Annual Report 2014-15

ISAAC REGIONAL COUNCIL

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WHO WE ARE

VISION, MISSION AND VALUES

Vision
To be the region of first choice.

Mission
To promote and enhance the diversity of lifestyle and opportunity.

Values

PROFESSIONALISM
Which means that we will display accountability, openness, transparency and integrity.

CONTINUOUS IMPROVEMENT
Which means that all aspects of the organisation's operations are encouraged through a progressive and creative approach.

EXCELLENCE
Which means that the manner in which we approach all aspects of the business for Isaac region, the highest possible outcome will be achieved.

PROCEDURAL CONSISTENCY
Which means that there is a consistent approach to the way in which Council conducts its business across the region.

CUSTOMER FOCUS
Which means that we identify and meet the needs of all customers in a responsive and equitable manner.

TEAMWORK AND COORDINATION
Which means that we work together to achieve a common goal.

CUSTOMER SERVICE CHARTER

Isaac Regional Council's Customer Service Charter has been developed to build and enhance relationships and partnerships with our communities and customers, whilst we strive to continually improve our services.

Our service commitment to you, our customer:

Our customers are any person or any organisation that has any form of dealing with Council. This includes residents, ratepayers, businesses, contractors, elected members and Council staff.

When you contact us, we will:

- Greet and identify ourselves
- Listen to you with respect, courtesy and understanding
- Respond to your enquiry in a professional and timely manner
- Respect your privacy with confidentiality
- Work in an environment of continuous improvement
- Track outcomes to ensure "we will do what we say we do"

When receiving your complaint, we will:

- Listen carefully to your situation and clarify your needs
- Provide you with a reference number for any further enquiry or follow up
- Have the matter investigated thoroughly and objectively
- Work with you so that the matter can be resolved
- Communicate the progress to you in writing within seven days
- Take responsibility for ensuring an outcome has been finalised within an agreed timeframe

The Council General Complaints Process is made under the Local Government Act 2009 and includes the elements required in Chapter 7, part 6, section 268 of the Act.

What we ask from you:

- Provide accurate and complete information in your dealings with us
- Work with us to solve problems
- Treat our staff with mutual respect
- Respect the community we live in

Your feedback is important to us:

We invite written feedback from you about our operation and services. Your comments provide us with valuable information to allow for continuous customer service improvement.

Address any correspondence to Program Leader Customer Service, via:
- Mail: Isaac Regional Council PO Box 97 MORANBAH QLD 4744
- Email: records@isaac.qld.gov.au
- Website: www.isaac.qld.gov.au

ISAAC AT A GLANCE

Spanning **58,870 km**
from the coast to the coalfields[1]

31
median age[5]

Contributing **$5.7 billion** to
QLD's Gross State Product[1]

- Based on a
population of
only **24,275**[1]

Agriculture
makes up largest number of registered
businesses in the region

- **$303 million** agriculture industry
- **$330 million** beef industry
- **$240 million** sugar cane industry [5]

[1] REMPLAN Economy and Community 2014
[2] Bowen Basin Population Report 2014
[3] DNRM October 2014
[4] Queensland Economy Isaac 2012-13
[5] Australian Bureau of Statistics 2012
[6] Australian Census 2011

Mining
largest industry employer

- **25** operating coal mines
- Producing **42%** of QLD's saleable coal[3]
- Generating **$1.1 billion** in royalty payments[4]

24,275 permanent population
+
11,085 temporary population[1]
(fly in/fly out and drive in/drive out)

17
unique communities

- Comprising modern mining towns, historical towns, coastal and rural towns
- **Moranbah** is the main service centre, population approx. **9,120**[2]

OUR COMMUNITIES

CLERMONT

CARMILA

MORANBAH

GLENDEN

GREENHILL

CLERMONT RURAL

DYSART

ST LAWRENCE

MIDDLEMOUNT

NEBO

LAKE ELPHINSTONE

ISAAC MINING

OUR COMMUNITIES

Carmila

Carmila is located at the foot of the Connors Range on the Bruce Highway. The community's main industry is sugar cane growing.

Clairview

Clairview is a beachside community located between Rockhampton and Mackay. It is a popular fishing and crabbing village.

Clarke Creek

The small, rural township of Clarke Creek is located approximately 200 km between Mackay and Rockhampton.

Clermont

Established in 1862, the town of Clermont was the first inland settlement in the tropics and is one of the most historic towns in Northern Australia.

Coppabella

Coppabella was designed to service the junction of two railway lines - Goonyella and Saraji Mines. The town is unique to the region in that it was built entirely by a government department and passed to local government to administer.

Dysart

Dysart is a mining town established in 1973. The family-friendly community has modern facilities, including an olympic-sized swimming pool and nine-hole golf course.

Flaggy Rock

Flaggy Rock is primarily a sugar cane growing district situated between Rockhampton and Mackay. Flaggy Rock Bluff has a 360° view over the valley ranges and Coral Sea, accessible only by 4WD or on foot.

Glenden

Glenden was first introduced to the Isaac as a mining town. Mount Isa Mines Limited proposed a town be built for their workers and decided to name it Glenden after the Queensland Place Name Board advised this is what the area was called in the ballot in 1918.

Greenhill and Ilbilbie

An idyllic location approximately one hour's drive south of Mackay, Greenhill and Ilbilbie have wonderful views of the ocean and surrounding district with plentiful fishing and bushwalking opportunities.

Kilcummin

Kilcummin is located approximately 60 km north of Clermont. Surrounded by cattle and cropping properties, the town is underpinned by a supportive, tightknit community.

Middlemount

Middlemount, just over 30 years old, is a purpose-built coal mining town with the focal point being Blue Mountain, where recreational space is highlighted by expansive views of the surrounding rural areas as well as local mining activity.

Mistake Creek

Mistake Creek is a small and vibrant rural community that earned its name from early settler Jeremiah Rolfe, who mistakenly thought his station was located on the Belyando River.

Moranbah

Referred to as the 'new kid on the block', Moranbah is one of the youngest towns in Queensland. Specifically created for miners and their families, Moranbah has grown into a town rich in charm and warmth.

Nebo

Nebo was officially known as Fort Cooper, however in 1923 the name was changed by popular demand to Nebo; derived from Nebo Creek. Nebo's primary production was originally sheep farming, however the area proved unsuitable for sheep and they were eventually replaced by cattle.

St Lawrence

St Lawrence was originally built to service the Customs Office for the Port of St Lawrence. Attractions include the St Lawrence Wetlands, freshwater fish habitats and abundant birdlife.

Valkyrie

Valkyrie is a prominent cattle grazing area. The local school is the hub of the community and hosts the majority of community meetings, social gatherings and playgroups.

About us

Isaac Regional Council represents the largest mining region in Queensland and governs 17 unique communities, from the coalfields to the coast.

One of our highest priorities is advocating at state and federal level for solutions to issues impacting Isaac communities. Key advocacy issues that Council has campaigned for during the past 12 months have included:

- Opposing 100% Fly-In/Fly-Out (FIFO) work place arrangements
- Securing a strong and resilient regional water supply
- Targeted investment in priority area roads
- Assessment of the cumulative impacts of development on communities and the region
- A return of planning powers to local governments rather than state government

Another key focus, aligning with our 2014-15 Budget, has been Council's commitment to Strengthening Healthy and Attractive Regional Places (SHARP). We have completed many projects across the region aimed at revitalising community facilities, strengthening infrastructure and ensuring our public spaces are vibrant, green and clean.

This focus leads into our newly adopted long-term strategies for the Isaac, which aim to diversify our economy and build a secure, sustainable region for future generations.

OPERATIONAL FRAMEWORK

In April 2015, Council adopted our new 20 Year Community Strategic Plan *Isaac 2035* followed by our *5 Year Corporate Plan*.

Isaac 2035 forms a blueprint for the future of the Isaac region, outlining our strategies towards enabling strong, vibrant, diverse and sustainable communities for our people.

The *5 Year Corporate Plan* uses the key themes from *Isaac 2035* to identify clear goals, strategies and performance indicators to show how we will achieve our vision for the future.

Our *Annual Operational Plan* is a short-term strategy outlining how our organisation will work towards achieving the goals set out in our *5 Year Corporate Plan*.

Each year we also adopt a *Budget* which is carefully aligned to the above key planning documents, to ensure we continue to meet the needs of our communities.

ISAAC REGIONAL COUNCIL ANNUAL REPORT 2014-15
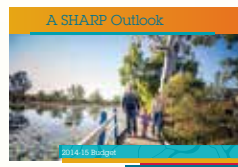
A WORD FROM THE MAYOR

I am now in my fourth year serving the Isaac community, and the role of Mayor continues to be a great privilege and a passion.

During the past financial year Council has remained committed to developing stronger, more liveable communities with genuine long-term economic and social opportunities. The goal continues to be challenging given the current economic climate and slowing of the resources sector, however we are seeing strong growth within the agriculture sector, which provides confidence and allows Council to remain positive and undeterred in our vision.

This year Council has continued to push for fair and reasonable workforce practices. While we know we have made real progress raising the issue at the state and national level - our region's future rests on real reform that facilitates genuine choice. We will continue to strongly advocate and support the government to introduce basic rules of fairness around conditions of developments – this has to be done - communities need to see responsible development happening within our region.

At a community level we have engaged with residents more closely than ever before and have come away with valuable feedback to inform our future decision making. A region-wide Customer Satisfaction Survey as well as community and stakeholder consultation on our 5 Year Corporate Plan has allowed us to really hear the 'voice' of our region. Moving forward we will be keeping this knowledge front of mind as we work to deliver outcomes that meet the needs of our people.

We have already achieved some major milestones in the delivery of our SHARP program (Strengthening Healthy and Attractive Regional Places), which is evident in the number of parks, gardens, playgrounds and irrigation systems established across the region as well as our very successful Reef out the Rubbish community clean up days.

Council also continues to strengthen our relationships with community, industry and government. In particular, we have worked hard on a regional approach through the formulation of the Whitsunday Regional Organisation of Councils, which includes Isaac, Mackay and Whitsunday Regional Councils working together for the betterment of the wider regional area.

Over the past 12 months we have brought the hugely successful Read4Life literacy program to the region, helped initiate the Whitsunday-Isaac-Mackay Water Alliance and supported the Bowen Basin Business Development Initiative; both programs will deliver real economic benefits to the region.

Looking ahead, we remain firmly committed to building happy, healthy, resourceful and resilient communities whilst implementing our 2015-16 Budget. Our focus will be on continuing our core services and delivering essential infrastructure to the region, which is critical to both the immediate and long-term prosperity of the Isaac.

I am excited to see how much we can achieve over the next 12 months, and with a passionate, committed workforce behind me I know that we have an organisation capable to deliver great things next year. I would like to acknowledge all staff led by CEO Rod Ferguson for their dedication to Council. A sincere thank you to my fellow Councillors for their strength, commitment and absolute passion in representing our people and the communities we all call home.

Mayor Anne Baker

ELECTED REPRESENTATIVES

MAYOR
ANNE BAKER

DEPUTY MAYOR
DALE APPLETON

Division 1
Clermont & Glenden

COUNCILLOR
NICK WHEELER

Division 2
Dysart Town

Mayor Baker has lived in the Bowen Basin area with her family for 29 years with the last 17 years spent in Moranbah in the Isaac region. She and husband Frank have two adult children and two grandchildren.

