

2018-19

ANNUAL REPORT



NORTH BURNETT
REGIONAL COUNCIL

The information in this report demonstrates accountability to stakeholders, who include residents and ratepayers, staff, councillors, investors, community groups, government departments and other interested parties.

COPIES OF THE ANNUAL REPORT

Copies of both the Corporate Plan and this Annual Report are available free of charge electronically on Council's website, visit: www.northburnett.qld.gov.au.

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Adopted 30/10/19

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A message from Mayor *Cr Rachel Chambers*



The past year has been another of constant improvement, progress and innovation. There are many things I am proud of the team achieving however I would like to elaborate on two specifically. These are the ones which I believe will hold the region in good stead in years to come. Namely, asset management and informed decision making.

Asset management may sound boring to some, but to me it's the first piece in the puzzle to improving engagement, productivity, efficiency and aligning budget and outcomes with community expectations. Over this past year, we have achieved two complete asset management plans – one for our entire road network (every single metre) and one for all our parks and open spaces (including cemeteries, town streetscapes, nature reserves, park areas, lawns and gardens in streets, lawn and gardens at Council's facilities, road reserves, airstrips, aerodromes and landing grounds).

Put very simply, the North Burnett community has over \$800 million dollars of assets, and Council is charged with the decisions pertaining to maintenance and renewal of these assets in line with community expectations now, and into the future. The tricky bit is that community aspirations must be balanced with the Council's ability to fund these projects. It is here that these asset management plans serve as a baseline of understanding, as the first point in a two-way engagement on decision making for future planning and budgets.

Now we have these plans – the next stage (and the best stage) is that these will assist in engaging with community about aligning community expectations with resource capabilities (financial, human and physical). The hope is that when community has all the information and Council understands community's expectations that we can all be on the same page and can come together as an active and strong advocacy team.

This Council has continually been working towards a transparent and effective process of decision making

in the public interest, and these asset management plans are but one step in the process. Another step is our newly adopted process of budget decision making, which further helps councillors prioritise the growing list of community wishes. In order to have true regional equity and good fiscal management, Council now considers each project on these merits:

- What is the detailed alignment with our strategic objectives?
- What are the benefits to the community?
- What are the risks of deferral or doing nothing?
- An outline of all options which are considered to meet the stated service need.
- A list of relevant stakeholders (internal and external).
- The risks and mitigation activities associated with the project.
- The whole-of-life costs of the project.

With over \$60 million in capital project requests to bring into alignment with this new framework we are in a much more knowledgeable place now thanks to this investment.

On that note, I would like to end where it all begins – with you! Thank you to all our dedicated staff, councillors, contractors and community members who work hard every day to make positive progress in our community.

Although Council's role is to provide leadership, stability and opportunities to continually enhance the lifestyle and experiences of all residents and stakeholders, I very much acknowledge that we are not the only people, business or industry showing leadership in the region. It takes a village. We are all in this together, and I look forward to what we can achieve working alongside each other into the future.

Rachel Chambers
Mayor

A message from CEO

Gary Rinehart



By the time you read this I will have regrettably left the North Burnett. It was my privilege to serve as the Council's CEO for most of the year to which this report relates.

During 2018-19 we laid some solid platforms for the future. Importantly I think, we commenced the transition from what I call a person-based approach to a service delivery to an approach that is underpinned by well documented and well understood business processes. The transition has not been an easy one and I was greatly impressed by the attitude of our staff who have demonstrated a willingness to be involved in the change process and have sought to contribute positively to setting up the future for the region. I want to discuss two of the key business processes that were developed during the year.

The first of these is our Project Decision Framework that is now used during the budget process for all capital works projects. The framework allows Council to compare projects using objective criteria and considers the critical elements of whole of life cost and quantifies the risk associated with undertaking or not undertaking the project. This framework, together with the asset management plans ensures that Council makes the best possible decisions about where to invest our all too scarce resources.

The second large piece of work that we completed is the Project Delivery Framework. This framework provides detailed information about how Council goes about delivering projects whether they are delivered through a contract or by our day labour workforce. There is certainly still a way to go in developing the framework and getting it "right sized" for North Burnett but it is a tremendous step forward in ensuring that we live up to our corporate value of "delivering projects on time and within budget".

On the people front we introduced Council's first visible leadership program which saw either me or a member of the executive team

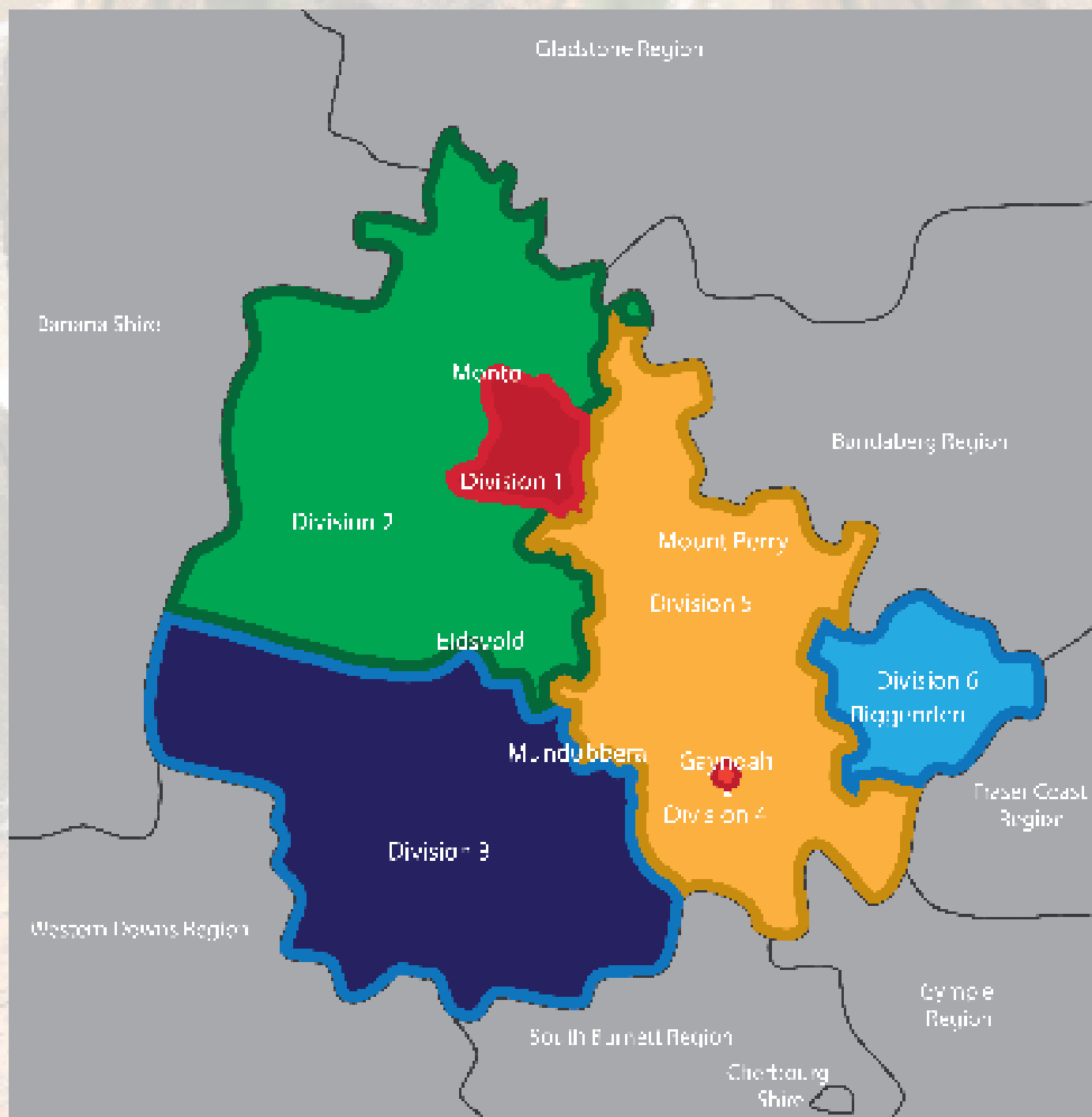
ensure that each of our depots was visited every month. I think this initiative has gone a long way toward breaking down the barriers that traditionally seem to exist between the administrative and works delivery arms of Council. I enjoyed each visit I made to a depot and was heartened by open and honest feedback that staff provide.

On the financial front we still had an operating deficit although it was lower than forecast which is pleasing. We also delivered a strong capital works program that included significant upgrades to Mingo Crossing caravan park as well as road and bridge works across the region. The year also saw us complete all the flood restoration and improvement works from devastating events of 2011 and 2013 as well as some other smaller but still significant events that occurred in recent years. Collectively we have spent over 168 million dollars on flood restoration works during the short life of the North Burnett Regional Council.

Finally, it would be remiss of me not to acknowledge the leadership group that supported me during my short tenure at Council. The development of the 2019-2020 budget during the second half of the year proved particularly challenging. We had introduced that Project Decision Framework for the first time and also introduced new software to develop and report on our Annual Operation Plan. Unfortunately, we also had to cope with illness to key personnel at critical times. Each challenge that was thrown at the group was accepted and overcome. The willingness of people to take on responsibilities outside their job description ensured that we not only delivered our budget within the statutory timeframe but that we developed a real sense of teamwork that I trust will remain with the group in the years to come.

Gary Rinehart
Chief Executive Officer

Divisional boundaries of the North Burnett



Elected Members

7



Cr Faye Whelan
Deputy Mayor (Division 3)

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Born at Gayndah and having lived all of my life in North Burnett, with the last 48 years at Mundubbera, I have a great passion for our region. Many of my mother's extended family descendants still live in the Gayndah and through to Monto area with our family dating back to the early 1850's so you can appreciate that sometimes I think I'm related to half of the population. I am lucky to have a supportive family who looks after my private businesses to allow me the time to devote to community in my role of Councillor.

I have seen many changes to Local Government over my long career and unfortunately some of the issues identified in the Belcarra Report as happening in some Councils has tarnished the reputation of many hard working innocent representatives that I have had the privilege to work alongside across the State of Queensland. I can assure the ratepayers of North Burnett that we have governance procedures in place to make sure that both Council and staff are held accountable.

I stood for a place at the table of the Amalgamated North Burnett Regional Council in 2008 after four years on Mundubbera Shire Council to achieve three main things.

Amongst other regional achievements that I am proud of, the three original were the Gayndah Mundubbera Road fully sealing, Mundubbera Aerodrome upgrade and a new John Petersen Bridge on the Boyne River. The last thing to be realised is the construction of the Boyne River Bridge recently funded by an election promise by the Federal LNP Government for which I am very grateful. I await anxiously for the partnership with the State Government to be cemented and the first sign of construction.

Many challenges face North Burnett as a region for example but not limited to low population growth, long road lengths to maintain and ageing water and sewerage systems. This Council is up for the challenge and we will continue to work diligently lobbying for more money to come into our region and protect our agriculture industries that are so important to North Burnett.

My next challenge is securing water security on the Boyne River in my Division 3 and realising the potential of Coalstoun Lakes as an irrigated food bowl. Both are job producing and job protecting which our region clearly needs for economic stability and growth.



Cr John Zahl
Division 4

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The last twelve months has seemingly passed very quickly, and I believe during this time we have continued to see very positive changes and improvements occur within our Council region.

It is pleasing to report that many projects have been started to enhance our standards and infrastructure, particularly in our Street Scape areas and more is to follow in this space.

Our Council has continued to pursue State and Federal governments for funding to undertake initiatives like infrastructure developments, tourism opportunities and road upgrades. Council would also like to reassure residents that all opportunities to seek further funding for upgrade of Council's assets, such as roads, bridges, airports and the like, are constantly being pursued.

Across our region our Council, through our Mayor, my fellow Councillors, and our dedicated staff, continue to be involved on a daily basis in the sporting and community events within our region, and assisting

wherever possible; in addition, being a voice seeking to be heard in the areas of health, arts and culture, and tourism on behalf of our communities.

Our direction in the coming year shall continue on as usual, and remain focused strongly on the area of road maintenance and improvement generally; our road network is in fact the fifth largest in the State. Our financial stability is of utmost importance, and must be maintained and built on from the work done in the past, whilst at the same time ensuring that our capital and works plans are carried out.

I believe that the past year has been productive, that being in no small part due to the efforts of the dedicated staff of our Council. I would thank you all for your input and efforts. In closing I would thank my fellow Councillors for their support, and state simply that we as a group would propose to continue to improve all areas over which we have some influence to ensure that the North Burnett remains a great place to reside.



Cr John Bowen
Division 5

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Having resided in the North Burnett for 55 years and living in the vicinity of Mingo Crossing and Ban Ban Springs I am pleased to report that the last 12 months have seen continual improvements to Council and its operations. Being the Division 5 representative of Council, I have made every effort to spend time talking to ratepayers and listening to their concerns. This also involves my time in assisting local community and sporting events. One of my favourite pastimes is finding sites of many one teacher schools that were once dotted around the area, and I continue to do this when time permits.

This will be my last term serving as a Councillor for the North Burnett Regional Council and I would like to thank not only the Mt Perry community but the community of the North Burnett as a whole for their patience. I would also like to thank staff and contractors of North Burnett Regional Council for all the excellent work done under the flood repair funding and their continued commitment within the region for the community.

I will always call the North Burnett my home and will continue to advocate and be a part of it in my own way.



Cr Robbie Radel
Division 6

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Council has undergone a lot of changes in recent months, which has brought about both some challenges and some opportunities for improvement within our Council. We are preparing for a new CEO to join the North Burnett in the next few months as well as welcome new management and staffing roles.

As I commented in our last Annual Report, the decision to raise rates is not a popular one, but one that is forced on us by the State Government. In keeping this rise

lower than the recommendation made by State Government, we are constantly trying to walk the fine line of remaining viable as an organisation whilst inflicting as little financial burden on the ratepayers of our region as possible. All Councillors are ratepayers themselves, so understand fully the financial strain that rate rises can cause. Council will continue to seek savings wherever possible and implement these in the most effective way we can whilst also finding ways to improve and develop the region.



