

# Statutory Information

State legislation requires Council to include specific information in its annual report. This section provides Council's response to those requirements in accordance with the relevant act and regulations.

## LOCAL GOVERNMENT ACT 2009

### BENEFICIAL ENTERPRISES

Section 41 requires that local governments list all beneficial enterprises conducted during the financial year.

On 1 July 2012 Council established the Gladstone Airport Corporation. A board of directors operates the Gladstone Airport in line with both a memorandum of understanding that outlines the guiding principles that the corporation is to operate under and a statement of corporate intent to manage the performance of the enterprise. Council has not appointed any shareholder delegates.

### SIGNIFICANT BUSINESS ACTIVITIES

Section 45 (a) & (b) requires that local governments list all business activities that have been conducted during the financial year and to identify its significant business activities.

In accordance with the definitions of the Local Government Regulation 2012 Council held the following significant business activities in 2016/17:

- Water
- Sewerage
- Waste Management
- Plant Operations

Section 45 (c) requires Council to state whether the Code of Competitive Conduct was applied to business activities, and if not, the reason. The Code of Competitive Conduct was applied.

Section 45 (d) requires Council to state whether any of the significant business activities were not conducted in the preceding financial year. No new significant business activities were undertaken in 2016/17.

### PUBLIC BENEFIT

Section 46 (1) requires Councils to report on public benefit assessment of new significant business activities. No public benefit assessments were conducted in 2016/17.

### SENIOR EXECUTIVE REMUNERATION

Section 201 requires certain details of senior executive remuneration packages are disclosed, including the total remuneration for senior executives of the local government. Total senior executive remuneration \$1,747,492.

Remuneration band	Number of Senior Executives
300,000-399,999	1
200,000-299,999	6

## EXPENDITURE ON GRANTS TO COMMUNITY ORGANISATIONS

Section 189 requires Council to provide a summary of the expenditure of grants to community organisations.

Organisation	Amount	Purpose
Calliope State School	\$272.73	Calliope Catwalk Major Sponsor
1770 Art Show	\$454.55	Large Canvas School Project 2020
QCWA	\$5,454.54	QCWA State Conference Welcome Reception
Lions Club of Rockhampton	\$163.64	Lions Club Children's Charity Show
Civic Beautification Committee	\$1,000.00	Annual Donation - Garden Awards
Gladstone United Football Club	\$200.00	50th Anniversary and Presentation Night
Gladstone Municipal Band	\$6,000.00	Annual Donation
Gladstone Bowls Club	\$400.00	Triples Carnival
Queensland Cruising Yacht Club	\$2,000.00	Scoping of live-streaming Brisbane to Gladstone Yacht Race
P&C QLD State Conference	\$1,000.00	Event Sponsorship
Rhema FM 91.9	\$1872.73	Mayoral Prayer Breakfast - purchased a table, 2016 Mayoral Breakfast "Last Man Standing", No Limits Network Disability Conference
Evenglow	\$1,200.00	Annual Donation
Gladstone Thistle Pipe Band	\$2,500.00	Annual Donation
Hayley Marsten	\$750.00	EP Record
Evenglow / Pensioners & Superannuants	\$60.36	Annual Christmas gifts
St Saviours Church	\$62.73	Annual Christmas Tree Donation
Gladstone Regional Council	\$759.78	Christmas in the City - Traffic Control
Roseberry Community Services	\$9,000.00	Mayors Ball - donation towards administrative costs and GECC fees
Children's Hospital Foundation	\$126.00	Everyday Hero Donation - Children's Hospital Foundation - in support of efforts of Bororen residents in organising children's entertainment to raise money for the Foundation
Rotary Club of Rockhampton	\$250.00	Special Children Film Festival
Baffle Creek Community	\$200.00	Purple Turtle Short Film Festival
CQU	\$2,500.00	Sponsorship of Social Innovation Studio
GAGAL	\$909.09	GAGAL Breakfast
Evenglow	\$51.82	Easter Morning Tea Gift
Boyne Tannum Hook Up Association Inc	\$270.00	Hook Up Shirts
Salvation Army	\$500.00	Salvation Army Red Shield Appeal Business Breakfast Launch
Braveheart's	\$100.00	Claude Harvey "The Mower Man"
Capricorn Film Festival	\$2,000.00	Donation towards staging of the Film Festival