Mayor Baker is a strong supporter of local government. As the closest level of government to people in local areas, she believes it is the key to building stronger communities. She also recognises the importance of all three government levels working in collaboration and aligning priorities for the benefit of local communities.

Mayor Baker's priority for the region is to work towards delivering diversity in order to promote economic growth and ensure a sustainable future for the region. Improved liveability is a high priority and she strives towards achieving this goal, both as Mayor and a passionate member of her community.

Mayor Baker is Chair of the Isaac Regional Council Local Disaster Management Group; Director of Whitsunday ROC; Director and Chair of Isaac Affordable Housing Trust and Moranbah Early Learning Centre (MELC); and a member of the Isaac Regional Council Advocacy Advisory Committee and Local Buying Community Foundation Advisory Committee.

Councillor Appleton was re-elected to represent Division 1 and elected by fellow Councillors as Deputy Mayor in 2012. His first appointment as Councillor was in 2009.

Councillor Appleton is a member of AgForce, the Mistake Creek Progress Association and the Saleyards' committee. A cattle producer based in Clermont, he has had a long association with the cattle industry.

He is married to Kris and they have three sons, all who live and work in the Isaac region. His 11 grandchildren are the sixth generation of the Appleton family in the Clermont district.

Councillor Appleton is keen to represent the current and future interests of residents in rural and remote areas.

Councillor Wheeler was elected to represent Division 2 in 2012. He worked as a miner at Norwich Park mine for 30 years and was CFMEU secretary for eight years.

Councillor Wheeler is married to Freda and they have two children – a daughter in Dysart and a son in Blackwater.

Councillor Wheeler was Dysart Ladies Softball President for 18 years and involved in the early days of the ambulance centre. He is the Dysart Lions' Club President and Dysart State School P&C President. His time is mostly spent with community activities and issues.

Isaac Regional Council is comprised of nine elected members including the Mayor, with Councillors representing eight divisions across the Isaac region.

Statements of Interest and contact details for all current Councillors can be found on our website www.isaac.qld.gov.au

COUNCILLOR
GINA LACEY

Division 3

Moranbah East

COUNCILLOR
PETER FREELEAGUS

Division 4

Moranbah Central

COUNCILLOR
KELLY VEA VEA

Division 5

Moranbah West

Councillor Lacey was re-elected in 2012 to represent Division 3, making it her third term on Council. She was elected a member of the Belyando Shire Council in 2004 and in 2008 elected to represent her division with the Isaac Regional Council.

For eight years Councillor Lacey was the event coordinator for May Day, the CFMEU 10 km run and the Combined Union Christmas Party. She was CFMEU's office manager for 15 years and 11 years in small business, including the Purple Grape Café/Bar and is the current co-owner of Zootown, a menswear store in Moranbah.

Councillor Lacey has lived in Moranbah for more than 40 years, she is married to Clint and they have two children. She is a keen rugby league supporter and enjoys entertaining, catching up with friends and family, camping and junior sports with her children.

Councillor Lacey has long been committed to improving the liveability and sustainability of our mining communities. She is director of the Moranbah Early Learning Centre (MELC); committee member of the Isaac Regional Council Plant and Fleet and Advocacy Committees; Council representative for the Moranbah Cumulative Impacts Group (MCIG); and was a committee member of the Isaac Regional Council Audit & Risk Committee for five years.

Councillor Freeleagus was elected to Isaac Regional Council in 2012 to represent Division 4. He was first elected to Belyando Shire Council in March 1997, appointed Belyando Shire Deputy Mayor in 2000 and Mayor in August 2003. He was re-elected as Mayor 2004 to 2008 and represented the region on a number of local, regional and state committees.

Councillor Freeleagus is director of the Moranbah Early Learning Centre (MELC), committee chair of the Water, Sewerage and Waste Advisory Committee, committee member of the Isaac Regional Council Audit & Risk Committee and a board member of the Moranbah Community Workers' Club.

Councillor Vea Vea grew up in Collinsville and moved to Moranbah with her young family over eight years ago.

As former Chairperson of the Moranbah Action Group, and President of Queensland Mining Communities, Councillor Vea Vea is a strong advocate for the Isaac region on the key issues of population balance, affordable housing, liveability and infrastructure investment.

Councillor Vea Vea is passionate about lobbying for policy change, and better funding for our region. In her role, she continues to strongly advocate for Isaac communities on issues that matter, whether that is with mining companies or the state or federal governments.

Councillor Vea Vea currently she sits on the Isaac Regional Council Audit & Risk Committee, is Chair of the Isaac Regional Council Advocacy Committee, and a Director on the Isaac Affordable Housing Trust.

Outside of Council, Councillor Vea Vea is Secretary for the Moranbah Highlanders Swimming Club and the Moranbah & District ALP Branch.

ELECTED REPRESENTATIVES

COUNCILLOR
BARBARA STRANKS

Division 6
Clermont

COUNCILLOR
JANE PICKELS

Division 7
Middlemount
& Dysart region

COUNCILLOR
GEOFF BETHEL

Division 8
Nebo, Coppabella & Coast

Councillor Stranks was elected to represent Division 6 in 2012. She has worked closely with the Clermont and Moranbah communities for many years, primarily in the area of community development.

Councillor Stranks has been a long standing volunteer member of the Management Committee for Clermont Community Housing and Other Services and currently serves as President for the organisation. She is a member of the Central Highlands Stock Horse Society, the Flying Arts regional representative for Clermont, member of the Clermont Community Consultative Committee, Chair of the Clermont Health Advisory Network Team, Treasurer for Clermont Artslink, Chair of the Western Outreach Camp and Secretary for the Belyando Enterprise Network.

Councillor Stranks is married to Charlie and they have three children and two grandchildren. She enjoys breeding Australian Stock Horses, experimenting with textile arts, learning embroidery and spending as much time as possible with her children and grandchildren.

Councillor Pickels was elected to represent Division 7 in 2012.

She had previously spent nine years working in customer service with the Broadsound Shire Council and Isaac Regional Council.

Moving to Queensland in 1984 she quickly became involved in the community through committee work with Moranbah Neighbourhood Centre, Moranbah Hawks' Soccer, Nebo State School P&C and Middlemount tennis, rugby league and netball associations. She is a member of Middlemount's Community Sports' Association and Rugby League Club.

Councillor Pickels is married to Greg and they have four children. A self-confessed 'sports nut', she loves to play and watch sport as well as being involved at an administrative level. She also enjoys cooking, gardening and family activities.

Councillor Bethel was re-elected in 2012 to represent Division 8. He has been involved with local government for many years previously holding a position on Broadsound Shire Council. He is a landholder in the Isaac region and has been involved in the cattle and grain industries since the 1973 Brigalow Scheme Ballot.

Councillor Bethel has a keen interest in landcare and related initiatives.

He is married to Ruth and they have four children.

A WORD FROM THE ACTING CEO

I began my term with Isaac Regional Council on January 12, and assisted Council and the Executive Leadership Team with developing the annual Budget, which was adopted on June 23, 2015.

The challenges associated with preparing the Budget for legislative requirements included the revision of Council's long term strategic plans, and the preparation of a new 5 Year Corporate Plan and Annual Operating Plan. All of this was achieved through cooperative teamwork between the Mayor, who is required to present the Budget, the Executive Leadership Team and the Managerial Team.

These key planning documents were undertaken during a challenging economic climate associated with the downturn in the mining industry. Council was not immune to these testing economic conditions, which necessitated a full structural review within the organisation.

Against this backdrop, and by any objective measure, Council achieved an impressive program of capital and operational works during the last financial year.
This is a positive reflection of Council staying true to its commitment of 'doing more with less'.

It must be said that I have enjoyed the challenges and opportunities that have arisen during my short period of time as Acting Chief Executive Officer. I have thoroughly enjoyed working with a Council, Executive Leadership Team and organisation committed to the long term sustainability of the Isaac region.

Further to this commitment is Council's intention to engage with the community around the adoption of its 5 Year Corporate Plan. This document was adopted to meet legislative requirements, however it is pleasing that Council will continue developing the Plan in consultation with community through to November this year.

When I conclude my contract with Isaac Regional Council I will leave with fond memories, and the knowledge that Council is dedicated to continue advocating to state and federal governments with support and encouragement from the Isaac community.

Acting CEO Graham Webb

EXECUTIVE LEADERSHIP TEAM

GRAHAM WEBB
Acting CEO
Office of the CEO

AARON JOHANSSON
Director
Corporate, Governance and Financial Services

BRIAN ASHCROFT
Director
Engineering and Infrastructure

Areas of Responsibility

- Organisational leadership, administration and strategic management
- Mayor and CEO support
- Elected member support
- Council meeting management and administration
- People, performance and organisational development
- Advocacy

Board Management

- Council

Areas of Responsibility

- Financial services
- Legal and insurance administration
- Brand, media, and communication
- Information technology and GIS
- Asset management
- Records
- Governance
- Internal audit
- Community leasing
- Strategic and business continuity planning
- Risk management
- Disaster management
- Safety
- Procurement
- Stores
- MELC/IAHT Board Liaison

Committee Management

- Audit and Risk Board Management: Isaac Affordable Housing Trust and Moranbah Early Learning Centre

Areas of Responsibility

- Water and sewerage
- Land care and open space
- Resource recovery
- Engineering design and projects
- Roads and urban services
- Fleet management
- Depot management

Committee Management

- Water and Sewage Treatment and Waste Management
- Roads
- Fleet and Depot Activities
- Open Space and Amenity Program

SCOTT RILEY

Director

Planning, Environment and Community Services

Areas of Responsibility

- Economic development
- Customer service
- Place management
- Community relations programs
- Youth programs
- Grants administration and management
- Environmental services
- Local laws
- Stock route management
- Regulatory and building compliance
- Planning and land development
- Native title
- Arts and library services
- MELC childcare
- Corporate properties
- Company housing
- Commercial operations
- Tenancy

Committee Management

- Historical Society Advocacy

OUR PEOPLE

The Isaac region embodies the true spirit of what it means to belong to a regional community. We thrive by supporting each other through the tough times, celebrating the good times and uniting to make our voices heard for the future of our region.

Each year we celebrate our most valued community members and acknowledge their outstanding contribution to our communities with Australia Day Awards. These are the people who give their time and effort for the benefit of others and who nurture community spirit and development across the Isaac.

On January 26 we presented awards across the region in six categories: Group Achievement Medallions, Individual Achievement Medallions, Mayor's Awards, Community Event of the Year, Young Citizen of the Year and Citizen of the Year.

Australia Day Awards - Major Winners

CITIZEN OF THE YEAR
Margaret Finger

Margaret became a Belyando Shire Councillor in 1985 and continued for 23 years; on retirement she was the region's longest serving female Councillor. Margaret has been instrumental in many community initiatives including lobbying for the Mistake Creek School, and being a member of the Multi-Purpose Health scheme as well as organising community workshops for drawing, painting and writing. Margaret is passionate about the Clermont community and has given a lifetime of notable service.

YOUNG CITIZEN OF THE YEAR
Emalee Deaves

Emalee has been a Girl Guide Leader for the past three years, supervising activities for younger guides each Thursday, and is a regular contributor to their fundraising activities, including at the Dysart markets each month. Emalee is also a Kidz Bizz Leader with Dysart Blue Church and supports the Dysart Pony Club. An active volunteer at both a school and community level, Emalee has assisted with NAIDOC Week, the Dysart Dog Show, Clean Up Australia Day and Disability Awareness Week to name just a few.

