

# *Reshaping our Region*



**2015 - 2016 annual report**

# about this report

Welcome to Mackay Regional Council's Annual Report 2015-2016. This report is a comprehensive summary of our performance from July 1, 2015, to June 30, 2016.

The Annual Report is guided by council's Corporate Plan 2015-2020, which was adopted just prior to the start of the 2015-16 financial year. The Corporate Plan provides a blueprint for council's strategic direction and priorities for five years.

The theme for the 2015-2016 Annual Report is "Reshaping our Region". An adjustment in the region's economy, reflecting a different landscape in the resources sector, continued to pose challenges.

Council has strived to play its role to assist the community to meet those challenges, ranging from economic stimulus measures to ensuring services are delivered without adding to the financial burden on ratepayers.

This Annual Report provides an overview of our effectiveness in delivering for the community against that economic backdrop. The report is a snapshot of the highlights, our achievements and addresses any setbacks we've faced through the year. It also identifies future directions and opportunities.

The Annual Report 2015-2016 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 be transparent in performance reporting.

Mackay Regional Council acknowledges the Yuwibara People, the traditional owners and custodians of the lands in our region, and we pay respect to the Elders both past and present.

**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](mailto:council@mackay.qld.gov.au). We want to hear from you.

**Our vision** Prosperous, Sustainable and Vibrant

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



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# our profile

2015-2016

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

Five times the size of Brisbane City Council (1367km<sup>2</sup>), double the size of Townsville (3736km<sup>2</sup>) and larger than Cairns (4135km<sup>2</sup>) and the Sunshine Coast (2883km<sup>2</sup>) combined



**gross regional product (GRP)**

\$6.962 Billion

- spread across a diverse economic base featuring manufacturing, construction, real estate, mining and logistics



**population:**

estimated 123,724



**employment:**  
44,770 workers

Key employment sectors -  
5234 - Retail trade  
4842 - Manufacturing  
4596 - Health care and social assistance  
4129 - Construction



**tourism**  
worth \$460M  
and 2700 jobs



**agriculture**

High-quality agricultural land that  
provides more than one-third of  
Australia's sugar cane crop

**coal** 

One of the largest coal terminals in  
the world that accounts for more than  
seven per cent of the total global  
seaborne coal exports

**In 2015-2016  
council:**



**managed a  
\$311.9M** budget



**maintained  
2501km** of roads



**maintained**  
**15,620,000m<sup>2</sup>**  
of parkland and  
open space



**collected  
32,471 tonnes**  
of household waste

# a word from our mayor



## Mayor Greg Williamson

**Phone:** (07) 4961 9455

**Email:** greg.williamson@mackay.qld.gov.au

As mayor, Cr Williamson is required by law to be a member of all four of council's statutory committees:

- Infrastructure and Services
- Economic Development and Planning
- Community Engagement
- Corporate Services

Establishing a "new normal" in the region's economy is a challenge, but one we gladly accept. Ceasing to look back at the "downturn in the resources sector" and focusing on an exciting future is what's needed.

That is why Reshaping our Region was chosen as the theme for this year's annual report.

It is clear that our region voted for change in the March, 2016, local government elections, and as a new council we are determined to deliver open, accountable and consultative leadership.

*Connecting with our regional community* is a core philosophy in determining the right path. We have established four Statutory Committees of Council – Infrastructure and Services, Economic Development and Planning, Community Engagement and Corporate Services – to focus on the specific areas we believe will be critical to deliver the civic leadership needed to reshape our region.

And although council has no divisions, we've introduced five localities, with two councillors as the key contacts for each locality, as part of our Council in Community initiative.

2015-16 was a busy year for council and it is important to acknowledge the work of the previous elected members in delivering outcomes.

An \$18 million revitalisation of the City Centre, co-funded with the Australian Government, was completed.

A new state-of-the-art Materials Recovery Facility (MRF) was unveiled.

Council provided \$3 million for a Better Community Building Fund for community and sporting infrastructure projects and \$1.8 million for the Invest Mackay Events and Conference Attraction programs as part of its economic stimulus measures in 2015-16.

As a new council, we recognised the return on investment to the community of these initiatives. We provided another \$2 million for the Better Community Building Fund and \$1 million for the Invest Mackay Events and Conference Attraction program in the new budget brought down just before the end of the financial year.

This annual report indicates where we have been and provides the platform for our future.

We have established a new positive direction and look forward to playing a leading role in Reshaping our Region.

# a word from our CEO



## CEO Craig Doyle

**Phone:** (07) 4961 9458

**Email:** craig.doyle@mackay.qld.gov.au

Having joined Mackay Regional Council in early 2016, I was delighted to become part of such a hard-working and innovative organisation.

Taking up the role after being CEO of Gladstone Ports Corporation, this is my first foray into local government.

But I am no stranger to the Mackay region, having previously held senior management positions in the sugar region, and having family here.

I genuinely believe Mackay has an exciting, prosperous future and, with my professional expertise and commercial skills, I am determined to assist in facilitating new opportunities through my role with council.

Local government elections were held soon after I started in the job and this meant my focus on priorities for the organisation could be done with elected representatives just beginning a new term.

That meant a fresh look at many aspects of the business, with my senior management team, mayor and councillors.

Mackay Regional Council is a benchmark local government in terms of many of its achievements in 2015-16.

Safety continues to be a major focus as we strive for zero harm. It is extremely pleasing to see we injured significantly less of our employees in 2015-16 and achieved the best safety performance since amalgamation in 2008.

There has been a continued focus on driving down costs and identifying efficiencies. Our employees have delivered through hard work and innovation.

However, modern day local government is about much more than roads, rates and rubbish. This council has taken a lead role in the community in tackling economic challenges.

Economic stimulus measures, such as the Better Community Building Fund, the Invest Mackay Events and Conference Attraction Program and the Facilitating Development in the Mackay Region Policy, are examples.

Council also adopted an Economic Development Strategy 2015-2020, which is being reviewed by the new council to ensure it is delivering appropriate outcomes for the region.

That is why Reshaping our Region is an apt theme for this annual report. It sums up the added challenge for council as it goes about the day-to-day business of local government decision-making and delivering services for the community.

What is most heartening for me is the way council staff members are responding to challenges and the change required. They display professionalism and dedication.

I'd like to congratulate the former mayor and councillors for their contribution in 2015-16, and the new mayor and councillors for their enthusiasm, direction and guidance.

Together, we have certainly hit the ground running in terms of moving forward and Reshaping our Region.

Once again, a big thank you to staff members for their contribution throughout the year and I look forward to working with you in the future.

# Councillors' profiles



**The following councillors served Mackay Regional Council up until the Local Government election was declared after the March 19, 2016, elections:**

- Cr Deirdre Comerford (Mayor)
- Cr Kevin Casey (Deputy Mayor)
- Cr Chris Bonanno
- Cr Laurence Bonaventura
- Cr Frank Gilbert
- Cr Alison Jones
- Cr Greg Martin
- Cr Theresa Morgan
- Cr David Perkins
- Cr Paul Steindl
- Cr Ross Walker

**Note:**

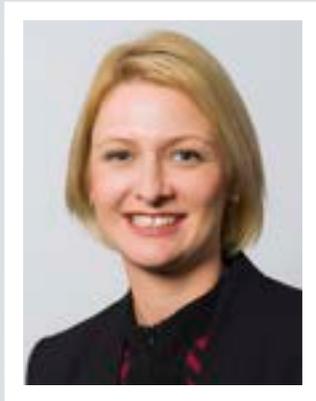
Councillors Gilbert and Perkins did not stand for re-election. Councillors Casey, Bonaventura and Walker were returned to the new council.

## > New councillors sworn in

The newly elected council for Mackay Regional Council was sworn in at a special ceremony on April 6, 2016. Mayor Greg Williamson described the occasion as a new way forward for the region as he and 10 councillors took the oath to faithfully and impartially serve the community. Cr Amanda Camm was elected Deputy Mayor by the new council and described the nomination as humbling. Four standing committees were established, with a chair and nominated councillors allocated to each committee.

“It is a privilege to serve our community and every councillor has the necessary passion and drive to see our region prosper.”

**Mayor Greg Williamson**



### Deputy Mayor Amanda Camm

**Phone:** 0438 377 125 **Email:** amanda.camm@mackay.qld.gov.au  
**Locality area:** City **Committees:** Economic Development and Planning (chair), Community Engagement

Deputy Mayor Amanda Camm has a strong background in economic development and professional experience as an executive in roles across not-for-profit and community organisations, including Mackay Whitsunday REDC, council and Local Government Association of Queensland. Cr Camm has worked for a range of industries, including travel and tourism, business development workforce solutions for the mining and engineering sector, fundraising manager supporting Mater Health Services and Medical Research and recent positions in community and regional development. As a former primary producer, she is committed to promoting opportunities for agriculture. Cr Camm holds director positions on the boards of Regional Development Australia, Connect Housing and Mackay Tourism. She has also volunteered in a range of community positions.



### Cr Martin Bella

**Phone:** 0419 793 479 **Email:** martin.bella@mackay.qld.gov.au  
**Locality area:** Southern Region  
**Committees:** Infrastructure and Services, Corporate Services

Cr Martin Bella, who was raised in Sarina, is well known through his exploits on the sporting field. A professional rugby league player from 1983 to 1997, including representing Queensland in State of Origin and Australia, he is well versed in teamwork and leadership. But the skills he brings to his new role as a councillor are much more diverse. Cr Bella's career has included a vast range of roles, including cane farming, grazier, mining, retail agricultural sales, construction and maintenance, hospitality and transport and freight. He is a physiotherapist and has owned and operated his own practice in Anzac Street, Sarina.



### Cr Laurence Bonaventura

**Phone:** 0427 638 673 **Email:** laurence.bonaventura@mackay.qld.gov.au  
**Locality area:** North Coast and Beaches  
**Committees:** Community Engagement (deputy chair), Infrastructure and Services

Cr Laurence Bonaventura is serving his second term on council. He currently holds the position of deputy chair of the Community Engagement Committee. During his first term, he held the Waste, Health and Regulatory Services portfolio. Cr Bonaventura was raised in picturesque Habana and remains 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.

# Councillors' profiles



## Cr Kevin Casey

**Phone:** 0417 168 730 **Email:** kevin.casey@mackay.qld.gov.au  
**Locality area:** City **Committees:** Community Engagement (chair),  
Infrastructure and Services (deputy chair)

Cr Kevin Casey's local government experience is one of the greatest strengths he brings to the current council. This is his fourth term of council, having been first elected to the then Mackay City Council in 2004. Cr Casey was deputy mayor of the previous council and was responsible for the Roads and Drainage portfolio. He is chair of the Community Engagement and deputy chair of the Infrastructure and Services committees on the current council. Prior to joining council, Cr Casey, a fourth generation Mackay local, operated his own electronics business for 18 years. He has also been active in the community, with roles ranging from patron and life member of Mackay Hockey and Mackay Surf Life Saving Club to member of Rotary and the Road Accident Action Group (RAAG).



## Cr Justin Englert

**Phone:** 0439 611 580 **Email:** justin.englert@mackay.qld.gov.au  
**Locality area:** Northern Suburbs **Committees:** Economic Development and  
Planning, Community Engagement

Although this is Cr Justin Englert's first term as a councillor, he brings a thorough understanding of the workings of council to the role, having previously been local controller for the State Emergency Service (SES). Before that, his working life was varied, ranging from jobs as a labourer, scaffolder, sandblaster and spray painter to avionics fitter with the Air Force, an electrician and business manager. 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. Growing up in Beaconsfield and living in North Mackay, Cr Englert brings that strong community-minded focus to his new role.



## Cr Ross Gee

**Phone:** 0438 549 002 **Email:** ross.gee@mackay.qld.gov.au  
**Locality area:** North Coast and Beaches  
**Committees:** Economic Development and Planning, Community Engagement

Cr Ross Gee, serving his first term on council, is an award-winning builder with more than 20 years' experience. He wants to bring the skills of running his own business, including a track record of finishing projects on time and on budget, to his role as a councillor. Cr Gee is proud of his leadership qualities, honed by roles ranging from school vice-captain at Pioneer State High School to captain of Eimeo Surf Life Saving Club. His community involvement has ranged from junior netball and rugby league coach to founder of the Mackay Together Buyers Group. Raised in Eimeo, Blacks Beach and Mackay, he lives at the Northern Beaches.



## Cr Fran Mann (nee Fordham)

**Phone:** 0418 819 680 **Email:** cr.fran.mann@mackay.qld.gov.au

**Locality area:** Northern Suburbs

**Committees:** Economic Development and Planning, Community Engagement

First-term councillor Fran Mann is well versed in the operations of Mackay Regional Council. She worked for council in its Finance Department for more than nine years before being elected as a councillor. With that background, she has a keen interest in rates affordability, sustainable growth, sustainable employment opportunities and community consultation and engagement. Prior to being employed by council, she worked in real estate sales and property management, as well as in the Finch Hatton-based business her family previously owned. Cr Mann has done a variety of volunteer work for organisations, ranging from Red Cross Blood Bank to St Pauls Drop-In Centre. Raised in the Finch Hatton district, she now lives in Andergrove.



## Cr Karen May

**Phone:** 0419 669 134 **Email:** karen.may@mackay.qld.gov.au

**Locality area:** Southern Suburbs

**Committees:** Infrastructure and Services (chair), Corporate Services (deputy chair), Economic Development and Planning (deputy chair)

Cr Karen May has 12 years of local government experience. She was a councillor, deputy mayor and mayor of Sarina Shire Council. As mayor, she led the Sarina council through its amalgamation with Mackay City and Mirani Shire councils in 2008. Cr May was then elected to the newly amalgamated Mackay council, serving until 2012. Not a part of the last term of council, she built on her business, hospitality and community experience during that time, operating businesses in Sarina. Prior to being elected to the current council, she was managing Sarina RSL Club. Cr May's local government experience stands her in good stead for committee chair and deputy chair roles on the new council.



## Cr Ayril Paton

**Phone:** 0409 593 806 **Email:** ayril.paton@mackay.qld.gov.au

**Locality area:** Western Region **Committees:** Infrastructure and Services, Corporate Services

Cr Ayril Paton brings a range of rural, industrial and mining experience to his first term on Mackay Regional Council. Beginning his working life as an apprentice fitter at Racecourse Mill, he's progressed through a number of positions since, ranging from managing workshops to being a shift supervisor at Carborough Downs Coal Handling and Preparation Plant (CHPP). He's also found time to manage the family farm. Raised in the Homebush and Chelona areas, he's now based at Munbura with the family farm at Racecourse. He has numerous years of community service, holding committee roles in school P&C and sporting clubs. Cr Paton is an advocate of a "fair go" for all residents of the Mackay Regional Council area.



## Cr Ross Walker

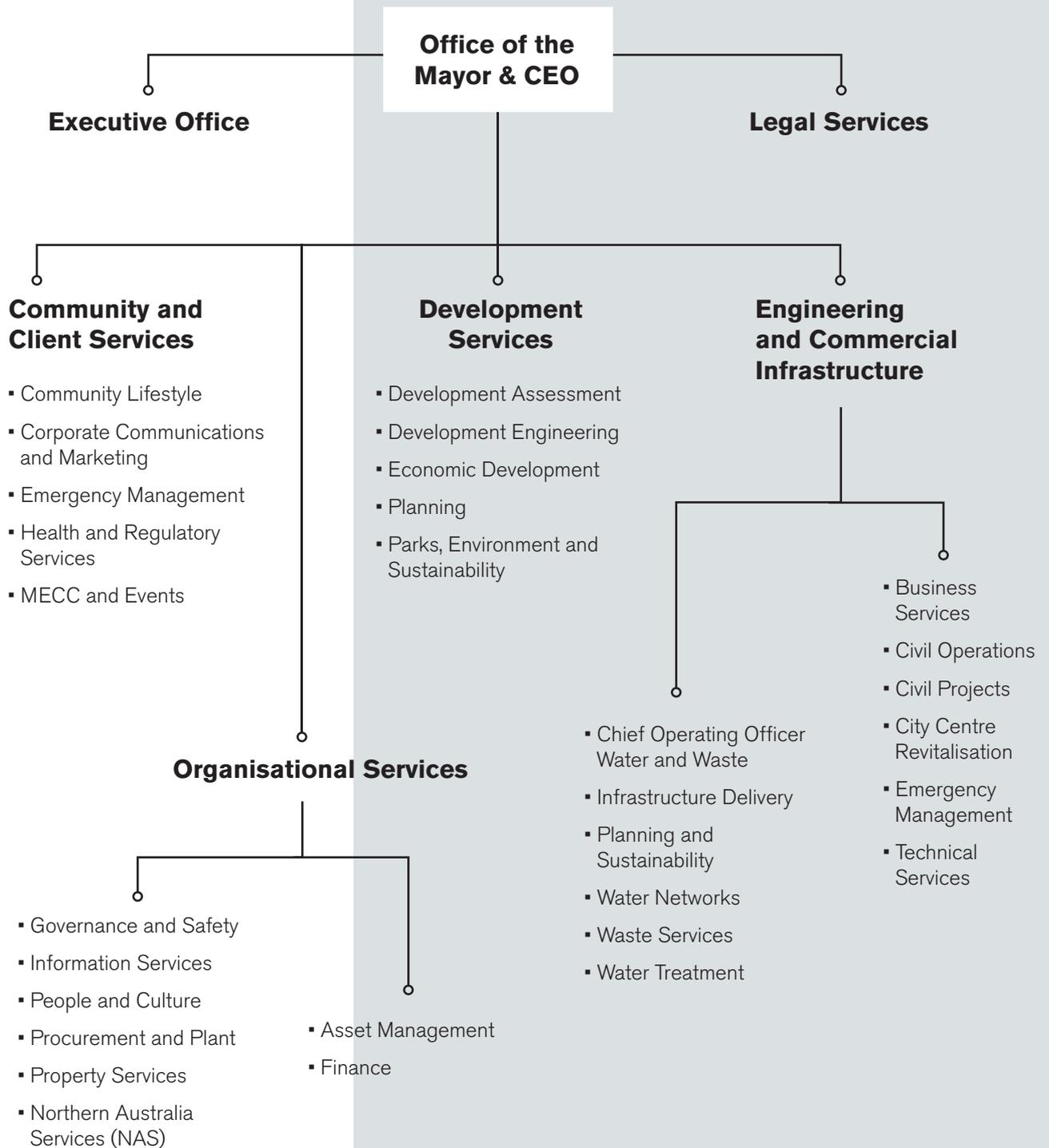
**Phone:** 0429 615 711 **Email:** ross.walker@mackay.qld.gov.au

**Locality area:** North Coast and Beaches

**Committees:** Corporate Services (chair), Infrastructure and Services

This is Cr Ross Walker's third term on Mackay Regional Council. First elected at a by-election in 2010, he was re-elected in 2012 and again in 2016. In his first two terms he was responsible for the Parks, Environment and Sustainability portfolio and then the Finance, Asset Management and IT portfolio. That experience will come to the fore in his roles as Corporate Services Committee chair and Infrastructure and Services committee member. A cane farmer for 35 years, Cr Walker was chairman of the Australian Cane Farmers Association and chairman of a diverse retail company before joining council. He has been a dedicated member of Mackay West Rotary Club for more than 25 years and in 2003 was honoured with a Paul Harris Fellow award from Rotary for exceptional service to the sugar industry.

# organisational structure



# client satisfaction

employee  
health &  
safety  
respect

## our values

### > Working as one team to achieve for our clients and community

We are heading into the fourth year of a significant culture change program to move us towards a forward-thinking, innovative organisation working as one team to achieve for our clients and community.

This statement reflects what we, as an organisation, are here for. Nearly three-quarters of our staff completed a cultural survey to help establish the set of values and outline the behaviours associated with those values.

The five organisational values embrace behaviours that reflect what we truly value in delivering effective and efficient outcomes for our community.



accountability  
teamwork

## Corporate Plan

In June, 2015, we adopted a new, aspirational Corporate Plan 2015-2020 to guide our strategic direction for delivering a sustainable, vibrant future for our region.

The Corporate Plan 2015-2020 was developed through a series of internal workshops and external discussion forums. The Corporate Plan was being reviewed by the new council, with this due to be completed by the end of 2016.

### The Corporate Plan outlines a shared vision and covers eight priority areas, including:

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

The eight priority areas of the Corporate Plan and council's two business units – Water and Waste Services – have been used as the basis for reporting in this Annual Report.

The Corporate Plan was reviewed by the new council, elected at the March, 2016, elections, to ensure it and the organisation's performance in relation to its benchmarks are meeting community expectations.

# economy

## fast facts

### In 2015-2016 council:



- ▶ Completed an \$18 million revitalisation of the City Centre



- ▶ Attracted 13,000 visitor nights through our Invest Mackay Events and Conference Attraction Program



- ▶ Approved about \$2.9 million in concessions for 10 proposed developments under our Facilitating Development in the Mackay Region Policy



- ▶ Met with developers each month to discuss upcoming projects



- ▶ Approved 272 new lots
- ▶ Received 148 development applications through Smart eDA – the online electronic lodgement system



- ▶ Processed 18 multiple dwelling unit applications (includes dual occupancy applications)



- ▶ Handled 1296 duty planner enquiries (a nine per cent drop from the previous financial year)



- ▶ Valued Mackay's building applications at \$185,302,755



**Displaying their National Awards for Local Government:** Business Services manager Stephen Fernando, Engineering and Commercial Infrastructure director Jason Devitt, Economic Development manager Debra Howe and City Centre project manager Jim Carless.

# awards

## > City Centre

The City Centre Revitalisation Project won a 2016 National Award for Local Government for Innovation to Create More Liveable Australian Cities.

Architects Conrad Gargett and Mackay Regional Council won a Silver Award in the Conservation Works category at the National Trust Queensland Heritage Awards for the refurbishment of the heritage-listed former Pioneer Shire Council building. The project also made the top three of seven finalists in the Queensland Heritage Council Sustainable Heritage Award at the Premier's Sustainability Awards.

## > Sarina Sugar Shed

The Sarina Sugar Shed won three Mackay Region Tourism awards - a Gold Award for Excellence in Food Tourism, a Gold Award in the Tourism, Wineries, Distilleries and Breweries category and a Bronze Award for Most Outstanding Contribution by a Volunteer Group.

Sugar Shed's rum liqueur was awarded a bronze medallion at the Australian Distilled Spirits Awards in Melbourne, and they also received a Certificate of Excellence from TripAdvisor.

# snapshot

## *Stimulus measures tackle economic challenges*

The 2015-16 financial year was challenging for the development industry in the Mackay region. Our Development Services program responded by launching a range of new stimulus measures designed to stimulate growth.

Our new and expanded **Facilitating Development in the Mackay Region** was introduced following an extensive review of development incentives across the state and was well received by the development industry.

We also launched our **Invest Mackay Events and Conference Attraction Programs** (\$1.8 million) in 2015-16 and the success of this initiative prompted the new council to provide another \$1 million in the 2016-17 budget.

The 2015-16 budget also included \$3 million for the **Better Community Building Fund**, an economic stimulus measure providing funding for shovel-ready projects for community and sporting groups.

Another significant milestone during the financial year was the launch of council's first **Economic Development Strategy**.



**Bull Masters:** The Queensland Bulls Masters won the inaugural Healy-Waugh Trophy by beating the Baggy Blues at Harrup Park.

# highlights

## *Investment in events attraction pays off*

Major events and conferences play a vital role in attracting visitors to Mackay and stimulating the local economy. Events and conferences support the region's tourism industry by boosting tourist numbers and creating fantastic opportunities for local operators, such as hotels, restaurants and retailers.

We allocated \$1.8 million from the 2015-16 budget to establish the Invest Mackay Events Attraction Program (\$1 million) and the Invest Mackay Conference Attraction Program (\$800,000). The funds were used to strategically target major events and conferences that would generate four key benefits for our region, including: Raise awareness of the Mackay region; attract overnight visitors from outside

the region; contribute to the regional economy; and foster community pride.

The 2015-16 funding program supported the attraction of 40 events and conferences, with funding also allocated to support a number of additional conference bids that were yet to be finalised.

The program is estimated to have injected about \$26.7 million into the local economy in 2015-16.

Some examples of major events and conferences supported include: Orchids in Paradise National Show and Conference; Sheffield Shield; AFL NAB Challenge Cup; Indoor Netball Supnationals Tournament; Australian Indoor Cricket Masters Championships; the #MackayPride

Trans Tasman Basketball Series; and the Bulls Masters v Baggy Blues T20 Cricket Festival, which raised funds to assist child protection organisation Bravehearts' plans to expand services to Mackay.

We also helped secure six one-day games and two one-day finals at Harrup Park as part of the Quadrangular Winter Series, featuring Australia A, India A, South Africa A and Cricket Australia's National Performance Squad. The series was to be played in August-September, 2016.

Following the success of the 2015-16 initiative, council committed a further \$1 million to continue the Invest Mackay Events and Conference Attraction Program into 2016-17.



**Scifleet:** An artist's impression of the Scifleet pre-delivery centre approved in Paget.

## > Facilitating Development Policy

Amendments to our Facilitating Development in the Mackay Policy were adopted in 2015-16 to broaden the scope of the policy by introducing new land use categories and additional incentives. The key focus of the policy is to attract investment and facilitate development through the use of incentives.

In addition to the previous schedules, which facilitated major development within the Mackay City Centre and industrial developments in established areas, two new schedules were added to facilitate aged care and retirement living and rural and nature-based tourism developments.

The amended policy now includes the following schedules:

- Major development within the Mackay City Centre
- Major industry development inside the priority infrastructure area in Paget, Marian, Mirani, Sarina, Slade Point and the Glenella industry areas
- Aged care and retirement living inside the priority infrastructure area
- Rural-based and nature-based tourism

**The first application was received and approved under the revised Facilitating Development in the Mackay Region Policy in January, 2016.**

The policy gained significant traction, with 10 applications approved before the end of 2015-16. These 10 approvals provided about \$2.9 million in concessions with a combined estimated economic output of \$470 million and the creation of 635 construction jobs. The concessions are conditional on projects being completed within two years and the use of local contractors.



## > Heritage-listed building opens its doors

The former Pioneer Shire Council Building in Wood Street was officially reopened on Sunday, August 2, 2015, following the completion of restoration works. The refurbishment of the heritage-listed building formed part of the \$18 million City Centre Revitalisation Project, which was a 50-50 joint project between the Australian Government and council. Built in 1935, the restoration work helped preserve an important piece of Mackay's history and a beautiful example of the architecture of that era.



