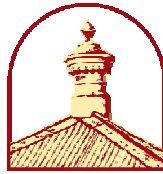


CHARTERS TOWERS REGIONAL COUNCIL

Exceptional Service for an Exceptional Community



Annual Report

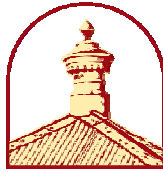
1 July 2009 - 30 June 2010



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Council's Vision



To be an exceptional Council which serves, manages and promotes the region using smart business practices.

Mission

Charters Towers Regional Council's mission is to meet the needs of its Community through timely and economical provision of quality infrastructure and services by Councillors and staff who are dedicated to achieving excellence.

Guiding Principles

- ⇒ Fairness;
- ⇒ Equity;
- ⇒ Transparency;
- ⇒ Accountability;
- ⇒ Sustainability;
- ⇒ Community service orientation;
- ⇒ Prudent fiscal management;
- ⇒ Generation of employment;
- ⇒ Accessibility;
- ⇒ Dynamics and adaptability;
- ⇒ Successful business enterprise;
- ⇒ Responsiveness to current economic conditions and community needs.

Following the amalgamation of Charters Towers City Council and Dalrymple Shire Council a new conglomerate was born unlike either of the original entities. We now have a dynamic, self-fulfilling community with a vast agricultural area surrounding a vibrant country town.

We have an extensive road network, servicing the healthy industries of beef cattle and small crops and closer to town, gold mining and its associated manufacturing and services industries.

The tyranny of distance, regulation and compliance has dictated that Council works smarter and strives for improved efficiency.

The Council aims to meet its challenges by identifying the need for action, and fully committing itself to addressing that need to the limits of its resources. We continually check ourselves to make sure that we are working to the Corporate Plan, finalising core business operations and providing valued services to enhance the economy, the environment and the quality of life in our community.

Mayor's Report



The Charters Towers Regional Council has matured into a professional unit providing governance to a particularly interesting, diverse and increasingly productive piece of tropical North Queensland.

We have a smart, dedicated, full contingent of staff, efficiently delivering services as directed, to a diverse community of suburban and open range dwellers.

We have come from the difficulties of an amalgamation two and a half years ago to a fully fledged driver in our North Queensland, greater community.

We command a strong position, between the Coastal Range and the Great Divide, on the Great Northern Railway Line, at the cross roads of two major highways. The mighty Burdekin River which will become invaluable to further development of this State is at our door step. As Queensland grows and develops, Charters Towers is positioned to take full advantage of the rise and a greater than average share of the spoils.

It would seem that we are feeling pretty good about ourselves and why wouldn't we be?

Ben Callcott

Mayor

Council



Back (L – R)

Cr Bernie Robertson
(Deputy Mayor)

Cr Frank Beveridge

Cr David Coleman

Cr David Chapman

Front (L - R)

Cr Barbara Robinson

Mayor Cr Ben Callcott

Cr Norah Vinson



Cr Ben CALLCOTT - Mayor

Remuneration	\$81,100
Expenses	\$ NIL
Council Meetings attended	15
Superannuation contributions	\$ NIL

Cr Barbara ROBINSON

Remuneration	\$40,550
Expenses	\$ NIL
Council Meetings attended	15
Superannuation contributions	\$ NIL

Cr Bernie ROBERTSON - Deputy Mayor

Remuneration	\$50,688
Expenses	\$ 368
Council Meetings attended	13
Superannuation contributions	\$ NIL

Cr Norah VINSON

Remuneration	\$40,550
Expenses	\$ 215
Council Meetings attended	16
Superannuation contributions	\$ NIL

Cr Frank BEVERIDGE

Remuneration	\$40,550
Expenses	\$ 54
Council Meetings attended	13
Superannuation contributions	\$ NIL

Cr David CHAPMAN

Remuneration	\$40,550
Expenses	\$ NIL
Council Meetings attended	13
Superannuation contributions	\$ NIL

Cr David COLEMAN

Remuneration	\$40,550
Expenses	\$ NIL
Council Meetings attended	15
Superannuation contributions	\$ NIL

Changes to Councillor's Remuneration effective January 2010

That Council resolve that for the period commencing 1 January 2010 to 31 December 2010 unless otherwise resolved, Council authorise the payment of remuneration to a Councillor of the Charters Towers Regional Council, for carrying out the duties of the office as undermentioned at the rate of remuneration as undermentioned and being an amount of remuneration as detailed in the Remuneration Schedule for the Category of Local Government to which Charters Towers Regional Council belongs.

Mayor \$82,400.00 per annum

Deputy Mayor \$51,500.00 per annum

Councillor \$41,200.00 per annum

Council contd



COUNCILLORS' EXPENSES REIMBURSEMENT POLICY

1) Commencement

This policy will take effect from its adoption by resolution of Council's General Meeting of 11 June 2008.

2) Purpose

The purpose of this policy is to ensure that Councillors and the Mayor can receive reimbursement of reasonable expenses and be provided with necessary facilities in the performance of their roles.

3) Definitions

Council Business: This is official business conducted on behalf of, and approved by, Council where a Councillor is required to undertake certain tasks to satisfy legislative requirements or achieve business continuity for the Council.

Council Business should result in a benefit being achieved either for the local government and/or the local government area.

Example: Council may decide that Council business includes civic ceremony duties such as opening a school fete.

Participating in a community group event or being a representative on a board not associated with Council is not regarded as Council Business.

Expense: Expenses are payments made by Council to reimburse Councillors for their reasonable expenses incurred or to be incurred when discharging their duties as Councillors. These payments are not regarded as remuneration. The expenses may be either reimbursed to Councillors or paid direct by Council for something that is deemed a necessary cost or charge when performing their roles.

Facility: Facilities provided by Councils to Councillors are the 'tools of trade' required to enable them to perform their duties with relative ease and at a standard appropriate to fulfil their professional role for the community.

Reasonable: Council must make sound judgements and consider what is prudent, responsible and acceptable to its community when determining reasonable levels of facilities and expenditure. The community expects limits and does not want to see excessive use or abuse of public funds.

4) Statement of Principles

This policy complies with the Statement of Principles, set out in the guidelines:

Reasonable expenses reimbursement to Councillors

- Public accountability and transparency
- Public perceptions and community expectations
- Equity and participation
- No private benefit to be derived

Council contd



PAYMENT OF EXPENSES

Expenses will be paid to a Councillor through administrative processes approved by Council's Chief Executive Officer subject to:

- the limits outlined in this policy and
- Council endorsement by resolution.

EXPENSE CATEGORIES

Professional Development

Council will reimburse expenses incurred for:

- mandatory professional development;
- discretionary professional development deemed essential for the Councillor's role to a limit of \$5000.00 per Councillor per term; and
- only with the express prior approval of such development expenses by Council.

Travel as required to represent Council

Council may reimburse local and in some cases interstate and overseas travel expenses (eg flights, car, accommodation, meals and associated registration fees) deemed necessary to achieve the business of Council where:

- a Councillor is an official representative of Council and
- the activity/event and travel have been endorsed by resolution of Council.

Councillors are to travel via the most direct route, using the most economical and efficient mode of transport.

Council will pay for reasonable expenses incurred for overnight accommodation when required.

NOTE: Any fines incurred while travelling in Council owned vehicles or privately owned vehicles when attending Council business, will be the responsibility of the Councillor incurring the fine.

Travel Bookings

All Councillor travel approved by Council will be booked and paid for by Council.

Economy class is to be used where possible although Council may approve business class in certain circumstances.

Airline tickets are not transferable and can only be procured for the Councillor's travel on Council business. They cannot be used to offset other unapproved expenses. (eg. Cost of partner or spouse accompanying the Councillor)

Council contd



Travel transfer costs

Any travel transfer expenses associated with Councillors travelling for Council approved business will be reimbursed.

Example: Trains, taxis, buses and ferry fares.

Cab charge vouchers may also be used if approved by Council where Councillors are required to undertake duties relating to the business of Council.

Private vehicle usage

Councillors' private vehicle usage may be reimbursed by Council if the:

- travel has been endorsed by Council Resolution;
- claim for mileage is substantiated with log book details; and
- total travel claim does not exceed the cost of the same travel using economy flights plus the cost of taxi transfers.

Accommodation

All Councillor accommodation for Council business will be booked and paid for by Council. Council will pay for the most economical deal available. Where possible, the minimum standards for Councillors' accommodation should be three or four star rating.

Where particular accommodation is recommended by conference organisers, Council will take advantage of the package deal that is the most economical and convenient to the event.

Meals

A local government will reimburse costs of meals for a Councillor when:

- the Councillor incurs the cost personally and
- the meal was not provided:
 - within the registration costs of the approved activity/event
 - during an approved flight.

The following limits apply to the amount Council will reimburse for meals:

- Breakfast \$19.60
- Lunch \$20.05
- Dinner \$34.55 unless otherwise approved on a specific basis by Council
- No alcohol will be paid for by Council.

Council cont'd



Incidental Allowance

Other actual expenses may be paid by Council to cover any incidental costs incurred by Councillors required to travel, and who are away from home overnight, for official Council business, provided documentation including but not limited to receipts is received and approved by Council.

ADDITIONAL EXPENSES FOR THE MAYOR Hospitality

Council may reimburse the Mayor up to \$1,000 per annum for hospitality expenses deemed necessary in the conduct of Council's business.