COMMUNITY EVENT OF THE YEAR
Dysart 40th Celebrations

The Dysart 40th Celebrations were a milestone anniversary, culminating in a spectacular event attended by more than 2,000 people. The event not only was an outstanding success for Dysart locals, but also attracted past residents back to celebrate their time spent in the great community. The organisation and promotion of this event was nothing short of brilliant.

Citizenship Ceremonies

During the 2014-15 financial year, we warmly welcomed 66 new Australian citizens into the Isaac region.

Our citizenship ceremonies are a true testament to the diversity of the region; attendees hailing from 14 different countries including: India, Sri Lanka, Vietnam, China, Union of Soviet Socialist Republics (USSR), United Kingdom, Zimbabwe, Philippines, New Zealand, England, Mauritius, Thailand, South Africa and Iran.

OUR AWARDS

PROJECT MANAGEMENT AWARD
'Flood Restoration Program'

Council's Natural Disaster Relief Recovery Arrangements (NDRRA) Flood Restoration Program took top honours at the Mackay Engineers Australia Engineering Excellence Awards 2014. The program is the largest flood restoration program in the region's history and is funded under the NDRRA. To date the program has involved approximately 4,700 discreet projects comprising restoration of 180 roads and 26 floodways, at a total value of approximately $70 million.

HERITAGE AND CULTURAL TOURISM - GOLD AWARD
'Clermont Historical Centre'

The Clermont Historical Centre was recognised with a Gold Award at the 2015 Mackay Region Tourism Awards. The venue has a full time Museum Project Officer and a dedicated full time Caretaker in order to provide a high quality space and exhibition program to the community and to preserve Clermont's rich heritage.

BEST COMMUNICATION/ ENGAGEMENT
'How We Outfoxed the Bats'

Isaac Regional Council became national award winners for the second consecutive year in the Best Communication/ Engagement Shire or Rural Council at the Government Communications Australia Awards. This national recognition is a great testament to multiple teams in the organisation working together to achieve the best outcome for Council, the community and the environment – especially on such a controversial issue.

OUR APPRENTICES AND TRAINEES

Council is committed to nurturing the region's emerging workforce and highlighting the many employment opportunities available throughout Isaac.

Supporting apprentices and trainees to complete their qualifications is a key priority for Council. Helping young people develop industry skills and knowledge contributes not only to the success of their individual futures, but to the long-term future of the Isaac region.

During the past financial year Council helped 15 apprentices and trainees complete the following qualifications:

• Cert III In Water Operations (five apprentices)
• Cert II In Horticulture (two apprentices)
• Cert III in Library Cultural Services (four school-based trainees)
• Cert III In Business
• Cert III in Information Technology
• Plant Operators (two apprentices)

All apprentices and trainees completed their studies within the time allocated by the Department of Education.

Council thanks the supervisors and support staff who devoted their time and passed on their knowledge to these students; all of whom we are proud to say now hold nationally recognised qualifications.

Congratulations and thank you to our 2014-15 Apprentices and Trainees:

Ryan Hartney - Information Technology; Kerrin Gould and Brian Dunn - Horticulture;
Shane Maurer, Matt Webb, Dean Lewis, Cody Finn – Prince, Murray Nel - Water Operations;
Annabelle Voss - Business; Kelly Hattingh and Marie Jones - Plant Operators;
Chloe Moore, Sarah Horsfall, Aaron Blakoe and Brianna Mercer Library Cultural Services.

(L-R) Kelly Hattingh, Marie Jones, Brian Dunn, Sandra Murphy Isaac Regional Council Apprentice and Trainee Coordinator, Murray Nel, Sarah Horsfall, Aaron Blakoe and Brianna Mercer.

COMMUNITY EVENTS AND HIGHLIGHTS

AUG

MIDDLEMOUNT RACE DAY

SEP

POLICE REMEMBRANCE DAY
150 Years Commemoration

JAN

AUSTRALIA DAY

FEB

ANYWHERE FESTIVAL

MAR

READ4LIFE
Moranbah

APR

SKATE PARK ART
Middlemount, Moranbah, Nebo

OCT

DYSART 40TH CELEBRATIONS

NOV

MAYOR'S CHARITY BALL
Proudly supporting beyondblue

FEB

BRONCOS VISIT
Moranbah

MAR

REEF OUT THE RUBBISH
Moranbah, Clermont, Carmila

APR

ANZAC DAY

MAY

CLERMONT SHOW
The Isaac Region's Show

COMMUNITY FINANCIAL REPORT

Isaac Regional Council is a large employer across the region. Therefore it makes good sense to ensure our financial position is sound and that our funds benefit all who reside here. To demonstrate how we do this, the Community Financial Report provides a summary of Council's financial position over the 2014-15 financial year.
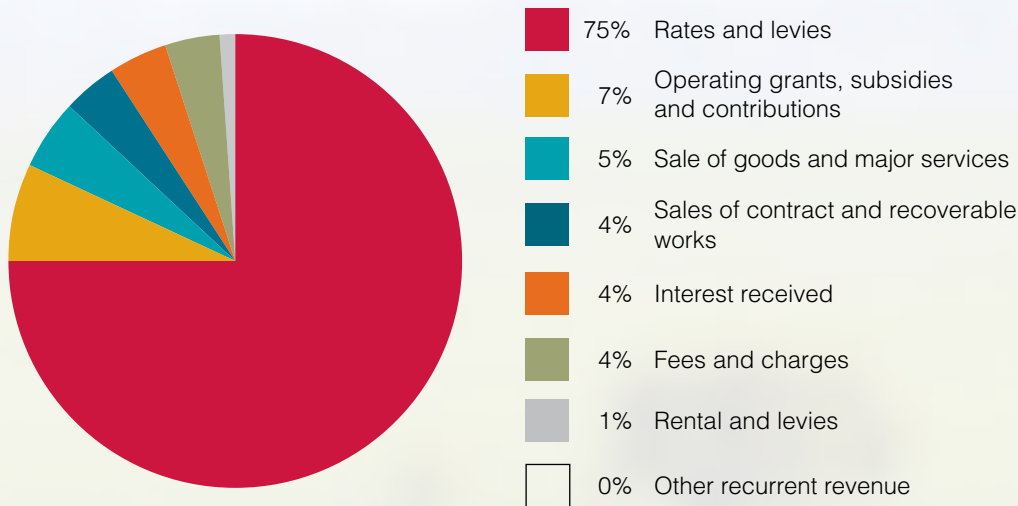
The Community Financial Report is a simplified version of the information contained in Council's Financial Statements (page 75 and on disk).

COMPREHENSIVE INCOME

Our comprehensive income provides an understanding of income and expenses, to demonstrate the net result of business activity undertaken by Isaac Regional Council for the financial year.

Income - where our money comes from

The total income for the financial year was approximately $109 million. This included operating revenue of $91 million and capital revenue of $17 million. The graph below shows the breakup of operating revenue, which is predominantly derived from rates and levies.

75%	Rates and levies
7%	Operating grants, subsidies and contributions
5%	Sale of goods and major services
4%	Sales of contract and recoverable works
4%	Interest received
4%	Fees and charges
1%	Rental and levies
0%	Other recurrent revenue

Expenses - where our money is spent

The total expenditure incurred for the year in providing services to the community was approximately $114 million. Council undertook regular reviews of expenditure levels to ensure that funds were expended in the most efficient and effective way possible. Council operating expenses, as shown in the graph below totalled $104 million. Capital expenses, typically costs in recognising the replacement of old assets, totalled $10 million. Council also invested over $40 million on capital projects over the year.

44%	Materials and services
35%	Employee costs
19%	Depreciation and amortisation
2%	Finance costs
0%	Current cost of developed land sold
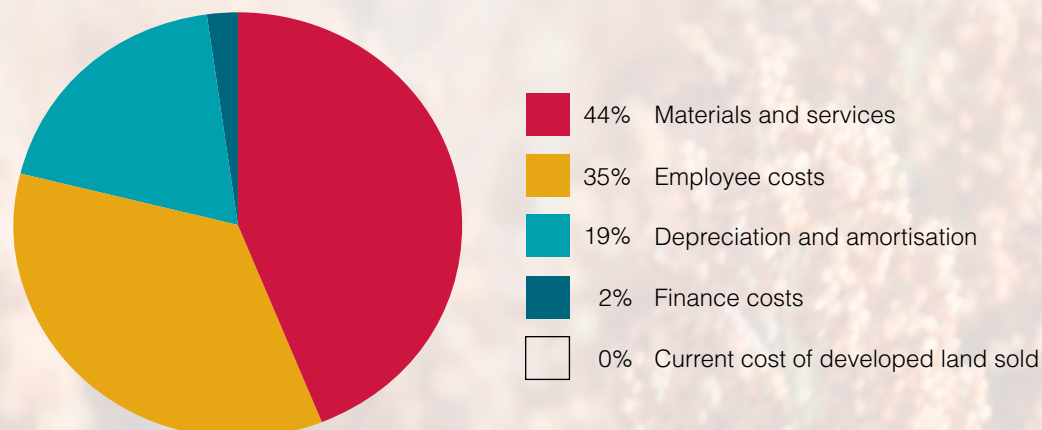
FINANCIAL POSITION

Our financial position lists our assets and liabilities, which provides an overall understanding of Isaac Regional Council's net worth.

Assets - what do we own?

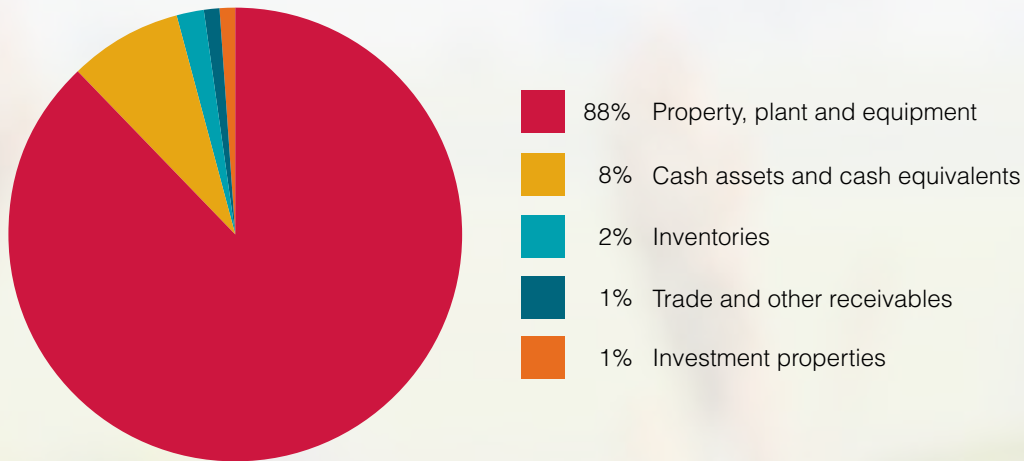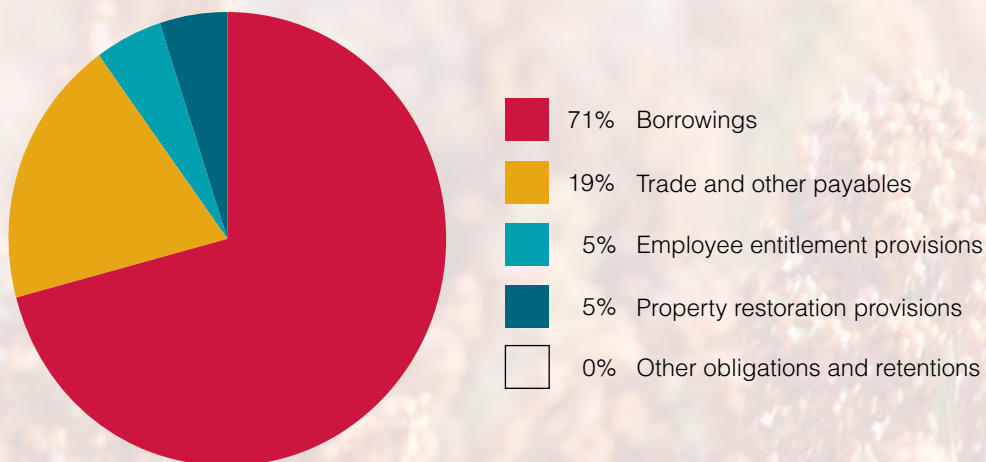Isaac Regional Council owns a variety of assets which are a significant investment for the community. The majority of these assets are infrastructure assets such as roads, water and sewerage, which need to be maintained in a sustainable fashion to ensure the continued provision of services to the community. As at 30 June 2015 the total value of assets held by Council was around $1.2 billion, which has been broken up into the respective components in the graph below.