**Opening night of the Mackay City Revitalisation Project:** Locals surround the newly unveiled public art piece *Cane Fire*.



Video: [www.mackay.qld.gov.au/citycentre](http://www.mackay.qld.gov.au/citycentre)

## > City Centre revitalised

The \$18 million Mackay City Centre Revitalisation Project was the first stage of an overarching strategy to revitalise the City Centre.

The project had started in August, 2014, and involved infrastructure works and streetscape upgrades to footpaths, street furniture, landscaping, public art, lighting and the creation of more outdoor dining and functional open space areas and significant infrastructure works.

The project, funded by the Australian Government and council on a 50-50 basis, was officially opened on November 27, 2015.

Member for Dawson George Christensen, then Mayor Deirdre Comerford and 11-year-old Zayden

Caracciolo helped with the official proceedings, which included unveiling the centrepiece public art *Cane Fire*.

The revitalisation project's contractor Vassallo Constructions also sponsored a fireworks display for the evening.

A number of events were held in the City Centre in 2015-2016 as part of an ongoing strategy to activate the revitalised space, including Chinese New Year, the launch of a new weekly Farmers' Market, and our marquee event — Twilight City Beyond Your Imagination Street Party — attracted more than 25,000 visitors to the City Centre in August, 2015.

# Dudley Denny Library Construction



“This contract will mean a lot of work for a lot of local tradespeople during challenging times and we couldn't be happier to be the firm delivering it.”

**Ben Hilder -  
Fergus Builders  
construction  
manager**

**Looking over concept images for the Dudley Denny City Library** (from left) Fergus Builders project manager Shannon Ackerman, then Mayor Deirdre Comerford and Fergus Builders construction manager Ben Hilder.

A \$5.6 million contract for a hi-tech library project in the City Centre was awarded to local construction firm Fergus Builders in February, 2016. The Dudley Denny City Library project, which generated much-needed local jobs, began a month later and was due for completion

towards the end of 2016. Council awarded the tender to GW & JL Fergus Pty Ltd, trading as Fergus Builders, after shortlisting three local firms. The project was made possible by the generous donation of The Dome building and an adjacent parcel of land by former Mackay

businessman David Denny. The top floor was to be converted to a library, with tenancies on the ground floor to provide council with an ongoing income stream. The Queensland Government was also providing \$461,000 towards the project.

## > Façade Improvement and #MackayPride Improvement Schemes

Round two of the Mackay City Centre Façade Improvement Scheme was launched in 2015-2016. Under the scheme, council matched funding for improvements to building facades in the City Centre. Round two achieved great success, with a total provision of \$33,173 in grants, resulting in \$155,000 of capital improvements undertaken by local contractors.

On the back of this success, the #MackayPride Façade Improvement Scheme was also launched, targeting businesses outside the Mackay City Centre. Seventeen approvals were approved under rounds one and two.

A total of \$44,530 in grants were provided, which resulted in \$183,930 of capital improvements undertaken by local contractors.



**Facade improvement:** An after shot of the revamped facade of the historic Australian Hotel building in the City Centre.



Video: [www.mackay.qld.gov.au/basketballfunding](http://www.mackay.qld.gov.au/basketballfunding)



**Mackay Basketball:** New seating in the main stadium, funded by the Better Community Building Fund.

## > Better Community fund provides economic stimulus

The region's economy was set for a forecast \$14 million boost thanks to our \$3 million investment into sporting and community infrastructure in the region.

A total of 13 organisations shared in funding from the \$3 million Better Community Building Fund announced in our 2015-16 budget as an economic stimulus measure.

The successful applicants had to be able to contribute their own funds for shovel-ready projects and use local contractors to be eligible for grants of between \$75,000 and \$250,000. Successful applicants ranged from a new venue for Kucom Theatre Incorporated in Snow Wright Court to new trails at Kinchant Dam for Mackay and

District Mountain Bike Club to help attract events and riders to the region.

Harrup Park Country Club received \$250,000 for a \$1 million project to upgrade infrastructure, such as lighting, to help attract more major sporting events and Mackay Basketball was able to install new seating in its main stadium.

Applicant	Project description	Amount requested	Amount approved (Ex GST)
Kucom Theatre Inc	Construction of new Theatre Premises at Snow Wright Court	\$250,000	\$250,000
Mackay and District Mountain Bike Club	Construction of downhill track at Kinchant Dam to attract a greater range of competitions to the Mackay region as mountain biking is an increasingly popular sport.	\$250,000	\$250,000
Mackay Basketball Inc	Installation of stadium seating at Candlestick Park in order to increase capacity to 1200 people.	\$250,000	\$250,000
Mackay Cricket Association (Harrup Park)	Installation of quality lighting at Harrup Park's main oval in order to attract state level competitions to Mackay. Lighting improvements will allow for games to be televised.	\$250,000	\$250,000
Mackay Golf Club Inc	Refurbishment and upgrade of Mackay Golf Clubhouse to attract new business opportunities.	\$250,000	\$250,000
Mackay Gymnastics Inc	Further development and expansion of gymnastic facilities at Snow Wright Court.	\$250,000	\$250,000
Mackay Netball Association Inc	Expansion of Mackay Netball site with the development of an additional eight courts allowing for State competitions to come to Mackay.	\$450,000	\$250,000
Mackay North Horse and Pony Club	Building of a cross country course at Mackay North Horse and Pony premises at Riverside Drive.	\$100,000	\$100,000
The Scout Association of Australia Queensland Branch Inc	Construction of an abseiling/climbing tower that will be available to organisations across the region for skills development; e.g. rescue training.	\$140,000	\$140,000
Mackay Tourism Ltd	Refurbishment of Mackay Tourism premises in order to modernise it in-line with current market trends.	\$250,000	\$250,000
Sarina Arts and Crafts Co-Op Ltd	Development of the Field of Dreams parklands to improve access for the drive-by tourism market.	\$250,000	\$250,000
Sporting Shooters Association of Australia (Mackay Branch) Inc	Redevelopment and expansion of rifle range facilities at "George Range", Brightley, in order to meet growing demand for firearms training and attract state and national titles to Mackay.	\$213,281	\$210,000
Western Suburbs RLFC (Mackay)	Installation of water tanks and pumps to meet the fire protection requirements at Western Suburbs site in Walkerston to allow future development at the facility.	\$250,000	\$250,000

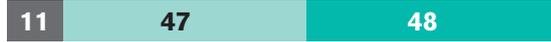
## > Development applications

Development applications received during the 2015-16 financial year was lower than preceding years. In particular, applications for reconfiguration of a lot were low due to reduced economic activity. The total number of applications received and approved in the year is detailed in the graph below.

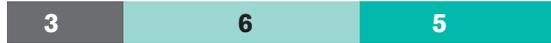
### Material Change of Use – Code, Impact & Compliance



### Reconfiguration of a Lot – Code, Impact & Compliance



### Combined Applications – Code and Impact



### Concurrency Agency



### Amended Applications



- Under assessment
- New
- Completed



**Mirani Caravan Park:** Mirani in the Pioneer Valley has been declared an RV-Friendly Town.

## Recreational Vehicle Friendly Status

Our Strategic Planning and Economic Development programs undertook a joint project review of the Mackay Region Local Government caravan park facilities following an enquiry from the Campervan and Motorhome Club of Australia (CMCA).

The review reaffirmed that there was a deficiency of facilities in the Mackay region to support low-cost and short-term RV parking.

Working with the CMCA, private caravan park owners, Mackay Tourism and Caravanning Queensland, we adopted a 12-month trial at the Mirani Caravan Park, which included six sites being

made available for short-term, low-cost parking of RVs.

Through this project, we gained RV Friendly Status for the Pioneer Valley, Mirani, which includes significant marketing to CMCA members, the broader self-contained RV community and signage in the Pioneer Valley. It is anticipated the project will assist with increasing tourism and economic growth in the Pioneer Valley and the greater Mackay region.

The trial at Mirani Caravan Park began on July 1, 2016, with RV Friendly Status beginning on the same day.



### 2015 Qld Tourism Awards:

Celebrating golden success - Economic Development manager Debra Howe, distiller Phillip Taylor and Sugar Shed coordinator Glenys Mansfield.

## > Sugar Shed scoops the pool at state awards

Our iconic Sarina Sugar Shed – Australia's only miniature sugar mill and distillery – became the proud recipient of two Queensland Tourism Gold awards for Excellence in Food Tourism and Tourism, Wineries, Distilleries and Breweries, as well as a Bronze award for Outstanding Contribution by a Volunteer or Volunteer Group. Only 22 gold awards were presented statewide and we collected two of them. Sarina Sugar Shed extended its trading to seven days a week on August 2, 2015. After being recognised as the Best Tourist Attraction and Best in Food Tourism at the Mackay Region Tourism Awards earlier that year, Sarina Sugar Shed decided that opening on Sundays would be in the facility's best interests.

The 2015-2016 financial year saw continued growth through the efforts of staff and volunteers, resulting in nearly 10,000 visitors and more than \$400,000 in ticket and retail sales. The Sugar Shed was in the process of enhancing its tour experience through the introduction of off-site farm tours planned for late 2016.

**“Taking out first place ahead of reputable companies such as XXXX Brewery and O'Reilly's Canungra Valley Vineyard was indeed a humbling experience for all of us.”**

Glenys Mansfield -  
Sugar Shed coordinator



**(Left) Chinese delegation:** A presentation by Mayor Greg Williamson in the council chambers. **(Right) Indian delegation:** At a networking luncheon are (from left) Mayor Greg Williamson, Cr Amanda Camm, Amitabh Das Mundhra, vice chairman of Simplex Infrastructures Ltd and managing director of JMS Mining Services, Dilip Kumar Sharma, executive director of JMS, and Surajit Das, chief manager for projects at JMS.

## > Council strengthens international partnerships

A Chinese delegation from Yantai visited Mackay in August, 2015, to discuss business, investment and trade opportunities between Yantai and our region, as well as in other sectors, such as education.

Yantai delegates led presentations on the Chinese investment environment, including key projects like Yantai's Hi-Tech Industrial Development Zone and Luye Hi-Tech

Industrial Park. The Yantai delegation was led by Wang Jianguo, Deputy Director of the Standing Committee of Yantai's People's Congress. A delegation, including the China Consul-General and representatives from Laguna Whitsundays owner Fullshare, also visited in late 2015-16.

A visit by representatives of an Indian mining giant in June, 2016,

could help unearth new export and business opportunities for Mackay companies. Three representatives from JMS Mining Services were in Mackay for two days. JMS is the biggest private producer of underground coal in India. Mayor Greg Williamson hosted a networking luncheon for delegates.

## *Workshop explores big ideas for our economy*

Some "big ideas" for our region's economy came out of the Next Big Ideas Workshop, which we hosted at the MECC in November, 2015. The creation of new businesses through innovation and start-up precincts was just one of the visions at the workshop.

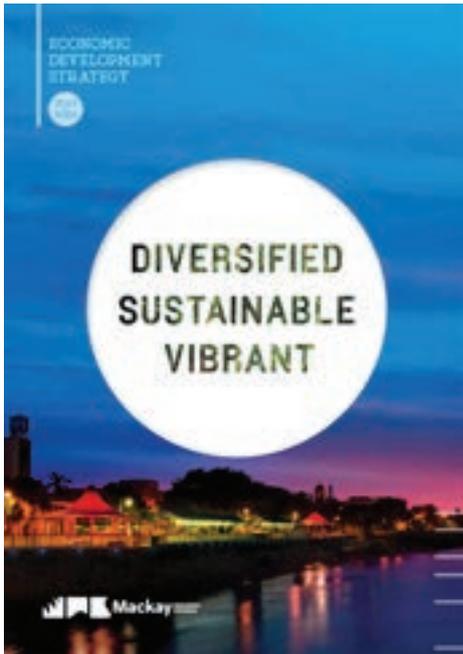
More than 50 people, including representatives of State Government, council, business and the development and tourism industries, attended the day full of ideas and discussion.



**Big ideas:** Council's then Planning and Development portfolio Cr David Perkins (left) and Mackay Airport general manager Rob Porter check out some of the big ideas.

**“An ‘Eat Street’ featuring local produce and an ever-expanding range of dining experiences, plus a green energy hub, were also among the top four ideas raised and discussed.”**

Cr David Perkins - then Planning and Development portfolio



View the document: [www.mackay.qld.gov.au/economicdevelopmentstrategy](http://www.mackay.qld.gov.au/economicdevelopmentstrategy)

## > Strategy paves the way for economic advancement

“Diversified, sustainable, vibrant” – That’s our vision for the future and the drivers of our first Economic Development Strategy for our region, which was announced in December, 2015.

The Economic Development Strategy (EDS) 2015-2020 identified the economic development framework that lays the foundation to facilitate economic development within our region. The document identified four strategies required to achieve our goals of a more diversified economy – co-ordinated and regional planning, creating a positive attitude, enhanced local business skills, and investment attraction.

## *New policy is a step towards more footpath trading*

A new footpath trading and structures policy gave local businesses the opportunity to offer unique street trading and dining experiences for their customers. The policy was approved as part of a commitment towards creating vibrant, diverse and dynamic public spaces. It will act as a guideline for footpath trading across the entire region, including the Mackay City Centre, Sarina and Walkerston town centres, Evans Avenue and Palmer Street in North Mackay, Fourways Plaza and other street-orientated developments.



**Footpath dining:** Brook Smelscher and Jake Kirkman enjoy the new footpath dining in the City Centre.



**City Centre coordinator:** Samantha Self.

## > New City Centre team member on the job

A new advocate for the revitalised City Centre was excited about times ahead for the shopping, dining and entertainment precinct. City Centre coordinator Samantha Self started in the role in early 2016. She quickly got acquainted with businesses and strategies to continue to activate the rejuvenated City Centre. Ms Self helped facilitate a business information session for City Centre businesses in June at Mackay Grand Suites. Councillors Ross Gee and Justin Englert, who had been appointed to the City Centre Taskforce, attended the business information session.



**Farmers' Market:** Mayor Greg Williamson at the launch of the Greater Whitsunday Farmers' Market in the City Centre.

## > Big things on menu at Farmers' Market

Freckle Farm's Deb McLucas was confident big things were on the menu for the Mackay, Isaac and Whitsunday region's farmers and their customers with an appetite for fresh produce. A new weekly Greater Whitsunday Farmers' Market in the City Centre, beginning Wednesday, June 8, provided the connection. The Farmers' Market is held every Wednesday in the City Centre. They are hosted by the not-for-profit Greater Whitsunday Food Network (GWFN), of which Ms McLucas is president, and supported by council and the City Centre Taskforce.

"We see the Farmers' Market as a vital hub for us to be able to connect with a large number of customers on a regular basis."

**Deb McLucas -  
Greater Whitsunday Food  
Network president**



**Race day legend:** The late Mick Pope being interviewed at Harbour Beach.

## > Race day pays homage to legend's legacy

The Mackay Airport Beach Horse Racing Festival will go on. That was the unanimous decision made by family, event sponsors and supporters at a working group meeting held at council after the sudden death of event organiser Mick Pope. In December, 2015, council approved support for the festival through its Invest Mackay Events Attraction Program, recognising the importance of this iconic event.



# community pride

regional

# identity

## fast facts

### In 2015-2016 council:



- ▶ Welcomed 567 new Australian citizens at nine ceremonies



- ▶ Staged a 10-day Festival of Arts that included 23 events and was attended by 37,896



- ▶ Received 1940 entries in our #MackayPride Boat and Trailer competition



- ▶ Organised a ticker-tape parade and Civic Reception, attended by more than 7000 people, for NRL premiers the North Queensland Cowboys



- ▶ Presented 12 awards and funded 10 community events for Australia Day



# snapshot

*Events bring the community together*

We helped stage a range of events in 2015 that brought the Mackay community together.

The **Twilight City – Beyond Your Imagination street party** in the City Centre in August, 2015, was bigger and better than the inaugural event a year earlier, with five times more food and retail stalls. The family-friendly event showcased Mackay's newly revitalised City Centre and provided a boost to businesses.

We also hosted our own **Animating Spaces Mackay UP!** event in August. The event, which was an initiative of Artslink Queensland in partnership with council, aimed to animate significant spaces in regional communities through locally-driven arts and cultural events. We hosted three events, including a street party and mural unveiling, a twilight lantern parade and art installations and live performances in the City Centre.

Our **Global Grooves** multicultural festival was attended by more than 8000 people in October, 2015. The event is Mackay's biggest multicultural event and included a variety of ethnic music, dance, food and workshops. Sixteen cultural groups took part in the 2015 event, which proved a huge success with the local community.

Our free **New Year's Eve River Party** at the Bluewater Quay also had something to offer the whole family. From 6pm to midnight, the Quay came alive with live music, rides, amazing fireworks, food, an extended licensed area and market stalls. The live entertainment never stopped and crowds were rocked from start to finish by Jon English and band, Mango Junction, kids' act Boomstars from Adelaide, Missdemeanour and Oliver Carter-Beck.



## Queensland Multi Media award:

With the award are our Corporate Communications team (front from left) manager Ken Furdek, Lyneale Thrupp, Kerry McNeill and (back from left) Shane Green, Jade McAuley, Alanna Brake, Mark Sleeman and Lee Brake.

# awards

## > #MackayPride

Our #MackayPride campaign was named as the winner of the major award at the 2015 Queensland Multi Media Awards. The awards recognise the crème de la crème of Queensland media professionals.

The #MackayPride campaign took home the award for best advertising across all media. The campaign was designed to promote the positive aspects of the region and why locals should have a sense of pride about where they live.

# highlights

## *Festival takes Walk on Wild Side*

The Mackay Festival of Arts was delivered in July, 2015, with a 10-day program that included 23 events hosted throughout the Mackay region and attended by audiences totalling 37,896.

The Festival included performances from 361 local performers and 93 interstate

performers. The 2015 festival's theme was Walk on the Wild Side.

It featured a number of successful events, including Symphony Under the Stars, Gourmet Safari, Wild Things Masquerade, Friends of the MECC's Jazz Brunch, Mikangelo (Cave, Waits, Cohen), Erth's

Dinosaur Zoo, Progressive Dinner and the popular G&S Engineering Wine and Food Day.

The Mackay Festival of Arts provides significant economic activity. The regional benefit, calculated by Remplan, was estimated to be in the vicinity of \$10 million.





**Australia Day:** 2016 Mackay Citizen of the Year Detective Senior Sergeant Samantha Bliss (centre) with the previous year's winner Dr Peter Bastable (left) and sponsor Vassie Comino.

## > Australia Day Award winners honoured

Mackay's 2016 Citizen of the Year was a detective dedicated to child protection who is an inspiring role model through her leadership qualities. Detective Senior Sergeant Samantha (Sam) Bliss, a Torres Strait Islander mother-of-two, was named Citizen of the Year at the Australia Day Awards at the MECC. A police officer for 22 years, she thrives on being active in the community, especially helping youth through a variety of roles, including PCYC Mackay chair.

School student Claire Kelly might

only have been 17, but she was already an outstanding role model through her volunteer work and was Mackay's Young Citizen of the Year. As well as being involved in local charities, she's volunteered overseas twice, including two weeks in Fiji working in an orphanage. The Lori Burgess Community Volunteer Award winner was husband and wife team David and Gillian Lemberg, long-time volunteers with Sarina Show Society. We presented 12 awards at the Australia Day Eve function for all award nominees at the MECC.



## > Music star brought smooth vocals to Easter Carnival

Singer-songwriter Karrie Hayward put a spring in the step of crowds at the MLC Advice Mackay Easter Carnival thanks to her upbeat tunes and silky-smooth vocals. The carnival was held from 9am until noon at Caneland Park on Sunday, March 27, 2016. It included a live music stage, egg hunt, craft activities, face painting, jumping castle, merry-go-round, plenty of food vendors and even a visit from the Easter Bunny.

## > Funding grants Aussie Day fun

We were also able to help fund 10 events across the region to ensure Australia Day 2016 was a corker. From an open day at the historic Greenmount Homestead, to a community morning tea and fun on the beach – there was an event to suit all tastes. The events all had a strong focus on family and were free to attend.

Australia Day 2016 event grant winners:

- Banksia Scout Group – Family fun day
- C&K Slade Point Community Kindergarten – Community BBQ and fair
- Friends of Greenmount – Homestead "open house"
- Habana & Districts Progress Association – "Beach" party
- Mackay Surf Life Saving Club – U18 beach games
- PCYC Mackay – Community sports day
- Pioneer Valley Tourism & Development Association – Morning tea
- Sarina Australia Day Committee – Community celebration
- Sarina Surf Life Saving Club – Beach events
- Seaforth Progress & Sports Association – Family Australia Day

"It's important to us to ensure we cover as much of the region as possible to give everyone a chance to attend a public Australia Day event."

**Cr Chris Bonanno - then Festivals, Events & the Arts portfolio councillor**



**North Queensland Cowboys on victory tour:** The Cowboys hold up the NRL Premiership trophy to the packed Mackay crowd at the Bluewater Quay.



**Graeme Connors and the North Queensland Cowboys:** Connors performs his song "The Cowboys Are My Team" to the crowd.

## ➤ **Champion NQ Cowboys bring trophy to town**

2015 NRL champions, the North Queensland Cowboys, brought the premiership trophy to town on Sunday, October 18.

Mackay was the first stop on the Cowboys' flying one-day regional tour, which also included stops in Mount Isa and Cairns.

Residents turned out in droves to congratulate the team, including co-captains Johnathan Thurston and Matt Scott, on their golden-point win over the Brisbane Broncos.

The club's visit was a brief one but council managed to stage a ticker-

tape parade down Victoria Street, followed by a civic reception at Bluewater Quay, which drew huge crowds.

Mackay's singer-songwriter Graeme Connors performed the club's anthem, *The Cowboys Are My Team*, which he had penned around 2000. It was only the second time he'd performed the song publicly.

## Heritage Fair celebrates yesteryear



**Heritage Fair:** The fashions of yesteryear were a focus for the 2016 Heritage Fair, with many people taking part in the fashion parades.

The 2016 Greenmount Heritage Fair in May, 2016, expanded its already impressive line-up of entertainment and attractions. The fair featured a vintage aircraft aerial display and

flash mobs, as well as the usual line-up of a fashion parade, live music, billycarts, guest speakers and artists. More than 7000 people attended the popular annual fair, with

many also taking the opportunity to have a look through the historic Greenmount Homestead.



### > Big crowds for Anzac Day

We helped the RSL organise and stage Anzac Day parades and ceremonies right across our region.

In Mackay, the dawn service returned to Jubilee Park, following the previous year's being held at Binnington Esplanade, Town Beach, to mark the 100th anniversary of the Gallipoli landing. There were big crowds at all parades and services throughout the region.

Later in 2015-16, we were preparing to welcome a once-in-a-lifetime exhibition from the Australian War Memorial. The Spirit of Anzac Centenary Experience – the largest free travelling exhibition ever featured by the Australian War Memorial – was visiting Mackay for one week only.



## > Civic Precinct host events

Our Civic Precinct hosted a range of popular community events in 2015-16. For example, Mackay's popular art and design market Rock Paper Scissors were held in July, featuring more than 50 stallholders showcasing the best art and craft the region has to offer, and drawing a big crowd. The legendary Emirates Melbourne Cup trophy was in Mackay on September 15 as part of the Emirates Melbourne Cup Tour. Council hosted a charity breakfast at the MECC and a free community fun day in the Civic Precinct grounds as part of the iconic visit.



“It’s important we keep our community informed about what we do as a council and we also need to support the iconic Mackay Show.”

**Mayor  
Greg Williamson**

## > #MackayPride on Show

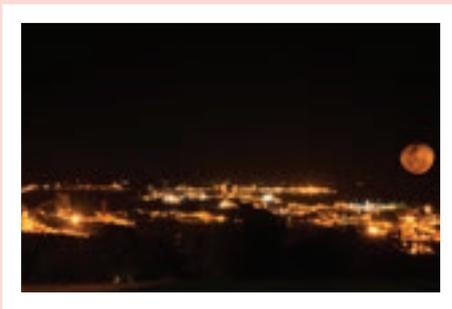
The region’s #MackayPride was on display at council’s 2016 Mackay Show stand with something for everyone. Located in Pavilion 2 at the Mackay Showgrounds, our display featured daily puppet shows for the kids, free native plants and giveaways and interactive council displays. While at the council display, residents were also able to cast an entry to win the #MackayPride boat and trailer package, valued at \$13,600, with the Mackay Show being the last chance to register.



# *Pride in our Region*

**Competition winners:** Giselle Anderson used the prize to fly her husband's brother Phillip Anderson and his wife Margaret from Canberra to Mackay to take in the sights. **(Below): The winning entry**

## > Residents share #MackayPride moments



Our successful #MackayPride campaign, launched a year earlier, continued to gain good traction in 2015-16. We ran two competitions to help remind residents why they should be proud of the region they live in.

The first competition was the "Share your #MackayPride moment" competition. Supported by helloworld Mackay & Mt Pleasant and Oaks Hotels & Resorts, flights for four people from an east coast capital city and five nights' accommodation at Oaks Rivermarque were up for grabs. Walkerston resident Giselle

Anderson won the competition with a photo of the moon rising over Hay Point, accompanied by her #MackayPride message:

"The natural beauty of Mackay spells 'paradise' because it is gifted with so much beauty. One example is how it is a sight to behold when the moon rises at Hay Point/Darlymple Bay."

Giselle used the prize to fly her husband Shane's brother Phillip Anderson and his wife Margaret from Canberra to Mackay to take in the sights.



**Helping Rebekah Place, of Sarina, celebrate her win in the #MackayPride boat and trailer package competition:** (from left) her son Caden Matthews (in boat), Mayor Greg Williamson, Sugar City Marine director Paul Elliott and SeaFM's Dave Peters.

## > Pride lands boat and trailer prize

A lucky Sarina resident landed the catch of her life after sharing her #MackayPride. Rebekah Place was randomly drawn as the winner of the boat and trailer package, valued at \$13,600, in the #MackayPride competition.

We partnered with Sea FM and Sugar City Marine to promote the positive attributes of our region and further cement a sense of pride within the community. As part of the #MackayPride promotion, SeaFM breakfast team Jay and Dave went on a week-long road trip around the region, broadcasting at Calen, Cape Hillsborough, Bucasia, Pinnacle, and Sarina, allowing residents to check out the boat and trailer package and share their #MackayPride.



