



Annual Report 2013-2014

Creating a sustainable future for our communities

www.isaac.qld.gov.au



Isaac... the region of first choice

Annual Report 2013-2014

Copies of the Annual Report

Electronic copies of Council's Annual Report are available, free of charge, on Council's website www.isaac.qld.gov.au
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Adopted by Council on November 25, 2014
Resolution #3874
Amendment adopted by Council on
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Resolution # 3986



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1300 47 22 27
to find out more

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Isaac at a Glance



Location

- Central Queensland (1,000 km north-west of Brisbane and 900 km south of Cairns) with communities reaching from the coast to the coalfields
- Encompassing an area of approximately 58,000 km² ⁽¹⁾

Population

- 24,275⁽¹⁾ permanent residents, plus 11,085⁽¹⁾ resource sector workers who regularly fly in, fly out/drive in, drive out of the region and stay in temporary accommodation
- Full-time equivalent population is an estimated 35,845⁽²⁾

Communities

- Isaac region is home to 17 unique communities:
 - Modern mining towns of Moranbah, Middlemount, Dysart and Glenden
 - Historical communities of Nebo, Clermont and St Lawrence
 - Smaller picturesque coastal villages and rural localities of Carmila, Clairview, Coppabella, Flaggy Rock, Greenhill, Illbilbie, Clarke Creek, Kilcummin, Mistake Creek and Valkyrie
- Moranbah is the main service centre for the region with a population of approximately 9,120⁽²⁾



Economy

- Mining is the largest industry employer with 25 operating coal mines producing 42%⁽³⁾ of Queensland's saleable coal and generating \$1.1 billion⁽⁴⁾ in royalty payments each year
- Agriculture is another key industry contributing \$151.422 million to the total output of \$17,599.757 million⁽¹⁾
- Isaac is a significant contributor to Queensland's Gross Regional Product (GRP), contributing \$8.6 billion GRP based on a population of only 24,275⁽¹⁾

⁽¹⁾ REMPLAN Economy and Community 2014

⁽²⁾ Bowen Basin Population Report 2014

⁽³⁾ DNRM October 2014

⁽⁴⁾ Queensland Economy Isaac 2012-13

Our Organisation



Our 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

Our Awards



Safety in Numbers

Best Marketing/Public Relations Campaign - Shire/Rural Council 2014
IRC Brand, Media and Communications Team

Isaac Regional Council proudly received this Government Communication Award for our renumbering initiative in the town of Nebo.

Rapid growth in Nebo, west of Mackay, had led to multiple house lots being assigned the same street address, making it difficult for emergency services to find a property. A successful communication and engagement plan was rolled out in order to guide re-numbering of the town.

Isaac Regional Council arranged a round-table meeting to gather support, followed up by further stakeholder engagement with emergency services, schools, Australia Post and the community development group.



Queensland's Best Water Plant Operator 2014

Julie Smith

Isaac Regional Council is very proud of our water treatment plant operator, Julie Smith, who took out the award for Queensland's Best Water Plant Operator 2014.

The Australian Water Association (AWA) awarded Julie the top honour amongst a tough field of statewide nominees and finalists in April this year.

Growing up in Moranbah, Julie has worked for Council for 26 years—with the past 23 at the water plant—and is among less than 10 per cent of women working in the industry.

Julie received a perpetual trophy for 12 months, a personal trophy, a trip to join the Water Industry Operators' Association (WIOA) delegation on a tour of water and wastewater facilities in New Zealand, as well as an invitation to the Water Industry Operations Group NZ conference in May 2015.

Our Awards



QantasLink Mackay-Isaac Tourism Young Achiever Award 2014

Emily Clarke

Energetic, motivated and talented are the words used to describe Isaac Regional Council's branding and graphic design officer, Emily Clarke.

Council's outstanding graphic designer was awarded this accolade after a solid 12 months' hard work building the region's tourism profile through high quality, engaging design work and photography.

Branding and design is extremely important to position our region within the larger Queensland tourism industry and Council congratulates our Young Achiever Emily Clarke for her exceptional work and contribution in this area.

Council Snapshot

Our Communities



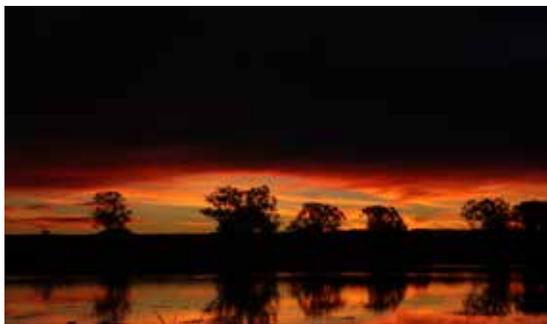
Clermont



Carmila



Dysart



St Lawrence



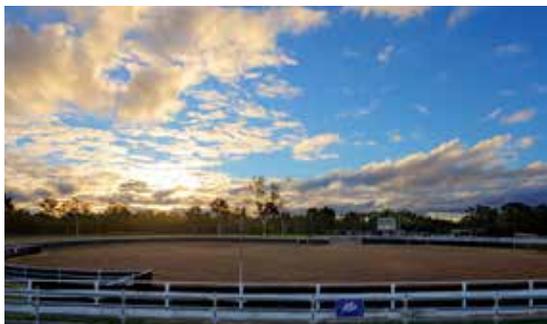
Moranbah



Glenden



Middlemount



Nebo



Greenhill



Clermont Rural



Lake Elphinstone



Isaac Mining

Carmila

Carmila is located at the foot of the Connors Range on the Bruce Highway. Cane growing is the community's main industry and is harvested between May and November.

Clairview

Clairview is a beachside community located on the Bruce Highway 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 the Saraji Mine and is unique in the region for two reasons. Firstly, that it did not form around an existing pub, and secondly, that it was built entirely by a government department and passed to local government to administer.

Dysart

Dysart is a friendly community with modern facilities, including an olympic-sized swimming pool and nine-hole golf course. Established in 1973, the town caters to the coal mines of Saraji and Norwich Park as well as the many surrounding cattle and grain properties.

Flaggy Rock

Flaggy Rock is primarily a sugar cane growing district situated between Rockhampton and Mackay on the Bruce Highway. 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 region 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 Illbilbie

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

Kilcummin

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

Middlemount

Middlemount, only 30 years old, is a purpose-built coal mining town located one and a half hours drive from Emerald and three hours from Rockhampton and Mackay.

Mistake Creek

Mistake Creek is a small and vibrant rural community. The town earned its name thanks to early settler Jerimiah Rolfe, who mistakenly thought his station was located on the Belyando River. He soon learned that it wasn't, rather it was off a tributary and as a result he named this tributary Mistake Creek.

Moranbah

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

Nebo

The town of Nebo was officially known as Fort Cooper; however in 1923 the name was changed by popular demand to Nebo, derived from Nebo Creek. During the establishment decade, Nebo's primary production was dominated by sheep and wool growing. 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 and is situated approximately 155 km south of Mackay and 177 km north of Rockhampton. Major attractions include the St Lawrence Wetlands, freshwater fish habitats and abundant birdlife.

Valkyrie

Valkyrie is located approximately 745 km from Brisbane and is a prominent cattle grazing area. The local school is the hub of the community with regional council meetings, Isolated Children's Parents Association (ICPA) meetings and Remote Area Family Services (RAFS) playgroups held at the school along with social gatherings.



Council and Community Highlights

Advocating for the Community

Isaac Regional Council actively advocates at the state and national level for solutions to issues impacting Isaac communities. An IRC delegation successfully championed five motions including social impact assessment guidelines and empowering local governments with planning control at Local Government Association of Queensland Conference (LGAQ) in October 2013.

Water security, 100% Fly-In, Fly-Out (FIFO) workforce practices and equitable funding for host resource communities have also been championed through submissions to the Queensland Plan, Environmental Impact Statements and the federal enquiry and paper into Geographic Labour Mobility.

Mackay, Isaac and Whitsunday Mayors held talks with Deputy Prime Minister Warren Truss, a range of Federal Ministers and Senior Policy Advisors to drive the importance of the Whitsunday region including FIFO concerns in March 2014.

Community Grants

Isaac Regional Council is committed to assisting community groups and organisations by providing grants, donations and assistance in an equitable and accountable manner. To further deliver on this commitment we have partnered with the Regional Arts Development Fund (RADF) to support local arts and culture and have supported many exciting events throughout the financial year.

Middlemount Skate Park – RADF Project

May 2014

Thanks to this unique initiative, Middlemount Skate Park now has a fresh 'street' vibe after 22 youth took to it with spray paint and stencils. The three day workshop was led by artist Mark Paddick, who was flown to town after Middlemount Youth Support secured funding through the Regional Arts Development Fund (RADF).

From Friday to Sunday, youth learnt how to cut stencils and use spray paint to apply a variety of designs to the many different surfaces of the skate park.

Isaac Regional Council is very proud of the great result, with the project providing a fantastic opportunity for youth to develop skills and contribute positively to a facility they value.

Middlemount Races

August 2013

The Middlemount Race Day, held with the support of Racing Queensland, is always a major event and a community highlight. Many residents claim the opportunity to dress up and be part of the action.

Last year's event was such a success that it was awarded 'Community Event of the Year' at Isaac's 2014 Australia Day Awards.

Council sponsors the Isaac Regional Council Class B Handicap 1000 each year, which was won in 2013 by "Magic Waltz", trained by the John O'Sing Stable and ridden by K Gates.

Nebo Bushman's Carnival

April 2014

Isaac Regional Council was excited to be involved in helping bring this spectacular event to life; particularly as 2013, after a 30 year hiatus, saw the Nebo Bushman's Carnival once again host the Australian Campdraft Association National Finals.

Testament to the spirit of the event, more than 1500 competitors travelled from all over Queensland, NSW and parts of Western Australia to take part in the three day affair.

A total prize pool of \$64,000 was on offer, with the Open and Novice Drafts being worth \$20,000 each.

Adding to the entertainment was a live band, comedian Greg Doolan and 'Big Screen' viewing with each and every run videoed and played for the crowd.

Clermont Show

May 2014

Isaac Regional Council is a proud supporter of the Clermont Show, the Isaac region's show, putting on free buses this year to help residents attend the event.

Each year people travel from Moranbah, Dysart, Middlemount and other parts of the region to unite as a community and enjoy a family day out. Council also thanks the Clermont Rodeo and Show Society for their hard work and dedication leading up to this year's show, which was a huge success once again.

Events included: Trackskill V8 Race Ute Show, horse events, pavilion displays, show rides, fireworks, pig races, working cattle dog shows, trade and machinery displays, giant pumpkin competition, main bar, food stalls, stud, beef and commercial cattle, poultry, dogs, wood chopping and much, much more.