Cr Peter Webster

Division 2

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This year, as in previous years, has been quite a challenge to maintain Council's road network and deliver services across the region. This will be the first year since 2011 where Council will not have Flood Recovery funding in place. The whole of Council is working towards a positive and realistic solution to ensure that high quality of services will continue.

The RM Williams Australian Bush Learning Centre has taken the forefront in efforts towards North Burnett tourism and

there is a lot of future potential in this area.

This year the Eidsvold State School produced another fantastic NAIDOC week event and were finalists in the Reconciliation Awards. Council will continue to support their efforts and development in cultural studies.

This year will see many changes for Council, but both Councillors and staff will continue to work and provide support for the North Burnett Community.



Cr Paul Lobegeier

Division 1

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The past twelve months have, yet again, been productive and positive for our region. Council is continually improving the Portfolio system to achieve better outcomes across the board for both staff and community. There have been some positive steps taken towards achieving better funding outcomes for the North Burnett into the future through the State and Federal levels. This comes at a crucial time as, after many years of funding to repair flood damaged roads, this funding comes to an end as we start the New Year. The North Burnett's road network has seen continual improvements, with support from Transport and Main Roads, as Council tries to deal with the higher demand of travellers and transportation of our produce on the roads. The asset team have purchased new equipment to gauge the conditions of our roads so we can prioritise our repairs. Councillors and staff will be continuing to communicate with community on how the new system works. Always remember if you have an issue please contact the Council call centre, our staff are there to assist you!

I would like to thank my fellow Councillors and the staff who have worked together

on the Arts and Cultural portfolio within Council. The Regional Arts Development Fund, a partnership between Council and the Queensland Government through ArtsQueensland, has supported local and aspiring artists to hold events, workshops, professional development and community arts and cultural projects throughout the region.

This year has also seen continued improvement within our Tourism portfolio, with a focus on Ban Ban Springs, RM Williams Australian Bush Learning Centre and Cania Gorge. Council is being innovative in their approach to encourage travellers to stay and take time to explore our 'Naturally Beautiful' region. Our Council, alongside a number of other Councils and tourist operations, are eager to promote the Inland experience of the Nation and have started the Drive Inland Promotion (DIPA). This initiative has been very positive and we hope to see a development and growth with Councils and tourism partners as it expands.

As always Council has been busy and tirelessly productive but I look forward to the results of portfolios and am eager to continue support and service to the community.

OFFICE OF THE CEO

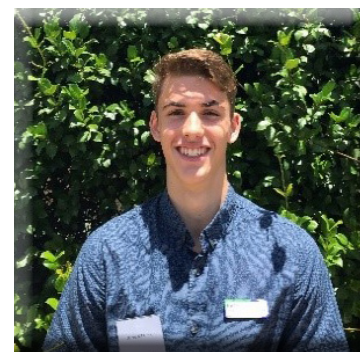
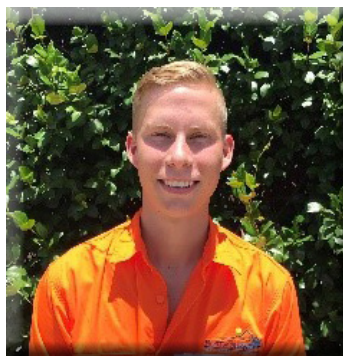
People & Culture

Traineeship & Apprenticeship Program

Council continues to grow the new generation of local government professionals by engaging in opportunities for entry level employment. Council has been successful in attaining subsidised traineeship and apprenticeship positions via the Queensland Governments Skilling Queenslanders for Work Initiative – First Start Program to develop skills in administration and technical skills across the North Burnett region.

Traineeship and apprenticeships positions supported in 2018-19:

- 1 Apprentice Mechanic (Certificate III in Engineering Mechanical Trade (Diesel Fitting))
- 2 Trainee Administration Officers (Certificate III in Business Administration)
- 1 Trainee Land Protection Officer (Certificate III in Conservation and Land Management)
- 1 Trainee ICT Officer (Certificate III in Information, Digital Media and Technology)
- 1 Trainee Water and Wastewater Operator (Certificate III in Water Industry Treatment.)



First day on the job, our new apprentice and trainees being inducted and hearing from Mayor Rachel Chambers.

Learning & Development

Council's commitment to promoting a culture that trains and develops its workforce, has seen the following outcomes during the year:

- Ensuring mandatory and compliance training undertaken by staff
- Mitigating risks to health and safety whilst undertaking various works by staff
- Increased knowledge to corporate governance and mandatory reporting
- Providing and preparing the base for multiskilling and career pathing
- Providing opportunity for staff to gain knowledge in changing environmental and planning code of practice and legislation
- Providing the pathway for a sustainable workforce for the future

During 2018-19, Council's staff training budget was focused on compliance, mandatory and safety training with a focus on workforce sustainability and paving the path for multiskilling. These included:

- Traffic management
- First aid and CPR
- Chemical substance awareness
- Asbestos awareness
- Superannuation seminars
- Civil Aviation Safety Authority refresher course for Aerodrome Reporting Officers
- Conferences and forums



Staff Turnover

22.42%	10.14%	11.45%	9.8%	21.4%
2018/19	2017/18	2016/17	2015/16	2014/15
12.6%	26.9%	9.58%	23.3%	18.61%
2013/14	2012/13	2011/12	2010/11	2009/10

Full Time Equivalent (FTE) employees

excluding trainees and apprentices

198.11	207.69	194	202	204
30/06/19	30/06/18	30/06/17	30/06/16	30/06/15
204	203.3	214.69	216.9	240.3
30/06/14	30/06/13	30/06/12	30/06/11	30/06/10

Work Health & Safety (WHS)

Safety doesn't happen by accident

Workers Compensation Local Government Workcare (LGW)

There has been a reduction in LGW Workers Compensation Claim costs for 2018-19. Council is most likely going to continue to see the premium decrease in the coming years.

Health and Safety Committee

The Health and Safety Committee has been revamped with two Safety Advisors engaged with Council on a permanent basis, providing for better coverage for the region. The committee has discussed various issues and planned future projects in relation to revising policies and procedures, safe work method statements and standard operating procedures.

Work Health and Safety Audit

Council has undertaken various tasks to address issues from the 2017-18 audit to improve its workplace health and safety. A focus has been placed on the content and discussion points at toolbox meetings, with members of the executive leadership team attending pre start and toolbox meetings. Incident reporting mechanisms and processes have

been streamlined for better reporting and transparency for closure.

Training and Document Review

First aid training was completed by many of the field based employees. Verification of competency for Council's plant and equipment has been reviewed and a subject matter expert will be engaged to undertake the verification of competencies.

The Safety Advisors in cooperation with supervisors and managers have designed and implemented remote and isolated work, driving and recovery and retrieval of mobile plant procedures.

Open Communication

The People and Performance section is engaged in sending regular newsletters to all employees, the toolbox meetings are held monthly with increased level of input from the safety advisors, joint consultative committee meetings are held regularly and managers are attending pre start meetings with field employees. The people and performance manager and safety advisors attend pre start meetings at regular intervals.

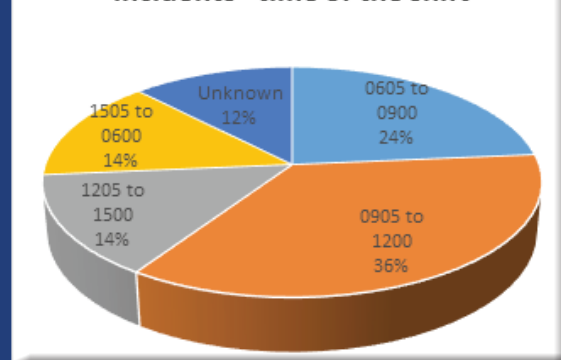
Statistics

	2018-19	2017-18	2016-17	2015-16	2014-15
Days Lost*	337	24	4	39	79
Lost Time Injuries (LTI)	4	8	2	9	10
Lost Time Injury Frequency Ratio (LTIFR)	9.97	19.01	4.65	20.9	23.76
Duration Rate	84.25	3	2	4.88	7.9

*The high Duration Rate occurred due to two serious Lost Time Injuries:

- Aug 2018 – Muscle trauma long term injury – case closed Sept 2019
- May 2019 – Exacerbated injury from 2016, ongoing

Incidents - time of the shift



Wednesday continues to be the highest risk day to work, now down to 28% of incidents on this day - Why?

CORPORATE AND COMMUNITY

Information & Communications Technology

The 2018/19 was a year of continuous improvement for the Information and Communications Technology (ICT) team. The team grew to four members, including one trainee and continued to support the growing number of ICT services through the region.

Videoconferencing



Videoconferencing capability continues to be a focus for the ICT team, and it was significantly enhanced and simplified this year with the introduction of Zoom software and services. All staff are able to host Zoom meetings within workgroups, between towns and even with external agencies or the general public.

In addition to the Zoom desktop and mobile functionality, Zoom Rooms was piloted in the Gayndah and Monto offices to allow “one touch” video meetings. This will be rolled out across the region in the 2019/20 year and will greatly reduce the need for travel between offices.

Windows 10 Standardisation

Extensive planning and preparation was undertaken in order to migrate all computers to Windows 10 due to the imminent end of

support for Windows 7. This will create a standardised environment for staff computers and streamlines support and training processes.

Most of the migration work has been completed, with the remainder due by the end of 2019.

Television Retransmission

After a realignment of functions, oversight of Council’s television retransmission services has been shifted to the ICT team.

During 2018/19, the ICT team began an audit and investigation process, including liaison with Broadcast Australia and other technical organisations, into ongoing service issues at the three retransmission towers. The team expects to deliver solutions for those issues during the 2019/20 year.



Risk Management Framework

Council’s activities are diverse and the management of our operations needs to be managed appropriately. An integral component of this is the application of a robust risk management framework.

Council has previously developed a suite of policies and procedures to assess, manage and mitigate Council’s risk exposure. As a Council, entrusted with community assets, Council’s risk appetite is generally conservative

This should not translate as risk adverse but more as risk aware.

Council has been developing a Risk Management Framework that aligns with relevant standards. An integral part of this framework is:

1. An overarching Risk Policy
2. A Risk Management Plan
3. Accountability mechanisms

4. Resourcing
5. Communication

Management has identified the need to refine and further develop its current processes, and commits to this ongoing review of its policies and practices and importantly training so that best practice risk management is embedded within Council.

Following review of current processes, new risk identification and mitigation processes were introduced to Council’s reports and decision making. This has further embedded a risk awareness culture within Council.

Council is proposing to undertake a more comprehensive review identifying areas of particular exposure and ways to mitigate these. This review is scheduled to be implemented in the wider organisation in the 2019/20 year.

Records Management

Local Government is often considered the tier of government 'closest to the people' and is involved in many activities that affect the everyday lives of the community.

With such a broad scope of responsibilities, effective records management by Council is critical to protect and preserve records that provide evidence of business activities, decisions and actions.

Council has recently conducted an audit of all long term records to quantify and gain an understanding of all North Burnett Regional Council and legacy Council records managed by our organisation. This process has indicated that a conservator is required to help identify our high value and at risk records so they can be preserved appropriately.

Right to Information and Information Privacy Training

In May 2019, officers from the Office of the Information Commissioner attended Council to provide information privacy sessions for key staff members. Council hosted a Right to Information and Information Privacy application training session to refresh our knowledge and skills in the lawful release of information held by Council.

2018-2019 Statistics

6,336

documents received

14,768

emails received via admin@northburnett.qld.gov.au

3077

customer services requests

2

Right to Information / Information Privacy applications

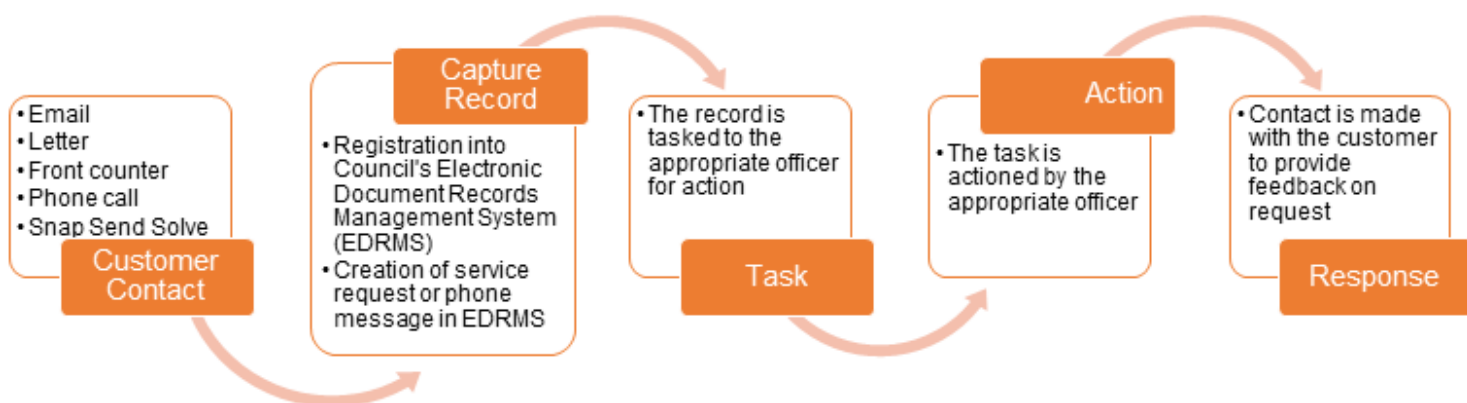
28

staff members trained

50

boxes of temporary records disposed of

Action Process of Records



COMMUNITY ENGAGEMENT

Branding, Communications and Media

2018/19 saw the introduction of the Branding, Communications and Media (BCM) section to Council. Led by the Manager of Community Engagement, the section is responsible for ensuring that Council is communicating with its residents and visitors effectively.

The BCM team have hit the ground running with the completion of the 2019-2022 Advocacy Action Plan which you can see here www.northburnett.qld.gov.au/advocacy, the 2019-2020 Budget Summary document as well as keeping the community up to date via media releases, our fortnightly page in the Central and North Burnett Times and by placing a strong emphasis on communicating via social media.