PROVISION OF FACILITIES

All facilities provided to Councillors remain the property of Council and must be returned to Council when a Councillor's term expires.

Private use of Council owned facilities

Based on the principle that *no private benefit is to be gained* the facilities provided to Councillors by the Council are to be used only for Council business unless prior approval has been granted by Resolution of Council.

The Council Resolution authorising private use of Council owned facilities will set out the term under which the Councillor will reimburse Council for the percentage of private use. This will apply when Councillors have private use of Council owned motor vehicles and/or mobile telecommunication devices.

Notwithstanding the above, any and all costs incurred by virtue of the Mayor's garaging of the vehicle assigned to him and its use for travel for and, in association with, Council's business shall be borne by Council.

FACILITIES CATEGORIES

Administrative tools

Administrative tools may be provided to Councillors as required to assist Councillors in their role.

Administrative tools include:

- office space and meeting rooms
- computers
- stationery
- access to photocopiers
- printers
- facsimile machines
- publications
- use of Council landline telephones and internet access in Council offices.

Council cont.



Maintenance costs of Council owned equipment

Secretarial support may also be provided for the Mayor and Councillors.

Council may provide a Councillor with home office equipment including computer and internet access if necessary.

Council will be responsible for the ongoing maintenance and reasonable wear and tear costs of Council owned equipment that is supplied to Councillors for official business use. This includes the replacement of any facilities which will fall under Council's asset replacement program.

Name Badge

Council will provide Councillors with:

- a name badge
- the necessary safety equipment for use on official business eg. safety helmet/boots.

Safety equipment for Councillors

Use of Council vehicles on Council business

Councillors may have access to a Council vehicle for official business.

Private use of vehicles

Private use of Council owned vehicles is permitted if prior approval has been granted by Resolution of Council. Council will, in its Resolution authorise private use, set out the terms for the Councillor to reimburse Council for private use.

Telecommunication needs – mobile devices

(i) Mobile telecommunications devices owned by Council may be used by Councillors for official council business use.

Where Council deems it necessary to acquire new mobile devices due to the new local government structure, extra facilities may be approved by council resolution.

Example: Mobile telephones or hand-held personal digital assistants (ie 'Blackberry')

(ii) Council may, by resolution, purchase for Councillors mobile phone/personal digital assistance hardware and software to be owned by those Councillors and to enable Councillors to more efficiently effect their civic duties.

Insurance cover

Council will indemnify or insure Councillors in the event of injury sustained while discharging their civic duties.

Council will pay the excess for injury claims made by a Councillor resulting from conducting official Council business.

Fuel costs

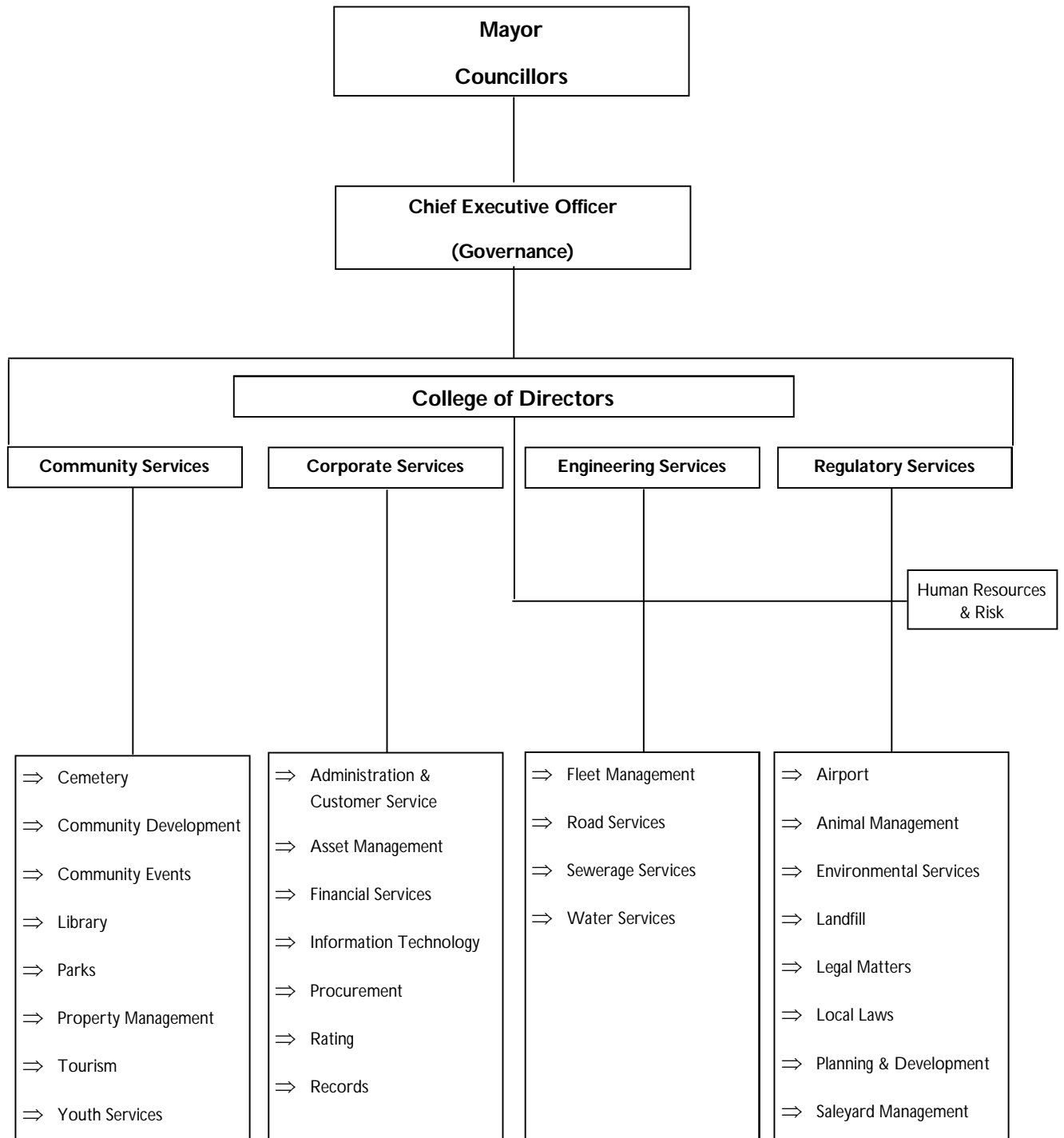
Fuel for a Council owned vehicle used for official Council business including the Mayoral use specifically provided for, herein, will be provided or paid for by Council.

Car parking amenities

Council will provide Councillors with:

- car parking at the local government office premises and/or
- reimbursement of parking costs paid by Councillors while attending to official Council business.

Corporate Structure



Chief Executive Officers Report



Last year's report recognized the successful completion of each and every legislative and practical requirement of the amalgamation of the former Councils. In the year since, we have consolidated our position, developed a single, all inclusive budget and implemented an equitable, whole of region rating strategy which is both legislatively compliant and appropriate for our community's needs.

As has been previously reported the financial component of this document is predicated upon Council's reliance on the following instruments:

- Corporate Plan;
- Operational Plan;
- Annual Budget;
- Annual Financial Statements;
- Policies including but not limited to, the Code of Conduct, Equal Employment Opportunity and Anti-discrimination Policy;
- Local Laws; and
- Pecuniary Interest Registers for Councillors and Senior Staff.

During the twelve months hence, Council, in collaboration with the people of this region, will add to these instruments by way of producing a Community Engagement Strategy, Policy and Plan.

The latter of these will, in future, underpin both the Corporate and Operational Plans and will base these processes on Council's, the Mayor's and my own absolute commitment to the principles of community engagement, representation and social inclusion as fundamentally applicable to Council's work and purpose.

Council's existing governance approach will embrace the extension of reference so that the sharing of knowledge and experience can, and will, provide for the development of further and better solutions to local issues and so as to plan for the future.

James Gott
Chief Executive Officer

Directors



Directors - Charters Towers Regional Council

Back row (L - R):

Mrs Tammy Power, Director Corporate Services, **Mr James Gott PSM**, Chief Executive Officer, **Mr Wayne Price**, Director Community Services.

Front row (L - R):

Mr Ramon Jayo, Director Regulatory Services, **Mr Rohana Samarasekera**, Director Engineering Services.

Director Community Services Report



During 2009/10, staff within the Community Services Directorate have continued the task of establishing procedures and processes necessary to deliver and maintain the services associated with this arm of Council. The efforts of all staff in that regard are recognised and appreciated.

Funding opportunities have also arisen and been responded to, with significant funds approved by State and Federal Government agencies for projects that will greatly enhance the quality of life and services in the Charters Towers Regional Council area.

Such funding opportunities bring forward or enable projects that may not otherwise be achievable within Council's budgetary considerations, but also add to the resources required to firstly undertake such works and subsequently maintain them in the future.

An overview of the achievements and outcomes of these activities are included in the following report.

Tourism Services and Visitor Information Centre

Volunteers

- Volunteer numbers had dwindled over the year, but a volunteer drive increased numbers to an effective level.
- The Centre has a core of very long standing volunteers, with a number of them aged over 80 years .

