



EFFICIENT, EFFECTIVE AND EVOLVING



2014 - 2015



MACKAY REGIONAL COUNCIL

ANNUAL REPORT

ABOUT THIS REPORT

The Mackay Regional Council Annual Report 2014-2015 provides a comprehensive summary of our performance from July 1, 2014, to June 30, 2015.

This report is guided by the Corporate Plan 2009-2014, which council extended to June, 2015. In June, council adopted a new Corporate Plan 2015-2020, providing a blueprint for its strategic direction and priorities for the next five years.

The theme for the 2014-2015 Annual Report is Efficient, Effective and Evolving as the year was a key period of council's transformation to a modern council.

This annual report provides an overview of our effectiveness in delivering for our community against the backdrop of challenging times for our region due to an economic adjustment.

The report is a snapshot of the highlights, our achievements and also addresses any setbacks we've faced through the year. It also identifies future directions and challenges.

The Annual Report 2014-2015 meets our statutory reporting requirements and informs all council stakeholders, including ratepayers, residents, businesses, community and interest groups, news media, all levels of government, council staff and the wider general community.

The report also meets 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.



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

Feedback We want to hear from you.

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

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.

Cape Hillsborough

THIS REPORT IS PRINTED ON 100% RECYCLED PAPER

INDEX

01

our **profile**

02

a word from
our **Mayor**

03

a word from
our acting **CEO**

04

councillor **profiles**

09

corporate **structure**

10

our **organisation**
our values, our staff
and our volunteers

16

corporate **plan**

17

community
and **lifestyle**

26

economic
development

38

environmental
sustainability

44

strategic
planning

54

engineering
services

62

organisational
excellence and
governance

74

mackay **waste**
services **report**

80

mackay **water**
services **report**

88

our reporting
framework

89

community
financial **report**

93

legislative
requirements

104

independent
auditor's **report**



(Top Row)

Cr Greg Martin (Tourism and Economic Development portfolio),
Cr Chris Bonanno (Festivals, Events and the Arts portfolio),
Cr Frank Gilbert (Water and Sewerage portfolio),
Cr Alison Jones (Community and Client Services portfolio),
Cr Theresa Morgan (Parks and Environment portfolio)

(Middle Row)

Cr David Perkins (Planning and Development portfolio),
Mayor Deirdre Comerford (Emergency Management portfolio),
Cr Laurence Bonaventura (Waste, Health and Regulatory Services portfolio)

(Bottom Row)

Cr Ross Walker (Finance, Asset Management and IT portfolio),
Cr Kevin Casey - Deputy Mayor (Roads and Drainage portfolio) and
Cr Paul Steindl (Sport, Recreation and Facilities portfolio).

OUR PROFILE 2014 - 2015

COUNCIL'S BUDGET:
\$361.4 M

MACKAY'S GDP:
\$6.756 B

AREA: 7622km²

FIVE TIMES THE SIZE OF BRISBANE CITY COUNCIL, DOUBLE THE SIZE OF TOWNSVILLE (3736KM²) AND LARGER THAN CAIRNS (4135KM²) AND THE SUNSHINE COAST (2883KM²) COMBINED

**MACKAY'S
POPULATION**
123,383
AS AT JUNE 30, 2014

**AN ESTIMATED
44,770 PEOPLE
WORK IN MACKAY**

OPERATED
6 libraries

MAINTAINED
2522KM OF ROADS
AND
228KM OF PATHS
AND BIKEWAYS

HANDLED
104,000
TONNES OF WASTE

**31 UNSPOILT
BEACHES**

A WORD FROM OUR MAYOR

Efficient, Effective and Evolving is a fitting theme for our 2014-2015 Annual Report.

That is because those three words sum up what was an extremely important year for the current council.

We set about building on the foundations we put in place to continue our transformation to a modern council. We also strived to find even more cost-efficient and innovative ways of doing business.

Our budget for 2014-15 included an increase in the general rate of 2.9 per cent. This was the lowest rise since amalgamation in 2008 and built on council's commitment to drive down pressure on rates.

Despite the modest increase, we managed to deliver some key outcomes for our community in an extremely busy year. An \$18 million revitalisation project for our City Centre, jointly funded by the Australian Government and council, was in full swing and had three months of construction remaining at the end of the financial year.

The heritage-listed former Pioneer Shire Council building was also restored to its former glory as part of this project.

A new \$37 million sewerage treatment plant at Sarina opened and a new \$13 million water treatment plant at Marian was built.

Other major community projects included the \$825,000 redevelopment of the Edward Lloyd Park at Marian, also jointly funded by the Australian Government and council, and a \$200,000 refurbishment of Quota Park in South Mackay.

We also took a lead role in helping the region through a period of economic adjustment, establishing the Diversify Mackay Leadership Alliance (DMLA) and launching our #mackaypride campaign.

As part of our evolution to a modern council, the transition to Northern Australia Services (NAS), a 50-50 partnership with Propel, of which the Local Government Association of Queensland (LGAQ) is a part-owner, was completed.

A Community Attitudes Survey in November showed we're on the right track. Our overall satisfaction rating had risen since the last survey in 2009. Pleasingly, nearly 85 per cent of residents believed council's performance was better than, or at least on a par with, two years ago.

The survey also highlighted what was important to residents, such as more support for local businesses, and we took those findings into account when working on our 2015-16 budget.

That budget, adopted just before the end of the financial year, included a zero per cent movement in the general rate, a freeze on fees, levies and charges, and a range of economic stimulus measures.



DEIRDRE COMERFORD

Emergency Management portfolio

Phone: (07) 4961 9455

Email: deirdre.comerford@mackay.qld.gov.au

A WORD FROM OUR ACTING CEO

The 2014-2015 financial year delivered many important changes to allow council to focus on providing cost-effective and efficient services to our community.

These changes resulted in a shift in thinking by many of our staff and a willingness to try new methods.

The theme Efficient, Effective and Evolving defines the journey our staff have been on in their concerted effort to lay the foundations to deliver responsive, efficient and cost-effective services to our community.

Some of the results may not be visible immediately but I can assure our residents that they will provide a lasting legacy.

The establishment of Northern Australia Services was one of the key achievements in the past 12 months. This partnership model will deliver a modern, efficient service to our community by continuing to challenge and improve what we do and how we do it.

The Strategy Leadership and Performance Team continues to drive the three-year Culture Development Plan, which is starting to yield significant improvements across the organisation.

Our staff have embraced the One Team philosophy and we realise that our priority is to ensure our people are providing the most cost-effective services for the people of our community.

A sustainable future remains a key strategic imperative for our region, as we face the challenges of the current economic adjustment in our economy. Council, like any organisation, has to respond to change and the completion of the Shaping Our Community - a Blueprint for Growth strategy provides greater clarity and direction.

Prudent long-term financial planning continues to allow significant capital investment and we are starting to make giant steps forward in getting more out of our existing assets, which delays the need for further capital investment and reduces the rate burden on our community.

It is heartening to see the professionalism and dedication shown by staff. The way they have responded to the challenges is encouraging and satisfying.

Moving forward, we will continue to be challenged and, as such, it is critical that we continue the hard work to provide value for money for our community and look for more efficient ways of delivering functions and services.

I'd like to congratulate the Mayor and councillors for their strategic direction and guidance. Thank you to the staff for their contribution throughout the year.



DAVID MCKENDRY

COUNCILLOR PROFILES



DEPUTY MAYOR KEVIN CASEY

Roads and Drainage portfolio

Phone: 0417 168 730

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

A Community Attitude Survey undertaken on behalf of council this year identified that road infrastructure and maintenance was residents' number one priority for council to deliver in the next five years.

This is not a task council takes lightly. We recently undertook a review of our roads business and set about implementing recommendations from that report.

The massive reconstruction

programs undertaken in recent years under Natural Disaster Relief and Recovery Arrangements (NDRRA) eased, but council was still able to deliver major roads and drainage works and maintenance through an extensive capital works program.

Major projects got under way during the year, including the \$5.8 million widening and upgrade of Malcomson Street from Mackay-Bucasia Road to Charles Hodge Avenue.

As our region grows, I am deeply committed to developing and maintaining infrastructure that will adequately service our vibrant community.

The completion of the Active Towns program, a joint initiative with the State Government, has seen a major increase in the length of the city's bikeways and footpaths. This program has been extremely successful and helps promote fitness and healthy lifestyles for the region.



CR CHRIS BONANNO

Festival, Events and the Arts portfolio

Phone: 0408 775 788

Email: chris.bonanno@mackay.qld.gov.au

Our focus has been to ensure the Mackay region is a destination that provides activities that help grow our tourism and residential populations. We see the activation of the City Centre, natural attributes like the Pioneer River, National Parks, beaches and sporting facilities as an opportunity to help build our liveability status, both nationally and internationally.

Where seed funding is required, council is committed to help fund sustainable events that boost our economy and promote our region.

We are actively chasing event opportunities of all types that our region is able to competitively host. There has been, and will continually be, a focus on helping local community groups with events and festivals that engage the arts and local culture to help positively brand our region and involve our people.

We have a strong commitment to encourage individuals and organisations to better their skills and talents in the arts, as well as events management to grow the region's social calendar.

With the help of Mackay Tourism there is focus on an event calendar that will help prioritise our events and lay a balanced approach to festivals and events at all levels across the region. This will help with funding allocation and lift the right events to become hallmark events that our region will be known for.

I appreciate the opportunity entrusted to me to increase the liveability of our region and look forward to seeing more people wishing to live here and play a role in our positive future.



CR LAURENCE BONAVENTURA

Waste, Health and Regulatory Services portfolio

Phone: 0427 638 673

Email: laurence.bonaventura@mackay.qld.gov.au

A new waste collection contract awarded to JJ Richards will deliver a first-class service to residents. The eight-year contract includes a new fleet of waste trucks that come with J-Trac, which gives real-time analysis of the contractor's performance in bin collections and the ability to take on board photographs of problem locations, giving residents hassle-free wheelie bin collection. The trucks also include striking images of our region as part of our #mackaypride campaign.

A dump vouchers system that gives residents the ability to dispose of domestic or green waste at any of council's transfer stations was trialled successfully and remains in place. Residents receive six vouchers annually, giving them the ideal opportunity to conduct pre-cyclone clean-ups or dispose of some larger items without having to pay the normal gate charge.

I am proud to have played a role in the adoption of a reduced dog release fee

for first-time offenders of dogs wandering at large. This gives registered dog owners the ability to retrieve their pets at 50 per cent the normal fee.

I've enjoyed and embraced any opportunity to learn more about the processes, needs and wants of residents across my portfolio. I have spent time in the field with staff getting hands-on experience in areas from monitoring building site compliance to going on patrol with parking officers.



CR FRANK GILBERT

Water and Sewerage portfolio

Phone: 0427 530 774

Email: frank.gilbert@mackay.qld.gov.au

I do feel great compassion for those people who, over the years, have had very large undetected water leaks and have run up a large water bill as a consequence.

I am very pleased to say that those large water accounts due to concealed leaks are a thing of the past for the majority of our clients.

Our automatic meter reading devices, in conjunction with our MyH₂O website, now alerts clients to a leak and provides the opportunity to identify and

repair that leak before it becomes an expensive water bill.

We lead the world with this system. This accomplishment is indicative of our achievements.

Mackay Water is an innovative water utility delivering sustainable water services to the region and is well recognised in the water industry for its commercial performance and leadership. In the past year we have gone from strength to strength.

COUNCILLOR PROFILES



CR ALISON JONES

Community and Client Services portfolio

Phone: 0407 690 248

Email: alison.jones@mackay.qld.gov.au

I have had the pleasure of holding the portfolio for Community and Client Services and the rural portfolio for Pindi Pindi to Midge Point for the past three years.

As a dedicated volunteer for more than 20 years, I understand the pressures faced by community groups in the current economic climate. I endeavour to assist them wherever possible to build partnerships and access networks that maximise the community benefits.

I strive to instil a sense of community spirit and focus on inspiring others.

I also strive to improve communication between the community and council and promote the positive services and support networks our council has to offer. I assist with identifying gaps and offering solutions to bridge those gaps wherever possible.

Library Services continues to grow and develop new services that assist residents to familiarise

themselves with the digital age that is upon us.

Youth and social justice continues to be a focus area for my portfolio. As chair of the Mackay Drop in Centre committee, I am determined to see the development of a day facility for homeless people in our region. I have developed strong relationships as the chair of Mackay Safe Healthy Communities, which is working on obesity, suicide, indigenous health and domestic violence issues in our community.



CR GREG MARTIN

Tourism and Economic Development portfolio

Phone: 0418 887 756

Email: greg.martin@mackay.qld.gov.au

As the Economic Development portfolio councillor, I am proud of our leadership in helping pursue opportunities in a challenging economic climate. Our Diversify Mackay Leadership Alliance (DMLA) is producing some strong work in this area.

The DMLA, established by council, is a group of local business, industry and community leaders working together to promote a sustainable, diverse future for the Mackay region.

A draft council Economic Development Strategy was also completed by

the end of the financial year for consideration by stakeholders and council. It will also assist with diversification, including within existing industries.

Much of our focus during the second half of the financial year was on delivering a 2015-2016 budget that would be the right fit for residents, but also provide some economic stimulus measures.

I am proud of our innovative \$3 million Better Community Building Fund, which will deliver improved facilities across the region and stimulate economic activity.

The grants will be made available to deliver major sporting and community infrastructure that use local contractors and can be delivered within the next 12 months to two years. Combined with our \$1.8 million Invest Mackay Events Attraction and Conference Attraction programs, this council remains proactive in diversifying to ensure a positive future for our region.

I am also a board member Mackay Tourism Limited, which also created a new brand for our region in conjunction with Tourism Events Queensland.



CR THERESA MORGAN

Parks and Environment portfolio

Phone: 0417 748 317

Email: theresa.morgan@mackay.qld.gov.au

A Community Attitude Survey showed maintenance of parks and playgrounds is one of the top seven council services residents rate as important. The same survey showed residents were "highly satisfied" with our work in this area.

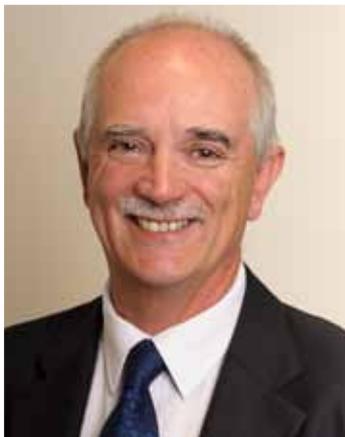
I am extremely proud of what we've been able to achieve in the Parks and Environment portfolio, working with officers and community groups. The upgrade of Edward Lloyd Park at Marian, a joint Australian Government

and council initiative, was completed and officially opened.

We also completed and officially opened an upgrade of Quota Park in South Mackay and redeveloped Marilyn Wallman Park at Rural View. A tender was also awarded for design of stage three of Mackay Regional Botanic Gardens, including extensive public consultation. Still at the Gardens, Meadowlands Soundshell hosted some great outdoor concerts, including the Pasifika Festival and Rock Pop

Mime, and was set to host the Queensland Symphony Orchestra to open the 2015 Mackay Festival of Arts.

On our coastline, we achieved some important foreshore management projects and improved beach access, including new paths and stairs made using recycled plastic and a composite fibre product, at Shoal Point, Iluka (Town) and Sarina beaches. We also developed an improved graffiti management policy which will offer grants to businesses to help remove graffiti on private property.



CR DAVID PERKINS

Planning and Development portfolio

Phone: 0418 776 799

Email: david.perkins@mackay.qld.gov.au

The Draft Mackay Region Planning Scheme will replace the existing Mackay, Sarina and Mirani schemes and is currently lodged with the Queensland State Government awaiting approval.

The community engagement process undertaken was the most comprehensive in council's history and the Draft Scheme also takes into account the new State Planning Policy and other policies being developed by State Government.

During the past year, the development market has slowed, but in the 2015-2016 budget handed down in June, many fees and charges were reduced to reflect the market – and to stimulate developer interest. These changes were made in consultation with the Mackay branch of the Urban Development Institute of Australia (UDIA) and have already borne fruit, with a number of meetings held with consultants and potential developers looking

to progress, in some cases, significant developments.

Development incentives have also been offered in a range of areas, including tourism and sport, and these too have also resulted in positive outcomes.

COUNCILLOR PROFILES



CR PAUL STEINDL

Sport, Recreation and Facilities portfolio

Phone: 0403 266 216

Email: paul.steindl@mackay.qld.gov.au

Encouraging a more active community and attracting sporting events was a key focus of this year.

Active Towns, a three-year pilot project with the State Government, concluded at the end of June and achieved some tremendous results, including many kilometres of shared pedestrian and cycle paths.

Our annual Sports Expo and Sign-on Day continues to go from strength to strength. This year's event in February, again attended by rugby league legend Shane Webcke, attracted about 8000 people.

In March, we partnered with the Queensland Government's Department of Sport and Recreation to encourage sporting clubs to attend Club Connect to discuss the changing "space of sport". The forum was aimed at addressing declining participation rates in sport in Australia.

We continue to take a lead role in plans for a new multi-million dollar sports precinct planned for the CQUniversity Mackay campus at Ooralea. In June, we earmarked up to \$10 million in our new budget it a bid to boost chances of securing government funding

for the project on a dollar-for-dollar basis. The proposed \$20 million project would include a synthetic running track and aquatic facility. Our Economic Development, Sport and Recreation and MECC teams also partnered with Mackay Tourism, Cricket Queensland and Mackay Indoor Sports Centre to win hosting rights for the 2016 Australian Masters Indoor Cricket Championships. We also hope to attract many more major sporting events through our \$1 million Invest Mackay Events Attraction Program announced in June as part of the new budget.



CR ROSS WALKER

Finance, Asset Management and IT

Phone: 0429 615 711

Email: ross.walker@mackay.qld.gov.au

After delivering the lowest rate rise since amalgamation in 2008 for 2014-15, much of our focus throughout the year was to further relieve pressure on rates.

We achieved that, bringing down a 2015-16 budget with a zero per cent movement in the general rate and a freeze on charges, fees and levies. This was able to be delivered as we maintained our focus on reducing operating costs through finding efficiencies.

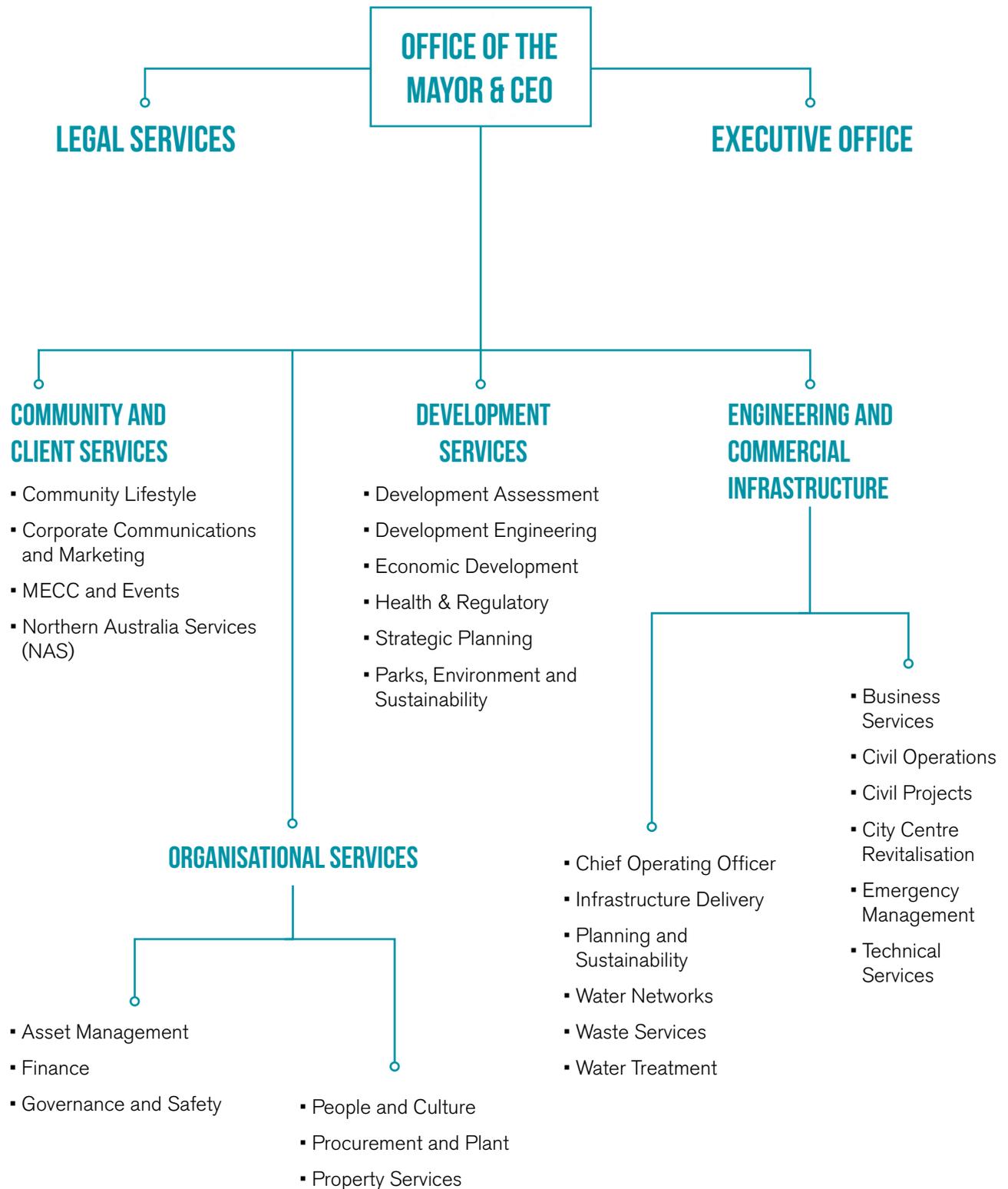
Additional loan repayments of \$32 million were made in 2014-2015 to reduce debt balance. No borrowings were required during the financial year and debt is projected to fall again in 2015-16.