Organisation	Amount	Purpose
Tour De Chaplain	\$100.00	Donation towards a community ride that helps raise awareness and funds for School Chaplaincy in the Gladstone Region.
Gladstone & District Philatelic Society	\$200.00	Brisbane - Gladstone Yacht Race -yacht race covers on special commemorative envelopes
St Vincent de Paul	\$105.00	2017 Vinnies CEO Sleepout
Sunshine Coast Marathon Community Run Festival	\$100.00	Support of Local Child Undertaking Kidney Treatment

## LOCAL GOVERNMENT REGULATION 2012

### COUNCILLOR REMUNERATION

Section 186 (a) requires the disclosure of Councillor remuneration and expenses incurred by and facilities provided to Councillors. Total Councillor remuneration \$916,967.11

Councillor	Salary	Superannuation	Total
Burnett, Matthew	145,561.18	17,467.33	163,028.51
Bush, Cindi	84,271.79	10,112.50	94,384.29
Churchill, Glenn	84,271.79	10,112.50	94,384.29
Goodluck, Kahn	84,271.79	2,330.30	86,602.09
Hansen, Rick	84,271.79	10,112.50	94,384.29
Masters, Peter	84,271.79	3,886.74	88,158.53
O'Grady, Desley	84,271.79	10,112.50	94,384.29
Sobhanian, Poya	84,271.79	10,112.50	94,384.29
Trevor, Chris	95,764.80	11,491.73	107,256.53

### COUNCIL MEETINGS

Section 186 (c) requires Council to disclose the number of government meetings that each Councillor attended during the financial year.

Councillor	Number of Council Meetings Attended
Burnett, Matthew	21 of 24
Bush, Cindi	24 of 24
Churchill, Glenn	21 of 24
Goodluck, Kahn	23 of 24
Hansen, Rick	23 of 24
Masters, Peter	24 of 24
O'Grady, Desley	24 of 24
Sobhanian, Poya	23 of 24
Trevor, Chris	23 of 24

Our Councillors are committed to ensuring impeccable integrity and ethical behaviour when undertaking Council business. Councillors are aware of the legislative obligations to carefully manage both real and perceived conflicts of interest when involved in decision making processes. In doing so, Council adopts a conservative approach to declaring conflicts of interest, and the 'when in doubt, walk out' principle is applied to all decision making processes thereby ensuring the integrity of the process is upheld.

### ORDERS AND RECOMMENDATIONS

Section 186 (e) requires Council to disclose the number of orders and recommendations made during the financial year. Nil to report in this section for 2016/17.

## COUNCILLOR COMPLAINTS AND MISCONDUCT

Section 186 (f) requires Council to disclose the total number of complaints received against Councillors. Nil to report in this section for 2016/17.

### OVERSEAS TRAVEL

Section 188 requires Council to disclose information about the overseas travel of staff or Councillors during the financial year.

Mayor Matt Burnett attended an Adani trade mission in India with Premier Palaszczuk in March 2017 to discuss Carmichael Coal project and promote the Gladstone Region. The total cost of travel was \$5059.

Mayor Matt Burnett travelled to the United States of America to attend a Bio Tech Conference with Premier Palaszczuk and Tim Rose from Northern Oil Biofuels at a cost of \$13,300.

### INVITATION TO CHANGE TENDERS

Section 190 (e) requires council to advise the number of invitations to change tenders under section 228(7).