Familiarisations

- The ongoing education of volunteers in the experiences offered by many of the local tourist operators continued, including visits to many of the local and regional attractions and tourism-orientated ventures.

Meet and Greet

- The Centre's monthly meet and greet program continues, with many new residents arriving in the town joining staff and volunteers at the Centre for morning tea. This is an opportunity to make people aware of the facilities in the region, and has proven a good source of recruitment for new volunteers.

Volunteers' Conference

- The annual Volunteers' Conference was hosted by the Burdekin Shire in Ayr, with eighteen of the Centre's volunteers attending.

National Volunteers' Week

- Five and ten years' service awards and badges were presented to volunteers, recognising their ongoing commitment to tourism in the region, as part of the National Volunteers' Week activities.

Queensland Information Centres' Association

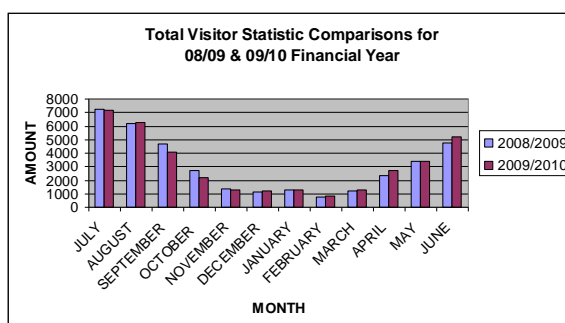
- The Tourism Manager attended the annual QICA Conference which was hosted by Townsville, with approximately 100 delegates attending from Information Centres throughout Queensland.

Director Community Services Report contd



Visitor Statistics

- Visitor numbers through the Centre were slightly less then last year.
- This is an outstanding result given the number of tour group bookings that have had to cancel due to economic conditions. Other tourism centres in North Queensland have reported significant drops in their tourism numbers.



MONTH	VISITOR NUMBERS 2008/09	VISITOR NUMBERS 2009/10
JULY	7255	7147
AUGUST	6203	6232
SEPTEMBER	4702	4048
OCTOBER	2752	2223
NOVEMBER	1381	1317
DECEMBER	1164	1174
JANUARY	1305	1308
FEBRUARY	750	860
MARCH	1206	1307
APRIL	2355	2750
MAY	3397	3367
JUNE	4719	5199
TOTALS	37189	36932

Accreditation

- An audit of the Information Centre's policies and procedures was conducted by an accredited body engaged by Tourism Queensland.
- Audits are conducted bi-annually, and compliance confirms the continued use of the trademarked symbol for accredited Visitor Information Centres.

Group Tours

- Group tourism to the town continues to improve despite the economic downturn.
- School Excursion Guides are circulated and generate significant business for the region. The students participating act as excellent ambassadors for the town and often return with their families to spend some more time in the town at a future time.
- A Guide is also prepared for long-haul tourist buses operating throughout Australia.

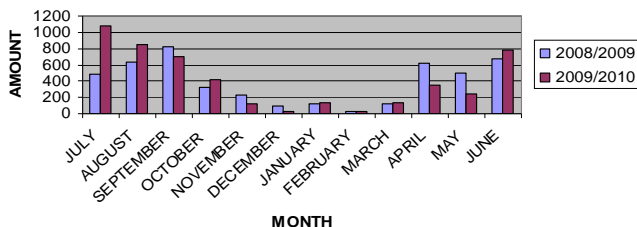
Director Community Services Report cont'd



Venus Battery

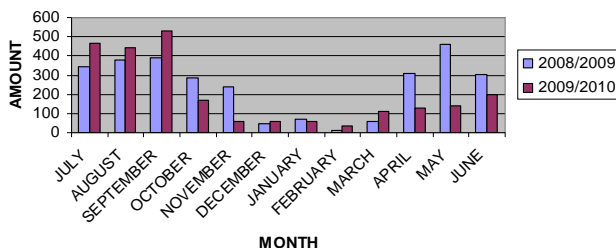
- Increased school student volumes have contributed to the marginal increase in ticket sales from the previous year.

Total Venus Battery Ticket Sales Comparisons for 08/09 & 09/10 Financial Year



Towers Hill

Total Towers Hill Ticket Sales Comparisons for 08/09 & 09/10 Financial Year



Circulation Statistics	Totals for 2008/09	Totals for 2009/10
Regional Membership	6,012	5,933
New Members to the Library	463	429
Lending Stock	14,103	16,378
Loans Issued	44,325	39,815
Returns	54,849	49,973
Reservations Placed	5,938	5,611
Inter-Library Loans Requests Sent	1,762	1,709
Items Received on ILL	1,147	1,091
Inter-Library Loans Requests Rec	590	452
Items Supplied on ILL	727	564
Visitors to the Library	40,784	34,752
Public Internet Hire in Hours	1,533	1,134

MONTH	VISITOR NUMBERS 2008/09	VISITOR NUMBERS 2009/10
JULY	488	1073
AUGUST	631	851
SEPTEMBER	821	702
OCTOBER	330	412
NOVEMBER	230	116
DECEMBER	98	30
JANUARY	126	130
FEBRUARY	28	23
MARCH	116	141
APRIL	624	348
MAY	493	244
JUNE	669	778
TOTALS	4654	4848

MONTH	VISITOR NUMBERS 2008/09	VISITOR NUMBERS 2009/10
JULY	342	465
AUGUST	379	441
SEPTEMBER	388	531
OCTOBER	288	168
NOVEMBER	238	57
DECEMBER	45	60
JANUARY	68	59
FEBRUARY	14	34
MARCH	59	112
APRIL	309	129
MAY	458	141
JUNE	304	200
TOTALS	2892	2397

Library Services

Annual Statistics

Director Community Services Report cont'd



Computer Systems

- The Library's computer operating system was upgraded with the latest version of Aurora.

Tour

- The Library was fortunate to host a second display of the "White Gloves Tour", which was well attended by history enthusiasts.

Displays and Programs.

- There were fifty-two displays during 2009/10, covering a vast range of topics. These displays make the public aware of the current trends for each particular subject.
- A "Simultaneous Story Time" program was organised and hosted at the Library.



Arts and Cultural Services

The 'Generations Project'

- As part of this project, fourteen graduating TAFE students conducted a successful gallery launch, exhibiting their work in the World Theatre Gallery over the Christmas months.
- Seventeen community participants attended the National Generations Conference in Melbourne. The Gudjal Dance Group was the only act at the Mayoral reception and the Community Theatre Group provided a stimulating and wonderful performance of a traditional song line from Gudjal Country.
- The 'Generations' project research outcomes collated by Royal Melbourne Institute of Technology will be available through the Australia Council in 2010.
- Project reporting estimated that over 660 persons participated at varying levels and stages, and with a regional population based on approximately 13,000 this equates to 5.07 % of our community.

Director Community Services Report cont'd



Regional Arts Development Fund (RADF)

- Council's strategic plan, required under the grant funding arrangements, identified priorities relating to festivals and events, indigenous and youth issues:

Priority 1 - Youth Arts Development

- To establish a youth arts voice that collaborates and initiates community youth arts projects. There are many adults working around youth within this community, however youth are predominately passive participants that are not engaged in the initial concept development, planning or management of any major youth arts activities. They certainly aren't applying for RADF Grants. By skilling, empowering and developing this sector, Council will be building a stronger voice and more sustainable arts future for this community.

Priority 2 - Cultural Tourism

- To develop relationships, understand the collections held for cultural tourism development within this region, and to facilitate and build greater partnerships and creative capacity across arts and non-arts sectors.

Priority 3 – Increase Events Capacity

- Building from the outcomes of event workshops, Council proposes to extend the knowledge, networks and partnerships that are emerging across the region. The need to increase those understandings, finalise a training model for Council to adopt and improve the communities skills and confidence, should realise less dependency on Council's resources, with greater community understandings and ownership around festivals and events.
- RADF funds were used to inject new vitality, communications, planning and development opportunities into these areas:

World Theatre Gallery

- Council funded and hosted over ten exhibitions for the year.
- As a member of the Museums and Galleries Association of Qld, Council received touring exhibitions from the Gallery of Modern Arts (Qld Art Gallery), Qld Arts Council Touring *Onexhibitions*, Qld Performing Arts Centre Museum, as well as private exhibitors.
- Council also exhibited a number of its collections and toured 'Fading Memories' at the Royal Melbourne Institute of Technology.
- The gallery space continues to be popular, with an estimated fifteen thousand people viewing exhibitions throughout the year.
- Exhibition subject matter has covered textiles with a youth focus, Indigenous artists, photographic imagery of local landscapes, international images of horses, dance history of Sir Robert Helpman and autistics' interests expressed through drawings and oil paintings.

Queensland Arts Council Education Touring Program

- Council commitment to the youth and arts resulted in its support of the Queensland Arts Council Education Touring program for performances in schools throughout the region.

Director Community Services Report cont'd



Honour Boards

- Funding allowed for four honour boards located within the region to be restored.

Pentland Hall

- Pentland Soldiers Memorial Hall received funding under this program to undertake substantial works to the exterior of the building and the flag pole.

77mm FK16 German Light Fieldgun

- The 77mm FK16 German Light Fieldgun located in Ravenswood was allotted to the town in August 1920. Such items were assigned as captured war trophies by the Queensland State Trophy Committee. The 77mm gun arrived in Ravenswood in 1921.
- The funding from this program will result in the preservation of the fieldgun, with wheels to be made to the original specifications and installed.
- The project work has commenced with work to be completed in 2011.