Long-term rate rises in council's Long Term Financial Forecast (LTFF) have also been substantially lowered.

Capital expenditure of more than \$145 million was better managed and closer to budget in 2014-2015 and council remained in a "sound financial position".

Based on my experience as former chair and director of a number of public companies, I am proud of the effort and results achieved by my fellow councillors and council staff.

CORPORATE STRUCTURE



OUR ORGANISATION



RESPECT
ACCOUNTABILITY
TEAMWORK
CLIENT SATISFACTION
EMPLOYEE HEALTH & SAFETY

OUR 5 VALUES

We are heading into the third 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 a 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.



OUR STAFF

Mackay Regional Council is one of the region's largest employers, with about 1100 staff.

In 2014-2015, we filled 153 positions including 141 new employees. In 2014-2015, staff turnover was 16 per cent, up slightly on 12.7 per cent in 2013-14, which was the lowest in recent years.

Total headcount of staff:

2013 - 2014 = 1115
2014 - 2015 = 1098

Figures includes full-time, part-time, casual, temporary, apprentice and trainee positions.

Breakdown of staff:

Full - time = 851
Part - time = 74
Casual = 98
Temporary, apprentice and trainee = 75



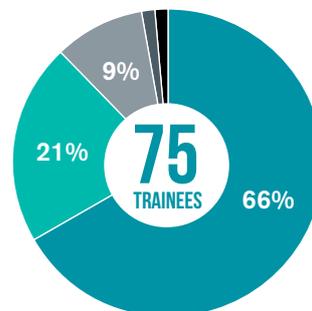
OUR TRAINEES

There were 75 trainees and apprentices in-training as at June 30, 2015, accounting for about seven per cent of council's overall workforce, and making us the largest employer of trainees and apprentices in the region.

months of completing their training with council. Commencements and completions were evenly split between male and female, whereas Queensland and national statistics were both weighted in favour of males.

Of the 24 full-time trainees or apprentices who completed their training, 46 per cent obtained further employment with council in some capacity and 50 per cent obtained external employment within three

Our rate of mature age (24 years+) trainee and apprentice commencements was five per cent greater than Queensland and national statistics.



- Technicians and trade workers
- Clerical and admin workers
- Labourers
- Machinery operators and drivers
- Sales workers

OUR STAFF

SUPERVISOR TRAINING PROGRAM

This internally and externally delivered program was first introduced in 2012 and has continued to be facilitated in 2014-2015. Now, 171 supervisors have participated in 10 workshops to help support, educate and equip them with knowledge and skills to empower them as supervisors and allow them to understand their responsibilities.

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

We sponsored and co-ordinated more than 7934 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 289 conference, forum and seminar attendances for our employees.

WORK EXPERIENCE

Council facilitated 66 work experience placements for high school and university students from the Mackay region in 2014-2015. The students gained experience in areas, including the library, the MECC, our nurseries and workshops.



INTERNAL AWARDS

NICOLE BOURNE

Apprentice diesel fitter Nicole Bourne was the recipient of council's Jason Vassallo Trainee and Apprentice of the Year award for 2014.



EXTERNAL AWARDS

JOHN ERICKSON

John Erickson, Mowing Operations Supervisor and former Diploma in Parks and Gardens Management trainee, was awarded the Landscape Queensland Construction Awards for 2014.

25 YEARS SERVICE

Council's 25 Year Service Club now boasts a total of 78 members. During the course of the year, eight of our tireless workers reached the milestone with 25 years of service:

Mark Callaghan

Mower operator,
Parks and Environment

Robyn Chester-Master

Inter-Library Loan Officer,
Community Lifestyle

Lara Clarke

Heritage Collection
Coordinator,
Community Lifestyle

Gavin Fatnowna

Roller Operator, Civil Projects

Eric "Frank" Kroll

North-West Coordinator,
Civil Operations

Chris Reed

Water Treatment Plant
Operator, Water Treatment

Noel Trembath

Leading Hand Northside,
Parks and Environment

Bruce Wysling

Small Engine Mechanic,
Plant and Procurement



Members of council's 25 Year Service Club.

OUR VOLUNTEERS



We pride ourselves on becoming more efficient and effective 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 fully support and recognise our wonderful volunteers, who generously give up their time to provide care and support for those in need.

ARTSPACE MACKAY

Artspace Mackay volunteers provide an invaluable service to the gallery by staffing our front of house, informing visitors about the exhibitions, workshops, events and other exciting opportunities and services offered. They also provide valuable assistance at exhibition openings and special events.

FESTIVAL OF ARTS

There was no volunteer intake during the 2014-15 financial year. Volunteers are a vital part of the Mackay Festival of Arts and staff members were looking to implement more ways to entice volunteers to be part of the program in 2015-16.

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 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.

In 2015, Greenmount celebrated its centenary at the Heritage Fair on Sunday, May 31, again with assistance of volunteers.

LIBRARIES

Friends of Mackay Libraries organised an author talk by Michael Veitch and "The Windy Farm", a Tony Bones Entertainment production delivered during Children's Book Week. We had 220 students attend the two performances and about 140 children and their families attended the free performance at the Gordon White Library.

Friends of Mackay Libraries assisted with NAIDOC Week 2014, featuring Boori Pryor, palm-weaving workshops and the Our dreaming: Animating Country exhibition. The activities attracted about 177 attendees.

Another project made possible through the support from Friends of Mackay Libraries was The Corner, a State Library of Queensland's program for children under eight years and their families and carers.



Friends of the MECC were recognised at the 2015 Australia Day Awards.

MACKAY ENTERTAINMENT AND CONVENTION CENTRE

The amazing work of the Friends of the MECC was recognised with an Australia Day Award in January. Friends of the MECC are part of virtually every show or performance in an ushering capacity. This year saw the reintroduction of the Friends to assist with food and beverage service, which has been extremely well received by patrons.

MACKAY REGIONAL BOTANIC GARDENS

Our Friends of the Gardens volunteer membership consists of more than 80 individuals and families. They assist with many aspects of the Botanic Gardens, including promotion, hands-on work and fundraising. Some of the events they contributed to were the promotion of the Palm Fair, the Festival of Arts launch, Greenmount's 100-year Heritage Fair and Orchid Extravaganza, as well as the popular Christmas in the Gardens.

Garden Friends assist the staff with planting and weeding, especially in the Heritage Gardens and Tropical Shade Gardens, as well as manning the administration counter/gardens shop, school holiday activities and free guided walks.

Garden Friends fundraise for the Gardens' signage and plant labels and, this year, donated a golf buggy to assist staff and friends in their work in the 51-hectare site. A heart-felt thanks go to these groups who provided well in excess of 1000 volunteer hours to help the Botanic Gardens grow.

ORCHID HOUSE

Four groups of volunteers provided valuable ongoing support with general nursery work and orchid work. Without this extra help, we wouldn't be able to maintain and re-pot the orchids or grow thousands of outdoor plants to replant into the garden beds across the region.

SARINA SUGAR SHED

Sarina Sugar Shed engages a team of 20-plus ardent volunteers who are highly valued and critical to the facility's success. On average these volunteers contribute 116 hours a week to operations, equating to in-kind wages of almost \$240,000 a year.

Volunteers are involved in every aspect of the business and encapsulate the community spirit, co-operation, ownership and authenticity that sit at the heart of the attraction. Many volunteers are from families who have worked the land for generations and their knowledge and expertise is immeasurable and unquantifiable.

CORPORATE PLAN



In June, 2015, we adopted a new, exciting and aspirational Corporate Plan 2015-2020 that guides our strategic direction for delivering a sustainable, vibrant future for our region.

The council's performance against the Corporate Plan will be recorded in future Annual Reports. This Annual Report documents the achievements and outcomes delivered during the past 12 months of the previous Corporate Plan 2009-2014.

The Corporate Plan 2015-2020 was developed through a series of internal workshops and external discussion forums. Feedback from council's Community Attitude Survey in November, 2014, also provided key information in the development of the plan.

The new 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



INFRASTRUCTURE **COMMUNITY PRIDE**
ORGANISATIONAL PERFORMANCE
HEALTH & WELLBEING
ECONOMY
LIFELONG LEARNING **REGIONAL IDENTITY**
ENVIRONMENT

COMMUNITY AND LIFESTYLE

WELCOMED

782 people
AT 10 CITIZENSHIP
CEREMONIES



4 SWIMMING POOLS
AND A 3-TIERED BLUEWATER LAGOON

1 BLUEWATER TRAIL



*a shared
pathway around
the city*

4 MUSEUMS

11
SES FACILITIES



welcomed
126 babies

AT COUNCIL'S TWO
BABY WELCOMING
CEREMONIES

1 YOUTH CENTRE,
1 NEIGHBOURHOOD CENTRE

and 13
COMMUNITY HALLS

111 PLAYGROUNDS

INCLUDING AN
ALL-ABILITIES PLAYGROUND



5 LIBRARIES

and

1 MOBILE LIBRARY

7 SKATEPARKS



1 INTERNATIONAL
SPORTS STADIUM
(Stadium Mackay)

SNAPSHOTS



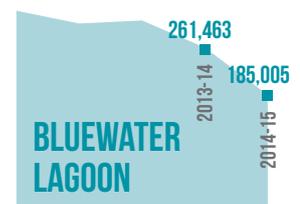
AQUATIC FACILITIES

AQUATIC FACILITIES

There were again good gains in attendances at the Memorial and Pioneer Swim Centres during the year. A new operator, who took up the leases in 2013-2014 as part of council's drive to find efficiencies, is meeting the market and achieving pleasing results.

Sarina is also progressing well but attendances were impacted by a December closure due to essential works undertaken by Education Queensland.

Attendances at Bluewater Lagoon were down in 2014-2015, impacted by the adjustment in the region's economy. The Lagoon received well-deserved recognition by winning a TripAdvisor Certificate of Excellence.



NEW LIBRARY MEMBERS MONTHLY BREAKDOWN

July	401
August	377
September	416
October	413
November	328
December	318
January	469
February	513
March	656
April	555
May	521
June	443

LIBRARY SERVICES

Our region's libraries membership grew by 5410 during the financial year, bringing the total membership count to 36,306. That was down on the 2013-2014 membership of 43,180 as we completed a purge of inactive users. We also added about 26,280 new items to our collection, up from 25,906 the previous year.

Members borrowed about 687,770 items, ranging from books, DVDs and CDs to eLoans. Other popular items were BorrowBox eBooks, Freegal Music, IndieFlix eMovies and Zinio Digital magazines.

MILESTONE MOMENTS



ANZAC CENTENARY

COMMEMORATED

More than 20 services took place across the region to commemorate the 100th anniversary of the Gallipoli landing. A special dawn service hosted by council and the Mackay RSL Sub Branch at Binnington Esplanade (overlooking Town Beach) took place at 4.28am, the precise time the Anzacs landed at Gallipoli in 1915.

Additionally, the memorial site at Bucasia's Seaview Park was refurbished in time for the local ceremony. Built two years ago, the memorial was a joint initiative between council and Farleigh and Northern Beaches RSL Sub-Branch.



STEP BACK IN TIME

May's Heritage Fair was this year's platform to celebrate the 100th birthday of one of our region's most historic attractions, Greenmount Homestead.

Attracting a record 10,000 people, the fair boasted an array of market and food stalls, an artist's village, train rides, an animal farm and Fashions of the Decade costume competition. Musical entertainment was provided by Graeme Connors, courtesy of the Regional Arts Development Fund (RADF).

ANNIVERSARY CHECKS OUT

Photographic displays and news clippings documenting the history of Mackay City Library were on display in June to celebrate the facility's 35th anniversary.

When the library first opened it housed about 25,000 books. Today, the library service stocks 165,000 books, and offers access to more than 11,300 eBooks and eAudiobooks and thousands of music and movie titles.

PARKS DEVELOPMENT IN FULL SWING



PUBLIC “PAWS” THROUGH OPEN-DAY DOORS

In August we proudly presented Mackay’s first fully-fenced, off-leash dog park near the Gooseponds in North Mackay. The facility was officially opened by Member for Whitsunday Jason Costigan and Mayor Deirdre Comerford at a community open day celebration.

The park includes a wide open space for dogs to run around and socialise, dog agility equipment, picnic shelter and a tap designed especially for canine use. This \$100,000 project was a 50-50 joint-venture between council and the State Government.

MARIAN PARK MAKEOVER

An \$825,000 makeover of Edward Lloyd Park was completed in time for our Marian community members to enjoy it over the Christmas school holidays.

This state-of-the-art park includes modern play equipment and a large climbing net, a solid shade structure, picnic and barbecue facilities, landscaped gardens, new pathways, a water fountain and plenty of parking. This project was co-funded by council and the Australian Government’s Regional Development Fund.

It was officially opened in February.

QUOTA PARK FACELIFT

A large hexagonal climbing net and a triple-swing unit (including a basket swing) are firsts for our Mackay region playgrounds.

These items are now featured in our state-of-the-art \$180,000 Quota Park on Bridge Road. Other popular features include an activity wall, see-saw, rotating spicas, spring toys, a new play combo and three new custom exercise stations for adults.

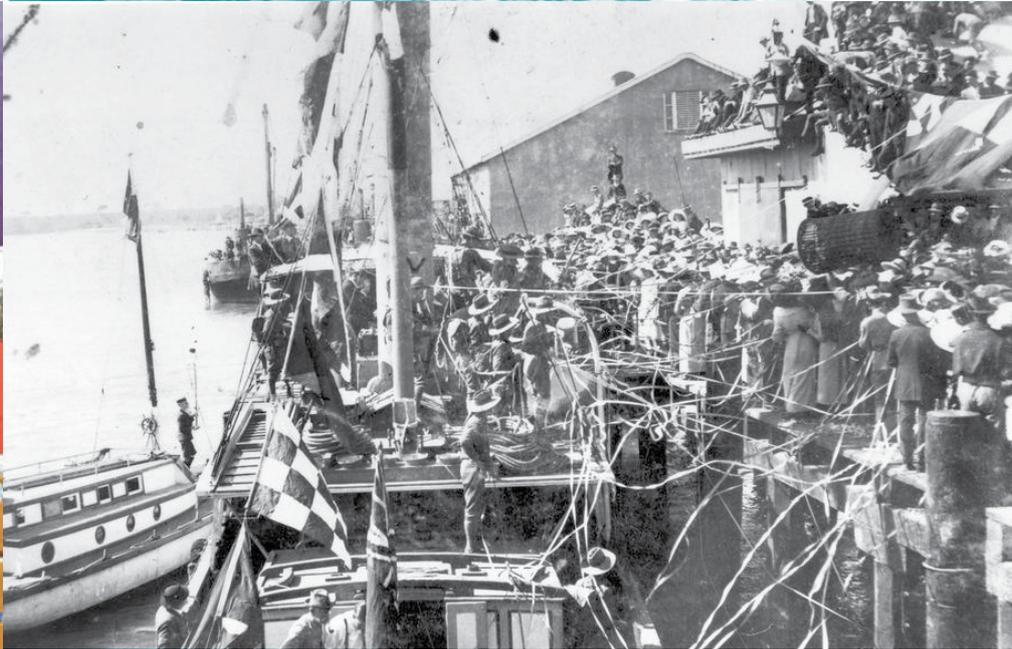
It was officially opened in March.

NEWS CLIP >

VIEW A NEWS CLIP ON THE EDWARD LLOYD PARK OPENING AT:
WWW.MACKAY.QLD.GOV.AU/EDWARD-LLOYD-PARK

EVENTS

Parks and Environment portfolio councillor Theresa Morgan and her daughter Clancy enjoy an afternoon at Quota Park.



The 100th anniversary of the departure of Mackay troops joining WWI was commemorated in August, 2014.

SUN SAFETY A PRIORITY

This financial year we repaired 70 shade sails across 17 parks to the tune of \$145,000 in our region's parks. The sails were cleaned, resized and re-stitched and possum guards have been replaced where necessary.

TRIBUTE TO PIONEERS

Two open space reserves were named in honour of early pioneers. A park and walkway in Nabilla Estate will now be known as the Roy Scott Walkway and the Alligator Creek Reserve at Balberra will be renamed to the Abraham Ditton Reserve.

Both men were respected members of the community and made substantial contributions to the region during their lifetime.

Roy Scott worked at Marian sugar mill, dug wells, cleared land and grew plants for local farmers and Abraham Ditton was a pioneer who lived and worked in Mackay from 1863, a year after its settlement.

TROOPS HONOURED

In August, we marked the 100th anniversary of the departure of 63 Mackay troops to join World War One in 1914.

As part of a week-long campaign, we worked closely with local historians and our Mackay libraries' heritage collection to raise awareness of this occasion. We posted old newspaper clippings and heritage photographs on social media throughout the week and encouraged residents to like our Facebook page and follow us on Twitter to relive this history-making moment.

EVENTS



"Our arts and business communities joined forces with Anywhere Festival organisers to stage a program that was unique, affordable, and a lot of fun. It was a great opportunity for businesses to showcase their versatility and for locals and visitors alike to enjoy some exciting performances."

Festival, Events and the Arts portfolio councillor Chris Bonanno.

NEW FESTIVALS WELCOMED

Things were looking UP for our City Centre in November when Mackay was announced as one of five regional communities in Queensland to receive Animated Spaces funding. The money was to be used to present three community arts projects and a weekend of arts activities in August, 2015, collectively titled Mackay UP. A state-wide initiative of Artslink Queensland, the Animating Spaces project was designed to revitalise and celebrate significant spaces in regional towns through locally-driven arts activities and events.

In March, we – in conjunction with Isaac Regional Council – threw our support behind Mackay's first Anywhere Festival. A theatrical performance at Hair Asylum and a comedy walking tour by a man in a penguin suit were just some of the weird and wonderful events that took place in Mackay City Centre as part of the 10-day festival. Anywhere Theatre Festival Limited is supported by the Queensland Government through Arts Queensland, part of the Department of Science, Information Technology, Innovation and the Arts.

ANNUAL HIGHLIGHTS



"I attend many events in regional Queensland and nothing compares to the Sports Expo in Mackay."

LGAQ ambassador Shane Webcke

NEWS CLIP >

VIEW A NEWS CLIP OF SPECIAL GUEST SHANE WEBCKE (FORMER FOOTBALLER AND TV PRESENTER) PROMOTING OUR EVENT AT WWW.MACKAY.QLD.GOV.AU/SPORTS-EXPO



From February's successful sports expo (8000 people and 100-plus sporting and recreational clubs), the Easter Lanes Carnival (4000 people across three events) and the Festival of Arts (about 37,900 people over two weeks), to Chinese New Year (February), National Reconciliation Week (May/June), Book Week (August) and the Orchid Extravaganza (September), there's never a dull moment on council's events calendar.



Global Grooves 2014 drew more than 4000 people

CYCLONE SATURDAY

In an ongoing effort to build a resilient community, we staged our annual Cyclone Saturday event at Caneland Central in October. Thousands were given vital information on how to best prepare for floods, cyclones and heavy rain during summer months. This event also served as the launch to our new Emergency Action Guide for the region, which includes updated storm tide evacuation maps and the new zone colours that align Mackay Regional Council with the State Government Evacuation Guidelines. Cyclone Saturday is an initiative of council, RACQ Get Ready Queensland and the State Government.

