

Our Statutory Information

State legislation requires each council to include specific information in its annual report. The following table provides Gladstone Regional Council's statutory information in accordance with relevant acts and regulations.

Local Government Act 2009		
45 Identifying significant business activities A local government's annual report for each financial year must—	(a) contain a list of all the business activities that the local government conducted during the financial year; and	Council applied the competitive neutrality principle to the following significant business activities in 2011-12: Roads Water Sewerage Waste management Plant operations Gladstone Airport Gladstone Entertainment Centre Aquatic Centre Building certification
	(b) identify the business activities that are significant business activities; and	
	(c) state whether or not the competitive neutrality principle was applied to the significant business activities, and if the principle was not applied, the reason why it was not applied; and	No new significant business activities were undertaken in 2011-12.
	(d) state whether any of the significant business activities were not conducted in the preceding financial year, i.e. whether there are any new significant business activities.	
201 Annual report must detail remuneration (1) The annual report of a local government must state—	(a) the total remuneration packages that are payable (in the year to which the annual report relates) to senior contract employees; and	Annualised remuneration packages of contract employees reporting directly to the CEO, as per the Executive Reward Strategy Report adopted by Council, are available to view on Council's website (www.gladstone.qld.gov.au)
	(b) the number of senior contract employees who are being paid each of the total remuneration packages.	\$150,000-\$200,000 - 3 employees \$200,000-\$250,000 - 2 employees \$250,000-\$300,000 - 1 employee
(2) A senior contract employee is—	(a) the chief executive officer; or	
	(b) any other local government employee who is employed— (i) on a contractual basis; and (ii) in a position that reports directly to the chief executive officer.	

Our Statutory Information

Local Government (Finance, Plans and Reporting) Regulation 2010		
108 Preparation of annual report	(1) The local government must prepare an annual report for each financial year.	Refer to preceding pages.
	(2) The annual report must be adopted before— (a) 30 November in the year after the end of the financial year; or (b) a later day decided by the Minister.	Annual Report adopted at Gladstone Regional Council's 20 November 2012 General Meeting.
110 General purpose financial statement The annual report for a financial year must contain—	(a) the general purpose financial statement for the financial year, audited by the auditor-general; and	Refer to 'Our Financial Statements' on page 94.
	(b) the auditor-general's audit report about the general purpose financial statement.	Refer to 'Our Financial Statements' on page 94.
111 Community financial report	The annual report for a financial year must contain the community financial report for the financial year.	Refer to 'Our Community Financial Report' on page 88.
112 Relevant measures of financial sustainability The annual report for a financial year must state—	(a) the relevant measures of financial sustainability for the financial year for which the report has been prepared and the next 9 financial years; and	Refer to 'Our Community Financial Report' on page 88.
	(b) an explanation of the local government's financial management strategy that is consistent with the long-term financial forecast.	Refer to 'Our Community Financial Report' on page 88.
113 Resolutions The annual report for a financial year must contain—	(a) a copy of the resolutions made during the year under sections 42(5) and 45(1) of the Operations Regulation; and <i>Editor's note—</i> sections 42 (Remuneration schedule) and 45 (Requirement to adopt expenses reimbursement policy or amendment) of the Operations Regulation	(a) Refer to 'Schedule 3' on page 147. (b) Nil
	(b) a list of any resolutions made during the year under section 154(2). (s154(2) The local government must, by resolution, set an amount for each different type of non-current physical asset below which the value of an asset of the same type must be treated as an expense.)	
114 Councillors (1) The annual report for a financial year must contain particulars of—	(a) the total remuneration paid to each councillor during the year; and	Refer to 'Schedule 2' on page 146.
	(b) the total superannuation contributions paid during the year for each councillor; and	Refer to 'Schedule 2' on page 146.

Our Statutory Information

Local Government (Finance, Plans and Reporting) Regulation 2010

	(c) the expenses incurred by, and the facilities provided to, each councillor during the year under the local government's expenses reimbursement policy; and	Refer to 'Schedule 5' on page 157.
	(d) a copy of the local government's expenses reimbursement policy; and	Refer to 'Schedule 4' on page 148.
	(e) the number of local government meetings that each councillor attended during the year; and	Refer to 'Schedule 1 (a) & (b)' on page 146.
	(f) the total number of the following during the year— (i) orders and recommendations made under section 180(2) or (4) of the Act; (ii) orders made under section 181 of the Act; and	Nil
	(g) each of the following during the year— (i) the name of each councillor in relation for whom an order or recommendation was made under section 180 of the Act or an order was made under 181 of the Act; (ii) a description of the misconduct or inappropriate conduct engaged in by each of the councillors; (iii) a summary of the order or recommendation made for each councillor; and	N/A
	(h) the number of each of the following during the year— (i) complaints about the conduct or performance of councillors assessed as frivolous or vexatious under section 177(4) of the Act; (ii) complaints referred to the department's chief executive under section 177(5)(a) of the Act; (iii) complaints referred to the mayor under section 177(5)(b) of the Act; (iv) complaints referred to the department's chief executive under section 177(6) of the Act; (v) complaints assessed by the chief executive officer as being about official misconduct; (vi) complaints heard by a conduct review panel; (vii) complaints heard by the tribunal; (viii) complaints dealt with by the chief executive officer under section 177(8) of the Act.	Nil