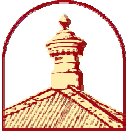


Community Development – Townships/Outlying Communities

- All of the Community Progress Associations attended an annual round table meeting with Council. The meeting was well received by attendants, with many positive comments by community representatives, including a sense of accomplishment and an improved relationship with Council and its staff in regards to communication.
- These communities contribute significant numbers of hours in voluntary support and continue to be Council's "eyes and ears" on many matters.
- Council funds five small community progress groups, and three small community swimming pool groups who contribute to the development of swimming related activities.
- The Balfes Creek community have been busy working on development of the local hall.



Director Community Services Report cont'd



- As a result of circumstances, the Pentland Arts and Crafts Club relocated to new premises, and the historic Norwood Police cells, were shifted to the Pentland Soldiers Memorial Hall where it continues to be available for viewing by visitors.
- Greenvale community were involved in the regional Tidy Towns competition.
- Ravenswood community won two Regional Tidy Towns Awards, an Individual Outstanding Accomplishment and a Water Conservation Award.
- Hervey Range completed the installation of a tennis court through funding by Council and various agencies.
- Homestead Parents' & Citizens' Association hosted a community sports day.
- Rural Fire Brigades and State Emergency Service groups within these communities were all actively engaged and involved with Council.
- The small communities situated within the Charters Towers Regional Council area and the groups within these towns continue to be active and engage effectively with Council.

Events

Gold Rush Festival

- The 2009 event was held for the first time in its own right, with over two thousand persons attending.
- As part of the Festival, the inaugural Ten Kilometre Fun Run had forty-three competitors, and the Three Kilometre Family Fun Run/Walk had fifty-five participants.
- Crowds gathered to see the historic Venus Battery operating once more, and enjoyed all aspects of the day.
- The event was a resounding success, through the efforts of many volunteers.



Director Community Services Report cont'd



Proclamation Day - 10 December 2009

- This was the final and most important occasion during the Q150 year of celebrations, which included a morning tea held outside the Council's Administration building.



Australia Day 2010

- Approximately three hundred people attended the celebrations at the Dalrymple Stadium.

Young Endeavour Program

- This program continued, with Council sponsoring another berth on the Young Endeavor.



Skate Park School Holiday Activities

- School holiday activities at the Skate Park are extremely popular within this community, with over 600 visits during the 2009/10 Christmas holiday period.
- Young people enjoyed activities such as basketball competitions, X-box games, art activities and socialising with friends.
- Children Participatory Touring Arts workshops provided by the Qld Art Gallery & Gallery of Modern Arts (GoMA) titled "Kids Contemporary Australia on Tour" were also made available.

National Youth Week 2010

- The Charters Towers Youth Officer conducted a regional Photographic Competition titled 'Images of Now' for National Youth Week.

Director Community Services Report cont'd



- The project involved young people taking photos of their local community, which were uploaded onto the internet where the community voted for the best images. The twelve chosen were then featured in a calendar.
- The project objective was to establish a network for the isolated youth of this region.

Regional Youth Engagement Conference/Project

- The conference was hosted by Council, and fifty-four young people from Charters Towers, Ingham, Burdekin and Townsville participated in workshops on event management, group dynamics, grant writing, web development and time management.
- There was a half day workshop on music production that enabled the young people to gain skills in setting up sound equipment.
- Bands from Townsville, Burdekin and Charters Towers entertained the conference participants at the Arthur Titley Centre.

Community Parks & Facilities

- The focus of the Parks Section during 2009/10, was primarily based on the on-going maintenance of the parks, street gardens, road verges and public areas located within the Charters Towers urban area, with assistance provided to the outlying townships as required.
- Various minor projects resulted in the enhancement of the town's parks and facilities, including the re-establishment of lawn areas following major project works at these sites such as the installation of Playground Equipment, new pathways and new structures.

Cemetery Services

Charters Towers

- A new columbarium was constructed beside the existing structure.
- One of the existing rose gardens was extended.

Community Property Services

Administration Centre

- A number of substantial improvements were provided at these premises including the installation of automatic opening doors to the reception area; signage to identify the purpose of the building for visitors; as well as minor works to improve work areas and conditions for staff in the Engineering Section.
- An external public notice board was installed which allows Council and general community information to be provided to the public after business hours.

Director Community Services Report cont'd



City Hall

- The interior of the original ground floor offices was repainted in rich heritage colours.
- The roof of the main section of the original building was replaced.

World Theatre

- Seating in the complex received a significant refurbishment.
- Additional security equipment was installed through funding from the Queensland Government's Security Improvement Program.

Henry's Restaurant

- The interior of the restaurant was refurbished with repainting and recarpeting completed.

QCWA Hall

- The exterior of the building was painted by Council as part of the World Theatre operational commitments. Security lighting was also installed as a graffiti/vandalism deterrent.

Respite Centre

- Roof and ceiling repairs were undertaken to overcome long standing stormwater entry problems.

Charters Towers Showground

- A major refurbishment of the lighting and electrical safety devices for the show ring and adjoining cattle yards was undertaken.
- The grandstand received significant structural and cosmetic attention.
- A new privacy/security fence was installed around the vacant area used for parking and camping during major events.
- A concrete pathway was installed adjacent to the Dining Hall to improve pedestrian access to and around this facility following rainfall.

Kennedy Regiment Memorial Pool

- Over fifteen hundred tiles were replaced in the pool as part of a major refurbishment of this facility.
- Lighting, fencing and the concrete concourse were also repaired.
- A new storage (acid) shed was constructed and refurbishment of the chemical room carried out.

Director Community Services Report cont.



Parks – Charters Towers

- Apex Park – Droughtmaster Statue was refurbished and plaques replaced in association with the Droughtmaster Breeders' Society.
- Centenary Park – The first stage of the installation of a concrete pathway to improve access to the shaded areas was completed.
- Alan Oshyer Park – The railway carriages display were repainted and the majority of the glass windows replaced.
- Defiance Mill Park – A storage shed was installed.



Venus Battery

- The final stage of the safety barrier project was completed.



Ravenswood

- School of Arts – The front wall was repaired, sealed and painted.
- Community Hall – General repairs were carried out to comply with Workplace Health and Safety requirements.
- Court House Building – Exposed timber sections were repainted.
- Ambulance Building – The exterior of the building was repainted through the efforts of the Ravenswood Restoration and Preservation Association, while Council replaced the storm damaged shade shelter over the playground.



- Pool – A new shade cover structure over the pool was installed and the outdoor area cover was re-tensioned to improve use of that area.



Director Community Services Report cont.



Greenvale

- The Royal Flying Doctor Service rooms at the Joint Emergency Services building were repainted.
- Community Hall - Various maintenance repairs were carried out.
- Council Depot - A new office was installed.
- Pool - Repairs to the concrete concourse area at the pool were carried out.

Pentland

- Council Depot - The office/accommodation area was refurbished.
- Public Toilets – A disability access toilet cubicle was installed in the Female section of the public toilets.
- Soldiers Memorial Hall - An external 3 phase power outlet was installed to assist with health service visits, and the Royal Flying Doctor Service's clinic area was enclosed through fund raising assistance from the Royal Flying Doctor Service Near and Far Auxiliary.

Campaspe River

- The toilet block and outdoor setting area were repaired and repainted.

Mingela

- The public toilet block was repainted.

Playground Upgrade Project

- Through funding under the Federal Government's Regional and Local Community Infrastructure Round 1 Program, playground equipment was provided or upgraded in Charters Towers and the townships within the region. A total of \$363,000.00 was provided under the funding to complete this work.



Director Community Services Report contd



Director Community Services Report contd



Pan Aus Park



Pentland



Ravenswood



Weir Park

Yarning Circle and Performance Area

- A mosaic tiled area depicting the Traditional Owners dreamtime story, linked to a covered performance area was installed at Lissner Park, with \$53,000.00 funding received from the Federal Government's Regional and Local Community Infrastructure Round 1 Program.



Director Community Services Report cont'd



Brownson Park Toilet Block Project

- A toilet block was installed at Brownson Park, through a joint funding initiative with the Queensland Government's Rural Living Infrastructure Program. \$78,000.00 funding was received from the State Government toward this project.



Wayne Price

Director Community Services

Director Engineering Services Report



The Engineering Services Structure of the Charters Towers Regional Council continues to evolve, intentionally driven to achieve a robust and adept workforce, capable of a sustained and above average service delivery to positively promote the social, physical and economic well-being of its community, as well as providing constructive support to its stakeholders which together enrich the Region.

Road Maintenance and Construction

Presently, close to 165 personnel are attached to the Engineering Services Directorate.

Under the road restoration and construction program close to 3,700 Km of roads both sealed and unsealed are programmed for action with funding under Maintenance, Capital work, R2R, Flood damage, Emergent, Road Maintenance Performance Contract (RMPC), Transport Infrastructure Development Schemes (TIDS) and Road Performance Contract (RPC).

A brief overview is detailed below:

Maintenance and construction road work is divided into distinctive areas and relates to and includes the following assets: Roads, roadside furniture, bridges, footpaths, kerb and channel, storm water drainage, plant and equipment.