88%	Property, plant and equipment
8%	Cash assets and cash equivalents
2%	Inventories
1%	Trade and other receivables
1%	Investment properties

Liabilities - what do we owe?

Our liabilities are reviewed regularly as part of our long term financial strategy. As at 30 June 2015 the value of total liabilities of Council was $54 million. The largest part of liabilities is borrowings, which have been used to fund investment in long life infrastructure. Using borrowed funds is a way of spreading the cost of assets across the generations who will receive the associated benefits.

71%	Borrowings
19%	Trade and other payables
5%	Employee entitlement provisions
5%	Property restoration provisions
0%	Other obligations and retentions

Our net worth

Our community's net worth (what we own less what we owe) at the end of the financial year was approximately $1.1 billion. In the Statement of Financial Position, this represents the Total Community Equity.

FINANCIAL SUSTAINABILITY RATIOS

Financial Ratios assist in determining the current and future financial health of Isaac Regional Council. These ratios provide a snap shot of the financial performance without having to read the complete Financial Statements (as at 30 June 2015).

Ratio Type	Description	Performance
Change in community equity	The percentage change in the net wealth of Council	1.85%
Interest cover	The percentage of interest costs to total recurrent revenue	-2.14%
Debt servicing	The percentage of Council's total recurrent revenue that is used to service loan interest and principal repayments	3.67%
General rate revenue	Council's dependence on general rate revenue as a percentage of total recurrent revenue	52.15%
Revenue	Council's dependence on net rates and utility charges as a percentage of total recurrent revenue	74.74%
Debt exposure	The percentage of Council's capital debt to total community equity	3.46%
Working capital	The ratio of unrestricted current assets available to meet current liabilities	6.5:1
Unfunded depreciation	The percentage of unfunded depreciation to the total depreciation expense	23.30%
Rate arrears	The percentage of rates and charges receivable to net rate and charges revenue	4.55%

Looking to the future

Isaac Regional Council will continue to provide the necessary resources needed to maintain and build our community. We continue to be focused on reviewing and improving our approach to asset management. This will enable informed decisions about the renewal, maintenance and replacement of assets across the region; and will ensure that assets support the delivery of key service areas.

Isaac Regional Council will continue to build on the current sound financial position. Responsible and sustainable long term financial planning, budgeting and financial custodianship will ensure Isaac Regional Council is best placed to meet the future financial needs of the community.

RESOLUTIONS

In July 2015, under resolution number 4186, Council resolved to appropriately identify Commonwealth grant funding in Council publications, including annual reports.

In accordance with this resolution, Council received $5,076,092 in federal funding through the Financial Assistance Grants program for 2014-2015. This funding makes a valuable contribution towards Council's continued delivery of important community services and infrastructure.

Council did not make any resolutions relating to sections 250(1) and 206(2) of the Act during the reportable financial period.

ISAAC REGIONAL COUNCIL ANNUAL REPORT 2014-15

LEGISLATIVE INFORMATION

This section contains information that Council is required to report on in order to present an informed assessment of Isaac Regional Council's operation and performance for the financial year.

GOVERNANCE

This section contains a summary of rates, allowances, expenses, travel and conduct undertaken by Council, Councillors and Executives.

Councillor remuneration and expenses

This table reflects total Councillor remuneration including superannuation, and total expenses including mobile phone and vehicle allowances for the financial year.

Councillor	Total remuneration	Total expenses
Cr Anne Baker	$131,386.01	$ 22,315.30
Cr Dale Appleton (Division 1)	$81,904.41	$8,529.87
Cr Nick Wheeler (Division 2)	$69,789.60	$14,492.70
Cr Gina Lacey (Division 3)	$68,240.57	$12,904.34
Cr Peter Freeleagus (Division 4)	$69,798.60	$10,418.39
Cr Kelly Vea Vea (Division 5)	$68,240.57	$20,331.77
Cr Barbara Stranks (Division 6)	$69,798.60	$6,047.89
Cr Jane Pickels (Division 7)	$68,240.57	$15,799.70
Cr Geoff Bethel (Division 8)	$69,798.60	$5,580.57

Executive remuneration

Below is a summary of the total remuneration paid to senior executive employees, including the CEO, during the financial year.

Total of all remuneration packages payable	$1,630,979.00
Band $100,000 - $200,000	0
Band $200,000 - $300,000	6
Band $300,000 - $400,000	0

*The number of senior executive employees reduced from six to four, effective 18 March 2015 resulting from an organisational restructure.

Council meetings

Council meetings between July 1, 2014 and June 30, 2015:

Councillor	Ordinary meetings	Special meetings
Cr Anne Baker	11	6
Cr Dale Appleton (Division 1)	12	5
Cr Nick Wheeler (Division 2)	11	6
Cr Gina Lacey (Division 3)	12	5
Cr Peter Freeleagus (Division 4)	10	5
Cr Kelly Vea Vea (Division 5)	11	6
Cr Barbara Stranks (Division 6)	12	6
Cr Jane Pickels (Division 7)	12	6
Cr Geoff Bethel (Division 8)	10	5

Overseas travel

During the financial year no Councillor or Council employee has taken overseas travel in an official capacity.

Complaints

During the financial year no Councillor has received or been involved in:
- Misconduct, complaints or inappropriate conduct
- Incidents for which an order or recommendation was made under the *Local Government Act 2009*

COMPLAINTS AND DISPUTES

Administrative action complaints process

Isaac Regional Council is required to have an administrative actions complaints process to deal with complaints received. This includes administrative actions of Council, a decision or failure to make a decision, failure to provide a written statement regarding a reason for a decision, failure to do an act, formulation of a proposal, or intention and making of a recommendation. This ensures compliance with provisions of the *Local Government Act 2009* and *Local Government Regulation 2012*, and guides IRC employees in resolving and learning from administrative action complaints.

However, the administrative action complaints policy does not apply to a complaint:
- That could be made under Chapter 3 of the Act about competitive neutrality issues
- About official misconduct that should be directed to the Crime and Corruption Commission
- Made under the *Public Interest Disclosure Act 2010*
- That is a customer request for information or a request made to IRC for some action to be taken on behalf of a customer
- That is about a member of staff

The following objectives have been established for IRC complaint handling activities:
- To be fair, efficient and consistent in the treatment of complaints about decisions and other administrative actions of IRC
- Implement an administrative action complaints policy that is easy to understand and is readily accessible to all
- Detect and rectify administrative errors
- Identify areas for improvement in IRC administrative practices
- Increase awareness of the administrative action complaints policy for IRC staff and the community
- Enhance community confidence in the complaints process, and the reputation of IRC as being accountable and transparent
- Build the capacity of staff to effectively manage complaints in an environment of continuous improvement
- The administrative action complaints process has been instituted to ensure that all complaints are dealt with fairly, promptly, professionally, in confidence (subject to any legal requirements) and in a manner respectful to the complainant

Complaints can be made in a number of ways:
- Verbally by telephone or in person to a Council Officer
- By email to records@isaac.qld.gov.au (subject-Complaint) or online via the IRC website
- In writing (by letter, fax, or by completing the IRC complaints form, whether signed or unsigned)

All written and electronic complaints must be addressed to the Chief Executive Officer.

Administrative action complaints

Following is a summary of administrative action complaints made to Council for the reportable financial period.

Administrative Action Complaint Type	Number
Complaints made to the local government	5
Complaints resolved by the local government under the complaints management process	1
Complaints not resolved by the local government under the complaints management process	4*
Complaints under not resolved by the local government under the complaints management process that were made in the previous financial year	0

*will carry over into 2015/16

EXPENDITURE, RATES AND CHARGES

Service facility or activity expenditure

Isaac Regional Council operates, in partnership with Smart Service Queensland, the Queensland Government Agent Program at Middlemount.

FOR WHICH LOCAL GOVERNMENT LEVIED SPECIAL RATES OR CHARGES

Service	Special rate levied	2014-15 expenditure
Lot 1 on MLG1782:ML1782, Parishes of Dunsmure, Dysart and others and Lot 1 on MLG70331:ML70331, Parish of Vermont	$1,263,484	$7,864,614
Lot 1 on MLG1831:ML1831, Parish of Bul Bul and Lot 1 on MLG7071:ML7071, Parish of Foxleigh	$951,046	$6,429,005
Lot 1 MP41085:ML4761 Suttor Creek	$139,231	$4,518,441

Council levy a special charge on behalf of the Rural Fire Brigade and charges an administration fee for collection of same.

Amendment of overall plans, and annual implementation plans for certain special charges

Service	Special charge levied	2014-15 expenditure
Road rehabilitation works on the Moranbah Access Road, Moranbah for the year ended 30/06/2013. Lot 1 on MLG1764:ML1764 (SCML152), Parish of Goonyella, Lot 1 on MLG70108:ML70108, Parish of Platypus, Lot 1 on MLG1763:ML1763, Parish of Platypus and Lot 1 on MLG1775:ML1775, Parish of Moranbah	No special charge – levied in 2014-15	$1,177,389
Road rehabilitation works on the Peak Downs Mine Road, Moranbah for the year ended 30/06/2013. Lot 1 on MLG1764:ML1764 (SCML152), Parish of Goonyella, Lot 1 on MLG70108:ML70108, Parish of Platypus, Lot 1 on MLG1763:ML1763, Parish of Platypus and Lot 1 on MLG1775:ML1775, Parish of Moranbah	No special charge – levied in 2014-15	$88,549
Road construction works on Grasstree Road deviation. Lot 1 on MLG1831:ML1831, Parish of Bul Bul and Lot 1 on MLG70171:ML70171, Parish of Foxleigh.	$940,000	$940,000

INTERNAL AUDIT

Report on internal audit

Council manages its risk via its Audit and Risk Committee. The Committee oversees audit and risk assessment function within Council. The Audit Committee Charter is reviewed and approved by Council each year. The main responsibility of the Audit Committee is to ensure:

- Key areas of risk within Council are determined and controls are established to reduce or manage these risks
- Appropriate internal controls exist within Council's policies, processes and procedures.
- The internal and external audit functions are effective
- The audit programs are sufficiently comprehensive
- Council's Annual Financial Statements are endorsed

The members of the Audit and Risk Committee as at 30 June 2014 were:

- Ms Carolyn Eagle (Independent Chair)
- Cr Kelly Vea Vea
- Cr Peter Freeleagus

Independent Chair Ms Carolyn Eagle, a Director of Pacifica Chartered Accountants, has extensive experience as an Audit Committee member and also as a contract internal auditor to local government and other clients.