Whitsunday ROC

Isaac Regional Council has made a commitment to 'Think Globally, Act Regionally, Deliver Locally' through our involvement with Whitsunday ROC.

This partnership is made up of the Mayors and CEOs from Mackay, Whitsunday and Isaac Councils who aim to build organisational capacity and sustainability, increase investment in infrastructure and advocate on behalf of the Whitsunday Region to deliver collective benefit.

The Whitsunday Region aims to capture and harness global opportunities and will be delivering this vision through creating and enhancing the organisational capacity of Councils.

The Whitsunday Region is one of the fastest growing and dynamic economies in Australia delivering minerals, diverse agricultural products and tourism to the world, contributing \$22 billion in Gross Regional Product (GRP) to the national economy.



Our Apprentices and Trainees

Council is committed to nurturing the Isaac's emerging workforce and supporting the valuable skills they contribute to our region.

Our current apprentices and trainees are all working extremely hard to complete their studies in the following areas:

- Three horticultural trainees who have spent valuable time in Dysart working on the Beautification Program.
- Four Water Operation trainees who are currently completing their TAFE Block consisting of laboratory work in Brisbane to be completed by December 2014.
- An apprentice mechanic and three plumbing apprentices working for Isaac Regional Council who are all on track and attending TAFE blocks this year.
- Four school-based students currently completing their Certificates.



Civil Construction Training Program

This program provides a pathway for trainees and apprentices in the civil construction sector to gain nationally recognised qualifications from entry-level to higher-level qualifications in line with industry standards.

Kelly Hattingh's (pictured right) outstanding commitment to completing her Civil Construction apprenticeship with Isaac has lead her to working towards a dual qualification in Civil Construction. Kelly is supported by Council's mentoring and coaching supervisors program.



2014 Grade 12 trainees Aaron Blakoe and Sarah Horsfall get hands on experience with Moranbah Library Supervisor Amanda OSullivan

Council has a dedicated Senior Learning and Development Officer who mentors, coaches and tailors your training and learning to your chosen career pathway.



“People who work for Council really care about and want to help shape the community they live in”

Mayor Anne Baker
Isaac Regional Council



Third year apprentice plumber Jarrod Thompson carries out works at Moranbah's Water Sewerage Treatment Plant



Chloe Moore, libraries trainee



In Dysart - Isaac Regional Council trainees Mitch Dale and Kerrin Gould learn on the job with Penfold Projects Site Supervisor Bryan Ford (front seated)



Anne Baker
Mayor

Mayor's Message

Isaac Regional Council continues to be committed to working towards a sustainable and resilient future in Isaac. Through building relationships with Mackay and Whitsunday Regional Councils and the state government, we are increasing our capacity to attract investment in infrastructure and deliver better outcomes for the region.

As a local government serving 17 distinct communities across 58,862km², we continually face unique challenges, some outside of our control—the impact of changing resource prices in particular. As the largest mining region in the state, these economic conditions present challenges that impact our communities, businesses and industry. Our communities continue to be stoic, vibrant and resilient and Council is committed to promoting long term growth and prosperity in our region.

Council's vision firmly commits to sustainability. We acknowledge the need to streamline how we manage our business, assets and projects along with day to day operations. We are genuinely committed to delivering good customer service to our communities. It is clear we need to do more with less, which is why tough choices and smarter management are key focus areas.

Moving into the next budget cycle will see a planned budget bid process and a project management framework. This will enable Council to effectively and efficiently monitor, track and report progress on our capital projects and operational business practices.

As leaders of our communities, Council will continue to work towards delivering a secure and sustainable future for our children; it is important that as community leaders we highlight and facilitate opportunity and choice for all.

The next 12 months is set to be exciting and challenging as we develop a new 5 Year Corporate Plan for the period to 2019. We are working towards making our communities places where people can both work and enjoy the relaxed atmosphere of regional living. As a Council we will continue to work hard to represent the community to ensure Isaac remains a great place to live not only for us today, but more importantly, into the future.

Council is committed to investing in strengthening our essential infrastructure, revitalising our community facilities, committing to our public spaces and sportsgrounds, and ensuring our parks are vibrant, utilised, green and clean.

I would like to sincerely acknowledge and thank my fellow Councillors for their steadfast commitment on working together to deliver a sustainable future for the communities they represent.

I would like to acknowledge the commitment and ongoing hard work of all staff in the delivery of infrastructure and customer service to our region.



CEO's Message

Last year I reported in this medium about the change required at Isaac Regional Council. This year I am pleased to say I can report on the change delivered. However, I do not want the reader to conclude that this organisation's continual management of change process has concluded, far from it.

Much has been delivered, but there is much more to come and the building blocks for the remainder are definitely now in place.

We coped with two cyclones; our emergency management response was seamless and well managed.

We reconciled our strategic water and sewer management requirements and are rapidly changing our operations in parallel.

We introduced a program management project tracking system and reporting function, allowing closer scrutiny of our capital expenditure and delivery targets.

We designed, developed and implemented a new procurement philosophy – Isaac First.

We increased our Queensland Audit Office compliance from the 75th percentile to almost full compliance in one financial year.

We designed and developed an Outcomes Framework which greatly assists in aligning community expectations to actual delivery on the ground.

We developed a budget bid and project scoping process that allows community input and ensures project scopes are checked by divisional Councillors—this allows Council to confirm that the outcomes being delivered meet expectations.

We introduced a more customer-centric culture including a 24/7 customer service management system.

We dramatically improved our audit and risk functionality with an emphasis on continual improvement.

We developed and maintained a collaborative relationship with the Department of State Development, Infrastructure and Planning, the Department of Transport and Main Roads and the Department of Local Government, Community Recovery and Resilience, greatly helping us deliver outcomes for the region.

By changing our financial management and reporting process, we have dramatically improved our understanding of our operational and strategic financial direction.

We have built in-house capacity in relation to legal, branding, marketing and media operations which is greatly assisting Council in delivering its objectives.

The difficulty Council was having in recruitment and attraction has been overcome and Council is now operating near approved full-time equivalent levels.



Terry Dodds
CEO

We have introduced a 'management by objectives' reporting system that tracks operational, capital, strategic and emerging issues and the improvement in organisational climate on a monthly basis. This system is unique and will be further developed with the view of marketing external to the organisation.

We reinvigorated and developed a more comprehensive environmental compliance testing regime.

Concurrently, we have encouraged an internal change of culture to meet our organisational obligations under the Public Interest Disclosure Act.

The speed with which Council has implemented these changes has been rapid and some may hold the assumption that we are "going too fast". However, the effects of not implementing change quickly now will be felt more heavily long-term.

Simply, the structure and culture that cumulatively measures our organisational climate needs improvement at the current pace. To slow down the speed of change is not an option for this organisation, and would do a disservice to the community that we work so hard to support.

Our Council

Isaac Regional Council comprises nine elected members including the Mayor.

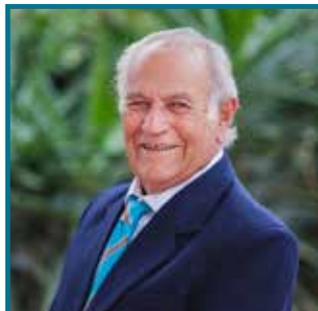
Elected Members provide the overall strategic direction for Council. This is in accordance with provisions of the various pieces of legislation affecting local government and the desires of the community. Although elected to represent a division, Councillors, under the Local Government Act 2009, '...must represent the current and future interests of the residents of the local government area.'



Cr Anne Baker
MAYOR



Cr Dale Appleton
Deputy Mayor: Division 1
Glenden and
Clermont Rural



Cr Nick Wheeler
Division 2
Dysart



Cr Gina Lacey
Division 3
Moranbah



Cr Peter Freeleagus
Division 4
Moranbah



Cr Kelly Veava
Division 5
Moranbah



Cr Barbara Stranks
Division 6
Clermont



Cr Jane Pickels
Division 7
Middlemount



Cr Geoff Bethel
Division 8
Nebo and
Coastal Communities

Elected Representatives



Mayor

anne.baker@isaac.qld.gov.au

Mayor Anne Baker

Mayor Anne Baker has lived in the Bowen Basin area with her family for 28 years with the last 16 years spent in the community of Moranbah in the Isaac region. Anne and her husband Frank, have two adult children and one grandchild.

Anne is an active, committed community member and a practical thinker who likes to help make things happen. Her sporting interests include rugby league, golf and her lifelong passion, netball. A champion netballer as a young adult, Anne held a netball scholarship at the Australian Institute of Sport.

Anne 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.

Anne'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.

Deputy Mayor, Councillor Dale Appleton

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.



Deputy Mayor Division 1

dale.appleton@isaac.qld.gov.au



Division 2

nick.wheeler@isaac.qld.gov.au

Councillor Nick Wheeler

Councillor Nick 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 Moranbah.

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.



Division 3

gina.lacey@isaac.qld.gov.au

Councillor Gina Lacey

Councillor Gina 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 seven 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 spectator 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.

Councillor Peter Freeleagus

Councillor Freeleagus was elected to the 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 a board member of the Moranbah Community Workers' Club and a member of the Regional Development Australia's (RDA) Mackay-Isaac-Whitsunday (RDAMIW) committee which supports the regional council areas of Mackay, Isaac and Whitsundays – a community-based organisation jointly funded by the Australian and Queensland governments.



Division 4

peter.freeleagus@isaac.qld.gov.au



Division 5

kelly.veavea@isaac.qld.gov.au

Councillor Kelly Veavea

Councillor Kelly Veavea grew up in Collinsville and moved to Moranbah with her young family six years ago.

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

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



Division 6

barbara.stranks@isaac.qld.gov.au

Councillor Barbara Stranks

Councillor Barbara 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 Treasurer 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 and 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 Jane Pickels

Cr Jane Pickels was elected to represent Division 7 in 2012. She has 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.

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



Division 7

jane.pickels@isaac.qld.gov.au



Division 8

geoff.bethel@isaac.qld.gov.au

Councillor Geoff Bethel

Cr Geoff 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.

Cr Bethel has a keen interest in land care and related initiatives. He is married to Ruth and they have four children.

