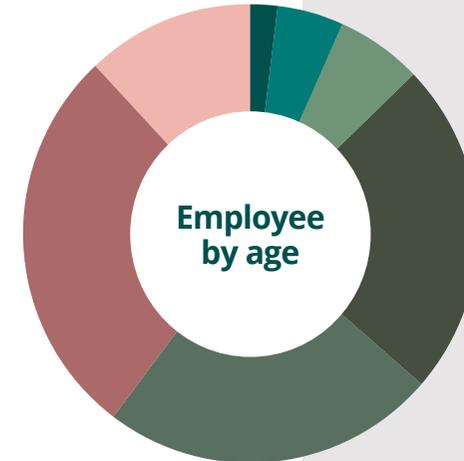
- permanent employees
- fixed term contract employees (includes apprentice/trainees)
- part time employees
- casual employees

Workforce turnover and recruitment

Council strives to be an attractive employer, offering a wide variety of jobs and careers across multiple occupational groups. Between July 1, 2021 and June 30, 2022, council received 3054 job applications across the 452 jobs advertised. Council's workforce turnover (see below) increased by 1.12 per cent, up from the prior 2020-2021 financial year period.



● 32% Female ● 68% Male



- 2% 16-20 years
- 5% 21-25 years
- 6% 26-30 years
- 24% 31-40 years
- 24% 41-50 years
- 28% 51-60 years
- 12% Over 60 years

Individual flexibility arrangements

Council understands the importance of a healthy work-life balance and provides a range of work-life options and benefits to support employees. Contemporary working arrangements are supported by offering a variety of flexible work options to meet business and workforce needs. These include time off in lieu and flexible working hours, part-time and job share arrangements.

Diversity and inclusion

We understand that to truly meet diverse needs, we must model diversity, inclusion and healthy relationships at every level of our organisation. We are committed to building cultural fitness across our workforce and organisation as a whole. Council's extensive range of experience, skills and views are key strengths and critical to the wide range of services we deliver.





Work placements

We facilitated eight work experience placements for 28 secondary school students from the region in 2021-2022. Students gained experience in various areas, including the workshop, Information Services, Libraries, MECC, Botanic Gardens and natural environment.

Apprentices and trainees

Council believes in its responsibility and commitment to employees, apprentices and trainees within our region. As a large employer, we offer opportunities to Mackay residents through a range of initiatives, such as our apprentice and trainee program, academic bursaries, work placement and internal education assistance programs. Over 300 applicants applied for 13 positions this year. Whilst down on last year's application numbers, there was still sufficient interest received. The most popular positions this year were for electrical apprenticeship, human resources and business roles. Council proudly employs 20 apprentices and trainees.



Education Assistance Program

Our Education Assistance Program encourages council employees to undertake formal tertiary studies as an option for ongoing professional development. Council has supported 103 employees under this arrangement since the inception of the program in 2011. Council has approved 11 new applications to commence their study in this financial year.



Commitment to consultation

On March 23, 2022, the Queensland Industrial Relations Commission (QIRC) handed down its decision on the council Certified Agreement (CA) following the full arbitration hearing in Mackay. On April 19, 2022, the Certified Agreement was replaced with The Mackay Regional Council Determination 2022 which will operate until its nominal expiry date of June 30, 2024. Council strives to ensure employees understand the intent and application of the council determination and has provided employees with training and roadshow information sessions on the Mackay Regional Council Determination 2022.

Healthy and supported workforce

Council understands that employees are vital to the delivery of council's vision and have a direct impact daily on the experiences of our clients and community. When our employees are healthy, motivated and have a sense of wellbeing, then the experience and outcomes for our community improves. Health and Wellbeing initiatives promoted to staff and supported by council in 2021-2022 include:

- Health and Wellbeing Committee - representatives of the workforce who have an interest in their own and others' health and wellbeing meet regularly to discuss concerns of the staff or ideas on new health and wellbeing initiatives, such as the annual Health and Wellbeing Expo, held at Paget in 2021.
- Our Health and Wellbeing officer continues to engage with and support staff with the promotion of initiatives and education on topics that can assist their health and wellbeing
- Fitness Passport: a corporate gym and pool membership to inspire staff to exercise regularly through a program that offers value and variety
- Confidential counselling services provided through the Employee Assistance Program
- Regular e-learning sessions on a variety of health and wellbeing topics
- Annual Influenza vaccinations
- Red Cross Red25
- Salary packaging options and a corporate discount program.

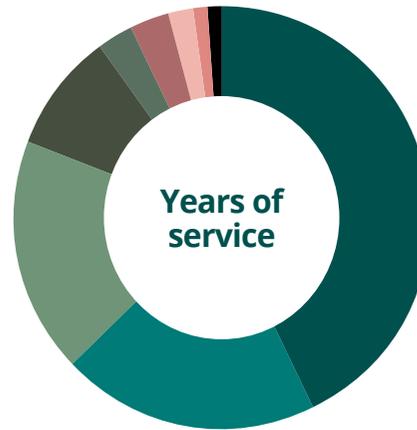
Council recognises the importance of supporting employees in achieving their physical, mental, social and financial health goals.

Celebrating achievements

Recognition of service: Council boasts well-balanced service tenure rates for employees, with more than 37 per cent of employees serving 10 years or greater. Council recognises and celebrates employment anniversaries of 10, 15, 20 and 25-plus years of accumulated service with council and all pre-amalgamated Mackay councils. Eligible employees are presented with a recognition of service gift and a framed certificate.

Reward and recognition program:

Outstanding employee achievement is recognised monthly and annually. A total of 120 award nominations were submitted and the winners were:



Awardee	Award
Derrick Saw	Safety Contribution Award
Tanya Coenraad	Excellence in Client Services
Alex Molloy, Alyssa Zammit, Anna Kahler, Chantelle De Meillon, Colin Gleeson, Derren Blakeley, Duncan Treloar, Elizabeth Crane, Errol Malcolm, Jenny Wells, Kristine Binsair, Lance Jakeman, Leah Chambers, Lee Brake, Linda Single, Lyneale Thrupp, Mark Sleeman, Matthew Smith, Melissa Gorry, Melissa Rogers, Noel Bridgeman, Paul Eaton, Scott Jones, Shane Green, Stephen Scriha, Susan Wyper	One Team Award
David Woods	Sustainability Award
Kalum O'Donnell	Outstanding Newcomer Award
Joanna Harvey	Jason Vassallo Trainee or Apprentice of the Year Award
Ron Ahmat	STAR Award
John Baker	Leadership Excellence Award
Mulum Stone	Mayoral Perpetual Award

External awards

Council is proud to attract, grow and inspire high-quality employees. We are excited when our employees are recognised. In 2021-2022, council and its employees were successfully nominated for and/or won the following external awards:

Awardee	Award	Awarding body
Mackay Regional Council - Strategic Planning	2021 Awards for Planning Excellence - Strategic Planning Project Category - Commendation	Planning Institute Australia
Liticha McMullen	Equity VET Student of the Year - Winner	Department of Small Business and Training (DESBT) - Queensland Training Awards - Central QLD Region
Joanna Harvey	ATSI Student of the Year - Finalist	
Mackay Regional Council	Large Employer of the Year Award - Finalist	
Mackay Regional Council - Water Industry Worker Program	Awards for Excellence - Collaboration Category Finalist	Local Government Managers Australia (LGMA) - Queensland
Chris Vella	Executive Dean's Award - Winner	Charles Sturt University (Session 3, 2021).
Chris Vella	Future of Work Program - Winner	BHP and Australian Government Department of Education (2021-2022)
Joshua Gibson	2021 Mackay Information Technology Network Prize - Winner	Central Queensland University
Sarina Sugar Shed	Excellence in Food Tourism - Bronze	Queensland Tourism Award
Sarina Sugar Shed	Excellence in Food Tourism - Gold	Mackay Isaac Tourism Award
	Outstanding contribution by a volunteer group - Gold	
Sarina Sugar Shed	Sugar Shed Classic - Gold	Australian Distilled Spirits Awards
	Sarina Rum Liqueur 2016 Celebration Edition 2021 - Bronze	

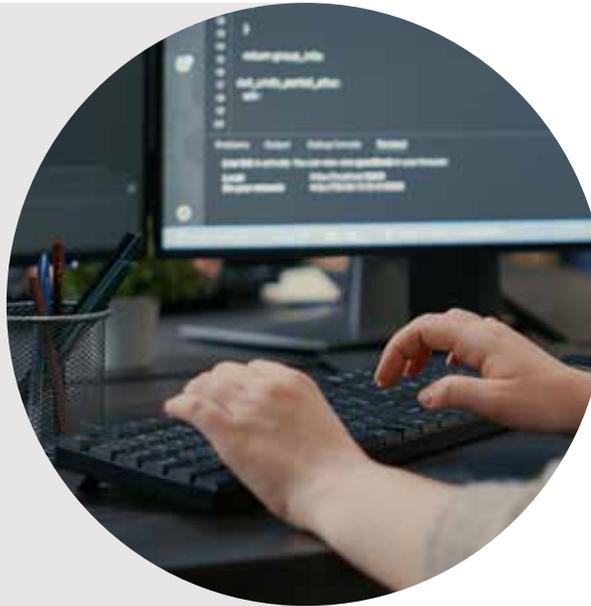
Safety

Safety and wellbeing is one of our leading corporate values and is fundamental to the way we do business. We have reviewed our three-year Safety Strategy and Safety Action Plan, ensuring we have effective activities in response to safety issues. Every new employee at council undertakes an induction program, including corporate and site-specific inductions. During the year we also facilitated 1786 contractor inductions, 310 volunteer inductions and 61 work experience inductions.

We conducted 971 safety interactions and 305 site safety inspections, activities which provide an opportunity to engage with our workforce and identify workplace safety issues and hazards. Our safety performance over the year, in relation to lost time injuries and days lost, decreased slightly, in 2021-2022 we recorded 13 lost time injuries and 233 days lost, compared with 14 lost time injuries and 276 days lost in 2020-2021. Our lost time injury frequency rate has remained lower than the average of all councils in our size category.

Internal and external training was provided across a broad range of topics, including confined space, working at heights, working near overhead powerlines, traffic management, first aid and emergency response. We continued to work closely with other safety teams from other local government areas in our region, sharing knowledge and experiences so that we can all continue to improve our safety performance. We participated in local safety networking forums held by Resource Industry Network and WHSQ.

Whilst our overall safety performance is encouraging, the challenge is to maintain our momentum. This means that we will continue to focus strongly on safety and involve every employee in the organisation as we aim for our goal that no person shall come to harm while working at or visiting council.



Right to information

In 2021-2022, council:

- received 14 Right to Information applications
- a total of 1678 pages were considered
- a total of 1433 pages were released in full
- a total of 205 pages were released in part
- another 33 pages were determined to be contrary to public interest in accordance with the provisions of the Right to Information Act 2009
- no applications were withdrawn
- a total of two applications were listed on the disclosure log on the council website.

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

Official documents

Our Inclusive Workplace Policy and Community Engagement Policy are available on council's website at mackay.qld.gov.au. The Code of Conduct and delegation register (which records the delegated levels of authority and instruments of authority held by all council officers) is also a public document and available on request.