**Mackay to Hobart:** Cr Laurence Bonaventura with Rodney and Tracey Woods, of the Pioneer Valley Classic Car Club, with decked out cars they drove in the rally.

## *Unusual rally drives message of promoting Mackay*

“Plenty of time and effort has gone into making the vehicle roadworthy and it drives like a dream.”

**Cr Laurence Bonaventura**

Mackay councillor Laurence Bonaventura is a fan of abandoned car auctions where he has picked up some vehicular bargains in the past. He put one of them – a 1995 C220 Mercedes Benz bought for \$500 – to the test, driving it from Mackay to Hobart as part of the S#\*tbox Rally 2016.

It was all for a good cause, with the annual rally raising \$1.5 million for the Cancer Council.

More than 200 cars, each worth less than \$1000, made the 3500km trip, departing Mackay's Bluewater Quay, on May 7. Council was a major sponsor of the event through its Invest Mackay Events Attraction Program. Cr Bonaventura and his son Gerard drove Mackay Magic. He also helped provide a second car, #MackayPride, driven by Rodney and Tracey Woods, of Pioneer Valley Classic Car Club.



“This is the first time we’ve blended two of our advertising themes – #MackayPride and 101 Things to Do in Mackay – both of which strive to promote all our region has to offer and strengthen civic pride.”

**Greg Martin -  
then Tourism  
and Economic  
Development  
portfolio councillor**

**Welcome sign near Mackay Airport:** Economic Development manager Debra Howe, Mitch James, of Paradise Outdoor Advertising, and then Tourism and Economic Development portfolio councillor Greg Martin.

## > Sign a welcome addition to city gateway

We were able to install a new-age sign to welcome air travellers to Mackay. The sign is similar in design to the high-quality supersite billboards at major metropolitan airports, such as Sydney and Melbourne. The billboard is a project of North Queensland company Paradise Outdoor Advertising, which provides an opportunity for council to promote what the region has to offer.

Under an agreement with council, Paradise pays for the installation and maintenance of the sign for 15 years and, in return, council receives one side of the sign to welcome visitors to Mackay. The billboard will allow council to promote a range of messages to visitors using replaceable “skins” that are easily installed on the billboard face.



**John Mackay collection:** Christina Mackay-Lowes (second from the right) presented then Mayor Deirdre Comerford (third from left) with items from the John Mackay collection.

## > Donated Captain John Mackay items take pride of place

Donated personal items that belonged to Mackay's founder Captain John Mackay now take pride of place in the foyer of our administration building in Gordon Street.

The items were donated by his granddaughter Christina Mackay-Lowes, of Brisbane, who visited Mackay in 2015 to personally hand them over to council. They include a portrait of Captain John Mackay, as well as his Imperial Service Order medal and citation, signed by King George V, reading glasses and a jewelled cravat clasp.



**Women who make us proud:** Dorne Cawte, founder of the North Queensland Knitted Knockers branch, with her award.

## > Knocker Knitter one of 75 Women Who Make Us Proud

A tireless knocker knitter was one of 75 award winners at the Women Who Make Us Proud Awards. An initiative of council and a first for Queensland Women's Week celebrations, the awards were conceived as a way to recognise the achievements and impact of local women who might normally fly under the radar.

Council was flooded with more than 130 nominations, proving just what a tight-knit and caring community the Mackay region is. Dorne Cawte was nominated by the proud committee members of the Knitted Knockers – Val Pearce, Diane Harvey and Kerry Springer. For those not familiar with Knitted Knockers, they are a knitted cotton prosthesis that can be worn under the clothing of a woman who has had a mastectomy.

“She (Dorne Cawte) singlehandedly set up the first Knitted Knockers branch in North Queensland.”

**Val Pearce, nominator**



**Cr Martin Bella (left) and Kevin Campion unveil Buffy.**

## > New-look Buffy revealed

Buffy is back and looking better than ever in the middle of Sarina. The metre-high, much-loved cane toad statue was moved from its Broad Street location in January, 2016, for cleaning, maintenance and a fresh lick of paint. As part of the project, Buffy's surrounds were also revamped. Buffy now sits atop an elevated platform, with a feature wall decked out with landscaping and lighting.

The platform also pays homage to Sarina's rugby league greats, with a plaque for State of Origin Queensland stars Martin Bella, now a councillor, Dale Shearer, Kevin Campion and Wendell Sailor. An additional plaque also details the story behind Buffy. The new-look Buffy was officially unveiled on May 12 by Kevin Campion and Cr Bella.



**Well-known local art consultant Wanda Bennett was employed by council to oversee the removal and salvage of the 1993 Mackay Horizons Community Arts project. The artworks have now found a new home in the Mackay Showgrounds.**

## > Showgrounds install Mackay Horizons artwork

The iconic Mackay Horizons community art project found a new home. At the last general meeting for 2015, council approved the donation of the community art to the Mackay Show Society. They were installed as an artwork trail within the Showgrounds. The artworks were created for the City Centre some 22 years ago and are still highly valued by the community.



# health and wellbeing

## fast facts



- ▶ 4 swimming pools and a three-tiered Bluewater Lagoon



- ▶ 7 skate parks



- ▶ 1 international sports stadium (BB Print Stadium Mackay)



- ▶ 1 Bluewater Trail (a shared pathway around the city)



- ▶ 5 libraries and 1 mobile library



- ▶ 1 youth centre



- ▶ 13 community halls



- ▶ 11 SES facilities



### **In 2015-2016:**

Our 150 Parks and Environment Officers:

- ▶ Received all-time high results in client satisfaction surveys, exceeding four stars out of five
- ▶ Managed 359 parks and reserves, maintaining 15,620,000m<sup>2</sup> of parkland and open space
- ▶ Managed playgrounds and play equipment at 125 locations
- ▶ Serviced 309 gardens, including 216,139m<sup>2</sup> of garden beds weeded and maintained each fortnight
- ▶ Mowed 18,000,000m<sup>2</sup> of grass every month (including road verges and road reserves).



**TripAdvisor excellence:** Bluewater Lagoon won a TripAdvisor Certificate of Excellence for the second year in a row.

# awards

## > Bluewater Lagoon

The Bluewater Lagoon was awarded a Certificate of Excellence from the world's largest travel website, TripAdvisor, for the second year in a row. The award was earned through consistently great reviews on [www.tripadvisor.com.au](http://www.tripadvisor.com.au). There were 100 reviews for Bluewater Lagoon on the TripAdvisor website, with 68 rating it excellent, 31 very good and just one as average.

# highlights

## *Aquatic facility visits*

It was a record year for Sarina, with an experienced new operator managing the facility. As part of council's drive to find efficiencies, the new operator took charge of the facility's management late in 2013 and has met the community's need for continuous improvement and service delivery excellence.

Attendances at Bluewater Lagoon improved slightly as an excellent season of dry warm weather blessed the region.

Facility	2013-14	2014-15	2015-16
Memorial	28,746	35,967	30,703
Pioneer	34,581	41,779	33,081
Mirani	44,772	26,730	26,556
Sarina	25,210	13,711	30,136
Bluewater Lagoon	261,463	185,005	208,657

## > Vector Control

During 2015-2016 our Vector Control team inspected 3053 sites. They carried out mosquito control work on 1293 sites, treating an area of 9065 hectares.



## > Pet registration

We recorded 14,422 dog registrations for 2015-2016, which is a 10.6 per cent increase from 13,038 registered in the previous financial year.

We recorded 2697 cat registrations for 2015-2016, a 10 per cent increase from 2449 registered in the 2014-2015.

Year	Cats	Dogs
2011-2012	1894	9452
2012-2013	2273	11,249
2013-2014	2748	13,689
2014-2015	2449	13,038
2015-2016	2697	14,422

We impounded 983 dogs in 2015-2016 but achieved an 87 per cent success rate of rehoming the animals, with 858 being rehomed.

For better reporting on cats, we have separated domestic and feral animals for the first time.

This year we impounded 560 cats – 22 per cent of which were feral pests. Of the remaining domestic animals (cats), we rehomed 282, bringing our cat rehoming rate to 64 per cent for the period.

Our Local Laws team patrolled areas popular with dog owners, including the Gooseponds, Mackay Regional Botanic Gardens, Sarina, Midge Point, Walkerston, West Mackay, East Mackay, Slade Point, Blacks Beach and Bucasia. Throughout the year, 22 patrols were conducted.

## > Pest Management Activities

Pest	Requests	Properties Baited	Total hours
Dingo/Wild dog	20	56	598 hours
Pigs	7	61	319 hours
Giant Rats Tail	21	-	446 hours

## > Environmental Health Activities

Area	Requests
	79 complaints
Food	387 inspections
Nuisance	277 complaints
Noise	99 complaints

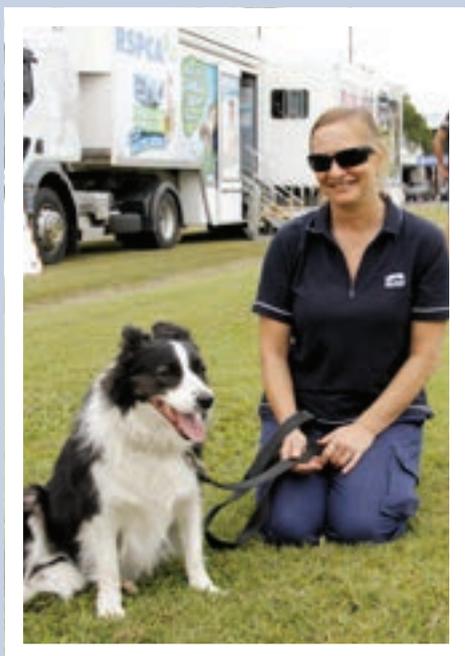
## > Regulated Parking infringements issued



**Efficiencies:** Staff members Peter Lucas and Robert Hill with the new licence plate recognition device.

## > New technology drives efficiencies

We purchased a new vehicle-mounted number plate recognition device in October, 2015, to assist parking officers with their patrols of regulated areas. The system is capable of completing what would normally take officers three hours to do in just 30 minutes. The time saved has allowed staff to increase the frequency they visit certain areas around the region without the need to increase staff. It also means patrols can be carried out in any weather condition while creating a safer work environment for the officers conducting regulated parking inspections. The device, which is fitted to a car window, works by identifying the number plate of each vehicle and where it is located using GPS technology.



## > Fun day promotes responsible pet ownership

Our Responsible Pet Ownership Open Day was held in July, 2015. Discounted registrations and micro chipping were available, as well as stalls from Jaimon Boarding Kennels & Cattery, Fiona Kroll (Pet Photography), Barking Mad Treats, Local RSPCA group, Doggy Bandanas, Skills for Dogs, RSPCA Education Mobile Unit (EMU) and Andergrove Vets.

Local radio station SeaFM did an outside broadcast on the day, which helped boost crowd numbers.

A total of \$9117 was accepted on the day for registration and microchipping, which included:

- 181 dog registrations
- 37 cat registrations
- 32 standard microchips

**(Left) Pet Registration Day:**

Shelly Molloy helping out at the 2015 Responsible Pet Ownership Day on the council lawns.



“Now that tags are being re-used, residents who decide to renew their registration online won't have to worry about making a trip into council to collect a new one.”

**Mayor  
Greg Williamson**

**Lifetime registration tags:** Labrador Stella, of Beaconsfield, is looking forward to her new lifetime registration tag.

*Registering your pet is easier than ever*

Cat and dog owners no longer need to swap over their registration tags when they renew their pet registration. In a move to align Mackay Regional Council with other major Queensland councils, lifetime pet registration tags were introduced. As part of the initiative, registration tags are only replaced if they are lost or damaged.





(Photo above) Marilyn Wallman Park: Bruce and Denise Morcombe with John and Daphne Wallman at the opening of the Marilyn Wallman Park.

## *Dark opening highlights child safety message*

“Residents in Rural View now have a shaded playground within walking distance where they can relax with the family.”

**Theresa Morgan  
- then Parks and  
Environment  
portfolio councillor**

The revamped Marilyn Wallman Park at Rural View was officially opened by then Mayor Deirdre Comerford on Sunday, August 30, 2015.

The \$119,000 revitalisation project involved a complete overhaul of the existing playground. Council installed a new play combo featuring slides, climbing apparatus and zip lines. In addition to providing a modern space for families to enjoy time together, the revitalisation helped to preserve the memory of Marilyn Wallman – one of Mackay’s most tragic disappearances – and the joy she brought to the lives of her family and friends.

The opening was attended by members of Marilyn Wallman’s family, local police officers and child safety advocates Bruce and Denise Morcombe.

The event was an opportunity to reflect on the importance of child safety. Parks are wonderful places for families to spend time together and enjoy the great outdoors but parents are reminded to be vigilant. It only takes a second for a child to go missing. It is imperative that parents keep an eye on their children at all times and educate them on the dangers of talking to strangers.



**Jubilee Park, Mackay:** Construction at Jubilee Park was completed in time for Remembrance Day.

## > Jubilee Park upgraded in time for Remembrance Day

Our work on Jubilee Park wrapped up just in time for Remembrance Day, 2015. The first stage of the works that concluded in April, 2015, had involved restoration work to the rotunda and the installation of new gardens, concrete pathways and 13 bronze plaques

around the rotunda. The second stage signalled the completion of the Anzac Walk, with the installation of a further 24 bronze plaques and the replacement of the outer circular gravel footpath with concrete. Other park redevelopments in our region in 2015-16 included the

Settlers Rise playground, Fairmeadow Drive Park at Mount Pleasant, adjacent to the northern entrance to our city, and Ron Anderson Park. Consultation with the community is an important part of our park redevelopments.



**Police Dog Tunza:** Police Dog Tunza with handler Sergeant Marcus Hahn

## > Canine hero has park named in his honour

An off-leash dog park at the Gooseponds was renamed in honour of one of the region's most talented police dogs at a special ceremony on March 1, 2016. Police Dog Tunza was responsible for apprehending countless offenders during his six-year career on the Mackay Dog Squad. His exceptional sense of smell and speed on the ground proved invaluable when it came to tracking an offender on the run or locating a missing person. Sadly, Police Dog Tunza fell ill on a shift on November 7, 2015, and died later that day, aged seven-and-a-half. The renaming of the dog park in honour of Police Dog Tunza was a fitting tribute.

View the video:  
[www.mackay.qld.gov.au/tunzapolicedog](http://www.mackay.qld.gov.au/tunzapolicedog)



## > Licensing and Approvals

Premises	Inspections
Accommodation	43
Food	482
Swimming Pools	32
Outdoor Entertainment/ Event Approval	8
Static Vending	12
Skin Penetration	3
<b>Total</b>	<b>580</b>

Compliance levels varied between premises and officers found that accommodation and food businesses had more opportunities for improvement relating to structure, storage, handling and procedures.

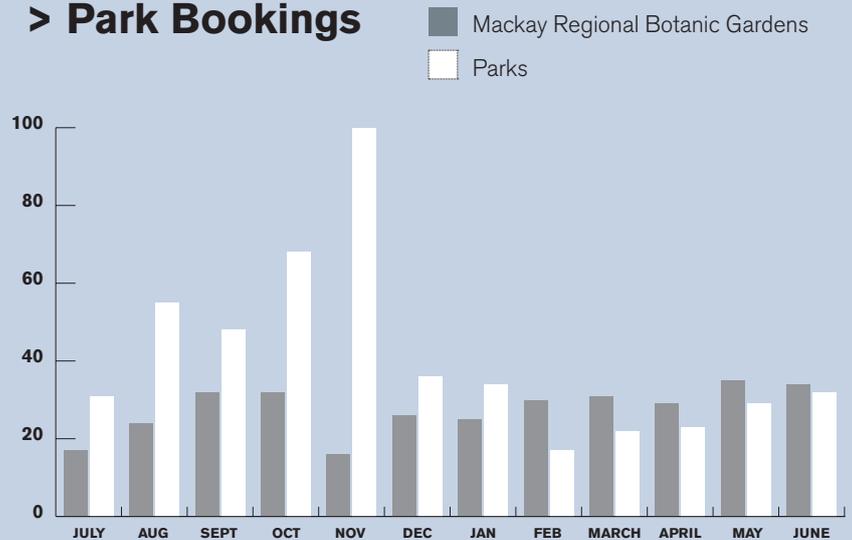
## > Stadium Mackay gains new name

Proud local company BB Print showed its faith in the region's economy by securing the naming rights for the community-owned Stadium Mackay in March, 2016. The four-year deal saw the facility renamed the BB Print Stadium Mackay. Council remains the owner of the facility and, under an existing arrangement, provides a yearly budget allocation to the stadium committee to assist with maintenance and operating the stadium.

"It is an iconic facility for our region and we are thrilled to put our name to such a great community asset."

**Kathy Farren-Price -  
BB Print partner**

## > Park Bookings



**Active Zone:** Sporting mascots race against each other in the Rio Tinto Active Zone.

## > Sports Expo and Sign-on Day

Ultimate Frisbee was just one of the many sports showcased at our annual Sports Expo and Sign-on Day in February, 2016. The event was held on Valentine's Day, February 14, with nearly 100 exhibitors again drawing a big crowd. The Rio Tinto Active Zone was popular and rugby league legend and LGAQ Ambassador Shane Webcke returned for his fourth

expo in five years as special guest. The council-organised event was supported by Dalrymple Bay Coal Terminal, Rio Tinto, SportsPower and Sporting Wheelies and Disabled Association.



**South Mackay Sporting Precinct:** The master plan will ensure the precinct is up to standard to cater for major sporting events like Sheffield Shield and other state-level matches.

“A big benefit of the master plan is that it also identifies opportunities for shared facilities.”

**Lyn Law - Mackay Netball Association president**

*Master plan for South Mackay Sporting Precinct*

A new master plan for the South Mackay Sporting Precinct was on the drawing board in March, 2016. The South Mackay Sporting Precinct is adjacent to the airport and includes Harrup Park, BB Print Stadium Mackay and numerous sporting clubs and other community and recreation groups. We engaged planning consultants Otium Planning Group to work with all the stakeholders to prepare the master plan.



**Get Out, Get Active:** Elena Borg from Fitness Fusion takes a packed class through the moves at Sarina Pool. Aqua Zumba is just one of the many activities offered by the Get Out, Get Active program.

**> Make time to get active**

We launched a new program in August, 2015, which was designed to encourage women of all ages to become more active. The Get Out, Get Active program was targeted at females, who wanted to improve their general health and wellbeing, and was highly successful in getting women around the region participating in low-impact exercise. Following the success of the first round of the program, a second block of activities was organised in October, 2015. Due to high participation numbers, we were able to extend sessions into December. The program was an initiative of the State Government and Mackay Regional Council.



**Sarina SES:** Then Mayor Deirdre Comerford and SES volunteers unveil the new headquarters.

## > New Sarina SES facility unveiled

Mackay Regional Council officially opened a new state-of-the-art headquarters for the Sarina SES on July 30, 2015. The \$610,000 Sarina SES building, funded through the Disaster Response Levy, was the first purpose-built facility of its type in the region. The SES volunteers had input into its design and the layout is designed for ease of use, separating the training and operational areas. If Mackay is ever hit hard in a disaster, emergency services will be able to operate from the Sarina facility.



Cycling around Mackay is easier than ever thanks to two new projects constructed early in 2016. We were successful in a funding application for nearly \$600,000 through the Queensland Government's Cycle Network Local Government Grants Program to expand the region's cycling trails. The funding was split between the missing link on the Bluewater Trail, from Bridge Road through to Milton Street, and a

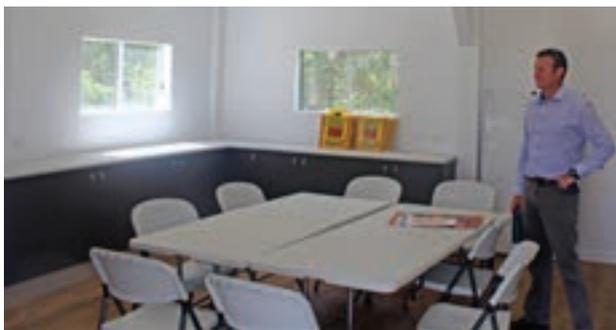
shared path on Mackay-Bucasia Road, north of the Northern Beaches Catholic Primary School and spanning to Bucas Drive. We contributed \$395,550 and \$324,730 towards each project respectively.

## > Young athletes get a leg-up

Two of Mackay's future sports stars received a helping hand to further their training. Athlete Jessica Grech, 13, and surf lifesaver Callum Street, 14, were awarded sports bursaries as part of the 2015 Wingate Properties North Queensland Sports Encouragement Awards. The bursaries were administered in partnership with the North Queensland Sports Foundation, of which council is a major sponsor. Both Jessica and Callum were presented with a cheque for \$650 to put towards their development in their chosen sports, an embroidered jacket, a medal and a water bottle.



**Sporting Bursary winners:** Presenting North Queensland sports bursaries to Jessica Grech, 13, and Callum Street, 14, are then Mayor Deirdre Comerford and then Sports, Recreation and Facilities portfolio councillor Paul Steindl.



**Sarina SES:** Emergency Management Coordinator Anthony Lee at Campwin Beach SES.

## > Local SES groups benefit from facility upgrades

The Campwin Beach and Koumala State Emergency Service (SES) groups had major structural upgrades in the lead-up to storm season. The upgrades were part of our commitment to provide fit-for-purpose and improved facilities for our SES volunteers. The Campwin Beach SES facility previously consisted of just two unlined sheds where volunteers conducted training on bare concrete floors. With our \$70,000 investment, under funding from the

Disaster Response Levy, the site was transformed into a facility that is more conducive to a positive training environment for our SES volunteers.

The Koumala SES Training Facility, also used by the Rural Fire Service, benefited from a \$43,000 council investment under the Disaster Response Levy. A SES flood boat shed was also upgraded at the Ness Street depot.



**Safer Families, Better Communities rally:** Councillors got behind the campaign.

## > Mackay rallies against domestic and family violence

A Safer Families, Better Communities rally was held on Sunday, October 11, 2015, as part of a local government campaign which publicly condemned domestic violence. The campaign included rallies and marches across the state and used #SaferFamilies to spread the message via social media. The mayor, councillors and a number of residents took part in Mackay's event to take a public stand

against domestic violence – a crime that often goes unreported and unpunished in our communities. In November, male councillors and staff also signed pledges never to commit, condone or remain silent about violence against women. The pledge signing was in honour of White Ribbon Day, an international day for the elimination of violence against women.



**Funding boost:** Then Mayor Deirdre Comerford handed over \$800 cheques to representatives from the Mackay Community Foundation and Macrossan and Amiet Charitable Foundation representatives (from left), Darren Sekac, Gene Paterson and Erin Mulherin.

## > New Year boost for two charities

Our electronic Christmas card delivered a \$1600 funding boost to two local charities. Our staff swapped paper Christmas cards for a specially designed eCard over the festive season, with the proceeds saved on postage being directed to two Mackay charities. At the first ordinary meeting for 2016, \$800 cheques were presented to the Mackay Community Foundation and Macrossan & Amiet Charitable Foundation.

“This initiative by council is truly a gift giving card which will enable us to support local charities.”

**Gene Paterson -  
Macrossan and Amiet  
Charitable Foundation**

## > Cemetery maintenance given a hand

We teamed up with Community Solutions and Novaskill Mackay to rejuvenate Mackay's cemetery. About 30 volunteers were involved in the restoration works at the Cemetery Road cemetery as part of a work for the dole program.



**Cyclone Saturday:** Cyclone Saturday at Caneland Central in October, 2015.

We staged another successful Cyclone Saturday event at Caneland Central in October, 2015. Joined by other disaster management agencies and stakeholders, we helped raise awareness about being prepared for cyclone and storm season.

Our Emergency Management staff were also present at events throughout the year, promoting their message of being prepared.

## > Time to celebrate our seniors

We celebrated the contribution of older people in the community with two great events as part of Seniors Week 2015, including a large Seniors Expo with more than 70 exhibitors and a free morning tea at the Sarina Cultural Hall.

## > Building to be new home of community radio

The former Retravision building in Wood Street also became the new home of a community radio station My105FM. Council had previously purchased the property, which adjoins a council-owned car park, as a strategic investment for the City Centre. The organisation was granted a five-year lease for \$3000 a month plus GST for community purposes.

## > Community benefits from council leases

We granted new leases to Pioneer Valley Rotary Club, Surf Life Saving Queensland and Creative Edge Dance Studio. The leases benefited the Pioneer Valley, Slade Point and Sarina communities. The Rotary Club lease was granted, not only for a storage shed at George Johnson Park, but for additional land on which Rotary plans to construct a new storage space, as well as a future Mirani Men's Shed. In Sarina, a lease for the property known as the Sarina Basketball Stadium in Hoey Street was awarded to Creative Edge Dance Studio.

“Not only do seniors have a wealth of knowledge and life experience to share, but many organisations would struggle to operate without seniors, either through patronage or volunteering.”

**Alison Jones -  
then Community  
and Client Services  
portfolio councillor**

## > Those in need not forgotten

We held an Anti-Poverty Week Food Drive and delivered a van load of non-perishable food items to St Paul's Uniting Church and Anglicare. The food was used to create hampers that groups like St Paul's Uniting Church and Anglicare then distribute to those in need around Christmas time.

“Last year we distributed over 250 hampers to those in need locally and we expect an even greater need this year.”

**John Langford -  
Anglicare regional  
director**



**Anti-Poverty Week:** Our Anti-Poverty Week food drive produced a van load of goods for those in need. With the goods are (from left) Anglicare regional director John Langford, then Mayor Deirdre Comerford and Reverend Dr Julia Pitman, Minister for St Paul's Uniting Church, Macalister Street.



**Harmony Day:** Funds raised went towards the Fiji Association Mackay's Cyclone Winston recovery appeal.

“This theme (our diversity is our strength) is extremely appropriate in our multicultural community, which is made up of nationalities and cultures from every corner of the world.”

**Bridget Mather -  
Community and  
Client Services  
director**

## *Harmony Day celebrations help Cyclone Winston recovery*

We celebrated Harmony Day by lighting Town Hall orange and providing a free screening of kids' movie Lilo & Stitch on March 19, 2016. Town Hall Park in Sydney Street also hosted cultural workshops and entertainment presented by local community groups, entertainers

and artists. There were Fijian weaving and coconut husking demonstrations, as well as Chinese red ribbon dancers. Projection artwork celebrating Mackay's multiculturalism by local artist Donna Robinson and the beautiful voices of George Street Neighbourhood Centre's

under-fives singing group was also a feature. The Fiji Association Mackay Region provided barbecue food and cold drinks for purchase, with all proceeds going towards the Cyclone Winston recovery effort.