All other Councillors are invited guests to all meetings, as is the CEO and Senior Management who are required to report on matters of interest. The Committee meets bi-monthly, or as required for urgent matters.

The Audit Committee undertakes an annual assessment of itself and the internal audit function, ensuring that the Committee satisfies its role within the Audit Charter to the highest standard.

The internal audit function of Council is contracted to an external provider who undertakes audit reviews in line with the annual audit plan and on one-off tasks considered necessary as a result of risk determinations or internal system control shortcomings. The internal auditor works within the guidelines of the Internal Audit Charter and Policy, which provides them with full independence and access to all necessary records within Council.

During the 2015 financial year 4 reviews were undertaken across all areas of Council. Of these reviews, matters arising have been actioned for the majority of suggested improvements to Council's internal control environment.

BUSINESS ACTIVITIES

In accordance with Section 45 of the *Local Government Act 2009*, Council conducted the following business activities during the financial year:

- Saleyards
- Airport Services
- Private and Recoverable Works
- Fleet Operations
- Water and Sewerage

Council did not conduct any significant business activities.

It is expected that Water and Sewerage will exceed the business activity threshold during the 2015-16 financial year as higher costs from servicing the mining towns are realised. Council will as a result be required to conduct a Public Benefit Assessment and Two-Part Charge Assessment.

NON-REPORTABLE ITEMS

During the reportable financial period Isaac Regional Council did not have any activity in the following areas:

- Invitations to change tenders
- Competitive neutrality complaints

There were no Commercial Business Units operated by Isaac Regional Council for the reportable period.

REGISTERS

Council maintains a list of registers for the reportable period, these include:

- Advertising
- Approvals for a Statutory Body
- Assets
- Authorised Persons
- Audit Issues Matrix Completed Actions
- Beneficial Enterprises
- Board Room Stores
- Building and Plumbing Applications
- Buildings - Development Approval
- Candidates for Election
- Cat and Dog Registry
- CCTV Surveillance Cameras
- Cemeteries (Burial Records)
- Clermont Rag
- Common Seal
- Communication Plan
- Competitive Neutrality Complaints
- Complaints – Councillor Conduct
- Complaints/Administrative Action of Complaints
- Complaints - General
- Confidentiality Agreements
- Contact with Lobbyists
- Contaminated Land
- Cost-Recovery Fees

- Councillor Requests to IRC
- Councillor Complaints
- Declaration of Conflict of Interest
- Declaration of Material Personal Interest
- Declaration of Office
- Delegations
- Development Applications
- Development Approvals and Registrations
- Direction Notices
- Drawings
- Employee Register
- Environmental Authorities
- Environmental Impact Statements
- Environmental Management
- Environmental Plans
- Environmental Protection Orders
- Environmental Reports
- Environmentally Relevant Activities - Development Approvals
- Exemptions Granted under Building Act 1975
- Financial Management – Risks and Control Measures
- Fleet/Vehicles
- Forms
- Fraud

- Gifts and Donations
- Impounded Animals
- Information Management
- Infrastructure Agreements
- Infrastructure Charges
- Insurances
- Interests
- Land Record
- Local and Subordinate Local Laws
- Local Heritage Register
- Mail – All Directorates
- Mail (Cash by Post)
- Mail (Private and Confidential)
- Master Plan Applications
- Mayor's Directions to the CEO
- Media Enquiries
- Media Releases
- Monitoring Programs of a Development Approval
- Moranbah Key Register
- Natural Hazard Management
- Notices Given
- Onsite Sewerage and Grey Water Use Facilities
- On site Sewerage Backflow
- Other Documents or Information Prescribed Under Regulation

- Planning Applications
- Plant and Equipment
- Policies (IRC)
- Planning Forms
- Pre-Qualified Suppliers
- Record of Rateable Parcels of Land
- Registration Certificates
- Regulated Infrastructure Charges
- Regulatory Fees
- Reports (adding, changing or cancelling a development)
- Resolutions about Land Liable to Flooding made under the Building Act 1975
- Results of Monitoring Programs
- Rights to Information (RTI)
- Risk
- Road Maps
- Standard Environmental Conditions
- Surrenders of Registration Certificates
- Swimming Pool
- Tenders
- Testable Backflow Prevention Devices
- Transitional Environmental Programs
- Uncompleted Lots Data
- Vegetation Protection
- Version Control
- Voluntary Workers

COMMUNITY GRANTS

Community grants

Council provides Place Based Grants of up to $1,000 (from Councillor Discretionary fund) and Major Grants of up to $10,000.

MAJOR GRANTS
(Jointly funded by all Divisions)

Grant recipient	Description	Amount
Capricorn Helicopter	Corporate sponsorship	$10,000
Clairview Rural Fire Brigade	Funding contribution for new facility	$10,000
Clermont Show Committee	Sponsorship of the Clermont Show	$17,000
RACQ CQ Rescue	Corporate sponsorship	$50,000
Dumbleton Rural Fire Brigade	Donation for Special Needs Children's Show	$550
Fitzroy River Catchments	Parkinsonia Weed Management Program	$5,000
Murri Kids	NAIDOC Week 2015	$450

DIVISION 1
(Rural Clermont and Glenden)

A total of $31,163.95 was given to Division 1 community groups during the financial year, including $7,663.95 in Place Based Grants.

MAJOR GRANTS		
Grant recipient	**Description**	**Amount**
Clermont Pony Club	Sponsorship of Campdraft	$2,500
Glenden Rodeo Association	Sponsorship of Glenden Rodeo	$5,000
Glenden State School P&C	Donation for 200 Club fundraiser	$1,200
Glenden Town Club	Sponsorship of Glenden Golf Club Pro Am 2014	$2,000
Mistake Creek State School P&C	Donation for Sun Safe structure	$9,800
Nebo Bushman's Carnival	Sponsorship of Nebo 60 and Gallipoli 100 Years Reunion draft	$5,000

DIVISION 2
(Dysart)

A total of $24,228.28 was given to Division 2 community groups during the financial year, including $8,998.28 in Place Based Grants.

MAJOR GRANTS		
Grant recipient	**Description**	**Amount**
Dysart Community Support Group	Donation for upgrades to the *Dysart Diary*	$3,500
Dysart Golf Club	Sponsorship of Dysart Pro Am	$5,000
Dysart State School P&C	Donation for purchase of 24 iPads	$5,580

COMMUNITY GRANTS

DIVISION 3, 4 & 5
(Moranbah)

A total of $35,642.67 was given to Division 3, 4 & 5 community groups during the financial year, including $30,440 in Place Based Grants.

MAJOR GRANTS		
Grant recipient	**Description**	**Amount**
4RFM	Donation towards relocation expenses	$10,000
Hornery Trading Group	Bronze sponsorship 4U2 concert	$2,500
Moranbah Arts Council	Sponsorship of Moranbah Arts Council 40th Anniversary	$5,000
Moranbah Arts Council	Sponsorship Multicultural Food and Arts Festival	$10,000
Moranbah BMX Club	Sponsorship of Weekend of Madness	$1,500
Moranbah Community Scholarship Trust	Donation for Moranbah Community Scholarship Trust program	$7,000
Moranbah Early Learning Centre Parent Committee Inc	Donation for educational resources	$5,988
Moranbah Race Club	Sponsorship of Moranbah Race Day	$10,000
Moranbah Rodeo Association	Sponsorship of Central Region Cowboys Association 2014 Finals	$10,000
Moranbah State High School	Annual Education & Career Pathways Expo	$3,500
Quota International Moranbah	Sponsorship of Ladies High Tea	$3,500
Rotary Club of Moranbah	Sponsorship of Annual Rotary Home Show	$6,000
Yushin-Kai Karate Club	Small equipment grant	$1,500

DIVISION 6
(Clermont)

A total of $37,324.45 was given to Division 6 community groups during the financial year, including $7,824.45 in Place Based Grants.

MAJOR GRANTS		
Grant recipient	**Description**	**Amount**
Blair Athol Bush Sports	Sponsorship of 70 year celebration	$5,000
Clermont & District Education Group	Donation for student support via Clermont & District Education group	$2,500
Clermont Campdraft Committee	Gold Cup Campdraft	$5,000
Clermont Gold & Coal Festival	Donation for Clermont Gold & Coal Festival	$2,000
Clermont Pony Club Committee	Sponsorship of Campdraft	$2,500
Clermont Race Club	Sponsorship of Clermont Races	$5,000
Clermont Rodeo Association	Sponsorship of Annual Rodeo	$2,500
McWhirther Family	Donation	$5,000

COMMUNITY GRANTS

DIVISION 7
(Middlemount and rural Dysart)

A total of $29,901.65 was given to Division 7 community groups during the financial year, including $3,401.65 in Place Based Grants.

MAJOR GRANTS		
Grant recipient	**Description**	**Amount**
Clarke Creek Campdraft Association	Sponsorship of Clarke Creek Campdraft	$2,500
Middlemount Golf Club	Donation for upgrades to irrigation system	$10,000
Middlemount Race Club	Sponsorship of Middlemount Race Day 2015	$10,000
Middlemount Rodeo Association	Sponsorship of Middlemount Rodeo	$2,000
Middlemount Community Sports Association	Sponsorship of Middlemount Tennis Open	$2,000

DIVISION 8
(Coppabella, Nebo and Coastal communities)

A total of $28,655.20 was given to Division 8 community groups during the financial year, including $7,455.20 in Place Based Grants

MAJOR GRANTS		
Grant recipient	**Description**	**Amount**
Carmila Christmas Tree Committee	Donation for Annual Christmas Fair	$1,200
Nebo Bushman's Carnival Inc	Donation for upgrades to Nebo Undercover Arena	$10,000
Nebo Medical Centre Trust Fund	Donation of seed funding	$10,000

CEO'S ASSESSMENT

The following section provides a summary of Council's progress towards implementation of our 5 Year Corporate Plan and Annual Operational Plan.

Council's 5 Year Corporate Plan and Annual Operational Plan report against five key strategic themes:
- Our Diverse Lifestyles
- Our Natural Environment
- Our Economy
- Our Essential Services
- Our Governance, Finance and Leadership

OUR DIVERSE LIFESTYLES

To live the lifestyles we desire by developing creative, harmonious, supportive and active communities.

Our Key Objectives

- Building arts, cultural and heritage identity
- Building supportive and connected communities
- Building safe, friendly and strong communities
- Building healthy and active communities

Our Progress

The spirit of Isaac's tight-knit communities is one of the defining features of our region. Council has again worked hard to strengthen a sense of connection, place and identity across our communities through a large number of programs and events.

A key learning to come from our 2015 Customer Satisfaction Survey was the high level of satisfaction residents have with our library programs and services. Through our libraries Council has been able to enrich communities with a variety of experiences from art and craft programs, youth activities, Regional Arts Development Fund (RADF) collaborations and the incredibly popular Read4Life literacy event with Jay Laga'aia.

Council has continued to support key initiatives such as community race days, which have become highly anticipated social and sporting events, through to the ever-popular Clermont Show and Australia Day celebrations.

