



## STATUTORY INFORMATION

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

South End, Facing Island



## 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 2013-14:

- Water
- Sewerage
- Waste Management
- Plant Operations

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

No new significant business activities were undertaken in 2013-14.

Section 45 (d) requires Council to state whether any of the significant business activities were not conducted in the preceding financial year.

No significant business activities conducted in 2013-14 took place in the preceding financial year.

### 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 2013-14.

## SENIOR EXECUTIVE REMUNERATION

Section 201 requires certain details of senior executive remuneration packages are disclosed, including the total remuneration for senior executive of the local government.

Total senior executive remuneration \$5,196,700

Remuneration band	Number of Senior Executives
300,000-399,999	1
200,000-299,999	7
100,000-199,999	21

### EXPENDITURE ON GRANTS TO COMMUNITY ORGANISATIONS

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

Organisation	Purpose	Amount
QMF	6 splash zone tickets	30.00
International Women's Day	Tickets as donation	81.82
NAIDOC	NAIDOC Ball	109.09
Monia Mattingley	YMCA QLD Youth Parliament	125.00
St Vincent de Paul	Star of the Sea Police Remembrance Day	200.00
AWSLSC	Annual Donation	250.00
TSSLSC	Annual Donation	250.00
Brainchild Foundation	Jimmy's Walk for Cancer	250.00
GRC and QMF	Appreciation Lunch	390.00
Boyne Tannum Meals on Wheels	Refund of Annual Food Licence	538.00
Jetset Gladstone	Attendance of White Night Melbourne	825.45
Evenglow Inc	Annual Donation	1,000.00
GAGAL	Sponsorship Apprenticeship/Trainee Awards	1,136.36
Gladstone Thistle Pope Band	Annual Donation	2,500.00
Gladstone Municipal Band	Annual Donation	5,500.00

## LOCAL GOVERNMENT REGULATION 2012

### COUNCILLOR REMUNERATION

Section 186 requires the disclosure of Councillor remuneration and expenses incurred by and facilities provided to Councillors.

Total Councillor remuneration \$852,025

Councillor	Salary	Superannuation	Total
Cr Leo Neil-Ballantine	77,318	7,152	84,470
Cr Col Chapman	77,318	9,278	86,596
Cr Graham McDonald	77,318	9,278	86,596
Cr Karen Porter	77,318	9,278	86,596
Cr Maxine Brushe	77,318	9,278	86,596
Cr Ren Lanzon	77,318	9,278	86,596
Cr Rick Hansen	77,318	9,278	86,596
Cr Matthew Burnett (Deputy Mayor)	87,861	10,544	98,405
Cr Gail Sellers (Mayor)	133,549	16,025	149,574

### COUNCIL MEETINGS

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

Councillor	Number of Council Meetings Attended
Cr Leo Neil-Ballantine	21
Cr Col Chapman	24
Cr Graham McDonald	24
Cr Karen Porter	21
Cr Maxine Brushe	24
Cr Ren Lanzon	24
Cr Rick Hansen	23
Cr Matthew Burnett (Deputy Mayor)	22
Cr Gail Sellers (Mayor)	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.

Councillors declared 18 conflicts of interest and material personal interests during general meetings throughout the year.

### ORDERS AND RECOMMENDATIONS

Section 186 (e) requires Council to disclose the number of orders and recommendations made during the financial year.

One order was made under section 186 (e) of the Act. Cr Karen Porter received an order for failing to comply with the Local Government's procedures. An order reprimanding the councillor for the inappropriate conduct and; an order that any repeat of the inappropriate conduct be referred to the regional conduct review panel as misconduct.

### COUNCILLOR COMPLAINTS AND MISCONDUCT

Section 186 (f) & (g) requires Council to disclose the total number of complaints received against Councillors.

One complaint was referred to the Mayor under section 176 (c) (a) (ii) or (b) (i) of the Act.

### OVERSEAS TRAVEL

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

No overseas travel was undertaken by staff or Councillors.

### INVITATION TO CHANGE TENDERS

Section 190 (e) requires council to advise the number of changed tenders.

No invitation to change tenders were made.

## 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 2013-14 Council granted concessions totalling \$696,181.68 in pensioner remissions.