Audit Committee

The Audit Committee (AC) is an advisory committee of council established in accordance with Section 105 of the Local Government Act 2009 and Section 208-211 of the Local Government Regulation 2012. The committee assists council in fulfilling its oversight responsibilities relating to risk management, internal control, governance and external accountability responsibilities. The AC is made up of:

- Mr Peter Tait - independent member and chair until February 24, 2022
- Mr Tim Cronin - independent member until February 24, 2022
- Mr Tim Cronin - chair from February 25, 2022
- Ms Monica McKendry - independent member from February 25, 2022
- Cr Greg Williamson - Mayor (voting)
- Cr Martin Bella - councillor (voting)
- Cr Karen May - councillor (non-voting)
- Cr Belinda Hassan - councillor (non-voting)

During 2021-2022, the committee met five times.

Internal audit

The internal audit function is an integral component of our corporate governance framework. It operates under an approved charter and complies with State Government legislative requirements, as well as meeting the professional standards of the Institute of Internal Auditors. In accordance with legislation, internal audit reviews are undertaken according to the Internal Audit Plan endorsed by the Audit Committee and approved by the CEO. The purpose of our internal audit function is to provide the independent assurance and advice to improve operations by evaluating the effectiveness of governance, internal control and risk management. In addition to the traditional role of internal audit, the focus is also on “adding value” by working with management to recommend improvements to systems, processes, work practices, compliance and business effectiveness.

Activities in 2021-2022 included:

- internal audit reviews - business process documentation review, infrastructure assets - condition and maintenance, human resources, sundry debtor management, COVID-19 fraud impact assessment, customer request management and asset accounting - work in progress
- development of Internal Audit Plan 2022-2023
- an independent external assessment was undertaken of the council internal audit function in accordance with the International Standards for the Professional Practice of Internal Auditing
- monitoring the actions resulting from internal and external audit recommendations.



Code of conduct

In accordance with sections 45 and 47 of the Local Government Act 2009, council resolved not to apply the Code of Competitive Conduct (the Code) to the following business activities: Mackay Entertainment and Convention Centre, Sarina Sugar Shed, off-street parking and sporting facilities. Ultimately, council determined the costs of applying the Code would outweigh the benefits, and the activities have significant non-commercial objectives. We do not conduct any other business activities or prescribed business activities.

Significant business activities

Below is a list of all business activities that council has conducted during the financial year. When assessing business activities as part of the compilation of the 2021-2022 original budget, section 19 of the regulation prescribes the threshold that a business activity must meet to be a significant business activity for a financial year.

- If the business activity is the provision of combined water and sewerage services, the threshold is 10,000 or more premises being connected to a water service as at June 30 of the financial year ending immediately before the current financial year.
- For any other business activity, the threshold is expenditure of at least \$9.7 million for the financial year ending immediately before the current financial year.

Council has two significant business activities - Mackay Water and Mackay Waste. In accordance with legislation, it was resolved that these business activities be conducted as business units. No new significant business activities were identified during the year.

Controlled entities and beneficial enterprises

Controlled entities

- Mackay Region Enterprises Pty Ltd (resolved intention to wind up)

Beneficial enterprises

- Whitsunday ROC Limited (trading as Greater Whitsunday Council of Mayors)
- Mackay Regional Housing Company (trading as Connect Housing Group)
- Mackay Tourism Limited (trading as Mackay Isaac Tourism)
- Woodlands Andergrove Joint Venture Housing Development (in conjunction with Economic Development Queensland – previously Urban Land Development Authority)
- Regional Development Australia Mackay-Isaac-Whitsunday Inc (RDA)
- Greater Whitsunday Alliance Limited (GW3)
- Regional Queensland Council of Mayors Inc.

MACKAY WATER SERVICES



Water Services:

- is a commercialised business unit of Mackay Regional Council that is responsible for the delivery of water and sewerage services for the regional community within the Mackay Regional Council Local Government Area
- is committed to providing high quality, safe and reliable water for business and household needs
- provides collection, treatment and disposal of wastewater in accordance with our environmental obligations.

Our vision

Is to be an innovative water service provider recognised for its commercial performance, that provides regional leadership, has the respect of its clients and industry regulators and prides itself on its sustainability.

Our mission

We are committed to delivering sustainable water services to the Mackay region in an efficient and commercially responsible manner.

Our overview

We have 135 staff and an annual operating expense budget of \$95.33 million and a capital budget of \$25.97 million.

Our operations are carried out in accordance with the Annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.



In 2021-2022 council:

- provided treated water services to 38,931 residential connections and 3722 commercial and industrial connections - a total of 97,327 consumers
- provided sewage collection and treatment services to 39,713 residential connections and 2527 commercial and industrial connections - a total of 42,240 clients
- provided high quality non-potable recycled water from the Mackay South, Sarina and Mirani water recycling facilities to 27 local farmers and two public recreational facilities for irrigation purposes
- performed 3805 plumbing inspections, about 1.5 per cent less than the previous financial year and completed 878 plumbing approvals, about 16.5 per cent less than the previous financial year
- received 1565 notifiable works (plumbing and drainage) and completed the required five per cent audit inspections
- conducted 156 trade waste audits and issued 90 approvals to discharge trade waste to sewer
- delivered the 'Watch the Flow' Water Education Program to 1875 students
- sent more than 63,000 water leak notifications, reducing the number of concealed leak concession applications to 97.

Major projects

- Completed water main renewals at Hume Street, West Mackay, Range Road, Sarina, Brisbane Street, Mackay, Bedford Road, Andergrove and Sydney Street
- Renewal of Mt Bassett Sewage Pump Station - a \$1.9 million capital improvement project
- Improvement project at the Mackay South Water Recycling Facility (MSWRF) which involved replacing diffusers across the four batch reactors
- Continuation of the \$16.2 million upgrade to the Mirani Water Recycling Facility, which is nearing completion
- Improvement project at the Mackay North Water Recycling Facility (primary treatment area) which involved the replacement and renewal of inlet screens.

Service delivery

- Inspected 625 maintenance manholes
- Repaired 83 sewer maintenance manholes
- Relined 50 sewer maintenance manholes
- Inspected 127 sewer manholes using CCTV cameras
- Completed the Paradise Street sewer rising main repair.

Monitoring and testing

In 2021-2022 the laboratory:

- purchased new equipment which expanded its capability and efficiency. The new instrumentation means that only a small percentage of samples are outsourced and sent to external laboratories for analysis
- achieved continuation of National Association of Testing Authority (NATA) accreditation. Over 90 per cent of all tests performed in the laboratory are NATA accredited
- performed testing and supplied scientific advice to neighbouring councils - Isaac, Whitsunday and the Central Highlands
- had over 20 regular clients that included local and state-wide companies as well as individual members of the community
- performed over 350,000 individual tests
- gave in-kind support to local environmental groups, university and TAFE students.

Awards and presentations

The following tables list the awards the Water Services team received and the presentations that were given by our team during the year.

Awardee	Award	Awarding body
Mackay Regional Council - Water Services	Best of the Best Queensland Water Taste Test 2021 - Winner	Water Industry Operators Association (WIOA)
Mackay Regional Council - Water Services	2021 Best Tasting Tap Water in Australia - Finalist: Marian Water Treatment Plant	Water Industry Operators Association (WIOA)

Conference / event	Name of paper/ presentation	Staff member
Queensland Water Annual Forum incorporating Automated Metering Workshop, Redland September 7-9, 2021	'Automated Meter Reader (AMR) Project Update'	Andrea Thayer
Central NSW Joint Organisation of Councils, online, November 22, 2021	'Automated Meter Reader (AMR) Project Update'	Andrea Thayer
Australian Water Association (AWA) OzWater '22, Brisbane May 10-12, 2022	Poster Presentation: 'Lifting the Game - Assisting a Regional Council with their Pipeline Condition Assessment'	Avneet Sethi

Partnerships

Choose Tap coalition

Water Services continued to work with the national Choose Tap coalition in the 2021-2022 financial year raising awareness about the health, environmental and financial benefits of drinking tap water.

Water Industry Worker (WIW) Program

The WIW Program is in its third financial year, with Mackay Regional Council continuing to lead the project across the region with the provision of a project coordinator considered a key success of the program. Continuing the focus for obtaining formal qualification of employees within field-based maintenance and construction teams of reticulation, civil and sewage workforces, the program enrolled 51 participants from 11 councils in the 2021-2022 financial year. The conclusion of funding on June 30, 2022, prompted a review of the program commissioned by the Queensland Water Directorate (QWD) for QWRAP. All feedback was positive, and benefits were acknowledged on the advantages of face-to-face training, formalising the skills of workers, and the networking opportunities seen with collaboration hub training. A funding application bid for continued coordination and expansion of the Water Industry Worker training program for a further three years is subsequently under submission.

Queensland Water Regional Alliance Program (QWRAP)

Our involvement with the QWRAP gained momentum during 2021-2022. The increased funding for QWRAP allows the nine regions to continue working on common goals and projects to enhance levels of service and water quality protection, ultimately protecting the environment and public health of our community.

Enhanced regional collaboration and accelerated growth supports strategies to build future water sector roles and provide greater sharing initiatives.

CTM Water Alliance

The water business of Cairns, Townsville and Mackay councils (CTM Water Alliance) worked on a single water-business design and construction code for use across all three council businesses. The CTM Water Alliance Design and Construction Code (CTM Code) is based on the Southeast Queensland Water Supply and Sewerage Design and Construction Code and presents a comprehensive and united set of technical standards for water supply and sewerage infrastructure specifically designed for use across North Queensland. The CTM Code was adopted by council resolution in November 2020 and remains in implementation phase.

The Whitsunday, Isaac and Mackay (WIM) Water Alliance

The WIM Water Alliance continued their collaboration and teamwork during the financial year. Innovation in research has been strengthened with two more joint projects undertaken - the optimisation of solar energy at Bowen Water Treatment Plant and assessing presence of contaminants of emerging concern (CEC) associated with WWTP discharges. These joined the ongoing research project to develop an in-field biosensor for nitrogen detection in waterways with expertise drawn from Central Queensland University (CQU) and WIM Alliance entities. The Alliance Work Plan activities over the 2021-2022 year have continued to focus on the strategic objectives contained in its terms of reference and the QWRAP priorities including WIW initiative and aligning regional SCADA systems.

HIGHLIGHTS

Bloomsbury residents meet to discuss water supply

Bloomsbury residents were invited to take part in a vital planning session for the region's water supply. Preliminary investigations and planning were under way for a new water main to supply Bloomsbury from the Midge Point Scheme. This proposal was due to bore water supply issues being experienced. Council wanted to work together with the community to reach the best possible long-term solution.



Water recycling plant upgrades ensure they are future-ready

The Mackay South Water Recycling Facility (MSWRF) underwent one of the biggest maintenance projects ever undertaken by council at a water treatment plant. The project involved replacing diffusers across the four batch reactors. This was a process that took place over three months and required a huge team effort between contractors, council's own maintenance operations teams and our environmental and laboratory staff.



How many times do you reach for the tap?

October 17 to 23 was National Water Week and residents and children were encouraged to participate in a number of water-saving activities to help conserve our precious resource. The main event was Water Night, which took place on Thursday, October 21. Residents were asked to avoid using their taps for 12 hours. The event encouraged participants to be more mindful of turning on the tap.

Midge Point gets taste of renewed water supply

Significant works to the Midge Point water infrastructure was completed after capital and operational works to improve the water were accelerated in January. Residents had been experiencing discoloured water for some time, primarily due to high quantities of iron and manganese in the raw water source.



Residents asked to reduce water use during repairs to sewer main

Council called on all residents to reduce their water usage to help to ensure sewage was not leaked into the environment during one of its largest coordinated repair jobs in June. More than 55 crew members across five locations undertook a major repair to a section of damaged sewer main on Paradise Street over two nights on June 4 to 6. The works were conducted on council's southern sewerage rising main. The critical asset is the main pipeline that carries more than 18 million litres of sewage every day from the city to the Mackay South Water Recycling Facility at Bakers Creek.