## > Repair work ramps up on Bluewater Trail

Repairs to a ramp and stairs destroyed in a fire last October at Caneland Park began in late 2015-16. The shocking act of vandalism resulted in a \$158,000 repair bill and destroyed a crucial link of the Bluewater Trail. We took action to ensure this type of vandalism did not happen again, with the new structure being built from 100 per cent composite fibre. This material is extremely difficult to set on fire and flames tend to die out quickly if it does catch alight.

“It is disappointing that we have to take these precautions but we do not want to see this type of vandalism occur again.”

**Gerard Carlyon**  
- Development Services director

## > Christmas grants a reason to sing

We gave the region a festive boost with a series of Christmas Grants. Fourteen different community groups from across the region each received \$750 to assist with their Christmas festivities. From country-music-style carols at Yakapari and the Sarina Surf Lifesavers' Carols by Candlelight at the beach to Solomon Islands choir Gospel 7, who performed at both Artspace Mackay and the ever-popular Carols at the Quay – we really tried to make sure as many parts of the region as possible had something to sing about.



**Caneland Park stairs:** The ramp and stairs were destroyed by fire in October, 2015.

## *Jobseekers welcomed for International Day of People with Disability*



We hosted a group of keen jobseekers with disability in December. The jobseekers were taking part in IDEAL Placement's job shadowing initiative in recognition of International Day of People with Disability. Artspace, Libraries and Community Programs participated in the initiative and Community and Client Services portfolio councillor Alison Jones also had a shadow for the day. International Day of People with Disability is a United Nations sanctioned day that aims to promote an understanding of people with disability and encourage support for their dignity, rights and well-being.

**Job shadowing:** Lauren Cruickshank found her role as a labourer at BB Print thanks to IDEAL Placements and is a great asset to the business.

“It's an excellent chance for some of the region's prominent employers to set an example and open people's minds to employing someone with a disability.”

**Alison Jones - then Community and Client Services portfolio councillor**

## > Join the arts and culture conversation

What direction will local arts and culture take over the next five years? That's the question we started asking the community as the region's 2016 to 2020 Arts and Cultural Plan took shape. Residents were invited to join the conversation either on Facebook, online at [connectingmackay.com.au](http://connectingmackay.com.au) or at a series of brainstorming sessions being held across the region. It was the perfect opportunity for residents to have their say about what they wanted from local arts and cultural services, events and facilities.



**ASSI community forum:** Tracey Heathwood leads the first community brainstorming session at the Australian South Sea Islander Meeting Hut.



**Stop graffiti:** Then Cr Theresa Morgan inspects the graffiti on Shakespeare Street.

## > Say goodbye to graffiti

Council introduced a new graffiti management policy to crack down on graffiti vandalism. As part of the policy, council offers incentives to businesses to remove graffiti from private property. Property owners are able to apply for one-off grants to the value of \$500, and a maximum of \$2000 per financial year, to assist with the cost of removing graffiti from their shopfronts and properties.

## > Accessibility top priority for council

What does an accessible community mean to you? That's the question we asked residents in our region as we began to shape our Accessible Communities Action Plan for the next five years. Council works hard to ensure it is on the front foot in terms of accessibility.

"Now is the time to plan for the future to make sure our community is as inclusive and accessible as it possibly can be."

**Cr Amanda Camm -  
Economic Development and  
Planning Committee chair**

# grants

## > Community Grant Program

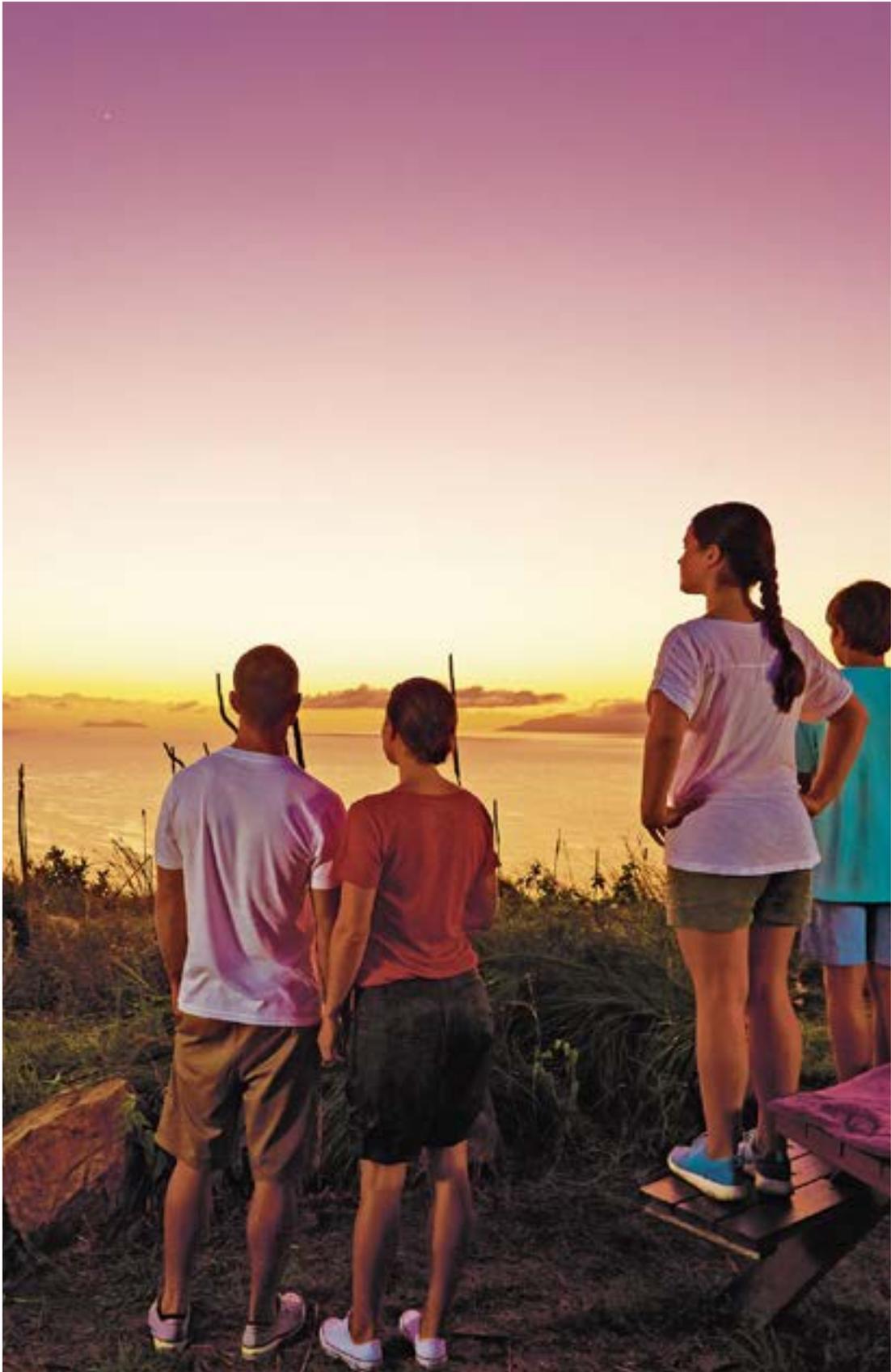
We provided 30 grants to local not-for-profit community groups to help provide services, events and activities to benefit our community. Applications are accepted twice each financial year and local not-for-profit organisations can apply for funding through the following six categories:

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

## > 2015-16 Community Grants

Those of more than \$4000 are detailed below (grants less than \$4000 totalled \$37,618.31).

Applicant	Project description	Amount approved
City Brothers Football Club Inc	Request for funds for alterations to an old toilet block to provide a referees' rest room and disabled toilets.	\$5,000
Lions Club of Mackay Host	Replacement awning for catering van as well as replacement of aged commercial refrigerator.	\$5,000
Mackay Kennel Club Inc.	Replacing existing floodlights and poles at Muller Park.	\$5,000
Mackay Swimming Academy Inc.	Funding request for the cost of the 42nd Great Barrier Reef Swim Meet.	\$5,000
North Mackay Sinkers Masters Swimming Club	Lane ropes with tensioners and lane rope storage reel.	\$4,979.57
Queensland Country Womens Assoc Gargett Branch	Upgrades to fire extinguishers, fire blankets and sealing of unpainted walls and ceilings following asbestos audit.	\$4375
Queensland Country Womens Assoc Sarina Branch	Removing asbestos from QCWA Sarina Branch Cottage, kitchen replacement, painting of walls and ceilings, repairs to guttering and downpipes.	\$4,800
Road Accident Action Group	Community education of the dangers of stock on roads program.	\$5,000
Sarina Festival Inc	The grant will be used towards the cost of photographic animation projection and screening, entertainment, sound equipment and projection equipment, stage and seating hire for the 2015 Sarina Festival.	\$5,000
Thai Aussie Community Mackay	Support for the 2016 Mackay Thai Aussie Community Songkran New Year Water Festival.	\$4,000
Mackay Softball Association	Financial support towards the cost of running the 2016 Mackay Masters Softball Tournament.	\$5,000
Mackay Triathlon Club Inc	Financial assistance to grow the 2016 Mackay Triathlon Festival.	\$5,000
Sarina Festival Inc	Financial support towards the cost of running the 2016 Sarina Festival.	\$5,000
Slade Point Rugby Club	Support for the cost of replacing oval 2 flood lights and lopping branches around buildings and lights.	\$4,822.40
Sugar City Con Inc	Financial support for the hosting of Sugar City Con 2016.	\$5,000



# environment

## fast facts



### Our council area has:

- ▶ 10,000 street trees, 1600 significant trees and 2474 coconut trees



### In 2015-2016 council:

- ▶ Reduced our emissions by 39,000 tonnes thanks to gas flaring at our Hogans Pocket landfill



- ▶ Fitted 41 litter baskets in drains as part of a joint initiative with Reef Catchments to reduce rubbish that enters the Pioneer River and Great Barrier Reef lagoon



- ▶ Provided 62,000 trees, shrubs, grasses and ground covers through our Natural Environment Centre for planting in our region, including:



- ▶ 26,000 trees

- ▶ 1400 shrubs



- ▶ 35,000 grasses and groundcovers. This total was up from 24,000 in 2014-15



**New curator:** Richard Brown is enjoying his new role in council as the curator of the Botanic Gardens.



**Mackay Regional Botanic Gardens.**

“We’re currently looking into creating Facebook and Instagram pages for the botanic gardens as well as investigating what other types of social media might be suitable.”

**Richard Brown -  
Mackay Regional Botanic  
Gardens curator**

# highlights

## *Curator branches out in new role*

Our Regional Botanic Gardens appointed a new curator, Richard Brown. He has always had an affinity with the plant world and has worked in gardens since he was 14. For him the appointment was a dream come true. Mr Brown was previously a Natural Environment Officer with council for three years and the transition into a curator role was a natural one.

One of his key goals for the gardens was to embrace technology and social media as much as possible. Meanwhile, the Gardens’ detailed design project progressed well throughout the year.

The project is producing some exciting and innovative designs that promise to continue to see the Mackay Regional Botanic Gardens develop into one of the premier community facilities and tourist attractions in the region. The project was in the third stage, aiming to have all the future works for the Botanic Gardens planned and assembled into discrete work packages. This will enable more effective capital forecasting and a greater chance of success in securing external funding opportunities as they become available.



## *Marine debris*

# *makes splash on art scene*

"I've been collecting rubbish along the beach my whole life, but it's only been in the last four years that I have started making it into artwork."

**David Day - artist**

Local artist David Day lives by the sentiment one man's trash is another man's treasure. He was employed by council to create a number of unique artworks to help raise awareness of the impact marine debris is having on the coastal environment.

Based at Shoal Point, Mr Day collects items he finds washed up on the beach, such as thongs, plastic bottles, netting and rope, and creates masterpieces from them. The artwork was created as part of the Great Barrier Reef Clean-up, delivered by the Great Barrier Reef Marine Park

Authority (GBRMPA) and funded by the Australian Government's Reef Trust.

It aims to raise awareness and reduce the amount of marine debris entering the Great Barrier Reef catchment. The recycled artworks were to also be showcased at various events around the region, including Coastcare clean-ups, conventions and family events.

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**Local artwork:** David Day with his recycled marine artwork.



**National Tree Day:** Council joined volunteers to get their hands dirty for National Tree Day.

## > Plantings mark 20th anniversary of Tree Day

We helped Planet Ark celebrate the 20th anniversary of National Tree Day in July, 2015. Council, with the help of Mackay Toyota, gave back to the local environment by hosting Mackay's own National Tree Day. The event was held on the creek side of the Mackay Junior Soccer Fields on the corner of Heaths and Glenella roads. Other organisations that provided support to this event included our Mackay Natural Environment Centre, Pioneer Catchment Landcare, Victoria Park State School, Conservation Volunteers of Australia and the Australian Government's Green Army.



View the video: [www.mackay.qld.gov.au/wetlandgrasses](http://www.mackay.qld.gov.au/wetlandgrasses)



**Rehabilitation project:** The Australian Government's Green Army Riparian Team working at Little McCreadys Creek.

## > A plan comes together at Little McCreadys Creek

The Little McCreadys Creek rehabilitation project received an exciting boost thanks to 5000 plants from council's Mackay Natural Environment Centre nursery. The plants were mostly grasses and sedges that help filter stormwater before it reaches the Great Barrier Reef. This riparian vegetation was planted by the Australian

Government's Green Army Riparian Team in a mammoth three-day planting operation. The project area was 720m in length, beginning at Mackay-Bucasia Road and extending through to Dawson Boulevard. This was just the first of a series of plantings with 25,000 plants from the centre going into site this year.

“We’ll be providing the Australian Tropical Herbarium with access to our living collection and herbarium to help them increase the scope of their database.”

**Richard Brown -  
Mackay Regional  
Botanic Gardens  
curator**



A new project providing more information on plant species in our region started to spring up in March, 2016. Mackay Regional Botanic Gardens and the local branch of the Society for Growing Australian Plants (SGAP) were approached to take part. The project was to be done in partnership with Australian Tropical Herbarium (ATH). The Botanic Gardens will provide ATH with access to its living collection and herbarium data, which contains information on more than 200 plant species from the

Central Queensland Coast Bioregion. This will be used to expand on the information currently available through the Australian Tropical Rainforest Plants Interactive Identification System. The system is used by the scientific community and plant enthusiasts to identify and learn more about plants in Australian tropical rainforests.



**Stinky:** Horticulturalist Donna Jackson shows off the “little Stinkies” in front of the parent plant.

## > **Spawn of Stinky!**

Mackay Orchid House's famous putrescent plant, the rare Tongue Orchid affectionately known as “Stinky” had offspring. Stinky (*Bulbophyllum fletcherianum*) flowered in 2013 and the flower pod was collected after being pollinated by flies. It was given to an orchid enthusiast to germinate and the process was all done in a laboratory in a sterile flask. In September, 2015, a delegate that attended the Orchid Conference donated a flask of tiny “Stinkies” back to the Orchid House. Stinky was back in full bloom in November, 2015, two years after its previous big stink.



**MNEC plants:** Nursery supervisor Sue McCormack shows off a Eungella bottlebrush plant – one of 140 provided for our Australia Day Eve awards ceremony.

## > Huge year for Mackay Natural Environment Centre

Having undergone an extensive redevelopment 12 months earlier, it was a big year for our Mackay National Environment Centre (MNEC). It provided 62,000 trees, shrubs, grasses and ground covers for plantings, up from 24,000 in 2014-15. Plants were used for a variety of projects, including 20,000 for Little McCreadys Creek, 5000 for Lagoons Creek, 3000 for Janes Creek Junior Soccer Grounds, 10,000 for council water sensitive urban design projects,

and 17,000 for various coastal and riparian sites in conjunction with Reef Catchments. MNEC-grown plants are in demand by organisations like North Queensland Bulk Ports, Reef Catchments and National Parks, as well as various local contractors. MNEC also donated thousands of plants to community organisations like the RSPCA, Coastcare volunteers, Land for Wildlife property owners, and many others, as well as local schools and kindergartens.

## *Switching off to protect places we love*



Council once again switched off its lights for Earth Hour. Launched in Sydney in 2007, the event has become a worldwide phenomenon with more than 172 countries and 7000 cities and towns around the globe taking part on Saturday, March 19, 2016, between 8.30pm and 9.30pm. We have also been taking a number of actions to reduce our energy footprint in recent years, including replacing our lights with energy efficient alternatives and installing solar panels at our Paget office and the Mackay Natural Environment Centre. We have been investing in mechanisms to help reduce water usage and are working towards becoming a paperless office.



**McEwens Beach:** McEwens Beach rock wall.

## > Cooperation builds rock wall

In collaboration with local residents, we completed a significant engineering project to protect properties and the environment from erosion at McEwens Beach.

About 80 metres of shore along McEwens Beach disappeared into the ocean in recent decades, with about 19 landholders affected by erosion. Property owners urgently needed to protect their properties from any further erosion.

Coastal engineering experts of GHD consulting company undertook design of the rock wall and submitted a Prescribed Tidal Work application to the Development Engineering program of council, addressing "Tidal works, or development in a coastal management district state code".

After a comprehensive assessment and consultation with the property owners, the rock wall, including a beach access, was installed.

The property owners, along with council, shared the cost of building the rock wall for their respective property frontages. Development Engineering provided a high level of work supervision to ensure quality workmanship.

This project was a remarkable collaborative project that resulted in a win-win outcome.

## > Open day at the Gardens

Our Mackay Regional Botanic Gardens took part in one of Australia's largest celebrations of plants. A total of 74 gardens and arboretums across the nation registered to take part in the inaugural Botanic Gardens Australia and New Zealand (BGANZ) Open Day on Sunday, May 29, 2016.

Mackay Regional Botanic Gardens kicked off its celebrations from 7am to 4pm, with activities for the whole family, including bird watching, guided walks, children's activities and a fun run.

## > Green Arts to highlight local environment

Our new Green Arts category of the Regional Arts Development Fund (RADF) program was a partnership between RADF and the Parks, Environment & Sustainability program. Funding assistance of \$30,000 was available for arts projects that highlighted the significant and diverse natural environment of the Mackay region.

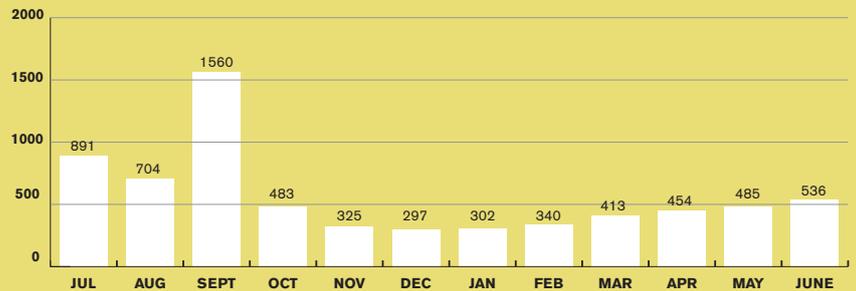


**Beach access:** New stairs at Illawong Beach.

## > Stairs improve beach access

We installed five new beach access stairways to enhance access for residents to our beautiful beaches in 2015-16. Two stairways were installed at Grasstree Beach and one stairway was built at Armstrong, Illawong (Far) and McEwens beaches.

## > Orchid House visitors 2015-16



**Wetland plans:** The McCreadys Creek South Regional Wetlands concept plan.

## *Wetland plans for McCreadys Creek*

“The wetlands will provide a habitat for catadromous fish species that migrate inland to mature before travelling back out to sea to spawn.”

**Gerard Carlyon  
- Development  
Services director**

Plans to redevelop a new wetland and recreational area in the old cane paddock opposite Masters Home Improvement were under way in late 2015-16. We're hoping to return the parcel of land between Holts and Beaconsfield roads to a wetland area and were seeking public feedback on a recently completed concept design. The project will be largely funded by stormwater quality contributions paid by developers. Under state and local legislation, developers are required to improve stormwater quality management in the area they are developing.



**Cleaner waterways:**  
 Aaron Horsey, of Cleanwater  
 Constructions, Cr Theresa  
 Morgan and council's Roberto Da  
 Silva inspect the new litter traps.

## > Filtering through the trash for cleaner waterways

One of our local engineers developed an innovative litter-catching device that will improve the health of Mackay's waterways and marine environment. Engineer Roberto Da Silva designed the device with the help of Cleanwater Constructions, to capture rubbish and organic matter at stormwater drainage points, preventing it from entering Mackay's water system. A total of 41 litter baskets have been installed as part of a council and Reef Catchments initiative aimed at reducing the amount of rubbish that enters the Pioneer River and Great Barrier Reef lagoon. The baskets were fitted at various locations around the Mackay City Centre as well as some outlying suburbs.

"The devices are expected to capture a combined one cubic metre of litter per quarter which will have huge benefits for the health of our waterways, river and coast."

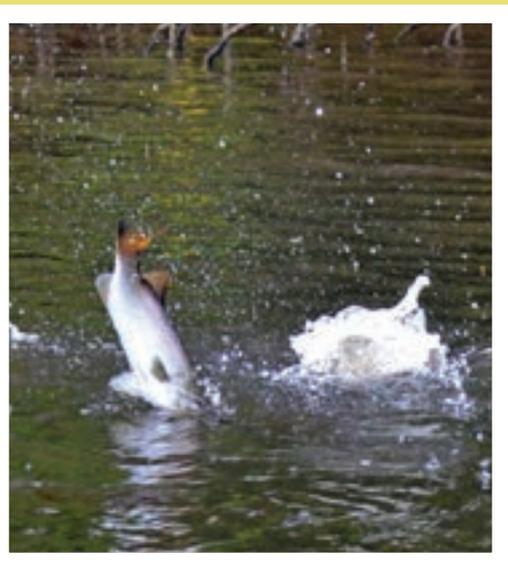
**Theresa Morgan -  
 then Parks and Environment  
 portfolio councillor**

## > Barramundi will be hooked on revitalised fishways

Something fishy was happening at the Gooseponds in North Mackay. Council started work on a project aimed at improving fish passage between the Gooseponds and the region's estuaries. Two fishways at the Gooseponds were the focus of remediation works.

"This will help popular commercial and recreational fish species, such as barramundi, travel through the area during important stages of their lifecycle."

**Cr Fran Mann**



**Barramundi:** Barramundi will be making a splash in the Gooseponds in North Mackay.



Eungella Honeyeater: Image by K. Zahmel

## *Grants help protect the environment for the future*

Two important environmental projects received a boost in funding thanks to Mackay Regional Council's natural environment grants. We awarded \$5000 and \$12,846 respectively to Conservation Volunteers Australia and Mackay Conservation Group in partnership with Birdlife Mackay.

“The grants allow these groups to develop a better understanding of specific environmental factors and impacts in their focus area, with the goal of protecting local plant and animal species.”

**Cr Fran Mann**



**Lagoons Creek:** Downstream of the Mackay Regional Botanic Gardens being rejuvenated.

### **> Lagoons Creek rejuvenated**

Works were nearing completion on the Lagoons Creek Rejuvenation project just downstream from Mackay Regional Botanic Gardens. This was a project co-funded by council, Reef Catchments and the Department of Transport and Main Roads. The primary objectives of the works were to re-establish aquatic connectivity between the Pioneer River and Lagoons Creek. Two wetland ponds and four rock ramp fishways were built. This will allow more fish migration and serves as a significant breeding ground for a number of fish species whilst dramatically improving the aesthetics of the highly trafficked area adjacent to the Bluewater Trail.

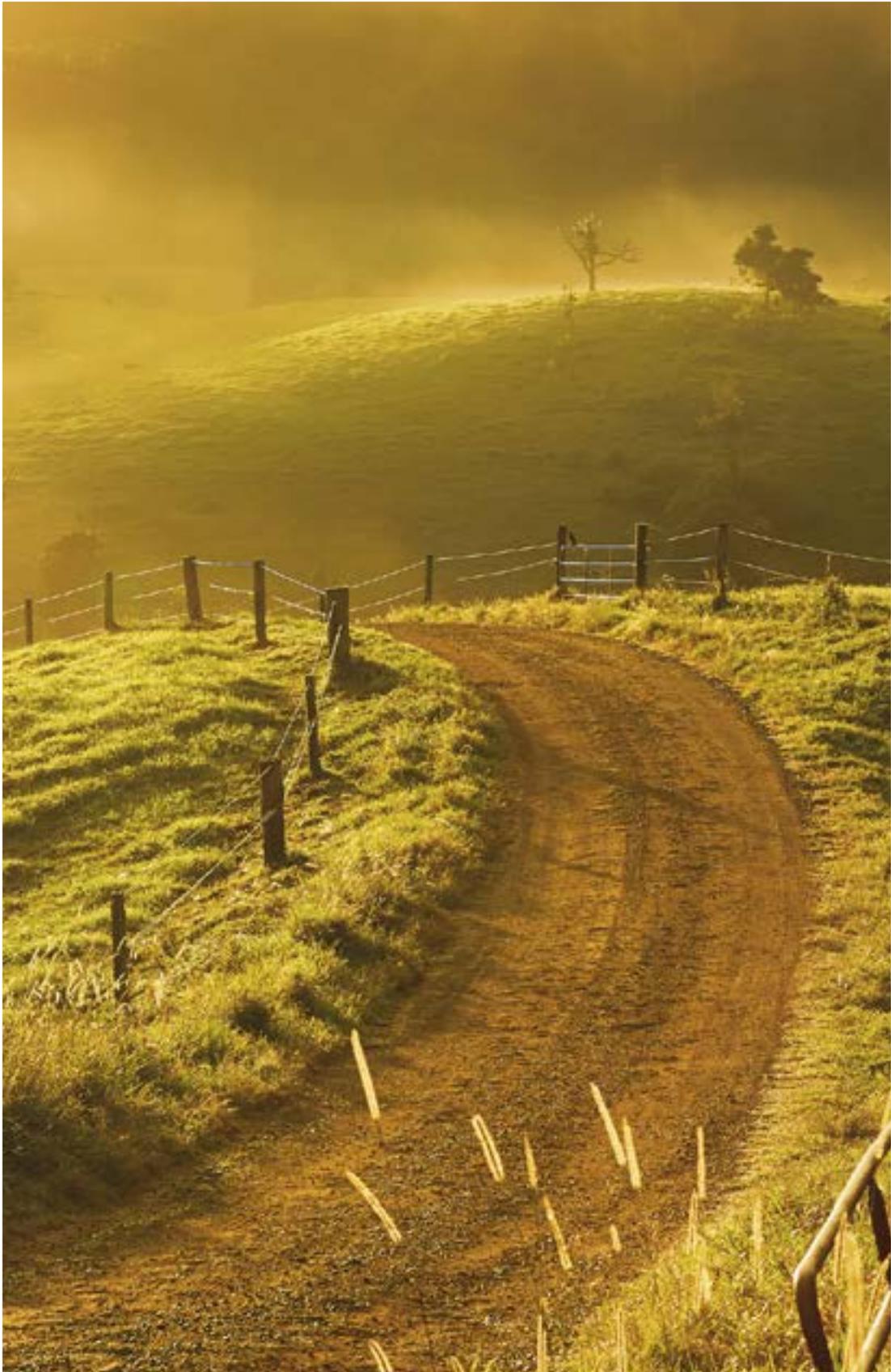


### **> Protecting our region for future generations to enjoy**

“We will continue to see further reductions in carbon dioxide equivalent emissions at our landfill site through the continual development of this system as the site grows.”