## REGISTERS

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

- Register of Local Laws
- Register of Contact with lobbyists
- Register of delegations of authority - CEO to Officers
- Register of Directors from mayor to CEO
- 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 2013-14.

## 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 2013-14.

## 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 be 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% of the total running costs of the vehicle. In the case of Councillors who have been provided with Holden Captiva the reimbursement is \$3,730 per annum.

Addendum 1 identifies that it is still cost effective for Council to provide Councillors with a fully serviced 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 1 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:

Council is committed to dealing fairly with AACs and to this end has developed a management policy, process and reporting regimen.

All of these components are monitored, improved and updated by the Customer Service Co-ordinator who also provides advice and training to those officers tasked with the investigation and reporting of AACs.

The implementation of Council's Complaints Management Policy and Process including how we assess our performance in resolving complaints under these processes and policies.

- The adopted Policy and Process for resolving complaints made by affected persons about administrative actions is detailed in Policy P-2014/23 which can be obtained at any Gladstone Regional Council office or at [www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au). This access allows the public to inspect the process, procedures and policies as required by the Local Government Regulations 2012.
- The Complaints Management Policy and Process details how Gladstone Regional Council effectively manages complaints from receipt to their resolution quickly and efficiently in a fair and objective way and includes the requirement to inform the affected person of the decision and the reasons for the decision unless it was an anonymous complaint. The form in which the complaint is received - verbal, written or anonymous - does not have a bearing on whether it is considered for investigation.
- All AACs are recorded into the Pathway Customer Service Request system so the investigations can be captured and reported against.
- The Executive Team is provided with detailed weekly reports, which include the number of AACs received, resolved and not resolved. Those not resolved from the previous year are carried forward into the current year.

## LIST OF ACRONYMS

AAC	Administrative Action Complaint
ADAC	Asset Design as Completed
CBD	Central Business District
CCTV	Closed Circuit Television
CEO	Chief Executive Officer
Cr	Councillor
CSBA	Customer Service Benchmarking Association
EEO	Equal Employment Opportunity
EMS	Environmental Management System
GECC	Gladstone Entertainment and Convention Centre
GHHP	Gladstone Healthy Harbour Partnership
GLNG	Gladstone Liquefied Natural Gas
GRAGM	Gladstone Regional Art Gallery and Museum
GRC	Gladstone Regional Council
GRCDC	Gladstone Region Community Development Committee
GREAN	Gladstone Region Environmental Advisory Network
GREP	Gladstone Region Economic Partnership
GRP	Gross Regional Product
HRIS	Human Resource Information System
IIA	Institute of Internal Auditors
IPP	Internal Project Planning
IPWEA	Institute of Public Works Engineering Australia
IPWEAQ	Institute of Public Works Engineering Australia Queensland
ISO	Innovation and Sustainability and Opportunity
IT	Information Technology
L&D	Learning & Development
LGMA	Local Government Managers' Association
LGW	Local Government Workcare
LNG	Liquefied Natural Gas
LOGOSS	Local Government Safety System
LTI	Lost Time Injury
PCYC	Police Citizens Youth Club
QES	Queensland Employment Standards
QMF	Queensland Music Festival
WHS	Workplace Health and Safety



## GLOSSARY OF TERMS

<b>Advocacy</b>	The act of supporting or arguing in favour of something, such as a cause, project or initiative.
<b>Assessment</b>	Evaluation activities undertaken to determine level of performance.
<b>Audit</b>	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.
<b>Best practice</b>	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.
<b>Budget</b>	An estimate of costs, revenues and resources over a specific period, reflecting a reading of future financial conditions and goals for the organisation.
<b>The Chief Executive Officer</b>	The CEO is Council's highest ranking executive.
<b>Community engagement</b>	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.
<b>Community Plan</b>	An overarching plan that sets out the vision for the community, including its goals, strategies and actions to achieve that vision. It is a collaboration of existing strategic documents and is a legislative requirement.
<b>Corporate Plan</b>	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.
<b>Culture</b>	Defines who we are as an organisation, our ethics, our institutions, our behaviours and our routines.
<b>Financial year</b>	The financial year we are reporting on in this report is the period from 1 July 2012 to 30 June 2013.
<b>Framework</b>	A structure that shows the linkages between various processes in order to achieve an outcome.
<b>Initiatives</b>	Specific projects or programs undertaken to achieve objectives within a measurable time frame.
<b>Key Performance Indicators</b>	Quantifiable measurements that help an organisation define and measure progress towards organisational goals/outcomes.
<b>Local Government Act 2009</b>	The principal legislation which provides the legal framework for Queensland's local government sector.
<b>Operational Plan</b>	A 12-month document that sets out how to achieve the desired outcomes set out in the Corporate Plan and is a legislative requirement.
<b>Outcomes</b>	Determination and evaluation of the results of an activity, plan, process or program and their comparison with the intended or projected results.
<b>Policy</b>	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.
<b>Service</b>	A group of related activities contributing to a common outcome.
<b>Vision</b>	An aspirational statement that describes what the organisation is working towards.