Tender 13-17 Internal Catering  
Tender 157-17 Gladstone WWTP Rising Main  
Tender 178-17 Lions Park Redevelopment (Construction)  
Tender 179-17 Lions Park Redevelopment (Play Equipment)

### CONCESSIONS FOR RATES AND CHARGES

Section 190 (g) requires Council to provide a summary of all concessions for rates and charges granted during the financial year. In 2016/17 Council granted concessions totalling \$717,432.65 in pensioner remissions.

### REGISTERS

Section 190 (f) requires Council to provide a list of all the registers kept by the local government.

- Register of Roads
- Register of Assets
- Register of Pre-Qualified Suppliers
- Register of Cost Recovery Fees
- Register of Local Laws
- Register of Contact with lobbyists
- Register of Delegations of Authority - Council to CEO and CEO to Officers and/or Contractors
- Register of Interests for CEO and Senior Executive Employees
- Personal Interest of Councillors
- Personal Interest of Councillor's related Persons

### COMPETITIVE NEUTRALITY COMPLAINTS

Section 190 (i) & (j) requires Council to provide a summary of investigation notices for competitive neutrality complaints during the financial year. No competitive neutrality complaints were received in 2016/17.

### COMMERCIAL BUSINESS UNIT

Section 190 (2) requires Council to disclose information in relation to the commercial business unit for the financial year. No commercial business units were undertaken in 2016/17.

### COUNCILLOR EXPENSES AND REIMBURSEMENT POLICY

Section 186 (b) requires Council to list any expense incurred by, and facilities provided to each Councillor during the financial year.

## ELECTED MEMBERS EXPENSES REIMBURSEMENT AND PROVISION OF FACILITIES

### 1.0 STATEMENT OF PRINCIPLES

This policy has been developed in accordance with the Guidelines for Councils - Reimbursement of Expenses and Provision of Facilities for Mayors and Councillors issued by the Department of Local Government, Sport and Recreation Version 4 July 2008.

The principles as stated in the guidelines upon which this policy is developed are:-

- Use of public moneys in the public interest by responsible budgeting and accounting.
- Fair and reasonable allocation of Council resources (allowances, facilities and other benefits) to enable all councillors to conduct the duties of office.
- Transparent decision making by public disclosure of policy and resolutions.
- Accountability for expenditure and use of facilities through full justification and acquittal.

In this policy the term "Councillor" shall include the "Mayor" where not referenced separately.

### 2.0 PAYMENT OF EXPENSES

Expenses will be paid to a councillor through administrative processes approved by a Council's Chief Executive Officer subject to the limits outlined in this policy.

### 2.1 CONFERENCES, PROFESSIONAL DEVELOPMENT AND TRAINING

Council will meet or reimburse expenses incurred in relation to the attendance of conferences, professional development and training of Councillors that have been approved by resolution of the Council, or in accord with the following ; Councillor attendance at a conference or seminar is approved where the following criteria are satisfied;

- The Councillor has attended no more than 3 conferences/seminars in the current financial year and
- The registration cost of this conference/seminar is no more than \$1000 and
- The seminar/conference is to be held in Queensland and
- The theme of the seminar/conference is directly related to the Councillor's portfolio or allocated project(s)

Where any of the above criteria are not satisfied, Council approval is required in order to attend.

### 2.2 TRAVEL AS REQUIRED TO REPRESENT COUNCIL

**2.2.1 Travel Outside the Gladstone Regional Council Area:** Council will meet or reimburse local, interstate and in special cases, overseas travel expenses (e.g. 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 travel is approved by resolution of the Council.

**2.2.2 Travel within the Gladstone Regional Council Area:** Councillors are provided with a Council vehicle for travel within the region. Where a Councillor is required to attend a meeting within the Gladstone Regional Council area and:-

- the meeting does not conclude before 8.30pm, or it commences prior to 7.00am; and
- the Councillor's place of residence is more than 60 kilometres from the meeting venue

Council will meet reasonable accommodation costs for the night.