Road Maintenance and Performance Contracts (RMPC) relate to state controlled roads under the Department of Transport and Main Roads (DTMR) that are maintained by Council on a bi-annual contractual arrangement. The extent of the road network consists of the Flinders Highway from the Reid River to the east (Townsville to Charters Towers) and the Burra Range to the west (Charters Towers to Hughenden) totalling approximately 220 kms, the Gregory Developmental Road (Charters Towers to the Lynd) to the north and the Gregory Developmental Road (Charters Towers to Clermont) to the south totalling 440km, Hervey Range Road from the intersection with the Lynd Highway to Hervey Range totalling approximately 100 km and Mingela to the Burdekin Falls Dam Road totalling approximately 130 km.

Road Performance Contracts (RPC) accepted by Council are a sole/preferred provider work on State Controlled Roads carried out under contract to DTMR and entails the construction of selected sections of State Roads. Due to constraints placed by an economic downturn, this work has been made scarce and it has been revealed that Council will not be handed projects of this kind over the next three to four years, with some uncertainty in relation to future years.

Restoration of roads damaged by declared major flood events with funds received from Department of Infrastructure and Planning under the National Disaster Relief and Recovery Arrangements (NDRRA) has been substantial and is on-going. Majority of the roads affected are unsealed and includes restoration of road furniture as damaged by the flood waters.

Council also undertakes a number of structural design and construction projects associated with the Council controlled road network such as Reinforced Concrete Bridges, Grid Bridges, Flood Ways, Causeways, Drainage and Bus Set down Areas.

Water and Sewerage

This year Council has adopted a new Total Management Plan for water and sewerage supply. Included in this plan is an updated Customer Service Standard, and throughout the year Council has met its obligations under these standards.

Charters Towers

During the year Council has constructed 7.5 km of water main within the rural areas of the Charters Towers water supply area, this has been completed as part of Council's strategy to improve service levels within the existing supply area.

Existing infrastructure has been maintained and operated so as to meet the current demand of the system. Council has commissioned Wide Bay Water to review the Charters Towers water and wastewater treatment plants. This study will identify future increases in demand levels and provide recommendations on augmentation works required to meet projected demand increases.

Director Engineering Services Report cont'd



Townships

Council has through the RLCIP Program has completed a number water infrastructure improvements in Greenvale namely:

- Roofing the town's reservoir;
- Installing two more spears in the Burdekin River;
- Installing a new switchboard for the river pumps on a platform above maximum river height

Council has strengthened this section with the allocation of extra resources to ensure that service levels are maintained.

Fleet Services

The scope of responsibility of the Fleet Services Unit includes the whole of life management of Council's vehicles, plant and equipment, air conditioners, refrigerators, and the upkeep and management of the workshop and the depot on Flinders Highway known as the Highway Depot. This report is a summary of some significant events in the financial year 2009/2010 relevant to these responsibilities.

Fleet Management

Council maintains in the range of 1,000 reportable assets of vehicles, plant and equipment. In 2009/2010 Council procured assets at a cost of \$1,688,700.00. This included 13 Light Commercial Vehicles, a Skid Steer Loader, four Portable Ablution Units, one Workshop Truck, three Portable Traffic Lights, three Portable 20 KVA Generators, and several other miscellaneous plant items.

Council also has a magnitude of floating plant and miscellaneous small equipment that, until recently, have not centrally been accounted for. Planning for the establishment of a new floating plant store is well advanced and is expected to generate significant savings to Council.

An order was placed for the first of several planned Static Camp Sites to be established at Council's Greenvale Depot. It will provide a self contained ten man camp for Council's crews operating in this region.

Fleet Services utilizes Ausfleet, a fleet maintenance software program, to manage the maintenance activity of its assets. Ausfleet enables visibility of the maintenance backlog and therefore aids to program preventative and predictive maintenance. Through this system, workshop scheduling was significantly improved to include forward planning, resulting in a significant reduction in unplanned maintenance.

Fleet Services implemented a pre-start checking procedure for all Council plant. This is fulfilling Council's obligations under WH&S, and proving to be a valuable tool to monitor the condition of the equipment.

The installation of a new computerized fuel accounting system (Data Fuel) at the Highway Depot standardized the systems across both depots and enabled through Ausfleet the generation of fuel utilization reports. As a result Fleet Services have been able to monitor more effectively the fuel usage across Council which has already generated better fuel consumption and cost savings.

Workshop

The workshop did not reach full strength in manning this year due to a continuing shortage of diesel fitters. Although this resulted in a heavy workload the workshop successfully maintained optimum availability of vehicles, plant and equipment for Council.

This reporting also saw the engagement of an in-house contractor to carry out the maintenance and refurbishment of Council's fleet of caravans, dongas, ablution and kitchen units.

Depot

New works in the depot included the refurbishment of the vehicle loading ramp, refurbishment of the old plumbers bay to accommodate the planned Floating Plant store.

Traffic management and risk management plans were developed and implemented at the Highway depot.

Rohana Samarasekera

Director Engineering Services

Director Regulatory Services Report



The 2009/2010 year will be remembered by Regulatory Services as a time of significant challenge and achievement following the aftermath of the Local Government amalgamation process where broad broom changes to legislation across the board necessitated rapid change to not only process and enforcement detail, but also work culture practices, priorities and community education on a scale not previously experienced.

Sweeping changes to laws have included animal management, planning and privacy, not to mention the Local Government Act itself.

Throughout this period of upheaval, staff remained committed to the provision of customer service and determination of initiatives towards minimisation of impacts upon residents of the region throughout the transitional period.

Regulatory Services is responsible for the administration, application, management and enforcement of all that the regulatory provisions applying both to Council itself as an entity and the good citizens of the region. Regulations are designed at achieving compromise amongst society with a view to enhancing quality of life. A snapshot of the year in review is as follows:

Animal Management

Cats and Dogs Act 2008

July 2009 saw the State Government introduce new pet keeping laws including compulsory cat and dog registration, micro-chipping requirements and stricter keeping conditions relative to dangerous animals.

Council was tasked with the responsibility of implementing and enforcing same. The new laws, being nothing short of a generational change, resulted in Council deploying significant resources on a campaign of public awareness to the changes. Compliance figures to date are significantly pleasing and just reward for the campaign as undertaken.

In an endeavour to ensure that animals are kept in a manner that does not cause annoyance or nuisance amongst neighbours or the general public at large, Council's Animal Compliance Division has been restructured and priorities re-evaluated towards providing a more proactive approach to management, including more regular proactive compliance inspecting as against the traditional reactive complaints based response.



Director Regulatory Services Report contd



Notices

Notices / Complaints	Number	Percentage Complied (%)
Animals complaints received (Customer Requests)	76	100
Health & Environment complaints received (Customer Requests)	40	100
Regulatory Services general (Customer Requests)	16	100
First and Final Notices (Animal Issues)	225	
First and Final Notices (Other)	10	
Cleanup / Overgrown / Intrusive Vegetation Notices	79	
Parthenium Notices	13	
Declared Plant Notices (Other than Parthenium)	4	
Notices to Comply with Regulated Dog Conditions	15	
Proposed Regulated Dog Notices	8	
Impounded Dog Notices (recent undertaking)	16	
Letters of Intention to Enter	2	
Notices to Abate Nuisance	2	
Infringement Notices Issued	84	81
Infringement Notices referred to SPER	11	

Bats

Council, quite unsuccessfully continues to seek the cooperation of legislators to the management of the bat nuisance that continues to affect the amenity and quality of life of many of its constituents. Given that traditional methods of disbursement are of no consequence, fresh applications to the Department of Environment and Resource Management (DERM) for permission to trial innovative but proven methods through the use of helicopters have been dismissed.

Council continues to challenge on the issue for the welfare of its constituents and has engaged specialists in the animal field with a view to resubmitting a fresh application for a permit to remove same.



Director Regulatory Services Report contd



Health and Environmental Management

Education and Promotion

Council continues to be proactive in all areas of Health and Environmental Management. During the last 12 months, six (6) "Food for Thought" newsletters were issued to 87 food businesses with each issue covering the most contemporary information relative to the food industry.

Council instigated a series of Food Handling and Food Safety Supervisor training sessions for interested parties and local business operators to help meet their legal obligations. In all, four (4) courses were conducted during the year resulting in 42 people successfully completing their training modules.

Other licensing/permit activities

Council issued the following licences/permits as per requirements:

- 86 Food licences.
- 19 x Flammable and Combustible Liquid licenses with conditions.
- 8 x Stable permits with conditions.
- 3 x Itinerant Vendor Permits with conditions.
- 3 x Caravan Park permits with conditions.
- 34 x Environmentally Relevant Activity "Registration Certificates".

All premises conducting food business and environmentally relevant activities are inspected bi-annually to ensure relevant standards are maintained with more regular spot inspections conducted on businesses as and where required.

DrumMUSTER

The DrumMUSTER program is designed to assist with the collection and disposal of empty unwanted chemical containers. The program entitles property owners to dispose of certain empty chemical containers by delivering same to Council as the collection agent.

During the period 27 – 30 July 2010 Council Officers established "drop off centres" at Charters Towers, Pentland, Ravenswood and Greenvale.

Results were disappointing with only 111 drums recovered.

Further public education on the necessity to dispose of used chemical containers appropriately is required. On the off chance that poor recovery rate resulted from inappropriate timing of the "muster", procedures have been established for recoveries to be accepted at all times during business hours on "an appointment" basis.