You can follow Council on social media platforms (Facebook, Twitter and Instagram) using the handle @NorthBurnettRC or our website www.northburnett.qld.gov.au.

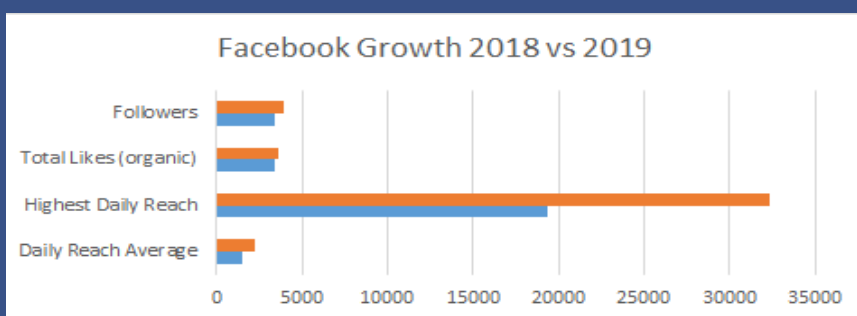
Council has adapted how we use social media for tourism as well, check out the [Visit North Burnett: Home of the RM Williams Australian Bush Learning Centre](#) facebook page with the handle @rmwabc and interact with us by using #VisitNorthBurnett or #NorthBurnett.



Behind the scenes during the production of the 2019-2022 Advocacy video series. Pictured is Mayor Rachel Chambers with Community Engagement Manager, Jason Erbacher.

Facebook Growth 2018 vs 2019

Daily Reach Average	1,495	2,259
Highest Daily Reach	19,367	32,302
Total Likes (organic)	3,428	3,665
Followers	3,414	3,939



Contact Centre

Your link to Council

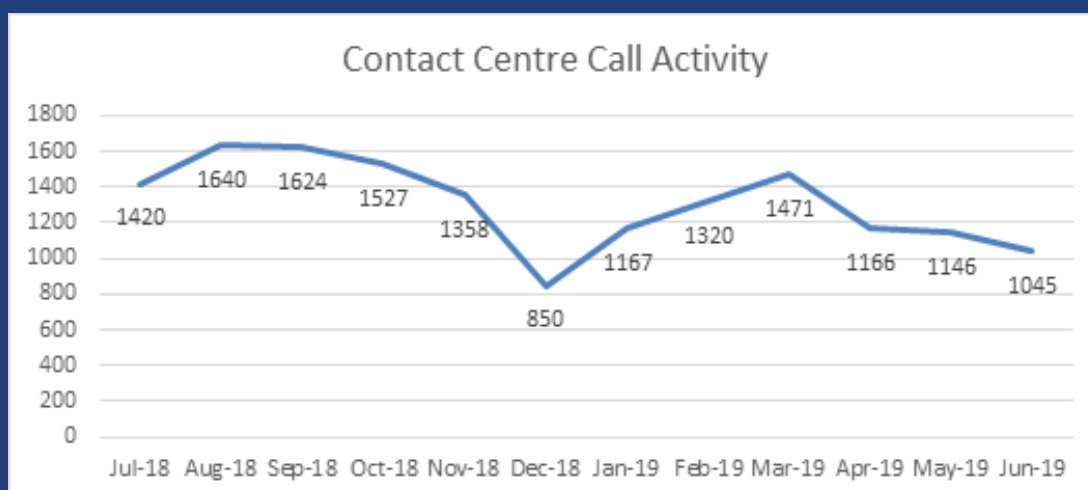
The Contact Centre was established in November 2014 acting as Council's main link between the customer and the rest of the organisation - providing timely, up-to-date and accurate information and advice to the community.

Contact Centre Call Activity - July 2018 to June 2019

15,734



Total calls
1 July 2018 to
30 June 2019



DID YOU KNOW?

- Top 3 enquiries: Rates (2108), North Burnett Transport Service (1099), Plumbing/Planning/Building (1224)
- Total Calls: 15,734
- NBTS Bus Bookings: 1,339

Customer Service

DID YOU KNOW?

- Top 3 enquiries: Rates (3223), Printing/scanning/faxing (1453), Council Facilities Key Management (969)
- 122 customers assisted per day across the region.



Customer Service Team – July 2018

LGMA Training

Local Government Managers Association (LGMA) Qld, provided a training day for the Customer Service & Library Team in July 2018. The training was aimed at enabling staff to look at situations and people from a different perspective, assessing how best to manage the situation and moving forward positively.

Traineeship

Traineeships are opportunities to shape the skills and provide experiences for young people from local communities. Tanaya joined the Monto Customer Service Team for a 12 month period. Tanaya successfully completed her Certification III Business Administration in March 2019.

Cemeteries

Administration Officer (Customer Service and Libraries) Tegan was seconded from her position for a period of 16 months to complete a regional cemeteries project.

The objectives of the secondment include:

- Review of Council's Cemetery Policy
- Review of internal procedures and workflows
- Review of Cemetery Forms
- Creation of digital record keeping processes
- Data cleansing of records
- Internal staff training.

This project is due for completion in the 2019-2020 financial year.

Eidsvold Cemetery Capital Works Project

A display hutch was planned, designed and installed at the Eidsvold Number Two Cemetery. This hutch is part of a larger regional project, all Cemeteries will have a hutch installed in the coming financial years. This hutch will display a site map of the cemetery and a register of burials to allow visitors to the cemetery to easily identify loved ones.

Token Talk

The North Burnett Regional Council adopted its first Customer Service Charter in 2017. The purpose of a Customer Service Charter is to provide our customers with information on what standard of service they could expect to receive when contacting Council.

From 1 July 2018 to 30 June 2019 the Customer Service Team offered each customer an opportunity to participate in a customer satisfaction survey 'Token Talk' to measure the performance of the team against the objectives of the Customer Service Charter (results can be obtained at your local Customer Service Centre).



Staff member Annette undertaking Records Management training with Hannah.



Mundubbera Customer Service staff members, Amanda, Jodie & Eleanor.



Eidsvold Customer Service staff members, Jacki, Nadine & Kirrily

Libraries

Library programs

Council libraries are more than just books. A range of different programs and events are offered during the year to support language and literacy development, engagement with libraries and to build lifelong learning habits.

Children's programs included Summer Reading Club, School Holiday Craft Workshops, Lego League Robotics program and Children's Book Week Treasure Hunt.

Adult programs included digital literacy initiatives including Tech Savvy Seniors and one on one Tech help support sessions, book club programs, artist demonstrations and Seniors Week events including Book Bingo.



Book Week Treasure Hunt participants at the Mt Perry Library



School Holiday Craft Workshops



Biggenden Seniors Week Book Bingo

Library statistics 2018-19

38,722 physical items borrowed across the region.

3,974 eResource transactions which include eBook and eAudio books and electronic service downloads e.g. music. This is an increase of 24% from the previous financial year.

Currently **3,283** Library members in 2018-19, which is an increase of 6% from the previous financial year.

573 events and activities were offered in 2018-2019 with **2,134** participants. Program and events include digital literacy programs, early and family literacy programs other library run public events and learning programs.

First Five Forever Program

North Burnett Libraries have continued to offer weekly Storytime sessions at each Library branch thanks to the First 5 Forever program, an initiative of the State Library of Queensland and Queensland Government, with 170 sessions offered and 868 participants.

First 5 Forever is a family literacy initiative delivered by Public Libraries and Indigenous Knowledge Centres (IKCs) across Queensland to provide strong early literacy foundations for all Queensland children aged 0-5 years. The aims of the First 5 Forever program include the following:

- Develop community awareness of the importance of the first five years for children, especially relating to the benefits of early learning.
- Increase parents, carer and community motivation, confidence and capacity to realise their child's potential in relation to language, communication and emergent literacy.
- Encourage a love and appreciation of books, shared reading and life-long learning
- Collaborations and partnerships with community to reduce gaps, duplication and competition.
- Increase access of children and families to programs and resources that support early learning

Storytime is held at 10am on Tuesdays in Biggenden, Eidsvold, Monto and Mundubbera Libraries, Thursdays in Mt Perry and on Friday in Gayndah. Storytime is also delivered at Eidsvold Kindergarten to promote the First 5 Forever program and to introduce children to the resources and facilities available at their local Library.



CURIOUS CREATURES CRAFT WORKSHOPS

North Burnett Libraries were fortunate to be awarded a Realising Our Potential Micro Grant from the State Library of Queensland (SLQ). The grant enabled the NBRC Libraries to engage children and families in a series of fun and interactive School holiday craft workshops during January 2019. Council collaborated with local artist, Rachel Koster, to deliver the project and workshops which were held in all six NBRC Libraries: Biggenden, Eidsvold, Gayndah, Monto, Mundubbera and Mt Perry.

The workshops involved children and families designing their own unique Library bag using fabric paint pens, wool and beads. The bag designs incorporated the Curious Creatures Summer Reading Club theme, with participants using a stencil to draw an outline of a creature on their bag, including owls, turtles, lamas and of course unicorns. Fabric paint pens were then used to colour in their creature, allowing participants to tap into their creative side to produce some remarkably colourful designs. There were also some amazingly talented up-coming artists who chose to design their own Curious Creature on their library bag.

The workshops, attended by 111 children plus parents and caregivers, were thoroughly enjoyed by all. The grant enabled Council to offer a program which resulted in deeply local outcomes, and provided an opportunity to extend our reach with children and families by promoting the value of libraries in our community along with information on Library services and resources.



Above: Curious Creatures Craft workshop participants.

Right: Robotics workshop participants

LEGO AND ROBOTICS – a match made in heaven

North Burnett Libraries were fortunate to be awarded the FIRST® (For Inspiration and Recognition of Science and Technology) LEGO® League Robotics grant and Samsung Stem Engagement Grant in 2017-18. The equipment and funding provided by State Library of Queensland, FIRST® Australia and CSIRO enabled us to develop and deliver an engaging, educational and interactive experience for young people in the North Burnett Region of Gayndah.

The aim of the project was to introduce robotics skills to young people by building and programming a Lego robot whilst learning about science, technology, mathematics and engineering in a fun and play-based environment. The program was delivered in partnership Gayndah State School over a six week period between October – December 2018. During the program, NBRC Libraries team consisting of two staff and two trainees mentored ten (10) grade six Gayndah State School students to build and program a LEGO robot to perform a range of movements and tasks.

The program was thoroughly enjoyed by all participants and NBRC staff learnt a lot from the students! At the end of the six-week program, a School community event was held allowing the participants to showcase their achievements, learnings and challenges during the program and how they overcame these. Parents of participants were invited to the event along with the Gayndah State School Principal, Teachers and Council representatives. Students from other classes attended the event, which hopefully sparked their interest in wanting to be involved in robotics and coding workshops in the future.

These grants enabled Council to deliver a project which resulted in local outcomes to support learning, extended our reach by partnering with a local school and engaging young people in our Library programming. Furthermore, the program allowed us to offer more technology, coding and robotics opportunities in the region which is a key commitment in the NBRC's Corporate Plan and Library 2020 strategy, to provide increased opportunities to access contemporary technologies through our Council libraries and provide opportunities for our community to engage and learn with different technology platforms. Council looks forward to future opportunities to bring cutting edge technology to our region.



Arts and Culture

Social Cohesion Reconnecting Communities

The Tackling Regional Adversity through Integrated Care (TRAIC) *Reconnecting Communities*, community events were held at all six North Burnett townships in March 2019. The events featured well known Australian entertainer and motivational speaker Robyn Moore, and were designed to:

- Lighten the mood and spirit of our North Burnett communities affected by adversities such as floods, drought, repetitive crop and income loss, and grief from suicide loss
- Contribute to the enhancement of help-seeking behaviour issues by encouraging and supporting residents to access mental health services and overcoming the stigma associated with having a mental health issue and,
- Increasing the communities knowledge about the range of support services available in the region.



TRAIC - Reconnecting Communities - Gayndah



Welcome Events

The 2019 *Welcome Events*, held in Gayndah and Mundubbera, encourages community members and seasonal workers to come together to celebrate diversity, foster awareness and increase the understanding of the range of different cultures in the region and the value they bring. The events also create an atmosphere of cultural respect and a sense of belonging, create friendships and social networks making our visitors feel part of the community.

Gayndah's event, held at Clive Wharton Weir, featured a free Aussie BBQ and live band, providing an opportunity for attendees to explore the Burnett River and learn about the role the SES play in the community. Mundubbera's event, held at the Mundubbera Community Hall followed the theme of International Food tasting and featured light entertainment including a performance by local Eidsvold Indigenous dance group who preformed and taught the audience a traditional dance.



Welcome Events - Gayndah & Mundubbera

Regional Arts Development Fund (RADF)

During 2018-19, the North Burnett Regional Council continued to serve the community by funding creative projects through the Regional Arts Development Fund (RADF) in partnership with the State Government through Arts Queensland.

Some of the key highlights of the 2018-19 year were:

RADF funded 16 Community Projects to the value of \$87,004.16 with an overall benefit to the community valued at \$173,526.50 taking into account the total budgeted costs for each project.

Two successful North Burnett Regional Council RADF Committee Projects were delivered to the North Burnett Community which greatly increased opportunities for participation:

Revitalising the North Burnett: which incorporated the Interim Arts Shop Front Program (filling empty shop windows with local artworks), Art Demos in Libraries (twelve art workshops were delivered across the North Burnett with opportunities in pastel drawing, scratchboard, geometric painting, folk art, acrylic painting, macramé, watercolour cards and charcoal drawing); and our Busk Out program giving opportunities for aspiring and seasoned performers to busk in the North Burnett.

The successful *RADiCUL Art Tour* of the North Burnett Show Circuit gave twenty-six local artists the opportunity to display their art and raise their profile as an artist within the North Burnett. Many new cross-regional relationships within North Burnett's creative community have been created during this time. The North Burnett Regional RADF Committee continue to serve our community with fairness and always striving to encourage the best outcomes for furthering access to art and culture in the North Burnett.