ANNUAL FINANCIAL STATEMENTS

Our assets and asset value

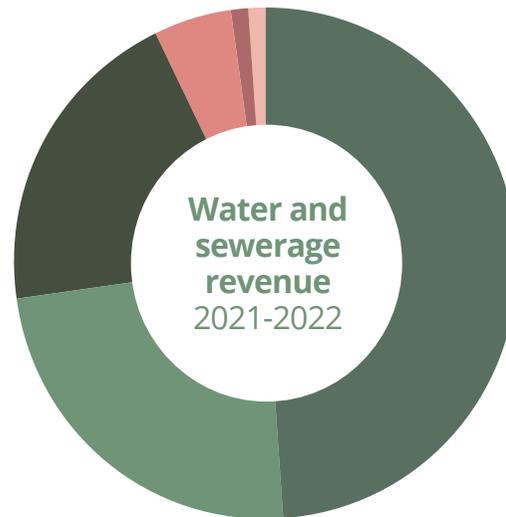
Asset category	Asset type	Qty
Raw water	Dams/weirs	1
	Surface water pump stations	2
	Groundwater bores	28
Water treatment	Water treatment plants	3
	Water treatment facilities	11
Water distribution network	Service reservoirs	40
	Water pump stations	36
	Water mains (km)	1214
Sewage collection network	Sewage network (km)	969
	Sewage manholes	17,180
	Sewage pumping stations	189
Sewage treatment	Sewage treatment plants	4
Recycled water	Recycled water storages (main)	5

Asset	Total replacement value	Written down value as of June 30, 2022
Water	\$ 891,328,078	\$ 479,968,587
Sewerage	\$ 1,026,418,377	\$ 680,013,774

The written down value is the difference between the replacement value and the current accumulated depreciation. The reported asset values relate to property, plant and equipment.

Where our money came from

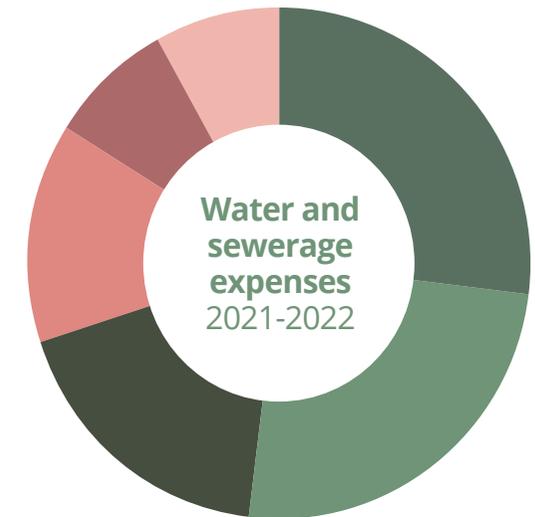
Our operating revenue for the 12 months ending June 30, 2022, totalled \$97.5 million, with 93 per cent generated from rates, access and usage charges.



- 49% Sewerage access fees
- 24% Water usage
- 20% Water access fees
- 5% Fees and charges
- 1% Recoverable works
- 1% Other income

Where our money went

Our operating expenditure for the 12 months ending June 30, 2022, totalled \$98.6 million. The main expenses were depreciation and amortisation, dividend and notional tax, and materials and services.

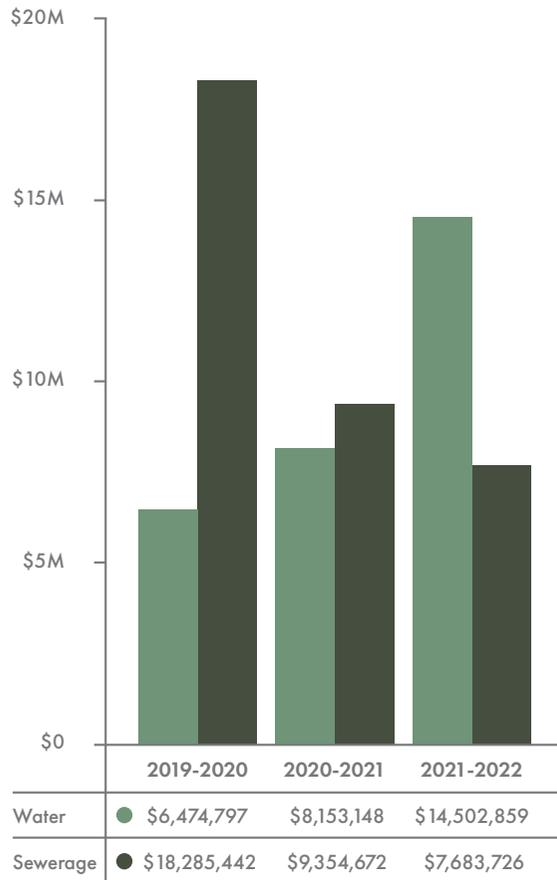


- 27% Depreciation and amortisation
- 25% Dividend and notional tax
- 18% Materials and services
- 14% Employee costs
- 8% Competitive neutrality costs
- 8% Finance costs

Investing in infrastructure

We spent \$22.19 million during the year on water and sewerage infrastructure. This was \$4.68 million more than the previous year, which was used to complete significant projects including water main and sewer renewal replacement programs and the Koumala water supply upgrade.

Capital expenditure past three years



Community service obligations

Council supported local not-for-profit community groups with water and sewerage services totalling \$204,786.

Water access charge

The annual water access charge in 2021-2022 was \$377.10. Properties where a metered water supply was connected were charged on a per factor basis. Vacant land was allocated one factor per allotment.

Water consumption tariffs

Council is responsible for providing water and sewerage infrastructure to existing and future users of these services. The charges are listed below:

Tariff 1	0-150 kilolitres per half year	\$1.86/kl
Tariff 2	Over 150 kilolitres per half year	\$2.76/kl

Sewerage access charge

The annual sewerage access charge in 2021-2022 was \$911.90. Charges were based on the number of sewerage pedestals or urinal services installed on the premises. Vacant land was allocated one per allotment. Single occupation residence had a maximum of one pedestal charge.

Cross subsidies evaluation

No cross subsidies existed between consumer classes in the provision of water and sewerage services.

Customer service standards

We are committed to delivering quality water and sewerage services to enhance our community. This commitment and the acceptable guidelines for the delivery of water and sewerage services is outlined in our Customer Charter, available at: mackay.qld.gov.au/watercharter

MACKAY WASTE SERVICES



Waste Services:

- is a commercialised business unit of Mackay Regional Council and is responsible for weekly waste and fortnightly recyclable bin collection services, processing of recyclables, transfer station management and operations, landfill and haulage management and operations, green waste processing, resource recovery operations, legacy waste management and landfill gas management.

Our vision

Is to be an innovative waste service provider recognised for its commercial performance, that provides regional leadership, has the respect of its clients and industry regulators and prides itself on its sustainability.

Our mission

Is to deliver sustainable waste services to the Mackay region in an efficient and commercially responsible manner.

Our overview

We had 10 active staff on the reporting date and an annual operating expense budget of \$27.72 million and a capital budget of \$529,000.

Our operations were carried out according to the Annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.

HIGHLIGHTS

In 2021-2022 council:

- responded to 10,600 client service requests, 1989 more than the previous financial year
- serviced a total of 2,687,448 waste and 2,677,179 recycling bins (Rateable services - 51,682 weekly waste collection services and 25,742 fortnightly recycling bin collection services)
- collected 34,870 tonnes of household waste
- collected 7095 tonnes of kerbside recycling, 632 tonnes less than the previous year
- replaced 3756 waste bins and 816 recycling bins
- received 10,735 additional tonnes of recyclables from commercial and other regional council collections, 1162 tonnes less than the previous financial year
- processed 5959 tonnes of green waste, 651 tonnes less than the previous financial year
- delivered 77 waste education lessons to 3072 members of the community
- organised 14 sites for the Great Northern Clean Up and collected 3.32 tonnes of rubbish
- provided eight free composting and worm farm workshops to 218 members of the community
- disposed of 96,005 tonnes of waste at Hogan's Pocket landfill, 3033 tonnes more than the previous year
- destroyed 28,518 tonnes of carbon dioxide equivalent (Co2-e) from Hogan's Pocket Landfill via gas flaring
- recovered 2902 tonnes of material through our Resource Recovery Facility.



The biggest community clean-up

The Great Northern Clean Up happened in the Mackay region on August 28 and 29 across 14 different sites.

New baler ensures efficient recycling

Processing recyclables became a little easier following the installation of a new baling machine at council's Materials Recovery Facility. The new automatic horizontal baling machine provided a more efficient way of storing and transporting recyclable items. The machine was installed at a cost of \$257,200, replacing a 17-year-old machine that had reached the end of its lifespan.

Learn more about your recyclables this National Recycling Week

From November 8 to 12, council celebrated National Recycling Week with the message "Recycling, it's not rubbish". The public attended tours of the Materials Recovery Facility at Paget to find out what happens to their recyclables and why it was important to recycle right.

Council takes sustainable approach to concrete projects

Mackay Regional Council has become the first organisation in Queensland to use an innovative and sustainable recycled aggregate replacement in concrete pours. The Wonder Recycling Rewards program donated three and a half tonnes of Polyrok to use in future community infrastructure projects. Polyrok aggregate, produced by Victorian-based business Replas, is made from recycled soft plastic, like bread bags, and is incorporated into concrete in place of mineral aggregate. The three and a half tonnes used by council in its trial project represents 830,000 plastic bags.



Recyclables sent to market

We processed 16,520 tonnes of recyclables at our Materials Recovery Facility (MRF) and sent these to market. This was 8.5 per cent less than the previous financial year. We received a decrease in paper, cardboard and mixed plastics.

Recyclables	2019-2020	2020-2021	2021-2022
Glass	2536.8	3622	2465.05
Paper and cardboard	10,322.9	10,871	9676.44
H.D.P.E.	150.4	154	208.73
P.E.T.	162.6	195	160.78
Aluminium	108	124	121.14
Steel/tin	291.9	188	405.43
Mixed plastics	483	455	453.74
Landfill	1739.6	2328	3028.92
Total	15,795.2	17,937	16,520.23



Environmental monitoring and management

We performed regular environmental monitoring at both our operational and closed landfill sites. The following activities occurred in 2021-2022:

- groundwater monitoring was undertaken quarterly at active, inactive, and former landfill sites in accordance with environmental authority conditions
- surface water was monitored quarterly at 13 sites, including Hogan's Pocket and Bayersville. Leachate monitoring also occurred at these two sites
- landfill gas monitoring was undertaken during the reporting period at 19 different operational and closed landfill sites, including Hogan's Pocket, Bayersville, Koliyo and Seaforth.



Client service standards

Our client service standards are a result of legislative and/or regulatory requirements and key performance indicators as set by council.