**2.2.3 Guidelines :** The following guidelines to apply to Section 2.2 travel:-

- Councillors are to travel via the most practical and direct route, using the most economical and efficient mode of transport. Council will pay for reasonable expenses incurred for overnight accommodation. Where possible the maximum standard for Councillors' accommodation should be four star rating however 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.
- Any fines incurred while travelling in Council-owned vehicles or privately owned vehicles when attending to Council business, will be the responsibility of the Councillor incurring the fine.
- Economy class air travel is to be used where possible.
- Any travel transfer expenses associated with Councillors travelling for Council approved business will be reimbursed e.g. trains, taxis, buses and ferry fares.
- In the unusual circumstance that a Councillor cannot access their Council provided vehicle or another fleet vehicle they may claim for mileage by submitting a claim based on the rate prescribed by Directive issued by the Minister for Industrial Relations in pursuance of Section 34 (2) of the Public Service Act 1996 for an automobile 2601cc and over (currently 75c/km).
- Council will reimburse costs of meals for a Councillor (on the production of receipts) when the Councillor incurs the cost personally and the meal was not provided within the registration costs of the approved activity/event or during a flight. The maximum amounts for reimbursement are as prescribed by Directive (Domestic Travelling and Relieving Expenses) issued by the Minister for Industrial Relations. No alcohol will be reimbursed by Council.
- In addition, Councillors may claim up to the limit prescribed by Directive (Domestic Travelling and Relieving Expenses) issued by the Minister for Industrial Relations to cover any incidental costs incurred when they are away from home overnight.

### 3.0 PROVISION OF FACILITIES

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

### 3.1 PROVISION OF A FULLY SERVICED VEHICLE

Council at its meeting held on the 8th April 2008 considered a report from the CEO which compared the option of paying Councillors a vehicle allowance or providing them a fully serviced Council vehicle. The report showed that the cost of providing Councillors with a fully serviced vehicle was significantly more cost effective than paying a vehicle allowance.

In determining the type of vehicle to be provided, Council took into consideration the large area covered by the Regional Council, the fact that rural roads are predominately gravel, the need to travel them at night to attend meetings and determined that 4WD vehicles were the most appropriate.

Councillors who wish to avail themselves of the opportunity for private use of the vehicle can do so, on the basis that they reimburse Council for 25 per cent of the total running costs of the vehicle.

### 3.2 ADMINISTRATIVE TOOLS

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

Administrative tools may include:

- office space and meeting rooms
- mobile telephones or hand-held personal digital assistants e.g. 'iPhone' mobile phone including car kits
- internet access
- computers
- stationery
- access to photocopiers
- printers
- facsimile machines
- publications
- name badges
- use of council landline telephones and internet access
- safety equipment for use on official business. e.g. safety helmet /boots.

Secretarial support may also be provided for Councillors.

Council will provide Councillors with a corporate credit card on the basis that the Councillor will reimburse all expenses not covered by this policy.

### 3.3 INSURANCE COVER

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

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

### 3.4 UNIFORM

Council will supply each Councillor with one jacket from the Corporate Uniform range. The jackets will be replaced on a fair wear and tear basis.

## ADMINISTRATIVE ACTION COMPLAINTS

Under section 187 of the Local Government Regulations 2012 a local government must include particular information relating to the complaints management process in the local governments annual report. This information is as follows:

Commitment to dealing fairly with Administrative Action Complaints (AACs): Council is dedicated to providing a level of customer service that does not attract complaints however, acknowledges the right of persons to provide feedback, both positive and negative, on its services and/or to lodge a complaint. Council is committed to dealing fairly with Administrative Action Complaints and operates within the bounds of our Administrative Action Complaints Management Process Policy and Corporate Standard and in compliance with Section 268(1) of the Local Government Act 2009 whereby Council must adopt a process for resolving Administrative Action Complaints and the requirements of Section 306 of the Local Government Regulation 2012.