North Burnett Transport Service

The North Burnett Transport Service (NBTS) is operated by the North Burnett Regional Council under contract with TransLink (Queensland Government), providing a safe and comfortable transport option for locals and visitors between the North Burnett and cities of Bundaberg and Maryborough from Tuesday to Friday each week. Council employs two permanent part-time bus drivers and a full-time transport coordinator/relief driver.

The fleet consists of two buses, both with wheelchair accessibility, a 19 Seater Mitsubishi Rosa and a 9 seater Toyota Hi-Ace.

Performance

Passenger numbers have risen over 10% in the past couple of years. Council strives to improve on this number each year through community consultation and advertising.

Consistently, Concession Card holders are the primary users of the service and children under twelve use the service minimally. The service has seen an increase in passengers utilising the Patient Travel Subsidy Scheme and a healthy relationship exists between NBTS and Wide Bay Health.

The data on the right shows a peak in passenger numbers during July. This is due to the increasing number of tourists visiting the area for work at local orchards and farms. In the lead up to the July fruit picking season we see passengers catching the Tilt Train from Brisbane to Bundaberg or Maryborough to board our service.

The busiest route for the 2018 -2019 period was Bundaberg to Mundubbera.

October 1st saw the first increase in passenger fares in four years to align with the Consumer Price Index.



FARE TYPE

Period	Adult	Conc.	Child	Total
Jul-18	144	194	22	360
Aug-18	100	188	8	296
Sep-18	77	155	4	236
Oct-18	98	192	8	298
Nov-18	104	180	6	290
Dec-18	60	150	13	223
Jan-19	81	168	15	264
Feb-19	49	151	8	208
Mar-19	70	173	14	257
Apr-19	96	162	15	273
May-19	94	184	7	285
Jun-19	104	165	15	284
TOTAL	1077	2062	135	3274



NBTS prides itself on great customer service and drivers are regularly praised for their efforts. Passenger surveys conducted included comments such as: “Service above and beyond!”, “It is always a pleasure to travel on *my* bus!”;

“I hope people continue to use the service as it is my only means of transport.”.

To reward customers, the Service runs promotions such as ‘Movie Time’ throughout the year. This encourages patronage of the service and in return passengers benefit by receiving a gift card to Reading Cinemas.

Community Consultation

The North Burnett Transport Service Community Forum was held in Monto last October and was a huge success with over thirty locals attending. TransLink representatives attended from Brisbane and Maryborough and discussed the Queensland Long Distance Service Network from a Government perspective and gave attendees the opportunity to ask questions and voice opinions. The 2019 Forum will be held in Biggenden in October.

Promotion

As part of endorsing the service within the North Burnett and Fraser Coast, the Transport Service has been promoted at a number of events.

In October last year, Council staff, along with Cr Zahl climbed aboard the bus and joined the parade at the biannual Biggenden Rose Festival. In addition to throwing out promotional frisbees and sweets to the crowd, NBTS had a stall with information and giveaways specific to the transport service.

The North Burnett show circuit commenced in April 2019 and Council had a fantastic display of information about many of the services provided including NBTS.

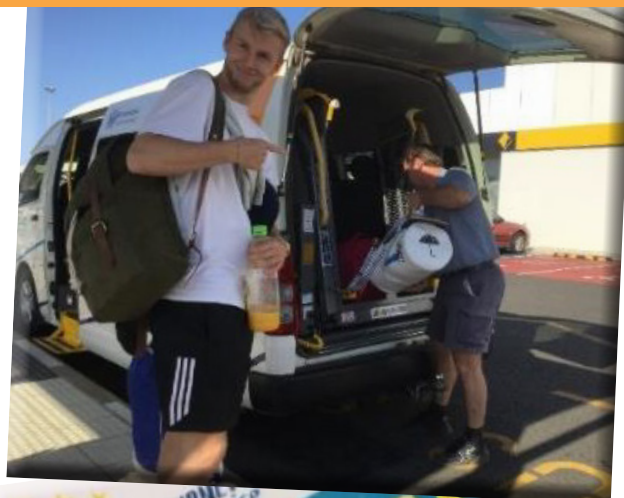
Advertising

With the recent fare increase and minor route amendments, a new timetable was designed and distributed.

Customers can book tickets with the driver on their day of travel, by calling the NBRC Call Centre, online via the NBRC website or in person at any North Burnett Customer Service Centre.

Google Maps is an additional tool used to advertise our service. This is great for passengers planning their transport that are less familiar with the region. In addition, a large advertisement was placed in the local paper over a number of weeks.

NBTS flags fly at the front of each Customer Service Centre to attract customers and numerous promotional items are handed out during the year to new and existing passengers.



Community Grants & Donations

In the financial year of 2018-19 Council distributed a record total of

\$135,074.00

in Community Grants across the North Burnett communities.

During 2018-19, Council approved a record number of applications for community support.

The financial and in-kind support was across the six regional communities.

Council's total expenditure for Community Grants / fee waivers for the financial year was \$135,074.00 and consisted of the following:-

1. Elite Performance Grants

Twenty-two applications received and \$8,500 approved, comprising of six applications from Mundubbera, nine from Gayndah, four from Monto, and three from Biggenden. Five of these applications were for International level participation.

2. Major Events Grants

Four applications were approved for the 2018-19 period totalling \$20,078 – Gayndah Orange Festival \$7,989, Eidsvold Bush Spirit Festival \$2,500, Biggenden Apex Rose Festival \$6,584 and Monto Dairy Festival \$3,005.

3. Lifelong Community Grants

\$21,017 spent in donations to community. Rotary Lodge Bundaberg and Lifeflight Action Rescue were the recipients of major donations with the remainder made up of small school bursaries.

4. Community Grants/Waivers

\$85,479 granted to community organisations for assistance with waivers/various events/projects. Eighteen Community Grants were presented to Council, with 16 being approved. Some examples of these across the region were:

- **Biggenden** - Historical Association waiver of building/development fees totalling \$4,135 for construction of shed to house blacksmith working display.
- **Eidsvold** - Eidsvold Race Club were granted \$3399 in "in kind" support for the races.
- **Gayndah** - Gayndah RSL Club recieved \$1,800 in labour to assist plant the new memorial gardens at the RSL hall for centenary of Armistice.
- **Mt Perry** - Men's Shed recieved a donation of engineering fees and waiver of building fees for Melbourne Tram to the total of \$1,641.
- **Monto** - Silver Buckle Campdraft committee recieved \$1,061 of "in kind" assistance.
- **Mundubbera** - Lions Club recieved a fee waiver of plumbing fees to the value of \$926.
- **Regional** - Community Christmas Decorations \$4,841 was spent across the region on improving Christmas decorations.

During 2018-19, Council approved a record number of applications for community support.

Australia Day 2019

Award Recipients - Biggenden

Citizen of the Year	Kevin 'Lofty' Wendt
Young Citizen of the Year	John Houton
Community Event of the Year	2018 Biggenden Apex Rose Festival
Junior Cultural Award	Biggenden State School's 'Jungle Book' musical
Volunteer of the Year Award	Ros Buczma

Award Recipients - Eidsvold

Citizen of the Year	William (Marshall) Langston
Young Citizen of the Year	Corey Appo
Community Event of the Year	Eidsvold State School's 'NAIDOC Under the Stars Dinner'
Senior Sports Award	Molly Blyton
Junior Sports Award	Pearl Jenkins
Sports Administrator's Award	Paige Leifels
Senior Cultural Award	Cassie Oppermann
Volunteer of the Year Award	Kathleen Roth

Award Recipients - Gayndah

Citizen of the Year	Kenneth Mogg
Young Citizen of the Year	Harrison Kemp & Jackson Kemp
Community Event of the Year	Gayndah RSL Sub Branch - Centenary of Armistice
Junior Sports Award	Callum Evans
Senior Sports Award	Gayndah Rugby League Players Group 2018
Sports Administrator	Paula and Peter Wilkinson
Senior Cultural Award	Susanne Capewell
Junior Cultural Award	Kirsty Taylor
Volunteer of the Year Award	Kathleen Roth

Award Recipients - Mt Perry

Citizen of the Year	Desmond Robinson
Young Citizen of the Year	Abbey Davis
Community Event of the Year	Mount Perry Race Club and Evolution Mining
Junior Sports Award	Kimberly Atkinson
Sports Administrator's Award	Jocelyn Warrell
Junior Cultural Award	Zoie Bassett
Senior Cultural Award	Jessica Herbert
Volunteer of the Year Award	Roy Bassett and Yvette Stephenson-McKay

Award Recipients - Monto

Citizen of the Year	Lyn Woodall
Young Citizen of the Year	Claire Goody
Community Event of the Year	Kalpowa Hall Committee - Festival of Small Halls
Junior Sports Award	Aylah Sinclair
Senior Sports Award	Kurt Goody
Sports Administrator Award	Rebecca Glasgow
Junior Cultural Award	Grace Ellerton
Senior Cultural Award	Donald and Amanda Hagan
Volunteer of the Year Award	Jean Wilson

Award Recipients - Mundubbera

Citizen of the Year	Dot Ford
Young Citizen of the Year	Kiana Watt
Community Event of the Year	Mundubbera Social Cohesion Committee
Junior Sports Award	Connor Pashley
Senior Sports Award	Melinda Thorburn
Sports Administrator Award	Paul Beutel
Junior Cultural Award	Grace Kronk
Senior Cultural Award	Janette Schulte
Special Award	Patient Transport Drivers
Volunteer of the Year Award	Gayle Pott

STRATEGY, INNOVATION AND ASSETS

Development Services

28

Planning
Applications
2018-19



Planning

Development activity

28 Planning applications for the year.

The year has shown a trending decrease in both the number of planning applications and enquiries. However, more recent activity and enquiries appear to show a stabilisation and also an interest in commencing several reasonable size projects.

Application timeframes

The Development Section engages external consultants to provide development application assessment services to ensure timely and expert review. Pre-lodgement discussions continue to help resolve issues early, creating savings and to streamline processes for applicants, Council and the community.

Planning Legislation and Scheme

The Council website has been upgraded to include amendments and updated information sheets associated with the introduction of the Planning Act 2016. Council is also working on the release of a new planning enquiry system through Council's website to assist with basic Planning Scheme information relating to specific properties.

16

Planning Applications

Jul-Dec 2018

12

Planning Applications

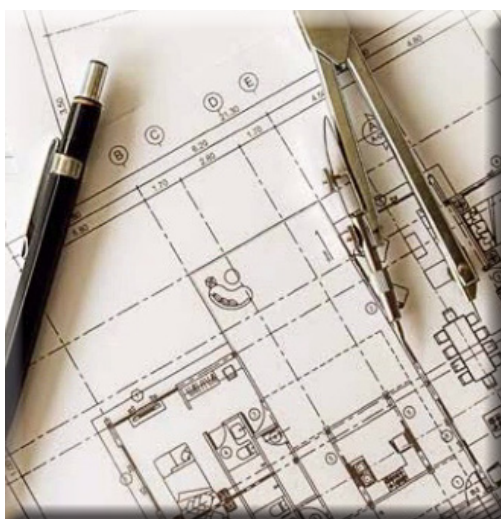
Jan-Jun 2019

Building & Plumbing Certification

Development Activity

154 Building applications and 50 plumbing applications.

Both building and plumbing activity has seen a marked increase from the previous year with building showing a 20% increase and plumbing 4%. Whilst other local coastal and regional areas have shown a decrease in activity, the Master Builders have reported North Burnett as the only region showing an increase of 2.1% for the year.



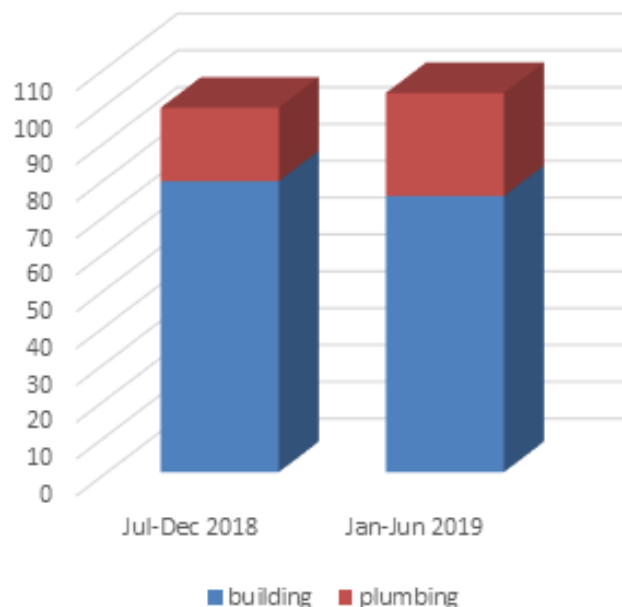
Legislative Changes

1 May 2019 saw the introduction of BCA 2019 being a major three (3) year legislation amendment from BCA 2016. Also, there were major plumbing legislation changes with the introduction of the *Plumbing and Drainage Act 2018* commencing on 1 July 2019.

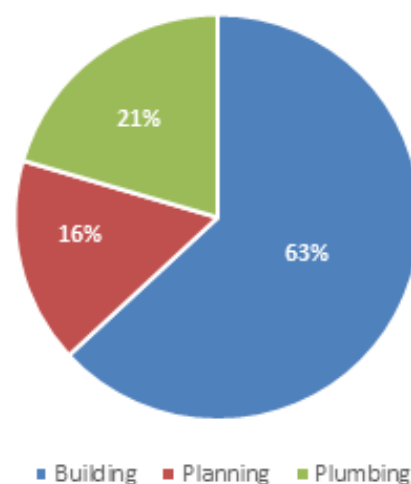
Development Records

In addition to the normal Development Service's activities, Council has continued the electronic scanning of all its Planning, Building and Plumbing files/records. Monto Shire have been collated and scanned this year with only Biggenden Shire Council records remaining to be done in the 2019/2020 year.

Budget allocation for the scanning of pre amalgamation development files has resulted in a marked improvement in response times to enquiries and availability of information for Development Services staff and customers.