Service standard	Measure	Indicator
Waste collection service	Once a week	●
Recyclable collection services	Once a fortnight	●
Bins not collected on scheduled service day	< 0.1%	●
Provision of new bins for a new standard service request	Three business days	●
Repair or replacement of bin upon customer request	Next collection day	●
Perform waste minimisation education sessions at the MRF, in schools and the community each year	50 p/a	●
Organise a minimum of 10 council registered sites for 2021 Great Northern Clean Up	10	●
Waste disposal facilities open on published days and operating times	100% compliance	●

- Full compliance in all areas
- General compliance with some exceptions
- Significant non-conformances against standards

Customer service standards

We are committed to delivering excellent customer service, environmental management and efficient operation. This commitment and the acceptable guidelines for the delivery of waste services is outlined in our Customer Charter, available at: mackay.qld.gov.au/wastecharter

Partnerships

LAWMAC

Council continued to be a member of the Local Authority Waste Management Action Committee (LAWMAC) Inc. During the 2021-2022 year, LAWMAC became an incorporated Not-For-Profit association representing the regional areas of Northern and Central Queensland comprising a membership of 29 local government councils and 40 waste industry corporate members dedicated to best practice waste management and resource recovery. The main areas of advocacy are focused on improving funding for regional local governments for waste management, to enable the successful implementation of the recently adopted Queensland Government's Waste and Resource Recovery Strategy and the National Waste Plan. With the new association, a councillor and management representative from council represent the GWCoM region on the Management Committee.

DrumMUSTER Initiative

Council continued to provide DrumMUSTER collection sites, so residents could recycle their empty farm chemical containers during the year. The following sites had collection points; Bloomsbury, Gargett, Koliyo and the Seaforth transfer stations as well as the Paget and Sarina waste management centres.

Paintback Scheme

Council continued to house a Paintback Collection point at the Paget Waste Management Centre, so residents and tradies could recycle their unwanted paint. This scheme diverted paint from landfill.

Fertiliser Bag Recycling Scheme

Council continued to be a host in the fertiliser bag recycling scheme, with collection points at six sites throughout the region. This enables farmers to recycle their unwanted used fertiliser bags and divert farm waste from landfill.

ANNUAL FINANCIAL STATEMENTS

Our assets and asset value

Asset category	Asset type	Qty
Landfill	Active	1
	Inactive (legacy)	20
Disposal facilities	Waste management centre	1
	Transfer stations	9
	Green waste only facility	2
Recyclate receivals	Material recovery facility	1
	Resource recovery facility	1

Asset	Total replacement value	Written down value as of June 30, 2022
Waste	\$101,797,076	\$48,287,218

The written down value is the difference between the replacement value and the current accumulated depreciation. The reported asset values relate to property, plant and equipment.

Waste levies

Waste facilities operations charge - \$158.75

This is applied to all assessments and partially funds council's waste program. The charges and gate fees fund residual program costs.

Refuse service charge - \$278.00

This funds bin service and contributes towards bin collection, processing and disposal costs.

Council received an advanced waste levy payment in 2021-2022 financial year from the Department of Environment and Science totalling \$14,910,899 as an initiative to encourage businesses to reduce, reuse, recycle and only send waste to landfill if it cannot be recovered. This waste levy is intended to offset the cost of household waste and to assist council in implementing the waste levy over the next four financial years.

Where our money came from

Our operating revenue for the 12 months ending June 30, 2022, totalled \$29.9 million, with 96 per cent generated from rates, and fees and charges.



- 44% Refuse service charge
- 28% Waste facility manage fee
- 24% Fees and charges
- 3% Other income
- 1% Interest received

Where our money went

Our operating expenditure for the 12 months ending June 30, 2022, totalled \$26.9 million. The main expenses were materials and services and dividend and notional tax.



- 59% Materials and services
- 17% Dividend and notional tax
- 8% Depreciation and amortisation
- 7% Competitive neutrality costs
- 6% Employee costs
- 3% Finance costs
- 3% Unlabeled



Dump vouchers

In a concerted effort to keep our region clean and tidy, we continued to provide three dump vouchers per rates notice to residential properties in 2021-2022. The vouchers were valid for the disposal of self-hauled domestic and green waste under one tonne. Voucher usage totalled \$579,211.

Community service obligations

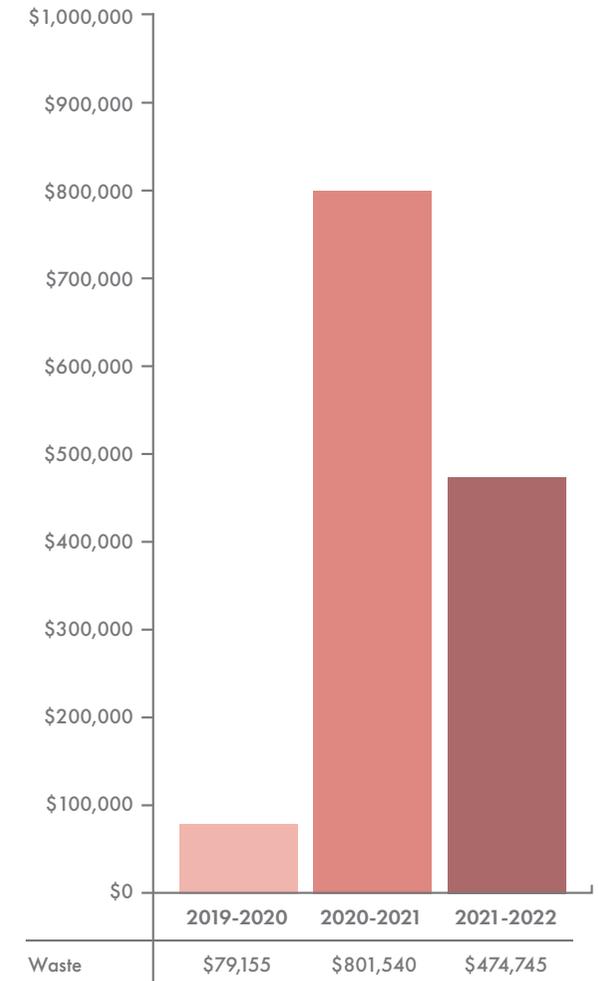
We provided waste disposal support to not-for-profit community groups during the year totalling \$40,672.

Investing in infrastructure

In 2021-2022 council spent \$474,745 on waste infrastructure. This included new waste oil disposal facilities at a number of rural transfer stations, re-sheeting of green waste hardstand areas, stage one of Hogan's Pocket batter chute replacement and environmental monitoring. The green waste hardstand areas project was jointly funded by the Australian Government's Local Roads and Community Infrastructure Program and Mackay Regional Council.



Capital expenditure past three years



COMMUNITY FINANCIAL REPORT



Vision

Corporate Plan 2022-2027

Strategy

- 10-year Long Term Financial Forecast
- Asset Management Plan
- Local Government Infrastructure Plan

Direction

Operational plans, annual budgets, fortnightly council meetings and strategic advisory committee

Monitoring

Budget and operational plan reviews, monthly strategic financial reports and departmental performance reports

Inform our community

- Annual Report
- Independent Annual Audit
- Audit Committee
- Public access to audit reports and council minutes

How we report

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

Statement of Comprehensive Income:

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

Statement of Financial Position:

What do we own and owe at year end?

Statement of Cashflows:

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?

Amounts disclosed are rounded to the nearest thousand (\$000) unless otherwise stated.

STATEMENT OF COMPREHENSIVE INCOME



This statement presents council's consolidated revenues (where the money comes from) and expenses (where the money is spent). 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 (for example, 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 (for example, developer contributions or grants used to maintain and/or expand the region's infrastructure).

The operational result of council's operations (total revenue less total expenses) shows if an operational surplus or deficit was reported during the year. This is graphed to the right and excludes capital items.

The COVID-19 outbreak continued to impact the broader economy from its initial declaration as a global pandemic in March 2020 by the World Health Organisation. Council's operations continue to respond in accordance with the National Cabinet's directives.

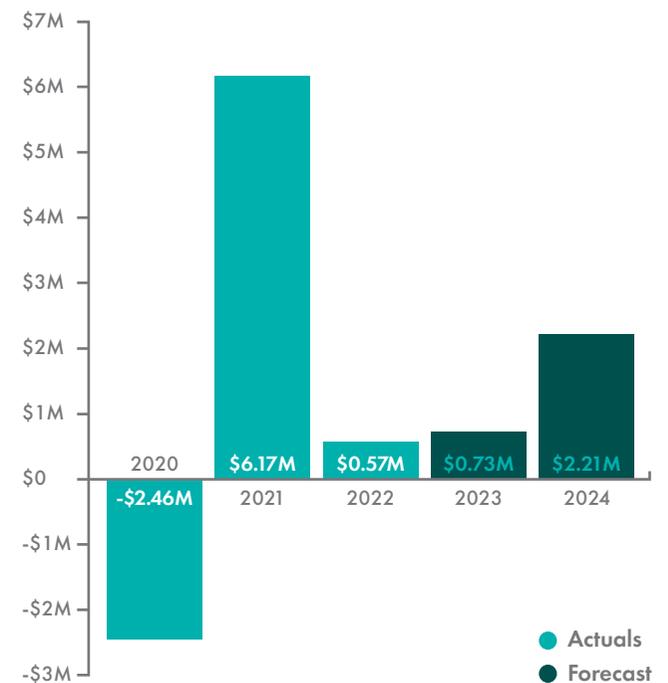
During the period council operations returned to business-as-usual following Mackay's better than expected economic recovery during the 2021-2022 financial year.

Council reports an increase of \$9.7 million in total operating revenue in comparison to the prior year. Decreases in grants and subsidies and interest income from reduced market rates are offset by increases in rates, and charges and fees (mainly from increased development activity).

Council experienced a net increase of \$15.3 million in operating expenses for the reporting period. Materials and services represent a significant amount of this variance. Finance costs also notably increased, following a one-off market realisation fee associated with the early release of council's sewerage loan.

Council is currently forecasting an operational surplus in the 2022-2023 financial year of \$0.7 million, continuing to increase in the 2023-2024 financial year. The local government maintains a financially sustainable long-term outlook and remains focused on continuing to provide a wide range of services to the community.

Operating result



Total revenue - where our money came from

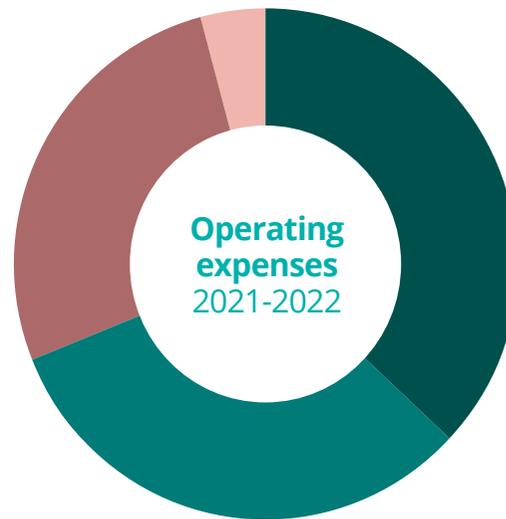
Total revenue of \$321 million was recognised during the 12 months ending June 30, 2022. Operational revenue represents 86.4 per cent of this amount, with the remainder being capital revenue received through grants, subsidies, contributions and donations and other capital income. Capital revenue relates to the capital funding of infrastructure mainly through contributions or donated assets. Council's operational revenue is generated from the below sources:



- 81% Rates and charges
- 8% Fees and charges
- 5% Grants, subsidies, contributions and donations
- 3% Sales contracts and recoverable works
- 2% Other recurrent income
- 0.6% Interest received
- 0.4% Rental income

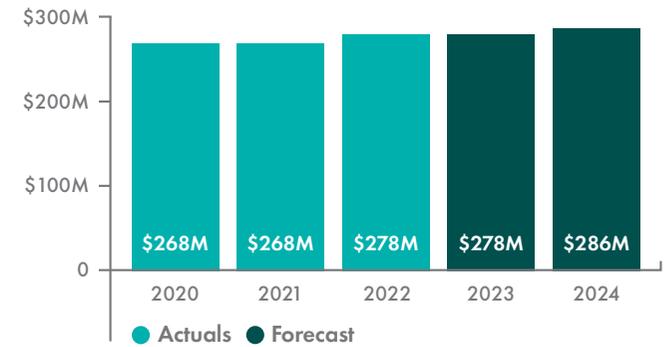
Expenses - where our money goes

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



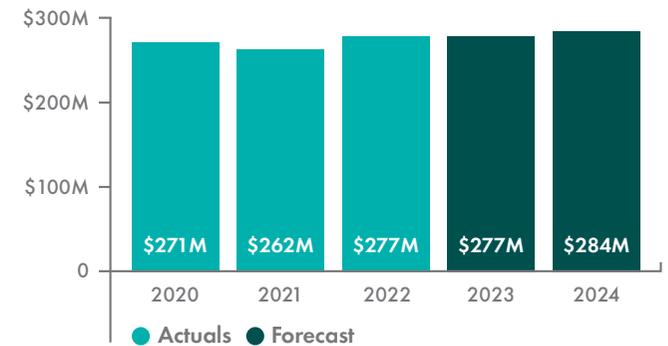
- 37% Materials and services
- 32% Employee benefits
- 27% Depreciation and amortisation
- 4% Finance costs

Operating revenue



Council actively seeks revenue from other sources and attempts to maximise investment earnings to assist in funding the many services council provides.