## INDEX

### A

ACCESS AND EQUITY AUDIT 27, 85  
 ADVOCACY 103  
 ANIMAL MANAGEMENT 92  
 ANNUAL REPORT 3  
 ANZAC 17  
 ASSET MANAGEMENT 43, 118  
 ASSET SUSTAINABILITY RATIO 9, 113  
 AUSTRALIA DAY 63  
 AWARDS 18

### B

BARRIER REEF 23  
 BOOK-A-LATTE 18, 88  
 BOOMTOWN 16, 27  
 BRUSHE, CR MAXINE 27, 29  
 BUDGET 12, 42, 63  
 BURNETT, CR MAT 27, 28  
 BUSINESS EXCELLENCE 103, 107  
 BUSINESS IMPROVEMENT 37  
 BUSINESS IMPROVEMENT COMMITTEE 35

### C

CAPITAL BUDGET 21  
 CAPITAL WORKS 12  
 CAPRICORN MUNICIPAL DEVELOPMENT GUIDELINES 73  
 CENTRAL QUEENSLAND RURAL MANAGEMENT CHALLENGE 53  
 CHAPMAN, CR COL 27, 29, 37  
 CHARTER, ORGANISATIONAL 3  
 CHIEF EXECUTIVE OFFICER 14, 37  
 CODE OF CONDUCT 52  
 COMMUNITY DONATION AND FUNDING PROGRAM 84  
 COMMUNITY ENGAGEMENT 61, 103  
 COMMUNITY FINANCIAL REPORT 112  
 COMMUNITY PLAN 3, 75  
 COMPLAINTS 38, 171, 172, 174  
 CONTINUOUS IMPROVEMENT 6, 42, 103, 105  
 CORPORATE PLAN 3, 35, 41, 65, 73, 105  
 COUNCILLOR 26, 171  
 COUNCILLORCONNECT 63  
 CURTIS ISLAND 18, 71  
 CURTIS ISLAND WATER AND SEWERAGE PIPELINE PROJECT 70  
 CUSTOMER SERVICE 21, 102, 103

### D

DENDLE, CALE 48  
 DOWLING, LEISA 48

### E

ECOFEST 17, 93, 98  
 ECONNECT 63  
 ECONOMIC DEVELOPMENT 75  
 EMPLOYEE TURNOVER 7, 51  
 ENVIRONMENT 7, 93  
 ENVIRONMENTAL MANAGEMENT SYSTEM 93, 99  
 EQUAL EMPLOYMENT OPPORTUNITY 52  
 EVENTS 16  
 E-WASTE 97  
 EXTERNAL AUDIT 37

### F

FACEBOOK 61, 108, 109  
 FEEDBACK 179  
 FINANCIAL STATEMENT 37, 124  
 FINANCIAL SUSTAINABILITY STATEMENT 165  
 FLEET 105

### G

GLADSTONE AIRPORT CORPORATION 115, 170  
 GLADSTONE AQUATIC CENTRE 15, 80, 83  
 GLADSTONE ENTERTAINMENT AND CONVENTION CENTRE 15, 28, 82, 87  
 GLADSTONE HEALTHY HARBOUR PARTNERSHIP 27, 95  
 GLADSTONE REGIONAL ART GALLERY AND MUSEUM 21, 78, 87  
 GLADSTONE REGION ENVIRONMENTAL ADVISORY NETWORK 95  
 GLOSSARY 176  
 GOVERNANCE 35  
 GRC.CLOUD 55  
 GROSS REGIONAL PRODUCT 76