Development Applications



\$9.7M

Building Applications

Compliance

ANIMAL MANAGEMENT

The Compliance team are continuing to conduct a clean-up of the current registration database, by way of proactively reviewing data is correct and in conjunction with animal registration and change of details forms submitted by animal owners. The Compliance team have also been busy auditing and reporting on owners with concession cards, working dogs in residential areas and residential properties with 3 or more dogs. This has resulted in follow up contact to animal owners to ensure their information is up to date and they are complying with current Local Laws. As at the end of the 2018/19 period, we have 1,033 registrations – compared to 1,131 registrations last year. There has been an increase in Penalty Infringement Notices issued, mostly due to repeat offenders ignoring all warnings to register their dogs.

Compliance Officers regularly patrol all areas of the region to ensure that residents are complying with Council's Local Laws. Our aim is to keep wandering dogs and dog related issues to a minimum. During these patrols, Compliance Officers are proactively looking for any other breaches of the Local Laws.

POUND OPERATIONS

Pound operations showed a decrease of impoundments for 2018/19 year with 117 dogs and cats impounded over the 12 months, compared with 176 from the previous year.

SEASONAL WORKERS (BACKPACKERS)

Work continues to be done in the area of camping and accommodation for the seasonal workers that enter this region. As per previous years the Compliance team are continuing to educate newcomers by way of distributing information pamphlets to workers on available accommodation and legislation regarding camping. Gayndah has seen a decrease in Caution Advices issued for Unauthorised Camping. Our aim is to provide a more welcoming experience for our visitors.



**responsible
pet ownership**

34

ANIMALS
REHOMED

42

ANIMALS
RECLAIMED

26

FERAL CATS
REMOVED

41

UNSUITABLE
TO REHOME

117

CAUTIONARY
ADVICES

16

PENALTY
INFRINGEMENTS

Economic Development

We are pleased to report that North Burnett Regional Council's (NBRC) Economic and Innovation Strategy was adopted by Council this year. The Strategy was based on engagement with our local community and detailed analysis of economic, technology and demographic trends. The Strategy charts our way forward, building on our traditional strengths, agriculture, mining, tourism and natural resources.

Developed alongside the Economic and Innovation Strategy is a working Action Plan which identifies actions to be undertaken in order to achieve outcomes for the Strategy to be realised. A number of actions from the 2018/2019 Action Plan, some detailed in this report, have been achieved throughout the last twelve months with 2019/2020's Action Plan well underway to being implemented.

The Economic and Innovation Strategy document replaces the former Economic and Development Plan 2014–2020 on Council's website. This enables the new Strategy to be viewed by potential investors to the region, and will assist them to understand Council's progressive and innovative approach to economic development.

To further enhance potential investor's knowledge of the region, Council has invested in the community and economy id profile toolkits. These interactive online tools are designed to tell the story of the demographics and industries which make up the North Burnett region. The profiles are situated on Council's Economic webpage and provide both new investors and existing business owners the opportunity to undertake the necessary feasibility and planning to ensure sustainability of their business ventures.

A series of five (5) 'Are You Ready for Business?' workshops were facilitated across the region. Twenty-three (23) participants attended these workshops and were provided with business support to progress their business ideas. Ongoing business support is being provided through the Federally Government funded Entrepreneurship Facilitators Program. A diverse range of business ideas were presented during these workshops.



Are you ready for business? workshop attendees.

TOURISM PROJECTS

Based on community chats throughout the region regarding North Burnett Tourism opportunities, North Burnett Regional Council (NBRC) approved the recommendation that Council end their long standing partnership with Bundaberg North Burnett Tourism – the regional tourism organisation based in Bundaberg. NBRC approved a low cost Corporate Membership with Bundaberg Tourism. This option was seen as the best value for money for our Council and as a more effective method to promote and brand our Naturally Beautiful North Burnett region in its own right.

The tourism team facilitated two major tourism forums across the region. The forums held at Binjour and the second held in Monto brought together some thirty-nine (39) like-minded community members with a passion for progressing tourism business in the North Burnett region. Forum presenters and guest speakers engaged participants with a selection of topics relevant to our North Burnett region, including shared stories from our local 'tourism' heroes.

In order to assist NBRC to understand the current and potential tourism opportunities for the region, a number of projects were undertaken during the year including capturing tourist's spending throughout the North Burnett, by offering them the option to share their local spending \$'s via receipt collection boxes which have been strategically located throughout the North Burnett region. These receipts will be collected, calculated and reported on a monthly basis.

Tourism product for our visitors to enjoy whilst simultaneously providing important employment opportunities for our community has been forefront of Council's Tourism Strategy. Setting the scene for NBRC to become a significant tourist Cont...



destination place, utilising and building on Council's current tourism assets commenced this year with concept plans being produced for a bush walking trail at the RM Williams Australian Bush Learning Centre (RMWABLC) in Eidsvold. The overall concept plan is based on a siltstone walking trail from the current RMWABLC building to the dam at the top end of the adjoining site. Featured alongside the walking trail is a performance area, six rest/display areas representing the six North Burnett townships, an Educational/Bush Tucker area, BBQ and facilities area, boarded walkway to the dam and three glamping tents. The project will be undertaken in funded stages, with the Bush Walking Trail to be established early in the 2019/2020 financial year. Community engagement is an important part of the project and a series of meetings will be scheduled throughout the region to display the concept designs and obtain feedback and provide the opportunity for each community to put forward suggestions for their township displays.



This year overnight camping at the RMWABLC tripled, via a series of marketing and promotional strategies including promoting the region at strategically selected Caravan and Camping Shows and social media communications. The Centre now hosts a wide screen television displaying updated regional tourism images which market the whole of the North Burnett region to our visitors. This has been received well by our visiting tourists.

Two stand out highlights of the year was being awarded the Queensland Visitor Centre Culture and Heritage Award, and facilitating the tour of the 2018 Lexus Melbourne Cup, made from our very own Mt Perry gold.

WORKING GROUPS / COLLABORATION

Participation and collaboration with Local, State and Federal Government Departments and Organisations occurred throughout the year on a number of significant projects which included:-

- AusIndustry (Small Business Roadshows)
- Wide Bay Burnett Mineral Resources Group (Advocacy Document)
- Wide Bay Burnett Regional Economic Development Advisory Committee (Advocacy Document)
- Burnett Inland Economic Development Office (Agricultural Network Group Meetings)
- Visit Queensland/Tourism Events Queensland (Storytelling Workshops)
- Trade Investment Queensland (Business Case Writing Workshop)
- Burnett Boyne Rail Trail Inc Group (Feasibility Study)
- Gayndah Museum and Information Centre (Assistance with successful grant application)



Environmental Services

WASTE MANAGEMENT

Council continues to operate six waste facilities throughout the region. Of those six, Mt Perry is a transfer station with waste being transported to Mundubbera. Council's future waste strategy identifies Mundubbera as a principal landfill site. Water monitoring bores were sampled during the year with no exceptions being reported.

On 17 January 2018, Council introduced new Local Law No. 6 (Waste Management) 2018 to assist with regulatory and compliance obligations for Council and the community.



Total Waste Received

878.2 ton

Green waste

607.5 ton

Construction & demolition

5,021 ton

Municipal solid waste

1,137.3 ton

Commercial & industrial

6.1 ton

Tyres

8.7 ton

Asbestos

Total Waste Recycled

8.3 ton

Batteries

14.8 ton

Oil

111.5 ton

Cardboard

532.7 ton

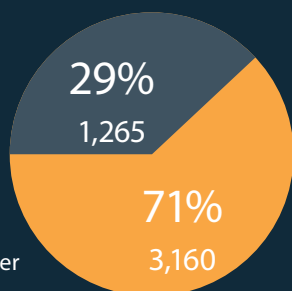
Scrap Metal

1.4 ton

Plastics

Average No.
of Weekly
Services

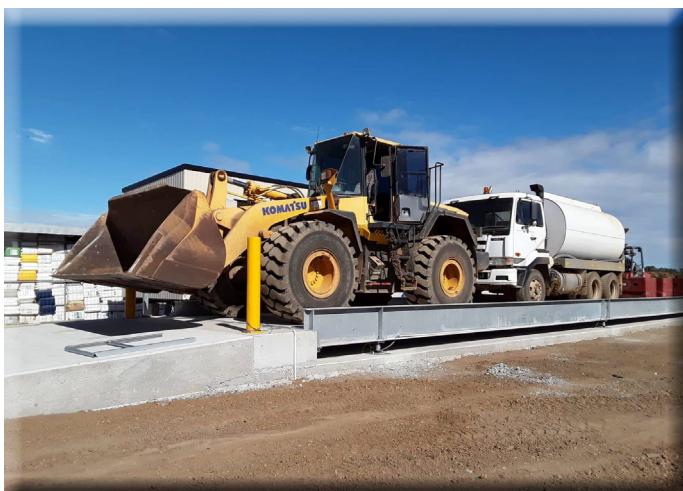
Domestic
Commercial / Other



MUNDUBBERA WASTE FACILITY

In preparation for the new waste levy, Council has installed a weighbridge at Mundubbera. This fully funded project by the Queensland Government enables accurate measurement of waste by tonnage rather than volume. Mundubbera has been identified as a regional waste facility as other sites are transitioned to transfer stations in future years.

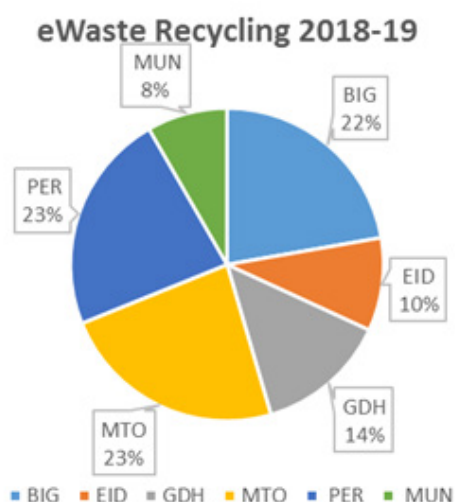
Mundubbera waste facility is also now home of a new 953K Waste Handler to cover and compact waste. This plant retires the former 963 which was purchased second hand more than a decade ago.



New weighbridge at the Mundubbera Waste Management Facility.

eWASTE

In the first year of recycling eWaste at Council's waste facilities, 22.52 tonnes have been collected and sent away for reprocessing. Mount Perry, Monto and Biggenden each generated more than 5 tonnes in each town.



CARDBOARD

Cardboard recycling methods have changed with trial drop-off and collection by JJ Richards at Biggenden and Gayndah.



Councillors and Executive staff display the new 953K Waste Handler.



BIOSECURITY

A new Biosecurity Plan was adopted by Council in accordance with the *Biosecurity Act 2014*. This Plan adopts a risk based approach to invasive species with a focus on those weeds that are not present in the North Burnett but are known to be close by.

GURGEENA OFFSET SITE

Gurgeena Vegetation Offset Site commenced in 2014 c to establish new populations of the threatened species *Pomaderris clivicola* and *Bertya pedicellata* to replace and offset those removed during remediation works on Humphrey Binjour Road, where landslips reduced the road to a single lane during major flood events. In addition to the planted individuals *Bertya pedicellata* to is now, in the sites fifth year, found to be regenerating naturally on the site.

FLYING FOXES

A seasonal influx of Little Red Flying Foxes had made their presence known in Gayndah, Mundubbera and Eidsvold. Council with the support of community members successfully nudged a colony from the Eidsvold State School.



Little Red flying foxes, roosting.

Disaster Management

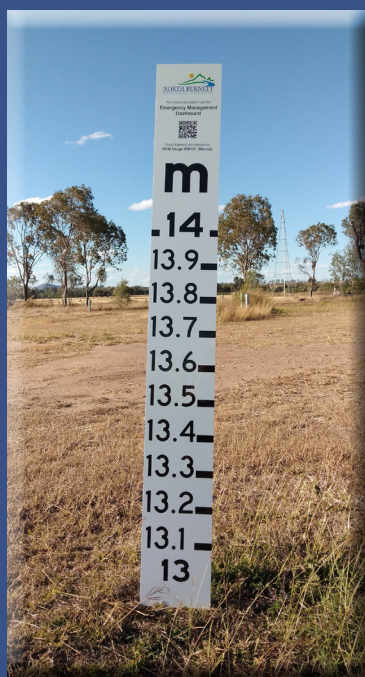
This year has seen the end of flood recovery and the beginning of new partnerships to strengthen the resilience of our region.

FLOOD RESTORATION COMPLETION

The North Burnett has been in a constant cycle of flood recovery since the 2010-11 flood event which impacted our region. During the last 9 years in excess of \$160 million in restoration and betterment work has been completed throughout the region. These works have created jobs, provided work to local contractors and created income throughout the entire community.

FLOOD MARKER PROJECT

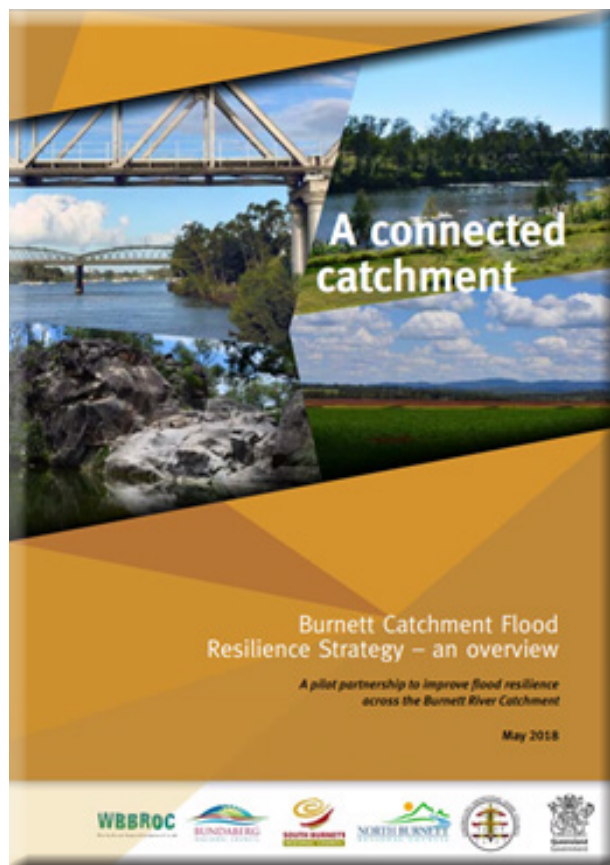
'Where will the water come to?' is one of the most common questions within our communities when we are faced with a flood event. Not understanding if your family will be out of harm's way can cause great distress. The installation of flood markers throughout Gayndah and Mundubbera will help give the community the tools to monitor flood levels and assess their risk. The flood markers will include the North Burnett Emergency Management Dashboard QR Code, which will direct residents to the most up to date information during disaster events.