Operating expenses



The level of council's expenditure is monitored constantly throughout the year. Detailed budgets are prepared at the beginning of each financial year and performance is measured against these budgets through regular budget reviews, ensuring funds are utilised as efficiently as possible. Council's recognised operating costs of \$277 million during the financial year and expended a further \$93 million on capital projects. Major capital expenditure recognised in the period included: water infrastructure \$14.5M | sewerage infrastructure \$7.7M | roads, bridges and drainage \$46.8M | parks and environment \$3.5M

STATEMENT OF FINANCIAL POSITION

The statement of financial position measures what council owns and owes to relevant stakeholders at the end of the financial year. The result of these two components determines the net wealth of council, which is also the net wealth of the community. Our community's net wealth at the end of the financial year was \$3.7 billion.

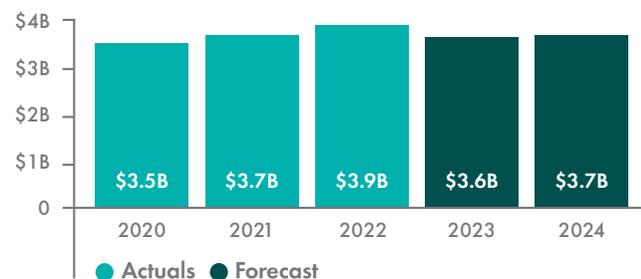
Statement of financial position as at June 30, 2022 (\$'000's)	
Assets (what we own)	\$3,883,917
Liabilities (what we owe)	\$214,045
Equity (community wealth)	\$3,669,872

Assets - what do we own?

The bulk of council's assets are in the form of infrastructure, such as roads, drainage, water and sewerage assets. These asset types collectively make up 78 per cent of council's total asset base. Significant parts of council's expenditure in the long-term financial forecast are focused on the construction, upgrade and renewal of these assets. The table illustrates council's assets as at June 30, 2022. Cash and cash equivalents and investments (fixed term deposits) represent 4.4 per cent of council's \$3.9 billion total assets as at June 30, 2022. Investments are separately classified from cash and cash equivalents and represent term deposits with fixed interest rates, held for periods greater than three months.

Total property, plant and equipment asset values		
Asset class	Asset value (\$'000's)	Written down value (\$'000's)
Buildings	\$283,910	\$170,344
Land	\$162,555	\$162,555
Plant and equipment	\$81,396	\$43,361
Roads, bridge and drainage network	\$2,901,300	\$1,920,848
Sewerage	\$1,004,908	\$658,978
Site improvements	\$229,866	\$144,122
Water	\$878,761	\$468,412
Works in progress	\$101,106	\$101,106
Total	\$5,643,802	\$3,669,726

Total assets



Liabilities - what do we owe?

Liabilities are the amounts council owes to suppliers, employees and lenders both now and in the future. The bulk of council's liabilities are in the form of loans and provisions (61 per cent of total liabilities). Borrowing to undertake the construction or purchase of long-term assets is an effective way of spreading the cost of infrastructure over the life of the assets in such a way that those deriving a benefit from the investment pay for it as it is being used. Provisions include retainment of funds to rehabilitate waste and quarry sites administered by council as well as expenses relating to employee entitlements (ie, long service leave). Council's long-term financial forecast reflects a concerted effort to reduce debt and borrowing over the life of the plan. Council has not borrowed any funds for the past five financial years, concentrating on the repayment of existing debt. Council's outstanding debt at financial year end was \$66 million. The graph below shows a significant reduction from prior years following the early release of council's sewerage loan.

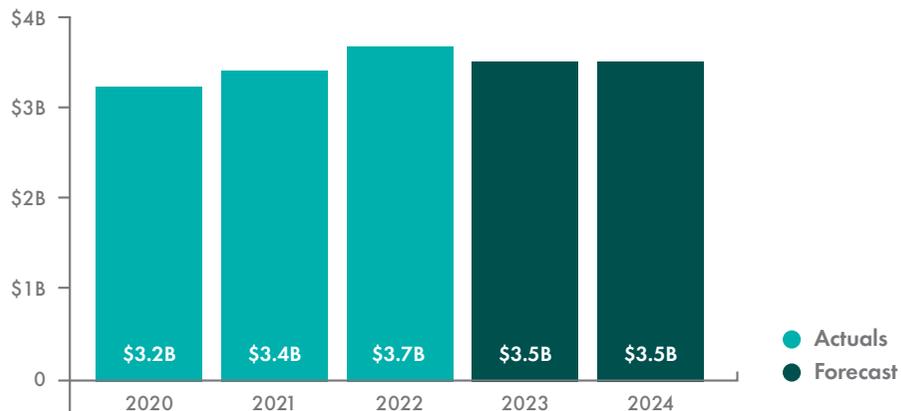
Borrowings



STATEMENT OF CHANGES IN EQUITY

This statement measures the change in our net wealth – what council owns, less what it owes. Community equity consists of the asset revaluation surplus and the retained surplus, which increased by a net movement of \$263 million during the year. This followed recognition of cumulative cost increases applied to majority of council’s financial asset classes, and comprehensive revaluation of water and sewerage infrastructure. The long-term financial forecast, represented by the financial years 2023 and 2024 is still to be updated to reflect closing June 30, 2022, balances. This is anticipated to result in an increase in net assets and reported equity when completed.

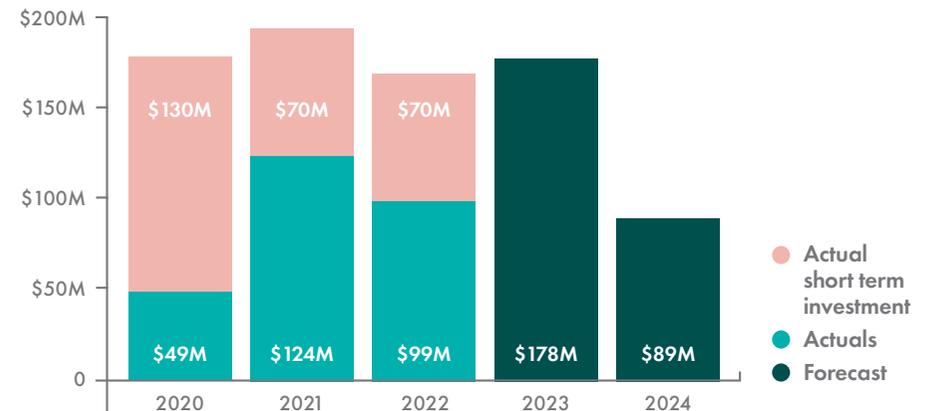
Equity



STATEMENT OF CASH FLOWS

This statement identifies how council received and spent its money during the year. The result details what cash is available at year end. While council’s cash balance is \$99 million at the end of the year, it is important to note that an additional \$70 million is held in short-term cash investments (term deposits) that are separately classified at June 30, 2022. Council pools and invests funds throughout the year in low-risk, short-term investments in accordance with our investment policy, with the aim to optimise the best rate of return. Looking forward, council’s short and long-term cash flows indicate that sufficient cash is available to meet recurring activities and capital expenditure.

Cash at bank



Moving forward

Council's financial results are reflective of a strong economic base and a sound capacity to service its obligations. Our long-term financial forecast provides a plan for the challenges and demands council faces now and into the future. Consideration has been given to the long-term impacts of COVID-19 in the compilation of estimates, judgements and calculation methodologies used in the long-term forecast. Council will continue to review these assumptions on business processes and our region as these emerging issues arise. Council strives to deliver financial sustainability through the implementation of several initiatives, including the continual review of operations to improve efficiencies, a focus on further reductions in borrowings and to maintain effective use of cash reserves. The effective management of capital projects to optimise the costs of operating and maintaining the asset over its useful life and the improvement of asset management practices remains a priority of the local government.

Overall trends

Financial ratios are calculated using inputs from financial statements to gain meaningful information about an organisation's financial performance. The following ratios are measures of financial sustainability and have been prepared in accordance with the requirements of the *Local Government Regulation 2012* and the *Financial Management (Sustainability) Guideline 2013*. Council's current year financial sustainability statement, the related Auditor-General's report and council's long-term financial sustainability statement are located at the end of council's Annual Financial Statements published within this report.

Operating surplus ratio

This is an indicator of the extent to which operating revenue covers operating expenses or is available for capital funding purposes. Council's current year operating surplus ratio is within target range at period end, in line with the reported surplus. This trend is forecast to continue, with a \$0.7 million surplus estimated for 2022-2023 and \$2.2 million surplus estimated for 2023-2024. This indicates that council is in a sound financial position and reinforces the continuing ability to fund proposed capital expenditure and debt service repayments.

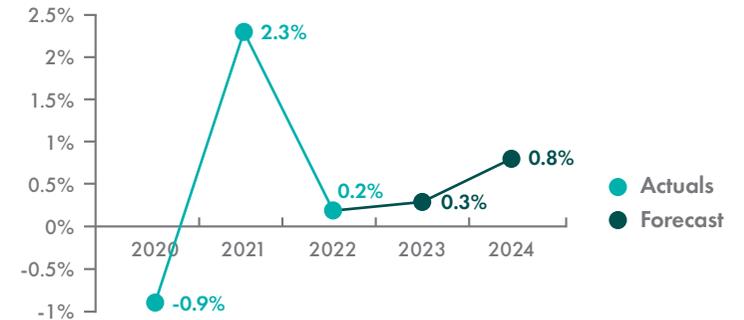
Asset sustainability ratio

This ratio approximates the extent to which the infrastructure assets managed by council are being replaced as they reach the end of their useful lives. The asset sustainability ratio is calculated by comparing the planned capital expenditure on renewal assets, to the depreciation expense calculated in keeping with accounting principles. While projected renewal expenditure is lower than the calculated depreciation, council continues to invest adequately in asset renewals to ensure continued services to the community over the long-term. Due to significant investment in new assets in the past few years, council can boast a relatively new infrastructure asset base, which reduces the immediate need for renewal of those assets. The renewals expenditure is calculated based on sound asset management principles and is designed to optimise the costs of operating and maintaining the asset over its useful life. Continuing refinement of council's asset management plans will improve the ability to make informed decisions regarding asset management into the future.