Wild Dog Control

Council continues to be proactive in the endeavour to curb cattle industry losses through wild dog attacks on livestock by promoting and continuing bi-annual baiting programs.

For the year in review, programs were undertaken during the period 5 October 2009 – 3 November 2009 and 27 April 2010 – 28 May 2010.

A total of 136 properties were involved.

Director Regulatory Services Report contd



The success or otherwise of the campaign is difficult to determine given the inability of participants to provide definitive numbers. The number of property owners participating remains static if not slightly improved suggesting that the service provided by Council is well received.

Pest Plant Management

Council continues to treat declared plants located on land under its ownership and results, particularly on road verges, parks and within the Ravenswood township, are becoming clearly evident.

Property inspections in conjunction with Del Bessie auditors recommenced throughout the year. Contract weed clearing on behalf of the Department of Main Roads along all State Controlled Roads is also continuing. Primary treatments afforded in previous years have been significantly successful.



Operations throughout the year have concentrated on "mop up" activities of previously treated areas in attempts to ensure reinfestation does not occur. Strategies have been developed regarding the manner in which Council will seek adjoining owner cooperation to "buffer zone" clearing with such strategies programmed for commencement in February 2011.

A review of the current pest management plans has commenced but at this stage, has been deferred pending finalisation of proposed new State legislation pertaining to pest management and stock routes in general.

It is anticipated that upon commencement of such legislation, Council will be required to employ a full-time Pest Management Officer to perform the obligations imposed under the new legislation. It is perceived that the role will not only include management and coordination of Council's pest management activities, but also extension services in assisting Council's constituents in dealing with the ever menacing weed problem.

Weed seed wash down bays installed by Council at the Saleyard precinct are growing in popularity as the message to avoid weed seed spread as the paramount control technique is absorbed.



For the year in review, a total of 118 customers utilised the static washdown bays. It has been noted that on average, 10 vehicles per week are utilising the Parthenium drive through system.

Director Regulatory Services Report contd



Waste Management Programs

In 2009-10 Council continued to manage four (4) landfills, located in Charters Towers, (Stubley Street), Ravenswood, Pentland and Greenvale. The Charters Towers or Stubley Street landfill is operated on site by Charters Towers Produce. Charters Towers Produce continues to provide Council with sound supervision/management of the site with a high emphasis on recycling.

The three (3) smaller landfills; Greenvale, Ravenswood and Pentland, only cater for approximately 5% of the population and due to tyranny of distance issues remain un-manned at this point in time. However, mechanisms have been put in place to man these sites within the foreseeable future.

Waste Totals

The quantities of Wastes received at Council landfills within the region are listed in the table below:

Waste Type	Quantity
Municipal Solid Waste (domestic waste + public place waste + litter	5,000 cubic meters
Green Waste	13,000 cubic meters
Demolition Waste	4,800 cubic meters
Commercial	3,500 cubic meters
Regulated Waste - Asbestos	160 cubic meters
- Tyres	500 cubic meters
- Oil	5,000 litres
- Batteries	1,280
Clean Fill = 1,000 cubic meters	1,000 cubic meters

Recycling

Council continues to support recycling as an important tool in waste management operations, but costs associated with accessing suitable markets limits Council's ability to meet best practice. Totals recycled for the 2009 – 10 year are listed in the table below:

Recyclate	Quantity
Mixed Paper (excluding newsprint)	220 tonnes
Aluminium Cans	3 tonne
Steel (including cans)	260 tonnes
Green Waste	6,500 tonnes
Motor Oil	7,000 litres
Batteries	1,280

Mulching Program - Stubley Street Landfill:

Council continued with its mulching program treating 6,500 cubic meters of green waste at the landfill site resulting in 1,875 cubic meters of finished product during 2009-10. A substantial rise in green waste delivered to the site was noted, presumably due to one of the major tree lopping contractors deciding to utilise the landfill facility for the first time.

Director Regulatory Services Report contd



Water Monitoring Program – Landfills:

Water monitoring is an important aspect of determining ground water contamination. At the completion of the wet season Council collected samples from the various landfills. Collecting water samples from Ravenswood and Greenvale was not possible due to the absence of water. This was not altogether bad as the main contaminant in the form of Leachate is unable to form in dry conditions. The results of the two (2) water monitoring bores at the Stubley Street landfill, the Stubley Street landfill Leachate Dam and the Pentland run-off, indicated no contamination above background levels. A good result all round.

Improvements

1. In early 2010 Council purchased a Dangerous Goods Sea Container from Royal Wolf to store used batteries at the Stubley Street Landfill in compliance with relevant legislation.
2. Council constructed a 2.0 meter high litter / boundary fence along the North – West boundary of the Stubley Street landfill to help control litter.
3. Council constructed a road along the western boundary of the Stubley Street landfill as part of a work place health and safety initiative to separate the large garbage compactors from the general public.
4. Work was initiated at the Ravenswood Landfill to relocate the landfill trench to a new location.

Bulk Rubbish

Council conducted a Bulk Rubbish collection for the Charters Towers city area and townships within the region, including Balfes Creek, Homestead, Pentland, Ravenswood, Sellheim, Mingela, Greenvale and Hervey's Range. The initiative was successful and as a result Council collected an additional 96 cubic meters of waste across the region.

Refuse Collections

Council continues to manage its own fleet of Garbage Trucks for collections within the region with the exception of Hervey's Range which is facilitated by Townsville City under contract to Council. During the year, Greenvale was allocated with its own garbage truck to service the Greenvale township and dispose of the waste locally in Greenvale. Prior to this change, refuse was being collected by and transported to Charters Towers for disposal. Council refuse collection statistics are illustrated below:

REFUSE TYPE / AREA	No. of Properties	Number Of Bins
Charters Towers (Domestic)	3085	3289
Charters Towers (Commercial)	297	1096
Environs	254	255
Pentland, Greenvale & Ravenswood	317	329
Hervey's Range	68	68
All Remaining Areas	89	89
Community Bins (Charters Towers)	37	266 (available for collection)
Community Bins (Region)	29	75 (available for collection)
TOTAL	4,176	5,467

Director Regulatory Services Report contd



Future Work or Initiatives

Waste Services has a substantial capital works and improvement program in place with a view to ensuring statutory obedience. Initiatives include rehabilitation and new development works for the Greenvale and Ravenswood landfill including the construction of new trenches and the Stubley Street landfill in Charters Towers will also undertake substantial developments including new landfill cells and construction of wet weather roads around the Stubley Street site for improved public access.

Planning

This area of Council deals with ongoing development works referred to as "Town Planning". Town Planning is an essential aspect of Council's business as it allows Council to ensure that development taking place is fair and orderly, economically sustainable and aesthetically pleasing.

Town Planning governs both existing and new developments within the region and through the use of "planning areas (zones)" and "development use codes", ensures that resources are best managed and that incompatible uses potentially resulting in nuisance are avoided to meet the needs and expectations of the community.

The past year saw the majority of activity in this area revolving around reconfigurations for the creation of more residential land space. A total of 40 applications were assessed and approved resulting in 68 new allotments created with associated infrastructure.

A total of 19 applications for Material Change of Use were received and approved. The change of uses to land sought ranged from Home Occupation Services to Cattle Feedlots.

Work on the preparation of a new Planning Scheme for the region in substitution of the two (2) former Schemes maintained by the former Charters Towers City Council and Dalrymple Shire Council has been delayed due primarily to delays experienced in finalisation of the Queensland Planning Provisions by the State.

The Queensland Planning Provisions constitute the integral policy provisions to which all Queensland Planning Schemes must abide so as to ensure, among other things, consistency in application of planning principles throughout Queensland.

The provisions have now been settled and adopted and Council, in conjunction with the Department of Infrastructure and Planning is proceeding with the drafting of the new Scheme. It is anticipated that the draft Scheme will be ready for release for public consultation mid to late 2011.

Saleyards

A total of 221850 head were processed through the Dalrymple Saleyards during the period under review. The number comprised of:

Prime Cattle – 32460

Store Cattle – 31779

Export – 60731

Transit/Private Treaty Cattle – 96880

Director Regulatory Services Report contd



Major capital works in the form of a new five (5) way draft with associated holding and delivery yards and the construction of an additional 18 (6m x 6m) selling pens with associated infrastructure were completed during the year with funding assistance from the Federal Government under the Regional and Local Community Infrastructure Program (RLCIP).



The new draft was constructed to alleviate the pressure on existing systems and to speed up drafting processes given the large number of Store Cattle movement through the yards to destinations including Southern Feedlots.

Council is delighted that the much planned for facilities were able to be brought to fruition due to the generous funding assistance by the Federal Government.

Animal welfare, and quite rightly so, is becoming a focal point of Saleyard activity for outside interests and staff are vigilantly ensuring that relevant codes and standards as to the keeping and treatment of animals are observed at all times.

Land Development

Council's endeavours to make off the shelf industrial use land in areas such as the Cunningham Estate and Charters Towers Airport precinct were progressed throughout the year, including applications for compulsory acquisition of native title rights and interests facilitating relevant land release.

The acquisition process on lands comprising the Cunningham Estate is continuing albeit at the final stages awaiting completion of Survey of land and subsequent gazettal.