BURNETT CATCHMENT FLOOD RESILIENCE COMMITTEE

The completion of the pilot Burnett Catchment Flood Resilience Strategy (BCFRS) project, in 2017/18 paved the way for a new flood resilience model for Queensland. The Burnett Catchment Flood Resilience Committee have prioritized and commenced work on the 94 actions from the BCFRS which will see a joint approach to common resilience issues across the catchment.

Coordinated by WBBROC, the committee consists of representatives from Bundaberg, North Burnett Regional Council, South Burnett Regional Council and Cherbourg Aboriginal Shire Council, along with representatives from State Government departments and neighbouring Council areas.



Asset Services

Council's Asset Services section has continued to evolve after being established in the 2017-2018 financial year.

During the financial year Council has adopted two updated Asset Management Plans (AMP). The overall plan was updated and adopted. This plan provides the framework for Council to follow with setting in place plans for each different asset class. Secondly Council Roads and Bridges Asset Management Plan was renewed and adopted. The Roads AMP now includes the use of condition assessment software and tools to guide the future works to be undertaken on Council's road network. The system is known as RACAS which stands for Road Asset Condition Assessment Software and was implemented in conjunction with the Road AMP. This system is based on both Australian and International standards of data and measurement. This therefore means that works will be programmed in the future based on the information about the road condition rather than based on time since last works were undertaken. Use of this system by our experienced operators will ensure a greater level of consistency across the entire North Burnett based on the condition not based on location. This will also allow for greater transparency in the decisions of which roads are being planned for works.

As well as the Roads AMP Council adopted for the first time it's Parks and Open Spaces AMP. This plan outlines the levels of service that Council is seeking to achieve in it's Parks, Open Spaces and Sports Fields. Council currently services 40 parks, 32 natural reserves, 11 cemeteries, 5 sports facilities with a total space in excess of 154 hectares.

As part of the ongoing commitment to asset management, significant works have been completed within Council's mapping system to ensure the improved accuracy for all of Council's assets to ensure that our future community planning is well informed and visual. One focus area for this work has been Council's kerb and channel network in each of our towns.



Kerbs and footpaths in Gayndah

From the works completed and the adopted plan's Council's 2019-2020 capital budget has been adopted based on the service levels and forward works identified in the AMP's to a level which is financially responsible in the current environment.

Works have now commenced on future capital projects to ensure Council can take funding opportunities when they become available and ensure the projects undertaken are part of Council's long term plans and strategies.

The 2018-19 year also saw Natural Disaster Relief and Recovery Arrangements (NDRRA) works completed following disaster events in the 2017 calendar year. Council completed \$10.2 million worth of reconstruction works including \$4.3 million direct expenditure on 15 betterment projects and one National Disaster Resilience Program (NDRP) project. This program has now come to a close for the first time since 2011 following continued disaster events in the area.

Council's Heavy Vehicle Transport network was also established following consultation that commenced within 2018. Future projects have been identified and will commence as part of Council's capital program in the 2019/20 financial year.



Future roadworks guided by new RACAS software

CIVIL WORKS

The 2018-2019 financial year was once again a busy year for the Civil Works department who are responsible for the management of capital and maintenance work for all Council roads – sealed and unsealed, bridges, drainage, footpaths, parks and open spaces, cemeteries, aerodromes and plant/fleet.

Roads

Council has a rural road network of almost 3,700km which is serviced by crews based from 6 depots across a 20,000km². Council is also responsible for undertaking maintenance on the state road network which crosses the region.

Rural Road maintenance to the value of \$2.6 million was undertaken with the work this year being programmed using road condition assessments.

REGIONAL ROAD GROUP

Regional roads are those identified to be of economic value across the Wide Bay Burnett region and projects are submitted on a rolling 5 year program. If approved these projects are delivered under the Transport Infrastructure Development Scheme (TIDS) which is funded on a 50/50 State – Council basis and projects are developed in response to regional or local demands on the regional road network.

Council completed a \$1.7 million TIDS project across the North Burnett this year.

Work included the reconstruction of a 1 km section of Wetheron Road to a bitumen sealed double width road. This work will reduce bruising to citrus being transported to market and reduce the risk of accidents.

Staibs Road was upgraded from a gravel road to a bitumen sealed standard for the full 2 km length of the road which will provide a smooth road surface during melon picking and reduce dust across adjacent roadside crop paddocks.

Swindon Road upgrade projects from gravel to bitumen surface continues to meet the needs of the Mt Perry gold mine traffic by constructing an additional 3.7 km of sealed road.

Abercorn Road had 1.2 kilometers to double sealed standard, and Calrossie Road had safety issues addressed over a 15 km length.

Gayndah-Mundubbera Road is being reconstructed to a stronger pavement and 8 metre wide bitumen seal to cater for the almost 1,200 vehicles a day travelling over this road.

SCHOOLS SAFE

TIDS Schoolsafe funding was used at Mundubbera, Boynewood, Mt Perry and Gayndah schools for the renewal of footpaths, signage and road access as required.



Boynewood Schoolsafe Project-Construction of a safer entrance for student drop off/pickup point.

CAPITAL ROADWORKS

A section of Tablelands Road was bitumen sealed as part of Council's capital works program to ensure safety for itinerant farm workers.

Pavement rehabilitation works was undertaken on 4 roads at an approximate cost of \$165,000. This work repairs out of shape bitumen which has been identified as road or transport safety issues

RURAL ROAD NETWORK

2018-2019 saw the introduction of the maintenance program on rural roads being based on a condition assessment.

Gravel resheeting replaces gravel lost from use or weather conditions - nineteen roads were gravel resheeted across the region at a cost of almost \$900,000. This work was in addition to the flood repair work which has continued across the region as a result of TC Debbie in February 2017.

Bitumen resealing was undertaken on 13 rural roads this year and 42 kms were resealed out of the total rural sealed network of 752.8kms at a cost of \$885,000.



Rural roads gravel resheeting.

Bitumen reseals were also undertaken on 18 streets across the region at a cost of almost \$240,000.

Resealing increases the life of a sealed road by livening up the bitumen, replacing stone which improves vehicle traction and skid capabilities, and improving the surface to displace moisture entering the pavement.



Reseal works underway.

FOOTPATH, KERB AND CHANNEL

The footpath kerb and channel program saw the replacement of several damaged footpaths and kerbs throughout the region.

The kerb and channel replacement aimed to resolve the root cause of the failures by replacing excavated material with cement stabilised road base. Highly damaged footpaths were also removed and replaced to meet new footpath standards and widths.



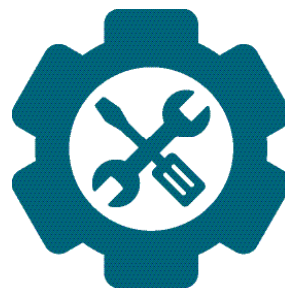
CYCLE WAYS

Mount Perry and Gayndah cycle ways were re-evaluated with regards to the expected cost of the project and available budget.

Main Roads has approved the variations to the scope and the project has progressed accordingly.

The Mount Perry project has gone through the tender process and will soon be awarded for construction in Q1-Q2 of 2019/20.

Gayndah cycleway has seen progress through the appointment of Empire Engineering and Greenscape Design to complete a masterplan of the full project, with plans to complete the Stage 1 construction by Q2 of 2019/20.



TC DEBBIE FLOOD RESTORATION

Council and contract crews completed the restoration of roads across the region. Betterment works were externally funded and undertaken on several roads to increase the resilience of roads from recurring flood damage.

PLANT/FLEET

Council invested in excess of \$2 million in fleet replacement during the year to maintain a fit for purpose fleet of plant and equipment to support our on ground service delivery.

The Civil Works department took delivery of a new backhoe loader, multi tyre and smooth drum rollers, track loader and 140M grader as well as other minor plant and vehicles.

AERODROMES

During 2018-2019, Council was subject to a random CASA safety audit of the Gayndah Aerodrome, whereby the aerodrome operations and recordkeeping was assessed.

As a result of this CASA audit, several safety findings were raised regarding the security and safety of facility, namely the fencing situation and the allocated grassed apron area.

Council worked with the safety inspector and resolved all issues with remedial actions, and have received letters of acquittal for all safety findings. The root cause will be addressed at a later date with future funding.

PARKS AND OPEN SPACES

During 2018-2019, Council's Parks and Open Spaces team delivered several projects, including:

- Gayndah Sports Oval – installation of irrigation system
- Eidsvold – RM Williams Australian Bush Learning Centre – installation of irrigation system
- Biggenden Sports Field – refurbishment of sports field

CEMETERIES

Council continued its maintenance and upkeep of regional cemeteries ensuring that the grounds and all grave sites are maintained to the requirements of Council's policy. Projects undertaken were new fencing and a new notice board hut at the Eidsvold Lawn Cemetery.

Council has developed a policy to ensure future works (beams, shelter sheds etc) in all of the lawn cemeteries across the North Burnett are built to the same standard.



Philpott Road - Creek crossing reconstructed as Flood Betterment to prevent ongoing damage.



Safety addressed at Gayndah Aerodrome.



Eidsvold Lawn Cemetery notice board hut.

Technical Services

Water and Wastewater

\$2,916,000

capital plan completed



DRINKING WATER QUALITY MANAGEMENT PLAN (DWQMP)

The DWQMP was audited and reviewed as required under the *Water Supply (Safety and Reliability) Act 2008* with Council meeting its requirements under the Act.

WIDE BAY BURNETT REGIONAL ORGANISATION OF COUNCILS (WBBROC)

Council, as a member of the WBBROC Urban Water Technical Committee, has been working on identifying appropriate solutions to help all stakeholders (Local, State and Federal Government, as well as the community) to better manage the risks and issues around urban water provision and security through the establishment of a regional Water Alliance. The Alliance will assist Councils to reduce costs by combining their procurement, as well as helping to ensure that their projects receive peer review or expert scrutiny to provide the best value for money. A similar alliance was progressed through WBBROC's regional sewer relining tender, which received an Institute of Public Works Engineering Australasia (IPWEAQ) award recognising the collaborative effort to deliver a large-scale joint procurement of sewer relining services to extend the life of sewer assets and deliver efficiencies for water and sewerage customers.

OPERATIONS AND MAINTENANCE

Routine Operations and Maintenance programs were completed throughout the year including:

- Valve and hydrant marking
- Valve and hydrant replacement
- Water mains flushing
- Water meter replacement program
- Water reservoir inspections and cleaning
- Online analyser service and calibration
- Flowmeter calibrations and servicing
- Sewerage pump station inspections and servicing
- Sewer cleaning and CCTV
- Sampling programs

SWIM (Statewide Water Information Management) Local was introduced to record all water and wastewater data electronically in the field (tablet based technology) to increase efficiency in data capture, data management and reporting.

A tablet based water meter reading program was introduced to increase efficiencies in water meter reading and rating.

CAPITAL PROJECTS

WATER

A capital budget of \$585,000 for Water Infrastructure was utilised to deliver the following projects as identified in Council's 10 Year Plan:

- Regional water main replacement program for 2018-2019.
- Installation of UV disinfection units at Mount Perry and Mulgildie Water Treatment Plants.
- Work Health and Safety Upgrades at Biggenden and Mundubbera Water Treatment Plants.
- Reservoir roof design for Mundubbera Water Treatment Plant.

WASTE WATER

A capital budget of \$1,280,000 for Wastewater Infrastructure was utilised to deliver the following projects as identified in Council's 10 Year Plan:

- Mundubbera Wastewater Treatment Plant upgrade.
- Mundubbera – new rising main from pump station # 1 to WWTP (year one of two).
- Regional sewerage pump station refurbishments.



North Burnett Regional Council water operations staff (Brett and Dylan) standing near a recently completed water main upgrade at Gayndah.



COUNCIL FACILITIES

A capital budget of \$1,051,000 delivered the following projects:

- Regional housing upgrades as part of Council's Housing 5 year plan
- Regional Administration Office upgrades
- Regional Hall upgrades
- Playground upgrades, including the installation of a new playground at Mount Perry
- Park Upgrades- Including the Stage 2 upgrade of the Gayndah ski and recreational area
- Regional Swimming Pool upgrades as part of Council's 5 year plan
- Regional public convenience upgrades
- Sportsground power upgrade – Mundubbera (Archer Park)
- Eidsvold (RM Williams Australian Bush Learning Centre) – Disabled wheelchair access to camp kitchen

WORKS FOR QUEENSLAND (W4Q)

Council secured funding through the 2017-19 Works for Queensland grant funding program, delivering the following projects:

- Monto Hall External Paving
- Eidsvold Hall Upgrade
- Biggenden Sports Ground – Canteen Upgrade
- Mundubbera Park – Ping Pong Table
- NBRC – Electronic Lock Upgrade



Images (top to bottom / left to right): Image 1 - RM Williams Australian Bush Learning Centre – Disabled wheelchair access to camp kitchen; Image 2 - Stage 2 upgrade of the Gayndah ski and recreational area; Image 3 - Outdoor ping pong table installed at Mundubbera, officially opened, 26 January 2019. Mayor Rachel Chambers and Deputy Mayor Faye Whelan christened the table. Local indigenous artist Malcolm Brown Snr was tasked with creating this incredible public playable art that celebrates the local area's rich indigenous culture and history; Image 4 - Monto Community Hall was painted as part of the Works for QLD Round 2 program.

COMMUNITY FINANCIAL REPORT

Community Financial Report

This Community Financial Report aims to simplify and provide a summary of the financial statements into a plain English explanation for our residents, businesses and other stakeholders.

FINANCIAL STATEMENTS

Financial statements are formal records of the financial performance and position of Council.