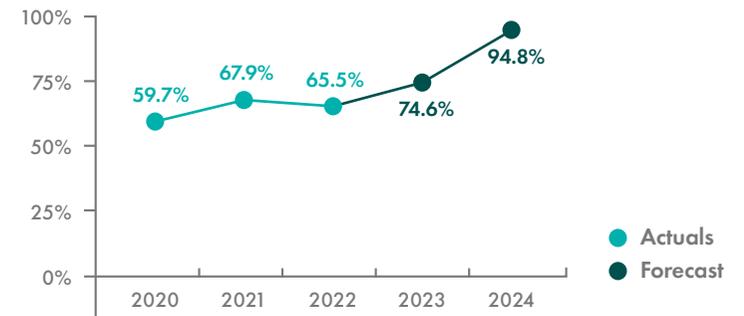
Net financial liabilities ratio

This ratio is an indicator of the extent to which the net financial liabilities of council can be serviced by its operating revenues. The net financial liabilities ratio is within the target range. This indicates the capacity to fund liabilities and a capacity to increase loan borrowings if required. Council has made a concentrated effort to reduce debt and future borrowings in the short term.

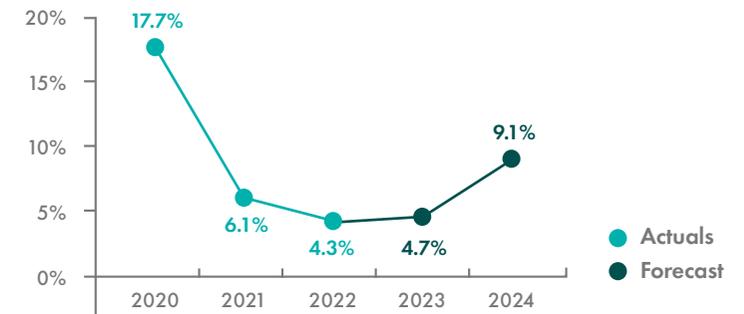
Operating surplus ratio - Target range 0-10%



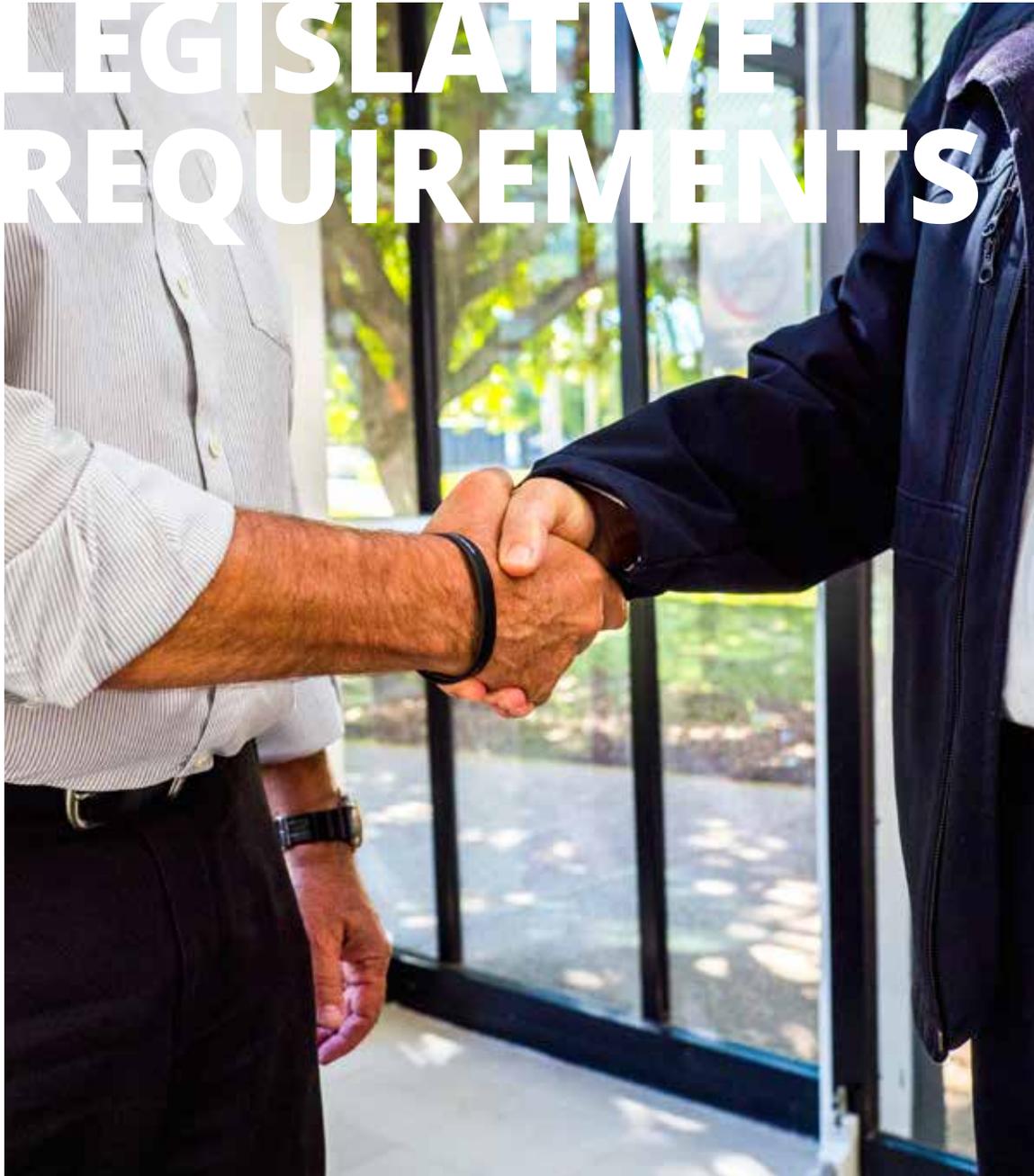
Asset sustainability ratio - Target range >90%



Net financial liabilities ratio - Target range <60%



LEGISLATIVE REQUIREMENTS



Debt policy (adopted 2021-2022 FY)

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. The default repayment term of new loans is 20 years. However, this is set out on a case-by-case basis to ensure best use of council's surplus funds. The Debt Policy details new borrowings, the purpose of the borrowings and repayment terms. They were as follows:

Year and purpose of borrowing	Amount
2021-2022	Nil
2022-2023	Nil
2023-2024 – new and upgrade infrastructure assets	\$34M
2024-2025 – new and upgrade infrastructure assets	\$23M
2025-2026 – new and upgrade infrastructure assets	\$20M
2026-2027 – new and upgrade infrastructure assets	\$12M
2027-2028 – new and upgrade infrastructure assets	\$22M
2028-2029 – new and upgrade infrastructure assets	\$28.5M
2029-2030 – new and upgrade infrastructure assets	\$12M
2030-2031 – new and upgrade infrastructure assets	\$25M

Purpose of borrowings

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

Overseas travel

Council did not support international travel for any employee or councillor during the reporting period.

Revenue Policy

The Revenue Policy is a strategic document that sets out the principles used in exercising council's revenue powers. This policy is required to be prepared each financial year and a copy can be found at mackay.qld.gov.au/policies

Revenue Statement

The Revenue Statement in conjunction with the Budget resolutions and other revenue related policies set out the mechanisms by which council will collect its revenue for the financial year, in particular its rates and charges and other fees, including any concessions that it may grant. A copy of the Revenue Statement can be found at mackay.qld.gov.au/policies

Special rates and charges

Under the *Local Government Regulation 2012*, we are required to provide details of action taken in relation to, and expenditure on, a service facility or activity for which the local government made and levied a special rate or charge for the financial year and a summary of all rebates and concessions allowed by the local government in relation to rates.

Special 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.

Special Charge (Slade Point Seawall)

A special charge was levied on rateable land within the defined benefited area to contribute to the funding of the construction of a seawall. The cost of carrying out the overall plan is estimated to be spread across a 10-year period, commencing July 1, 2012, and ending on June 30, 2022.

Rebates and concessions

Council has seven different rebates and concessions for our rates. These are:

- Concessions for Eligible Pensioners
- Rating Remission for Non-Profit Community Organisations
- Conservation Remission Policy
- Rates Relief Policy
- Debt Recovery Policy
- Concession for Concealed Leaks Policy and
- Concession for Exceptional Circumstances Policy.

Full details of these rebates and concessions are available within the Revenue Statement from mackay.qld.gov.au.

Property, plant and equipment

In accordance with the *Local Government Regulation 2012* council has recognised items of property, plant and equipment with a total value of less than \$5000, except for land which has a recognition threshold of \$1 as an expense in the year of acquisition. All other items of property, plant and equipment are capitalised and reported in the relevant asset class.

Administrative action complaints

We acknowledge the right of our customers and the community in providing feedback, both positive and negative, and/or to lodge a complaint about a council decision or action.

Council recognises that effective complaints management is integral to good customer service and therefore values all complaints. As well as encouraging a proactive approach to complaints management, the administrative action complaints procedure ensures that the correct legislation, policies and procedures have been followed to make a fair, lawful and reasonable decision.

Council has a Complaint Management System (CMS) in place and it is recognised as an essential part of good quality and governance practices. The assessment of a complaint has three stages: Stage one – Initial Complaint; Stage two – Internal Review; Stage three – External Review.

The CMS is an important process used to measure and improve our service to the community. Council has set a benchmark of 90 per cent for all complaints to be completed within their required timeframe. A quarterly report is presented to the management team and an annual report presented to the Audit Committee.

In this, there were 355 administrative action complaints made to the local government and 351 administrative action complaints resolved by the local government under the complaints management process. There were four administrative action complaints not resolved by the local government under the complaints management process. No complaints were unresolved from the previous financial year.

There was one human rights complaint received within this financial year, which was resolved and determined as not sustained.

There was no competitive neutrality complaints received within this financial year.

Competitive neutrality complaints

Competitive neutrality is the policy that a public sector business, or agency, should not have a competitive advantage (or disadvantage) over the private sector solely due to their government ownership. There were no investigation notices given in the financial year for competitive neutrality complaints and no responses to complaints.

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.

Payment of expenses

Expenses will be paid to a councillor through administrative processes approved by our CEO subject to the limits outlined in this policy, or council endorsement by resolution. Councillors do not have any discretionary funds budgeted for the financial year.

Councillors' reimbursement policy

Our Reimbursement of Expenses and Provision of Facilities for Councillors 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. This policy was endorsed by council on July 22, 2020, and is as follows:

"THAT council adopt the amended Mackay Regional Council Reimbursement of Expenses and Provision of Facilities for Councillors Policy No 002."

A full copy of the policy is available for viewing on council's website. The following table provides a summary of the policy:

Section	Heading	Description
6.1.1	Conferences/seminars/workshops	Acceptance of costs, including travel and accommodation, associated with attending council approved conferences, seminars or workshops.
6.1.2	Discretionary professional development	Allowance for up to \$5000 per councillor per term of council for a councillor to undertake personal development courses or similar, including associated travel and accommodation expenses if applicable.
6.1.3	Travel as required to represent council.	Acceptance of costs associated with travel on behalf of and representing council.
6.2	Vehicles	Provision of a council supplied vehicle, including private use, for the Mayor. Access for councillors to council fleet vehicles, or reimbursement of mileage for private vehicle use, for council business travel.
6.3.1	Administrative tools and access to council office amenities	Provision within council of office space, car parking, laptops/IT needs, printer/copier etc.
6.3.2	Insurance cover	Insurance coverage for public liability, professional development, workers compensation etc.
6.3.3	Council memberships	Ability for councillors at their own expense to access staff offered benefits memberships such as Fitness Passport.
6.3.4	Support resources	Dedicated support via executive assistant allocation (one for Mayor and one accessible by councillors). Plus, provision of communication specialist services for Mayor.
6.3.5	Legal assistance	Acceptance of legal assistance costs as required in support of actions against councillors in undertaking their role.
6.4.1	Telecommunication needs and mobile phones	Mobile phone allowance of \$135/month. Home internet allowance of \$75/month.
6.4.2	Uniforms and safety equipment	Provision of safety equipment as required, and access to uniform in line with staff annual allowance.
6.4.3	Attendance at community events etc.	Acceptance of attendance costs for official invites to attend community events.
6.4.4	Hospitality	Acceptance of hospitality costs in hosting dignitaries etc outside formal council events: Councillors - \$500/annum. Mayor - \$6000/annum.