During the 2014/15 financial year we also paid special attention to preserving local heritage with significant improvements to the award-winning Clermont Historical Centre, and beautiful upgrades to some of our key ANZAC Memorials ahead of the 2015 ANZAC Centenary services.

Our Highlights

READ4LIFE

The Read 4 Life Festival held in Moranbah in March celebrated the development of early literacy and was the culmination of 12 months of library based programs aimed at supporting Isaac families to understand the importance of reading to children under five.

Play School star Jay Laga'aia showed just how much reading rocks during two free shows in Moranbah during March. More than 1200 kids with their mums, dads and grandparents crowded into the Moranbah Town Square to sing and dance with the star, and enjoy the activities of the Festival. Council joined program partners State Library of Queensland and BHP Billiton Mitsui Coal (BMC) to bring the event to Moranbah, reminding the community that parents, grandparents and carers are their children's first and best teachers.

ANYWHERE FESTIVAL AND RADF SUPPORTED PROJECTS

In 2015 Council and the Regional Arts Development Fund (RADF) were excited to help bring the Anywhere Festival to our region for the very first time. The Festival is innovative and unique, with 10 days of performances and events enriching communities with experiences like never before—think drama in hair salons and libraries, dance in squash courts, comedy on golf courses, music and cabaret in restaurants and alleys. The Anywhere Festival was thoroughly enjoyed by our communities and we hope to see it make a return to the Isaac region.

Other RADF events bringing life, culture and connection to our communities this past year have included: Hip hop classes with E-Man from Justice Crew, junior poetry, circus skills classes, quirky art exhibitions and competitions and graffiti skate park art to name just a few. These grants are vital in helping Council continue to bring cultural growth and diversity to our small communities.

The Regional Arts Development Fund (RADF) is a partnership between the Queensland Government and Isaac Regional Council to support local arts and culture in regional Queensland.

OUR DIVERSE LIFESTYLES

CLERMONT HISTORICAL CENTRE UPGRADES

The Clermont Historical Centre upgrades continued in 2014 with improvements to the grounds, installation of new exhibitions, and the funding of six new capital works programs. The upgraded Centre will become a leading historical facility, caring for memorabilia from Clermont's diverse gold-mining history, which dates back to 1861. This memorabilia now also includes the Blair Athol collection, thanks to a generous donation made by Rio Tinto in October 2014. The upgrades will help conserve and protect the rich cultural heritage of this diverse region as well as providing a community hub for social and cultural events with future plans in place to develop partnerships with schools and community groups.

ANZAC MEMORIAL UPGRADES

Two major Anzac Memorial upgrades were carried out in Moranbah and Clermont as a fitting tribute prior to the 2015 Anzac Centenary. The sacrifice of the Anzacs holds a special place in our communities and these works reflect the importance we place on this, particularly in such a significant year. Improvements to the Moranbah Anzac Memorial created more standing room around the Memorial and additional concrete flooring and seating with the cenotaph positioned on a raised platform. Clermont's Anzac Memorial saw the installation of seven new memorial pillars and plaques in honour of our fallen servicemen.

AUSTRALIA DAY CELEBRATIONS

Our nation's day to celebrate everything Aussie and thank great local people who roll up their sleeves and make a difference is always a highlight across the Isaac. Events included free barbeque breakfasts, thong throwing, damper eating, the annual Moranbah triathlon, best hat competitions, and a street parade in Clermont. Council hosted seven local Australia Day events across the region, this year welcoming Woolworths Australia Day Ambassador and vocalist, Sophie Phillis to our coastal celebrations at St Lawrence and Carmila.

DYSART 40TH ANNIVERSARY CELEBRATIONS

The Dysart community was treated to a huge day of celebrations for the town's milestone 40th year anniversary in October 2014. Dysart is one of our older purpose built mining towns and has remained a wonderful place to live and raise a family. Council supported the community planning committee, coordinated by Dysart Community Support Group, in bringing the spectacular event to life—attended by more than 2,000 people including locals and past residents.

CLERMONT SHOW

With giant pumpkins weighing in at 100kg, quality cattle sales, wood chopping champions and families enjoying a sensational day out it is easy to see why the Clermont Show *'the Isaac Region's Show'* is still going strong in its 174th year. Council was proud to be a diamond sponsor of the popular three-day event in May 2015, which showcased the very best of our region and provided the perfect opportunity for our rural communities to come together and celebrate their way of life.

RACE DAYS

There's nothing quite like a country race day, and Council was again proud to support the Moranbah Spring Carnival and Middlemount Race Days as they brought flutters, fun and fashion to the track. Country race clubs make a vital contribution to the social and economic spirit of our rural communities and have become much loved social occasions across the region. They also provide an avenue to raise funds for other worthy causes, with proceeds from this year's Middlemount Race Day raffles raising in excess of $3,000 for the RACQ Capricorn Helicopter Rescue.

INAUGURAL MAYOR'S CHARITY BALL

Mayor Anne Baker's first Mayor's Charity Ball was launched in 2014, proudly supporting *beyondblue*. Tickets sold out within the hour with the Mayor saying she was pleased, but not surprised by the strong support for the event given the worthwhile cause. Attended by 270 guests, the Mayor's Charity Ball raised more than $35,000 for beyondblue, an organisation which, last year alone, was contacted by over 78,000 Australians for support with mental health related concerns.

BRIGHTER FUTURES WITH DIGITAL DOORWAYS

In June 2015, through a Brighter Futures partnership with Arrow Energy, Council libraries bridged the digital divide with the launch of our new Digital Doorways Program. The program provides a dedicated part-time informatics officer to deliver free workshops in Dysart, Middlemount and Moranbah libraries each week; offering participants new skills, training and resources to improve their digital literacy.

OUR NATURAL ENVIRONMENT

To care for our sustainable natural and urban environments while improving our region's liveability and sustainability.

Our Key Objectives

- Creating vibrant public spaces, town entrances and streetscapes
- Developing community and stakeholder partnerships
- Managing the risks associated with natural disasters and other events
- Improving knowledge of public health standards and sustainable practices such as – mitigating impacts of industry, waste management, recycling and climate change

Our Progress

Council made considerable progress during the 2014/15 financial year in delivering capital works projects to improve our public spaces and sportsgrounds and to ensure our parks are vibrant, utilised, green and clean. This objective was a key priority in Council's 2014/15 Budget, which focused on the SHARP program (Strengthening Healthy and Attractive Regional Places). Towns of Dysart, Clermont and Moranbah received major improvements to their public spaces and recreation areas with other towns scheduled to receive similar improvements moving into the new financial year.

Great success was achieved through the launch of our Reef out the Rubbish campaign, aimed at involving communities in the clean up and ongoing care of their local waterways. Council plans to continue this initiative as an ongoing method of engaging with and educating our communities on the importance of environmental protection.

The Isaac region also experienced a significant severe weather event in February 2015, with Category 5 Cyclone Marcia sweeping across our coastline. Council is proud of the efforts of all staff members, organisations, volunteers and residents in the response and recovery periods connected to this event. As an organisation we took away some key learnings from the experience which will enhance our experience in Disaster Management going forward.

Our Highlights

REEF OUT THE RUBBISH

In 2015 Council combined some Clean-up Australia Day events with our very own environmental program 'Reef out the Rubbish'. Focused on protecting the health of our waterways, Council held three clean-up days along major waterways in the region; Carmila Beach, Hoods Lagoon Clermont and Grosvenor Creek Moranbah. Our Reef out the Rubbish days were strongly supported by the local communities and included talks from environmental agencies, free BBQ lunches and a kids' colouring competition.

SHARP DELIVERY

Following are just a few of our SHARP highlights during the 2014/15 financial year.

DYSART URBAN DESIGN FRAMEWORK

Council completed the first stage in Dysart's long-term Urban Design Framework in October 2014, which focused on rejuvenating the entrance to Centenary Park, the Civic Centre Precinct and the median strips of Queen Elizabeth Drive. The revitalised parks, gardens and streetscapes provided a much needed boost to Dysart's amenities and visual appeal, just in time for the town's highly anticipated 40 year celebrations. The project was funded by BHP Billiton Mitsubishi Alliance's (BMA) Community Development Program.

MIDDLEMOUNT URBAN DESIGN FRAMEWORK

Council invited local residents, businesses, community groups, and workers the opportunity to share their ideas on the future urban design of Middlemount. Council aims to develop an urban design framework to increase economic development, attract new residents and improve the community's quality of life through place based improvements. The plan will be delivered by the end of 2015/16 financial year with project delivery to follow.

SHARP DELIVERY CONTINUED

HOODS LAGOON REJUVENATION PROJECT

Clermont's historic Hoods Lagoon underwent a five month program of works to develop the Lagoon's bankside and community areas, improve its water quality—including installation of three water aerators including a centre fountain—and provide more historical attractions. As a key project in Council's SHARP program, the upgrades to Hoods Lagoon have delivered long lasting improvements to an area that is an important part of community life. This is a key area for Council with further works planned for 2015/16 financial year.

PLAYGROUND AND PARK UPGRADES

Council's $10,000 grant towards a new playground for St Joseph's Catholic Primary School, Clermont was warmly received by the community in 2014. The new playground, which includes monkey bars, a climbing web, rocking bridge, tunnel and balancing equipment, had been a major goal of the Parents and Friends Committee since the last playground was disassembled in 2008.

The Dysart community have also received a revamp of their Lions Park area with four new curved shade structures, picnic settings and perimeter fencing bringing a fresh look to the much-loved community space. Dysart's Centenary Park received a new playground and the local skate park received a new hard cover shade structure to provide users with much-needed protection from the elements. Similar structures were also installed at Moranbah and Middlemount skate parks early in the new financial year.

Moranbah received three new parks in Bushlark Estate, funded by Economic Development Queensland, and new playgrounds to Moranbah Town Square and Sunshine Park (funded by BHP Billiton Mitsubishi Alliance), with Middlemount's Blue Mountain Park also receiving a new playground.

CLERMONT ENTRANCE PRECINCT

The Clermont Entrance Precinct Roundabout has been greatly enhanced with the planting of large shrubs and bottle trees, feature boulders and landscaped gardens to create a beautiful and welcoming entrance to the town and increase tourism to the area.

SKATE PARK GRAFFITI ART WORKSHOPS

Council jumped on board National Youth Week with a number of fun projects including the chance for youth to help spray paint their local skate park an activity designed to celebrate and inspire young minds. Youth in Middlemount, Clermont, and Moranbah were given the opportunity to work with award winning Australia artist Mark Paddick to create their own designs. Participation was excellent, as were the results, and local youth were given both a unique experience and an added sense of ownership over their own space.

CYCLONE MARCIA RESPONSE AND RECOVERY

In February 2015, the Isaac Local Disaster Management Group (LDMG) was activated in the wake of Tropical Cyclone Marcia, which swept across the Capricorn coast threatening the safety of our coastal communities. Fortunately no lives were lost within Isaac, however the communities of St Lawrence and Clairview remained without power seven days after the event. Council has the highest praise for the efforts of the LDMG including staff, Police, State Emergency Services (SES), volunteers and residents who worked promptly and in unity to secure the safety of our people during this Category 5 cyclone.

NEW SES VEHICLE

To help ensure our local SES is well resourced, Council provided the team with a new command vehicle for the region last August. As a large region prone to severe weather events including bushfire and storm season, the vehicle will help the SES assist residents in need, especially those in isolated areas across the region.