The implementation of the Administrative Action Complaint Management Process Corporate Standard and associated policy and process including how we assess our performance in resolving complaints under these processes and policies: Council has implemented its complaints management process with guidance from Section 268(1) of the Local Government Act 2009 and Section 306 of the Local Government Regulation 2012. The process was further improved following an audit by the Queensland Ombudsman in August 2015 whereby Council fully implemented all suggestions in the Audit Report. A review of the Policy and Corporate Standard was undertaken and training is offered monthly to keep staff informed of their responsibilities with regard to the Complaint Management System. Focus for the training is on the legislation, the policy and standard, staff responsibilities and investigation guidance.

Council assesses AACs efficiently and seeks resolved without delay.

Internal reports are generated every week and include AACs received in the previous week, AACs completed in the previous week and a year to date report, which includes AACs carried forward from the previous year. The year to date report includes the current status, basis of the complaint, whether substantiated and if there was a business improvement regardless of being substantiated or not substantiated.

Half yearly reporting is undertaken to assess the effectiveness of the process and the need for improvements. In 2016/17, 66 AACs were received, compared to 90 in 2015/16. Of the 66 AACs received, 94 per cent were completed within 10 days, compared to 97 per cent in 2015/16. See page 34 for more information.

## LIST OF ACRONYMS AND ABBREVIATIONS

AAC	Administrative action complaint
bn	Billion
CBD	Central business district
CEO	Chief Executive Officer
CFO	Chief Financial Officer
Cr	Councillor
CQ	Central Queensland
CSR	Customer service request
EEO	Equal employment opportunity
GAWB	Gladstone Area Water Board
GCCI	Gladstone Chamber of Commerce and Industry
GECC	Gladstone Entertainment Convention Centre
GIS	Graphical information services
GLNG	Gladstone Liquefied Natural Gas
GRAGM	Gladstone Regional Art Gallery and Museum
GRC	Gladstone Regional Council
GRP	Gross regional product
HRIS	Human resource information system
ICT	Information community technology
IIA	Institute of Internal Auditors
IPP	Internal project planning
IPWEA	Institute of Public Works Engineering Australia
IPWEAQ	Institute of Public Works Engineering Australia Queensland
LDMG	Local Disaster Management Group
LGAQ	Local Government Association of Queensland
LGIP	Local Government Infrastructure Plan
LGMA	Local Government Managers' Association
LGW	Local Government Workcare
LNG	Liquefied natural gas
LRRS	Local roads of regional significance
LTFP	Long term financial plan
LTI	Lost time injury
m	Million
MCU	Material change of use
MEAP	Major Events Advisory Panel
MOU	Memorandum of understanding
PCYC	Police Citizens Youth Club
PIP	Priority Infrastructure Plan
QES	Queensland Employment Standards
SCADA	Supervisory Control and Data Acquisition
SES	State Emergency Service
SME	Small to medium sized enterprise
SWIM	State wide water information management
TEQ	Tourism and Events Queensland
WHS	Workplace health and safety
WWTP	Waste water treatment plant

## LIST OF GRAPHS AND TABLES

Administrative Action Complaints	34,35
Annual inventory turnover	70
Assets	76
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## GLOSSARY OF TERMS