### H

HANSEN, CR RICK 29, 37  
 HOLMES, MARK 48  
 HUMAN RESOURCE INFORMATION SYSTEM 53

### I

INNOVATION, SUSTAINABILITY AND OPPORTUNITY (ISO) ADVISORY COMMITTEE 28, 75  
 INSTAGRAM 61, 109  
 INTEREST COVERAGE RATIO 9, 113  
 INTERNAL AUDIT 37  
 INTERNAL AUDIT COMMITTEE 48  
 INTERNAL PROJECT PLANNING 42  
 INTRANET 55

### K

KEECH, PAUL 48

## L

LANZON, CR REN 30  
LEADERSHIP 41, 54, 55, 103, 104  
LEARNING AND DEVELOPMENT 6, 52  
LIBRARY 87  
LINKEDIN 109  
LNG 85  
LOCAL GOVERNMENT ACT 2009 35, 37, 170  
LOCAL GOVERNMENT MANAGER'S ASSOCIATION 18  
LOCAL GOVERNMENT REGULATION 2012 35, 37, 171  
LOCAL GOVERNMENT WORKCARE 59  
LOGOSS 56, 57  
LONG TERM FINANCIAL PLAN 42  
LOST TIME INJURIES 7, 59

## M

MANAGEMENT CERTIFICATE 164  
MAYOR 14, 28  
MCDONALD, CR GRAHAM 31  
MISSION 3  
MULTICULTURAL 81, 86  
MYPARX 97

## N

NEILL-BALLANTINE, CR LEO 28, 30, 27  
NET FINANCIAL LIABILITIES RATIO 9, 114

## O

ONE PERCENTERS 107  
OPERATING BUDGET 21  
OPERATING SURPLUS RATIO 9, 114  
OPERATIONAL PLAN 3, 35, 71, 95, 105  
ORGANISATIONAL SUSTAINABILITY 6

## P

PHYSIOTHERAPY 59, 106  
PLANNING FRAMEWORK 3  
PLANNING SCHEME 77  
POPULATION 25  
PORTER, CR KAREN 28, 31  
PURPOSE, ORGANISATIONAL 3

## Q

QUEENSLAND ATTORNEY GENERAL 55  
QUEENSLAND INDUSTRIAL RELATIONS COMMISSION 55  
QUEENSLAND MUSIC FESTIVAL 16, 27

## R

RANDLE, STUART 14, 15, 48  
RATES 10, 172, 107  
REMUNERATION 55  
RIGHT TO INFORMATION ACT 2009 39  
RIO TINTO ALCAN MARTIN HANSON MEMORIAL ART AWARDS &  
EXHIBITION 16  
RISK MANAGEMENT 38  
ROAD HIERARCHY 69, 73  
RSPCA 21, 92  
RURAL MANAGEMENT CHALLENGE 18

## S

SAFETY 56, 106  
SAIKI SISTER CITY 17  
SELLERS, CR GAIL 14, 15, 27, 28  
SENIORS' WEEK 16  
SOCIAL MEDIA 61, 109  
SPLASH ZONE 15, 16, 27, 80  
STAKEHOLDERS 2  
STRUCTURE PLANNING 16, 28, 74  
SUNFEST 61  
SUSTAINABLE PLANNING ACT (SPA) 2009 77

## T

THEME, ANNUAL REPORT 2  
TONDOON BOTANIC GARDENS 16, 96  
TWITTER 61, 108

## V

VALUES 3  
VISION 3

## W

WASTE 94, 97  
WEBSITE 62  
WORKING CAPITAL RATIO 9  
WORKPLACE HEALTH AND SAFETY 7, 57

## Y

YOUTH COUNCIL 61, 63, 85  
YOUTUBE 109



## 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  
**Fax** 07 4975 8500  
**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 2013-14 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 2013-14 Annual Report.

GLADSTONE REGIONAL COUNCIL  
ANNUAL REPORT 2013-14

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?

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

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