2015 SPORTS EXPO AND SIGN-ON DAY

The 2015 Sports Expo and Sign-on Day was a finalist in the 2015 Government Communications Australia Awards for Excellence.

EVENTS A-PLenty

Other regular highlights on our council event calendar include: the Wide Bay Australia NYE River Party (6000 people), NAIDOC Week celebrations and Pet Registration Day (July), Queensland Cultural Diversity Week (August), Global Grooves (4000 people, held in October), and Carols in the City (1500 people, held in December).

HIGHLIGHTS

AUSTRALIA DAY

The format of our Australia Day celebrations was changed this year, with all award nominees invited to an Australia Day Eve celebration at the MECC. The ticketed event was also open to supporters and the public, with about 400 attending. Community-driven Australia Day celebrations then took place at seven locations across the region this year, courtesy of \$8000 worth of council community grants. A special citizenship ceremony at Mackay Entertainment and Convention Centre on Australia Day welcomed 50 new citizens from 19 countries.



Above: Mayor Deirdre Comerford with Dr Peter Bastable, our 2015 Australia Day Awards Citizen of the Year winner



Young Citizen of the Year winner Kelly Attard

"Dr Peter Bastable and Kelly Attard have made outstanding contributions to our community and thoroughly deserve their accolades. But all nominees should be exceptionally proud that their efforts have been recognised at this awards ceremony."

Mayor Deirdre Comerford

NEWS CLIP >

VIEW A CLIP OF OUR SUCCESSFUL AUSTRALIA DAY AWARDS CEREMONY AT WWW.MACKAY.QLD.GOV.AU/AUSTRALIA-DAY-AWARDS.



CULTURAL RELATIONSHIPS STRENGTHENED



Previous youth ambassador Amber Casey tries on a full kimono with her host sister Muku while visiting Japan.

“The Mackay-Matsuura relationship was originally formed to strengthen economic ties between Mackay and Matsuura who have shared a common bond through the coal industry. However, over the years the relationship has diversified culturally resulting in many wonderful long-lasting friendships between the two cities.”

City Advisory Committee Chairperson and Community and Client Services portfolio councillor Alison Jones

SILVER CELEBRATION

In July, 2014, we celebrated the 25th anniversary of our region's Sister City Program. As part of the annual Mackay-Matsuura trip, 14 Matsuura, Japan, citizens visited Mackay. The group spent five days taking in the sights and sounds of our beautiful region, visiting facilities and locations, such as the Mackay Marina, Mackay Regional Botanic Gardens, Cape Hillsborough, Airlie Beach and the Whitsundays. Mayor Deirdre Comerford re-signed the Pledge of Affiliation at a special dinner for the citizens to reaffirm the friendship and cultural exchange between the two cities.

Additionally, in September, 15 students from Matsuura visited us while our Mackay students immersed themselves in Japanese culture as part of another successful and enjoyable two-week student exchange.

SIGNED AGREEMENT

Sister Cities Mackay (SCM) signed an agreement with council in June to play a more active role in the delivery of the 26-year Mackay Matsuura Sister City relationship. As part of their new role, Sister Cities Mackay will be responsible for organising the Mackay Matsuura Youth Ambassador Tour and will help facilitate events, such as the annual Australia Day skype and Japanese Children's Day.

ECONOMIC DEVELOPMENT

\$6.765
BILLION IN GRP

MACKAY HAS \$6.765 BILLION IN GROSS REGIONAL PRODUCT (GRP) AND IS ONE OF AUSTRALIA'S LARGEST SUGAR-PRODUCING REGIONS.

COUNCIL LOOKS AFTER
2 ART GALLERIES

MACKAY IS A
MAJOR RESOURCE
EXPORT HUB

WE ARE KNOWN FOR OUR AGRICULTURE,
CONSTRUCTION AND TOURISM INDUSTRIES,
BUT ARE ALSO FOCUSED ON ECONOMIC
DIVERSIFICATION AS WE EVOLVE.

4 MUSEUMS

1 AWARD WINNING
SARINA SUGAR SHED

1 ENTERTAINMENT
& CONVENTION CENTRE

SNAPSHOTS



OUR FACILITIES

ARTSPACE MACKAY

Artspace Mackay's visitation figures show a large increase compared to the previous year. Visitor numbers of 31,517 represent an almost 20 per cent increase in visitation for the year. This was due to a number of factors but can mainly be attributed to the huge success of the gallery's public programs, such as the annual art and design market, Rock Paper Scissors, and a pop-up kids' activity centre at Caneland Central, as well as the surprise hit exhibition of the year, Have You Seen the Old Mackay?

The investment of time and effort required to stage these exhibitions and events within the current budgetary framework represent huge returns for the community, making Artspace Mackay one of the most vibrant and dynamic regional art galleries in Queensland.

MECC

Attendances at the Mackay Entertainment and Convention Centre (MECC) were strong, with 157,932 people attending 473 events in 2014-2015. This attendance figure is slightly lower than the previous year of 170,771 when popular ice skating attraction Ice City boosted patronage. Engagement with schools and support via the BMC Pathways to Performance Program resulted in youth audience development increasing to more than 4000 attendances.

SARINA SUGAR SHED

In 2014-2015, sales for the Sarina Sugar Shed increased by \$50,000 and tour numbers were up by 538 visitors, compared to the previous year.

COPPER POT STILL

Sarina Sugar Shed was distilling all alcohol using a stainless steel still. Research carried out at our facility and by visiting other distilleries that produce high-quality rum led us to fabricate a new copper pot still with a company in Tasmania, exclusively for Sarina Sugar Shed requirements. This piece of unique equipment, combined with our unique syrup, will allow us to produce an even better product, which will attract a premium price for our rum. The copper pot still was delivered in late 2014, with installation and commissioning work completed in June, 2015.

100-YEAR ANZAC COMMEMORATION

The Sugar Shed worked with the local Sarina RSL Club to bottle and label rum to commemorate 100 years of ANZACs. With a specially designed label, a total of 150 of these bottles were sold wholesale to the local RSL, who on-sold them for a profit – raising more than \$7500 in funds for their organisation. Commemorative bottles of rum were on sale prior to ANZAC Day and sold at the Sugar Shed gift shop. Sales of this ANZAC rum contributed an additional \$26,000 in revenue to the sales.

AWARDS



Cr Chris Bonanno, Mary Malone, Lorraine Hodgkinson, Cr Greg Martin, Kathy Taylor, Phillip Taylor, Glenys Mansfield and Cr Kevin Casey at the Mackay Tourism Awards.

MACKAY REGION TOURISM AWARD

SARINA SUGAR SHED
'BEST TOURIST ATTRACTION' - GOLD
'BEST FOOD IN TOURISM' - GOLD
**'MOST OUTSTANDING CONTRIBUTION
BY A VOLUNTEER GROUP' - GOLD**

AUSTRALIAN DISTILLING AWARDS

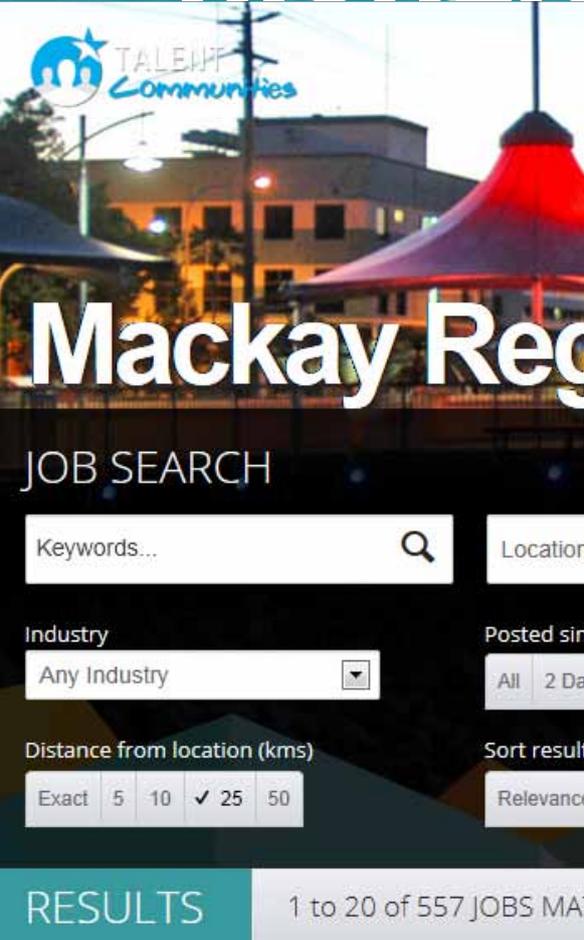
SUGAR SHED BROWN RUM
- BRONZE MEDALLION

SUGAR SHED RUM LIQUEUR
- BRONZE MEDALLION

"They're only a relatively new operation when it comes to distilled spirits and it is a fantastic achievement to be recognised nationally."

**Tourism and Economic Development
portfolio councillor Greg Martin.**

HIGHLIGHTS



BREAKING NEW GROUND

Linking local people with local job opportunities was the motive behind the creation of our Mackay Region Joblink website. An initiative of council and the Diversify Mackay Leadership Alliance (DMLA), this website is a free online tool for employers and jobseekers alike.

WEBSITE BOOSTS EMPLOYMENT

Joblink is a portal that provides local people access to local job opportunities, education and training opportunities, support and business events and initiatives. When launched in September, the site (at mackayregionjoblink.com.au) boasted 540 job vacancies in the Mackay area.

NEW-LOOK JILALAN

In August, a hillside piece of land near the Jilalan Rail Yards was transformed into an idyllic public open space providing educational insight into the coal-freight industry. The viewing structure, interpretive information sign and surrounding parkland forms a key part of the Mackay Region Coal Heritage Trail, showcasing the pit to port journey of coal in our area. Jilalan Rail Yards is a major economic contributor to the area, employing almost 500 locals and carrying an average of 216,000 tonnes of a coal a day. This project was a collaborative initiative between council and Aurizon, which manages the Central Queensland Coal Network, comprising about 2670 kilometres of heavy haul rail infrastructure.

HIGHLIGHTS



TOURISM POTENTIAL UNLEASHED

JETSTORM MACKAY

A new tourism venture took Mackay by storm in December. Courtesy of a 12-month commercial permit agreement between council and Jetstorm Mackay Pty Ltd, jet boat tours now operate from our River Street boat ramp. The boat can carry 12 passengers and safely perform a range of manoeuvres like spins, nose dives and fish tails to add to the excitement of the experience. This is one of the first ventures that will open up tourism opportunities on our river.



(TOP) Passengers enjoy a thrilling ride on the Pioneer River as the Jetstorm boat is put through its paces. (ABOVE) The Regional Showcase menu included kataifi prawns with green mango salad, pulled pork sliders and pan fried prawns with creole spice.

"The jet boat is eco-friendly and Jetstorm provides an exciting product that will benefit from the central location of our river."

**Festival, Events and the Arts portfolio councillor
Chris Bonanno**

"The showcase was about saying we hope you enjoy the menu, our recipes and we would welcome a visit to our region."

**Whitsunday ROC Chair for Mackay
Mayor Deirdre Comerford**



Agritourism was the focus for this special dinner held at the MECC in June, 2015.



At the Regional Showcase, Isaac Mayor Anne Baker, MP George Christensen, Mackay Mayor Deirdre Comerford and Whitsunday Mayor Jenny Whitney.

SELF-PROMOTION KEY

CIVIC PRIDE DEMONSTRATED

Mackay residents now have an entrance statement to their city that they can be proud of. The construction of a new roundabout on the Bruce Highway (south of the city), a joint project between council and the Department of Transport and Main Roads, provided the ideal opportunity to create something that would evoke civic pride and enhance the beauty of our area.

Council provided substantial funding and signage for this project. Entry statements are an important tool for promoting our identity to residents, tourists and potential investors. This entry sign reflects our region's tropical features, robust industry sector and relaxed tropical lifestyle.

AGRI-TOURISM POTENTIAL HARNESSSED

We recognise agri-tourism as an emerging industry and as part of Whitsunday ROC (Regional Organisation of Councils) Mackay, Isaac and Whitsunday councils have been involved in a partnership with the State Government, Mackay Tourism Ltd, Whitsunday Marketing and Development Ltd and Bowen Gumlu Growers Association.

Following the release of the State Government's Mackay-Isaac-Whitsunday Food and Agri-tourism Strategic Action Plan, this partnership formed the Regional Food Council Management Group, which brought together all sectors of the region. The Greater Whitsunday Food Network Management Group is building a local food economy by developing new business collaborations and systems, new markets, innovative and enhanced products and experiences that leverage the growing consumer demand generated by locals and visitors alike.

TASTES AND FLAVOURS OF OUR REGION

In March, we showcased some of the best produce our region has to offer in the nation's capital at the Mackay-Isaac-Whitsunday Regional Showcase. Hosted by Federal Member for Dawson George Christensen and Mayors Deirdre Comerford, Anne Baker, of Isaac, and Jenny Whitney, of Whitsunday, at Parliament House, the evening served to bring our region to Canberra through food. We also highlighted the economic contribution our region makes to the national economy and promoted the plethora of opportunities to grow our regional economy. The mouth-watering menu featured tasty delights, ranging from pan-fried prawns with creole spice to a duo of bruschetta pecorino, honey and fried capers, all made with local produce.

Guests washed down the delicious food with beverages like mango crush, featuring Bowen Tomato Company mango puree and Sarina Sugar Shed vodka, and espresso martinis made with Whitsunday Gold Coffee. A 38-page, A6-size regional recipe booklet, featuring recipes and information on produce suppliers and agri-tourism ventures from our region, was also produced by Whitsunday ROC for the showcase event.

HIGHLIGHTS

STATEWIDE RECOGNITION

All eyes were on Mackay in October as more than 600 delegates, observers and exhibitors came together for the 118th Local Government Association Queensland (LGAQ) State Conference held at Mackay Entertainment and Convention Centre (MECC). Representatives from more than 70 Queensland councils took part in the annual three-day event. Themed Going for Growth, the conference was a great opportunity for state leaders to collaborate, share ideas and further progress our communities. This is the third time in 10 years Mackay has hosted the LGAQ conference.



Mayor Deirdre Comerford, with Deputy Premier Jeff Seeney, launches the Invest Mackay booklet at the 2014 Queensland Mining and Engineering Exhibition.

SPOTLIGHT ON MACKAY

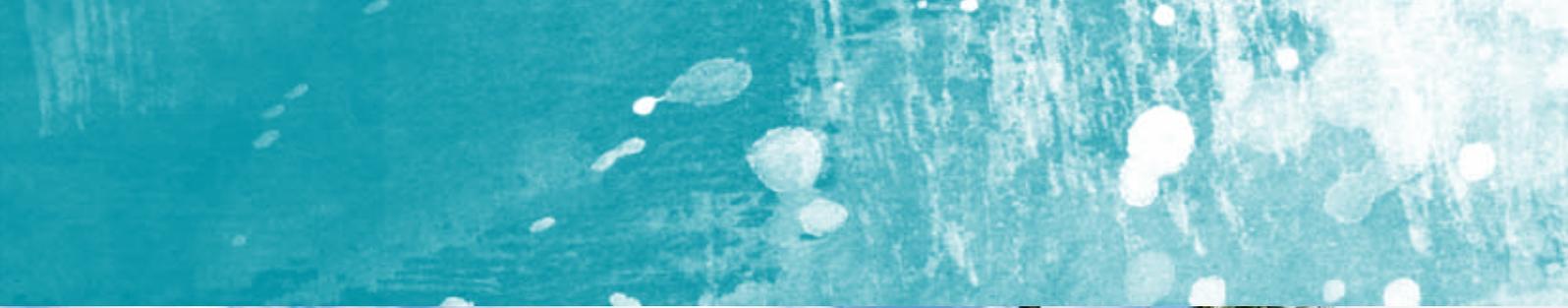
REGION SHOWCASED AT QME

Mackay rolled out the welcome mat for thousands of visitors at the highly-anticipated 2014 Queensland Mining and Engineering Exhibition (QME) at the Mackay Showgrounds in July.

Now in its 21st year, this event provides an enormous boost to our economy and is a great opportunity to showcase what our community has to offer. Our new information booklet, titled "Invest Mackay – the only place that measures up", was distributed at the event. This booklet provides an overview about how we measure up in comparison to the other areas for investment.

"From our enviable lifestyle and location to our diverse and buoyant economy, the Mackay region has a proven track record for being a centre of growth and prosperity."

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



Marking the awarding of a tender for the City Centre revitalisation are City Centre Revitalisation project manager Jim Carless, contractor Vic Vassallo and Mayor Deirdre Comerford.

LOCAL COMPANY AWARDED MAJOR PROGRAM

Mackay company Vassallo Constructions was awarded a \$12.5 million contract to take the reins of the City Centre Revitalisation Project in Wood and Victoria streets.

The company's 14 years of demonstrated local experience and expertise made it the perfect fit for the Revitalisation Project. The \$18 million revitalisation project, jointly funded by the Australian Government and council on a 50-50 basis, was set to provide more than \$3 million worth of jobs from beginning to end. The project was scheduled for completion by the end of October, 2015.



"Looking ahead, an extra \$27 million worth of employment is forecast to be generated within our economy over the next 10 years as a direct result of this project."

Mackay Mayor Deirdre Comerford

HIGHLIGHTS



"Cane Fire is set to become a landmark piece of contemporary art which will draw visitors to our City Centre."

**Mackay Mayor
Deirdre Comerford**

(TOP) Twilight City Street Party allowed us to "imagine more".
(RIGHT) Cane Fire by Niche Art is set to become the centrepiece of our public art in the City Centre

IMAGINE REVAMPED CITY CENTRE

Imagine More ...When it comes to the City Centre, council and the City Centre Taskforce (CCT) were encouraging residents to do just that. Those two striking words – Imagine More – paired with a bold and colourful logo was all part of a new and innovative marketing initiative.

The new logo and branding was rolled out across various forms of marketing collateral including the website, Facebook page, banners and signage, coinciding with the revitalisation project. The new branding was the first step towards the creation of a long-term marketing strategy for Mackay's City Centre.



PARTY TAKES OVER THE STREETS

Around 10,000 people turned out for the Twilight City Imagine More street party in the City Centre. The event marked the start of revitalisation works and was also aimed at helping the community connect with the City Centre. An outdoor cinema showing hit movie *Despicable Me 2* was among a line-up of entertainment that took over the City Centre in August.

The free family-friendly event transformed Wood Street into a colourful scene abuzz with excitement and activity from 4pm to 8pm. The event boasted free entertainment for children, including an art and craft zone, and giant yellow Minion creatures from *Despicable Me* roamed through the crowds. For adults, *The Beatnix* – a band renowned world-wide for their uncanny resemblance to *The Beatles* – headlined the entertainment.

HELPING HAND FOR TRADERS

In a bid to assist businesses directly impacted by construction works as part of the City Centre Revitalisation Project, council introduced cost-saving initiatives. They included the removal of commercial fees for Outdoor Dining Permits and a Trade Waste annual approval fee. Outdoor Dining Permit fees could be up to \$900 a year and the Trade Waste annual fee up to \$1300, representing significant savings for businesses.



CHOSEN ARTWORK FIRES IMAGINATION

Standing at a striking seven metres tall, Cane Fire by Niche Arts, was announced as the chosen public artwork to be installed on the Victoria and Wood streets roundabout.

The announcement was made at the Twilight City Imagine More Street Party. Cane farming is a major part of Mackay's story and the new public art proudly reflects the industry our region was built on. Incorporating LED lighting, the artwork will also integrate wireless and mobile phone technology, allowing visitors to interact with the sculpture and create lighting effects that resemble the imposing sight of a burning cane fire.

The artists behind the work are Glen Manning and Kathy Daly.

BUILDING FACADES SPRUCED UP

City Centre building owners were given the chance to spruce-up their properties as part of a scheme aimed at encouraging property owners to improve their facades. The fresh and reinvigorated facades help lift the visual amenity of the area and complement the major City Centre Revitalisation Project.

In round one of the City Centre Façade Improvement Scheme, \$54,000 in facade improvement matched funding was allocated from the City Centre levy, providing more than \$410,000 in facade improvements when property owner investment was added in. The first round of the scheme was made available to commercial premises in the City Centre Revitalisation Project area along Wood and Victoria streets.