Advocacy	The act of supporting or arguing in favour of something, such as a cause, project or initiative.
Assessment	Evaluation activities undertaken to determine level of performance.
Audit	This is a business improvement function established by Council to provide independent, objective assurance and consulting services designed to add value and improve the organisation's operations. It helps the organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.
Best practice	A method or procedure of accomplishing a business function process or outcome/result that is considered as being correct or most effective to all other known methods.
Budget	An estimate of costs, revenues and resources over a specific period, reflecting a reading of future financial conditions and goals for the organisation.
Chief Executive Officer	The CEO is Council's highest ranking executive.
Community engagement	The process of connecting council, citizens and communities on a wide range of policy, program and service issues. It can be formal or informal and operates on the premise that the best decisions are made if those involved in the outcomes are considered.
Community financial report	A report that is produced annually that offers commentary on Council's financial results.
Corporate Plan	A document that sets out the goals and strategies over the medium term (four years). The Corporate Plan will define how Council will meet its responsibilities in the Community Plan and is a legislative requirement.
Culture	Defines who we are as an organisation, our ethics, our institutions, our behaviours and our routines.
Financial year	The financial year we are reporting on in this report is the period from 1 July 2015 to 30 June 2016.
Framework	A structure that shows the linkages between various processes in order to achieve an outcome.
Initiatives	Specific projects or programs undertaken to achieve objectives within a measurable time frame.
Key Performance Indicators	Quantifiable measurements that help an organisation define and measure progress towards organisational goals/outcomes.
Local Government Act 2009	The principal legislation which provides the legal framework for Queensland's local government sector.
Mission	A declaration of an organisation's core purpose.
Operational Plan	A 12-month document that sets out how to achieve the desired outcomes set out in the Corporate Plan and is a legislative requirement.
Outcomes	Determination and evaluation of the results of an activity, plan, process or program and their comparison with the intended or projected results.
Policy	A set of principles and associated guidelines formulated and enforced at the highest level, to direct and limit an organisation's actions in pursuit of long-term goals.
Service	A group of related activities contributing to a common outcome.
Vision	An aspirational statement that describes what the organisation is working towards.

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# CONTACTS



## ADMINISTRATION CENTRES

**Gladstone**, 101 Goondoon Street

**Calliope**, 5 Don Cameron Drive

**Miriam Vale**, 36 Roe Street

## RURAL TRANSACTION CENTRES

**Agnes Water**, 71 Springs Road

**Mount Larcom**, Raglan Street

## COMMUNITY CENTRES

**Agnes Water**, 71 Springs Road

**Boyne Tannum**, Cnr Wyndham & Hayes Avenue, Boyne Island

**Calliope**, 5 Don Cameron Drive

**Miriam Vale**, 36 Roe Street

## GENERAL INFORMATION

**Phone** 07 4970 0700

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**Email** [info@gladstonerc.qld.gov.au](mailto:info@gladstonerc.qld.gov.au)

**Website** [www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au)

## FURTHER COPIES

For additional copies of Gladstone Regional Council's 2016/17 Annual Report please call Council's Corporate Performance & Reporting Officer on 07 4970 0700 or visit [www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au)

## FEEDBACK

Feedback on this document is welcome.

Please write to:

The Chief Executive Officer

Gladstone Regional Council

PO Box 29

Gladstone DC QLD 4680

email [info@gladstonerc.qld.gov.au](mailto:info@gladstonerc.qld.gov.au)

or fill out and return the form inside back cover.

## ACKNOWLEDGEMENTS

Council would like to thank all those who contributed to the development of the 2016/17 Annual Report.



GLADSTONE REGIONAL COUNCIL  
ANNUAL REPORT 2016-2017  
FEEDBACK FORM

Return by mail to:

The Chief Executive Officer  
PO Box 29  
Gladstone DC QLD 4680

Or drop it into any Council administration centre

Fax:

07 4975 8500

Email:

info@gladstonerc.qld.gov.au

Or have your say on Council's website [www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au)  
(follow the 'Corporate Publications & Reports' link under the 'About Council' tab)

My main interest in the report is as a:

☐ customer

☐ contractor/supplier

☐ local business

☐ government body (local)

☐ other

☐ government body (state)

☐ government body (federal)

☐ member of a community group

☐ member of a sporting group

☐ member of an environment group

☐ member of a financial group

☐ developer

☐ business investor

☐ local resident

☐ student

Was the report structure:

☐ easy to follow

☐ acceptable

☐ difficult to follow

What did you like most about the report?

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Was there anything else you would have liked included in the report?

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Do you have any other comments or suggested improvements for the report?

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