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: \$26 for breakfast (if the councillor is required to depart their home prior to 6am), \$30 for lunch and \$50 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.

Facility categories

(a) Administrative tools and access to council office amenities

Councillors will be provided with (iv) suitable office space at the administration building in Gordon Street, Mackay, and council meeting rooms for daily use, (v) secretarial support for Mayor and councillors located at the administration building, (vi) desktop and/or laptop computer, (vii) use of our landline telephone and internet access, (viii) fax and/or scanner, (ix) printer, photocopier, paper shredder, filing cabinet, (x) hands-free mobile telecommunications device for councillors' private vehicle, (xi) stationery and 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 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 a councillor with a uniform allowance as per staff policy; council blazer, tie or scarf and necessary safety equipment for use on official business (ie, helmet, boots and safety glasses).

(e) Use of council vehicles

Councillors will have access to a suitable council vehicle for official business. A councillor wishing to use a council vehicle for official

business must submit a request to the CEO at least two (2) days prior to use, except in exceptional circumstances as determined between the councillor, Mayor and CEO.

(f) Use of council vehicles on council business

The Mayor will be provided with a fully maintained suitable council vehicle below the threshold for luxury car tax (ex GST and on road costs) determined by the Australian Tax Office including fuel and all running costs for unlimited and unrestricted use by the Mayor for council business and private purposes in recognition of the duties required to be performed by the Mayor and the irregular hours required to attend council, community and civic responsibilities.

(g) 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 (for example, secured vehicle parking at an airport).

(i) Telecommunications needs: mobile phones

The councillor mobile phone package allowance will be the \$135 per month. The councillor is to arrange for the plan in their own name and be paid the allowance monthly. Any costs over and above those covered by the plan shall be at the councillor's expense. Council will also provide of support service for the mobile phones. Where such service is not provided in-house, the costs for provision of the service will be borne by council.

(j) Home internet

Council will pay a one-off installation cost (if required) and an allowance towards the monthly costs for the line rental and current internet package (set at \$75/month). Councillors are to arrange for the plan in their own name and be paid the allowance monthly. Any costs over and above those covered by the package shall be at the councillors expense.

Administrative support

Council provides as support to Mayor and councillors necessary administrative support, through executive assistant and support staff, as well as a communication specialist to provide expert assistance in supporting the Mayor's official online social media communication.

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. The total remuneration packages payable to senior management in 2021-2022 is \$2.2 million. The annual package bands for council's senior management during 2021-2022 are:

Income range	Number of packages
\$400,000 - \$499,999 band	1
\$300,000 - \$399,999 band	1
\$200,000 - \$299,999 band	6
\$100,000 - \$199,999 band	0

* These figures include salary, allowances and super (total remuneration) and reflect the number of senior management positions not the number of employees who held those positions during the year.

Councillors' allowances and superannuation combined

Total remuneration and superannuation payable to each of our councillors for the year 2021-2022:

Councillor	Allowance	Superannuation
Mayor Greg Williamson	\$183,157	\$21,979
Cr Karen May	\$124,879	\$14,985
Cr Martin Bella	\$108,230	\$12,987
Cr Laurence Bonaventura	\$108,230	\$12,987
Cr Justin Englert	\$108,230	\$12,987
Cr Michelle Green	\$108,230	\$12,987
Cr Belinda Hassan	\$108,230	\$12,987
Cr Alison Jones	\$108,230	\$12,987
Cr Fran Mann	\$108,230	\$12,987
Cr Russell Seymour	\$108,230	\$12,987
Cr Pauline Townsend	\$108,230	\$12,987
Total	\$1,282,106	\$153,847

Councillor expenses

A summary of the Mayor's and councillors' expenses including conferences and travel, vehicle costs and other support for 2021-2022:

Councillor	Conferences /travel	Vehicle costs	Other support	Total
Mayor Greg Williamson	\$343	\$8962	\$9408	\$18,713
Cr Karen May	\$9661	-	\$5322	\$14,982
Cr Martin Bella	\$1300	\$7913	\$2962	\$12,175
Cr Laurence Bonaventura	\$1572	\$8933	\$3641	\$14,146
Cr Justin Englert	\$6503	\$5082	\$5152	\$16,737
Cr Michelle Green	\$4766	-	\$4110	\$8876
Cr Belinda Hassan	\$4019	-	\$5500	\$9519
Cr Alison Jones	\$2199	\$7578	\$3228	\$13,005
Cr Fran Mann	\$4885	-	\$4935	\$9820
Cr Russell Seymour	\$2122	-	\$3049	\$5171
Cr Pauline Townsend	\$3177	-	\$5405	\$8582
Total	\$40,547	\$38,468	\$52,712	\$131,726

Councillor attendance

Councillor attendance at meetings, briefings, community days and training from July 1, 2021, to June 30, 2022. There were seven Council in Community Days held, 31 briefings and seven workshops/training sessions held.

Councillor	Ordinary meeting	Special meeting	Absent on council business	Leave of absence	Council in community day	Councillor briefings	Training/workshops
Mayor Greg Williamson	21	1	-	1	7	30	7
Cr Karen May	21	1	-	1	7	30	6
Cr Martin Bella	21	1	-	1	5	29	5
Cr Laurence Bonaventura	22	1	-	-	6	29	6
Cr Justin Englert	22	1	-	-	7	30	7
Cr Michelle Green	22	1	-	-	6	30	6
Cr Belinda Hassan	22	1	-	-	7	31	7
Cr Alison Jones	20	1	1	1	6	28	7
Cr Fran Mann	21	1	-	1	7	30	6
Cr Russell Seymour	21	1	-	1	5	30	7
Cr Pauline Townsend	21	1	-	1	5	30	7



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, 2021, to June 30, 2022.

Committee Name	Internal/External	Councillor Appointment
Audit Committee	Statutory	Mayor Williamson, Cr Bella, (voting) Cr Hassan, Cr May (non-voting)
Character & Heritage Advisory Committee	Advisory	Cr Mann, Cr May
City Centre Reference Group (Mackay Region Chamber of Commerce sub-group)	External	Cr Townsend
Coastal Council Adaptation Taskforce (C-CAT)	External	Cr Jones
Combined Museums Meeting	External	Cr Mann, Cr May
Community Grants Advisory Committee	Internal	Cr Bonaventura, Cr Jones, Cr Seymour, Cr Townsend
Crimestoppers	External	Cr Englert
DBCT Engagement Group	External	Cr May
Diabetes & Obesity Project - Let's Shape Up!	External	Cr Hassan
Economic Recovery Sub Group	External	Cr Bella, Cr Green, Cr Englert
Environment Recovery Sub Group	External	Cr Bonaventura, Cr Jones
Greater Whitsunday Communities (previously Regional Social Development Centre RSDC)	External	Cr May. Proxy - Cr Hassan
Greater Whitsunday Council of Mayors (Whitsunday ROC Ltd)	External	Mayor Williamson
Human-Social Recovery Sub Group	External	Cr Mann, Cr May
Invest Mackay Event and Conference Attraction Program Advisory Committee	Internal	Cr Englert, Cr Green, Cr Hassan, Cr May, Cr Townsend
Infrastructure Recovery Sub Group	External	Cr Bella, Cr Hassan
LGAQ Policy Executive	External	Mayor Andrew Willcox (no council rep)
Local Authorities Waste Management Advisory Committee	External	Cr Hassan. Proxy - Cr Green
Local Buy Foundation	External	Cr Jones
Mackay Community Foundation	External	Mayor Williamson

Committee Name	Internal/External	Councillor Appointment
Mackay District Disaster Management Group	Statutory External	Mayor Williamson
Mackay Regional Housing Company Ltd	External	Cr Mann, Cr May
Mackay Local Disaster Management Group	Statutory External	Mayor Williamson (chair) Cr Englert, Cr Mann, Cr May. Proxy - Cr Hassan, Cr Seymour
Mackay Local Disaster Recovery Group	External	Not applicable
Mackay Region Enterprises Pty Ltd	Internal	Mayor Williamson, Cr Bella
Mackay Region Recreational Fishing Strategy Steering Group	Internal	Cr Hassan, Cr Englert, Cr Jones
Mackay Show Trustees	Statutory External	Mayor Williamson
Mackay Tourism	External	Cr Englert. Proxy - Cr Hassan
Mayor's DV Taskforce	External	Cr Hassan, Cr Townsend
Memorial Swimming Centre Community Reference Group	External	Cr Bonaventura, Cr Mann, Cr May
Mountain Bike Alliance	External	Cr Englert, Cr Green, Cr Hassan, Cr Seymour, Cr Townsend
North Queensland Sports Foundation	External	Cr Bonaventura Proxy - Cr Hassan
NQBP Community	External	Cr May - Hay Point Cr Townsend - Mackay
PDA Advisory Committee	Advisory Internal	Mayor Williamson, Cr Bonaventura, Cr Englert, Cr Hassan, Cr May, Cr Townsend. Proxy - Cr Mann
Pioneer Landcare Group	External	Cr Mann
Rates Payment Review Tribunal	Internal	Cr Bella, Cr Jones
Reef Catchments	External	Cr Hassan

Committee Name	Internal/External	Councillor Appointment
Regional Arts Development Fund Advisory Committee	Advisory External	Cr Green, Cr Mann, Cr May
Regional Development Australia Mackay-Isaac-Whitsunday Inc (RDA)	External	Cr May. Proxy - Cr Jones
Regional Queensland Council of Mayors Inc	External	Mayor Williamson
Roads Accident Action Group	External	Cr Bonaventura, Cr Seymour
Rural Safety Working Group	External	Cr Bonaventura
Sarina Field of Dreams Advisory Committee	Internal	Cr Mann, Cr May
Sarina Headspace Steering Committee	Statutory External	Cr May
Sarina Landcare Group	External	Cr May
Sarina Rural Skills Centre Community Board Inc	External	Cr May
Sister Cities Mackay	External	Cr Jones, Cr Mann, Cr May, Cr Townsend
Sport and Recreation Advisory Committee	Advisory	Cr Green, Cr Hassan
Sports Expo and Sign on Day Working Group	Internal	Cr Bonaventura, Cr Hassan, Cr Jones, Cr Seymour
St Vincent De Paul Housing Committee	External	Cr Hassan
Sustainability & Environment Advisory Committee	Advisory External	Cr Green, Cr Jones, Cr May
Traffic & Regulated Parking Advisory Committee	Advisory External	Cr Bonaventura, Cr Mann
Transport & Drainage Advisory Board	Advisory External	Cr Bella, Cr Bonaventura, Cr Hassan, Cr Mann, Cr May
Visual Arts Advisory Committee	Internal	Cr Townsend
Water & Waste Advisory Board	Advisory External	Cr Bella, Cr Bonaventura, Cr Green, Cr Hassan, Cr Mann, Cr May
Whitsunday Regional Roads Group	External	Cr Bella, Cr Mann

Registers

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

Registers required as per LGA and LGR legislative requirements

- Local laws register
- Roads map and register
- Register of cost-recovery fees
- Asset register
- Councillor conduct register
- Register of interest of councillors, councillor advisors
- Delegations register
- Register of interests for senior executive employees
- Register of pre-qualified suppliers

Records required as per LGA and LGR legislative requirements

- Record of unsuitable meeting conduct
- Record of taking of declaration of office
- Record about conflicts of interest at meetings
- Land record
- Record of financial management risks and control managers
- Record of administrative action complaints

Other Registers

- Register of animal impoundment
- Register of authorised persons
- Register of cats and dogs
- Register of cemetery
- Register of conflicts of interest (employees)
- Register of infrastructure agreements
- Register of infrastructure notices
- Register of installed on-site sewerage and greywater use facilities
- Register of licensing
- Register of lobbyists
- Register of regulatory fees
- Register of stock impoundment
- Register of testable backflow prevention devices
- Register of abandoned vehicle impoundment
- Register of gifts and benefits for councillors
- Register of gifts and benefits for employees
- Register of lost/stolen or unaccounted for assets

Under s186 (d), (e) and (f) of the *Local Government Regulation 2012*, council's Annual Report must contain details of any orders and complaints about councillors during the financial year.