Works under \$10,000 were eligible for assistance up to \$2000, depending on the amount being spent by the property owner. Works over \$10,000 were eligible for up to \$3000. The scheme was such a success it was used as a model for an expanded Mackay Pride Façade Improvement Scheme for the entire region announced in the 2015-16 budget.



"We are committed to working with property and business owners across the region to demonstrate our Mackay pride while also helping to stimulate our local economy."

Tourism and Economic Development portfolio councillor Greg Martin

Painters work on the facade of the old Lamberts department store building near the corner of Victoria and Wood streets.

HIGHLIGHTS

"The building's doors had been replaced sometime in the 1970s, but the entrance is now what it would have looked like in 1936."

City Centre Revitalisation Project manager Jim Carless



BUILDING RESTORED TO FORMER GLORY

Restoration works on the heritage-listed former Pioneer Shire Council building in Wood Street provided a window into the city's past. The building was built in 1935 and officially opened in March, 1936.

During the renovation project, funded by the Australian Government and council as part of the City Centre revitalisation, new front timber doors and stained glass was custom made to design specifications originally proposed by architect Harold Brown in 1935.

The architect's original plans were kindly donated to council's Heritage Collection by his son Geoff Brown, still living in Mackay. External works were done by construction company Zined. The tender for internal fit-out works was awarded to Mark Quinn Building Pty Ltd. Architects for the project were Conrad Gargett.



"Council is keen to support residents and businesses to help boost trade during the City Centre Revitalisation Project."

Economic Development and Tourism portfolio councillor Greg Martin

STRATEGIC INVESTMENT IN CITY CENTRE

Underlining our Efficient, Effective and Evolving theme, council made a strategic investment by buying the former Retravision building in Wood Street and gave it a facelift to complement the City Centre revitalisation. The purchase created enormous opportunities as it adjoined the council-owned car park. The building was repainted and cleaned and will be used for a range of projects requiring accommodation in the short term. In the long term council will look to work with a private partner to develop the site as a mixed use commercial building.



MACKAY PRIDE ON SHOW

VIDEO CLIP >

VIEW THE #MACKAYPRIDE CLIP HERE:
MACKAY.QLD.GOV.AU/MACKAYPRIDE

FREE PARKING ASSISTS DURING WORKS

Council made free parking available in the City Centre at two convenient locations, making visits even more convenient for shoppers and workers. The free off-street car parks were available on Brisbane Street and at the Sydney Street car park. Free off-street parking was among a number of council initiatives aimed at encouraging residents to shop, dine and explore the City Centre during the revitalisation project.

“This video is very different to other promotional videos as it encapsulates some of the real treasures and statistics about our region and helps foster a positive city image for residents and visitors alike.”

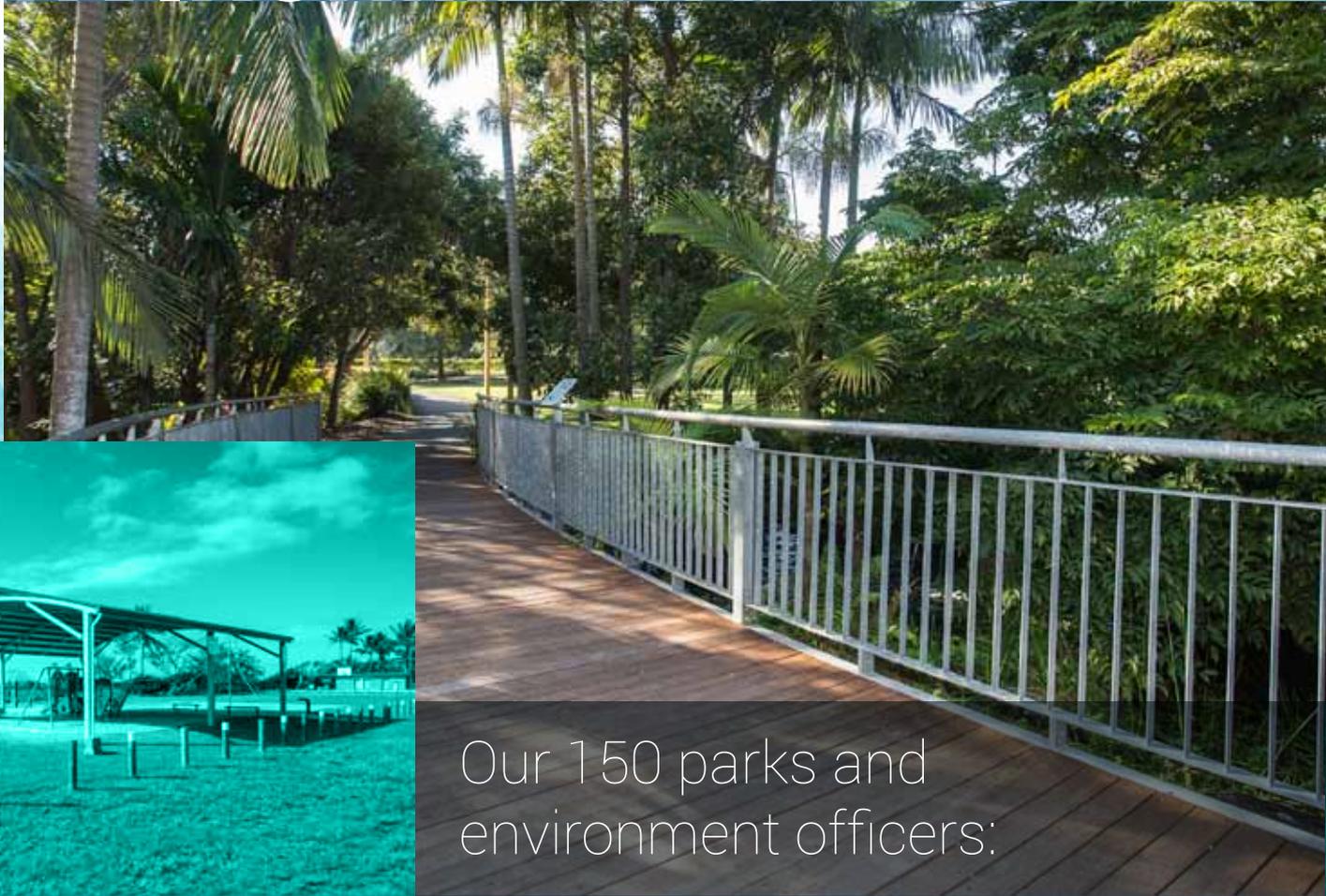
**Mackay Mayor
Deirdre Comerford**

VIDEO INSTILLS PRIDE

Mayor Deirdre Comerford launched the #MackayPride video at a Diversify Mackay Leadership Alliance (DMLA) business luncheon in November. The three-minute video promotes the positive aspects of our region, showcasing why we should have a sense of pride and a sense of achievement about where we live. It aims to encourage positive conversations by local residents and help celebrate our community.

The video quickly clocked up more than 5000 views on Youtube. Shorter versions were created for TV and radio. The #MackayPride theme was used in a range of other marketing - from large signage wraps displayed on council's waste trucks, to the inaugural #MackayPride Netball Challenge in April, between the Mackay Meteors men's basketball side and the Whitsunday Sharks netball team.

ENVIRONMENTAL SUSTAINABILITY



Our 150 parks and environment officers:

MANAGE PLAYGROUNDS
AND PLAY EQUIPMENT AT

115
LOCATIONS

MAINTAIN
1562 HA
OF PARKLAND
AND OPEN SPACE

MANAGE
160+
RECREATIONAL
PARKS

MOW **18,000,000**
SQUARE METRES OF GRASS EACH MONTH

HIGHLIGHTS



BEACHES, WILDLIFE PROTECTED



Matilda the turtle is fitted with a tracking device at Haliday Bay.

VIDEO SURVEILLANCE

Protecting rare birds and mammals, including one of Australia's rarest marsupials, the water mouse, was the focus of video surveillance activities conducted at Slade Point's environmental reserve in May. Together with Reef Catchments and North Queensland Bulk Ports, we employed local consulting firm, Kleinfelder, to set up 10 motion-detecting cameras to monitor the prevalence of feral cats. Six cats were detected and captured over a 15-day period.

TURTLE TRACKING

In December, Mackay and District Turtlewatch Association attached tracking devices to flatback turtles at Ball Bay, Haliday Bay and Blacks Beach.

This project recorded the journey of four turtles after they had laid their eggs for the season. Data collected contributes to our knowledge of marine turtle ecology and will inform future coastal management decisions. Residents were able to track the turtles' journey at www.seaturtle.org.

This initiative, which was conducted in partnership with James Cook University scientists, was made possible courtesy of \$22,000 from council's Natural Environment Levy as part of the Natural Environment Grants program.

ACCESS RESTORED

The tide turned this year for improved access to our beaches. A new access was built at Town Beach, and accesses at Lamberts and Shoal Point were restored after suffering storm damage and king tide damage. These structures were built using recycled plastic and a composite fibre product, so they will be longer lasting and require less maintenance than timber ones. These projects were funded by council's capital budget, the Natural Environment Levy and the marine beach operational area.

VIDEO CLIP >

VIEW THE VIDEO CLIP ON THIS HERE:
[WWW.MACKAY.QLD.GOV.AU/
ENVIRONMENTAL-SUSTAINABILITY](http://WWW.MACKAY.QLD.GOV.AU/ENVIRONMENTAL-SUSTAINABILITY)

HIGHLIGHTS

FIGHTING VANDALISM

Following the destruction of more than 50 trees at Bucasia Beach, we erected signage to reinforce that environmental vandalism is unacceptable.

Three 3.6m by 1.8m notices now point out that native vegetation in these areas has been vandalised. The affected areas have been replanted and signs will remain in place until the native vegetation has regrown.

INPUT VALUED

Feedback from a Connecting Mackay survey provided valuable input for the future protection of Koumala Reserve. In response we installed fencing around the boundary of the reserve to tackle the ongoing issues of littering and illegal vehicle access destroying endangered vegetation.



COMMUNITY ACTIVITIES

"Koumala Reserve is home to a vitally important pocket of endangered remnant vegetation along the bank of Rocky Dam Creek; it's great to see residents working with us to ensure future generations can continue to enjoy this treasured spot for fishing and camping."

**Parks and Environment portfolio
councillor Theresa Morgan**



CULTURAL TIES HONOURER

The Torres Strait Islands Gardens is the perfect addition to council's Mackay Regional Botanic Gardens.

TORRES STRAIT ISLANDS COMMUNITY GARDEN

After a decade of consulting with our region's Torres Strait Islander community, we proudly opened the Torres Strait Islands Garden at Mackay Regional Botanic Gardens in July. Featuring a meeting shelter, an area where traditional cooking and feasting can be organised, as well as vegetation native to the five island groups of the Torres Strait (including food plants), the garden was developed to recognise the culture, history and identity of this community. As part of the landscaping, the island groups (western, north western, central, inner and eastern) are each represented by a cultural garden area and are separated by a curving, coloured concrete pathway that has been embedded with mosaic patterns to reflect the ocean current known as Magani Malu Kes. Interpretive signage in the garden displays information about plant species native to the Torres Strait Islands bioregion, island geography and the potential impact climate change will have on island communities, among other things.



Clean Up Australia founder and chairman Ian Kiernan presents a thank you certificate to Great Northern Clean Up volunteers for their efforts. Volunteers also received a certificate of appreciation from council.

EFFORTS PRAISED

About 200 people picked up five tonnes of rubbish across 15 Mackay region sites as part of September's Great Northern Clean Up. Clean Up Australia founder and chairman, Ian Kiernan, thanked Mackay volunteers for their efforts at a November morning tea.

HIGHLIGHTS



NURSERY BLOSSOMING

A \$189,000 redevelopment of the Mackay Natural Environment Centre, Swayne Street, will save council about \$150,000 a year.

Sustainability was a key factor in this upgrade. As such, the site is completely solar powered, features rainwater harvesting tanks and uses recycled water for irrigation.

Now 75 per cent larger, the nursery has the capacity to propagate 90,000 native plants annually. These plants are used across the region by council and other non-profit groups for a host of natural environment initiatives.

The centre is funded via the Natural Environment Levy.



GARDENS FLOURISHING

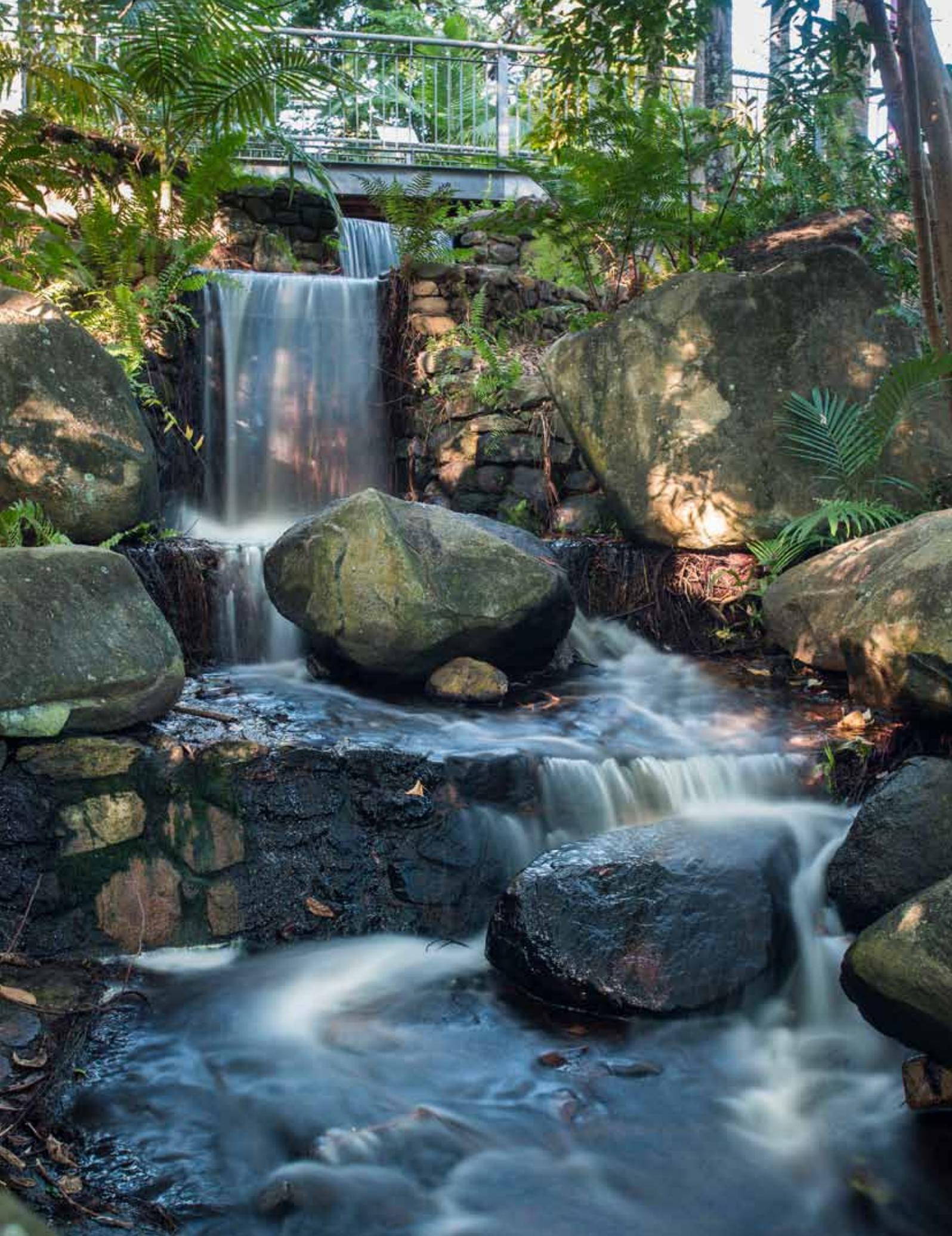
NEW BOARD

A new advisory board was formed in February to shape the look and feel of Mackay Regional Botanic Gardens over the next 20 years.

The group will undertake a detailed analysis of the future plans for this facility. The advisory board's role is to analyse the plans to ensure it provides value to the community, not only as a botanic garden, but also for tourism, sport and recreation, arts and events and community development and involvement opportunities. Positive steps already taken include installing free WiFi for visitors (in partnership with a local internet service provider).

TENDER AWARDED

Queensland consultancy firm, Place Design Group, was awarded a tender for the detailed design of stage three of Mackay Regional Botanic Gardens. Stage three will focus primarily on the development of the Meadowlands precinct. This contractor will now work with the gardens' advisory board to develop a plan that will result in the best use of this area.



©Brooke Miles - Mackay Regional Botanic Gardens

STRATEGIC PLANNING

IN 2014-2015 COUNCIL:

met with developers each month to discuss upcoming projects



APPROVED
1704
NEW LOTS

RECEIVED
229
DEVELOPMENT
APPLICATIONS

THROUGH SMART EDA – THE ONLINE
ELECTRONIC LODGEMENT SYSTEM

PROCESSED
46

MULTIPLE DWELLING
UNIT APPLICATIONS

- INCLUDES DUAL OCCUPANCY APPLICATIONS

HANDLED

1429

DUTY PLANNER ENQUIRIES

A 15 PER CENT DROP FROM THE PREVIOUS
FINANCIAL YEAR

VALUED MACKAY'S BUILDING APPLICATIONS AT

\$318.9 MILLION

Mackay REGIONAL
COUNCIL



AWARDS



2015 MACKAY REGION TOURISM AWARDS

101 THINGS TO DO IN MACKAY

This joint project with the Diversify Mackay Leadership Alliance (DMLA) tourism and wellbeing pillar group, won a Mackay Region Tourism Award in 2015.

2014 UDIA QUEENSLAND AWARDS FOR EXCELLENCE



WOODLANDS ANDERGROVE

This housing estate, a joint-venture between council and Economic Development Queensland, provided affordable housing options to allow particularly first-time home buyers to enter the market. It was developed on council's former depot site at Bedford Road, Andergrove.

“About 80 per cent of residents in the estate are first home buyers and around three-quarters of them are under 35.”

Mayor Deirdre Comerford

SNAPSHOTS



PET REGISTRATION

We recorded 13,038 dog registrations for 2014-15, which is a four per cent drop from 13,689 registered in the previous financial year. Cat registrations also declined over this period by 10 per cent after strong growth in the previous period.

PET IMPOUNDMENTS

We impounded 961 dogs in 2014-2015 but achieved a 77 per cent success rate of re-homing the animals, with 742 being re-homed.

For better reporting on cats, we have separated domestic and feral animals for the first time. This year we impounded 320 cats, 19 per cent of which were feral pests. Of the remaining domestic animals we re-homed 178, bringing our cat re-homing rate up to 69 per cent for the period. This figure is the benchmark for us and we are to continue focusing on improving our cat re-homing rate to bring it into line with the dogs' rate over the next period.

DEVELOPMENT APPLICATIONS

We accept Development Applications (for operational works, material change of use, reconfiguration of lots and combined applications) over the counter and through Smart eDA an electronic lodgement system where you can prepare, lodge and track development applications online at mackay.qld.gov.au/planning.

The overall activity for the year decreased from 53 applications per month to 40 a month (a 25 per cent decrease) due to the adjustment in the economy after unprecedented development in recent years.

DEVELOPMENT APPLICATIONS RECEIVED

Development Engineering	798
Development Assessment	483
Total	1281

ANIMAL REGISTRATION NUMBERS

YEAR	CATS	DOGS
2010/2011	1462	7777
2011/2012	1894	9452
2012/2013	2273	11,249
2013/2014	2748	13,689
2014/2015	2449	13,038

ENVIRONMENTAL HEALTH ACTIVITIES

COMPLAINTS AND INSPECTIONS

	53 complaints
Food	180 inspections
Nuisance	158 complaints
Noise	97 complaints

HEALTH AND REGULATORY SERVICES

PEST MANAGEMENT ACTIVITIES

	REQUESTS	PROPERTIES BAITED	TOTAL HOURS SPENT
Dingo/Wild dog	25	61	796 hours
Pigs	4	24	480 hours
Giant Rats Tail	24	N/A	316 hours

HIGHLIGHTS



PROCESSES IMPROVED

COMMUNICATION ENHANCED

New radio towers installed at key locations have enhanced our region's disaster response and recovery capability. This initiative provides council with a secondary communication channel for use during a disaster. The towers facilitate point-to-point radio connectivity between the central Disaster Recovery Datacentre and several locations around our region including Gordon White Library, Paget Depot, Walkerston Water Tower, and Mirani and Sarina depots. They also improve communications for a number of proposed council initiatives.

(Left) The Sealegs, which has three wheels on legs that fold up and down, can drive straight onto the beach and into the water in the event of an emergency, thanks to emergency services vehicle access provided by council.