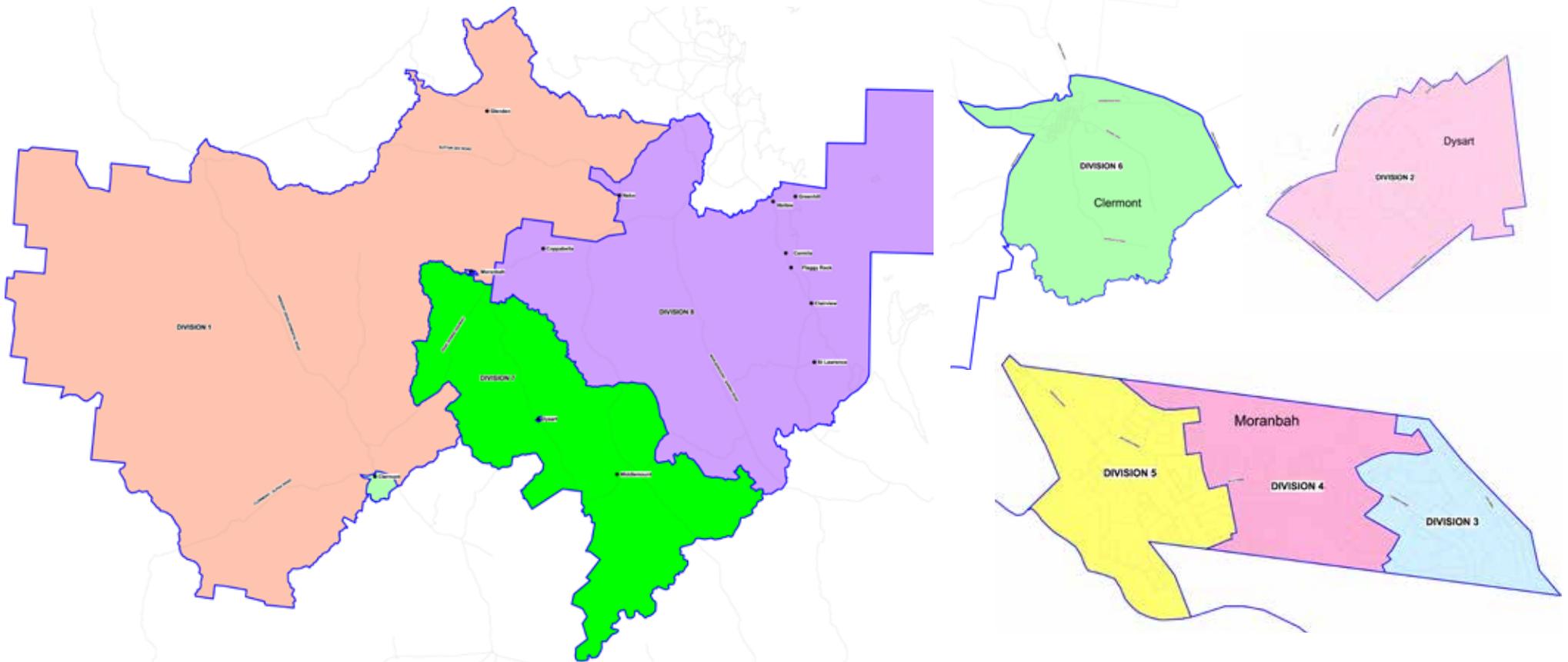
It is a legislative requirement that all elected members must provide Statements of Interest. These statements and contact details for all current Councillors can be found on our website at www.isaac.qld.gov.au.

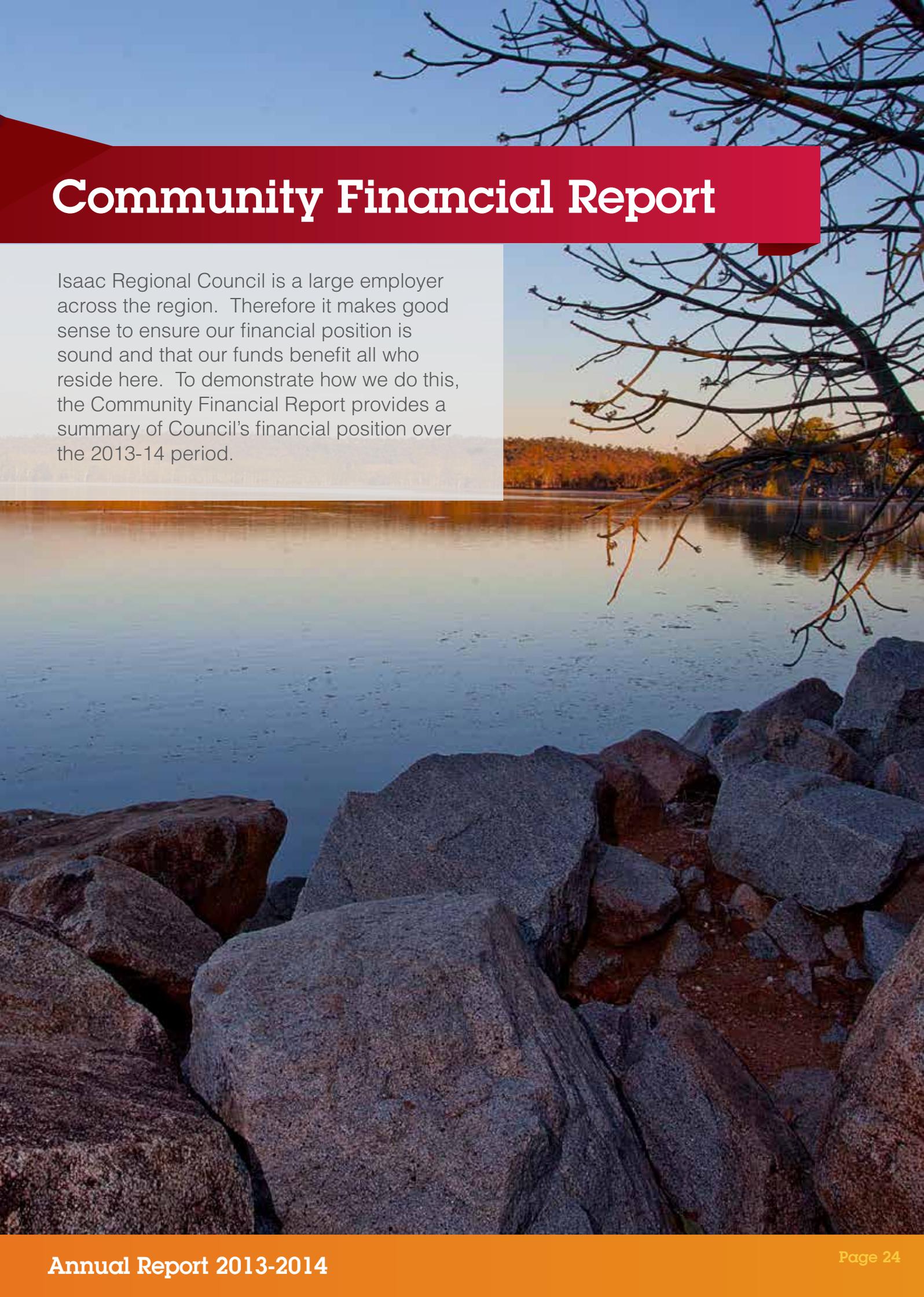


Isaac Divisional Boundaries

- Isaac Regional Local Government Area (LGA) is 58,870 km² or 3.4 per cent of the total area of Queensland.
- Located 193 km west of Mackay and 803 km north of Brisbane, the Isaac region reaches from 'Coal to Coast' encompassing 17 unique communities.

Isaac Regional Council Division Map





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 2013-14 period.

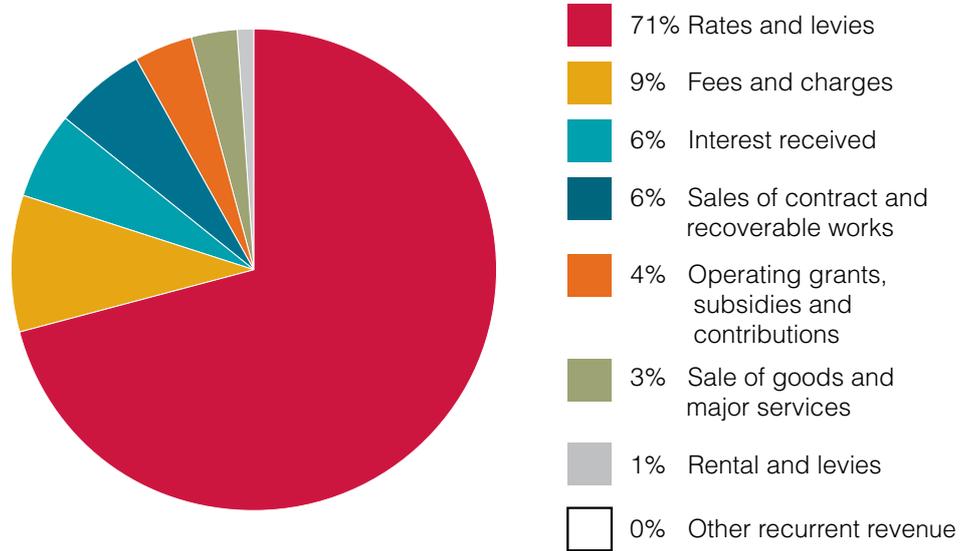
Our Comprehensive Income

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

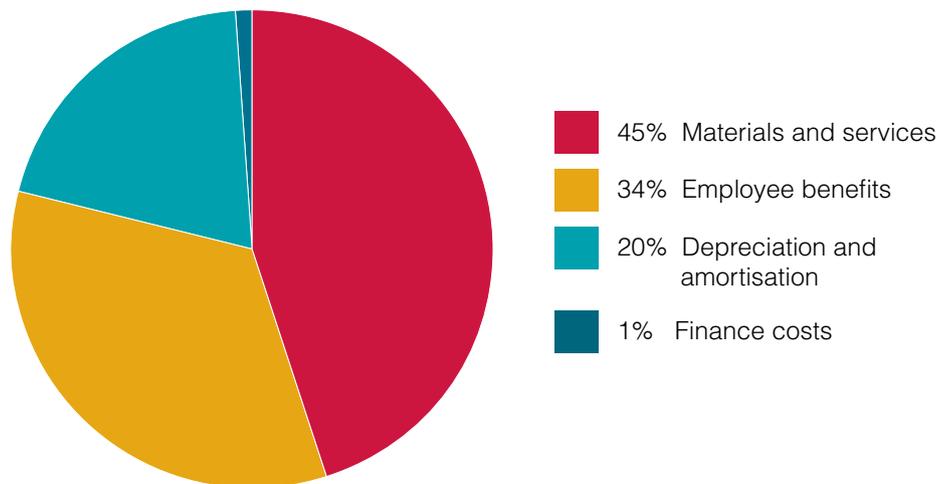
The total income for the year was a positive result of \$145,731,018, reflecting strong community wealth. This includes operating revenue (including rates and charges) of \$93,902,775 and capital revenue (including grants and contributions) of \$51,828,243.