**Cr Laurence Bonaventura**

Council reduced its emissions by a staggering 39,000 tonnes thanks to the gas flaring initiative at Hogan's Pocket Landfill. Capping material placed on completed cells combined with progressive installation of wells reduced the amount of gas that escaped and made the gas extraction system more efficient. Council will continue to see further reductions in carbon dioxide equivalent emissions at our landfill site through the continual development of this system as the site grows. We are also investigating the possibility of using the methane gas as a fuel source to generate electricity at the landfill site which will further reduce our greenhouse gas emissions.



# infrastructure and transport

## fast facts

### Our 150 road maintenance workers:



- ▶ maintained 2942 roads, including 1048 rural roads and 1894 urban roads



- ▶ that equates to 2501km, comprising 690km of urban roads and 1811km of rural roads



- ▶ carried out routine maintenance for the Department of Transport and Main Roads on 174km of the Bruce Highway and 492km of State-controlled roads



- ▶ cleaned and maintained 242km of footpaths/cycle paths
- ▶ carried out general maintenance on 54 off-street car parks



- ▶ maintained 72 bridges (25 timber, 42 concrete, two steel/concrete, three steel/timber) and 93 large culvert structures



- ▶ cleaned and maintained 23 boat ramps (eight owned by Mackay Regional Council and 15 owned by the Department of Transport and Main Roads)



- ▶ maintained 269 bus shelters



## **Timber bridge rehabilitation projects included:**

- ▶ Chelmans Road Bridge, Dalrymple Heights
- ▶ Marks Road Bridge, Gargett

## **Our resurfacing projects comprised:**

- ▶ Spray-seal resurfacing of 36 roads, totalling a distance of 36km, or 184,000 square metres
- ▶ asphalt resurfacing of 44 roads, totalling a distance of 12.7km, or 144,000 square metres
- ▶ micro-surfacing of 89 roads, totalling a distance of 22.5km, or 192,000 square metres
- ▶ rejuvenation of 22 roads, totalling a distance of 6.4km, or 43,000 square metres

# snapshots



## > Major Capital Works

Major Capital Works for the year involved trunk roads, pavement improvements and general road works. These and other smaller projects resulted in expenditure of more than \$37.80 million.

Program	Actuals spent
Mackay Active Town Projects	\$499,819
Boat Ramp	\$307,410
Bridge Replacement	\$1,825,142
Bus Shelters	\$321,201
Carpark	\$68,219
CBD Projects	\$169,664
Trunk Drainage	\$5,870,209
ES Header	\$18,193
Footpaths and Bikeways	\$894,084
General Works	\$6,722,979
LATM Traffic and Road Safety	\$937,542
Pavement Improvements	\$4,769,168
Shoulder Treatment Initiatives	\$493,923
Special Projects	\$6,338,783
Traffic and Road Safety	\$682,709
Trunk Roads	\$7,888,677
<b>Totals</b>	<b>\$37,807,729</b>



# awards

## > IPWEA awards

Mackay Regional Council picked up four awards at the IPWEA Queensland Excellence Awards including:

- ▶ Excellence for Water Innovation for the transformation of our water business which challenged traditional approaches
- ▶ Management of Water Projects \$5 million - \$10 million category Marian Water Treatment Plant
- ▶ The Transport and Drainage Advisory Board was awarded with a high commendation for Innovation for their community engagement in decisions regarding transport and stormwater issues
- ▶ Andrew Gibbs, council's manager of Civil Operations, received a President's Award for his contribution to the public works profession over many years.



# highlights

## *CBD focus of major flood study*

A CBD Drainage Study was adopted as the basis for planning controls for urban development within the CBD catchment. The study focused on the risk posed by local catchment rainfall events, including flooding from the Pioneer River, local catchment rainfall events, and coastal inundation as a result of storm surge. It showed there was limited opportunity to improve the capacity of underground and open channel drainage in this area due to low-lying and flat terrain. It suggested council look at a range of non-structural flood mitigation measures for the CBD catchment.

“The study looked at a range of major drainage options that would cost more than \$25 million. When looking at the benefits that scope of work would have in terms of reducing flood damages, such expenditure just isn’t justified.”

**Cr Kevin Casey - then Roads and Drainage portfolio councillor**



“Once that building (Bunnings) is tenanted again, the overhead directional signs will help ease traffic congestion that has been experienced at that intersection in the past.”

**Cr Kevin Casey -  
then Roads and  
Drainage portfolio**

A touch of the capital cities came to a key North Mackay road in 2016. Lane signage, including a variable electronic sign, was installed on an overhead gantry erected in Malcomson Street. There were two static signs and one electronic sign installed on the gantry near the Greenfields Boulevard entrance. They include one through lane on

the left, a right-turn lane on the right and a variable electronic lane assignment for the middle lane. The Malcomson Street/Greenfields Boulevard upgrade project was delivered ahead of schedule with significant cost savings and minimal disruption to the travelling public.

### > Mackay hosts IPWEA Conference

Mackay welcomed hundreds of visitors from Queensland, Australia and New Zealand for the Institute of Public Works Engineering Australasia, Queensland Division (IPWEA Queensland) Conference on October 12 to 15, 2015.

More than 270 representatives of local and state government, along with consulting engineers and contractors, attended the three-day event held at the MECC. It was the first time the conference had been held here since being hosted by the then Mackay City Council in 2003.

### > Transport model updated

The existing Mackay Area Transport Model (MATM) was updated in consultation with the Department of Transport and Main Roads. Updates include existing road network updates, future capital projects based on funding programs and future year demographic, land use and employment data.

The combined updates to the model were undertaken to better reflect the State's demographic forecasts by Queensland Treasury. Further updates are planned in 2016-2017 to support council's strategic infrastructure planning, program development and project planning for the road network.



**Road improvements:** Road crews at work on Juliet and Penn streets intersection.

## > Improvements help students get to school safely

Road crews worked tirelessly over the Christmas school holidays to improve the safety of the intersection at Juliet and Penn streets.

With schools, such as Mercy College Mackay and St Mary's Catholic Primary, in close proximity to the intersection, the area could become congested at peak hours. We installed a number of new features to make using the intersection safer and more convenient for everyone.

A new set of traffic lights will allow students to safely cross the road to get to school. Road widening works, asphalt improvements, footpath upgrades and the installation of a bicycle lane are also part of the improvements as well as upgrades to Juliet and McKenny streets intersection and Juliet and Edward streets intersection.

## *Popular Andergrove intersection upgraded*

Preliminary work at a busy intersection in Andergrove began in late 2015-16. We were constructing a slip lane, new footpaths and pedestrian crossing points at the intersection of Bedford Road and Oak Street.

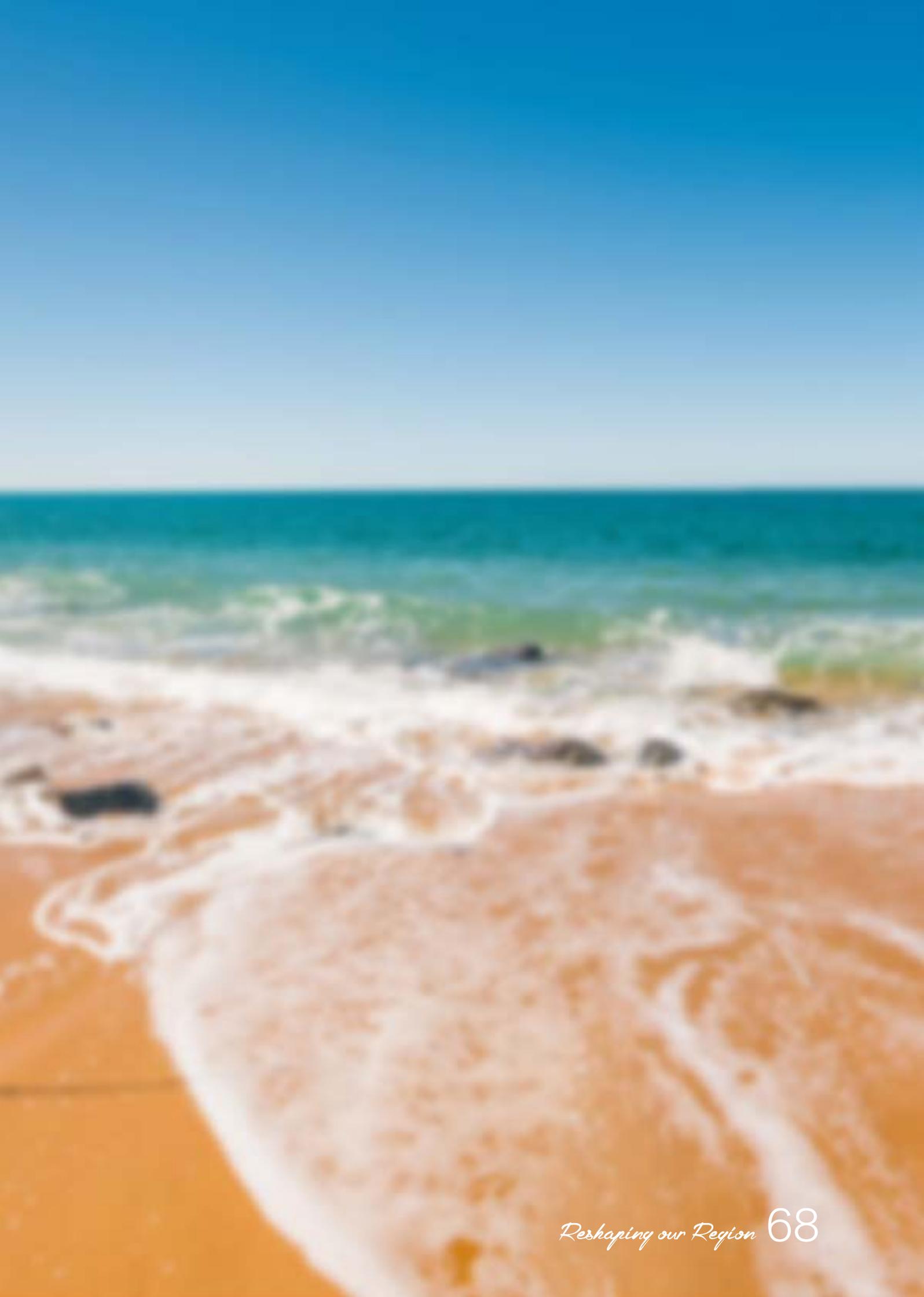
Other work being carried out in the area included the construction of four new concrete footpaths on each corner of the intersection and relocating the pedestrian crossings further away from the main intersection.

Stop signs were to be installed on eastbound lanes of Celeber Drive and westbound lanes of Oak Street to improve the efficiency of the intersection by giving priority to traffic travelling along Bedford Road.

“This project aims to improve the functionality of the roundabout at this popular intersection.”

**Cr Karen May**  
- Infrastructure and Services Committee chair





# lifelong learning and organisational performance

## fast facts

### In 2015-2016 we:



- ▶ Received 692,059 visits to council's website, [mackay.qld.gov.au](http://mackay.qld.gov.au)



- ▶ Grew our Facebook fan base by 37 per cent to more than 12,000 likes



- ▶ Received 80,426 customer enquiries through 1300 MACKAY



- ▶ Reduced average wait times on those calls to just 45 seconds



- ▶ Had 626,565 items borrowed at our libraries



- ▶ Hosted 145,046 people at 395 events at the MECC



- ▶ Hosted 29,375 visitors at Artspace Mackay facilities and events

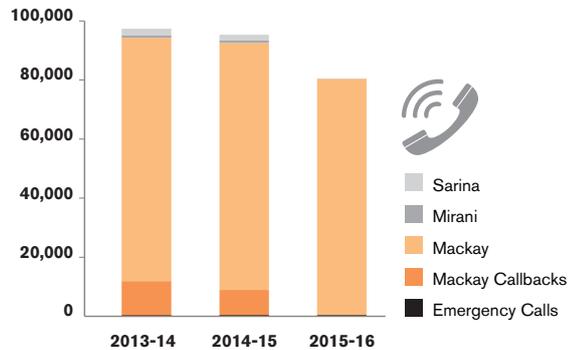


# snapshot

## Call Centre enquiries

There have been demonstrated year-on-year reductions in call volumes from 97,355 in 2013-14 to 80,426 in 2015-16. During this time we've reduced the average call wait time from 3 minutes 46 seconds to just 45 seconds and have significantly improved our longest wait time from 53 minutes down to 10 minutes.

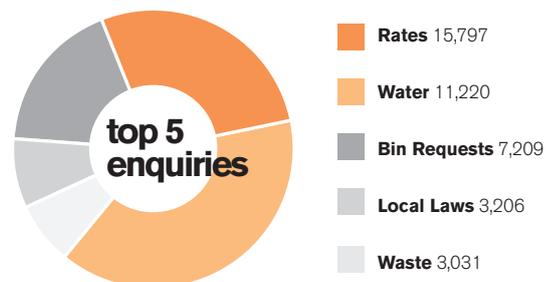
Our commitment to proactive customer service has seen a reduction in the number of clients using our call-back function – these represented 12 per cent of our total call volume in 2013-14 and 0.01% over the past financial year.



In addition to our service commitment, we've continued to improve our online services, such as online payments and service requests, animal registrations and myh2o, to make it easier for the community to engage with us in their preferred manner.

## Top five enquiries

The top five enquiry types remain largely consistent for Mackay Regional Council, which is standard among similar local government areas.



### MECC staff celebrate win:

Some of the MECC team celebrating the award win are (front from left) Leah Edwards, Dean Mullamphy, Ellen Young, "Ae" Marnoo and (back from left) Corby Stuart, Jamie Dixon, Kat Ross, Dan Grace, James Loveless, Leticia McKenzie, Roo Jansen, Jemma Carey and Anne Laws.

# awards

## > MECC

The MECC started the financial year by winning the 2015 Australian Performing Arts Centres Association (APACA) Drover's Award for Performing Arts Centre of the year. The award recognises achievements across a broad spectrum of services, including technical, marketing and management services. In addition, the award is presented to the facility that has achieved exceptional success in audience development and community engagement.

## Websites

Our websites continue to experience strong growth, with just under 700,000 visits to our corporate Mackay Regional Council site in 2015-16. We also posted a 37 per cent increase in Facebook likes for the 2015-16 year to pass 12,000.

Website	2014-15	2015-16
Mackay Regional Council	626,694	692,059
MECC	226,587	184,831
Artspace Mackay	14,224	15,884
Mackay Regional Botanic Gardens	16,605	18,050
Sarina Sugar Shed	8204	11,782
ecoMackay	5388	*
Mackay City Centre	152,719	76,637

\*ecoMackay website doesn't exist anymore - cancelled subscription

## Library Services

Our region's libraries membership grew by 4822 during the financial year, bringing the total membership count to 40,650.

We also added 16,045 new items to our collection, bringing our total collection count to 136,035 items.

Members borrowed 626,565 items, ranging from books, DVDs and CDs. This total includes 68,538 eLoans from services such as BorrowBox eBooks, Freegal Music, IndieFlix eMovies and Zinio Digital magazines.

Month	New members
July	454
August	489
September	454
October	381
November	306
December	238
January	391
February	523
March	457
April	368
May	401
June	360

# highlights



**First 5 Forever:** A few of the cuddly characters that attended the program launch.

## > Three fun library programs for under 5s

Our libraries launched their First 5 Forever family literacy program aimed at creating stronger language and literacy environments for children before they start school.

The program kicked off with the launch of three special programs, designed to boost literacy and communication skills. They included Baby Bounce, Storytime and a new program called Toddler Time. Each program promotes the message that sharing stories, rhymes, singing, talking and playing with your child builds a foundation for their future development that can last a lifetime.

To officially celebrate the start of the First 5 Forever literacy program, libraries hosted a family fun morning with a difference on April 19. The MECC was transformed into a whole new world aimed at the young and the young at heart. It was full of exciting themed discovery zones, including Jungle Rumble, Ships Ahoy, Into the Woods and Errol's Lilly Pad – a sensory play zone for children under three. Errol Frog, the cuddly First 5 Forever mascot, was there as well.



**Mackay City Centre:** Heritage walks in the City Centre were popular.

## *Take a guided look at City Centre heritage*

Two guided heritage walks in April gave a glimpse into the character and heritage of Mackay's City Centre.

The walks, hosted by council and guided by local historian Berenice Wright, were held in conjunction with the National Trust's Heritage Festival 2016. The theme of the national Heritage Week was Discovery and Rediscovery.

The aim of the Mackay guided walks was to "rediscover" the City Centre after the recent revitalisation project and to also explore new heritage bricks in the pavement.

"I've also come across descriptions of some of the buildings from when they were built, which describe the architecture in detail."

**Berenice Wright - historian**

## > Mackay Entertainment and Convention Centre

Attendances at the Mackay Entertainment and Convention Centre (MECC) remained stronger than expected, with 145,046 people attending 395 events in 2015-2016.

Engagement with the city's youth and schools was again a highlight, supported via the BMC Pathways to performance program.

The MECC hosted -

- Seven youth workshops
- 12 engagement activities as part of the shows presenting at the centre
- 3327 students attending shows and activities put on throughout the year.



**Mobile printing:** Library assistant Pam Zaglas demonstrates the MobilePrint Service using an iPad.

## > New library mobile printing service launched

Discover the convenience of printing directly to a library branch near you. Mackay Regional Council Libraries launched a new service to make printing documents on the run quicker and easier. The new MobilePrint Service allows residents to send documents from any personal computer or mobile device. They then simply pop into a library to release it to the printer.



**Yantai winter camp:** Rugged up for the Yantai Winter Camp are (from left) Kathryn Brown, Jacob Kaesler, Brittany Eastment, Simone Muirhead, Margaret Brown, of Mackay State High, Kelsey Beckmann, Hannah Hall, then Mayor Deirdre Comerford, Elyse McCahill, Yssamae Solis, Melissa Woods, of CQUniversity, and Laura Kulmar.

## *Mackay students heading to Yantai*

A group of Mackay students packed their bags for a winter Christmas in Yantai in the Chinese province of Shandong. The nine high school students and two adults attended the Yantai Winter Camp as part of council's efforts to strengthen educational, cultural and economic ties between our regions. Yantai

and Mackay-Whitsunday-Isaac have a Sister Region relationship, established in 2010. The invitation for Mackay students to attend the camp was received when then Mayor Deirdre Comerford visited Yantai ahead of a trade mission to China and Japan, led by Queensland Premier Annastacia Palaszczuk.

## > Bursaries help young talent excel

This year's Jack Sturgeon and Rick Wood Hands On bursaries were awarded to two talented young women. Dimity Howard was awarded the Jack Sturgeon bursary while Julia Kaddatz collected the Artspace Mackay Foundation's Rick Wood Hands On bursary.

Both women were presented with their bursaries at a morning tea at council. The girls are shining examples of the region's young artistic talent. Dimity Howard has been accepted into the Australian College of Physical Education to study a Bachelor of Dance and was due to begin her study in March. Her goal for the future is to own her own dance studio



**Jack Sturgeon Bursary:** Recipient Dimity Howard with then Mayor Deirdre Comerford and the Hands On bursary recipient Julia Kaddatz.

incorporating singing, speech, drama and musical theatre. Julia Kaddatz's long-term goal is to work as a concept artist in the video game, or film and television industry while maintaining her artistic pursuits in a personal capacity. She is studying at Monash University, Melbourne.

The girls received \$1000 each which they will put towards their studies.

## *Volunteer search made easy with new online directory*



**Volunteering:** Whether you want to volunteer casually, or are looking for a semi-permanent position, the Community Volunteer Directory is the place to go.

Websites aimed at jobseekers and employers are everywhere, but organisations needing volunteers often have no budget for advertising and few other options. We recognised these challenges faced by our valuable community groups and offered a new

service through [mackay.qld.gov.au](http://mackay.qld.gov.au). Known as the Community Volunteer Directory, this service allows community organisations to advertise, free of cost, for volunteers.

“Council recognises the importance of encouraging volunteerism within our community and maintaining the multitude of successful community groups that currently exist.”

**Bridget Mather -  
Community and  
Client Services  
director**



### **> Artspace Mackay**

Artspace Mackay's visitation figures remained consistently high in 2015-16, with 29,375 visitors recorded at its facilities. Those facilities include Artspace, the Town Hall community exhibitions space and the extremely popular local art and design market, Rock Paper Scissors.

Other big contributing factors to visitor numbers for the year included popular public programs, such as BMA Kidspace, Kids APT on tour from Queensland Art Gallery and highlights on the exhibition calendar, including Cream, a historically significant exhibition of iconic Australian art that toured from our neighbouring

Rockhampton Regional Gallery's collection. Artspace Mackay continues to manage, grow and facilitate access to council's highly regarded art collection and proudly hosts a vibrant and dynamic program of exhibitions and public programs for residents and visitors to the Mackay region.



**Museum kits:** Museum coordinator Brian Osborn shows off some of the interesting models that accompany the museum kits.

## *Queensland Museum kits arrive at Greenmount*

“Childcare centres are using the kits as a great way to provide the children with activities that are both entertaining and educational.”

**Brian Osborn**  
- museum  
coordinator

Our Greenmount Homestead took delivery of a series of educational kits from Queensland Museum. The kits were available to educational facilities, community groups and organisations, such as childcare centres. They are aimed at prep and primary school students and linked to the national curriculum.

## > NAS update

By July, 2015, our Northern Australia Services (NAS) was fully implemented with all in-scope services in place. Post this accomplishment, the focus for 2015-16 was to embed the transitioned services and begin a process of structured change in order to transform the delivery of services to internal and external customers. Throughout the year more than 20 transformation initiatives were delivered, with another 30 in varying stages of completion, supported by a focus on continuous improvement within the program.

Program governance has been strengthened with the addition of two governance forums providing oversight of initiatives, proposed changes, benefits realisation and achievement of strategic objectives, along with enhanced performance reporting and metrics.



**Pepper the robot:** With Pepper are then Mayor Deirdre Comerford and CQUniversity Professor Pierre Viljoen, Associate Vice-Chancellor for the Mackay-Whitsunday region.



**Lego robots:** Then councillor Alison Jones (left) and young adult librarian Jaala Beauchamp take robots Robbie and Dot for a test run.

## > Young robotic engineers conquer Mars

For the first time, 13 to 16 year olds in our region were able to program hi-tech Lego robots to do their bidding on the surface of Mars. While "Mars" was actually a massive mat depicting the red planet rolled out at our libraries, the Lego EV3 Mindstorm Robots were no joke.

The robotics workshops focused on how to use the robots and how to program them to overcome challenges on the Mars mat.

The robots each have their own identities – Robbie, Dot, Eva, Montie, Chip and Leia. Our libraries have six Lego EV3 Robot kits with a combined value of more than \$5000. They were purchased thanks to funding from the Friends of the Library organisation.

## *World-first bot technology comes to Mackay*

When then Mayor Deirdre Comerford visited Japan in 2015, the last thing she expected was to meet Pepper, the world's first emotive robot. While on an official State Government Trade Mission to strengthen relations, stimulate investment and identify export opportunities, the delegation visited software giant Softbank Corp, creators of a robot line called Pepper.

As a result of this encounter with Pepper, Mackay was offered the opportunity to be home to two of the humanoid robots in a partnership with CQUniversity. Programming of council's Pepper was under way near the end of the financial year in preparation for its roles at the new Dudley Denny City Library, where it will be used as an educational and promotional tool.

# our staff

## > Staff

Mackay Regional Council is one of the region's largest employers, with more than 1000 staff. In 2015-2016, we filled about 185 positions and hired 136 new staff.

In 2015-2016, staff turnover was 14 per cent, down slightly on 16 per cent in 2014 -15.

### Total headcount of staff\*:

2014 to 2015 - 1093

2015 to 2016 - 1051

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

### Breakdown of staff

Full-time - 816

Part-time - 67

Apprentice/Trainees - 38

Temporary - 21

Casual = 109

## > Our trainees and apprentices

We are currently one of the largest employers of trainees and apprentices in the Mackay region.

There were 81 trainees and apprentices in-training as at June 30, 2016, accounting for about eight percent of council's overall workforce.

Of the 38 full-time trainees or apprentices, 36 successfully completed their training. Of these, 35 obtained further employment with council in some capacity or external employment within three months of completing their training with council.

## > Staff awards

### Mackay Regional Council Award

Trainee Emily Gorham-Nolan was the recipient of council's Jason Vassallo Trainee and Apprentice of the Year award for 2015.

### External Awards

Tessa Maunder was nominated and won Australia Institute of Horticulture (AIH) Student of the Year. Tessa was presented with the award in Melbourne in September, 2015.

Danielle Houston has been an integral member of the workshop/fleet section within council for the past five years. Her hard work and diligence was rewarded in March, 2016, when she was named the recipient of the Fleet Professional of the Year award and was presented with a plaque of appreciation at the Local Buy Government Procurement and Fleet Conference.