The rezoning of land for light commercial purposes at the Charters Towers Airport precinct is presently under review by the Minister for Infrastructure and Planning with an announcement expected shortly.

Director Regulatory Services Report contd



It has been a long held view that the difficulty in attracting industry to Charters Towers has been the absence of suitably zoned land resulting in requirement for cumbersome and expensive Material Change of Use applications on green field sites.

Once both sites are received and appropriately designated for the industrial uses sought, Council will have established an industrial land bank capable of immediate occupation for an anticipated period of at least 15 years.

City Centre Car Parking

A major source of angst within the community for many years has been the limited availability of parking within the Central Business District (CBD).

After much negotiation and planning, Council, in the year of review, successfully completed the purchase of a commercial site immediately adjacent the CBD with access directly to Gill Street.

Tenders have been called for the demolition and removal of existing buildings with the construction of the new carpark programmed to be commenced in March 2011 following the much publicised forthcoming wet season.

The project will facilitate approximately 64 carparks to alleviate present restrictions.

Community Sporting and Recreation Facilities

In consequence of representation by community members associated with various motor sport interests, Council has committed to the facilitation of land owned by it for the purposes of a motor sport precinct.

The land comprising of approximately 200 acres within five (5) kilometres of the CBD is intended to accommodate all forms of motorised sport including dragsters, off road rally and buggy events, trial, enduro and motor cross racing.

Council's endeavours in that regard are well supported with expressions of interest to participate being received from outside areas such as Townsville and Ayr.

With the interest being presently generated from the outside participants, it is considered that the creation of such venue will not only fulfil the need for locals, but will prove a major economic boost for commercial interests in the region given visitor numbers expected.

Council has already commenced accommodating visitor racing interests allowing convenors of events from Townsville, Ayr and Ingham to utilise land available at the Airport for four (4) race meets per annum.

Planning for the facility has commenced and application for approvals and permits to operate a facility of the nature have been applied for. Council is presently awaiting approval from DERM concerning tree clearing activities prior to progressing with the finalisation of the Material Change of Use (Rural to Motor Sport and Recreation) application.

Local Laws

Transitional arrangements the consequence of the Local Government amalgamation process require that amalgamated Councils review and consolidate existing local laws.

Local laws are laws made by a Local Government for the purpose of regulating local activities for the good rule and government of the respective local authority area.

Director Regulatory Services Report contd



The former Charters Towers City Council maintained 38 independent local laws whilst the former Dalrymple Shire Council maintained 13.

The timeline for consolidation was initially set by the State as 31 December 2010 however it has now been extended to 31 December 2011.

Work on consolidation is proceeding and is anticipated to be finalised within the timeframe required.

Ramon Jayo

Director Regulatory Services

Operational Information



CHANGE TO TENDERS

As required to report under s534(b) of the *Local Government Act 1993*, the following actions were taken under s488 (2) – Changes to Tenders:

Tender Details	Addendum Details	Date issued
T009/09 Saleyards Livestock & Feeding Contract	Regarding omission of a fee schedule	17 Sept 2009
T004/09 Hire of Construction Plant & Equipment	Amendment to response forms - Insurance Coverage	30 June 2009 appointed in this reporting period
T004/09 Hire of Construction Plant & Equipment	Amendments to various clauses	2 July 2009
T004/09 Hire of Construction Plant & Equipment	Amendments to Special Conditions	5 July 2009
T010/10 Provision of Insurance Services	Additional Information (Claims History, Additional ISR Items, Sub Limits of Liability) Extension of closing time	12 July 2010
T003/09 Static Camps	Negotiations with short listed tenders (aspects of the specifications)	3 March 2010
T005/09 Road Restoration Works	Change from Tender to EO1. Briefing conducted by DES	30 April 2009 appointed in this reporting period

SHORT LISTING AFTER CALLING FOR EXPRESSIONS OF INTEREST

Section 534(c) requires reporting on resolutions made during the period under s489 (1) of the *Local Government Act (1993)* – Short Listing after calling for expressions of interest. For this reporting period the following resolutions for completed Tenders were made to which this section applies:

- Operation of canteen and bar at the Dalrymple Saleyards**

That Council call for Expressions of Interest for the operation of the canteen at the Dalrymple Saleyards from not-for-profit community and charitable organisations, extending over a period of two (2) years, commencing from 01 February 2010.

Council further RESOLVED to research the matter of the current contract for the operation of the bar at the Saleyards.

- Recommendation re Expression of Interest for Supply of Catering Services to Council Meetings**

That Council endorse the recommendation to utilise the services of "Peppers Café and Catering" and "Polky's Café" for the supply of catering services to Council Meetings.

LIST OF REGISTERS AVAILABLE TO THE PUBLIC

Members of the public may inspect the List of Registers and make copies or take extracts.

If Council is required to provide a facility for the applicant to obtain a copy or an extract, a fee may be charged.

The following List of Registers, as required by the *Local Government Act 1993*, is maintained by Council and open for inspection:

SECTION OF ACT	NAME OF REGISTER	HELD BY
S247 (1)(a)	Register of Councillors' Interests	CEO
S247 (1)(b)	Register of Interests of Persons related to a Councillor	CEO
S472(4)	Register of Delegations	CEO
S433 (1)	Register of Electoral Gifts	CEO
S895	Register of Subordinate Local Laws	Council
S921	Map and Register of Roads	Council
S1071E(1)	Register of Regulatory Fees	Council
S1132 (3)	Register of Delegations by CEO to employees	CEO
S1139 (1) (a)	Register of Interests of the CEO	Mayor
S1139 (1) (b)	Register of Interests of persons related to CEO	Mayor
S1139 (2)	Register of Employee Interests	CEO
S1193ZN(1)	Restricted Dog Register	Council

Operational Information cont'd



EQUAL OPPORTUNITY STATEMENT

As required by the *Local Government Amendment Regulation (No. 3) 1995*, Council has established this Equal Employment Opportunity (EEO) Policy Statement.

A key corporate objective of this Council is to ensure that the workplace is free of discrimination and that recruitment, selection, promotion and transfer of employees are dealt with on the basis of merit.

An EEO Management Plan is being developed in consultation with the workforce and relevant unions, aimed at ensuring all employees and applicants for employment are treated fairly, basing selection and promotion only on factors relevant to the job, such as skills, qualifications, abilities and aptitude.

Council is strongly committed to the objectives of this program. Since people are our most important resource we must ensure that skills and potential are recognised, developed and used to best advantage, so we obtain the best person for the job. This in turn will ensure we provide a more effective service to the community we serve.

The corporate responsibility for the EEO Program rests with the Chief Executive Officer.

NUMBER OF COMPLAINTS LODGED AGAINST COUNCIL WITH OMBUDSMAN

During this reporting period, the Ombudsman notified Council of no complaints.

FINANCE STANDARD REPORTING REQUIREMENTS

◇	Details of overseas travel undertaken by a Councillor or employee - Nil		
◇	Services rendered by a consultant		
	Community Services	\$111,152	
	Corporate Services	\$ NIL	
	Engineering Services	\$ 34,367	
	Regulatory Services	<u>\$ 8,377</u>	\$153,896
◇	Entertainment or hospitality services		\$ 15,235
◇	Advertising		\$ 54,531
◇	Grants to Community Organisations		\$196,569

LAND AND RESERVES

Charters Towers Regional Council has control of:

- A) 1100.77ha of parks (including 79.439ha leased to sporting clubs), on land that comprises 49 reserves under the Land Act 1994; and
- B) 4,370 kilometres of local roads and maintains 867.60 kilometres of declared roads on behalf of the Main Roads Department, but does not own these roads.

The land does not have a value for Council's financial statements.

Director Corporate Services Report



This report is being written as at the end of June 2010, being just over two years since the 'formation by amalgamation' of the Charters Towers Regional Council. While last year's report concentrated on the transitional processes and challenges relative to forming a new Council, this report will focus on 'what is Corporate Services', what is our role within Council and the improvements and efficiencies achieved, from now operating within one central suite of regional financial modules.

Corporate Services is made up of four Primary sections, supported by 34 permanent equivalent employees, plus a pool of casual relief officers.

- **Director's Office** (2 employees)
- **Administration Services** (1 co-ordinator)
 - Customer Service (3 employees)
 - Rating (3 employees)
 - Relief Staff (1 employee + a Relief Pool)
- **Financial Services** (1 manager)
 - Assets (3 employees)
 - Accounts (2 employees)
 - Financial Control & budgeting (4 employees)
 - Procurement (1 co-ordinator)
 - Purchasing (1 employees)
 - Stores & Purchasing (5 employees)
 - Accounts Approval (1.5 employees)
- **Information Technology Services** (3.5 employees)
 - Central Systems Control
 - Regional Network
 - Communications
- **Records Management**
 - Central Control of documentation (2 employees)

Most of the services provided by Corporate Services are 'internal horizontal services' within the organisation. This is achieved by centralising under Corporate Services, much of Council's administration, financial activities, communication, information technology, procurement and record keeping, allowing all other 'front-line service delivery' roles under the remaining three directorates of Community, Engineering and Regulatory, to concentrate on direct and tangible service delivery to the public.