Expenses

Where Our Money is Spent

Our level of expenditure is continuously monitored through a rigorous budget process, to ensure accuracy and that our funds are utilised efficiently. Total expenditure for the year was \$151,315,867. Council operating expenses totalled \$97,100,561, which included depreciation of \$19,402,835, materials and services of \$43,351,363, employee benefits of \$32,916,666, current cost of developed land sold of \$413,962 and other finance costs of \$1,015,735. Capital expenses totalled \$54,215,306.



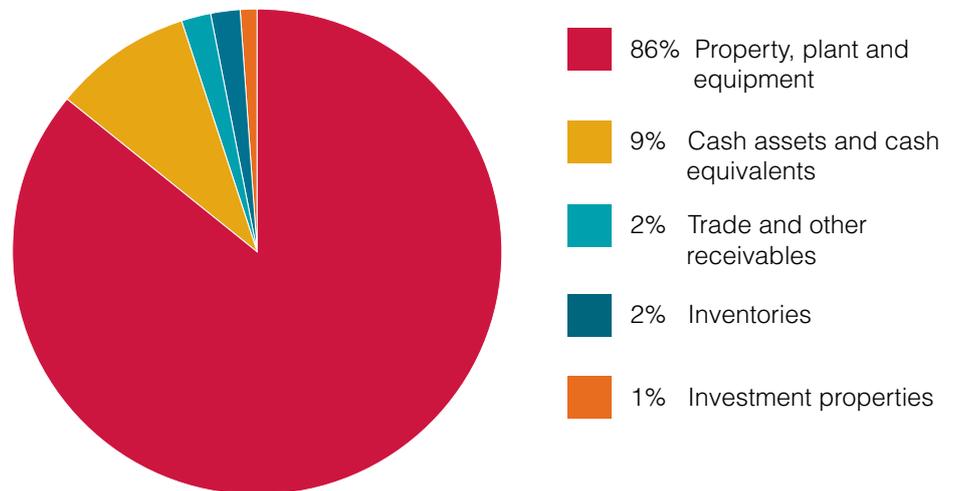
Our Financial Position

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?

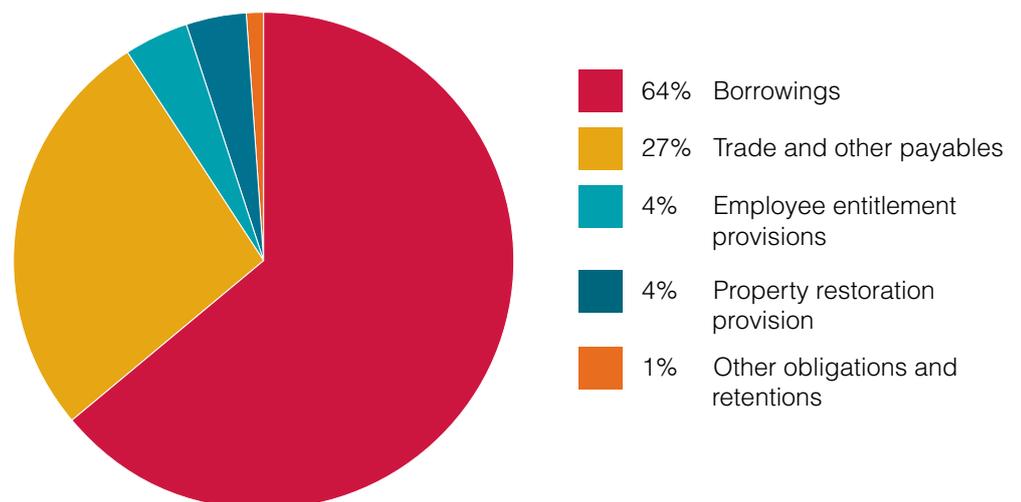
Isaac Regional Council owns a variety of assets, which are a significant investment for the community. This requires astute management to ensure future serviceability and asset worth is maintained. As at 30 June 2014 the total value of assets held by Council was \$1,149,318,067, which included property, plant and equipment, cash assets and cash equivalents, trade and receivables, inventories and investment properties.



Liabilities

What Do We Owe?

Our liabilities are reviewed regularly as part of our long term financial strategy. As at 30 June 2014 the value of total liabilities of Council was \$61,870,408. This includes loans of \$39,738,168 and trade and other payables of \$16,793,400.



Our Net Worth

After reviewing our assets and deducting liabilities, Council's net worth was \$1,087,447,659. This represents the total community equity.

Financial Ratios

Financial Ratios assist in determining the current and future financial health of Isaac Regional Council. These ratios provide a snapshot of financial performance without having to read the complete Financial Statements (as at 30 June 2014).

Ratio Type	Description	Performance
Change in community equity ratio	The percentage change in the net wealth of Council	6.83%
Interest cover	The percentage of interest costs to total recurrent revenue	-3.89%
Debt servicing ratio	The percentage of Council's total recurrent revenue that is used to service loan interest and principal repayments	4.12%
General rate revenue ratio	Council's dependence on general rate revenue as a percentage of total recurrent revenue	48.43%
Revenue ratio	Council's dependence on net rates and utility charges as a percentage of total recurrent revenue	71.09%
Debt exposure ratio	The percentage of Council's capital debt to total community equity	3.65%
Working capital ratio	The ratio of unrestricted current assets available to meet current liabilities	5.3 : 1
Unfunded depreciation ratio	The percentage of unfunded depreciation to the total depreciation expense	23.30%
Rate arrears ratio	The percentage of rates and charges receivable to net rate and charges revenue	2.50%

Looking to the Future

Isaac Regional Council will continue to provide the necessary resources needed to maintain and build our community. To do this we are 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; ensuring that assets support the delivery of key service areas.

Isaac Regional Council will continue to maintain a strong financial stance through the responsible use of annual rates collection, grants and subsidies, interest, cash reserves and other revenue. Sound 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

Isaac Regional Council did not make any resolutions relating to sections 150(1) and 206(2) of the Act.



Legislative Requirements



Councillor Information

Requirement	Mayor	Division 1	Division 2	Division 3	Division 4	Division 5	Division 6	Division 7	Division 8
Total remuneration inc. superannuation	\$125,957.40	\$78,723.58	\$68,289.55	\$65,272.46	\$60,738.61	\$65,272.46	\$66,915.42	\$65,272.46	\$83,478.05
Expenses incurred and facilities provided under Council's expenses reimbursement policy	\$6,890.00	\$1,434.06 (inc mobile phone allowance)	\$2,524.52 (inc mobile phone and private vehicle allowances)	\$1,199.90 (inc mobile phone allowance)	\$1,107.60 (inc mobile phone allowance)	\$1,199.90 (inc mobile phone allowance)	\$2,935.23 (inc mobile phone allowance)	\$1,916.40 (inc mobile phone allowance)	\$2,524.52 (inc mobile phone and private vehicle allowances)
Number of local government meetings attended	11 ordinary meetings 6 special meetings	12 ordinary meetings 2 special meetings	12 ordinary meetings 5 special meetings	11 ordinary meetings 5 special meetings	10 ordinary meetings 6 special meetings	11 ordinary meetings 5 special meetings	12 ordinary meetings 6 special meetings	11 ordinary meetings 5 special meetings	12 ordinary meetings 6 special meetings
Total number of order and recommendations made under section 180 (2) or 4 of the Act and orders made under section 181 of the Act	0	0	0	0	0	0	0	0	0
Number of complaints about conduct or performance for which no further action was taken under 176C (2) of the Act	0	0	0	0	0	0	0	0	0
Number of complaints of inappropriate conduct by Mayor or Deputy Mayor assessed by CEO under 176C (4) (a) (i) and referred to the department	0	0	0	0	0	0	0	0	0
Number of complaints referred to Mayor under section 176C(3) (a) (ii) or (b) (i) of the Act	0	0	0	0	0	0	0	0	0
Number of complaints of misconduct referred to the departments chief executive under section 176C (3) (a)	0	0	0	0	0	0	0	0	0
Number of complaints assessed by CEO as being about official misconduct	0	0	0	0	0	0	0	0	0
Number of complaints assessed be regional conduct review tribunal	0	0	0	0	0	0	0	0	0
Number of complaints heard by tribunal	0	0	0	0	0	0	0	0	0
Number of complaints falling under section 176C (6)	0	0	0	0	0	0	0	0	0

Executive Information

Total of all remuneration packages payable	\$ 2,044,752.69
Band \$100,000 to \$200,000	0
Band \$200,000 to \$300,000	6
Band \$300,000 to \$400,000	1

Administration Action Complaints

Isaac Regional Council (IRC) aims to provide a level of customer service that does not attract complaints, but acknowledges the right of persons to provide feedback, both positive and negative, on its services and/or decisions.

An administrative action complaints policy has been implemented to ensure that every complaint is dealt with fairly, promptly, professionally, in confidence (subject to any legal requirements), and in a manner respectful to the complainant in accordance with the Customer Service Charter. Council commits to providing adequate resources and trained officers to deal with complaints and to record and analyse complaints data.

IRC 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.

Number of administrative action complaints made to Council for the reportable period: 0

Overseas Travel

No Councillor or local government employee of Isaac Regional Council has represented Council in an official capacity while travelling overseas.

Community Grants

The following information provides a summary of expenditure on grants to community organisations across the Isaac region.