GIVIT PARTNERSHIP

The Isaac LDMG recognised the value of supporting vulnerable people by officially signing a Memorandum of Understanding (MOU) with the Australian charity GIVIT last year. GIVIT is a charitable online service, matching those in need with those willing to give across the country. It is a powerful way to direct people's good will to donate items and money to those in their greatest time of need, especially after disaster events. GIVIT currently supports more than 950 of Australia's most trusted charities by sourcing quality urgently needed items direct from the public.

OUR ECONOMY

To create diversity and opportunity for sustainable local prosperity and long term economic stability.

Our Key Objectives

- Encouraging balance to support sustainable economic futures
- Encouraging people to work, rest and play in the region
- Planning and advocating to improve key partnerships with governments, industry and business
- Planning sustainable and affordable housing to support population retention and growth

Our Progress

Despite the effects of the challenging economic climate and slowing of the resources sector, Council has remained focused on developing strong communities with genuine long-term economic and social opportunities. We have continued to develop the region's economic diversity through showcasing our agricultural sector at Ag.Trade.Life, hosting the 2015 Mackay Region Tourism Conference and Awards and participating in the 2015 RegionsQ event.

New developments have included the drafting of Council's Socio-Economic Framework *'Isaac Region...from Black Coal to Green Gold'* which will guide regional socio-economic development from 2015-2035, and the launch of the Bowen Basin Business Development Initiative (BBBDI). The BBBDI facilitates business development across the region through strategic collaboration and resource sharing to improve business opportunities.

Our Highlights

MACKAY TOURISM AWARDS

Clermont put on a memorable event hosting the 2015 Mackay Region Tourism Conference and Awards this year. Tourism and hospitality professionals from across Australia came together to share their knowledge with local tourism businesses on current issues facing the industry. From updates from national tourism organisations to stories of small business survival by operators in regional areas, this event was a real learning experience and networking opportunity for businesses. One of Australia's most loved and respected performers, Tania Kernaghan, performed at the Awards and acted as Master of Ceremonies, which an exciting addition to the night.

REGIONSQ

In February 2015, Council attended the two-day RegionsQ event to highlight what makes regional Queensland a great place to live, work, learn and invest—a key priority for Isaac being the concept of diversity, and that our region offers 'more than just mining'. An added benefit of this year's RegionsQ was the showcase video created by the Queensland Government to strengthen the 'live, work, learn and invest' message. Council shared this video across our Facebook page with huge success, reaching more than 4,500 people.

FARM TO PLATE MOVEMENT

This past year has seen a focused effort to develop the Farm to Plate movement in the Mackay Isaac Whitsunday region. Stimulating the region's food culture and developing a thriving food tourism industry is a key long-term goal. The project aim is to build our region's reputation for delivering high quality food products, which will develop resilience within the regional economy.

OUR ECONOMY

ISAAC RENTAL AFFORDABILITY SCHEME (IRAS)

In 2014, to assist a greater number of low to medium income earners with affordable housing, Council reviewed IRAS eligibility criteria and increased the income earning bracket by 20 per cent. This allowed singles, couples, sole parents or families living in Moranbah, Dysart or Clermont, a greater window of eligibility to rent a property under the IRAS. Affordable accommodation remains a priority for our communities, particularly considering workers employed in local businesses and organisations, and those affected by recent workforce reductions. This scheme is essential for our communities as it can be the difference between families being able to stay in our region, or needing to relocate.

SMALL BUSINESS WEEK

As part of Queensland Small Business week, held September 2014, Isaac region businesses took full advantage of a full program of free workshops, tailored to assist them in becoming more productive, sustainable and resilient. Workshops on selling in tough times, social media tools and managing risk were just some of the topics our small businesses are now better equipped for. The workshops were delivered through Council partnering with the Department of State Development, Infrastructure and Planning and the Local Buying Community Foundation.

SOCIO-ECONOMIC FRAMEWORK DEVELOPED

Council, in consultation with key regional stakeholders recently developed *'Isaac Region…from Black Coal to Green Gold: Socio-economic development framework 2015 – 2035'* to guide regional socio-economic development efforts. The framework delivers a suite of interconnected documents rather than a traditional 'plan', enabling government, community and industry to respond to issues and opportunities in the region in a more timely and effective manner. Once adopted, the framework will deliver a number of external and internal outputs which interact with and inform each other, including research papers, strategies, modelling tools, programs and profiles.

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AG.TRADE.LIFE

Council was once again a sponsor the Ag.Trade.Life exhibition in support of the local agriculture industry, which makes up the largest number of registered businesses in the Isaac region. Having grown a $303 million industry we are proud of the quality of our produce and diverse opportunities—from fishing and aquaculture, to broadacre cropping, sugarcane farming, beef exports and the cattle industry. As a region we are committed to helping the Queensland Government reach its 2040 goal of doubling the value of agricultural production, and increasing our exports, which we are successfully doing, will be an important contribution towards this.

RESOURCESQ

Last year Mayor Anne Baker publically urged Isaac residents to have their say on the proposed 30-year ResourcesQ vision to drive economic growth and create jobs in the resources sector. As the largest coal mining region in Queensland, home to 26 of 56 coal mines, our residents are at the coalface of the resource sector and their input is vital in helping create jobs of the future for the children of today.

BOWEN BASIN BUSINESS DEVELOPMENT STRATEGY

The Bowen Basin Business Development Initiative was launched in 2015 to provide a strategic and structured approach to regional business development through the sharing of resources and capabilities. This initiative is being delivered through the Bowen Basin Business Development Strategy which will provide a framework for organisations and key stakeholders to assist in the planning and delivery of business development activities. Through a collaborative approach to the delivery of business development activities across the Bowen Basin, businesses will benefit from increased targeted opportunities to improve their business skills.

OUR ESSENTIAL SERVICES

To manage and deliver key services to enhance quality of life and deliver diversity and harmony in our region.

Our Key Objectives

- Providing, maintaining, restoring and replacing infrastructure to deliver quality core services
- Improving road networks and investigating public transport initiatives

Our Progress

Roads around the Isaac region have greatly improved during the past financial year as Council has worked hard to restore areas affected by severe weather events from 2010 - 2014. Our Flood Restoration Program, funded by Natural Disaster Relief Recovery Arrangements was not only the largest in our region's history but also earned recognition at the Mackay Engineering Excellence Award in 2014.

Phase One works of Council's major project at the Dysart Water Treatment Plant were finalised in January 2015, delivering the first round of significant improvements to Dysart's long-term water supply.

Our communications infrastructure made vital progress with the replacement and relocation of Council's Information Technology Centre to better serve the region's technology needs, now and into the future. Our coastal residents also received a major win with the installation of new transmitters, allowing locals to connect with ABC Radio Mackay; a particularly significant improvement during natural disaster events.

Our Highlights

NDRRA FLOOD RESTORATION PROGRAM

Council's Natural Disaster Relief Recovery Arrangements (NDRRA) Flood Restoration Program has involved approximately 4,700 discreet projects comprising restoration of 180 roads and 26 floodways, at a total value of approximately $70 million. The program was implemented as a result of several severe weather events from 2010 – 2014, which caused widespread damage to the region's roads and drainage infrastructure. The program also won the Project Management Award at the Mackay Engineers Australia Engineering Excellence Awards in 2014. The program is the largest flood restoration program in the region's history and is funded under the NDRRA.

ABC RADIO MACKAY REACHES THE ISAAC COAST

In 2015, Council installed new transmitters at Carmila, Clairview and St Lawrence, making it possible for our coastal communities to tune into local news from Queensland's official emergency broadcaster ABC Local Radio, with ABC Tropical North (Mackay). Following the impacts of Cyclone Marcia along the Isaac coast in February, Council recognised this service as an important step to improving the resilience of our coastal communities who will now have the ability to receive local information including weather warnings, emergency and road condition updates.

OUR ESSENTIAL SERVICES

INFRASTRUCTURE UPGRADES

DYSART WATER TREATMENT PLANT UPGRADE - PHASE ONE

Council has come a long way in improving Dysart's water supply, which suffers from seasonal elevated levels of manganese and blue-green algae in the raw water supply. In early 2014, Council in collaboration with BHP Billiton Mitsubishi Alliance (BMA) commenced Phase One upgrades at Dysart's Water Treatment Plant to improve Dysart's water supply and water network. Works involved a comprehensive, five stage improvement plan to remove iron, manganese, poor taste and odour; completed in January 2015. BMA provided $2 million in funding to assist with Phase One works, with the Queensland Government contributing a further $5.5 million towards Phase Two, scheduled to commence late 2015.

DOUGLAS CREEK CROSSING

In a major win for motorists, the Douglas Creek Floodway Upgrade delivered significant improvements that simultaneously addressed both visibility and flood-immunity problems at the crossing. Works included widening and raising the Douglas Creek Crossing, which also provides improved traffic safety, connectivity and convenience for road users. This crossing is located on the only access road to Theresa Creek Dam, delivering an added benefit for the region's tourism sector. The Queensland Government provided $262,598 for the upgrade under the Royalties for the Regions Program.

LAGLAN ROAD SEAL EXTENSION

A noteworthy project for motorists in the western region was the Laglan Road Seal Extension. The project included: bulk earthworks, drainage (piped and open drain), gravel pavement, bitumen sealing, intersection upgrade to Bull's Head Road, three reinforced concrete floodways and rest stop construction. This project has significantly improved safety on a road that is a major feeder road for the cattle industry, and was funded by the Roads to Recovery funding scheme with a total budget of $939,310.

MIDDLEMOUNT AND DYSART STREET SWEEPERS

In conjunction with industry partners Anglo American Coal and BHP Billiton Mitsubishi Alliance, Council purchased two impressive new additions to Council's plant fleet last year. The new compact sweepers have been keeping Middlemount and Dysart streets clean since last September and have proven to be invaluable in improving the appearance of our towns, protecting the environment and keeping our public spaces beautiful.

IT INFRASTRUCTURE UPGRADES

In early 2014 Council decided to replace its old IT data centre which was suffering frequent outages as a consequence of overloaded and ageing infrastructure. At the same time, it was decided to relocate the primary IT site from Clermont to Moranbah, home to 60 per cent of Council's IT users. The new data centre was constructed in Brisbane and transported to Moranbah where it was installed in August 2014. Council now has a modern data centre with enough capacity to cater for future growth and its installation has resulted in a far more stable IT environment for both internal and external customers.

CEO'S ASSESSMENT

OUR GOVERNANCE, FINANCE AND LEADERSHIP

To deliver excellent customer service through effective communication, strong and responsive leadership, good governance and quality services.

Our Key Objectives

- Delivering transparent and responsible management
- Working closely with our regional neighbours to improve efficiency and effectiveness with matters of common interest
- Developing transparent and integrated frameworks to deliver quality customer service
- Continuing to develop our advocacy skills for, and on behalf of, Isaac communities

Our Progress

During the 2014/15 financial year Council continued to advocate at both state and national level on the key issues impacting the Isaac region. We successfully put forward motions at the National General Assembly and the Local Government Association Conference Queensland seeking positive change on topics such as non-resident workforce practices and restoring local planning powers.

Council also conducted the region's first ever customer satisfaction survey, gaining valuable information on what we are doing well and the areas with room for improvement. The findings from this survey have also helped shape our new 5 Year Corporate Plan, which was publically distributed for the first round of community and stakeholder feedback in May 2015. Further consultation is being undertaken in the 2015/16 financial year, ensuring we have achieved a balanced and inclusive method in our long-term planning.