### Recognition of service

Council's 25-Year Club now includes more than 80 members. During the course of the year, six of our tireless workers reached the milestone with 25 years of continuous service -

Susan Mayer  
Team Leader, Information Management

David Chetcuti  
Grave Digger, Parks and Environment

Michael Jacklin  
Management Accountant, Water and Waste Services

Stephen Weston  
Southern Coordinator, Civil Operations

Paul Eaton  
Sarina Urban Supervisor, Parks and Environment

Bryan Read  
Plumber, Water Network



**Top:** Emily Gorham with then Mayor Deirdre Comerford and Engineering and Commercial Infrastructure director Jason Devitt. **Middle:** Tessa Maunder the AIH Horticulture Student of the Year **Bottom:** Danielle Houston, Fleet Professional of the Year award winner



**25 Year Club:** With Mayor Greg Williamson (centre) at the 25-Year Club dinner are (from left) Stephen Weston, Michael Jacklin, Susan Mayer and Bryan Read. Absent: David Chetcuti and Paul Eaton.



**Volunteers:** Friends of the MECC and council CEO Craig Doyle were gearing up to volunteer for the Spirit of Anzac Centenary Experience exhibition.

## *Training and education*

### **SUPERvisor training program**

This internally and externally delivered program was first introduced in 2012 and has continued to be facilitated in 2015-2016. A total of 218 supervisors have participated in 12 workshops to help support, educate and equip them with knowledge and skills to empower them as supervisors and allow them to understand their responsibilities.

### **Coaching for Improved Performance**

As part of the Cultural Development Plan, Coaching for Improved Performance training was developed. A pilot program commenced in June, 2016.

### **Self-education assistance**

Eight staff members were approved for self-education assistance, making a total of 21 employees who studied under the arrangement.

### **Learning and development activities**

We sponsored and co-ordinated more than 120 different training courses throughout the year. Staff took part in computer classes, health and safety courses and leadership programs.

We also sponsored and co-ordinated more than 109 conference, forum and seminar attendances for our employees.

### **Work experience**

Council facilitated 57 work experience placements for high school and university students from the Mackay region in 2015-2016. The students gained experience in areas, including the library, the MECC, our nurseries and workshops.

## **> Our volunteers**

We pride ourselves on becoming more efficient but we also rely on volunteers to operate many of our community programs and facilities.

The hundreds of volunteers who offer their commitment, support and experience to assist community members and visitors to the region make an invaluable contribution. We salute you.

Our volunteers are present at the following locations:

### **Artspace Mackay**

Artspace Mackay volunteers provide an invaluable service to the gallery by staffing front of house. They inform visitors about the exhibitions, public programs, exciting opportunities and services offered by Artspace Mackay and other Mackay Regional Council facilities. They also provide valuable assistance at exhibition openings and special events. To thank them for their contributions, Artspace Mackay organises an event each year. In 2015-16 the event included a behind-the-scenes tour of the MECC and a high tea experience.



**Volunteers:** The Festival of Arts had a volunteer intake in 2016.

### **Festival of Arts**

Following no volunteer intake during the 2014-15 financial year, three volunteers signed up to help out with the 2016 Festival of Arts and their contribution was much appreciated.

### **Greenmount Homestead- Museums**

All of the four museums - Pioneer Valley, Sarina, Mackay and Greenmount Homestead - are staffed solely by volunteers. Without these valuable volunteers our community would not have records of our rich regional social history. Greenmount Homestead has about 22 volunteers who open the Homestead six days per week, 9.30am to 12.30pm, Sunday to Friday inclusive. The Homestead is closed on Saturdays and public holidays.

### **Libraries**

Friends of Mackay Libraries assisted with the purchase of five EV3 Lego Mindstorm Robotics kits to deliver robotics workshops. Launched in January, the workshops to date have attracted 250 young adults, aged 12-16 years.

Friends of Mackay Libraries organised an author talk by author and audio book narrator, Stig Wemyss "Stig live @ the Library". Stig entertained 230 students with two performances at Mackay City Library. Children's Book Week included a Tony Bones entertainment children's theatre production titled "The Stone Lion" based on shortlisted Children's Book Week titles. A total of 300 children attended from five different schools.

Friends of Mackay Libraries also supported Write Club Digital Storytelling Exhibition. The Write Club Exhibition showcased a selection of written and digital artworks in the physical world. The exhibition launch was attended by 98 community members.

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

The Friends of the MECC remains one of the most active and successful friends of the theatre organisations in Australia. They contribute to the centre assisting with front-of-house and ushering duties, as well as assisting with bar services throughout the year.

### **Mackay Regional Botanic Gardens**

Our Friends of the Gardens and the Society for Growing Australian Plants (SGAP) are both active volunteer groups who greatly contribute to the ongoing success of the gardens. The Friends consist of more than 80 individuals and families. Our volunteers assist with many aspects of the Botanic Gardens, including plant labels and data base entries, promotion, hands-on work, and fundraising.

Some of the many events our volunteers contributed to were Palm Fair, the Festival of Arts, Orchid Extravaganza, as well as the popular Christmas in the Gardens.

The Friends assist garden staff with planting, weeding and other plant maintenance duties, especially in the Heritage Gardens and Tropical Shade Gardens. They also assist with staffing



**Volunteers:** Sarina Sugar Shed has 14 dedicated volunteers who provide valuable knowledge and expertise to visiting tourists.

the administration counter/gardens shop, school holiday activities and free guided walks.

The Friends continually raise funds that are used to assist the Botanic Gardens with signage and plant labels.

Several members have spent more than 100 hours entering data into the new data base, printing, attaching and placing of labels as well as contributing to plant garden audits.

The Mackay Regional Botanic Gardens' second group of volunteers, Mackay Branch SGAP, has been involved since before the Botanic Gardens were opened and continue to have regular working bees/planting bees in the regional forest areas. Members of SGAP also provide local native plants to the Gardens and operate the Herbarium.

The Friends and SGAP members contribute their wealth of botanic knowledge through Horticulture Reference Group meetings, Lagoons Management Catchment meetings and the Botanic Gardens Advisory Board. Even more hours are spent propagating and donating plants.

BirdLife Mackay members, between four and eight, undertake monthly monitoring of the bird species at

different sites around the Lagoons and planted areas, recording bird numbers and monitoring any negative impacts that may be occurring. Members also assist with any "birding" education sessions run for schools and Small Explorers.

Other community groups regularly using and contributing to the Botanic Gardens are Creative Shots Photo Club, Bonsai Society, Bromeliads Society, Palm and Cycad Society, Australian Native Orchid Society (ANOS), and the Botanical Art Interest Group.

A heart-felt thanks go to these groups who provided well in excess of 1200 volunteer hours to help the Botanic Gardens grow.

### **Orchid House**

A small team of volunteers provide valuable ongoing support at council's Orchid House at Queens Park. They assist with general nursery and orchid work. Without this extra help, council's Orchid House staff wouldn't be able to maintain and re-pot the orchids or grow thousands of outdoor plants which are planted in garden beds across the region.

### **Sarina Sugar Shed**

A dedicated team of 14 volunteers is behind the sweet success of council's Sarina Sugar Shed. On average, these volunteers contribute between 90 and 120 hours a week towards operation of the seven-day-a-week tourist facility. This equates to in-kind wages of more than \$200,000 a year. Many volunteers are from families who have worked the land for generations and their knowledge and expertise is immeasurable and unquantifiable.

## > Safety

Employee Health and Safety is one of council's leading corporate values and is fundamental to the way we do business. Our aim is that no person shall come to any harm while working at or visiting council. We will strive for zero harm.

Our safety results for the 2015-16 year show a reduction in lost time injuries (LTIs) when compared to previous years. We had 11 LTIs and a total of 195 lost days - an average 17 lost days per injury. Council's lost time injury frequency rate was 5.7, which was below comparable Queensland councils.

The most common cause of incidents and injuries involved slips and trips, or were a result of manual tasks. The WHS Team continued to provide support in facilitating manual task training and risk assessments to reduce these types of incidents.

### Key activities throughout the year included:

- 684 workplace hazard inspections.
- 214 safety interactions.
- 1790 WHS inductions for new employees, contractors, volunteers, and work experience students.
- Implementation of an electronic WHS reporting system across council.
- Development of a new WHS reporting framework.
- Council commissioned an external audit of its safety systems in November, 2015, which resulted in a number of recommendations for improvement, which council is implementing.
- The formation of a workplace Emergency Planning Committee (EPC) to coordinate council sites in managing emergencies, such as fire and public disruption.
- Development of a draft Safety and Wellbeing Strategy.

Mackay Regional Council will continue to reinforce its safety culture and strive for zero harm.

## > Right to information

This year we received 22 Right to Information applications. A total of 4206 pages were considered and 2747 pages were released in full. Another 1253 pages were determined to be contrary to public interest, thus (in accordance with the provisions of the Right to Information Act) 643 were released in part and 610 were exempt in full. Three applications were withdrawn. Requests for information under the Right to Information Act 2009 (RTI) must be made on the required form available on our website or by calling 1300 MACKAY (622 529).

## > Official documents

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

## > Engaging our community

Community members have this year continued to have opportunities to have their say on council initiatives, programs and services due to our continued commitment to community engagement.

Our face-to-face consultations have been complemented by the use of our online engagement platform, Connecting Mackay, to provide opportunities for the community to participate in engagement activities using a variety of tools, including surveys, polls and discussion forums.

In 2015-16, community members had their say in relation to a range of council initiatives, including rehabilitation of Lagoons Creek, enhancement of a range of community parks and development of a regional arts and cultural plan.

## > Beneficial enterprises

Below is a list of all beneficial enterprises that Mackay Regional Council conducted or participated with, benefiting the whole council area;

- Whitsunday ROC Limited
- Artspace Mackay Foundation Limited
- Mackay Regional Housing Company Limited
- Casey Avenue Stadium Limited
- Mackay Region Enterprises Pty Ltd

## > Audit committee

The Audit and Risk Advisory Committee (ARAC) is an advisory committee of council established in accordance with Section 105 of the Local Government Act 2009 and Sections 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.

Membership of ARAC comprises of two councillors, and three independent external members with significant relevant experience and skills. Members of ARAC for the 2015/16 year were:

- Mr Roy Peterson - Independent Member and Chair of ARAC
- Cr Deirdre Comerford - Former Mayor
- Cr Greg Williamson - Mayor
- Cr Ross Walker - Councillor
- Mr Peter Sheville - Independent Member
- Mr Brad McCosker - Independent Member

In this reporting period, ARAC met on September 4, October 6 and December 24 in 2015, as well as May 5, 2016, and considered matters in the following areas as set out in its charter (as detailed on the next page).

Area of Review	Reports
Risk Management	<ul style="list-style-type: none"> <li>▶ Strategic Risk Register</li> <li>▶ Business Continuity Planning</li> <li>▶ Northern Australia Services</li> <li>▶ Asset Management</li> </ul>
External Audit Activities	<ul style="list-style-type: none"> <li>▶ 2014-15 Draft and Audited Financial Statements</li> <li>▶ Annual Financial Statements Variance Analysis 2014-2015</li> <li>▶ External Audit Reports</li> <li>▶ Client Strategy 2015-16</li> </ul>
Internal Audit Activities	<ul style="list-style-type: none"> <li>▶ Internal Audit three-Year Strategic Plan 2014-2017</li> <li>▶ Internal Audit Annual Plan 2015-16</li> <li>▶ Audit Actions Register</li> <li>▶ Internal Audit Progress Reports</li> <li>▶ Data Analytics</li> <li>▶ Internal Audit Reports</li> </ul>
Legislative Compliance	<ul style="list-style-type: none"> <li>▶ Code of Conduct Review</li> <li>▶ Council Policy and Procedure Framework</li> </ul>
Control Framework	<ul style="list-style-type: none"> <li>▶ Delegation of Authority Framework</li> <li>▶ Operational &amp; Corporate Planning</li> <li>▶ Enterprise Project Management Framework</li> <li>▶ Governance Framework</li> <li>▶ Fraud and Corruption Prevention</li> </ul>

## > Internal audit

The internal audit function is an integral component of council's corporate governance framework. It operates under a charter approved by council and complies with State Government legislative requirements, as well as meeting the professional standards of the Institute of Internal Auditors.

The purpose of council's internal audit function is to provide independent assurance and consulting services to improve operations by evaluating the effectiveness of governance, risk management and internal control. 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.

Internal Audit activities are determined through a risk based approach which is informed by council's Enterprise Risk Management Framework.

### Activities in 2015-16 included:

- Work on internal audit reviews involving: Contract management, outsourced management of swimming pools, social media, corporate travel expenditure, administration of emergency management, procurement, trust funds, Local Government Act compliance, long term financial forecast model and rates.
- Development of fraud risk assessments
- Development of data analytic reports.
- Monitoring the actions resulting from internal and external audit recommendations.
- Advising on the development of the fraud and corruption prevention framework.

## > Code of competitive conduct for business activities

In accordance with sections 45 and 47 of the Local Government Act 2009, we resolved not to apply the Code of Competitive Conduct (the Code) to the Mackay Entertainment and Convention Centre and the Sarina Sugar Shed. Ultimately, we decided 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 are the business activities that we as a council have conducted during the financial year. The Regulation states that a significant business activity is a business activity which has expenditure exceeding \$13.75 million for water and sewerage combined activities and \$9.2 million for other business activities.

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



Mackay

# Waste Services

## fast facts



▶ Responded to 7149 client service requests



▶ Collected 49,705 waste and recycling bins, 107 more than last year



▶ Replaced 1563 waste bins and 394 recycling bins

▶ Delivered 137 waste education lessons to 3625 members of the community



▶ Organised 14 sites for the Great Northern Clean Up

▶ Collected 32,471 tonnes of household waste, 1748 tonnes less than the previous year



▶ Collected 9002 tonnes of kerbside recycling, 1012 tonnes less than the previous year



▶ Received 6208 additional tonnes of recyclables from commercial and other regional council collections



▶ Processed 6895 tonnes of green waste, an almost 1000-tonne increase from the previous year



▶ Disposed 82,170 tonnes of waste at Hogans Pocket landfill, 9595 tonnes less than the previous year due to continued reduction in commercial and industrial waste



▶ Destroyed 28,349 tonnes of Co2-e from Hogans Pocket Landfill via gas flaring (5499 tonnes more than the previous 12 months)



▶ 1749 tonnes of material was recovered through the Resource Recovery Facility

## > Vision

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

## > Mission

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

## > Overview

Mackay Waste Services is a significant business activity of Mackay Regional Council and is responsible for the following waste management services:

- Weekly waste and fortnightly recyclable collection bin service
- Processing of recyclables
- Transfer station management and operations
- Landfill and haulage management and operations
- Greenwaste processing
- Resource recovery operations
- Legacy waste management
- Landfill gas management

The business unit employs nine staff and has an annual operating budget of \$21.6 million and a capital budget of \$5.8 million. Its operations are carried out according to the Annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.

## > Assets

Waste assets		Quantity
Landfill	Active	1
	Inactive	18
Disposal Facilities	Waste Management Centre	1
	Transfer Station	10
	Green Waste Only Facility	2
Recyclate Receivables	Material Recovery Facility	1
	Resource Recovery Facility	1

Total investment into waste infrastructure  
**\$4,860,946**

## > Where our money comes from

Our revenue for the 12 months ending June 30, 2016, totalled \$26,348,802. Of that, 94 per cent was generated from rates and fees and charges.



## > Waste levies

The Waste Facilities Management Levy in 2015-16 was \$146.60. This was applied to all assessments and partially funds council's waste program. The charge and gate fees fund residual program costs.

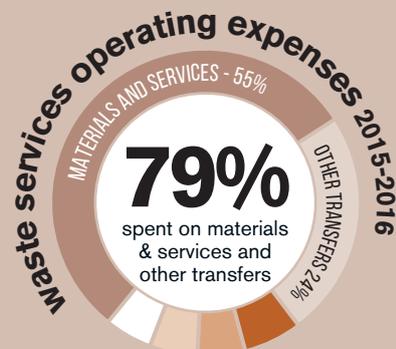
The Refuse Service Charge was \$256.80. This funds bin service and contributes towards bin collection, processing and disposal costs.

## > Community service obligations

Council provided waste disposal to support not-for-profit community groups during the 2015-16 year totalling \$142,807.

## > Expenditure

Our expenditure for the 12 months ending June 30, 2016, totalled \$26,716,062. The main expense was materials and services.



- 6% Employee costs
- 5% Finance Costs
- 5% Depreciation and amortisation
- 5% Competitive neutrality costs

## > Environmental monitoring and management

Waste Services performed regular environmental monitoring at both its operational and closed landfill sites. The following activities occurred in the 2015-16 year:

- Groundwater monitoring was undertaken quarterly at all of our licensed active and inactive landfills and unlicensed sites
- Surface water was also tested at Hogan's Pocket Landfill
- Gas monitoring was undertaken at Bayersville and Hogans Pocket landfills in October, 2015, and May, 2016
- Annual landfill gas monitoring was undertaken at Koliyo, Seaforth and Koumala

## > Waste education

In 2015-16 a number of education sessions were delivered to our community, including — 15 Materials Recovery Facility tours with a total of 369 attendees; 105 classroom education sessions presented to 2652 school students; and 17 Waste Education Trailer sessions reaching out to 604 people. We also attended the Mackay Show in June, sharing waste initiatives with the community.

## > Client service standards

Certain client service standards adopted by Waste Services are a result of legislative and/or regulatory requirements while others reflect key performance indicators for service delivery as set by Mackay Regional Council.

Service	Standard	Indicator
Waste collection services	Once a week	●
Recyclables collection services	Once a fortnight	●
Bins not collected on scheduled service day	Less than 0.1 per cent	●
Provision of new bins for a new standard service request	Three business days	●
Repair or replacement of bin upon a client request	The next collection day	●
Perform waste minimisation education sessions at the MRF and out in schools and the community each year	50 sessions per annum	●
Organise a minimum of 10 Mackay Regional Council registered sites for the Great Northern Clean Up	10 sites	●
Waste disposal facilities open on published day and operating times	100 per cent compliance	●

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

## > Materials recovery facility

Recyclables	Waste processed in tonnes	
	2014-2015	2015-2016
Glass	341	2743
Paper and cardboard	4773	10049
H.D.P.E.	68	144
P.E.T.	67	194
Aluminium	124	186
Steel/Tin	165	302
Mixed plastics	90	275
<b>Total tonnes</b>	<b>5628</b>	<b>13,893</b>



# highlights

## > New waste haulage and landfill tender

In late February, 2016, Waste Services released the Waste Haulage and Landfill Services tender along with the Paget Transfer Station Services tender. These contracts are the largest service contracts that council manages and have a significant net present value. The substantive services for these contracts include the operation of the Paget transfer station and Hogans Pocket landfill facility, with the haulage component being between those two locations.

Council originally started operating both of these greenfield facilities 10 years ago under similar service contract arrangements. Waste Services have taken the opportunity and worked hard to refine both contracts to create value

for the waste business whilst ensuring more efficient and effective provision of services going forward. Council is seeking to obtain best value offers from the market by allowing tenderers to apply their expertise in developing options that optimise the arrangements for two key aspects of the services: The configuration of the bulk haulage fleet and the leachate management system at the landfill.

In each case, council recognises that the optimum solution may involve capital investment by council and, accordingly, is implementing a tender response and tender evaluation process that it expects will allow the overall best value solutions to be identified and delivered. Waste services is leveraging further

value by incorporating best practice landfill management requirements, such as machine control and alternative daily cover, to name just a few of the new contract initiatives.

Tenders closed early May, 2016, and council intended to award the contracts before the end of the calendar year to enable the successful contractor time to mobilise for commencement in July, 2017.

The Waste Services team looks forward to the change in operations next year as we continue to strategically drive efficiency, value and best practice for the business.



**Waste management:** Hogan's Pocket Cell 3.

## > Investing in the future of waste management

Council has invested \$5 million into creating a third landfill cell at Hogan's Pocket Landfill to accommodate our growing population. The new cell will span almost four hectares, have a total capacity of 1 million cubic metres and is expected to last at least eight years – four years more than Cell 2. Construction began in June, 2015, and was expected to be completed in September, 2016. This project received \$2.5 million in funding from the Queensland Government through the Royalties for Regions grant program.

## *Landfill Telematics Solution*

In 2013, in a bid to understand existing and future site water management needs at Hogan's Pocket Landfill, Waste Services commissioned a strategic leachate management investigation. The investigation used proprietary software to generate a water balance model for the site and, in turn, estimate leachate production. Waste Services soon realised there was a distinct lack of data available (on site water movement) and, therefore, the model results were very problematic in nature. The model inputs relied heavily on assumptions and anecdotal evidence of the site's system functions, and the key outcome highlighted in the report was that more site data was required to provide certainty around the sites water movement and the effect of current management practices.

Waste Services looking to improve data capture onsite reflected on the phenomenal success of their water brethren's smart water meter technology. Leveraging directly off these learnings, Waste Services commenced a novel journey to create a live telematics landfill solution.

The backbone of the system is an extremely low-cost, low-power radio transmitter that harvests telemetry data from an array of devices and sensors now installed onsite. All pipeline flows (leachate inflow and recirculation pipes, including

standpipes) are measured with electromagnetic meters. Multi-level sensors are placed on all ponds (leachate and stormwater) and a weather station is capturing meteorological information. Levels sensors also monitor leachate level within the cells (in accessible sumps). These transmitters then feed data to a low-cost receiver network, which in turn supplies a feed of live data into a purpose-built application. For critical sensors, such as high level pond or overflow alarms, a dialler enables text message alert notifications (or email notification dependent on risk profile).

Although still under development, the application dashboard will provide functionality to receive, interpret and manage site data. The application is also envisaged to perform significant analytics on the data, providing actionable water balance intelligence. The platform allows for future telemetry inputs such as rainfall percolation data through soil moisture sensors, as well as other peripheral site data sources. There is even potential for future infield environmental monitoring telemetry.

The solution will provide dependable, accurate and cost effective continual site hydrological monitoring, thus enabling effective management and control the sites water balance.



## *Capturing Mackay's Waste Recovery efforts*

In what is believed to be a Queensland first, from April, 2016, Waste Services knew exactly how much waste the Mackay community was diverting from landfill. Council, with the help of the Incredible Tip Shop and Mandalay Technologies, developed an industry-leading data capture solution that captures, measures, analyses and reports on the material that is being sold at council's Resource Recovery Facility (Tip Shop). Each product sold at the facility is captured and recorded against nominal waste categories to give council a reliable figure on how much of reusable waste items are being diverted from landfill.

### > **Riverside Drive: Pioneer Catchment & Landcare**

Riverside Drive had 26 volunteers for the Great Northern Clean Up. A 15-metre skip bin was filled to the brim with illegally dumped material and litter.

Councillors Laurence Bonaventura, David Perkins, Alison Jones and Ross Walker showed wonderful leadership and set a great example working hard alongside other volunteers at this site.

This site continues to be a hot spot for illegal dumping, including hazardous waste. Asbestos was discovered and removed by an approved operator. A noticeable improvement this year was the absence of campers.



**Great Northern Clean Up:** At the clean-up are (from left) Cr Laurence Bonaventura, Pioneer Catchment and Landcare coordinator Lara Mathewson and Cr Ross Walker.

### > **Great Northern Clean Up**

A total of 13 sites were registered for the Great Northern Clean Up event held in September, 2015. More than 200 volunteers registered to clean up at council-registered sites. Four tonnes of waste was collected across the region.



## fast facts

### In 2015-2016 we:



- ▶ Treated 13,567 ML of water through three water treatment plants and 12 smaller facilities
- ▶ Treated 7436 ML of sewage
- ▶ Produced 4688 ML of recycled water for agricultural and recreational irrigation use
- ▶ Performed 2063 plumbing inspections and 455 plumbing approvals
- ▶ Achieved 250 combined trade waste audits and approvals
- ▶ Delivered the myh<sub>2</sub>o Water Education Program to more than 1100 students
- ▶ 1481 notifiable (plumbing and drainage) works forms (Form 4) were lodged through Queensland Building and Construction Commission (QBCC). Council performed the required five per cent audit inspections of the lodged forms, a total of 87 forms. A total of 72 claims for payment from QBCC for audit inspections were carried out

## > Vision

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

## > Mission

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

## > Overview

Water Services is a commercialised business unit of Mackay Regional Council that provides treated water services to 42,712 residential connections and 3199 commercial and industrial connections – a total of 115,322 consumers. The business also provides sewage collection and treatment services to 39,487 residential connections and 2467 commercial and industrial connections – a total of 101,635 clients

High quality non-potable recycled water is also supplied from the Mackay South, Sarina and Mirani water recycling facilities to more than 30 local farmers and two public recreational establishments for use as irrigation.

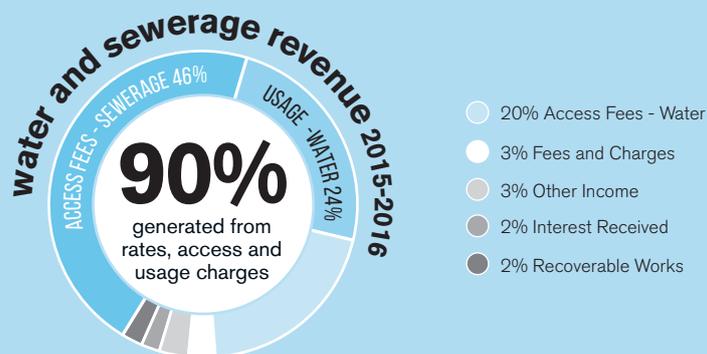
The business unit employs about 132 staff and had an annual operating expense of almost \$85 million and a capital budget of \$19.7 million for the year. The operations are carried out according to the annual Business Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.

Asset	Description	Qty
Raw water	Dams/weirs	1
	Pump stations	3
	Underground water bores	34
Water Treatment	Water treatment plants	3
	Water treatment facilities	12
Water Distribution Network	Service reservoirs	38
	Water pump stations	46
	Water mains	1,229km
Sewage collection Network	Wastewater network	929km
	Wastewater manholes	16,073
	Sewage pumping stations	199
Sewage treatment	Sewage Treatment Plants	4
Recycled water	Recycled Water Storages (Main)	4

Total investment into infrastructure:

Water **\$8,216,461**

Sewerage **\$8,604,942**



## > Total revenue

Our revenue for the 12 months ending June 30, 2016, totalled \$92,461,423. Of that, 90 per cent, is generated from rates, access and usage charges.

## > Water access charge

The annual water access charge in 2015-16 was \$348.35. Properties where a metered water supply was connected were charged on a per factor basis. Vacant land is allocated one factor per allotment.