Financial Year Break Down	Amount
Major Projects/Events	\$66,665.75
Place Based Community Events (Zone 1-5)	\$40,337.11
Sponsorships	\$166,150.00
Total	\$273,152.86

Zone 1

Locations: Moranbah, Coppabella

Councillors: Mayor Anne Baker, Cr Peter Freeleagus, Cr Gina Lacey, Cr Kelly Vea Vea

Total \$18,929.86

Moranbah East State School
Garden Party

4RFM – Radio Station
Recording of CD for Casey Marie

Simply Sunshine Childcare
Mock Casino Night

Rotary Club of Moranbah
Yard maintenance for elderly residents

Quota International Moranbah
Teddy Bear's Picnic

Scripture Union - Moranbah Schools Chaplain
Charity Golf Day

Moranbah State High School
Bursary - The Mayor's Award for Year 11 students

Moranbah and District Support Service
New residents' community barbeque and barefoot bowls event - Moranbah Bowls Club

Moranbah State High School
Annual Awards nights - Moranbah Community Centre hire fees

Moranbah Hawks Junior Football Club
Purchasing of new goals

Moranbah Community Charities
Donation for 3 x Interactive whiteboards Moranbah Schools

Moranbah Hospital Auxiliary
Claytons Cup fundraiser

Moranbah and District Support Service
Community Service phone line

Moranbah BMX Club
Individual Sports Bursary for Dion Bromley

Moranbah Santa Run
4 x Council utes - \$76 each per day

Mater Foundation
Mater Little Miracles 5 km Moranbah

Quota International Moranbah
High Tea

Canegrowers Mackay
Ag.Trade.Life sponsorship

Moranbah BMX Club
Weekend of Madness

Moranbah Girl Guides
Purchasing of new equipment

Moranbah Highlanders Swim Club
Club Carnival

Quota International Moranbah
Annual Debutante Ball



Zone 2

Locations: Nebo, Glenden, Valkyrie, Clarke Creek, Mackenzie River

Councillors: Cr Geoff Bethel, Cr Jane Pickels, Cr Dale Appleton

Total \$4,817.25

Elliott & Chelsea McLeod
Sponsorship - International BMX Titles

Mackenzie River State School
Trivia Night

SES – Nebo
Donation for Nebo Renumbering Program

Glenden State School
Under 8's event

Clarke Creek Pony Club
Clarke Creek Mini Draft & Horse sports event

Glenden State School
School Musical and Trivia Night - Hire of Glenden Recreation Centre

Valkyrie State School
Mini Olympic Fun Day

Zone 3

Locations: Clermont, Kilcummin, Twin Hills, Mistake Creek

Councillors: Cr Dale Appleton, Cr Barbara Stranks

Total \$7,478.00

Clermont State School P&C
Sponsorship of the Village Festival

Mistake Creek State School
Trophies for end of year awards

Clermont Gold and Coal Festival
Festival sponsorship

Clermont Community Business Group
Community workshop

Clermont Community Showcase Day
Clermont Community Showcase

Clermont Community Business Group
Hall hire - Christmas luncheon

Clermont Clay Target Association
2 Day competition shoot

Central Highlands Triathlon Club
Clermont Triathlon

Clermont State High
FF Mills Bursary – High School Bursary

Clermont Campdraft Committee
Gold Cup Campdraft 2014

Central Highlands Senior Rugby League
Grand Final

Clermont State School P&C
Quiz night





Zone 4

Locations: Dysart, Middlemount
Councillors: Cr Nick Wheeler, Cr Jane Pickels
Total \$7,812.00

Dysart Community Support Group
Community Workshop

Mackenzie River State School
40th Birthday celebrations

Middlemount Bowls Club
Barefoot bowls

Middlemount Rural
Refund due to cancellation of Gardening Competition

Dysart Pony Club
Gymkhana

Bundoora Water Sports Club
Water Sports event

Dysart State High School
High School Bursary

Middlemount Junior Rugby League
Purchase of hit shields and first aid kits

Dysart State High School
Annual Awards Night - Dysart Civic Centre hire

Dysart Tennis Club
Family Fun Day

Dysart Girl Guides
Assistance for ongoing expenses

Dysart Junior Soccer Club
Club Fun Day

Middlemount Community School
Primary School Bursary

Middlemount Community Sports Association
Gymnastics - Middlemount Community Hall hire

Middlemount Community School
High School Bursary

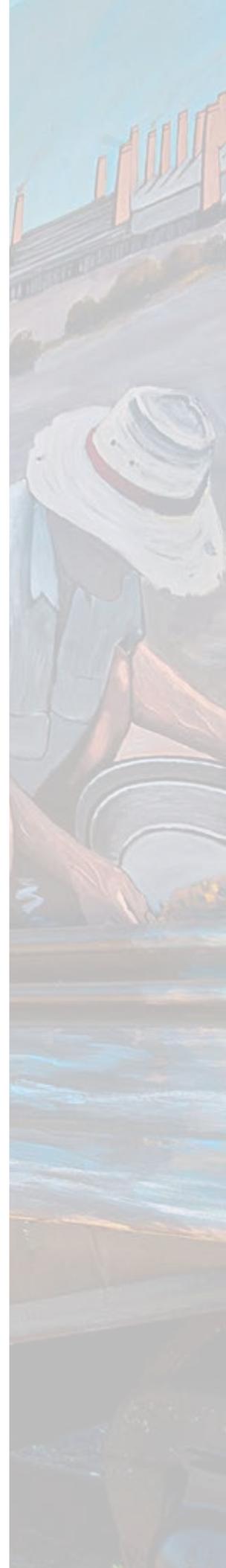
Zone 5

Locations: St Lawrence, Ilbilbie, Carmila, Clairview, Greenhill, Flaggy Rock
Councillors: Cr Geoff Bethel
Total \$1,300.00

St Lawrence State School
School Camp

Carmila Community Christmas Tree event
Christmas Fair

St Lawrence & District Bowls Club
Annual fundraising event





Major Projects and Events

Approved by Resolution at Ordinary Council meetings in 2013/2014 total approved \$66,665.75

Description

Middlemount Rodeo Association

Moranbah Careers Expo (bus transportation)

Clarke Creek Campdraft water truck and operator for 35 hours use for preparation and running of the event

Insurance renewal - Clarke Creek Community Hall

Moranbah Community Scholarship Trust - annual payment

Fitzroy Basin Association - rent for Middlemount

Twin Hills Race Club Association - annual Race Day

Clermont & District Education Group

Moranbah East State School - Playground

St Joseph's Catholic Primary School P&F Association

Dysart Golf Club - 36th Pro-Am

Moranbah Scout Group - leader training





Sponsorship

Approved by Resolution at Ordinary Council meetings in 2013/2014 total approved \$166,150.00



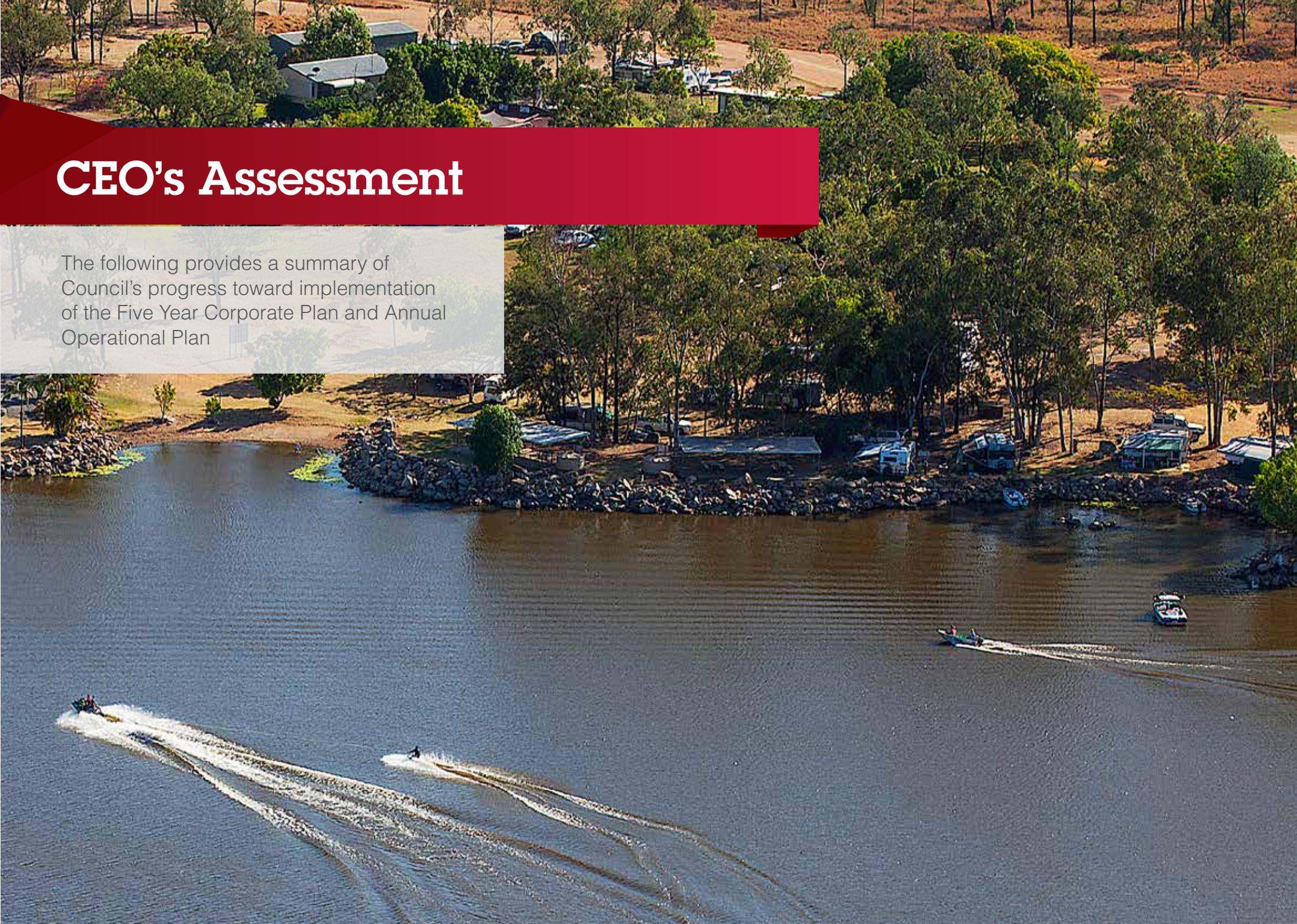
Description

- RACQ CQ Rescue - 3 year Partnership Agreement
- Angel Flight Sponsorship - Local Government Managers Association (LGMA)
- Middlemount Rodeo Association
- Clermont & District Education Group
- Moranbah School Chaplain - Annual Charity Golf Day
- Capricorn Helicopter
- Scripture Union - Middlemount Youth Support Worker
- Nebo Bowls Club
- Clermont Show
- Moranbah Race Club
- Donation to Moranbah District Support Services (MDSS) - Scott Family
- Quota International Moranbah - High Tea
- Clermont Community & Business Group
- NAIDOC Week
- Nebo Bushman's Carnival
- Middlemount Race Club
- Middlemount Community Sports Association
- Middlemount Tennis Open
- Middlemount Rodeo Association - Heart of the Coalfields Campdraft
- Middlemount Rodeo Association - Rodeo
- Moranbah Scouts
- Hornery Trading Group - 4U2 Concert
- Moranbah Speedway - Blue Ribbon event - QLD Modified Sedan Titles
- Clermont Pony Club - Campdraft
- Clermont Show Society



CEO's Assessment

The following provides a summary of Council's progress toward implementation of the Five Year Corporate Plan and Annual Operational Plan