(Right) Acting Mayor Cr Kevin Casey (right) and council's Emergency Management technical officer Bruce Chester-Master at the new emergency services beach access at Illawong Beach.

RESPONSE TIME HALVED

Mackay Airport's aviation rescue firefighters got their "sea legs" with a Sealegs amphibious boat. The craft can be used to respond quickly if there is an emergency involving an aircraft in water just off our coast. Council played its part by providing a new \$3000 emergency services vehicle access near a car park at Illawong Beach (funded via our Disaster Levy). Previously, the rescue boat had to be launched in the Pioneer River or north of the river, which would take about 45 minutes to respond to an incident south of the airport runway. The new access point now halves firefighters' response times to this critical area.

HIGHLIGHTS

“Council’s response to bringing about changes through collaboration with the UDIA using their Focus on Development Project is welcome news and we congratulate council on its efforts.”

UDIA Queensland Mackay-Whitsunday Branch President John Harris



Mayor Deirdre Comerford and UDIA Queensland Mackay-Whitsunday Branch President John Harris sign a Client Service Charter

FOCUS ON DEVELOPMENT

As part of reforms within our Focus on Development Project (FODP), new low-risk development projects now only face a five-day-approval turnaround. The FODP identifies 22 actions as part of a renewed focus to improve development related services for the community. A time reduction of up to 25 per cent on some low-risk applications was achieved using the FastTrack assessment process (that delivers a decision for uses such as Dual Occupancies, Multiple Dwelling Units and some Industrial Uses within five business days of the application being lodged) and the creation of a How To application guide (a step-by-step guide for first time users).

As part of the project, Mayor Deirdre Comerford and Urban Development Institute of Australia (UDIA) Queensland Mackay Whitsunday Branch President John Harris signed a client service charter demonstrating council’s commitment to improving processes and working with our community and development industry.

The FODP is a collaborative initiative between council and the Urban Development Institute of Australia (UDIA).

FACILITATING DEVELOPMENT

Attracting new investment and major developments in industrial areas and the City Centre was the goal of our new Facilitating Development in the Mackay Region Policy adopted in December. This policy seeks to support projects that will deliver the greatest economic benefits to our region. Incentives were introduced for developers of commercial, residential and industrial projects worth more than \$5 million. Incentives ranged from accelerated development assessment to concessions of up to 50 per cent of infrastructure charges. (The policy applies to new industrial developments at Paget, Marian, Mirani and Sarina, as well as the Mackay City Centre, and to be eligible, projects must also begin within two years of the economic incentives being approved by council.)

FAIR VALUE CHARGES

In a separate resolution, we also amended our Infrastructure Charges Resolution to adopt the State Government’s Fair Value Charges in line with new state legislation introduced as part of planning reforms this year. The new Fair Value schedule of charges is a lower alternative to existing maximum infrastructure charges for residential and non-residential development.



PLANNING FOR OUR FUTURE

Mackay artist, Ed Rigby's work was chosen to feature on the cover of Mackay's RAP.

RECONCILIATION ACTION PLAN

Our Reconciliation Action Plan (RAP) was endorsed by council and Reconciliation Australia before the launch on February 19, 2015.

The launch was a momentous occasion as we first embarked on our journey towards reconciliation almost 17 years ago.

The Plan focuses on four key areas: Relationships, Respect, Opportunities and Tracking Progress. It will assist council in formalising and strengthening the informal partnerships with local Aboriginal and Torres Strait Islander people, communities and organisations and details the steps and priorities needed to advance the equality and social sustainability of these communities.

STRATEGY DELIVERS SUSTAINABILITY

A smarter more affordable approach to managing growth with a focus on keeping rates down formed the cornerstone of our new Regional Sustainability Strategy (RSS). Shaping Our Community - A Blueprint for Growth, examined a range of case studies to demonstrate what impacts a change in finance, growth patterns and levels of service would have on a particular version. This document strategically informs our future planning roadmap to deliver growth within the existing urban growth boundary or Priority Infrastructure Area. It also helps ensure the continued delivery of services and maintenance of existing assets at the least cost to the community. Shaping Our Community is about continuing to work with developers and being more disciplined in where and how growth occurs.

HIGHLIGHTS

DRAFT SCHEME ENDORSED

A vision for a vibrant future development of Mackay is complete. In December we signed off on our Draft Planning Scheme. The document has since been forwarded to the State Government to seek approval to adopt the draft planning scheme and associated policies. Highlights range from significant increases in heights of buildings in the City Centre, to containing urban sprawl through the Priority Infrastructure Area (PIA).

Endorsed amendments to the draft scheme include an increase in the PIA, which will encourage development close to existing and planned infrastructure. There is also a 199ha increase in land marked for industrial investigation.

Public consultation for this document began in 2013 and more was undertaken in October, 2014, to consider amendments arising from council's Regional Sustainability Strategy (RSS). Once approved by the State Government, it will provide one planning scheme for the Mackay region. The council area is currently covered by the Mackay City Planning Scheme 2006, Sarina Shire Council Planning Scheme 2005 and Mirani Shire Plan 2007.



The Draft Planning Scheme was endorsed in December 2014.

"The draft planning scheme provides the flexibility for a good mix of uses in our City Centre. It's also more developer-friendly as it includes lower levels of assessment for various uses."

**Planning and Development portfolio
councillor David Perkins**



PARTNERSHIPS PAVE THE WAY

The new Diversify Mackay Alliance Leadership team (left to right): Greg Porter, Pierre Viljoen, Barry Omundson, Jeff Stewart-Harris, Chair Deirdre Comerford, Tim Miles, Rob Porter, Vic Vassallo, Deputy Chair Quinton Hildebrand, Tony Caruso, Mick Crowe and Jordan Miller.

ALLIANCE PROVIDES LEADERSHIP AND ACTION

Mayor Deirdre Comerford has worked tirelessly to galvanise support from local businesses and industry leaders with a view to forging a fresh, new, collaborative and sustainable future for our city. In July, her efforts culminated with the formation of a 12-member consortium named the Diversify Mackay Leadership Alliance (DMLA).

The alliance comprises 10 business leaders and council's CEO, with Mayor Comerford as inaugural Chair. While members hail from a diverse cross-section of industries, all share a common vision – to act sustainably, to collaborate, to diversify and to explore available innovative business opportunities; and all have a key stake in progressing Mackay. Ultimately, they aim to stimulate investment, increase tourism and industry development opportunities and provide an environment to retain skilled workers.

Alliance leaders have since prioritised identified regional initiatives and grouped them into five working groups (otherwise known as “pillars”): tourism and social wellbeing; agriculture; mining and defence services; infrastructure and construction; and education, training, research and innovation.

DMLA is supported by Ben Wearmouth, CEO Regional Development Australia; Nikki Wright, Chair Senior Officers Network; Debra Howe, Manager Economic Development; and David McKendry, council's Executive Officer. This ensures DMLA's efforts remain connected to the policy directions and funding provided by the Federal, State and Local Governments.

“The DMLA is a leading advocacy group driving for a sustainable economic future. We see our role as promoting our economic credentials, strengthening community spirit and stimulating the city's economy through diversification.”

**Alliance Deputy Chair Quinton Hildebrand
- CEO of Mackay Sugar**

HIGHLIGHTS



“It was great to have the Mackay delegation in Melbourne to take us through their new vision for the region and strategies to entice Melbournians to escape the city and reserve their own slice of nature.”

**Tigerair Australia Commercial Director
Adam Rowe**

In December the DMLA hosted a Report Card Luncheon to share the alliance's ambitions for the future and to identify how we can all contribute to a transforming economy. Guests also learnt how they can contribute to the region's continued growth by becoming part of the DMLA pillar groups.

DMLA tourism and well-being pillar group chair Rob Porter, who is Mackay Airport general manager, and Mackay Tourism chair Paul O'Connor led a delegation to Melbourne to promote our region as a destination for working and holidaying. Other delegates included council's Economic Development Manager Debra Howe and Tourism and Economic Development portfolio councillor Greg Martin who went armed with the #MackayPride video and the 101 Things To Do in Mackay campaign.



REGIONAL ADVOCACY PRIORITISED

In September, Mayor Deirdre Comerford – as Regional Capitals Australia (RCA) deputy chair – took Mackay's plight to Canberra as part of an executive meeting of the RCA. This entity is an advocacy group that works to ensure regional Australia features strongly on the Federal Government's agenda. The gathering involved a number of meetings with Federal ministers to further highlight the significant economic impact of Australia's regional capital cities.

In March, Mackay played host to the prestigious Regionalism 2.0 conference which attracted delegates from all around Australia. Many delegates had never visited our region before and were pleasantly surprised by what was on offer, from great facilities and services to our beautiful natural environment.

Cr Comerford proudly accepted the reins of RCA chair in June.

"It's an exciting time to become chair of RCA as we begin to build the momentum on our recent submission to the Senate Inquiry into the future role and contribution of regional capitals, and work towards our policy platform for the next Federal election."

Mayor Deirdre Comerford

ENGINEERING SERVICES



OUR **150** ROADS & MAINTENANCE WORKERS MAINTAINED, CLEANED OR REPAIRED:

498KM

OF STATE GOVERNMENT ROADS
(POTHOLE REPAIRS,
GRADING WORKS)

174KM

OF THE BRUCE HIGHWAY



2522KM
OF ROADS

INCLUDING 695KM OF
URBAN ROADS AND
1827KM OF RURAL ROADS



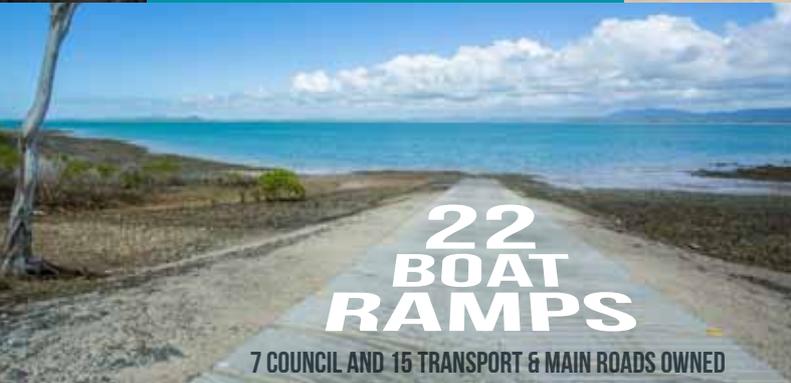
240KM OF FOOTPATHS/SHARED
PATHWAYS AND
CYCLE PATHS

83 BRIDGES

36 timber,
47 concrete

263

BUS SHELTERS



22
BOAT
RAMPS

7 COUNCIL AND 15 TRANSPORT & MAIN ROADS OWNED

94 OFF-STREET
CARPARKS

an increase from 48 the previous
financial year due to change in
maintenance responsibility



Our resurfacing project completed:

SPRAY-SEAL RESURFACING OF 239 ROADS
TOTALLING A DISTANCE OF 135.5KM, OR 810KM²

ASPHALT RESURFACING OF 64 ROADS
TOTALLING A DISTANCE OF 6.2KM, OR 640KM²

MAINTAINED 233 GRAVEL ROADS

BRIDGE REHABILITATION PROJECTS:
OSHEA'S BRIDGE ON O'SHEA'S ROAD AND
BELLS CREEK BRIDGE ON MUNBURRA ROAD



SNAPSHOTS

MAJOR CAPITAL WORKS

PROGRAM	ACTUALS SPENT
Special projects	\$10.47 million
Trunk roads	\$6.07 million
Pavement improvements	\$4.75 million
General works	\$4.01 million
Active Towns – pilot program	\$3.82 million
Trunk drainage	\$3.75 million
Bridge replacement	\$1.53 million
Footpaths and bikeways	\$1.4 million
Boat ramps	\$954,829
LATM – traffic and road safety	\$882,407
Shoulder treatment initiatives	\$529,184
Traffic and road safety	\$311,595
Bus shelters	\$249,097
Car parks	\$137,539

CAPITAL WORKS

Major capital works for the year involved trunk roads, pavement improvements and general road works. The special projects figure of \$10.47 million relates to the City Centre Revitalisation project, jointly funded by council and the Australian Government on a 50-50 basis. These and other smaller projects resulted in expenditure of more than \$39.14 million, compared to a budget of about \$45.7 million.



HIGHLIGHTS

MALCOMSON STREET UPGRADE UNDER WAY

An overhead gantry with electronic signage to help with peak-hour traffic flow at the Malcomson Street and Greenfields Boulevard intersection will be a first for Mackay. The gantry and electronic signage to create variable lane usage allocations will be erected as part of a \$5.8 million project scheduled which got under way in May, 2015. The major upgrade of the intersection includes widening of Malcomson Street to four lanes between Mackay-Bucasia Road and Charles Hodge Avenue. Greenfields Boulevard will also be widened to four lanes from Malcomson Street through to the entrance to the former Bunnings site. The gantry, which will span the eastbound lanes, is for overhead electronic signage to create two right-hand turn lanes into Greenfields Boulevard during peak times. The project includes a contribution from the Federal Government through its Roads To Recovery program. State Government funding from TransLink will also be used to install two new bus shelters along Malcomson Street to improve public transport facilities in the area.



A \$5.8m upgrade of Malcomson Street, between Mackay-Bucasia Road and Charles Hodge Avenue got under way in May 2015.

“Motorists will see significant improvements in the capacity of the intersection, and pedestrians will have new lighting and a shared path installed along Malcomson Street for improved safety.”

**Roads and Drainage portfolio councillor
Kevin Casey**

WORKS KICK OFF FOR NEW SOCCER GROUNDS

Council began road works along Heaths Road, opposite Valetta Gardens, and Glenella Road near the entrance to the new junior soccer grounds being constructed. The \$2.3 million project involved construction of new intersections and associated drainage works to cater for the new sports field and clubhouse.

LEVEE UPGRADES BOOST FLOOD PROTECTION

Mackay has better protection against future flooding following the completion of four levee bank upgrades in North Mackay. At a cost of \$684,000, shared by the State Government's Royalties for the Regions program and Mackay Regional Council, the levees have been raised to double protection for residents to a one-in-100 year flood. The protective levee at Bassett Basin, north of Harbour Road, has been raised by 300mm, doubling the area's flood immunity.

The project also raised two levees at the Gooseponds and another levee south of Harbour Road which will benefit from an inflatable "Tiger Dam" flood barrier that can be put in place when required.

"We can never completely flood proof our city, but this work will go a long way to protecting businesses and homes in the North Mackay area."

Mayor Deirdre Comerford



Discussing plans for a major upgrade of the Bridge Road and Paradise Street intersection are (from left) Vic Vassallo, of Vassallo Constructions, Parkside Development project manager Robert Peterson, Chris Porter, of supervising engineers UDP, and Roads and Infrastructure portfolio councillor Kevin Casey.

INTERSECTION UPGRADE BROUGHT FORWARD

A new supermarket development in South Mackay instigated a major upgrade of the Bridge Road and Paradise Street intersection. The project was earmarked for about 2018 on council's capital works program but has been brought forward. The work was being done by Vassallo Constructions on behalf of Parkside Development, developer of a shopping centre under construction on the old sawmill site. As the developer was required to undertake access work to the property there was an opportunity to combine these works with council's planned intersection upgrade. Hence, council made a financial contribution to the intersection upgrade.

BOATIES HAVE NEW BOAT RAMP

Mackay boaties have an upgraded boat ramp and new carpark at Grasstree Beach. The \$203,692 upgrade replaced an existing steep boat ramp with a longer, wider and more gradual sloping ramp for easier access. The new landscaped carpark has designated parking spaces, rubbish bins, lighting and water.

"The new boat ramp will make it much easier to launch and the carpark will allow people to park safely and attract more visitors to our beautiful waterways."

Roads and Drainage portfolio councillor Kevin Casey

HIGHLIGHTS



The Civil Operations/Projects crew (from left) Adam Phillips, Brendan Borg, Adam Kuhl, Jamie Watson, Charlie Ward, Trevor Laurens, Greg McConville, Scott Murdoch and Jeff Saron helped with the cyclone clean-up in Rockhampton.

HELPING HAND FOR CYCLONE CLEAN-UP

One Mackay council crew carted about 380 loads of tree branches in two weeks when helping Rockhampton counterparts with the Cyclone Marcia clean-up.

The nine-person Civil Operations/Projects crew was part of a team of 18 workers from Mackay Regional Council who have helped with the mammoth clean-up. Seven Parks and Environment workers also spent more than a fortnight helping our southern neighbour. Two Mackay Regional Council electricians also travelled south and assisted in the immediate aftermath of the cyclone, as well as SES volunteers.

ROUNDBABOUT MAKES INTERSECTION SAFER

Work began to make a notorious inner-city intersection safer with the construction of a roundabout. Work on the \$365,000 project at the intersection of Peel and Alfred streets. Work on the \$365,000 project at the intersection of Peel and Alfred streets began in June. The intersection is a known hotspot for traffic crashes. The project aims to reduce regular traffic incidents at the busy intersection.

“The project aims to reduce regular traffic incidents at the busy intersection. The roundabout is being built as part of the capital works program and is part of council’s ongoing commitment to improving road safety in our region.”

Roads and Drainage portfolio councillor Kevin Casey



THE BUSINESS OF ROADS



NDRRA LOAN SAVINGS ACHIEVED

Council's massive program to restore and enhance roads through the Natural Disaster Relief and Recovery Arrangements (NDRRA) program was achieved in a cost-effective way. Council was able to cut costs by obtaining grant funding for some NDRRA projects. As a result of finalising the NDRRA program with the Queensland Reconstruction Authority (QRA), \$28 million which had the potential to be loan funded was confirmed as grant funded. This was achieved through council working closely with the QRA to ensure repairs were undertaken in line with relevant guidelines.

BETTER ROADS OUR BUSINESS

Road construction and maintenance is big business. That's why council is striving to better benchmark its roads business against private enterprise. A desire to improve council's road design, construction and maintenance processes was the driving force behind a review of its operations. Council engaged Aurecon Australia Pty Ltd to undertake an independent assessment of its roads business and to develop an action plan. The Road Design, Construction and Maintenance Review Report was adopted by council, with recommendations to be progressively implemented.

"This council is committed to cost savings and reducing debt."

**Finance, Asset Management and IT portfolio councillor
Ross Walker**

HIGHLIGHTS

ACTIVE TOWNS DELIVERS

Active Towns is an Australian first. The Queensland Government partnered with Mackay Regional Council to provide cycling and walking infrastructure and community education with the aim to rapidly increase cycling participation numbers.

The three-year program was finalised in 2014-15. As part of this program, during 2014-15, we delivered the following:

- A new 2.5-metre wide pathway added to the Gooseponds Walk in North Mackay, to complete the 'missing link'
- A 2.5-metre wide pathway connecting Evan Street to the Bluewater Trail as part of the Cross City Link.
- National Ride2Work Day celebrated the opening of Mackay's second secure bike parking facility. Located at Bluewater Quay, it offers 22 parking spaces and lockers, showers and a repair stand.
- Work on a 2.5-metre wide pathway from Anzac Street to Leslie Street, Sarina began.
- Free two-hour confident rider courses delivered with PCYC during the July school holidays.
- More than 500 people attended cyclefest mackay (powered by Westfund Health) in April to kick-start Bike Week celebrations.
- Supported Ride2Work Day in October.