## > Water consumption tariffs

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

The charges are listed below:

### **Tariff 1**

0-150 kilolitres per half year \$1.70/kl

### **Tariff 2**

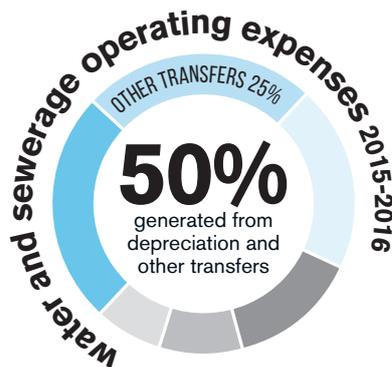
150+ kilolitres per half year \$2.55/kl

## > Sewerage access charge

The annual sewerage access charge in 2015-16 was \$842.45. Charges are based on the number of sewerage pedestals or urinal services installed on the premises. Vacant land is allocated one per allotment. Single occupation residences have a maximum of one pedestal charge.

## > Cross subsidies evaluation

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



- 25% Other transfers
- 25% Depreciation and amortisation
- 20% Materials and services
- 14% Employee costs
- 9% Competitive neutrality costs
- 7% Finance costs

## > Expenditure - where our money goes

Our expenditure for the 12 months ending June 30, 2016, totalled \$84,634,996. The main expenses were materials and services, depreciation and amortisation and employee costs.

## > Client service standards

Water Services is committed to engaging with our clients through open two-way communication to deliver quality water and sewerage services to enhance our community.

This commitment is outlined in the Water Services Client Charter, available at:

[www.mackay.qld.gov.au/services/water/client\\_charter](http://www.mackay.qld.gov.au/services/water/client_charter)

## > Community service obligations

Council supported local not-for-profit community groups with water and sewerage services during the 2015-16 financial year totalling \$187,712.

## > Engaging with our clients

Water Services held four Community and Client Reference Group (CCRG) meetings throughout 2015-16. The CCRG comprises of a cross section of community representation – industry, property managers, progress associations, environmental groups, indigenous representation and gardeners' groups – to help understand and identify the community's priorities in regards to water and sewerage services. The group will continue to meet on a quarterly basis throughout 2016-17.

## > Service delivery

During the 2015-16 year we:

- Completed upgrades to the Middle Creek Dam embankment and spillway
- Completed decommissioning of the old Sarina Wastewater Treatment Plant
- Completed the commissioning of the Primary Treatment Area (PTA) at the Mirani Wastewater Treatment Plant
- Installed new trunk water mains in Connors Road, completing the "missing link" in the Mackay to Sarina pipeline
- Constructed a new trunk gravity sewer from McCready's Creek sewerage pump station (SPS) to the Symons Farm SPS
- Replaced bulk flow meters on key trunk mains, including the Nebo Road WTP treated water main
- Continued water services and water meter replacement program, including the installation of AMR's
- Upgraded one sewerage pump station and constructed a

replacement sewerage pump station at Marian

- Continued the sewer refurbishment program, including structural relining and manhole inspections
- Continued condition assessment works on water mains and reservoirs
- Installed new switchboards to water booster pump stations
- Performed telemetry upgrades to various water and sewerage assets

We also installed about four kilometres of new water mains across the region to enhance our network. Suburbs that benefited included;

- Mackay
- Blacks Beach/Bucasia
- Eton
- Cape Hillsborough
- Sarina

## > Monitoring and testing

Rigorous testing is performed by council's Water and Waste Laboratory to ensure our potable water and raw water sources are of the highest quality and that waste disposal (both sewage and solid waste) is disposed of in an environmentally responsible manner.

In 2015-16 the laboratory:

- Achieved continuation of National Association of Testing Authority (NATA) accreditation
- Commissioned three state-of-the-art instruments that are able to test for a wider range of parameters more efficiently and at lower detection levels
- Participated in setting up a more formalised laboratory alliance as part of the Cairns Townsville Mackay (CTM) water alliance.
- Performed testing and supplied scientific advice to local councils, Isaac, The Whitsundays and the Central Highlands
- Gave in-kind support to local environmental groups (Reef Catchments and Catchment Solutions) and university and Tafe students
- Expanded their routine client base to include a number of local

and state wide companies as well as many individuals from the community

- Performed 200,874 individual tests, an increase of around 15 per cent over the previous year.

## > Regional water consumption

Location	2013-14 Megalitres	2014-15 Megalitres	2015-16 Megalitres
Bloomsbury	14	10	9
Calen	63	34	30
Eton	52	49	45
Finch Hatton	36	31	31
Gargett/Pinnacle	21	27	30
Koumala	12	11	11
Marian/Mirani	515	540	657
Midge Point	193	253	274
Mackay	13,052	12,284	11,440
Sarina and beaches	1054	1013	1,040
<b>Total</b>	<b>15,012</b>	<b>14,252</b>	<b>13,567</b>

The downward trend of water consumption due to various factors, including population reduction and demand management, is visible in the Mackay annual consumptions (current year 11,440). With the commissioning of the Marian Water Treatment Plant and the ceasing of water restrictions, there has been an increase in consumption for Marian and Mirani.



# highlights



**Pump Station Upgrades:** Minister for State Development, Dr Anthony Lynham, with local MPs, councillors and staff at the funding announcement at the Gooseponds Sewerage Pump Station.

## > Sewerage pump station resilience upgrades



Minister for State Development Anthony Lynham visited Mackay on December 21, 2015, and announced that \$2.25 million in funding would be provided to upgrade 42 of the region's sewerage pump stations (SPS). The funding forms part of the State Government's Building our Region's Funding Program.

This \$4.5 million project will deliver critical upgrades to the identified SPS across the Mackay region and will significantly improve the resilience and reliability of the region's SPS network, improve customer service and access to the sites during emergency events.

The works will involve upgrades to switchboards (three of which will be uplifted to increase flood immunity), vent poles, accesses and wet well rehabilitations, as well as the installation of sensor devices for smart sewer monitoring.

Works were expected to begin September, 2016, with the tender awarded in July.

## > Middle Creek Dam Safety Upgrade

In response to new flood safety requirements set out by the Queensland Dam Safety Regulator, we completed the first phase of a safety upgrade to Middle Creek Dam. The upgrade has provided enhanced flood immunity for residents located downstream and along the outlying creek systems of the dam.

Estimated to cost \$4.5 million as a single stage upgrade, the project was delivered in part at a cost of \$1.05 million in early 2016, with further investment deferred to 2035. The first phase of the two phase project was delivered at an exceptional price point, fully satisfying the safety upgrade requirements prescribed by the DERM Dam Safety Regulator.



## *Mirani WWT Upgrade - Stage 1 Complete*

It was identified that Mirani Water Recycling Facility's existing Preliminary Treatment Area (PTA) was experiencing operational issues with elevated hydrogen sulphide H<sub>2</sub>S levels.

A new PTA was constructed and an Air Treatment Facility (ATF) installed. Works are all but complete, with the final testing on the ATF to be undertaken during peak hydrogen sulphide (H<sub>2</sub>S)

periods during summer. The new ATF draws the foul air away from the PTA, treats it and disperses it well away from where the operators work. This makes for a much safer working environment for our dedicated staff.

The \$4.5 million design-and-construct contract was undertaken by Thomas and Coffey. Both the PTA and ATF have been designed to cater for long-term

future growth in the Mirani and Marian communities.

The arrangement of the PTA inlet screens chosen allows for the flexibility required for dealing with current intermittent flows right through to the ultimate expected peak wet weather flows.

## > Monitor your flow at myh2o

More than 4200 residents signed up to the myh2o website during the 2015-16 financial year, bringing the total number of registrations to more than 9300.

The website enables property owners and tenants to monitor their daily water usage and be alerted to high consumption and water leaks within days of occurring. The website is available via PC, tablet and mobile device.

During the 15-16 period, the automatic meter reading technology identified more than 9660 properties with potential water leaks. More than 18,100 leak notifications were sent to customers via a combination of letters, emails, phone and SMS.

## > Local partnerships

The Whitsunday, Isaac, Mackay (WIM) Water Alliance was formed in March through the Queensland Water Regional Alliance (Q-WRAP) Program. The objective of the program is to investigate opportunities for collaboration between the regional water service providers.

Mackay Water Services continued to work with the water directorates of Cairns and Townsville councils during the financial year under the banner of the CTM Alliance. During 2015-16, the alliance continued to facilitate the sharing of information, ideas and documentation between all three councils and focused their attention on drafting a common water and sewerage design and construction code.

# awards

## > Local Government awards

- ▶ **National winner**  
Excellence in Local Government – ‘Transforming a Water Business’ project
- ▶ **Category winner**  
Digital Innovation in Local Government – ‘Transforming a Water Business’ project

## > IPWEAQ awards

- ▶ **Category winner**  
Excellence in Innovation in Water, Sewerage and Drought Management – ‘Transforming a Water Business’ project
- ▶ **Category winner**  
Management of Water Projects \$5 million to \$10 million – ‘Marian Water Treatment Plant’ project.

## > AWA Awards

- ▶ **Water Professional of the Year**  
awarded to former Water and Waste Services Chief Operating Officer David Brooker

“Traditionally water utilities adopt a risk-averse approach to capacity, building in large capacity blocks and always ensuring plenty of reserve capacity. David and his team stepped away from this approach and adopted a strategy of incorporating and prioritising non-capital solutions to manage peak water consumption and wastage which enabled the deferment of capital expenditure.”

**Jason Devitt - Director of Engineering and Commercial Infrastructure**



# Community

# financial report

## > Communication links in the community and council partnerships

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

The engagement of the community is an essential component in responsible governance and an important key to the development of a vibrant local democracy. A formally adopted Community Engagement Policy ensures that all groups – council, community and other spheres of government – are clear about the principles that guide council's efforts to involve the community in the planning and evaluation of council's activities.

### VISION

Corporate Plan 2015-2020

### STRATEGY

- 10-year Strategic Financial Forecast
- Asset Management Plan

### DIRECTION

Operational plans, annual budgets, monthly council meetings and four standing committees

### MONITORING

Quarterly budget and operational plan reviews, monthly strategic financial reports and departmental performance reports

### INFORM OUR COMMUNITY

- Annual Report
- Independent Annual Audit
- Audit and Risk Advisory 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:

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

**Balance sheet:** What do we own and owe at year end?

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

**Statement of changes in equity:** What is the wealth of the community at year end?

## > 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 (e.g. contributed infrastructure assets such as roads, sewerage mains and water mains, constructed by developers on council's behalf, in new land subdivisions), while other revenue is constrained for use on specific future activities (e.g. developer contributions or grants used to maintain and/or expand the region's infrastructure). Council continues to provide a wide range of services whilst maintaining a financially sustainable long-term outlook.

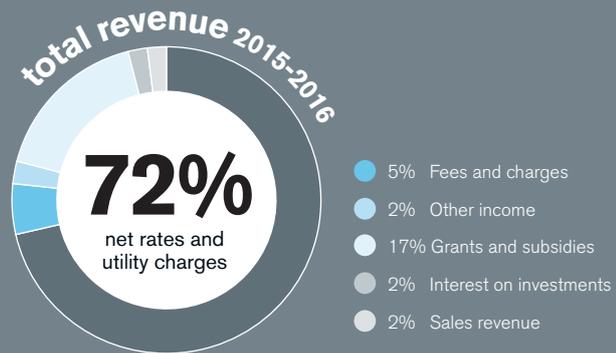
2015-16 Statement of comprehensive income	
Total income	\$299,816,101
Less total expenses	\$294,280,881
Surplus	\$5,535,220

## > Total Revenue – where our money comes from

Total revenue of \$300 million was recognised during the 12 months ending June 30, 2016. The graph below indicates that 72 per cent of council's revenue is generated from rates and around 17 per cent is received as grants and subsidies. A total of 83 per cent of the revenue from grants and subsidies relates to capital funding infrastructure either through contributions or donated assets.

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

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



## > 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.



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

While council's operating costs amounted to \$258 million, council also spent \$68 million on capital projects during the year. Major items of capital expenditure included:

- Water Infrastructure \$8.2M
- Waste Water Infrastructure \$8.6M
- Roads, Bridges and Drainage \$37.8M
- Parks and Environment \$3.4M
- Waste Infrastructure \$4.8M

## > Statement of Financial Position

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

Our community's net worth (what we own less what we owe) at the end of the financial year was about \$3.16 billion.

2015-16 Statement of financial position	
Assets (what we own)	\$3,420,004,305
Liabilities (what we owe)	\$256,405,813
Equity (community wealth)	\$3,163,598,492

## > What do our assets consist of?

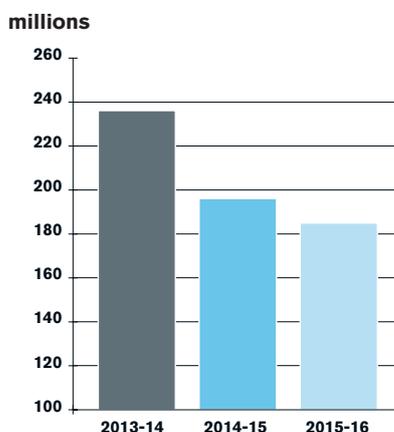
The bulk of council's assets are in the form of infrastructure, such as roads, drainage, water and sewerage assets, which collectively make up 81 per cent of council's total asset base.

Significant parts of council's expenditure in the long-term financial forecast are focused on constructing, upgrading and renewal of these assets.

## > What do our liabilities consist of?

The bulk of council's liabilities are in the form of loans and provisions which collectively represent 91 per cent of council's total liabilities. Borrowing for long-term assets is an effective way of spreading the cost of community 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 the setting aside of funds to rehabilitate landfill and quarry sites administered by council, as well as expenses relating to employee entitlements (e.g. long service leave).

Council's long-term financial forecast reflects a concerted effort by council to reduce debt and borrowing over the life of the plan. To this end, council has not borrowed any funds for the past two financial years, concentrating on repayment of existing debt. Council's outstanding debt at financial year end was about \$185 million. The graph below shows the council's debt balance over the past three years.



## > Statement of Changes in Equity

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

A portion of the community wealth is cash backed by an appropriate level of internally imposed expenditure restrictions that limit amounts available for discretionary or future use. These restrictions are held in various reserves for management purposes and for future projects. With good planning this can place less reliance on loan borrowings and provides flexibility to ensure council can weather any unforeseen financial shocks or adverse changes in its business. The current balance of these reserves total about \$139 million.

## > Statement of Cash Flows

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

2015-16 Statement of cash flows	
Opening Balance	\$141,669,420
Cash Received	\$277,787,280
Cash Spent	\$260,076,973
Cash available at year end	\$159,379,727

While council's cash balance is \$159 million, it is important to note that a large portion of this amount is restricted for specific purposes and future capital works.

Council pools and invests funds throughout the year in low risk short-term investments in accordance with council's investment policy.

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

## > Overall trends

Council ended the 2015-2016 financial year in a sound financial position. Council is committed to maintaining financial sustainability in the long-term which allows council to meet its future obligations and the demands of our community for the foreseeable future. The following are measures of council's financial sustainability.

### Measure of financial sustainability

Ratio	Target	actuals 2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Operating surplus	Between 0% -10%	-0.8%	-1%	-0.3%	0.7%	0.5%	1.2%	1.7%	1.5%	1.1%	3%	3%
Net financial liabilities	Not greater than 60%	27.9%	9.8%	9.1%	12.8%	18.9%	28.3%	42%	50.9%	43.9%	42%	37.8%
Asset sustainability	Greater than 90%	54.1%	60.8%	50.6%	69.1%	69.5%	76.7%	68.5%	56.3%	54.4%	75.9%	72.7%

## > Operating Surplus Ratio

This is an indicator of the extent to which operating revenues raised cover operational expenses only or are available for capital funding purposes. Council's forecast operating surplus ratio marginally below benchmark for the first three (3) years of the plan. A first-principle review of operations is planned to address the short-term deficit. Any deficit not addressed by this review will be covered by existing reserve funds and will have minimal impact on liquidity.

## > Net Financial Liabilities Ratio

This is an indicator of the extent to which the net financial liabilities of council can be serviced by its operating revenues. Council's net financial liabilities ratio is within acceptable limits for the life of the plan, indicating that council has the capacity to fund liabilities and to increase loan borrowing if required. Council has made a concerted effort to reduce debt and borrowing in the short-term. Despite drawing down on cash reserves and increasing debt in the latter half of the planning horizon to fund significant capital expenditure, council remains within the benchmark for this ratio throughout the 10-year horizon.

## > Asset Sustainability Ratio

This ratio is an approximation of the extent to which the infrastructure assets managed by council are being replaced as they reach the end of their useful lives. The asset sustainability ratio is calculated by comparing the planned capital expenditure on the renewal of assets, to the depreciation expense calculation in keeping with accounting principles. Council is confident that while the 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 investments in new assets in the past few years, as well as substantial investments in flood damage restitution, 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 costs of operating and maintaining the asset over its useful life.

Continuing refinement of council's asset management plans will improve council's ability to make informed decisions regarding asset management into the future.

## > 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.

## > Snapshot of the region's assets

The table below illustrates Mackay Regional Council's assets as at June 30, 2016.

### Council's assets as at June 30, 2016

Assets	Total asset value	Written down value as of June 30, 2014
Land	\$140,275,302	\$140,275,302
Site improvements	\$109,724,533	\$85,371,428
Buildings	\$194,547,095	\$136,441,650
Plant and equipment	\$57,405,007	\$35,750,248
Heritage and cultural assets	\$4,461,797	\$4,196,729
Roads, bridges and drainage	\$2,199,109,284	\$1,699,650,663
Water	\$750,058,542	\$482,402,008
Sewerage	\$788,482,662	\$550,171,573
Waste	\$64,881,320	\$37,157,302
Work in progress	\$56,007,416	\$56,007,416
<b>Total</b>	<b>\$4,364,952,958</b>	<b>\$3,227,424,319</b>

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

# legislative requirements

## > Debt policy

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

Borrowing Policy	Repayment term	Forecast				
		2015-16	2016-17	2017-18	2018-19	2019-20
General	20 years	-	-	\$16,375,739	\$13,604,910	\$18,609,068
Cleansing	20 years	-	-	-	-	\$4,090,000
Water	20 years	-	-	-	-	-
Sewerage	20 years	-	-	-	-	-

## > Purposes of borrowings

The types of projects that are funded by loan borrowings are usually large infrastructure projects which would have a significant financial impact if funded in one financial year. This method ensures that ratepayers are not burdened with unrealistic expenditure levels. The repayment for these capital works creates an asset for council, which can then be repaid over a number of years reflective of the extended life of the asset, where appropriate.

## > Overseas travel

Former Mayor Deirdre Comerford travelled to China and Japan during the financial year as part of the State Government delegation, official Trade Mission called by Premier Annastacia Palaszczuk.

Travel costs incurred by council, including accommodation, registration and translator costs, totalled \$22,533.

Councillor Kevin Casey, in position as Deputy Mayor of Mackay Regional Council, visited Matsuura, Japan on November 2, 2015. No cost was incurred by council.

## > 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 on council's website at: [www.mackay.qld.gov.au](http://www.mackay.qld.gov.au) under the heading "About Council/ Other laws and 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:

[www.mackay.qld.gov.au/about\\_council/your\\_council/budget\\_2016-17](http://www.mackay.qld.gov.au/about_council/your_council/budget_2016-17)

## > Special rates and charges

Under the Local Government Act 2009, 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 Rate (City Centre Management)

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

### Special Charge (Rural Fire Services)

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

### 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.

## > Rebates and concessions

Council has six 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, Concession for Concealed Leaks Policy and Exceptional Circumstances Policy. Full details of these rebates and concessions are available within the Revenue Policy from [www.mackay.qld.gov.au](http://www.mackay.qld.gov.au).

## > Administrative action complaints

We pride ourselves on possessing an open and responsive complaints-handling process. We are committed to providing a high level of service for all clients and take all complaints about our decisions and actions seriously.

Our Complaints Policy is in place to efficiently investigate and manage client complaints. We also recognise that the provision of an effective complaints-handling system is an essential part of quality service and also an important process we can use to measure and improve our service to the community.

We are required under section 187 of the Local Government Regulation 2012 to disclose the number of administrative action complaints made and resolved.

A total of 794 administrative action complaints were received in 2014-2015, decreasing to 743 in 2015-2016.

Of the 743 administrative action complaints received in 2015-2016, 24 were yet to be resolved as at June 30, 2016.

## > Councillors' Remuneration Policy

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

## > Councillors' Reimbursement Policy

Our councillors' reimbursement of expenses and provision of facilities policy (as required under the Local Government Regulation 2012) ensures accountability and transparency in the reimbursement of expenses incurred by our councillors and ensures they are provided with reasonable facilities to assist them in carrying out their civic duties. The policy is as follows:

### Payment of expenses

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

### Expense categories

#### (i) Professional development

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

delegate. Councillors can attend workshops, courses, seminars and conferences that are related to their roles. Approval to attend is made by council resolution and therefore councillors should advise the CEO of their desire to attend an event. The CEO will provide a report to council seeking approval on behalf of the councillor.

### **(ii) Discretionary professional development**

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

There is no requirement for a council resolution to approve these attendances, however, the councillor would need to submit a request to the CEO (prior to attendance) and provide all relevant documentation within 14 days of attending the event to ensure their expenses are reimbursed.

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

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

Approval for such travel is to be approved either by resolution of council or by the mayor and/or the CEO. We will pay for reasonable expenses incurred for overnight accommodation when a councillor is required to stay outside our council area. Wherever possible all councillor travel approved by council will be booked and paid for by us in advance.

### **(iv) Private vehicle usage**

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

This includes to:

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

Councillors making a claim for reimbursement of private vehicle usage can do so by submitting the appropriate form detailing the relevant travel based on log book details. The amount reimbursed will be based on the published Australian Tax Office business-use-of-motor-vehicle-cents-per-kilometre method and kilometre rate applicable at the time of travel. Councillors will be provided with an appropriate log book to assist in this process.

### **(v) Meals**

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

The following limits apply to the amount we will reimburse for meals: \$23 for breakfast (if the councillor is required to depart their home prior to 6am), \$25 for lunch and \$43 for dinner (if the councillor returns to their home after 9pm). Expenses relating to the consumption of alcohol will not be reimbursed.

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

### **(vi) Hospitality**

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

To claim, the Mayor or councillor must provide a written statement of whom they entertained and an indication of the costs. Receipts, if available, should be provided but are not mandatory. These limits will be increased annually on July 1 each year, adjusted by the movement in the Brisbane Consumer Price Index (CPI) at March 30 each year.

### **(vii) Accommodation**

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

## **> Provision of facilities**

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

## > Facility categories

### (a) Administrative tools and access to council office amenities

Councillors will be provided with the following:

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

### (b) Home office

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

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

We are responsible for the ongoing maintenance and reasonable wear-and-tear costs of council-owned equipment that is supplied to councillors for official-business

use. This includes the replacement of any facilities that fall under council's Asset Replacement Program.

### (d) Uniforms and safety equipment

We will provide to a councillor:

- uniform allowance as per staff policy
- council blazer, tie or scarf
- necessary safety equipment for use on official business (eg safety helmet, boots and safety glasses).

### (e) Use of council vehicles on council business

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

### (f) Private use of council vehicles

The mayor will be provided with a fully maintained suitable council vehicle of no higher value than a Holden Statesman Caprice, including all running costs provided for unlimited and unrestricted use by the mayor for council business and private purposes in recognition of the duties required to be performed by the mayor and the irregular hours required to attend council, community and civic responsibilities. Should the mayor elect to use a privately owned vehicle, we shall pay for all kilometres travelled at the applicable ATO rate. Payment shall be made monthly, based on the monthly opening and closing odometer readings of the nominated vehicle.

### (g) Fuel costs

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

### (h) Car parking amenities

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

### (i) Telecommunication needs: mobile phones

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

### (j) Insurance cover

Councillors will be covered under relevant council insurance policies while discharging civic duties. Specifically, insurance cover will be provided for public liability, professional indemnity, councillors' liability and personal accident. We will pay the excess for injury claims made by a councillor resulting from the conduct of official council business and on any claim made under insurance cover. We will cover costs incurred through injury, investigation, hearings or legal proceedings into the conduct of a councillor, or arising out of (or in connection with) the councillor's performance of his/her civic functions. If it is found the councillor breached the provisions of the Local Government Act 2009, the councillor will reimburse us with all associated costs incurred by council.

### (k) API card

Councillors may become API members.

### (l) Limit

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

## > Councillors' allowances

Total remuneration paid to each of our councillors during 2015-2016, minus superannuation:

Councillor	Total
Cr Deirdre Comerford	\$130,241
Cr Kevin Casey	\$111,343
Cr Chris Bonanno	\$76,961
Cr Laurence Bonaventura	\$99,503
Cr Frank Gilbert	\$76,961
Cr Alison Jones	\$76,961
Cr Greg Martin	\$76,961
Cr Theresa Morgan	\$76,961
Cr David Perkins	\$76,961
Cr Paul Steindl	\$76,961
Cr Ross Walker	\$99,503
Cr Greg Williamson	\$38,149
Cr Karen May	\$22,542
Cr Amanda Camm	\$26,010
Cr Fran Mann	\$22,542
Cr Ayril Paton	\$22,542
Cr Ross Gee	\$22,542
Cr Justin Englert	\$22,542
Cr Martin Bella	\$22,542

## > Councillors' superannuation

Total superannuation paid to each of our councillors during 2015-2016:

Councillor	Total
Cr Deirdre Comerford	\$15,629
Cr Kevin Casey	\$13,361
Cr Chris Bonanno	\$9235
Cr Laurence Bonaventura	\$11,940
Cr Frank Gilbert	\$9235
Cr Alison Jones	\$9235
Cr Greg Martin	\$9235
Cr Theresa Morgan	\$9235
Cr David Perkins	\$9235
Cr Paul Steindl	Nil*
Cr Ross Walker	\$11,940
Cr Greg Williamson	\$4578
Cr Karen May	\$2705
Cr Amanda Camm	\$3121
Cr Fran Mann	\$2705
Cr Ayril Paton	\$2705
Cr Ross Gee	\$2705
Cr Justin Englert	Nil†
Cr Martin Bella	\$2705

\* Cr Steindl elected not to take the superannuation contribution.