There are four financial statements that assist in providing a high level picture of council finances, these include:

- Statement of Comprehensive Income
- Statement of Financial Position
- Statement of Changes in Equity
- Statement of Cash Flows

These statements are accompanied by supporting notes which provided details on the transactions which are included in the line item balances in the four statements.

STATEMENT OF COMPREHENSIVE INCOME

Purpose: often referred to as the Profit & Loss or income statement. The statement of comprehensive income shows all the revenue the council has earned and the expenses incurred for the financial year.

Operational Revenue

Council's operational income in 2018-19 was \$35.486 million. Grant income represents 33% of total income; with the remaining 67% of the operating income classed as own sourced income.

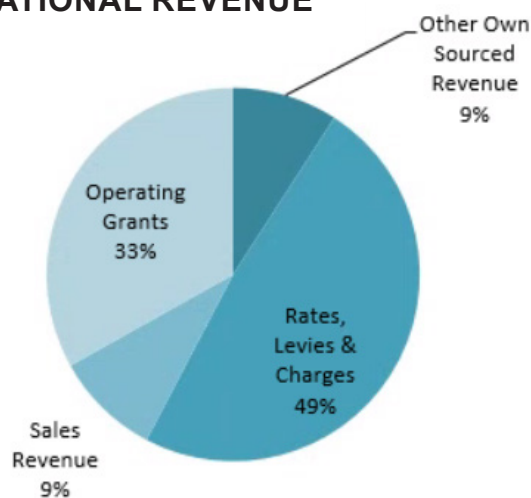
Total rates and charges levied (less discount) \$17.230 million. This equates to 49% of council's operating income.

Operational Expenditure

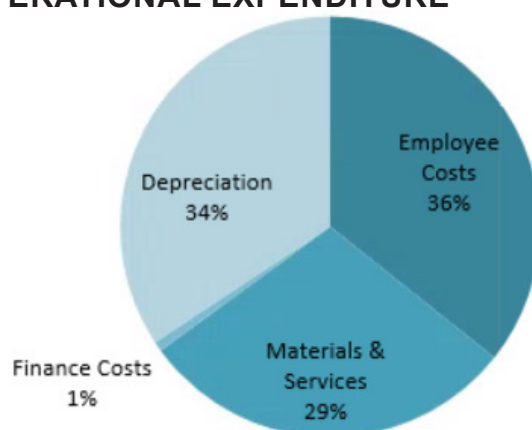
Council spent \$27.843 million during the year on employee costs and materials and services. These items represent a cost to council of providing services, operating facilities and maintaining assets.

Depreciation expenditure of \$14.687 million records the consumption of assets controlled by council over the useful lives and provides an indication of what the level of expenditure on rehabilitation and renewal of existing assets is required annually.

OPERATIONAL REVENUE



OPERATIONAL EXPENDITURE



STATEMENT OF FINANCIAL POSITION

Purpose: shows the assets and liabilities which make up community equity as at 30 June 2019.

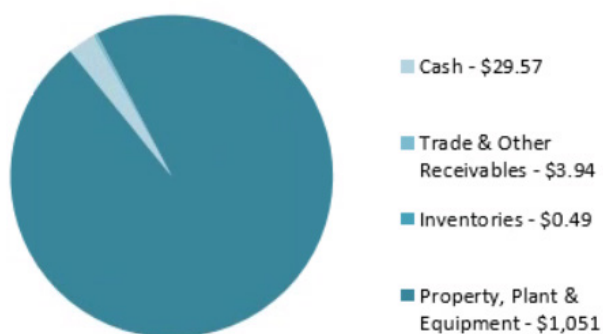
Net Current Assets

Council's net current assets (that is current assets less current liabilities) are \$24.396 million for 2018-19. Current assets and liabilities are those which are likely to be turned over during the next financial year.

Total Assets

Council's total assets are made up of current assets of \$34.009 million and non-current assets of \$1,051 million. The non-current assets are infrastructure assets such as roads, water and waste water which collectively represent the total of non-current assets.

2018-19 ASSET TYPES (\$M)

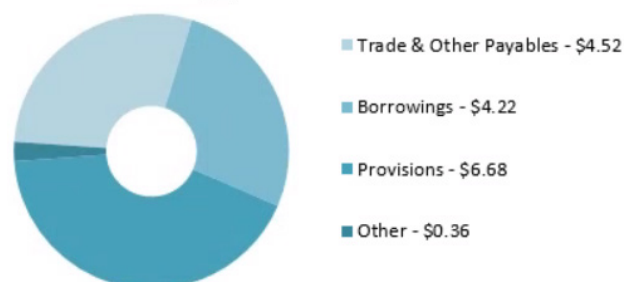


Total Liabilities

Council's total liabilities are made up of current liabilities of \$9.613 million and non-current liabilities of \$10.434 million.

Borrowings are made up of \$662k in current obligations and \$2.326 million in non-current obligations. Similarly Provisions are made up of \$2.042 million current and \$8.108 million non-current. The non-current provisions are primarily allocated to the future restoration of Council's waste management facilities.

2018-19 LIABILITIES TYPE (\$M)



CASH POSITION BY YEAR

Five year trend (\$M)



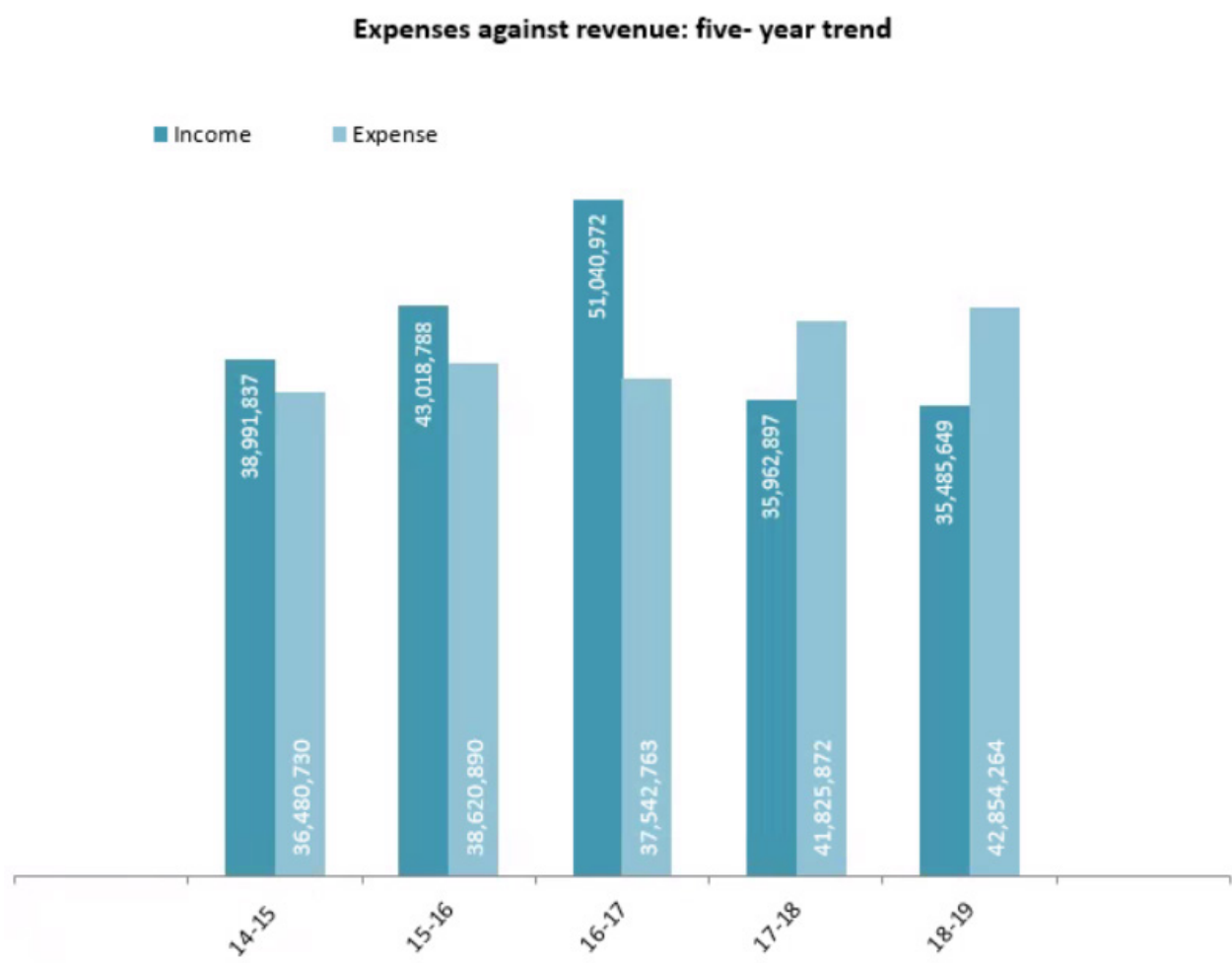
Council has a strong cash position at the end of 2018-19 which was the final year of Flood Restoration funding, in part due to receiving approximately \$7 million in advance relating to 2019-20 funding arrangements.

Overall Council has taken significant management action to manage costs and enhance its cash position. Council now aims to have a cash position of between \$15 – 18 million as a benchmark. This level of funds is important for financial sustainability – to provide perspective, Council's monthly expenditure is \$4.2 million.

COMPARATIVE TREND ANALYSIS

Revenue and Expenses

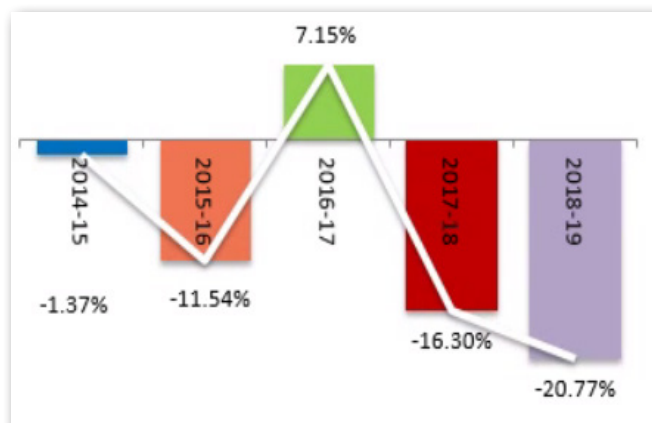
The below chart depicts Council's operational revenues and expenditure performance over the last five years. This comparative information has been provided to assist stakeholders to gain a more comprehensive understanding of how council is performing over a longer period of time than can be provided in a one year snap shot. It should be noted that on an operational basis, Council is generally making a loss. This does not include capital income received as grants nor does it include any gain/(loss) on disposal of assets.



OPERATING SURPLUS RATIO

(Target between 0% and 10%)

The operating surplus ratio measures the extent to which revenues are raised – to cover operating expenses only and are available for capital funding and other purposes. It is calculated as net operating result (presented in the income statement) divided by operating revenue. A positive ratio indicates that surplus revenue is available. A negative ratio indicates an operating deficit.

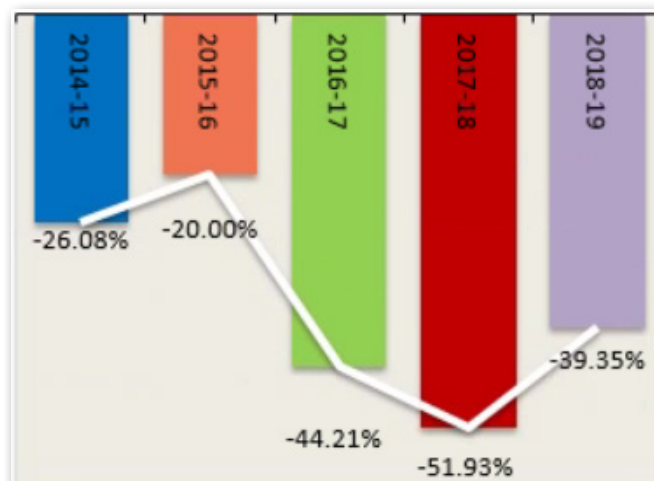


Operating surplus (deficit) ratio %

NET FINANCIAL LIABILITIES RATIO

(Target is not greater than 60%)

The net financial liabilities ratio measures the extent to which net financial liabilities can be serviced by operating revenues and is a short-term liquidity measure. The ratio determines how well placed we are to pay our liabilities out of current operating revenue and is calculated as the value of net financial liabilities (assets) divided by operating revenue. Net financial liabilities (assets) are calculated as total liabilities minus current assets, and a negative measure means that our current assets exceed total liabilities.

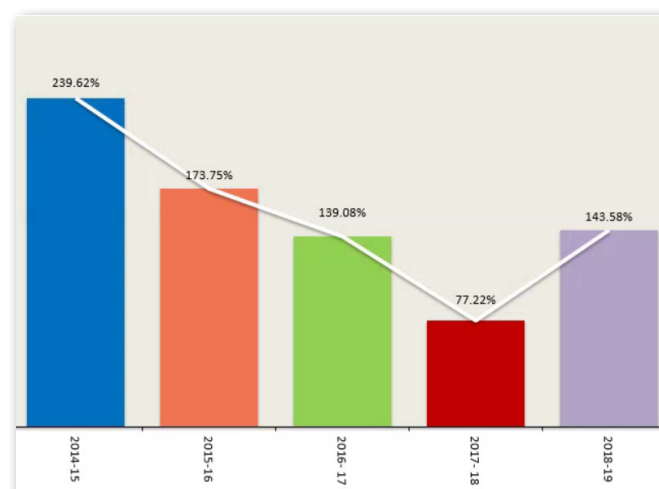


Net financial liabilities (assets) ratio %

ASSET SUSTAINABILITY RATIO

(Target is greater than 90%)

The asset sustainability ratio is an approximation of the extent to which the property, plant and equipment (PPE) assets that we manage are being replaced as these reach the end of their useful lives. The target ratio is greater than 90%. In previous years there has been a significant increase in capital outlays as a result of natural disasters



Asset sustainability ratio %



STATUTORY INFORMATION



Statutory Information

Legislative Requirement

Compliance

Local Government Act 2009

Identifying beneficial enterprises (s41)

A local government's annual report for each financial year must contain a list of all the beneficial enterprises that the local government conducted during the financial year.