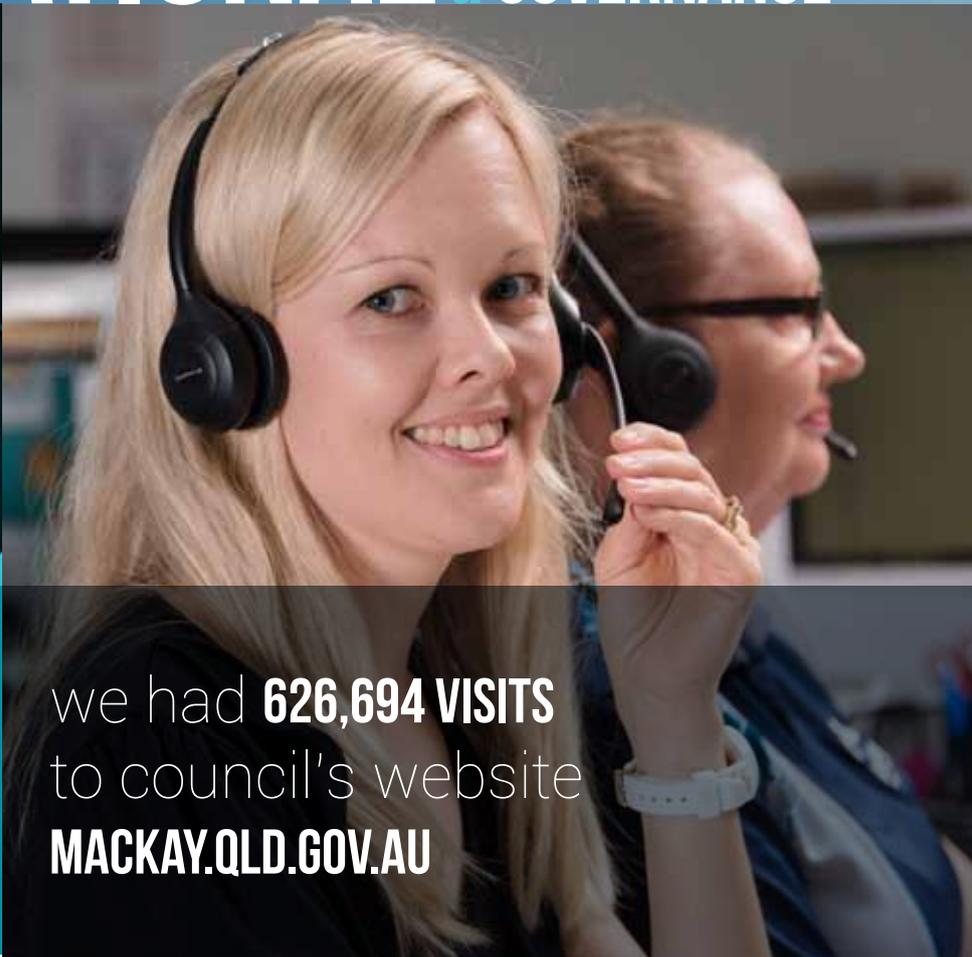
Councillors Dave Perkins, Chris Bonanno, Kevin Casey and Paul Steindl get into the spirit of Ride2Work Day at Bluewater Quay as part of the Active Towns program.

"Mackay was very fortunate to be chosen to be part of this pilot program and it's wonderful to see the new walking and cycling infrastructure being so well used by the community."

**Sport and Recreation portfolio councillor
Paul Steindl**



ORGANISATIONAL EXCELLENCE & GOVERNANCE



IN 2014-2015:

we had **626,694 VISITS**
to council's website
MACKAY.QLD.GOV.AU

f OUR FACEBOOK
FAN BASE GREW BY
31.4%
FROM 6637 TO
8724 FANS

95,608
CUSTOMER ENQUIRIES
WERE HANDLED THROUGH
1300 MACKAY

WE INCREASED
OUR ENEWSLETTER
SUBSCRIBERS BY
48%
FROM 10,097 TO
14,909 SUBSCRIBERS

HANDLED **95,608**
CLIENT SERVICE REQUESTS

SNAPSHOTS

BUSINESS FINDER

BROWSE DIRECTORY BY RETURNED

Enter business name or keyword

BROWSE DIRECTORY BY CATEGORY

Select category

BROWSE DIRECTORY BY MAP

Explore our map



OUR WEBSITES

A Community Attitude Survey conducted during 2014-15 showed that 67.4 per cent of residents rated our website as a major source of council information.

This was the second-highest source rated by residents, marginally behind television (67.6 per cent), and up from 35.1 per cent when the survey was last done in 2009.

Ringling council directly also rated highly at 56 per cent.

We also launched a mobile website in April, 2015, making it easier for everyone to access information on their mobile phones and tablets.

WEBSITE	2013-2014	2014-2015
Mackay Regional Council	570,758	626,694
MECC	214,256	226,587
Artspace Mackay	13,033	14,224
Botanic Garden	15,129	16,605
Sarina Sugar Shed	5063	8204
ecoMackay	4938	5388
Mackay City Centre	220,520	152,719

TOP FIVE CALL CENTRE ENQUIRIES

- 1 RATES**
14,901
- 2 LOCAL LAWS**
7059
- 3 WATER SERVICES**
5639
- 4 WASTE SERVICES**
2504
- 5 CREDIT CARD PAYMENTS** 2039

CALL CENTRE ENQUIRIES

We handled 95,608 client enquiries, compared to 105,643 in 2013-2014. One of the main factors causing this reduction was an increase in clients doing business online. Increasingly, clients are making payments online and the introduction of the myh₂O website reduced calls considerably during the water notice period compared to the previous financial year.

Favourable weather conditions also reduced spikes in calls associated with weather events, such as cyclones and heavy rain. An economic adjustment in the region also meant a drop in planning and building inquiries through the call centre.

AWARDS



Macka Dacka team members collecting their state award (from left) are Bronwyn Forster (mentor), Pete Owen, Shaun Woods, Kathleen Price, Debra Howe, Richard Brown and Karlee Hayden.

2015 QUEENSLAND LGMA MANAGEMENT CHALLENGE

1ST PLACE - MACKA DACKA

Under the team name 'Macka Dacka', a team of six staff representing Mackay Regional Council was crowned the Queensland champions of the 2015 Local Government Management Challenge. Competing against 18 other council teams from all over Queensland, the challenge tested the team's leadership, team work, communication and project management skills.

Team member and council's Economic Development manager Debra Howe also won the best individual of the competition award at the Management Challenge.

"After weeks of meetings and research, we felt well-prepared for the challenge but were absolutely ecstatic to be announced the Queensland winner at the LGMA."

Team member Shaun Woods

HIGHLIGHTS

SERVICE DELIVERY IMPROVED

SURVEY RECORDS SATISFACTION

Almost 85 per cent of residents believe council's performance is better than or at least on a par with two years ago, according to 2015 Community Attitude Survey results. The results showed six out of 10 residents, or 61.6 per cent, were "highly satisfied" with council's overall performance. Only 5.6 per cent indicated a low level of satisfaction. This resulted in a mean satisfaction score of 6.69 out of 10, up from 6.5 returned in 2009.

When it came to satisfaction with services and facilities, sewerage scored the highest with a median score of 8.27 out of 10, followed by kerbside wheelie bin collection at 8.15 and operation of library services at 7.95. Additionally, the satisfaction scores for condition of local sealed and unsealed roads had increased significantly since 2009. The top three things residents like best about living in the Mackay area are our facilities and shopping, climate and weather and oceans, beaches, rivers and fishing.

Conducted by IRIS Research, the survey involved 962 telephone interviews in November 2014. To download or view the full report visit - www.mackay.qld.gov.au/survey.

"Council is continually striving to improve its performance for our community, so results such as these show we're heading in the right direction."

Mayor Deirdre Comerford



THE SEVEN HIGHLY-SATISFIED SERVICES DELIVERED BY COUNCIL

SERVICES/FACILITIES	MEAN SCORE
Sewerage	8.27
Kerbside wheelie bin collection	8.15
Operation of library service	7.95
Bluewater Lagoon	7.87
Operation of MECC	7.68
Mackay Regional Botanic Gardens	7.62
Management of emergency events, such as cyclones and floods	7.61

NEWS CLIP >

VIEW NEWS CLIPS ON THE SURVEY AT -
WWW.MACKAY.QLD.GOV.AU/COMMUNITY-ATTITUDE-SURVEY
AND AT - WWW.MACKAY.QLD.GOV.AU/COMMUNITY-ATTITUDE

HIGHLIGHTS

BOARD ENHANCES EFFICIENCY

In November, three industry experts joined our Transport and Drainage Advisory Board (TDAB) to make sure our long-term capital works program is efficient and value for money for residents.

Our new external members are:

- Chairman Noel Faulkner (Current Chairman of the South East Queensland Bulk Water Company, Jacana Energy and council's Water and Waste Advisory Board Committee)
- Chris Lawson, Head of Integrated Project Delivery Systems at Aurecon Australasia Pty Ltd (has 39 years' experience working in urban development, transport planning and asset management in both local government and the private sector)
- Michael Kahler, Leader of AECOM Community Infrastructure, Northern and Western Australia and President of the Institute of Public Works Engineers Australasia (has 20 years' experience as a professional engineer and executive manager in both local government and as a consultant).

These external experts now provide feedback to council on our proposed capital, investments as to whether they are in the community's best interests, affordable and best practice. The TDAB was modelled on council's successful Water and Waste Advisory Board (consisting of independent external experts and council representatives).



Industry experts Michael Kahler, Noel Faulkner and Chris Lawson join Cr Kevin Casey, Mayor Deirdre Comerford and Cr Ross Walker on the Transport and Drainage Advisory Board.

FREE SERVICE PROVIDED

Safety on our region's construction sites has improved as a direct result of council's new membership with the Dial Before You Dig service. This alliance affords anyone about to undertake earthworks, trenching, tunnelling or other site works the opportunity to easily identify the location of underground infrastructure for free. To enhance this service we then integrated council's online mapping services with the Dial Before You Dig platform to acquire relevant underground plans. To register for assistance, simply log your job online at www.1100.com.au, phone 1100, or download the app. Council will then email you the relevant plans and information.

DISCOUNTS OFFERED

Owners of impounded dogs are now cut some slack, provided they can show the roaming registered pet is a first-time offender. In April we introduced a discounted dog release fee for first offenders with no "prior history" in a new schedule of health and regulatory services fees.

The current fee of \$100 for a registered dog to be released to owners remained; however, a new \$50 discounted release fee is now available for owners to pick up their straying pet if it had no previous record of being a nuisance to the community in the past three years.



“As a dog owner myself, I know only too well how man’s best friend can find a way to do a Houdini act and get loose to explore life on the other side of the fence. The new first offender discount for dog release fees is an example of council listening to the public and its needs.”

Waste, Health and Regulatory portfolio councillor Laurence Bonaventura

Raising money for non-profit entities and supporting those less fortunate is a priority for our council.

CHARITIES SUPPORTED

NEWS CLIP >

VIEW A NEW CLIP ABOUT THE DROP-IN CENTRE AT WWW.MACKAY.QLD.GOV.AU/DROP-IN-CENTRE



RSPCA Queensland Adoption Centre Coordinator Susan Armstrong and Denver are excited for the centre to open.

PROPERTY DONATED

In December, council sold one of its houses in Goldsmith Street to Drop-In Centre Incorporated for the astounding price of only \$1. The house was to be relocated to land provided by St Paul’s Uniting Church in Macalister Street to be converted into a drop-in centre to assist those less fortunate.

Also this month, the long-awaited RSPCA Mackay Animal Adoption Centre opened its doors. Council donated the land the facility was built on and funded \$351,800 worth of earthworks, site preparation, car parking and sewerage infrastructure. Mackay Friends of the RSPCA raised more than \$1 million to build the centre.

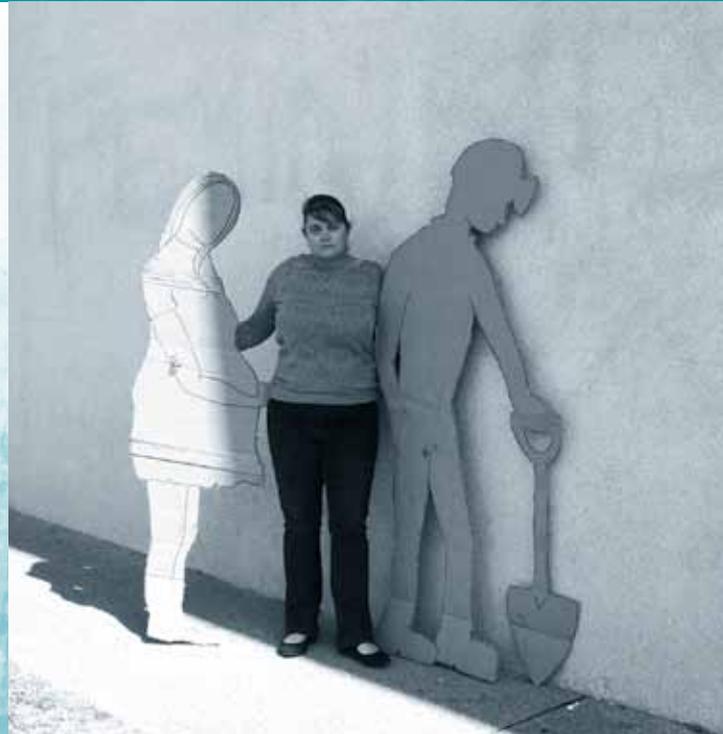
“The adoption centre has been a dream for many people in the community for a number of years.”

RSPCA Queensland Adoption Centre Coordinator Susan Armstrong

HIGHLIGHTS



Council's Anna Derham and Lawrence Booth and Cr Alison Jones were thrilled with the Food for Fines collections.



Cr Alison Jones with two of the cardboard silhouettes for the Stand Against Poverty art installation created during Anti-Poverty Week.

FOOD FOR THE NEEDY

As part of the 2014 Food for Fines campaign, our libraries waived about \$7800 in overdue book fines in exchange for donations of non-perishable food. All items were donated to St Vincent de Paul Family Care and St Paul's Uniting Church.

SPOTLIGHT ON POVERTY

In October, we took a stand against poverty, hosting an official ceremony outside our Gordon Street administration building to raise awareness of this issue. As part of the event, a local working group put together a large-scale art installation consisting of 100 or more life-size cardboard silhouettes in the shape of people to represent the impact poverty is having on our own community. Residents were then encouraged to show their support by writing a message on a hand-shaped cut-out and attach it to the artwork.

CANCER SUPPORT

The McGrath Foundation – an entity that provides care to families experiencing breast cancer – was the recipient of \$4000 raised by a mayoral breakfast at the Clarion in October. This event was supported by a host of local business including the Clarion Hotel, Daily Mercury, Tricks and Treasures and Dan Murphy's.

"When I received a letter from the McGrath Foundation on the anniversary of my friend's death, it was a timely reminder to do my bit to help support this worthy cause."

Mayor Deirdre Comerford

CYCLONE VICTIMS SUPPORTED

In April, we donated \$2650 to Australian Red Cross to support victims of Cyclone Pam in Vanuatu. Council donated two corporate boxes for Nitro Circus at Stadium Mackay which were auctioned off by radio stations SeaFM, HotFM and Zinc.

"This year has been tough with my partner losing a leg and some fingers but the ongoing support of everyone at council has been outstanding. I'm extremely thankful to all staff who donated."

Funding recipient Rosalind Enfantie

STAFF DIG DEEP

More than \$4500 raised at our annual staff awards presentation was shared between St Paul's Uniting Church (to assist with their Christmas For Everyone program for the homeless) and staff member Rosalind Enfantie, whose partner was involved in a serious car accident this year.

LOCAL NEEDS PRIORITISED

NEW PANEL APPROVED

In March, we created a panel of new Mackay region suppliers for plant and equipment (with an operator provided). This move allows local businesses to share in work worth about \$10 million over the next two years. Having access to such plant and equipment with an operator supplied assists us with our delivery of capital and maintenance works.

POLICY REVISED

Revisions of our Procurement Policy provided local companies the opportunity to do more business with council. Under the amended policy, council provided up to 10 per cent local-priced benefit for Mackay region businesses and suppliers. Following on from these December policy changes, Mackay based NQ Water Services was awarded a \$245,000 contract to carry out operations and ground maintenance at the Bluewater Lagoon. Pyrodynamics beat five other companies to provide a fire equipment maintenance and service program for council's facilities. Council did further work to again boost that support for local business, announcing in June that it would seek quotes from local businesses first for all purchases up to \$200,000 and applying a differential price weighting for local businesses of between two and 15 per cent when considering tenders above \$200,000.

"As one of the largest organisations in the region, we have substantial buying power and it is important local businesses share in that investment."

Mayor Deirdre Comerford

HIGHLIGHTS

NAS UPDATE

In February 2015, Mackay Regional Council and Propel Partnerships partnered together to create a Shared Services Business serving northern Australia – Northern Australia Services (NAS).

The evolution of NAS is part of our drive to be a more efficient and effective local government. Its creation will act as the engine for ongoing, sustainable business transformation across a wide range of council's services. The partnership between council and Propel will unlock financial efficiency gains across council, through the "core" service provisions and via the Invest 2 Save framework.

It represents a visionary approach to the sustainable delivery of public services as the transformation will look to modernise business processes within council to deliver cost-effective and enhanced customer services for residents, and then to build on this and provide these services across northern Australia.

The vision is that the partnership will become a case study in how modern councils can work effectively with the private sector to benefit ratepayers, business owners and the broader community.

Council has considerable experience in partnering with the private sector to access specialist skills. That said, the NAS partnership is unique in Australia, with all staff remaining council employees. NAS staff enjoy the same terms and conditions as all employees of council, and council will share in any efficiencies and savings achieved through the partnership and also benefit from new revenues from future shared service operations.

The transition of council functions into NAS officially began in February and was completed by the end of June, 2015. As at June 30, 2015, 11 service areas and 141 positions had been successfully moved into the partnership, the majority into



a newly refurbished integrated service centre in Wellington Street, Mackay. The fit-out was delivered by the council as part of a wider accommodation strategy, and delivered from initial design to delivery using all local suppliers within eight weeks. The functional areas operating from Northern Australia Services include: Client Services – Call Centre, e-Content & Business Support; Information Services; Financial Services – Revenue, Accounts Payable, Financial Systems Administration and Debt Management; Human Resources – Administration, Payroll, Recruitment, Training; Development Services Business Support, Health & Regulatory Administration, Development Assessment Administration; Plumbing & Trade Waste Administration and Business Services Administration.

From July 1 2015, NAS was to move into a more rapid transformation

phase. Under the banner of "Unleash Your Potential", all NAS staff played an active role in creating more than 300 initial improvement ideas, which are currently in the process of evaluation and planning. Already, significant improvement has been seen across the board.

NAS is a partnership and the transition and transformation is very much a joint effort. As a whole, the NAS team, together with their colleagues in council, have all played an active part in its delivery and success. NAS is a testament to the innovative spirit of Mackay Regional Council to become a modern council.



SAFETY FIRST

As at June 30, 2015, we had 20 lost time injuries (LTIs) and a total of 390 lost days. That equates to an average 18.5 lost days per injury. We've not met our target of a 10 per cent reduction in lost days from the previous year.

Most LTIs (and injuries at council overall) are a result of manual tasks or involve slips and trips. During the year hazardous manual task training was provided to 110 workers to address these incidents.

We carried out 329 safety inspections during the year and provided a total of 1320 inductions for staff, contractors, work experience students and volunteers.

In November, 2014, an external audit of council's workplace health and safety management system was conducted, with recommendations made in six key areas, including risk management, incident investigation and WHS objectives and targets. These recommendations were included in an audit action plan – a strategy to implement identified improvements.

RIGHT TO INFORMATION

This year we received 28 Right to Information applications. A total of 8420 pages were considered and 2961 pages were released in full. Another 5279 pages were determined to be contrary to public interest, thus (in accordance with the provisions of the Right to Information Act) 909 were released in part and 4370 were exempt in full.

Two 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.

WORKING WITH OUR COMMUNITY

Residents and businesses have more opportunities to have their say on council initiatives, with our continued commitment to community engagement. Ongoing capacity building internally saw a range of tools and resources developed to incorporate community engagement into major projects and policy initiatives.

Council's online engagement website was relaunched in early 2015, allowing the community to use an online platform to participate in council decision making, such as the development of council's Corporate Plan 2015-2020.

Consultation and ongoing engagement continued with City Centre businesses during the City Centre Revitalisation works.

HIGHLIGHTS

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 2014 - 2015 year were:

ARAC also monitored the actions stemming from a number of internal and external audit reviews in 2014-15, including:

- Contract Management
- Executive Performance Management System
- Debt Collection - Infringements and Sundry Debts
- Human Resources and Payroll
- Internal Reporting Framework
- Recoverable Works
- Fraud and Corruption Prevention
- Portable and Attractive Items



Mr. Roy Peterson - Independent Member and Chair of ARAC



Cr. Deirdre Comerford - Mayor



Cr. Ross Walker - Councillor



Mr. Peter Sheville - Independent Member



Mr. Brad McCosker - Independent Member

In this reporting period, ARAC met on July 4, 2014, September 11, 2014, December 5, 2014, and April 24, 2015, and considered reports and made recommendations in the following areas of review as set out in its Charter:

AREA OF REVIEW	REPORTS
Risk Management	Enterprise Risk Management Framework Strategic Risk Register and Action Plans Insurance Coverage Fraud and Corruption Prevention
External Audit Activities	2013/14 Draft and Audited Financial Statements Annual Financial Statements Variance Analysis 2013/2014 Final Audit Report 2013/14 External Audit Closing Report and Interim Management Report External Audit Draft Client Strategy 2014/15
Internal Audit Activities	Internal Audit 3 Year Strategic Plan 2014-2017 Internal Audit Annual Plan 2014/15 Audit Actions Register Internal Audit Progress Reports Data Analytics
Legislative Policy Compliance	Local Government Regulatory Compliance Arrangements
Control Framework	Human Resource Management Delegation of Authority Framework

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 2014-15 included:

- Work on internal audit reviews involving: Human resource management, delegation of authority framework, contract management, outsourced management of swimming pools, managing social media risk, infrastructure charges calculation processes, and corporate travel expenditure.
- The 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.
- Assistance with the investigation and progressing of public interest disclosures.