Regional Planning

The Mackay Isaac Whitsunday Regional Plan commenced February 2012

Isaac's 2020 Vision Community Plan

Isaac Regional Council's Corporate Plan 2009-14

Asset Management

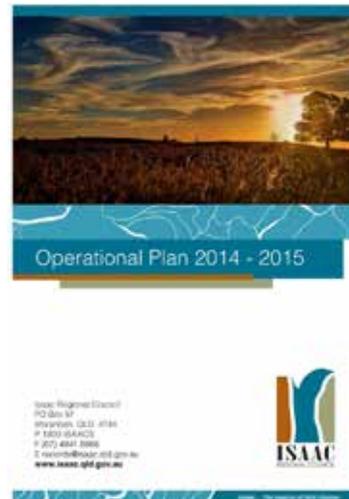
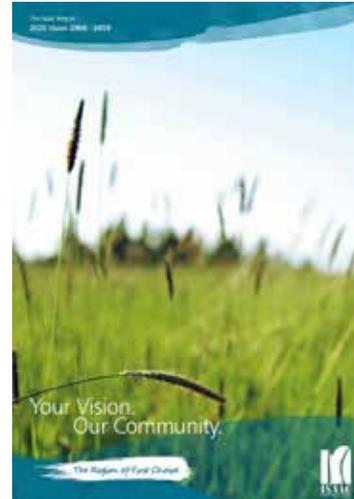
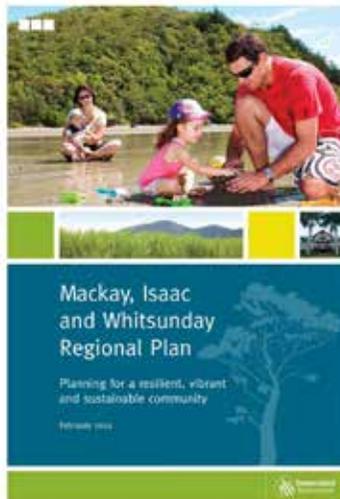
Priority Infrastructure Plan

Planning Schemes

Long Term Financial Plan

Annual Operational Plan

Annual Budget



Our Diverse Lifestyles



Our Diverse Lifestyles

Isaac Region 2020 Vision Community Plan	IRC Corporate Plan 2009-2014	IRC Operational Plan 2013-14
<p>1.1 Healthy Lifestyle Environments:</p> <ul style="list-style-type: none"> Attraction and retention of health services and service providers to the region Encourage and promote physical activity and enjoyment of our natural environment 	<p>Theme 1: Our Community Key Strategy: Our Health Consciousness</p> <ul style="list-style-type: none"> Research, develop and implement regional strategies to continuously enhance community health through the provision of appropriate amenities and the promotion of active lifestyles 	<ul style="list-style-type: none"> Participation with Nebo Medical Centre – establishing sustainable model with multiple health providers. Ongoing promotion of healthy lifestyles, promotion of community spaces and locations – Isaac Welcome Pack. Partnership with Sport and Recreation Qld to develop capacity within sporting groups to become sustainable and increase membership. Development of a Recreation and Open Space Strategy for the Isaac region.
<p>1.2 Community Facilities and Infrastructure:</p> <ul style="list-style-type: none"> Maintain and upgrade existing community facilities Ensure equity of access to Council facilities 	<p>Theme 4: Our Future Key Strategy: Our Asset Management Awareness</p> <ul style="list-style-type: none"> Devise and implement systems for the continuous planned and replacement of Council assets and the planned integration of Council services 	<ul style="list-style-type: none"> Developing a Facilities Maintenance (programmed and reactive) Framework in conjunction with the introduction of asset operational plans. Routine asset condition reports of facilities and community infrastructure. Accessibility accounted for in new projects. Development of a Total Asset Management Plan for the Isaac Regional Council infrastructure. Implementation of Dysart and Clermont Urban Design Frameworks for community enhancement. Integrated Leasing Framework and Strategy introduced for the effective use of our centres. Improved fleet management including the completion of 2013-14 approved capital procurement, recruitment of key positions, identification and evaluation of the Fleet Management System and planning for rationalisation and utilisation.
<p>1.3 Diverse Arts, Culture & Heritage:</p> <ul style="list-style-type: none"> Engagement of broader community in the development, management and implementation of community based arts and cultural projects Preservation of our unique heritage and histories for future generations 	<p>Theme 4: Our Future Key Strategy: Our Multi-Cultural Focus</p> <ul style="list-style-type: none"> Develop and implement a community and cultural identification strategy that recognises the rich heritage and true multi-culturalism of the region and promotes a strong, safe friendly and connected community 	<p>Continued implementation of the Arts and Cultural Plan 2011 – 2015.</p> <ul style="list-style-type: none"> Recruitment of a dedicated Arts and Cultural Development Officer has increased the number of effective and collaborative arts and arts development programs delivered across the region including the following highlights: <ul style="list-style-type: none"> The Coalface Gallery presented a full and diverse calendar of exhibitions during 2013 – 2014. The Moranbah 2013 Queensland Music Festival event - Tina Arena in Concert with the Queensland Youth Orchestra held on a beautiful July evening inspired and delighted an audience of over 3,000. A series of free school concerts and musical workshops saw 1,000 school students and their parents exposed to world class music and inspirational performers. Successful funding for development of Cultural Asset Mapping Project. Initiate regional Digitisation Project of historic and original collections with purchase and installation of equipment and digital platform. Nebo Museum and Snow's Place Feasibility study completed. Continued implementation of the Clermont Historical Centre Business Plan. Implementation of the Isaac Regional Library Services Strategic Plan for library services. Launched e-audio and e-book collections, purchased, processed and catalogued 10,607 new resources for loan and loaned a total of 80,729 items to library patrons. The library service delivered 1,819 programs supporting early and family literacy, digital literacy, multicultural awareness, arts appreciation, craft activities and community inclusiveness. 19,767 people attended library programs. With the support of BHP Billiton Mitsui Coal (BMC) and State Library Queensland the Isaac Regional Library Service gained regional and state recognition for the successful implementation of both Dad's Read and Read 4 Life programs and events in 2013-14. Strategic planning and programming are congruent with state wide initiatives in collaboration with State Library Qld and other partners. Implement eSmart Library Program with The Alannah and Madeline Foundation to implement an initiative designed to improve cyber safety and deal with cyberbullying.

Our Diverse Lifestyles

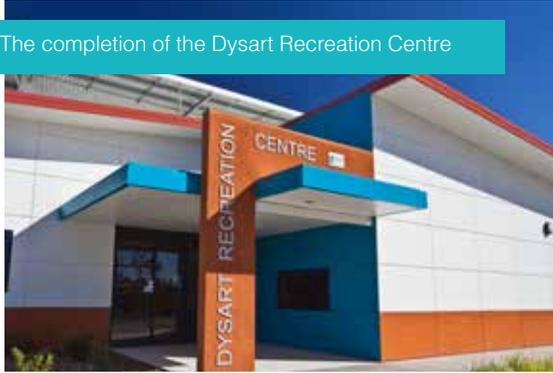
Isaac Region 2020 Vision Community Plan	IRC Corporate Plan 2009-2014	IRC Operational Plan 2013-14
<p>1.4 Housing and Safety:</p> <ul style="list-style-type: none"> Provision of a range of affordable and alternative housing options to cater for current and potential community needs Greater recognition and consideration by industry and government on the impacts of industry on community liveability 	<p>Theme 1: Our Community Key Strategy: Our Strong Community Advocacy</p> <ul style="list-style-type: none"> Research, design and implement an advocacy capability or alliance partnership to address housing affordability Research, design and implement an advocacy capability or alliance partnership to address liveability <p>Theme 4: Our Future Key Strategy: Our Focus on Affordability</p> <ul style="list-style-type: none"> Lead the development of strategies to provide and maintain affordable housing across the region using environmentally sustainable building practices 	<ul style="list-style-type: none"> Working with a range of partners to ensure social and affordable housing will meet core community needs. Ongoing advocacy on behalf of the region to secure regional investment that promotes sustainable growth and development. This includes submissions to the Federal Government's enquiry into Geographic Labour Mobility, and five successful motions including social impact assessment guidelines and empowering local governments with planning control at the Local Government Association of Queensland (LGAQ) Conference. Developed capacity for community security (disaster management) including legislative compliance, partnerships with neighbouring Councils and key bodies, and warning information in the event of severe weather, inundation and flooding.
<p>1.5 Community Engagement and Participation:</p> <ul style="list-style-type: none"> Fairness in regional distribution of resources and funding Encouragement of community participation in decision making and the development of community endorsed visions Maximising opportunities for the development and recognition of community groups and volunteering in communities. 	<p>Theme 4: Our Future Key Strategy: Our Participative Approach</p> <ul style="list-style-type: none"> Develop and implement marketing strategies that promote the unique and diverse work and lifestyle opportunities offered by the region and Council's participative approach to regional decision-making 	<ul style="list-style-type: none"> Community Round Tables reviewed and revised in line with strategic priorities. Stakeholder engagement framework developed. Ongoing community engagement and consultation and liaison with business and industry partners to progress community participation in decision making, projects and programs. Review of Community Grants to maximise equitability cross-regionally.
<p>1.6 Children, Youth and Seniors:</p> <ul style="list-style-type: none"> Explore and investigate opportunities for attraction and retention of child care service providers Identify funding opportunities to support children's services in our communities Provide youth services, support and opportunities across the region Maximising opportunities associated with an ageing population 		<ul style="list-style-type: none"> Provided and supported a variety of community and Council programs aimed at supporting a range of ages, including but not limited to: Seniors Week, library programs, arts and cultural workshops and events. Delivered a number of place based community support programs specifically targeting place based needs. Ongoing provision of child and youth services via a variety of means and community and state government partnerships. Provided Dysart Youth Program, Middlemount Youth Service and Moranbah Youth Centre.