Our Statutory Information

Local Government (Finance, Plans and Reporting) Regulation 2010

115 Administrative action complaints (1) The annual report for a financial year must contain—	(a) a statement about the local government's commitment to dealing fairly with administrative action complaints; and	A Complaints Management Policy and Process was adopted on July 5, 2011. Refer to 'Schedule 6' on page 159.
	(b) a statement about how the local government has implemented its complaints management process, including an assessment of the local government's performance in resolving complaints under the process.	Council is committed 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 therefore equally committed to providing an effective resolution to all complaints. In conjunction with the adoption of the Complaints Management Policy and Process, Council introduced a new way of recording, reporting and monitoring administrative complaints and provided training to key staff on the new procedure.
(2) The annual report must also contain particulars of—	(a) the number of the following during the year— (i) administrative action complaints made to the local government; (ii) administrative action complaints resolved by the local government under the complaints management process; (iii) administrative action complaints not resolved by the local government under the complaints management process; and	(i) 141 (ii) 138 (iii) 3
	(b) the number of administrative action complaints under paragraph (a) (iii) that were made in a previous financial year.	Nil
(3) In this section—	complaints management process see section 119(3) of the Operations Regulation.	
116 Overseas travel The annual report for a financial year must contain the following information about any overseas travel made by a councillor or local government employee in an official capacity during the financial year—	(a) for a councillor—the name of the councillor;	Mayor Gail Sellers
	(b) for a local government employee—the name of, and position held by, the local government employee;	a. Cale Dendle, Director Corporate & Community Services b. Craig Ross, Communications & Marketing Advisor c. Pamela Whitlock, Manager Arts & Heritage
	(c) the destination of the overseas travel;	a. Saiki, Japan b. Saiki, Japan c. Saiki, Japan
	(d) the purpose of the overseas travel;	a. Sister City delegation b. Sister City delegation c. Sister City delegation
	(e) the cost of the overseas travel;	Total cost of travel \$7076 for Council staff.
	(f) any other information about the overseas travel the local government considers relevant.	Mayor Gail Sellers covered own travel expenses, as did community members who accompanied the GRC delegation. The delegation was to commemorate the 15-year Sister City relationship with Saiki, Japan.

Our Statutory Information

Local Government (Finance, Plans and Reporting) Regulation 2010

117 Expenditure on grants to community organisations The annual report for a financial year must contain a summary of—	(a) the local government's expenditure for the financial year on grants to community organisations; and	Community groups: \$190,644.18 Sport and recreation grants: \$247,043.47
	(b) expenditure from each councillor's discretionary fund, including— (i) the name of each community organisation to which an amount was allocated from the fund; and (ii) the amount and purpose of the allocation.	Nil
118 Reserves and controlled roads	(1) The annual report for a financial year must contain a note about each of the following that the local government controls at any time during the financial year— (a) land that is a reserve under the Land Act; (2) A note about a reserve must state the area of the reserve that the local government controls, including land that the local government has leased to someone else.)	Council controls 38,478 hectares of land (not including road reserves). Regional recreation parks - 152ha District sporting & recreation parks - 450ha Local parks & open spaces - 1342 ha Environmental reserves - 36,218ha Cemeteries - 108ha Waste reserves - 124ha Drainage easements - 79ha Access restricted easements - 3ha 1770 Caravan Park - 2.24ha
	(b) roads that the local government does not own. (3) A note about roads must state the total length of roads the local government controls and does not own.)	Council controls 3105 kilometres of trafficable roads and an additional 2330 kilometres of non-formed road reserves (not trafficable).
119 Other contents (1) The annual report for a financial year must contain—	(a) an assessment of the local government's performance in implementing its long-term community plan, 5-year corporate plan and annual operational plan; and	Refer to the 'State of Our Region Report' on page 76 for Community Plan; page 25 for Corporate Plan and 'Our Achievements' sections for Operational Plan (particularly page 26) assessments.
	(b) particulars of other issues relevant to making an informed assessment of the local government's operations and performance in the financial year; and	Refer to page 26 'Improving our corporate reporting'.
	(c) details of any action taken for, and expenditure on, a service, facility or activity— (i) supplied by another local government under an agreement for conducting a joint government activity; and (ii) for which the local government levied special rates or charges for the financial year; and	Nil
	(d) the number of invitations to change tenders under section 177(7) during the year; and	Nil
	(e) a list of the registers kept by the local government; and	Refer to 'Schedule 7' on page 163.
	(f) a summary of all concessions for rates and charges granted by the local government; and	Council granted concessions totalling \$736,325.28 in respect of pensioner remissions.