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 is a list of all 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 \$13.6 million for water and sewerage combined activities and \$9 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.

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 Ltd
- Mackay Regional Housing Company Limited
- Casey Avenue Stadium Limited
- Mackay Region Enterprises Pty Ltd
- Mackay Tourism Ltd

MACKAY WASTE SERVICES



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.

MACKAY WASTE SERVICES IS A COMMERCIALISED BUSINESS UNIT OF MACKAY REGIONAL COUNCIL AND IS RESPONSIBLE FOR THE FOLLOWING WASTE MANAGEMENT SERVICES:

WEEKLY WASTE and FORTNIGHTLY RECYCLABLE COLLECTION BIN SERVICE

LANDFILL GAS MANAGEMENT

LANDFILL & HAULAGE MANAGEMENT AND OPERATIONS

Transfer station management and operations

Resource recovery operations

GREENWASTE PROCESSING

PROCESSING OF RECYCLABLES Legacy waste management

THE BUSINESS UNIT EMPLOYS:

9 STAFF

WITH AN ANNUAL OPERATING BUDGET OF **\$22.4 MILLION**

AND A CAPITAL BUDGET OF **\$5 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.

SNAPSHOTS

IN 2014-2015

- We responded to 7109 client service requests
- Collected 49,598 rubbish and recycling bins, 748 more than last year.
- Replaced 1391 waste bins and 308 recycling bins
- Delivered 157 waste education lessons to 4374 members of the community
- Organised 14 sites for the Great Northern Clean Up
- Collected 34,219 tonnes of household waste, 181 tonnes less than the previous year
- Collected 5583 tonnes of kerbside recycling, 298 tonnes more than the previous year
- Processed 6826 tonnes of green waste, 33 per cent less than the previous year due to drier climatic conditions
- Disposed of 91,765 tonnes of waste at Hogan's Pocket landfill, 12,196 tonnes less than the previous year due to a reduction in commercial and industrial waste
- Destroyed 22,850 tonnes of Co2-e from Hogan's Pocket Landfill via gas flaring
- Sold 952,668 kilograms of recycled material through the Resource Recovery Facility.

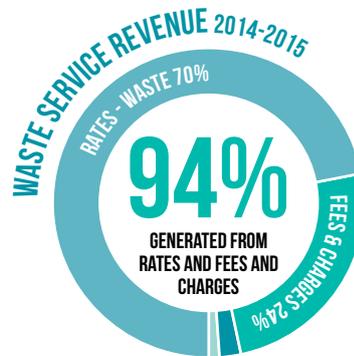
WASTE LEVIES

\$146.60 WASTE FACILITIES OPERATIONS LEVY

Applied to all assessments and partially funds council's waste program. The charge and gate fees fund residual program costs.

\$256.80 REFUSE SERVICE CHARGE

Funds bin service and contributes towards bin collection, processing and disposal costs.



OUR REVENUE FOR THE 12 MONTHS ENDING JUNE 30, 2015, TOTALLED \$27,416,229

- 2% Interest Received
- 1% Community Service



OUR EXPENDITURE FOR THE 12 MONTHS ENDING JUNE 30, 2015, TOTALLED \$22,391,113

- 7% Other Transfers
- 6% Finance Costs
- 5% Competitive Neutrality
- 5% Employee Costs
- 2% Internal Transfers
- 1% Depreciation

INVESTMENT IN WASTE INFRASTRUCTURE

\$3.49M

ASSETS	DESCRIPTION	QTY
Landfill	Active	1
	Inactive	12
Disposal Facilities	Waste Management Centre	1
	Transfer Stations	10
	Green Waste Only Facility	12
Recyclate Receivables	Material Recovery Facility	1
	Resource Recovery Facility	1

TOTAL ASSET VALUE \$55.48M

WRITTEN DOWN VALUE AS OF 30 JUNE, 2015: \$28,597,006

SNAPSHOTS

COMMUNITY SERVICE OBLIGATIONS

Council provided waste disposal support to 15 local not-for-profit community groups during the 2014-15 year totalling \$139,324.

ENVIRONMENTAL MONITORING AND MANAGEMENT

Waste Services performed regular environmental monitoring at both its operational and closed landfill sites. The following activities occurred in the 2014-15 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, 2014, and May, 2015
- > Annual landfill gas monitoring was undertaken at Koliyo, Seaforth, Sarina, Hay Point, Otterburn and Gargett closed landfills.

PROTECTING OUR ENVIRONMENT

A total of \$5.3 million dollars has been earmarked for the remediation of the Sarina Waste Transfer Station to protect our environment into the future. Council has opted to use conventional capping to cover the landfill to reduce chemical emissions entering the environment. The remediation works are planned for the 2017-18 financial year.

CLIENT SERVICE STANDARDS

Certain client service standards adopted by Waste Services are a result of legislative and/or regulatory requirements. Others reflect key performance indicators for service delivery as set by council.

CHANGES TO THE ANNUAL PERFORMANCE PLAN

No changes were made during the financial year.

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

OUR MATERIALS RECOVERY FACILITY PROCESSED (IN TONNES)

RECYCLABLES	2013-2014	2014-2015
Glass	340.22	340.62
Paper and cardboard	3866.93	4773.26
H.D.P.E.	154.7	68.36
P.E.T.	110.08	66.58
Aluminium	142.48	123.5
Steel/Tin	212.86	165.26
Mixed plastics	89.9	89.96
TOTAL TONNES	4917.17	5627.54

HIGHLIGHTS



Left: Cr Lawrence Bonaventura at the Materials Recycling Facility with new glass recycling capabilities. Above: Recycled glass fines.

BROKEN GLASS TO BE RECYCLED AND REUSED BY COUNCIL

More than 2000 tonnes of broken glass will be diverted from landfill each year and reused by council for bedding materials for footpaths, drains and pipes thanks to a \$2.6 million upgrade to council's Materials Recovery Facility (MRF) and the installation of a glass crushing project. The new technology will improve our overall recycling rate by 38 per cent. The glass crushing project was made possible due to a joint \$600,000 grant from the Australian Packaging Covenant (APC) and the Queensland Department of Environment and Heritage Protection. The installation was completed by June 30, 2015.

"APC is pleased to contribute funding to council's glass crushing project to increase the recovery and recycling of packaging waste in Australia and help reduce resource loss to landfill."

APC CEO Stan Moore

HIGHLIGHTS



Mayor Deirdre Comerford and Mackay Central State School students unveil JJ Richards and Sons' new-look waste trucks.

NEWS CLIP >

VIEW A NEWS CLIP ON THE NEW WASTE TRUCKS AT WWW.MACKAY.QLD.GOV.AU/NEW-WASTE-TRUCKS

“Seeing breathtaking images of our natural environment should remind us all to do the right thing – dispose of our rubbish correctly, reduce, reuse and recycle.”

Waste, Health and Regulatory portfolio councillor Laurence Bonaventura

NEW WASTE CONTRACT TO DRIVE HOME EFFICIENCIES

An eight-year partnership with JJ Richards and Sons and the consolidation of four waste contracts into one comprehensive contract is designed to improve kerbside collection in the region. Some of the new initiatives include:

- > the introduction of a bulk bin recycling service for multi-unit developments, including high-rise apartment complexes
- > 11 new general waste and four new recycling vehicles fitted with the latest in waste collection technology (GPS tracking systems to monitor real-time performance and prevent bins from being missed and safety cameras to alert collectors of illegal contaminants)

- > Professional photographs of Mackay's natural assets displayed on the new trucks to encourage residents to take pride in their region #Mackaypride
- > the roll-out of red-lidded general-waste bins to meet national standards

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 one million cubic metres and is expected to last at least eight years, four years more than cell 2. Construction began in June and was expected to be completed before the end of 2015. This project received \$2.5 million in funding from the Queensland Government through the Royalties for Regions grant program.



Council will be building a new landfill cell at Hogan's pocket to accommodate the region.

DUMP VOUCHER TRIAL

Ratepayers had the opportunity to dispose of their domestic and green waste (under one tonne) at council's transfer stations for free with the trial of a dump voucher system. Three vouchers were issued with each residential rates notice in February and August to help combat illegal dumping and encourage residents to tidy up their yards in preparation for the cyclone season.

"Residents have been asking for this for a number of years, so we feel the time is right to trial the concept and monitor its usage."

**Waste, Health and Regulatory portfolio councillor
Laurence Bonaventura**

ADVISORY BOARD

The Water and Sewerage Capital Advisory Committee's role was expanded in November, 2014, to include the waste business. To reflect this change, the board was renamed the Water and Waste Advisory Board (WWAB). The board is made up of internal and external experts who independently review the business strategies and capital works program of the water and waste businesses.

Membership of the WWAB comprises of four councillors, four senior management officers and three independent external members with significant relevant experience and skills. Members of WWAB for 2014 - 2015 year were:

- Mr Noel Faulkner
– Independent Member and Chair of the WWAB
- Mr Brad Cowan
– Independent Member
- Mr Peter Dennis
– Independent Member
- Mayor Cr Deirdre Comerford
- Cr Frank Gilbert
- Cr Laurence Bonaventura
- Cr Ross Walker
- CEO
- Director of Engineering and Commercial Infrastructure
- Director of Organisational Services

NEWS CLIP >

VIEW A NEWS CLIP ON THE DUMP VOUCHER TRIAL AT WWW.MACKAY.QLD.GOV.AU/DUMP-VOUCHERS

MACKAY WATER SERVICES



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.

WATER SERVICES IS A
COMMERCIALISED BUSINESS
UNIT OF MACKAY REGIONAL
COUNCIL THAT PROVIDES:

THE BUSINESS UNIT EMPLOYS
143 STAFF

WITH AN ANNUAL OPERATING BUDGET OF
\$71.3 MILLION

AND A CAPITAL
BUDGET OF **\$34 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.

Treated water services to
40,507 residential connections
and 4394 commercial and
industrial connections.

A TOTAL OF
109,369 CONSUMERS

The business also provides
sewage collection and
treatment services to 36,490
residential connections
and 2489 commercial and
industrial connections.

A TOTAL OF
98,523 CLIENTS

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

SNAPSHOTS

WATER ACCESS CHARGE

The annual water access charge in 2014-15 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

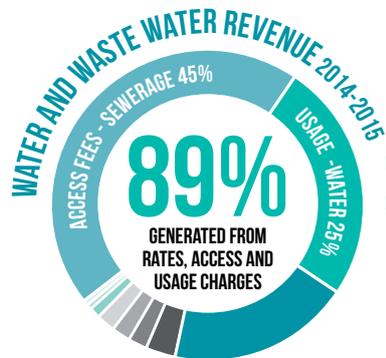
150+ kilolitres per half year \$2.55/kl

SEWERAGE ACCESS CHARGE

The annual sewerage access charge in 2014-15 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. Properties connected to the North Eton Biocycle were charged a factor of \$717.

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.



OUR REVENUE FOR THE 12 MONTHS ENDING JUNE 30, 2015, TOTALLED \$92,845,169

- 19% Access Fees - Water
- 3% Fees and Charges
- 2% Recoverable Works
- 2% Interest Received
- 2% Internal Transfers
- 0.2% Community Service
- 0.2% Other Income



OUR EXPENDITURE FOR THE 12 MONTHS ENDING JUNE 30, 2015, TOTALLED \$88,307,594

- 17% Other Transfers
- 15% Employee Costs
- 8% Competitive Neutrality Costs
- 7% Finance Costs
- 4% Internal Transfers

ASSETS	TOTAL ASSET VALUE	WRITTEN DOWN VALUE*
Water	\$603,515,657	\$424,239,413
Sewerage	\$688,858,117	\$520,170,301

*WRITTEN DOWN VALUE AS OF 30 JUNE, 2015

ASSETS	DESCRIPTION	QTY
Raw water	Dams/weirs	1
	Pump stations	2
	Boreholes	34
Water Treatment	Water treatment plants	3
	Water treatment facilities	12
Water Distribution Network	Service reservoirs	39
	Water pump stations	46
	Water mains	1,225 km
Wastewater collection Network	Wastewater network	929kms
	Wastewater manholes	16,073
	Sewage pumping stations	199
Wastewater treatment	Sewage Treatment Plants	4
Recycled water	Recycled Water Storages (Main)	4

SNAPSHOTS



ENGAGING WITH OUR CLIENTS

A Community and Client Reference Group for Water Services has been set-up which comprises a cross section of community representation - industry, property managers, progress associations, environmental groups, indigenous representation and gardener's groups to help understand and identify the community's priorities in regards to water and sewerage services. The group has been appointed for a 12-month period and meet on a quarterly basis.

COMMUNITY SERVICE OBLIGATIONS

Council supported 68 local not-for-profit community groups with water and sewerage services during the 2014-15 financial year totalling \$183,134.

CLIENT SERVICE STANDARDS

Water Services adopted a Client Charter in the 2014 -15 year that outlines their commitment to engaging with clients and guidelines for the delivery of services.

The Water Services Client Charter is available at: www.mackay.qld.gov.au/clientcharter

Cr Frank Gilbert, David Bowen, Irene Champion, Kerryn Beck, Roy Roberts, Paul Stuart, David Brooker, George Tonga, Margaret Lane, Barbara Mayfield & Katrina Dent sit on council's Community and Client Reference Group.

CHANGES TO THE ANNUAL PERFORMANCE PLAN

No changes were made during the financial year.

IN 2014-2015 WE:

- > RESPONDED TO 6298 CLIENT SERVICE REQUESTS
- > ANALYSED OVER 10,000 WATER SAMPLES (5000 MORE THAN THE PREVIOUS YEAR)
- > TREATED 14,352 ML OF WATER THROUGH THREE WATER TREATMENT PLANTS AND 12 SMALLER FACILITIES
- > TREATED 7728 ML OF SEWERAGE
- > RECYCLED 5 191 ML OF WATER THROUGH RECYCLED WATER FLOWS AND STORAGES
- > PERFORMED 3282 PLUMBING INSPECTIONS & 572 PLUMBING APPROVALS
- > ACHIEVED 250 COMBINED TRADE WASTE AUDITS AND APPROVALS
- > INSPECTED 31,717 METRES OF SEWERS VIA CCTV CAMERA

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.

In 2014-15 the laboratory:

- Achieved continuation of National Association of Testing Authority (NATA) accreditation
- Participated in the testing and the commissioning of the Sarina Water Recycling Facility and the Marian Water Treatment Plant
- 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.

SERVICE DELIVERY

One of our primary roles is to maintain and upgrade the region's water and sewerage infrastructure to ensure our services operate efficiently.

During the 2014-15 year we:

- Completed the commissioning of the Sarina Water Recycling Facility (SWRF) and the Marian Water Treatment Plant (WTP)
- Completed new re-chlorination facilities for Midge Point and Seaforth
- Installed new trunk water mains in Hospital Street and Leslie Street, Sarina, to provide an augmented feed from the reservoirs
- Installed new trunk water mains in Cemetery Road, Mackay
- Completed concrete refurbishment works to the Gargett and Sarina No. 2 water reservoirs
- Continued water services and water meter replacement program, including the installation of AMR's
- Upgraded four sewerage pump stations and constructed a replacement sewerage pump station at Mackay Base Hospital
- Installed two new sewer rising mains in Marian
- Continued the sewer refurbishment program, including structural relining and manhole refurbishments
- Installed new switchboards to water booster pump stations
- Performed telemetry upgrades to various water and sewerage assets

We also installed more than four kilometres of new water mains across the region to enhance our network. Areas that benefited included Glenella, Mackay, Mirani and Sarina.

REGIONAL CONSUMPTION

LOCATION	2013-14 MEGALITRES	2014-15 MEGALITRES
Bloomsbury	14	10
Calen	63	34
Eton	52	49
Finch Hatton	36	31
Gargett/Pinnacle	21	27
Koumala	12	11
Marian/Mirani	515	540
Midge Point	193	253
Mackay	13,052	12,284
Sarina and beaches	1054	1013
TOTAL	15,012	14,252

HIGHLIGHTS



Above: Council's new Marian Water Treatment Plant provides an increased and more reliable supply of water to Marian and Mirani residents.

Left: Mayor Deirdre Comerford and His Excellency the Honourable Paul de Jersey AC, the Governor of Queensland opened the Sarina Water Recycling Facility on October 24, 2014.

LANDMARK SEWERAGE FACILITY FOR SARINA

A new state-of-the-art sewerage treatment plant has been built at Sarina to cater for ongoing growth in the area. The \$37 million investment opened by His Excellency the Honourable Paul de Jersey AC, the Governor of Queensland, on October 24, replaces the old, outdated plant, and features sophisticated air treatment technology to produce much cleaner recycled water.

"It's one of the biggest investments by this council and it meets environmental conditions and is great for the local economy and the community."

Mayor Deirdre Comerford



NEW \$13 MILLION WATER TREATMENT PLANT FOR MARIAN

Marian and Mirani residents are receiving fresh water from the Pioneer River thanks to the new Marian Water Treatment Plant and raw water intake system.

The \$13 million project, funded by the State Government's Royalties for Regions program and council, sees the water supply changed from groundwater to river water, improving water quality and quantity. The plant was commissioned in March and was due to be officially opened by the Queensland Premier Anastacia Palaszczuk and Mayor Deirdre Comerford on July 30, 2015.

MORE CLEAN AND GREEN INFRASTRUCTURE

Council continues to invest in clean and green infrastructure for the region. A total of \$4 million dollars has been allocated to upgrade the Mirani Water Recycling Facility with a new Preliminary Treatment Area (PTA) and an air treatment facility. The upgrade will cater for the growing community in Mirani and Marian and reduce levels of hydrogen sulphide emissions.

The works will be carried out over two financial years. The design and procurement was completed this financial year and construction will follow in the 2015-16 financial year.

NEWS CLIP >

VIEW A NEWS CLIP ON THE MARIAN WATER TREATMENT PLANT AT WWW.MACKAY.QLD.GOV.AU/MARIANWTP

"The new plant has the capacity to produce four megalitres a day – to an equivalent quality of that produced by the award-winning Nebo Road Water Treatment Plant."

**Water and Sewerage portfolio councillor
Frank Gilbert**

HIGHLIGHTS



Mackay residents can jump online and see how much water they're consuming each day.

"During the last 12 months, more than 4000 properties have been informed of water leaks, resulting in significant water and monetary savings."

**Water and Sewerage portfolio councillor
Frank Gilbert**

MACKAY RESIDENTS CAN MONITOR THEIR FLOW AT MYH2O

No longer do Mackay residents have to guess how much water they're using. Council, with the help of local software company Tyeware, developed an Australian first – a website (myh2o) that enables residents to monitor their daily water usage and be alerted to high consumption and water leaks. This website is available via PC, tablet and mobile phone device.

"We face similar issues and challenges and rather than approach them separately, it makes sense to take a regional perspective and keep our costs down on materials and resources."

**Townsville Mayor
Jenny Hill**

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 the 2014-15 year, 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

RESOURCE INDUSTRY NETWORK 2015 CHAIRMAN'S AWARDS

OUT OF THE BOX AWARD FOR INNOVATION - MACKAY REGIONAL COUNCIL TRANSFORMING A WATER UTILITY

"This award recognises our hard work and dedication to finding long-term, sustainable solutions for water management in Mackay."

Water and Sewerage portfolio councillor Frank Gilbert

PROCESS AND CONTROL ENGINEERING ZENITH AWARDS

WATER AND WASTEWATER SECTION FINALIST - SARINA WATER RECYCLING FACILITY (SWRF) PROJECT

BEST OF THE BEST QUEENSLAND WATER TASTE TEST

WINNER - MACKAY WATER SERVICES



Mayor Deirdre Comerford and council's Chief Operating Officer for Water and Waste Services David Brooker accept the RIN Innovation Award for transforming Mackay's Water Network from Mark Swinerton.

OUR REPORTING FRAMEWORK

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.

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.



COMMUNITY FINANCIAL REPORT

OUR FOUR KEY FINANCIAL STATEMENTS

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

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

While further explanation is offered below, council continues to provide a wide range of services whilst maintaining a financially sustainable long term outlook.