Implementation of Clermont and Dysart Urban Design Frameworks for community enhancement

Our Diverse Lifestyles

The completion of the Dysart Recreation Centre



The Moranbah 2013 Queensland Music Festival event - Tina Arena in Concert with the Queensland Youth Orchestra, July 2014



Provided and supported a variety of community and Council programs aimed at supporting a range of ages - National Aborigines and Islanders Day Observance Committee (NAIDOC) Week



Our Natural Environment



Our Natural Environment

Isaac Region 2020 Vision Community Plan	IRC Corporate Plan 2009-2014	IRC Operational Plan 2013-14
<p>2.1 Water Resources:</p> <ul style="list-style-type: none"> Pursue opportunities for the protection of native flora, fauna and natural areas such as bushland wetlands, foreshores, coastal dunes and riparian habitats and develop, implement and review conservation and environmental strategies 	<p>Theme 4: Our Future</p> <p>Key Strategy: Our Environmental Impact</p> <ul style="list-style-type: none"> Lead the development of innovative strategies to mitigate the environmental impact of the urban footprint, industry; waste and waste water management and recycling 	<ul style="list-style-type: none"> Support of Reef Guardian Schools, and completion of the Reef Guardian Action Plan. Ongoing partnership with Great Barrier Reef Marine Park Authority.
<p>2.2 Healthy Lifestyle Environments:</p> <ul style="list-style-type: none"> Retention of public parks, gardens and nature reserves 	<p>Theme 1: Our Community</p> <p>Key Strategy: Our Health Consciousness</p> <ul style="list-style-type: none"> Research, develop and implement regional strategies to continuously enhance community health through the provision of appropriate amenities and the promotion of active lifestyles 	<ul style="list-style-type: none"> Ongoing maintenance and renewal schedules. Implementation of Dysart and Clermont Urban Design Frameworks. Rolling audits of facilities and community infrastructure renewal schedules. Partnerships with sporting and other community groups to maintain and utilise community assets e.g. sporting fields, showgrounds, skate parks. Partnership with Sport and Recreation Qld to provide support and guidance for clubs and community groups. Development of a Recreation and Open Space Strategy for the Isaac Region.
<p>2.3 Pest Management</p> <ul style="list-style-type: none"> Provision of sustained and effective pest and weed management strategies 	<p>Theme 4: Our Future</p> <p>Key Strategy: Our Environmental Consciousness</p> <ul style="list-style-type: none"> Develop and implement strategies and community/stakeholder partnerships to promote, improve and support sustainable environmental practice 	<ul style="list-style-type: none"> Final draft of Local Government Area Pest Management Plan completed for submission to state government pending introduction of the Biosecurity Act. Successfully managed flying fox dispersal processes in Moranbah



Our Natural Environment

Isaac Region 2020 Vision Community Plan	IRC Corporate Plan 2009-2014	IRC Operational Plan 2013-14
<p>2.4 Clean Green and Sustainable Region</p> <ul style="list-style-type: none"> Support a sustainable environment through fostering well-informed residents/industry and lobbying state and federal government Support a "Clean Green Region" through community awareness of water and energy sustainability, resource recovery and other initiatives 	<p>Theme 4: Our Future Key Strategy: Our Environmental Consciousness</p> <ul style="list-style-type: none"> Develop and implement strategies and community/stakeholder partnerships to promote, improve and support sustainable environmental practice <p>Key Strategy: Our Management of Climate Change</p> <ul style="list-style-type: none"> Develop a pro-active approach to researching and understanding the impact of climate change and a Council wide ability to respond promptly to opportunities to reduce any adverse environmental impacts 	<ul style="list-style-type: none"> Participation in national and regional events including but not limited to: Clean Up Australia and National Tree Day.
<p>2.5 Resource Recovery: Recycling and Waste Management</p> <ul style="list-style-type: none"> Provision of region wide recycling services and effective waste management systems 	<p>Theme 4: Our Future Key Strategy: Our Environmental Impact</p> <ul style="list-style-type: none"> Lead the development of innovative strategies to mitigate the environmental impact of the urban footprint, industry; waste and waste water management and recycling 	<ul style="list-style-type: none"> Resource Recovery ongoing management of assets and operations. Ongoing education and promotion of recycling and responsible waste management via local shows, newsletters and media campaigns. Partnerships with regional events to ensure waste is managed appropriately to reduce costs and landfill. Development of an Isaac Region Waste Management Strategy.
<p>2.6 Cumulative Mining Related Impacts</p> <ul style="list-style-type: none"> Improved monitoring and management of cumulative mining related impacts 	<p>Theme 1: Our Community Key Strategy: Our Strong Community Advocacy</p> <ul style="list-style-type: none"> Research, design and implement advocacy capability or alliance partnership to address liveability acknowledging: encroachment of industry; the cumulative effect of multiple individual projects; demographic trends <p>Theme 4: Our Future Key Strategy: Our Environmental Impact</p> <ul style="list-style-type: none"> Lead the development of innovative strategies to mitigate the environmental impact of the urban footprint, industry; waste and waste water management and recycling 	<ul style="list-style-type: none"> Development of timely and comprehensive responses to Environmental Impact Statements. Ongoing partnership with industry to manage cumulative impacts through the Moranbah Cumulative Impact Group. Continued advocacy to the state and federal governments to promote the capacity of local governments and communities to assist in managing cumulative impacts through the delivery of revised Social Impact Assessment processes. Ongoing facilitation of community meetings with industry to assist in better communication between landholders and industry.



Participation in national and regional events including but not limited to: Clean Up Australia Day and National Tree Day

Our Economy



ISAAC AFFORDABLE HOUSING TRUST

*Delivering affordable housing
solutions to your community.*

DANGER
ALL VISITORS
REPORT TO SITE
OFFICE

DANGER
CONSTRUCTION SITE
DO NOT ENTER
AUTHORIZED PERSONS ONLY

CAUTION
NAILING
TOOL
IN USE

SITE RULES

- No children allowed on site
- All persons working on site must have a General Safety Induction Card
- Electrical leads and power tools must be tagged and tagged

Master Builders

Isaac Region 2020 Vision Community Plan	IRC Corporate Plan 2009-2014	IRC Operational Plan 2013-14
<p>3.1 Affordable Housing:</p> <ul style="list-style-type: none"> Develop, implement and review strategies to provide a range of affordable and alternative housing options to cater to changing community needs 	<p>Theme 1: Our Community Key Strategy: Our Strong Community Advocacy</p> <ul style="list-style-type: none"> Research, design and implement an advocacy capability or alliance partnership to address housing affordability incorporating: <ul style="list-style-type: none"> Unique IRC challenge and diversity of opportunity in the region Inclusion of all stakeholders Need for research support <p>Theme 4: Our Future Key Strategy: Our Focus on Affordability</p> <ul style="list-style-type: none"> Lead the development of strategies to provide and maintain affordable housing across the region using environmentally sustainable building practices 	<ul style="list-style-type: none"> Working with a range of partners to ensure social and affordable housing will meet core community needs. Housing policy and strategy developed, focusing on the long term vision of our property portfolio. Ongoing advocacy on behalf of the region to provide investment in the region that promotes the growth and development of sustainable regional centres.
<p>3.2 Economic Development:</p> <ul style="list-style-type: none"> Engage, partner and collaborate with regional and "sister" economic development agencies/networks to maximise opportunities in the region Engaging the broader community in economic development, management and implementation of community-based economic development initiatives 	<p>Theme 1: Our Community Key Strategy: Our Focus on Diversity</p> <ul style="list-style-type: none"> Establish strategies and alliances that focus on innovation to support and facilitate sustainable investment, economic development and retention of primary and secondary industry and emerging and existing business within the community <p>Theme 4: Our Future Key Strategy: Our Business Diversity/Economic Development</p> <ul style="list-style-type: none"> Devise a strategic action plan to retain and grow local business enterprise and encourage investment in the region, particularly in sustainable, small to medium enterprises. 	<ul style="list-style-type: none"> Representation on the Whitsunday Regional Organisation of Councils (Whitsunday ROC) in partnership with Mackay and Whitsunday Regional Councils. Ongoing relationships with peak bodies supporting industry across the region. Ongoing relationships with business groups and organisations, including facilitation of new groups where desired. Ongoing relationships with Department of State Development, Infrastructure and Planning (DSDIP), Regional Economic Development Corporation (REDC) and other state and federal economic development organisations. Promotion of 'local buy' schemes. Representation on Mackay Isaac Whitsunday (MIW) Digital Economy Working Group. Representation on MIW Agri-tourism Group. Member of MIW Economic Development Network. Representation on MIW Investment Attraction Working Group.
<p>3.3 Tourism:</p> <ul style="list-style-type: none"> Develop, implement and review strategies to maximise sustainable tourism development Facilitate the development and implementation of a Cultural Development Plan Continue to brand Isaac as "The Region of First Choice" 	<p>Theme 4: Our Future Key Strategy: Our Multi-Cultural Focus</p> <ul style="list-style-type: none"> Develop and implement a community and cultural identification strategy that recognises the rich heritage and true multi-culturalism of the region and promotes a strong, safe friendly and connected community 	<ul style="list-style-type: none"> Development and adoption of the Isaac Tourism Development Strategy and Isaac Coastal and Camping Management plan. Ongoing utilisation of a range of mediums to facilitate cultural development, including events, workshops, exhibitions, strategic and operational planning, museums and art galleries. Participation in development of Mackay Region Destination Tourism Plan. Participation in development of Mackay Region Tourism Brand.
<p>3.4 Economic Diversification: Business attraction, investment and retention:</p> <ul style="list-style-type: none"> Encourage a diverse range of economic contributors into the region to enhance the sustainability of towns when the mining industry changes Develop and implement a comprehensive marketing strategy and action plan to attract individual, business, and government investment; and population migration into the region Encourage and support Clean Coal Technology initiatives through advocacy, lobbying and publicity activities Support and conduct research and develop, implement and review strategies to maximise population retention, growth and economic development opportunities associated with an ageing population 	<p>Theme 1: Our Community Key Strategy: Our Focus on Diversity</p> <ul style="list-style-type: none"> Establish strategies and alliances that focus on innovation to support and facilitate sustainable investment, economic development and retention of primary and secondary industry and emerging and existing business within the community <p>Theme 4: Our Future Key Strategy: Our Business Diversity/Economic Development</p> <ul style="list-style-type: none"> Devise a strategic action plan to retain and grow local business enterprise and encourage investment in the region, particularly in sustainable, small to medium enterprises. 	<ul style="list-style-type: none"> Ongoing relationships with peak bodies supporting industry across the region. Ongoing relationships with business groups and organisations, including facilitation of new groups where desired. Ongoing relationships with DSDIP, REDC and other state and federal economic development organisations. Ongoing relationship with Whitsunday ROC and Regional Development Australia. Development of Clermont Investment Prospectus.