Identifying significant business activities (s45)

A local government's annual report for each financial year must-

(a) contain a list of all the business activities that the local government conducted during the financial year; and

Refer to section: Financial Statements, Note 2

(b) identify the business activities that are significant business activities; and

Refer to section: Financial Statements, Note 2

(c) state whether or not the competitive neutrality principle was applied to the significant business activities, and if the principle was not applied, the reason why it was not applied; and

No - Cost of implementation outweighs the potential benefit

(d) state whether any of the significant business activities were not conducted in the preceding financial year, ie whether there are any new significant business activities.

No changes

Annual report must detail remuneration (s201)

(1) The annual report of a local government must state-

Council is required to report remuneration packages payable to the Chief Executive Officer and senior contract employees in bands. Senior contract employees are employees that report directly to the Chief Executive Officer and are considered to be in a senior position e.g. General Managers.

(a) the total of all remuneration packages that are payable (in the year to which the annual report relates) to the senior management of the local government; and

(b) the number of employees in senior management who are being paid each band of remuneration.

In 2018-19 there were four (4) senior contract employee positions.
The total remuneration packages payable in 2018-19 to senior management - \$802,056.07

(2) The **senior management** of a local government, consists of the chief executive officer and all senior executive employees of the local government.

(3) Each band of remuneration is an increment of \$100,000.00

(4) To remove any doubt, it is declared that nothing in this section requires the exact salary of any employee in senior management to be separately stated in the annual report.

Package Range	No. of senior contract employees
100,000-200,000	3
200,000-300,000	1

Local Government Regulation 2012 - Chapter 5 - Part 3 - Division 3

Preparation of annual report (s182)

(1) A local government must prepare an annual report for each financial year.

(2) The local government must adopt its annual report within 1 month after the day the auditor-general gives the auditor-general's audit report about the local government's financial statements for the financial year to the local government.

(3) However, the Minister may, by notice to the local government, extend the time by which the annual report must be adopted.

(4) The local government must publish its annual report on its website within 2 weeks of adopting the annual report.

Financial statements (s183)

The annual report for a financial year must contain:-

(a) the general purpose financial statement for the financial year, audited by the auditor-general; and

(b) the current-year financial sustainability statement for the financial year, audited by the auditor-general; and

Refer to section: Financial Statements

(c) the long term financial sustainability statement for the financial year; and

(d) the auditor-general's audit reports about the general purpose financial statement and the current-year financial sustainability statement.

Community financial report (s184)

The annual report for a financial year must contain the community financial report for the financial year

Refer to section: Community Financial Report

Particular resolutions (s185)

The annual report for the financial year must contain -

(a) a copy of the resolutions made during the financial year under section 250(1); and

Adopted at Policy and Planning Meeting - 02/04/2013, details in 2012/13 Annual Report. This policy was reviewed 2017-18 with no changes required.

(b) a list of any resolutions made during the financial year under section 206(2).

Nil

Legislative Requirement

Compliance

Councillors (s186)

(1) The annual report for a financial year must contain particulars of—

(a) for each councillor, the total remuneration, including superannuation contributions, paid to the councillor during the financial year; and

Council pays the following remuneration rates based on the Local Government Remuneration and Discipline Tribunal 2017 Report. In addition the total remuneration, superannuation and expenses incurred by each Councillor during the financial year is as follows.

A full copy of Council's Reimbursement of Expenses and Provision of Facilities for Mayor and Councillors—Policy is available at Council's website (Policy 103). This policy was reviewed and amendments were made and adopted by Council on 1 March 2017.

	Gross Remuneration	Super Contributions	Incidentals	Facilities
Cr Rachel Chambers	\$103,918	\$6235	-	\$25,312
Cr Faye Whelan	\$59,952	\$5,748	-	\$14,711
Cr John Bowen	\$51,958	\$959	-	\$12,120
Cr Paul Lobegeier	\$52,249	\$3,117	\$291	\$12,021
Cr Robbie Radel	\$52,205	\$3,117	\$247	\$12,153
Cr Peter Webster	\$51,958	\$3,117	-	\$12,511
Cr John Zahl	\$51,958	\$3,117	-	\$3,165
Total	\$424,198	\$25,410	\$538	\$91,993

(b) the expenses incurred by, and the facilities provided to each councillor during the financial year under the local government's expenses reimbursement policy; and

Council provides vehicles for Council related travel to all Councillors.

(c) the number of local government meetings that each councillor attended during the financial year; and

	General	Policy & Planning	Technical Services	Special
Cr Rachel Chambers	14	2	2	0
Cr Faye Whelan	17	1	1	1
Cr John Bowen	17	2	2	1
Cr Paul Lobegeier	17	2	2	1
Cr Robbie Radel	15	2	2	1
Cr Peter Webster	14	2	2	1
Cr John Zahl	17	2	2	1

(d) the total number of the following during the financial year-

- (i) orders and recommendations made under 150I(2) of the Act;
- (ii) orders made under s 150AH(1) of the Act;
- (iii) decisions, orders and recommendations made under section 150AR(1) of the Act; and

Nil

(e) each of the following during the financial year-

- (i) the name of each councillor for whom a decision, order or recommendation mentioned in paragraph (d) was made;
- (ii) a description of the unsuitable meeting conduct, inappropriate conduct or misconduct engaged in by each of the councillors;
- (iii) a summary of the decision, order or recommendation made for each councillor; and

Not applicable

Legislative Requirement

Compliance

(f) the number of each of the following during the financial year-

- (i) complaints referred to the assessor under section 150P(2)(a) of the Act by local government entities for the local government;
- (ii) matters, mentioned in section 150P(3) of the Act, notified to the Crime and Corruption Commission;
- (iii) notices given under section 150R(2) of the Act;
- (iv) notices given under section 150S(2)(a) of the Act;
- (v) decisions made under section 150W(a), (b) and (d) of the Act;
- (vi) referral notices accompanied by a recommendation mentioned in section 150AC(3)(a) of the Act;
- (vii) occasions information was given under section 150AF(4)(a) of the Act;
- (viii) occasions the local government asked another entity to investigate, under chapter 5A, part 3, division 5 of the Act for the local government, the suspected inappropriate conduct of a councillor;
- (ix) applications heard by the conduct tribunal about the alleged misconduct of a councillor.

- (i) 2
- (ii) Nil
- (iii) Nil
- (iv) Nil
- (v) Nil
- (vi) Nil
- (vii) Nil
- (viii) Nil
- (ix) Nil

Administrative action complaints (s187)

(1) The annual report for a financial year must contain-

- (a) a statement about the local government's commitment to dealing fairly with administrative action complaints; and
- (b) a statement about how the local government has implemented its complaints management process, including an assessment of the local government's performance in resolving complaints under the process.

(a) Council is committed to ensuring that complaints are dealt with in a responsive, efficient, fair and economical way with due respect to confidentiality of the complainants.

(b) Refer to Policy 116 - Administrative Action Complaints

(2) The annual report must also contain particulars of-

(a) the number of the following during the financial year-

- (i) administrative action complaints made to the local government;
- (ii) administrative action complaints resolved by the local government under the complaints management process;
- (iii) administrative action complaints not resolved by the local government under the complaints management process; and

Nil

Nil

Nil

(b) the number of administrative action complaints under paragraph (a)(iii) that were made in a previous financial year.

Nil

Overseas travel (s188)

(1) The annual report for a financial year must contain the following information about any overseas travel made by a councillor or local government employee in an official capacity during the financial year-

(a) for a councillor - the name of the councillor;

Cr Faye Whelan

(b) for a local government employee - the name of, and position held by, the local government employee;

Trisha Hansen, Community Connection Manager

(c) the destination of the overseas travel;

Tonga

(d) the purpose of the overseas travel;

Deliver Natural Disaster Relief Packages

(e) the cost of the overseas travel;

\$2,321.31

(2) The annual report may also contain any other information about the overseas travel the local government considers relevant.

Council delegated one Council Officer (Community Connection Manager) to attend as a Council representative and to co-ordinate the project. Volunteers paid for their own expenses (Cr Whelan, 1 relative of the Councillor and 1 relative of the Council Officer). The cost for the Officer was funded from the Officer's pre-allocated and budgeted professional development budget, which formed part of their Employment Contract with Council.

Expenditure on grants to community organisations (s189)

The annual report for a financial year must contain a summary of-

(a) the local government's expenditure for the financial year on grants to community organisations; and

Refer to section: Community Grants & Donations

(b) expenditure from each councillor's discretionary fund, including-

- (i) the name of each community organisation to which an amount was allocated from the fund; and
- (ii) the amount and purpose of the allocation;

Nil

Other contents (s190)

(1) The annual report for a financial year must contain the following information-

(a) the chief executive officer's assessment of the local government's progress towards implementing its 5 year corporate plan and annual operational plan.

RESOLUTION 2019/203

Moved: Cr Robert Radel

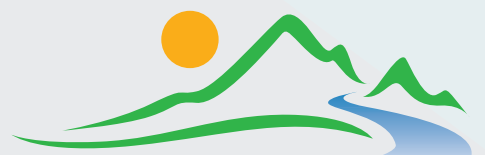
Seconded: Cr Peter Webster

That in accordance with section 174(3) of the *Local Government Regulation 2012*, Council receives the 2018-19 Operational Plan - Q4 Progress Report for the period of 1 April to 30 June 2019.

Legislative Requirement	Compliance
(b) particulars of other issues relevant to making an informed assessment of the local government's operations and performance in the financial year;	Refer to section: Financial Statements
(c) an annual operations report for each commercial business unit;	Not applicable
(d) details of any action taken for, and expenditure on, a service, facility or activity-	
<p>(i) supplied by another local government under an agreement for conducting a joint government activity; and</p> <p>(ii) for which the local government levied special rates or charges for the financial year;</p>	<p>(i) Nil</p> <p>(ii) In line with Council's ongoing commitment to accountability and transparency and in accordance with the Local Government Act 2009 (the Act) and Section 190(1)(d)(ii) of the Local Government Regulation 2012 (the Regulation) details of Council levies and charges are presented below.</p> <p>This section also details organisational information regarding staff policies and other information considered of interest in an Annual Report.</p> <p>All special and separate levies and charges listed apply for the 2018-19 financial year.</p> <p>Separate Charge – Natural Resource Management Levy</p> <p>That in accordance with Section 92(5) of the Act and Chapter 4 Part 8 of the Regulation and on the basis of the principles set out in Council's Revenue Statement, Council make and levy a Separate Charge – Natural Resources Management Levy of \$54.00 for the year ended 30 June 2019 to be levied equally on all rateable properties within the Council area for the purpose of offsetting the weed and animal pest control measures combined with other Natural Resource functions within the region.</p> <p>Separate Charge – Local Disaster Management Levy</p> <p>That in accordance with Section 92(5) of the Act and Chapter 4 Part 8 of the Regulation and on the basis of the principles set out in Council's Revenue Statement and Policy 261 – Local Disaster Management Levy, Council make and levy a Separate Charge – Local Disaster Management Levy of \$5.00 for the year ended 30 June 2019 to be levied equally on all rateable properties within the Council area to assist in Councils capability to meet its obligations in times of a disaster and contribute toward the ongoing operation of disaster preparedness facilities</p> <p>Separate Charge – Landfill Management Levy</p> <p>That in accordance with Section 92(5) of the Act and Chapter 4 Part 8 of the Regulation and on the basis of the principles set out in Council's Revenue Statement, Council make and levy a Separate Charge – Landfill Management Levy of \$124.00 for the year ended 30 June 2019 to be levied equally on all rateable properties within the Council area for the purpose of offsetting the costs of Landfill Management, compliance and future close out provisions</p> <p>Special Charge - Road & Drainage Works Shand Street Subdivision, Mt Perry (Shand, Hunter & Mason Streets)</p> <p>That in accordance with Section 92(3) of the Act and Chapter 4 Part 6 of the Regulation, Council will make and levy a special charge on each parcel of land to recoup the cost of the works and the finance costs incurred by Council borrowing funds over ten (10) years to complete the associated project, to provide road infrastructure and/or stormwater drainage infrastructure to the unfinished Shand Street Subdivision.</p>
(e) the number of invitations to change tenders under section 228(7) during the financial year;	Nil
(f) a list of the registers kept by the local government;	<ul style="list-style-type: none"> • Asbestos Register • Local Law Register • Election Gifts Register • Significant Business Register • Delegations Register • Statement of Interest Register: Councillors • Statement of Interest Register: Senior Contract Staff • Asset Register • Gift Register • Beneficial Enterprises Register • Cost-Recovery Fees Register • Contract with Lobbyists Register • Road Map Register • Local Heritage Register • Related Parties Register • Conflict of Interest Register • Development Applications Register / Exemptions Certificate Register • Designations Register • Infrastructure Charges Register • Private Certifier Application Register

Legislative Requirement	Compliance
(g) a summary of all concessions for rates and charges granted by the local government;	Type: Partial Water Relief Number of Properties: 11 Total Cost: \$10,613.22
(h) the report on the internal audit for the financial year;	During the reporting period, the Audit and Risk Committee met on 27 September 2018. It was disbanded and then reformed with new independent members in 2019.
(i) a summary of investigation notices given in the financial year under section 49 for competitive neutrality complaints;	Nil
(j) the local government's responses in the financial year on the QCA's recommendations on any competitive neutrality complaints under section 52 (3)	Nil
(2) In this section - annual operations report, for a commercial business unit, means a document that contains the following information for the previous financial year-	
(a) information that allows an informed assessment of the unit's operations, including a comparison with the unit's annual performance plan;	Not applicable
(b) particulars of any changes made to the unit's annual performance plan for the previous financial year;	Not applicable
(c) particulars of the impact the changes had on the unit's;	
(i) financial position; and (ii) operating surplus and deficit; and (iii) prospects.	Not applicable
(d) particulars of any directions the local government gave the unit.	Not applicable

APPENDIX FINANCIAL STATEMENTS



NORTH BURNETT
REGIONAL COUNCIL