2014-2015 RESULTS

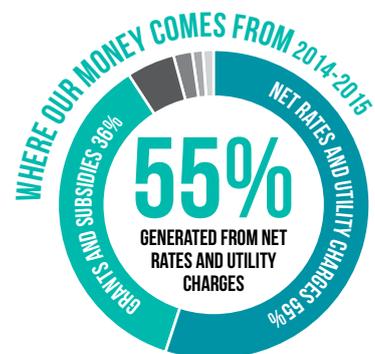
\$389,508,259	TOTAL INCOME
- \$296,326,417	TOTAL EXPENSES
= \$93,181,842	SURPLUS

TOTAL REVENUE

Total revenue of \$389 million was recognised during the 12 months ending June 30, 2015. The graph below indicates that 55 per cent of council's revenue is generated from rates and around 36 per cent is received as grants and subsidies.

A total of 89 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:



- 55% Net rates and utility charges
- 36% Grants and subsidies
- 5% fees and charges
- 2% sales revenue
- 1% interest on investments
- 1% other income

COMMUNITY FINANCIAL REPORT

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.

In addition to council's operating costs, council also spent \$76 million on capital projects during the year.

MAJOR ITEMS OF CAPITAL EXPENDITURE INCLUDED:

- Water Infrastructure \$18.8m
- Waste Water Infrastructure \$8.8m
- Roads, Bridges and Drainage \$36.5m
- Parks & Environment \$2.8m
- Waste Infrastructure \$4.4m

STATEMENT OF FINANCIAL POSITION

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

Our community's net worth (what we own less what we owe) at the end of the financial year was about \$3.49 billion.

STATEMENT OF FINANCIAL POSITION 2014-2015 RESULTS

\$3.75 billion	ASSETS - WHAT WE OWN
\$0.26 billion	LIABILITIES - WHAT WE OWE
\$3.49 billion	EQUITY - COMMUNITY WEALTH

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 maintaining and upgrading these infrastructure assets, to cater for recent and projected future growth.

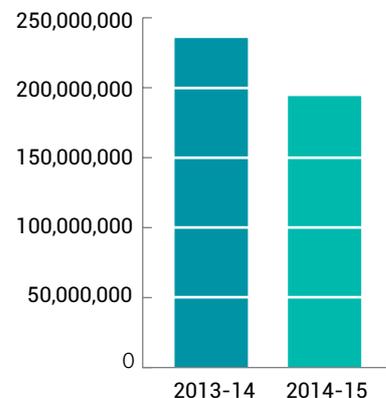
WHAT DO OUR LIABILITIES CONSIST OF?

The bulk of council's liabilities are in the form of loans and provisions which collectively represent 92 per cent of council's total liabilities. Council uses loans to finance certain projects in order to ensure costs are shared across the generations who will receive a benefit from those assets. Provisions include the setting aside of funds to rehabilitate landfill and quarry sites administered by council as well as expenses relating to employee entitlements (for example, 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. In order to achieve this, council did not borrow any funds in the 2014-2015 financial year. On top of this, a large additional loan repayment was made in June, further reducing council's outstanding debt balance.

Council's outstanding debt at financial year end was about \$196 million. The graph below shows the council's debt balance over the past two years:

OUTSTANDING DEBT BALANCE



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 approximately \$120 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.

While council's cash balance is \$142 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 2014-2015 financial year in a strong financial position, and council's long-term position has been rated as sound by Queensland Treasury Corporation. 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.

OPERATING SURPLUS RATIO

This is an indicator of the extent to which operating revenues raised cover operational expenses. A ratio greater than 0 per cent indicates additional funds are available for capital funding or other projects. Council's forecast operating surplus ratio is within the benchmark set for the life of the forecast. This indicates that council is in a sound financial position and reinforces council's continuing commitment to fund additional capital expenditure. This results in less reliance on borrowed funds and reduces council's debt. A positive operating surplus is a strong indicator of long term sustainability.

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 based on the planned capital expenditure on the renewal of assets included in council's Long Term Financial Forecast. Council is confident that this expenditure although it does not reach the set target, contributes to sustainable asset replacement and renewal for the forecast period. Continuing refinement of council's asset management plans and regional sustainability strategy will only improve council's ability to make informed decisions regarding asset management into the future.

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 over the life of the forecast.



STATEMENT OF CASH FLOW TABLE

\$149,491,490	OPENING BALANCE
\$306,648,709	CASH RECEIVED
\$314,470,779	CASH SPENT
\$141,669,420	CASH AVAILABLE AT YEAR END

COMMUNITY FINANCIAL REPORT

MEASURE OF FINANCIAL SUSTAINABILITY

RATIO	TARGET	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Operating surplus	Between 0% -10%	1.26%	1.31%	3.31%	3.93%	4.76%	5.34%	6.50%	6.52%	6.48%	6.61%
Net financial liabilities	Not greater than 60%	35.09%	45.04%	37.85%	32.93%	28.39%	24.77%	34.34%	41.63%	37.22%	30.52%
Asset sustainability	Greater than 90%	68.20%	80.04%	60.14%	42.42%	63.23%	57.49%	82.02%	72.27%	57.75%	55.05%

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 MACKAY REGIONAL COUNCIL'S ASSETS AS AT JUNE 30, 2015

ASSETS	TOTAL ASSET VALUE	WRITTEN DOWN VALUE AS OF JUNE 30, 2014
Land	\$228,130,537	\$228,130,537
Site improvements	\$104,633,645	\$83,113,032
Buildings	\$191,291,080	\$135,382,439
Plant and equipment	\$52,629,633	\$35,037,244
Heritage and cultural assets	\$3,679,116	\$3,470,619
Roads, bridges and drainage	\$2,588,494,539	\$2,043,390,200
Water	\$603,515,657	\$424,239,413
Sewerage	\$688,858,117	\$520,170,301
Waste	\$55,482,282	\$28,597,005
Work in progress	\$74,274,207	\$74,274,207
TOTAL	\$4,590,988,813	\$3,575,804,997

LEGISLATIVE REQUIREMENTS

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

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:

PROJECT	REPAYMENT TERM	2014-2015	FORECAST		
			2015-2016	2016-2017	2017-2018
General	20 Years	\$ -	\$6,087,400	\$4,854,211	\$2,110,000
Cleansing	20 Years	\$ -	\$ -	\$ -	\$ -
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 payment 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

No councillor or local government employee travelled overseas in an official capacity during the financial year.

REVENUE POLICY

The Revenue Policy (adopted annually at the budget meeting) governs our revenue raising activities. The policy provides details on how rates are levied and explains the differential rating system. All water, sewerage and waste charges are based on this policy, as well as special levies, rate remissions, payments and discounts, and cost recovery on private works.

Copies of our Revenue Policy are available from www.mackay.qld.gov.au.

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.

LEGISLATIVE REQUIREMENTS

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 RATES: 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.

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.

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 ten year period, commencing 1 July 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 council's website www.mackay.qld.gov.au.

ADMINISTRATIVE ACTION COMPLAINTS

We pride ourselves on possessing an open, client-focused and responsive complaints-handling process.

Our Complaints Policy is in place to efficiently and effectively investigate and manage client complaints.

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 486 administrative action complaints were received in 2013-2014 increasing to 794 in 2014-2015. This rise in complaints can largely be attributed to improvements in council's recording and identification of such matters rather than any increase in the number of actual complaints.

Of the 794 administrative action complaints received in 2014-2015 financial year, 19 were yet to be resolved as at June 30, 2015.

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

LEGISLATIVE REQUIREMENTS

councillor attend the same event, we will book and pay for a separate room for each attending councillor.

PROVISION OF FACILITIES

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

FACILITY CATEGORIES

(A) ADMINISTRATIVE TOOLS AND ACCESS TO COUNCIL OFFICE AMENITIES

Councillors will be provided with the following:

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

(B) HOME OFFICE

We recognise that by using contemporary communication technologies (such as the internet for the electronic distribution of agendas and minutes) and the distance some councillors will have to travel if this technology was not used, there is a necessity to provide home-office facilities to councillors. Accordingly, we will supply and pay for an internet connection and land-based phone line at the councillor's residence. We will pay installation costs (if required) and monthly costs for line rental and current internet package. These services will be in the name of the councillor and personal usage will be 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 2014-2015, MINUS SUPERANNUATION:

COUNCILLOR	TOTAL
Cr Deirdre Comerford	\$161,594
Cr Kevin Casey	\$110,178
Cr Chris Bonanno	\$95,488
Cr Laurence Bonaventura	\$95,488
Cr Frank Gilbert	\$95,488
Cr Alison Jones	\$95,488
Cr Greg Martin	\$95,488
Cr Theresa Morgan	\$95,488
Cr David Perkins	\$95,488
Cr Paul Steindl	\$95,488
Cr Ross Walker	\$95,488

TOTAL SUPERANNUATION PAID TO EACH OF OUR COUNCILLORS DURING 2014-2015:

COUNCILLOR	TOTAL
Cr Deirdre Comerford	\$19,391.28
Cr Kevin Casey	\$13,221.36
Cr Chris Bonanno	\$11,458.56
Cr Laurence Bonaventura	\$11,458.56
Cr Frank Gilbert	\$11,458.56
Cr Alison Jones	\$11,458.56
Cr Greg Martin	\$11,458.56
Cr Theresa Morgan	\$11,458.56
Cr David Perkins	\$11,458.56
Cr Paul Steindl	Nil*
Cr Ross Walker	\$11,458.56

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

LEGISLATIVE REQUIREMENTS

EXPENSES

COUNCILLORS' EXPENSES IN 2014-2015

COUNCILLORS	CONFERENCES/ TRAVEL	PRIVATE VEHICLE USAGE	PROVISION OF FACILITIES	TOTALS
Cr Deirdre Comerford	\$22,182.32	-	\$14,498.86	\$36,681.18
Cr Kevin Casey	\$6,227.06	\$5,297.25	\$3,477.72	\$15,002.03
Cr Chris Bonanno	\$7,823.00	\$8,936.24	\$3,316.24	\$20,075.48
Cr Laurence Bonaventura	\$3,019.42	\$6,050.98	\$3,363.90	\$12,434.30
Cr Frank Gilbert	\$6,607.23	-	\$3,375.86	\$9,983.09
Cr Alison Jones	\$3,505.42	\$4,031.52	\$3,147.38	\$10,684.32
Cr Greg Martin	\$5,493.63	\$1,269.10	\$3,641.78	\$10,404.51
Cr Theresa Morgan	\$2,403.36	\$20,950.88	\$3,340.49	\$26,694.73
Cr David Perkins	\$4,455.88	\$4,000.64	\$4,120.23	\$12,576.75
Cr Paul Steindl	\$9,983.21	-	\$3,881.21	\$13,864.42
Cr Ross Walker	\$6,176.71	\$5,373.88	\$3,234.90	\$14,785.49
TOTALS	\$77,877.24	\$55,910.49	\$49,398.57	\$183,186.30

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 2014-2015:

INCOME RANGE	NUMBER OF PACKAGES
\$300,000 - \$400,000	1
\$200,000 - \$300,000	4
\$100,000 - \$200,000	1

MEETINGS COUNCIL MEETINGS FROM JULY 1, 2014 - JUNE 30, 2015

COUNCILLORS	ORDINARY	SPECIAL MEETINGS	ABSENT ON COUNCIL BUSINESS	LEAVE OF ABSENCE
Cr Deirdre Comerford	30	1	4	1
Cr Kevin Casey	32	1	1	2
Cr Chris Bonanno	32	1	0	3
Cr Laurence Bonaventura	34	1	0	1
Cr Frank Gilbert	30	1	0	5
Cr Alison Jones	31	1	1	3
Cr Greg Martin	32	1	2	1
Cr Theresa Morgan	33	1	1	1
Cr David Perkins	34	1	0	1
Cr Paul Steindl	31	1	3	1
Cr Ross Walker	33	1	1	1
TOTAL MEETINGS	35	1		

COMMITTEES

The following is a list of councillor appointments to committees and groups, both internal and external to council from July 1, 2014 to June 30, 2015.

EXTERNAL LOCAL, STATE OR FEDERAL GOVERNMENT COMMITTEES

PORTFOLIO	COUNCILLOR	COMMITTEE	INTERNAL/ EXTERNAL	OTHER COUNCILLOR REPRESENTATIVES
Emergency Management	Mayor 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	Advisory	Mayor Deirdre Comerford Cr Ross Walker
		Walking & Cycling Advisory Committee	Advisory	Cr Paul Steindl
		Whitsunday Regional Roads & Transport Group	External	Mayor 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	

LEGISLATIVE REQUIREMENTS

COMMITTEES

EXTERNAL LOCAL, STATE OR FEDERAL GOVERNMENT COMMITTEES

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

PORTFOLIO	COUNCILLOR	COMMITTEE	INTERNAL/ EXTERNAL	OTHER COUNCILLOR REPRESENTATIVES
Planning and Development	Cr David Perkins	Character & Heritage Advisory Committee	Advisory	Cr Greg Martin, Cr Chris Bonanno
		Regional Sustainability Advisory Committee	Advisory	Mayor Comerford, Cr Ross Walker
		Development Assessment Review Team	Internal	
		Developers Forum	Internal	Mayor Comerford
		Mackay Regional Housing Company Limited	External	
		Yantai Committee	External	Cr Greg Martin
Sport, Recreation and Facilities	Cr Paul Steindl	Brewers Park Sporting Committee	Internal	
		CQU Working Group	Internal	
		DBCT Community Working Group	External	
		North Old Sports Foundation	External	
		North Old Bulk Ports Community Reference Group - Hay Point	External	
		Sarina Sugar Shed Taskforce	Internal	Cr Greg Martin, Cr Chris Bonanno
		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

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 & 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

COUNCILLOR COMPLAINTS

Council's Code of Conduct provides standards of behaviour and encourages high standards of ethical conduct.

A complaint was lodged against Cr Alison Jones alleging inappropriate use of council resources under Section 181 of Local Government Act 2009. The matter was investigated by the CEO and the councillor duly reprimanded by an official letter.

LEGISLATIVE REQUIREMENTS

FUNDING

ACKNOWLEDGMENTS

Council received major funding through the year from the State and Federal governments. Tabled below is a list of those major grants.

In 2014-2015 council received \$6.4M in funding from the Federal Government under the Financial Assistance Grants program. This important federal funding allows for the continued delivery of councils 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 2014-2015

FUNDING PROVIDER	FUNDING AMOUNT	TOTAL COST	DETAILS	DURATION
Department of Infrastructure & Regional Development (Federal)	\$499,703.00	\$1,150,266.00	Upgrade of Edward Lloyd Park, Marian and construction of shared pathways and new car park	March 2014 - December 2014
Department of Infrastructure & Regional Development (Federal)	\$8,825,186.00	\$17,650,372.00	Mackay City Centre Public Realm Improvement	April 2014 - March 2016
Department of State Development, Infrastructure & Planning (State)	\$342,125.00	\$684,250.00	North Mackay Levee System - Immunity Upgrades	February 2014 - September 2014
Department of State Development, Infrastructure & Planning (State)	\$6,445,400.00	\$14,026,064.00	Marian Water Treatment Plant & Raw Water Intake System	May 2014 - March 2015
Department of State Development, Infrastructure & Planning (State)	\$3,250,000.00	\$6,500,000.00	Marian - Mirani Wastewater Network Augmentations	November 2014 - March 2016
Department of State Development, Infrastructure & Planning (State)	\$2,500,000.00	\$5,000,000.00	Hogan's Pocket Regional Landfill Development - construction of cell 3	April 2014 - January 2016
Department of the Premier & Cabinet (State)	\$80,000.00	\$189,000.00	Jubilee Park Anzac Walk Stage 1	October 2014 - March 2015
Department of the Premier & Cabinet (State)	\$80,000.00	\$224,190.00	Jubilee Park Anzac Walk Stage 2	May 2015 - November 2015
National Packaging Covenant Industry Association (Federal) and Department of Environment & Heritage Protection (State)	\$500,000.00 \$100,000.00	\$2,100,000.00	Mackay Regional Materials Recovery Facility Upgrade and Glass Crushing Project	October 2014 - June 2015
Department of National Parks, Recreation, Sport & Racing (State)	\$20,000.00	\$40,370.00	Physical Activity Programs targeting inactive women	January 2015 - December 2015
Department of Local Government, Community Recovery & Resilience (State)	\$151,800.00	\$379,500.00	Mackay CBD Flood Study	1 July 2014 - 30 June 2015

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 2014-2015 financial year was \$160,000.

RADF FUNDING SOURCE	AMOUNT
Arts Queensland contribution	\$74,000
Council contribution	\$86,000

BREAKDOWN OF ALLOCATIONS	AMOUNT
Allocation for community projects – four rounds at \$38,250 per round	\$160,000

COMMUNITY GRANTS PROGRAM

We provided grants to local not-for-profit community groups to help provide services, events and activities to benefit our community. Applications are accepted twice each financial year and local not-for-profit organisations can apply for funding through the following six categories: community organisation development; community facilities upgrade/development; sport and recreation development; community arts and cultural development; community events development; and, small equipment.

Grants more than \$4000 for the financial year are outlined in the table to the right. Grants less than \$4000 totalled \$30,151.02.

SUMMARY OF EXPENDITURE - COMMUNITY GRANT PROGRAM

ORGANISATION	PROGRAM DESCRIPTION	AMOUNT
All Abilities Mackay Inc	Contribution towards further development of community profile, programs, and creation of employment opportunities.	\$5000
Boating Industry Association of Qld	Contribution towards the hosting of the Mackay Boat Show.	\$5000
Cootharinga North Queensland	Contribution towards the hosting of a fun celebratory community event during Disability Action Week.	\$4634.05
Eungella Community Development	Contribution towards construction of a concrete slab and retaining wall to the northern side of Eungella Memorial Hall.	\$5000
Mackay and District Orchid Society Inc	Contribution towards the hosting of the combined National and North Queensland Orchid Council Conference.	\$5000
Mackay NAIDOC Inc	Contribution towards the hosting of the Mackay NAIDOC Family Day.	\$5000
Mackay Netball Association Inc	Assistance with the construction and installation of players and officials benches.	\$5000
Mackay Pioneer BMX Inc	Assistance to repair and replace damaged roof structure over starting grid.	\$5000
	Hire costs of venue and films for the Mackay International Film Festival.	\$5000
Mackay Riding for Disabled Association Inc	Assistance with the replacement of electrical wiring.	\$5000
Offshore Superboat Club Inc	Contribution towards hosting the Offshore Power Boat Race held in conjunction with the Mackay Marine Festival.	\$5000
Pioneer River Valley Hack and Pony Club Inc	Assistance to replace the existing round yard to comply with Work Health and Safety requirements.	\$5000
Road Accident Action Group (RAAG)	Funding towards upcoming 'Stock on Roads' project.	\$5000
Slade Point Rugby Club	Contribution towards plumbing and fencing repairs.	\$5000
Sugar City Con Inc.	Contribution towards hosting the Sugar City Con.	\$5000
The Valley Theatrical Players Inc	Assistance towards window replacement program to maximise safety.	\$5000

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 2015

Management certificate
For the year ended 30 June 2015

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:

- 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
- the general purpose financial statements, as set out on pages 1 to 42, 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.

A stylized signature in blue ink.

Mayor
Deirdre Cosserford

Date: 6 / 10 / 15

A stylized signature in blue ink.

Chief Executive Officer
Brett Heyward

Date: 6 / 10 / 15

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 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of 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 2014 to 30 June 2015 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.



J F Welsh FCPA
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 2015, 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 2015, 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.

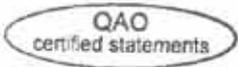


J F Welsh FCPA
as Delegate of the Auditor-General of Queensland



Queensland Audit Office
Brisbane

MACKAY REGIONAL COUNCIL



Current-year Financial Sustainability Statement
For the year ended 30 June 2015

Certificate of Accuracy
For the year ended 30 June 2015

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

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

A stylized, cursive signature in black ink, appearing to read "Deirdre Comerford".

Mayor
Deirdre Comerford

Date: 6, 10, 15

A stylized, cursive signature in blue ink, appearing to read "Brett Heyward".

Chief Executive Officer
Brett Heyward

Date: 6, 10, 15

INDEPENDENT AUDITOR'S REPORT





*If this CD is missing, you can view the
independent Auditor's Financial Report by
visiting www.mackay.qld.gov.au*





PO BOX 41, MACKAY QLD 4740 PHONE 1300 MACKAY (622 529) MACKAY.QLD.GOV.AU