Our Economy



Working with a range of partners to ensure social and affordable housing will meet core community needs – Isaac Rental Affordability Scheme (IRAS)



Ongoing utilisation of a range of mediums to facilitate cultural development – Middlemount Skate Park Art



Our Essential Services



Our Essential Services

Isaac Region 2020 Vision Community Plan	IRC Corporate Plan 2009-2014	IRC Operational Plan 2013-14
<p>4.1 Resource Recovery: Recycling and Waste Management</p> <ul style="list-style-type: none"> Implement a region-wide waste management strategy to deliver an efficient and reliable refuse collection and disposable service including landfills, transfer stations and recycling initiatives 	<p>Theme 4: Our Future Key Strategy: Our Environmental Impact</p> <ul style="list-style-type: none"> Lead the development of innovative strategies to mitigate the environmental impact of the urban footprint, industry; waste and waste water management and recycling 	<ul style="list-style-type: none"> Resource Recovery ongoing management of assets and operations. Ongoing education and promotion of recycling and responsible waste management via local shows, newsletters and media campaigns. Partnerships with regional events to ensure waste is managed appropriately to reduce costs and landfill. Development of the Isaac Region Waste Management Strategy.
<p>4.2 IT, ICT and Power Infrastructure</p> <ul style="list-style-type: none"> Provision of improved IT, ICT and Power Infrastructure across the region Continue to support identified communities to lobby for services/infrastructure to support a reliable power supply and ICT access 		<ul style="list-style-type: none"> Successful Regional Development Australia (RDA) grant application for installation of telecommunications tower at Clarke Creek – currently being reviewed as part of the National Mobile Black Spot program. Progression of the Digital TV infrastructure and operations (Isaac Coast). Ongoing support for State Emergency Services (SES) services. Nomination of sites for the Mobile Black spots Programme.
<p>4.3 Water Resources</p> <ul style="list-style-type: none"> Sustainably manage water supplies and wastewater facilities 	<p>Theme 4: Our Future Key Strategy: Our Environmental Impact</p> <ul style="list-style-type: none"> Lead the development of innovative strategies to mitigate the environmental impact of the urban footprint, industry; waste and wastewater management and recycling 	<ul style="list-style-type: none"> Strategic collaboration between Mackay Regional Council, Whitsunday Regional Council and Isaac Regional Council. Successfully passing of motion supporting the development of Qld 30 Year Water Strategy. Ongoing partnerships with water providers. Review of water and sewerage networks across the region. Development of Priority Infrastructure Plan (PIP).
<p>4.4 Roads and Public Transport</p> <ul style="list-style-type: none"> Investigate the utilisation of existing transport infrastructure to improve public access to larger centres and services Actively pursue grants and funding opportunities to improve and deliver road infrastructure in rural areas Develop Regional Roads Management Strategy 		<ul style="list-style-type: none"> Successful delivery of the National Disaster Relief and Recovery Arrangements program. Ongoing partnership with Road Accident Action Group (RAAG). Ongoing partnership with Transport and Main Roads via Road Maintenance Performance Contract (RMPC). Delivery of Roads to Recovery program. Delivery of Transport Infrastructure Development Scheme (TIDs).
<p>4.5 Tourism and Signage</p> <ul style="list-style-type: none"> Provision of accurate and reliable directional and tourism signage across the region 		<ul style="list-style-type: none"> Ongoing audits of all signage including regular community consultation regarding signage locations and requirements. Adoption of visual style guide and branding to provide cohesive image.
<p>4.6 Community Facilities and Infrastructure</p> <ul style="list-style-type: none"> Ensure facilities, equipment and infrastructure meet safety and community expectations 	<p>Theme 4: Our Future Key Strategy: Our Asset Management Awareness</p> <ul style="list-style-type: none"> Devise and implement systems for the continuous planned and replacement of Council assets and the planned integration of Council services 	<ul style="list-style-type: none"> Developing a Facilities Maintenance (programmed and reactive) Framework in conjunction with the introduction of asset operational plans. Routine asset condition reports of facilities and community infrastructure. Continued implementation of Dysart and Clermont Urban Design Frameworks. Integrated Leasing Framework and Strategy introduced for the effective use of our centres.
<p>4.7 Healthy Lifestyle Environments</p> <ul style="list-style-type: none"> Retain a strong emphasis on the maintenance of our open spaces and park areas 	<p>Theme 1: Our Community Key Strategy: Our Health Consciousness</p> <ul style="list-style-type: none"> Research, develop and implement regional strategies to continuously enhance community health through the provision of appropriate amenities and the promotion of active lifestyles 	<ul style="list-style-type: none"> Ongoing maintenance and renewal schedules. Partnerships with sporting and other community groups to maintain and utilise community assets e.g. sporting fields, showgrounds, skate parks. Partnership with Sport and Recreational Qld to provide support and guidance for clubs and community groups. Development of a Recreation and Open Space Strategy for the Isaac Region. Development and implementation of the Strengthening Healthy Attractive Regional Places (SHARP) program.

Our Essential Services

Isaac Region 2020 Vision Community Plan	IRC Corporate Plan 2009-2014	IRC Operational Plan 2013-14
<p>4.8 Community Engagement and Participation</p> <ul style="list-style-type: none"> Open honest communication between Council and the community; response time to queries; efficient and knowledgeable customer service 	<p>Theme 4: Our Future Key Strategy: Our Participative Approach</p> <ul style="list-style-type: none"> Develop and implement marketing strategies that promote the unique and diverse work and lifestyle opportunities offered by the region and Council's participative approach to regional decision-making 	<ul style="list-style-type: none"> Revised Round Table process and program adopted and implemented. Development of target customer service scripts to ensure continuity of information, with special focus on coordination of key statements for events or issues (e.g. flying fox movements, water etc) Progression of the redevelopment of the external website

Development and implementation of the Strengthening Healthy and Attractive Regional Places (SHARP) program



Miscellaneous Particulars

This section provides details of other issues relevant to making an informed assessment of Isaac Regional Council's operation and performance for the financial year.



Current Legal Disputes

Council is currently in legal dispute with a contractor in regards to works undertaken with funding from the Natural Disaster Relief and Recovery Arrangements (NDRRA) program. The financial impact on Council is not yet known with any certainty; however management considers that it will not be a material amount.

Commercial Business Units

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

Expenditure on a Service Facility or Activity

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	Special charge levied	2013/2014 expenditure
Lot 1 on MLG1782:ML1782, Parishes of Dunsmure, Dysart and others and Lot 1 on ML-G70331:ML70331, Parish of Vermont	\$1,438,664		\$8,204,238
Lot 1 on MLG1831:ML1831, Parish of Bul Bul and Lot 1 on MLG7071:ML7071, Parish of Foxleigh	\$1,038,098		\$6,985,094
Pt Lot 1 on MLG1804:ML1804, Parish of Blair Athol, Clermont. A special rate will also apply to Lot 1 on MLG1904:ML1904 and Lot 1 on ML-G1995:ML1995	\$637,713		\$4,498,621
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	\$4,076,868		\$11,090,441
Lot 1 MP41085:ML4761 Suttor Creek	\$1,810,470		\$3,179,661

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 2013/2014 annual implementation plans, for certain special charges

Service	Special rate levied	Special charge levied	2013/2014 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 2012/2013	\$1,524,134
Road upgrade works, namely the floodway upgrade at Horse Creek on 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 2012/2013	\$524,527
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 2012/2013	\$156,159

Invitations to Change Tenders

Isaac Regional Council had 19 invitations to change tenders during the reporting period.

Isaac Regional Council aims to provide better management of the tendering process in the future by implementing a centralised Procurement Framework.



Registers

Council maintains a list of registers for the reportable period.



Registers

- 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 Register
- Communication Plan
- Competitive Neutrality Complaints
- Complaints – Councillor Conduct
- Complaints/Administrative Action of Complaints
- Complaints - General
- Confidentiality Agreements Register
- 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 Register
- 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
- On site 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

Concessions and Audits

The following information outlines concessions applied to fees and charges for the reporting period as well as internal and external audits conducted in order to manage risk and ensure financial transparency.



Rates and Charges Concessions

Council may grant concessions for rates and charges provided at least one of the criteria in Section 120 of the regulation is fulfilled. Council applied the following concessions for the reporting period:

Discount

In accordance with the provisions of Section 130 of the Local Government Regulations 2012, discount at the rate of ten per cent shall be allowed on general rates, provided payment of the full amount of outstanding and overdue rates and interest is paid by the due date; special rates and charges excluded.

If Council is satisfied that a person liable to pay a rate has been prevented, by circumstances beyond that person's control, from paying the rate in time to benefit from a discount under Regulation 130 of the Local Government Regulation 2012 and Regulation 130(10), may still allow the discount following written application by the ratepayer.

Pensioner Concessions

To alleviate the impact of rates and charges on approved pensioners, Council shall provide concessions of 30 per cent on general rates, water, sewerage and cleaning charges (excluding state fire levy and excess water charges) in addition to the State Pensioner Subsidy.

Natural Hardship

Council may allow other concessions or remissions if unusual and/or serious circumstances exist, which may prevent payment of rates and charges within the appointed time.

Applications for concession or remission should be able to demonstrate unusual and severe difficulty, rather than the usual frustration and trial to which everyone is subjected from time to time.

Economic or Social Incentives

Council may allow rating concessions as an incentive to attract business to the region in an industrial estate development or in a project with similar economic benefit to the region.

At Council's discretion, it may remit some or all of the rates and charges that would otherwise be payable by certain clubs or organisations that, in the opinion of the Chief Executive Officer, fulfil useful social and/or charitable community needs, as identified in Council's Corporate Plan.

Full details of these rebates and concessions are available within Isaac Regional Council's Revenue Policy.



Rates and Charges Concessions

Summary of Concessions for Rates and Charges granted by Isaac Regional Council

Town	Concession given	Concession not given	Cancellation	Total number of applications
Moranbah	2	1	-	3
Clermont	11	-	1	12
Dysart	-	-	-	-
Middlemount	-	-	-	-
Glenden	-	-	-	-
Nebo	2	-	-	2
St Lawrence/Coast	3	-	-	3

Total Concessions

Concession Total	Financial Cost
Discount	\$3,304,298.72
Pensioner concession	\$166,264.16
Economic or social incentives	\$54,219.26
*no concessions granted under the natural hardship clause	

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 Gina Lacey
- 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 possible 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 2014 financial year 13 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.

The independent internal audit firm partner in charge of the engagement has advised that "As in any organisation, further internal control improvements can be made but Council has made further significant improvement in areas of financial controls and reporting during the 2013/2014 year."

"There are still areas of required improvements, which form part of an agreed work program for the 2014/2015 year, which will then be further reviewed as these improvements are implemented to ensure their success."

"Council should be satisfied with the improvements that it has made and continue this improvement process into the future. The major changes that have occurred in the leadership team within Council continue to provide positive cultural change, which we encourage Council to continue with."

Neutrality Complaints

There are no complaints in relation to competitive neutrality for the reportable period.





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Annual Report 2013-2014

Creating a sustainable future for our communities