Director Corporate Services Report cont'd



2009/2010 Highlights and Achievements

1. Overall Financial Management

Unlike last year, due to the amalgamation of the two pre-amalgamation financial systems, Council was able to develop its 2009/2010 budget on a single financial platform, using a single Chart of Accounts. This resulted in many flow-on benefits throughout the year, such as enabling real-time display of financial results while also enabling financial reporting, budget monitoring, year-end financials and auditing, to be actioned through one system. Compared to last year, when these processes had to be individually actioned under separate systems and then added together to achieve a 'Regional result', this year's information was both timely and confirmed accurate, void of error which can result when manual combining is required.

2. Financial Services

The single financial platform has also benefited the staff within Financial Services on a daily basis, as instead of each process being channelled through the two former systems, only one regional system is now maintained. This was a huge step forward, as can be seen from the following example.

Example: last year, when an Order was raised by Procurement for Asphalt to reseal a roadway within the former City precinct, the order was raised against the former City financial system. When Asphalt was required to reseal a roadway within the former Shire precinct, the order was raised against the former Shire financial system. When the invoice came in covering both orders, payment had to be actioned across two systems, resulting in two separate payments for one invoice. If Council needed to see the total year-to-date purchases made to a supplier, it was necessary to obtain the year-to-date purchases from the City Creditor's module and add it to the year-to-date purchases from the Shire Creditors module, and this combined, would provide a year-to-date Regional Purchases figure.

This dual process was required to be replicated for every financial transaction under every feeder system whether it be Creditors, Debtors, Stores, Assets, etc.

However, under one regional system, the above scenario is a thing of the past, and a satisfying progression when a year-to-date figure on a supplier is as simple as displaying the creditor record to the screen – almost instantaneous.

3. Administration Services

Two of the main functions under Administration Services are Rating and Customer Service which includes receipting.

In respect to rating, 2009/2010 saw the first year of Regional Rating Categories. This fulfilled one of the State Government Transitional requirements whereby all properties within the Region were allocated to a newly defined suite of Regional Rating Categories, with each category based on separate definitions relative to the land parcel. The rate category determines what the 'rate in the dollar' is relative to general rates, while the rate category also determines what the unit rates is relative to utility services such as Waste Management (bin collection), Water and Sewerage.

Director Corporate Services Report cont'd



From an operational point of view, the Regional Rating system resulted in only one rate notice generation for 2009/2010, rather than two rate runs on each former rating system as was required in 2008/2009. The added benefit is that rating personnel now only maintain one rating database, allowing all enquiries and receipting to be directed to one system.

Formerly, customer service personnel daily maintained two separate receipting modules, resulting in two separate 'Till' reconciliations and two separate bankings. When rating reports were required, providing information such as total levies raised, total receipts received, and total monies owing, a report was run from two separate systems, and manually added together.

As with financial services, these dual processes are a thing of the past, with real-time information now being accessible. Again, one can see the significant efficiencies gained compared to last year.

4. Information Services & Communications

Relative to Corporate Services and all other administration processes across the Council, an efficient and stable Information Technology Infrastructure is essential. When any component is either down or not functioning at optimum levels, basically work comes to a stand still. Accordingly, for Council's financial and administration operations, Council's Information Technology and Communications platform is a 'critical system'.

Towards the aim of further securing the stability of Council's 'critical IT network, the primary achievement this financial year was the installation of a Network of Blade Servers configured with a Virtualisation infrastructure and SAN files systems. This 'state of the art' network replaced a fragmented suite of physical servers combined from both former council networks. In layman terms, the main benefit of this blade network is stability, storage space and redundancy replacement in the event of failure.

Refinement and strengthening has also continued relative to the Regional Network of both fibre and radios while improvements have been achieved relative to the IT Helpdesk.

A Strategic IT Plan mapping out the aims and priorities of Information Services & Communications has commenced. This plan will be refined as priorities and needs alter, however, it provides a clear direction as to what is required, and when.

5. Records Management

In summary, the role of the Records section is to electronically record all incoming, internal and outgoing correspondence and documentation. This is achieved by linking a file or scanned image of all material to a Customer and subject index, as well as other indexes where applicable, such as a property, employee, etc. If for example one needs to view or print a copy of recent correspondence mailed, the document can be found by searching under the Customer index to whom it was mailed, or if the customer is not known, the document can be found by searching on the subject matter.

Director Corporate Services Report cont'd



Council's regional record system is in its second year, with refinement and improvements continuing to be applied. Much of these improvements are identified and brainstormed during group discussions held at the monthly Records User Group forums chaired by the Records Co-ordinator. Due to resignation, this role has changed hands this financial year.

In closing, I wish to give recognition to each and every employee who makes up the Corporate Services Directorate. Each person brings a unique set of ideas and skill-sets which, when combined, results in a talented and effective team.

Each member is proving to have a desire for excellence and preparedness to focus on what they can give towards improved service delivery. As a result, Corporate services functions in a stable and consistent manner.

Accordingly I am confident that Corporate Services will continue to strengthen in efficiency and effectiveness, and continue to contribute towards Council's overall aim of 'Exceptional Service for an Exceptional Community'.

Following this report readers will find the **Annual Financial Statements** as compiled by Corporate Services.

Director Corporate Services Report cont'd



REVENUE POLICY

LOCAL GOVERNMENT FINANCE STANDARD 2005

PART 2 – POLICIES AND PRINCIPLES FOR FINANCIAL MANAGEMENT

Division 2 – Requirements for Revenue Policy – Act, s 513B(1)

Section 12 A local government's revenue policy for a financial year must include details of the principles applied by it for the year for each of the following-

- making and levying rates and charges;
- exercising its powers to grant rebates and concessions;
- recovery of unpaid amounts of rates and charges.

The purpose of this Revenue Policy is to set out the principles used by Council in 2009/2010 for:

A. The making of rates and charges

In general Council will be guided by the principle of user pays in the making of rates and charges so as to minimise the impact of rating on the efficiency of the local economy.

Council will also have regard to the principles of:

- transparency in the making of rates and charges;
- having in place a rating regime that is simple and inexpensive to administer;
- equity by taking account of the different levels of capacity to pay within the local community; and
- flexibility to take account of changes in the local economy.

The levying of rates

In levying rates Council will apply the principles of:

- making clear what is the Council's and each ratepayer's responsibility to the rating system;
- making the levying system simple and inexpensive to administer;
- timing the levy of rates to take into account the financial cycle of local economic activity, in order to assist smooth running of the local economy; and
- equity through flexible payment arrangements for ratepayers with a lower capacity to pay.

B. Concessions for rates and charges

In accordance with Section 1035A of the *Local Government Act 1993* Council remits rates for Pensioner Concession Card Holders on the same basis as permitted by the State Government Pensioner Rate Subsidy Scheme as administered by the Concessions Unit, Planning & Policy Co-ordination Branch, Department of Communities.

In considering the application of concessions, Council will be guided by the principles of:

- equity by having regard to the different levels of capacity to pay within the local community;
- the same treatment for ratepayers with similar circumstances;
- transparency by making clear the requirements necessary to receive concessions, and
- flexibility to allow Council to respond to local economic issues.

Director Corporate Services Report cont'd



Consideration may be given by Council to granting a class concession in the event all or part of the local government area is declared a natural disaster area by the State Government.

C. The **recovery** of rates and charges

In accordance with Chapter 14, Part 7 of the *Local Government Act 1993*, Council has processes in place for the recovery of unpaid amounts of rates and charges.

Council will exercise its rate recovery powers in order to reduce the overall rate burden on ratepayers. It will be guided by the principles of:

- transparency by making clear the obligations of ratepayers and the processes used by Council in assisting them to meet their financial obligations;
- making the processes used to recover outstanding rates and charges clear, simple to administer and cost effective;
- capacity to pay in determining appropriate arrangements for different sectors of the community;
- equity by having regard to providing the same treatment for ratepayers with similar circumstances; and
- flexibility by responding where necessary to changes in the local economy.

BORROWING POLICY

LOCAL GOVERNMENT FINANCE STANDARD 2005

PART 2 – POLICIES AND PRINCIPLES FOR FINANCIAL MANAGEMENT

Division 1 - Policies and Principles for Financial Management

Section 4 - A local government must develop the following policies for financial management in a way complying with the requirements in this division:

- (a) a policy about borrowings.

Section 8 - **Requirements for policy about borrowings**

A policy about borrowing must be prepared for a financial year and must state the following -

- (a) The new borrowings planned for the financial year and the next 4 financial years;
- (b) The purpose of the new borrowings;
- (c) The time over which it is planned to repay existing and proposed borrowings.

BORROWINGS PLANNED FOR 2010-2011

No borrowings planned for this financial year.

BORROWINGS PLANNED FOR 2011-2012

As determined and approved by Council.

BORROWINGS PLANNED FOR 2012-2013

As determined and approved by Council.

BORROWINGS PLANNED FOR 2013-2014

As determined and approved by Council.

Director Corporate Services Report cont'd



LOAN REPAYMENTS TIMEFRAMES

Attached is a schedule of loan repayments for all existing and proposed loans.

Purpose	Annual Repayment	Proposed Maturity
Roadworks	\$59,000	September 2010
Plant Fleet Loan	\$91,000	June 2015

SHORT TERM FINANCE

The Council may, from time to time, seek Treasury approval for short-term finance for operational cash-flow purposes. Borrowings of this type are only contemplated in cases of an emergent nature and would be raised through Queensland Treasury Corporation by way of an overdraft facility.

Tammy Power

Director Corporate Services