Our Statutory Information

Local Government (Finance, Plans and Reporting) Regulation 2010

	(g) the report on the internal audit for the year; and	Refer to 'Internal Audit Report' on page 29.
	(h) a statement about the local government's activities during the year to implement its plan for equal opportunity in employment; and	Council's Equal Employment opportunity Management Plan 2009 - 2013 states that Council will "[promote] Equal Employment Opportunity - which is intended to ensure fair and equitable outcomes in all areas of employment which relate to recruitment, selection, access to information, supervision and management. Council advocates for transparent, merit based recruitment and encourage fairness and equity in the promotion, selection for training, etc..." and to avoid employment-related favouritism or discrimination, Council adheres to its policy P - 3.04.11 "Equal Employment Opportunity" which is provided in full in 'Schedule 8' on page 164.
	(i) the names of the local government's shareholder delegates for its corporate entities; and	N/A
	(j) a summary of investigation notices given in the year under section 137 of the Business Activities Regulation for competitive neutrality complaints; and	Nil
	(k) the local government's decisions in the year on— (i) the referee's recommendations on any complaints under section 145(3) of the Business Activities Regulation; and (ii) the Queensland Competition Authority's recommendations under section 158(5) of the Business Activities Regulation.	Nil

Our Statutory Information

Schedule 1(a) Councillor Meeting Attendance (1 July 2011 - 24 April 2012)

Number of Meetings Attended
(Out of a total 17)

Cr Maxine Brushe	15
Cr Matt Burnett	15
Cr Craig Butler	14
Cr Clyde Cameron	17
Cr Col Chapman	16
Cr Rick Hansen	16
Cr Graham McDonald	15
Cr Lyn Paton	15
Mayor Gail Sellers	17

Schedule 1(b) Councillor Meeting Attendance (24 April - 30 June 2012)

Number of Meetings Attended
(Out of a total 3)

Cr Maxine Brushe	3
Cr Matt Burnett	3
Cr Col Chapman	3
Cr Rick Hansen	3
Cr Ren Lanzon	3
Cr Graham McDonald	3
Cr Leo Neill-Ballantine	3
Cr Karen Porter	3
Mayor Gail Sellers	2

Schedule 2 Councillor Remuneration

Councillor	Remuneration	Employer Superannuation	Total
Cr Maxine Brushe	79,315.80	9,347.50	88,663.30
Cr Matt Burnett	89,677.13	10,566.76	100,243.89
Cr Craig Butler	68,954.26	8,104.11	77,058.37
Cr Clyde Cameron	68,954.26	8,104.11	77,058.37
Cr Col Chapman	79,315.80	9,347.50	88,663.30
Cr Rick Hansen	79,315.80	9,347.50	88,663.30
Cr Ren Lanzon	10,361.54	1,243.39	11,604.93
Cr Graham McDonald	79,315.80	9,347.50	88,663.30
Cr Leo Neill-Ballantine	10,361.54	932.54	11,294.08
Cr Lyn Paton	68,954.26	8,104.11	77,058.37
Cr Karen Porter	10,361.54	1,243.39	11,604.93
Mayor Gail Sellers	134,387.26	15,848.91	150,236.17

Our Statutory Information

Schedule 3 Remuneration Schedule Resolution

(Extract from Gladstone Regional Council General Meeting Minutes - 17/01/2012)

G/5.1 OFFICE OF THE CEO

G/5.1.1 MEETING REPORT COUNCILLOR REMUNERATION FOR 2012

Responsible Officer: Chief Executive Officer

Executive Summary:

Council is required each year to resolve a schedule of remuneration for Councillors for the calendar year.

Officer's Recommendation:

That:

1. Council adopt the remuneration schedule for Category 5 Councils as listed in the 2011 report from the Local Government Remuneration and Discipline Tribunal;
and
2. Council amend Policy P1.02.03 Mayor and Councillor Remuneration to reflect the 2012 remuneration schedule.