Details for 2021-2022 are as follows:

Section of Local Govt Act	Type of Order/Complaint	Number
150(2) - Chairperson may deal with unsuitable meeting conduct	Orders made unsuitable meeting conduct	Nil
150AH(1) - Disciplinary action against councillor	Orders made for inappropriate conduct	Nil
150AR(1) - Disciplinary action against councillor	Decisions, orders and recommendations made	Nil
150P(2)(a) - Complaints about councillor conduct must be referred to assessor	Complaints referred to the assessor by council, a councillor and the Chief Executive Officer	6
150P(3) - Complaints about councillor conduct must be referred to assessor	Complaints referred to the Crime and Corruption Commission	Nil
150R(2) - Local government official must notify assessor about particular conduct	Notices issued	Nil
150S(2)(a) - Local government must notify assessor about misconduct	Notices issued	Nil
150W(1)(a), (b) and (e) - Decision about conduct	Decisions made	6
150AC(3)(a) - Referral of suspected inappropriate conduct	Occasions referred by Assessor	Nil
150AF(4)(a) - Investigating suspected inappropriate conduct and information provided to assessor.	Number investigated.	Nil
Chapter 5A, part 3, division 5 - Referral of conduct to local government.	Occasions the local government asked another entity to investigate the suspected inappropriate conduct of a councillor	Nil
150AJ(1) - Application to conduct tribunal about alleged misconduct	Applications heard by the conduct tribunal about the alleged misconduct of a councillor	Nil

Funding acknowledgements

Council received major funding through the year from various sources, including the State and Federal governments. Below is a list of major grants:

Funding Provider	2021-2022	Total funding	Program name	Description
Arts Queensland	\$ 100,000	\$ 100,000	Regional Arts Development Fund 2021-2022	Community grants and council initiated projects
BMA Alliance Coal Operations Pty Ltd	\$ 15,000	\$ 15,000	Sponsorship	BMA Kidspace 2022
Dalrymple Bay Coal Terminal Pty Ltd	\$ 10,000	\$ 10,000	Sponsorship	Artspace Artist Books
	\$ 5,000	\$ 10,000	Sponsorship Program	Sarina State School district vouchers
	\$ 1,050	\$ 2100		Annual Japanese speech contest prize money
Department of Agriculture and Fisheries	\$ 4,264	\$ 4,264	Round 6 Queensland Feral Pest Initiative	1080 Concentrate
	\$ 8,850	\$ 8,850	Queensland's Fishing Infrastructure Grants	Interpretive signage at Gooseponds
Department of Children, Youth Justice and Multicultural Affairs	\$ 36,770	\$ 135,006	Community Services Funding Stream	Sarina Youth Centre - April 2021 to March 2024
	\$ 45,669	\$ 134,991		Valley Youth Centre - April 2021 to March 2024
	\$ 41,128	\$ 84,159	Community Action for a Multicultural Society Program	Community Action for a Multicultural Society (CAMS) funding
	\$ 20,000	\$ 40,000	Celebrating Multicultural Queensland	Global Grooves 2021
Department of Communities, Housing and Digital Economy	\$ 6,632	\$ 22,158	Community Services Funding Stream	Sarina Neighbourhood Centre Emergency Relief 2019-2021
	\$ 123,780	\$ 304,880		Sarina Neighbourhood Centre
	\$ 20,000	\$ 20,000		Sarina Neighbourhood Centre - BOOST
Department of Employment, Small Business & Training	\$ 240,000	\$ 240,000	First Start Program	Trainee Support Program
Department of Infrastructure, Regional Development & Cities	\$ 2,918,657	\$ 9,782,950	Roads to Recovery 2019-2024 Funding	Various projects
	\$ 823,150	\$ 1,350,000	Building Better Regions Fund	Mackay region recreational fishing facilities upgrade
Department of Infrastructure, Transport, Regional Development and Communications	\$ 1,749,489	\$ 4,373,723	Local Roads & Community Infrastructure Phase two	Various projects
	\$ 1,956,590	\$ 3,913,180	Local Roads & Community Infrastructure Phase three	Various projects
	\$ 50,000	\$ 50,000	Festivals Australia Program September 2021	Festival of Arts - Wonder Rooms
Department of Environment & Science	\$ 33,677.50	\$ 134,710.00	Illegal Dumping Partnerships Program	Illegal Dumping compliance officer
	\$ 5,639.41	\$ 32,039.41	Illegal Dumping Hotspots Program	Illegal Dumping activities and awareness
	\$ 81,261.60	\$ 101,577	Illegal Dumping Partnerships Program Round 2A	Illegal Dumping compliance officer

Funding Provider	2021-2022	Total funding	Program name	Description
Department of Environment & Science	\$7,000	\$7,000	Keeping Queensland Clean	Illegal Dumping road signage
	\$43,740	\$127,740	Wastewater Stewardship Strategic Assessment Stage two	Wastewater Stewardship Strategic Assessment
Department of Industry, Science, Energy and Resources	\$1,595,937	\$3,315,093	Preparing Australian Communities - Local Stream	Pioneer River Levee Valetta Gardens/Rivers Edge
Department of State Development, Infrastructure, Local Government & Planning	\$3,140,796	\$6,133,357	Financial Assistance Grant 2021-2022	Financial Assistance Grant 2021-2022
	\$4,873,795	\$5,595,070	Financial Assistance Grant 2022-2023	Financial Assistance Grant 2022-2023
	\$4,995,000	\$9,990,000	Works for Queensland Round four	Various projects
	\$318,625	\$1,274,500	Building our Regions Round five	Mackay Animal Management Centre expansion
	\$117,120	\$292,800	Building our Regions Round five planning	Mirani Community Precinct detailed design
Department of Tourism, Innovation and Sport	\$341,750	\$500,000	Assessment and Design of the Pioneer Valley Mountain Bike Trail Project	Pioneer Valley Mountain Bike Trail investigations and designs
Department of Transport & Main Roads	\$251,750	\$503,500	Black Spot Program 2021-2022	Sydney/Alfred Street
	\$920,500	\$1,841,000	Black Spot Program 2022-2023	Glenella Richmond Road/Holts Road intersection
	\$357,000	\$714,000		Pioneer Street/Holts Road intersection
	\$502,762	\$502,762	Transport Infrastructure Development Scheme	Milton/Archibald Street & WRTG administration
	\$18,910.14	\$18,910.14	Statewide Capability Development Fund	Contract Administration & Contract Supervisors/Inspectors Course
	\$42,651.07	\$171,076.07	Passenger Transport Accessible Infrastructure Program 2020-2021	Passenger Transport Accessible Infrastructure Program
	\$411,681.95	\$789,756.45	Passenger Transport Accessible Infrastructure Program 2021-2022	
	\$285,000	\$285,000	Bus Stop Shelter Program 2021-2022	Bus stop shelters
	\$2,014,751.51	\$4,029,503	Bus stop upgrades	Mangrove Road bus interchange and Caneland Central pedestrian walkway shelter
	\$196,861.13	\$787,444.50	Cycle Network Local Government Grants Program	Pioneer River North Bank Stage two shared path
	\$5,375	\$21,500		Pioneer North Bank Stage four shared path design
	\$5,375	\$21,500		Pioneer North Bank Stage two design
	\$6,250	\$25,000	Cycle Network Local Government Grants Infra+ Program	Various projects
	\$64,767.10	\$259,068.40	Passenger Transport Infrastructure Investment Program	Mackay bus station
	\$20,000	\$20,000	Community Road Safety Grant - Round 10	Road safety education touring performance - aimed at the early years (kindergarten to prep)

Funding Provider	2021-2022	Total funding	Program name	Description
Local Government Association of Queensland	\$78,250	\$120,350	QWRAP Bid Pool Funding	Water Industry Worker learning & development - WIM Alliance
	\$2203.33	\$4406.33		SEQ Study Collaboration Tour
	\$30,385	\$290,290	Coastal Hazard Adaptation Program	QCoast 2100
National Australia Day Council	\$20,000	\$20,000	COVID-19 Safe Australia Day Grant	Mackay Australia Day 2022
North Queensland Primary Healthcare Network Limited	\$20,000	\$20,000	Program funding	Works for Wellbeing
North Queensland Sports Foundation	\$15,000	\$15,000	NQ MoveIT Program	Active in the Regions Program
	\$8000	\$8000		Activating New Parents
Office of the Queensland Chief Scientist	\$11,756.50	\$16,795	Engaging Science Grant	Leaper Reef - Diversity & Resilience Study
Queensland Reconstruction Authority	\$48,500	\$48,500	Get Ready Queensland	Get Ready Queensland 2021-2022
	\$82,767.34	\$946,557.20	North & Far North Queensland Monsoon Trough - Reconstruction of Essential Public Assets	Gravel roads
	\$311,779.74	\$2,009,623.50		Dalrymple Road
	\$92,169.81	\$767,905.24		Boundary Creek, Dougherty's Road
	\$118,665.40	\$421,937.70		Minor works
	\$140,352.16	\$467,840.52	Queensland Resilience and Risk Reduction Fund	Disaster risk reduction
Regional Arts Australia	\$10,000	\$10,000	Regional Arts Fund - 2021 - CTA Targeted Marketing Campaign QLD	Festival of Arts 2022
State Development, Infrastructure, Local Government and Planning	\$325,964.14	\$801,767.94	Local Government Grants and Subsidies Program 2019-2021	Koumala water quality upgrade
State Emergency Service	\$31,255.11	\$31,255.11	Local Government Subsidy	Annual Local Government subsidy
State Library of Queensland	\$571,695.75	\$571,695.75	Public Library Grant	Annual funding for Libraries
	\$91,365.59	\$91,365.59	First 5 Forever Funding	Family literacy program
	\$50,000	\$50,000	First 5 Forever Innovation Grant	Children's play space at Sarina Library
	\$5000	\$5000	First 5 Forever Innovation Micro Grant	Building capacity through workshops for Library staff and playgroup leaders
	\$5000	\$5000		Strolling Stories featuring a Little Queenslander Book through Blacks Beach
Tourism & Events Queensland	\$10,000	\$10,000	Queensland Destination Events Program Round 20	Festival of Arts 2022

ANNUAL FINANCIAL STATEMENTS



Scan the QR code above to view Mackay Regional Council's 2021-2022 financial statements. They can also be accessed at:

► mackay.qld.gov.au/financialstatements



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