Our community engagement has been enhanced through new initiatives such as the launch of Council's Facebook page and our 'Paws from the Pound' animal rehoming program. These platforms have provided us with additional methods of interacting with and informing our residents, proving to be a valuable complement to our existing customer service channels.

Council was also able to continue providing vital community services to our coastal residents through the Coastal Community Development Neighbourhood Centre at Carmila and St Lawrence. This service is jointly funded by the Department of Communities, Child Safety and Disability Services and Isaac Regional Council.

Funded by

Queensland
Government

Our Highlights

LONG-TERM STRATEGIC PLANNING

During the 2014/15 financial year Council focused on the long-term future of our region as we refreshed our key strategic documents – our 20 Year Community Strategic Plan 'Isaac 2035' and our 5 Year Corporate Plan. Looking to the more immediate future, Council also developed its Annual Operational Plan 2015-16 to ensure we remain on track in achieving the goals set out in our long-term documents.

COMMUNITY ENGAGEMENT

CUSTOMER SATISFACTION SURVEY

In June 2015, IRIS Research was commissioned by Council to conduct a comprehensive telephone-based survey to monitor community satisfaction with the delivery of Council services. Overall, the study aimed to measure Council's performance and provide up-to-date insights into perceptions of service delivery, as well as uncovering community issues of importance among the area's residents.

A total of 405 interviews were conducted with residents from the Isaac Local Government Area. Just over eight in ten Isaac residents (81.7%) indicated that they were neutral or satisfied with Council's overall performance.

COMMUNITY ROUNDTABLES

One of Council's key community engagement tools are our Community Roundtables, held monthly in towns around the region. Eight roundtables were held during the past financial year, providing an invaluable opportunity to meet with our community groups, share plans, discuss the future and keep each other informed on topics important to the community and the region.

OUR GOVERNANCE, FINANCE AND LEADERSHIP

ADVOCACY

As Queensland's largest mining region, Council continually advocates at state and national level for solutions to issues impacting Isaac communities. This past financial year we have successfully championed a number of motions and continued to be vocal in seeking positive change for the long-term benefit of the region.

LOCAL GOVERNMENT ASSOCIATION CONFERENCE QUEENSLAND (LGAQ)

Delegates at the 2014 LGAQ Conference, held in October 2014, unanimously endorsed a joint motion put forward by Isaac and Central Highlands Regional Councils seeking implementation of the recommendations in the *'Cancer of the bush or salvation for our cities: fly in, fly out and drive in, drive out workforce practices in regional Australia'* report.

NATIONAL GENERAL ASSEMBLY (NGA)

Council put forward four key motions at the 2015 NGA in Canberra, June 14-17, all of which were successfully adopted. The four motions highlighted the urgent need to reform taxation, reduce duplication in planning and regulation, acknowledge cost-shifts due to non-resident workforces and implement a method to accurately measure non-residential workforces. Council will continue to strongly advocate on behalf of regional communities so governments and other key stakeholders can have the opportunity to understand, consider and support cases advanced by Council.

ROYALTIES FOR THE REGIONS FUNDING

As the biggest contributor to the Royalties for the Regions program (R4R), Council called for equitable access for local governments to the funding in September 2014. Mayor Baker called on the state government to remove the ability for state agencies to 'double-dip' through the Royalty for the Regions program and return to the original intent of R4R, which was to return a proportion of state royalties to Council's to help manage the impacts of resource development.

FLYING FOX DISPERSALS - CUSTOMER SERVICE EXCELLENCE

Council is becoming a leader in successful urban flying fox dispersals after achieving the safe, legal and prompt relocation of 80,000 little red flying foxes in two regional towns, at the same time. Our success in preparing residents, building awareness and changing behaviour towards this very controversial issue is true testament to the power of effective communication. Council was nationally recognised with a Government Communications Australia Award for our efforts in working with the community to achieve the best outcome for Council, the community and the environment.

ISAAC GOES SOCIAL

Council took its first steps into the world of social media in September 2014. Council recognised social media as an important, and growing opportunity to engage and be more responsive with residents, local business and other key stakeholders. Already a popular communication platform among Isaac communities, Council's new Facebook page demonstrates commitment to engaging with residents in a way that meets their needs. Our page provides the latest Council news and updates including events, activities, and initiatives. It is also an essential platform for information during disasters with information posted in real time. By June 30, 2015 Council had reached more than 1,500 'Facebook fans'.

PAWS FROM THE POUND

Working hand-in-hand with our new social media platform, Council introduced 'Paws from the Pound' in the hope of reducing the rate of impounded and euthanised dogs in the region. Lost animals are a very stressful situation for both owner and pet; now owners of lost pets or people seeking a new pet can view impounded dogs and dogs available to be rehomed online and via Facebook. In the 2013/14 financial year 120 dogs were impounded and just 13 dogs rehomed. Since Paws from the Pound began in December 2014, numbers have already significantly improved with 16 animals rehomed in just seven months.

FINANCIAL STATEMENTS

This section contains a copy of the following financial documents:

- Management Certificate
- Independent Auditor's Report
- Financial Sustainability Statement
- Certificate of Accuracy

Our Independent Auditor's Report can be found in full on the CD included at the back of this Annual Report.

ISAAC 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 sections 176 and 177 of the *Local Government Regulation 2012* (the Regulation) and other prescribed requirements.

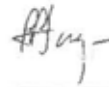In accordance with section 212(5) of the Regulation we certify that

(i) the prescribed requirements of the *Local Government Act 2009* and *Local Government Regulation 2012* for the establishment and keeping of accounts have been complied with in all material respects; and

(ii) the general purpose financial statements, as set out on pages 1 to 49, present a true and fair view, in accordance with Australian Accounting Standards, of the Council's transactions for the financial year and financial position at the end of the year.

_____
Mayor

Name: Cr Anne Baker

Date: 19/10/2015

_____
Chief Executive Officer

Name: Mr Rod Ferguson

Date: 19/10/2015

INDEPENDENT AUDITOR'S REPORT

To the Mayor of Isaac Regional Council

Report on the Financial Report

I have audited the accompanying financial report of Isaac 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 the 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 Isaac 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.

C J WEH FCPA
(as Delegate of the Auditor-General of Queensland)

QUEENSLAND
2 8 OCT 2015
AUDIT OFFICE

Queensland Audit Office
Brisbane

INDEPENDENT AUDITOR'S REPORT

To the Mayor of Isaac 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 Isaac 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 Isaac 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.

QUEENSLAND
2 8 OCT 2015
AUDIT OFFICE

C J WEH FCPA
(as Delegate of the Auditor-General of Queensland)

Queensland Audit Office
Brisbane

ISAAC REGIONAL COUNCIL

Long-Term Financial Sustainability Statement
Prepared as at 30 June 2015

Measures of Financial Sustainability

  (i) Operating surplus ratio

      Operating surplus (Net result excluding all capital items) divided by total operating revenue (excludes capital revenue).

  (ii) Asset sustainability ratio

      Capital expenditure on the replacement of assets (renewals) divided by depreciation expense.

  (iii) Net financial liabilities ratio

      Total liabilities less current assets divided by total operating revenue.

Council's performance at 30 June 2015 against key financial ratios

		Operating surplus ratio	Asset sustainability ratio	Net financial liabilities ratio
Target		between 0% and 10%	greater than 90%	not greater than 60%
Actuals at 30 June 2015		-13.70%	136.10%	-75.55%
Projected for the years ended	30 June 2016	1.40%	164.80%	-42.70%
	30 June 2017	0.80%	73.90%	-43.10%
	30 June 2018	1.00%	76.10%	-43.30%
	30 June 2019	6.60%	95.00%	-42.50%
	30 June 2020	9.10%	90.60%	-44.00%
	30 June 2021	5.80%	92.20%	-45.20%
	30 June 2022	3.90%	78.20%	-47.70%
	30 June 2023	2.30%	73.80%	-49.20%
	30 June 2024	2.50%	79.00%	-49.70%

Financial Management Strategy

Council measures revenue and expenditure trends over time as a guide to future requirements and to make decisions about the efficient allocation of resources to ensure the most effective provision of services. Council ensures that its financial management strategy is prudent and that its long-term financial forecast shows a sound financial position whilst also being able to meet the community's current and future needs.

Certificate of Accuracy
For the long-term financial sustainability statement prepared as at 30 June 2015

This long-term financial sustainability statement has been prepared pursuant to Section 178 of the *Local Government Regulation 2012* (the regulation).
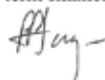
In accordance with Section 212(5) of the Regulation we certify that this long-term financial sustainability statement has been accurately calculated.
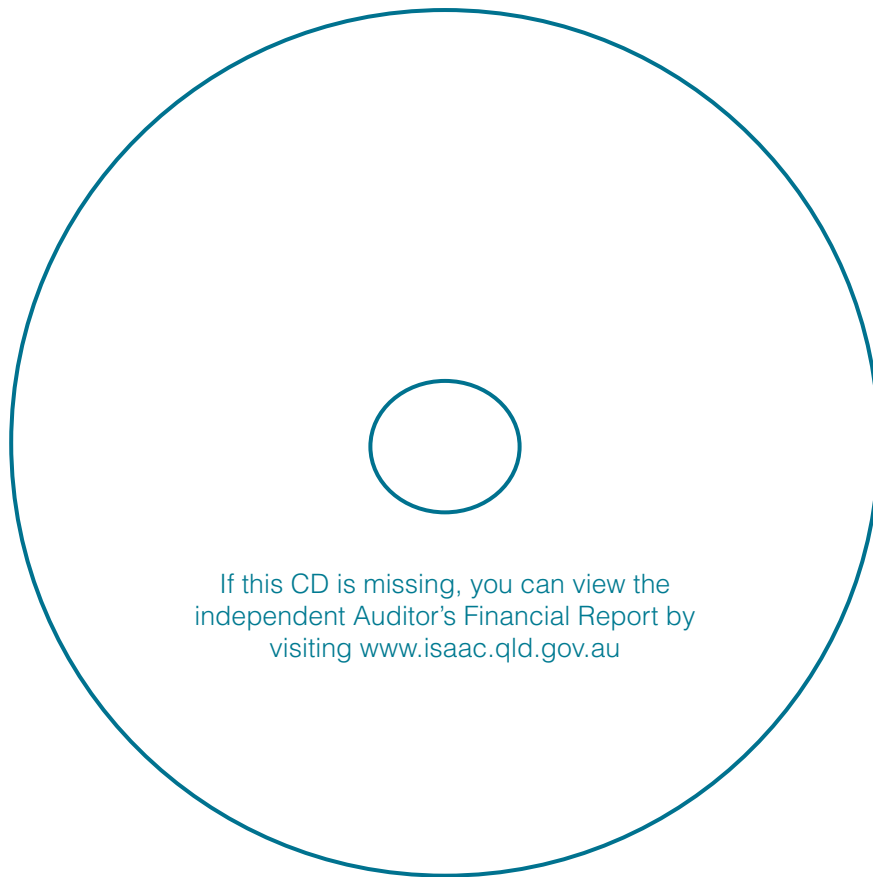
_____   _____

Mayor   **Chief Executive Officer**

Name: Cr Anne Baker   Name: Mr Rod Ferguson

Date: 19/10/2015   Date: 19/10/2015

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