† Cr Englert not advised

## > Registers

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

These include:

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

## > Senior management remuneration

Under section 201 of the Local Government Act 2009, we provide the total remuneration paid to senior executive employees, including the CEO and employees reporting directly to the CEO during the financial year. Remuneration for senior management positions during 2015-2016:

Income range	Number of packages
\$300,000 - \$400,000	1
\$200,000 - \$300,000	4
\$100,000 - \$200,000	2

## > Expenses

Councillor expenses in 2015-2016:

Councillor	Conferences and Travel	Private Vehicle Usage	Provision of Facilities	TOTAL
Cr Deirdre Comerford	\$8,281.13	\$-	\$12,201.14	\$20,482.27
Cr Kevin Casey	\$3,687.31	\$3,820.05	\$3,846.56	\$11,353.92
Cr Chris Bonanno	\$616.01	\$3,765.12	\$2,607.38	\$6,988.51
Cr Laurence Bonaventura	\$2,051.38	\$5,779.22	\$3,415.06	\$11,245.66
Cr Frank Gilbert	\$4,541.03	\$-	\$2,728.86	\$7,269.89
Cr Alison Jones	\$-	\$4,647.94	\$2,741.41	\$7,389.35
Cr Greg Martin	\$1,794.19	\$900.58	\$3,621.82	\$6,316.59
Cr Theresa Morgan	\$2,298.94	\$6,334.60	\$2,487.80	\$11,121.34
Cr David Perkins	\$2,351.97	\$2,592.04	\$2,423.58	\$7,367.59
Cr Paul Steindl	\$3,092.32	\$-	\$2,484.02	\$5,576.34
Cr Ross Walker	\$-	\$3,809.60	\$3,374.50	\$7,184.10
Cr Greg Williamson	\$2,821.73	\$-	\$1,721.02	\$4,542.75
Cr Amanda Camm	\$2,386.24	\$-	\$1,859.71	\$4,245.95
Cr Martin Bella	\$-	\$3,854.56	\$1,325.88	\$5,180.44
Cr Justin Englert	\$-	\$-	\$1,294.49	\$1,294.49
Cr Ross Gee	\$-	\$797.55	\$1,297.91	\$2,095.46
Cr Fran Mann	\$-	\$-	\$1,675.94	\$1,675.94
Cr Karen May	\$-	\$-	\$1,412.66	\$1,412.66
Cr Ayrl Paton	\$633.56	\$666.72	\$1,520.86	\$2,821.14
<b>Total Expenses</b>	<b>\$34,555.81</b>	<b>\$36,967.98</b>	<b>\$54,040.60</b>	<b>\$125,564.39</b>

## > Meetings

Council meetings from July 1, 2015 to June 30, 2016. Note: The previous council held 15 ordinary meetings and one special meeting before the local government elections in March.

The new council, elected at the March, 2016, elections, held four ordinary meetings, two special meetings and one statutory post-election meeting.

Councillors	Ordinary	Special meetings	Statutory post-election meeting	Absent on council business	Leave of absence
Cr Deirdre Comerford	15	1	0	4	0
Cr Kevin Casey	17	3	1	0	2
Cr Chris Bonanno	16	1	0	1	2
Cr Laurence Bonaventura	16	3	1	1	2
Cr Frank Gilbert	18	1	0	0	1
Cr Alison Jones	16	1	0	1	2
Cr Greg Martin	15	1	0	1	3
Cr Theresa Morgan	17	1	0	0	2
Cr David Perkins	16	1	0	1	2
Cr Paul Steindl	15	1	0	1	4
Cr Ross Walker	16	3	1	1	2
Cr Greg Williamson	4	2	1	0	0
Cr Amanda Camm	4	2	1	0	0
Cr Martin Bella	4	2	1	0	0
Cr Justin Englert	4	2	1	0	0
Cr Ross Gee	4	2	1	0	0
Cr Fran Mann	4	2	1	0	0
Cr Karen May	4	2	1	0	0
Cr Ayrl Paton	4	2	1	0	0
<b>Total meetings</b>	<b>19</b>	<b>3</b>	<b>1</b>		

## > 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, 2015 to June 30, 2016.

#### Councillor membership of committees and working groups 2015-16

Portfolio	Councillor	Committee	Internal/ External	Other Councillor Representatives
	Cr Deirdre Comerford	Artspace Foundation Executive Committee	External	
		City Centre Project Control Group	Internal	Cr Greg Martin, Cr Chris Bonanno
		LGAQ Policy Executive	External	
		Mackay District Disaster Management Group	External	
		Mackay Community Foundation	External	
		Mackay Local Disaster Management Group	Internal	Cr Kevin Casey, Cr Paul Steindl
		Mackay Local Disaster Recovery Group	Internal	Cr Kevin Casey, Cr Paul Steindl
		Trustees of the Mackay Showgrounds	External	
		Regional Capitals Australia Board	External	
		Regional Economic Development Corporation (REDC)	External	
		Whitsunday ROC	External	
Roads and Drainage	Cr Kevin Casey	Infrastructure Recovery Sub Group	Internal	Cr David Perkins, Cr Frank Gilbert
		North Queensland Local Government Association	External	
		Roads Accident Action Group	External	
		Rural Affairs Advisory Committee	Advisory	Cr David Perkins
		Traffic & Regulated Parking Advisory Committee	Internal	Cr Laurence Bonaventura
		Transport & Drainage Capital Advisory Committee	Internal	Mayor Deirdre Comerford Cr Ross Walker
		Walking & Cycling Advisory Committee	Advisory	Cr Paul Steindl
		Whitsunday Regional Roads & Transport Group	External	Mayor Deirdre Comerford
Festival, Events and the Arts	Cr Chris Bonanno	Citysafe	External	
		Crimestoppers	External	
		Mackay Regional Showcase Committee	External	
		Regional Arts Development Fund Advisory Committee	Advisory	Cr Theresa Morgan
		Revitalising Artspace Working Group	Internal	
		River Rock to Mountain Top Festival Organising Committee	External	Cr Ross Walker
		Sarina Festival Organising Committee	External	
		Visual Arts Advisory Committee	Advisory	
Waste, Health and Regulatory Services	Cr Laurence Bonaventura	Improving Waste Outcomes Working Group	Internal	
		Local Authorities Waste Management Advisory Committee	External	
		Rural Safety Working Group	External	

## Councillor membership of committees and working groups 2015-16 (continued)

Portfolio	Councillor	Committee	Internal/ External	Other Councillor Representatives
Water and Sewerage	Cr Frank Gilbert	CTM Water Alliance Executive Committee	External	
		Water & Sewerage Capital Advisory Committee	Advisory	Mayor Deirdre Comerford Cr Ross Walker
		Mackay Water Recycling Project Growers Meeting	Internal	
		Reducing Water Consumption Working Group	Internal	
		St Vincent De Paul Housing Committee	External	
Community and Client Services	Cr Alison Jones	Community Grants Advisory Committee	Advisory	Cr Paul Steindl Cr Chris Bonanno
		Equity Access Advisory Committee	Advisory	
		Human Social Recovery Group	Internal	Cr Chris Bonanno
		Cultural Diversity Advisory Group	Advisory	
		Mackay Drop In Centre	External	
		Greenmount Heritage Fair Planning Committee	External	
		Mackay Historical Society	External	
		Mackay Matsuura Sister City Advisory Committee	Advisory	Cr David Perkins
		Mackay Safe Healthy Communities Network Support Group	External	Cr Frank Gilbert
		Pioneer Valley Museum	External	
		Regional Social Development Centre	External	
		Sarina Historical Centre Committee	External	
Townsville Mackay Medicare Local	External			
Tourism and Economic	Cr Greg Martin	City Centre Taskforce	Internal	Cr Chris Bonanno
		Economic Recovery Sub Group	Internal	Cr Ross Walker
		Mackay Tourism Ltd	External	
		North Qld Bulk Ports Community Reference Group - Mackay	External	
		Tourism Assets Working Group	Internal	Cr Chris Bonanno
		Sarina Tourist Arts & Craft Board	External	
		Sarina Bendigo Community Bank Grants Committee	External	
		Sarina Rural Skills Centre Management Board	External	
		Sarina Field of Dreams Advisory Committee	Advisory	Cr Theresa Morgan
Tourism & Events Advisory Committee	External	Cr Chris Bonanno		
Parks and Environment	Cr Theresa Morgan	Environment Recovery Sub Group	Internal	Cr Laurence Bonaventura, Cr Paul Steindl
		Local Marine Advisory Committee (GBRMPA)	External	
		Improving Visual Amenity Working Group	Internal	
		Natural Environment Advisory Committee	Advisory	Cr Alison Jones
		Pioneer Catchment & Landcare Group	External	
		Sarina Landcare Integrated Catchment Management Association	External	
		Sustainable Futures Advisory Committee	Advisory	Mayor Deirdre Comerford Cr Frank Gilbert
Planning and Development	Cr David Perkins	Character & Heritage Advisory Committee	Advisory	Cr Greg Martin, Cr Chris Bonanno
		Regional Sustainability Advisory Committee	Advisory	Mayor Deirdre Comerford Cr Ross Walker
		Development Assessment Review Team	Internal	
		Developers Forum	Internal	Mayor Deirdre Comerford
		Mackay Regional Housing Company Limited	External	
		Yantai Committee	External	Cr Greg Martin

## Councillor membership of committees and working groups 2015-16 (continued)

Portfolio	Councillor	Committee	Internal/ External	Other Councillor Representatives
Sport, Recreation and Facilities	Cr Paul Steindl	Brewers Park Sporting Committee	Internal	
		CQU Working Group	Internal	
		DBCT Community Working Group	External	
		North Qld Sports Foundation	External	
		North Qld Bulk Ports Community Reference Group - Hay Point	External	
		Sarina Sugar Shed Taskforce	Internal	Cr Chris Bonanno Cr Greg Martin
		Sports Expo & Sign-On Day Working Group	Internal	
		South Mackay Sporting Precinct Working Group	Internal	
Finance, Asset Management and IT	Cr Ross Walker	Audit Advisory Committee	Advisory	Mayor Deirdre Comerford
		Asset Management Steering Committee	Internal	
		Rates Review & Alternate Sources of Revenue Working Group	Internal	Mayor Deirdre Comerford Cr Chris Bonanno Cr Frank Gilbert

## Councillor membership of committees and working groups from 2016

Community Engagement Standing Committee		
Committee	Internal/ External	Councillor Representatives
Mackay District Disaster Management Group	External	Mayor Greg Williamson
Mackay Show Trustees	External	Mayor Greg Williamson
Whitsunday ROC Ltd	External	
Mackay Local Disaster Recovery Group	External	Mayor 4 chairs from sub groups
Economic Recovery Sub Group	External	Cr Amanda Camm Cr Fran Mann
Environment Recovery Sub Group	External	Cr Laurence Bonaventura Cr Ross Gee
Human-Social Recovery Sub Group	External	Cr Justin Englert Cr Ayril Paton
Infrastructure Recovery Sub Group	External	Cr Kevin Casey Cr Karen May
Mackay Local Disaster Management Group	External	Mayor Greg Williamson Cr Amanda Camm Cr Kevin Casey Cr Karen May
Crimestoppers	External	Cr Ross Gee
North Queensland Local Government Association	External	Cr Kevin Casey
North Queensland Sports Foundation	External	Cr Kevin Casey
Citysafe	External	Cr Justin Englert
Mackay Community Foundation	External	Mayor Greg Williamson
Roads Accident Action Group	External	Cr Kevin Casey Cr Karen May
Rural Safety Working Group	External	Cr Laurence Bonaventura
St Vincent De Paul Housing Committee	External	Cr Kevin Casey
Sister Cities Mackay	External	Cr Amanda Camm
South Mackay Sporting Precinct Working Group	External	Cr Englert Cr Ross Gee

## Councillor membership of committees and working groups from 2016 (continued)

Community Engagement Standing Committee		
Committee	Internal/ External	Councillor Representatives
Rural Affairs Advisory Committee	Advisory	Cr Amanda Camm Cr Karen May
Equitable Access Advisory Committee	Advisory	Cr Fran Mann
Regional Arts Development Fund Advisory Committee	Advisory	Cr Justin Englert Cr Ross Gee Cr Fran Mann
Embracing 2018 Regional Steering Committee	External	Cr Kevin Casey
Community Grants Advisory Committee	Internal	Cr Laurence Bonaventura Cr Ross Gee Cr Fran Mann
Sports Expo and Sign on Day Working Group	Internal	Cr Kevin Casey Cr Justin Englert
Corporate Services Standing Committee		
Committee	Internal/ External	Councillor Representatives
Audit & Risk Advisory Committee	External	Mayor Greg Williamson Cr Ross Walker (chair)
Rates Payment Review Tribunal	Advisory	Cr Martin Bella Cr Ross Walker (chair)
Economic Development and Planning Standing Committee		
Committee	Internal/ External	Councillor Representatives
Character & Heritage Advisory Committee	External	Cr Justin Englert Cr Fran Mann
Natural Environment Advisory Committee	External	Cr Amanda Camm Cr Ross Gee
City Centre Taskforce	External	Cr Justin Englert Cr Ross Gee
Development Assessment Review Team	Internal	Cr Amanda Camm
Sarina Field of Dreams Advisory Committee	External	Cr Amanda Camm Cr Fran Mann Cr Karen May
Mackay Region Botanic Gardens Advisory Board	External	Cr Amanda Camm Cr Fran Mann
Mackay Housing Company	External	Cr Amanda Camm Cr Fran Mann
Mackay Tourism	External	Cr Amanda Camm
NQBP Community	External	Cr Ross Gee (Mackay) Cr Fran Mann (Mackay) Cr Karen May (Hay Point)
DBCT Engagement Group	External	Cr Karen May
Sustainable Futures Advisory Committee	Internal	TBA
Sarina Landcare Integrated Catchment Management Association	External	TBA
Sarina Tourist Art & Craft Centre	External	TBA

## Councillor membership of committees and working groups from 2016 (continued)

Infrastructure Services Standing Committee		
Committee	Internal/ External	Councillor Representatives
CTM Water Alliance Executive Committee	External	Cr Karen May
Local Authorities Waste Management Advisory Committee	External	TBA
Whitsunday Regional Roads Group	External	Mayor Greg Williamson Cr Karen May
Roads Accident Action Group	External	Cr Kevin Casey
WWS Community & Client Reference Group	Advisory	Cr Kevin Casey
Transport & Drainage Advisory Board	Advisory	Open invitation
Water & Waste Advisory Board	Advisory	Open invitation

### > Councillor complaints

The Local Government Act 2009 (Act) sets out standards of behaviour and processes for accepting and assessing any complaints regarding the activities of councillors.

During the 2015-16 year two (2) complaints were received and processed as below:

#### Section 176C(4)(a)

Complaint received and considered to be possible misconduct according to the Act.

Matter referred to the Department of Infrastructure, Local Government and Planning for further consideration and investigation with advice received that following review no further action would be taken.

#### Section 176C(2)

Complaint received and considered to be possible inappropriate conduct according to the Act.

Matter was investigated and dismissed as "lacking in substance". Advice of the matter and outcome was provided to the Department of Infrastructure, Local Government and Planning.

### > Regional Arts Development Fund (RADF)

This fund is a partnership between our council and Arts Queensland that supports one-off, short-term projects that offer professional arts, cultural and heritage opportunities for our community. The total amount allocated to the RADF program for the 2015-2016 financial year was \$224,600. Of that, Arts Queensland's contribution was \$100,000 and council contributed \$124,600.

Breakdown of RADF allocations	Amount
Allocation for community projects – four rounds at \$35,000 per round	\$140,000
Green Arts round	\$30,000
Council-led initiatives	\$51,100
RADF training	\$3500

### > Funding acknowledgments

Council received major funding through the year from the State and Federal governments. Included in the table on page 115 is a list of those major grants.

In 2015-2016, council received \$6.3m in funding from the Federal Government under the Financial Assistance Grants program. This important federal funding allows for the continued delivery of council's services and infrastructure.

We also received funding from the State Government Department of Communities, Child Safety and Disabilities, who fund the Sarina Neighbourhood Centre Program and contribute to our Youth Programs and the Emergency Relief program. Funding was also received from the Department of Multicultural Affairs, which supports the Community Action for Multicultural Society program (CAMS) that fund work to support Australian South Sea Islander communities statewide.

## Major funded projects during 2015-16

Funding Provider	Funding Amount	Details	Duration
Department of Infrastructure & Regional Development (Federal)	\$4,041,828.00	Malcomson Street and Greenfield Boulevard upgrade	Complete April 2016
Department of State Development (State)	\$2,500,000.00	Hogans Pocket Regional Landfill Development - construction of cell 3	Due for completion July 2016
Department of State Development (State)	\$2,249,902.00	Mackay Regional SPS upgrades	Due to commence September 2016
Department of State Development (State)	\$2,058,290.00	Marian-Mirani Wastewater Network augmentations	Complete March 2016
Department of Transport & Main Roads (State)	\$1,191,291.00	Horse and Jockey Road and Lansdowne Road intersection	Due to commence January 2017
Department of Infrastructure & Regional Development (Federal)	\$714,713.00	Juliet and Penn Street upgrade	Complete March 2016
Department of Infrastructure & Regional Development (Federal)	\$700,000.00	Heaths Road upgrade	Complete December 2015
Department of Infrastructure, Local Government & Planning (State)	\$461,400.00	Dudley Denny City Library	Due for completion November 2016
Department of Transport & Main Roads (State)	\$324,730.00	Cycle Network - Mackay-Bucasia Rd (James Cook Dve-Bucas Dve)	Due for completion August 2016
Department of Transport & Main Roads (State)	\$274,500.00	Bluwater Trail Cycle Network - Bridge Road (Milton St-Casey Ave)	Due for completion October 2016
Department of Tourism, Major Events, Small Business and the Commonwealth Games (State)	\$250,000.00	Fields of Dreams roadworks and RV parking	Due to commence September 2016
Attorney-General's Department (Federal)	\$200,000.00	Mackay CBD CCTV System upgrade	Complete January 2016
Department of Transport & Main Roads (State)	\$186,768.77	Milton & Shakespeare Street Intersection upgrade	Complete December 2015
Department of Transport & Main Roads (State)	\$163,035.00	Bluewater Trail Quota Park shared pathway	Due for completion January 2017
Department of Transport & Main Roads (State)	\$158,750.00	Lamberts Beach Lookout Upgrade	Due to commence September 2016
Attorney-General's Department (Federal)	\$156,872.00	Security lighting Mackay CBD Car Parks	Complete July 2015
Department of the Premier & Cabinet (State)	\$80,000.00	Jubilee Park Anzac Walk Stage 1	Complete April 2015
Department of the Premier & Cabinet (State)	\$80,000.00	Jubilee Park Anzac Walk Stage 2	Complete November 2015
Department of Infrastructure, Local Government & Planning (State)	\$48,916.00	Get Ready Queensland activities and promotion	Complete June 2016
State Library of Queensland (State)	\$23,924.00	Mackay Library Services - seniors computer classes	Due for completion December 2016
Department of National Parks, Recreation, Sport & Racing (State)	\$20,000.00	Physical activity program for inactive women	Complete December 2015
State Library of Queensland (State)	\$20,000.00	PortaHUB Library project	Complete June 2016
Department of National Parks, Recreation, Sport & Racing (State)	\$17,655.00	Reactivate You physical activity program	Due for completion November 2016
Department of the Premier & Cabinet (State)	\$10,000.00	Greater Whitsunday Food Network - Farm to Plate Dinner	Complete June 2016
State Library of Queensland (State)	\$10,000.00	Deliver robotic workshops to community and schools	Due for completion June 2017

# independent auditor's report

Our Independent Auditor's Report can be found in full on the CD included.

The following is a copy of our

- Financial Sustainability Statement
- Management Certificate and;
- Certificate of Accuracy.

**MACKAY REGIONAL COUNCIL**

**Financial Statements**

For the year ended 30 June 2016

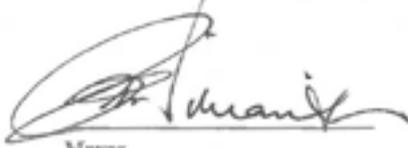
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**Management certificate**  
For the year ended 30 June 2016

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

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

- (i) the prescribed requirements of the *Local Government Act 2009* and *Local Government Regulation 2012* for the establishment and keeping of accounts have been complied with in all material respects; and
- (ii) the general purpose financial statements, as set out on pages 1 to 36, present a true and fair view, in accordance with Australian Accounting Standards, of the Council's transactions for the financial year and financial position at the end of the year.



Mayor  
Cr Greg Williamson

Date: 7, 10, 16



Chief Executive Officer  
Craig Doyle

Date: 7, 10, 16

QAO  
certified statements

## INDEPENDENT AUDITOR'S REPORT

To the Mayor of Mackay Regional Council

### Report on the Financial Report

I have audited the accompanying financial report of Mackay Regional Council, which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including significant accounting policies and other explanatory information, and certificates given by the Mayor and Chief Executive Officer.

#### *The Council's Responsibility for the Financial Report*

The Council is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the *Local Government Act 2009* and *Local Government Regulation 2012*, including compliance with Australian Accounting Standards. The Council's responsibility also includes such internal control as the Council determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

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

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

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

#### *Independence*

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

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

#### *Opinion*

In accordance with s.40 of the *Auditor-General Act 2009* –

- (a) I have received all the information and explanations which I have required; and
- (b) In my opinion -
  - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
  - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the financial performance and cash flows of Mackay Regional Council for the financial year 1 July 2015 to 30 June 2016 and of the financial position as at the end of that year.

#### **Other Matters - Electronic Presentation of the Audited Financial Report**

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

*C G Strickland* 

C G STRICKLAND CA  
(as Delegate of the Auditor-General of Queensland)

Queensland Audit Office  
Brisbane

## INDEPENDENT AUDITOR'S REPORT

To the Mayor of Mackay Regional Council

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

I have audited the accompanying current-year financial sustainability statement, which is a special purpose financial report of Mackay Regional Council for the year ended 30 June 2016, comprising the statement and explanatory notes, and certificates given by the Mayor and Chief Executive Officer.

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

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

#### *Auditor's Responsibility*

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

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

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

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

### *Independence*

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

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

### *Opinion*

In accordance with s.212 of the *Local Government Regulation 2012*, in my opinion, in all material respects, the current-year financial sustainability statement of Mackay Regional Council, for the year ended 30 June 2016, has been accurately calculated.

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

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

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

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

C. G. Strickland



C G STRICKLAND CA  
(as Delegate of the Auditor-General of Queensland)

Queensland Audit Office  
Brisbane

**MACKAY REGIONAL COUNCIL**

**Long-Term Financial Sustainability Statement**

For the year ended 30 June 2016

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**Certificate of Accuracy**

**For the long-term financial sustainability statement prepared as at 30 June 2016**

This long-term financial sustainability statement has been prepared pursuant to Section 178 of the *Local Government Regulation 2012*.

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



Mayor

Cr Greg Williamson

Date: 7, 10, 16

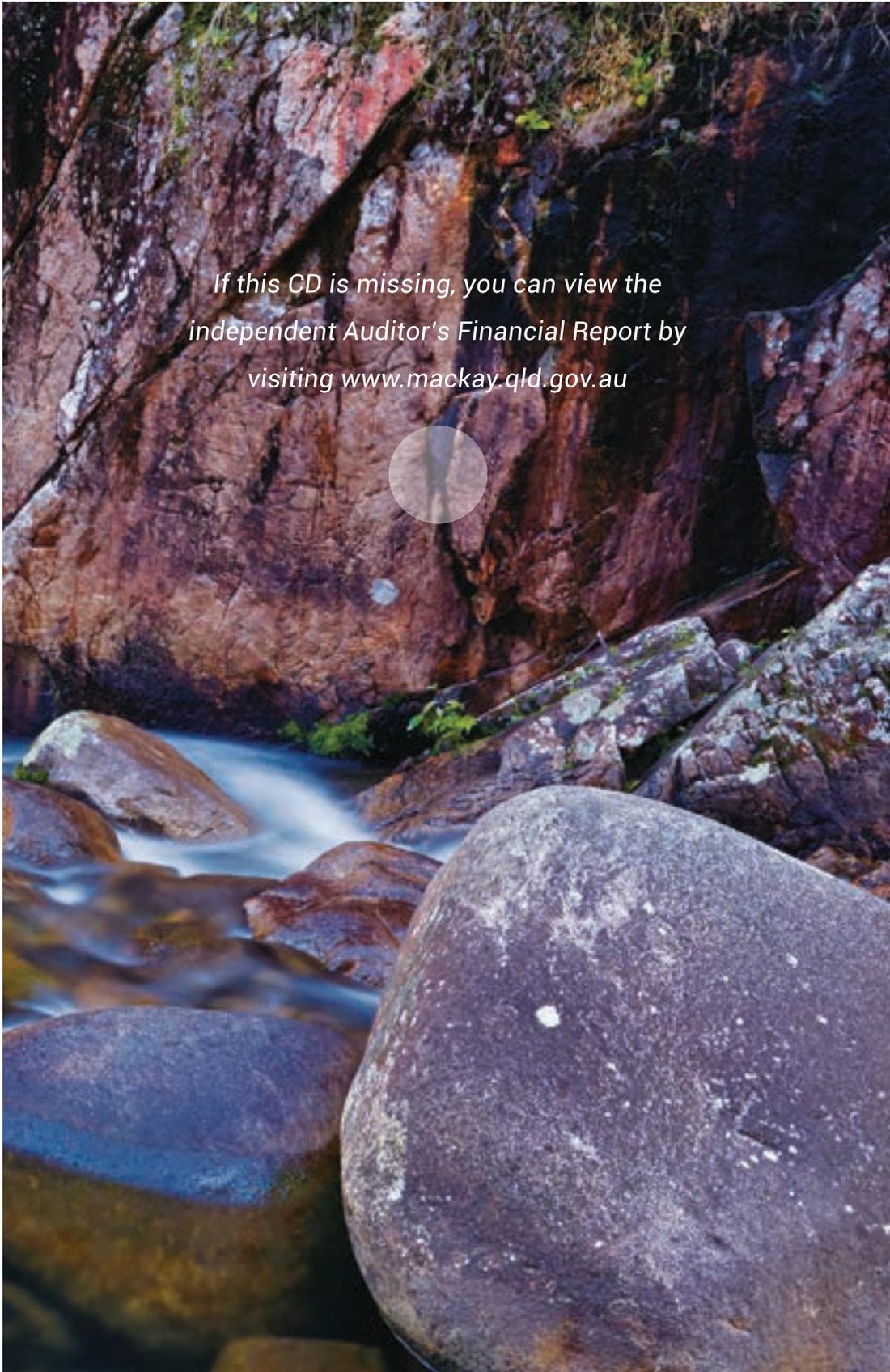


Chief Executive Officer

Craig Doyle

Date: 7, 10, 16





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