G/12/ 866 Council Resolution:

Moved Cr Burnett

Seconded Cr Hansen

That the Officer's Recommendation be adopted.

CARRIED

Our Statutory Information

Schedule 4 Expenses Reimbursement Policies for Employees and Councillors



Gladstone Regional Council

Policy

Topic	EMPLOYEES ATTENDING CONFERENCES, MEETINGS OR TRAINING
Policy Number	P-3.04.02
Department	CORPORATE SERVICES
Statutory Authority	Local Government Act 1993
Date of Adoption	21/10/2008
Resolution No.	08/670
Amendments	Original Policy Adoption Date: 21/10/08 Amendment 1: 31 July 2009 – Meal and Incidental Allowances were increased by CPI July 2008 – June 2009 period which is 2% - New rates contained in the policy apply for the 2009/10 financial year.

POLICY DETAIL:

All attendances under this policy must be approved by the Chief Executive Officer or under a delegation authorised by the Chief Executive Officer, which must be limited to Director level within the organisation.

Council will meet or reimburse local and interstate expenses (e.g. flights, car, accommodation, meals and associated registration fees) deemed necessary to achieve the business of Council where approved under this policy. This policy excludes overseas travel, which must be approved by resolution of the Council.

The following guidelines to apply to such travel:-

- Employees 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 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 employee incurring the fine.

Our Statutory Information

- Economy class air travel is to be used where possible.
- Any travel transfer expenses associated with employees travel will be reimbursed eg trains, taxis, buses and ferry fares.
- In the unusual circumstance that a employee 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 70c/km).
- Council will reimburse costs of meals for employees when the employee incurs the cost personally and the meal was not provided within the registration costs of the approved activity/event or during a flight. The following limits apply to the amount the Council will reimburse for meals:
 - ❖ Breakfast \$20.00
 - ❖ Lunch \$20.45
 - ❖ Dinner \$35.25

No alcohol will be reimbursed by Council.

In addition, employees may claim up to \$20.40 per day to cover any incidental costs incurred when they are away from home overnight.

The amounts prescribed in this section shall apply for the 2009/10 financial year but shall increase by CPI all indexes Brisbane (based on the most recent annual figures) annually thereafter.

.....
GRAEME KANOFSKI
CHIEF EXECUTIVE OFFICER

...../...../.....



Gladstone Regional Council

Policy

Topic	ELECTED MEMBERS EXPENSES REIMBURSEMENT
Policy Number	P-1.02.04
Department	GOVERNANCE
Statutory Authority	Sections 250AR Local Government Act 1993
Date of Adoption	19 May 2009
Resolution No.	09/285
Amendments	Original Policy Adopted:- 25 November 2009 1. Amendment: 31 July 2009: Meal & Incidental Allowances were increased by CPI July 2008-June 2009 period which was 2% - New rates to apply for the 09/10 financial year. 2. Amendment: February 2011: Meal and Incidental Allowances were increased by CPI July 2010 - June 2011 period which was 3.1% - New rates to apply for the 2010/11 financial year.

POLICY DETAIL:

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:-

1. Use of public moneys in the public interest by responsible budgeting and accounting.
2. Fair and reasonable allocation of Council resources (allowances, facilities and other benefits) to enable all councillors to conduct the duties of office.
3. Transparent decision making by public disclosure of policy and resolutions.
4. 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.

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:-

- a. the meeting does not conclude before 8.30pm, or it commences prior to 7.00am; and
- b. the Councillor's place of resident 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.

Datworks Document Number:- 1022341

GLADSTONE REGIONAL COUNCIL
POLICY NO. P-1.02.04 - ELECTED MEMBERS EXPENSES REIMBURSEMENT POLICY
PAGE 3 of 7

- Any travel transfer expenses associated with councillors travelling for Council approved business will be reimbursed eg 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 70c/km).
- Where possible, Council 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 or during a flight. The following limits apply to the amount the Council will reimburse for meals:
 - ❖ Breakfast \$20.60
 - ❖ Lunch \$21.10
 - ❖ Dinner \$36.35

No alcohol will be reimbursed by Council.

In addition, Councillors may claim up to \$21.05 per day to cover any incidental costs incurred when they are away from home overnight.

The amounts prescribed in this section shall apply for the 2010/11 financial year but shall increase by CPI all indexes Brisbane (based on the most recent annual figures) annually thereafter.

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. That report is attached as Addendum 1 to this policy.

The report showed that the cost of providing Councillors with a fully serviced vehicle was significantly more cost effective than paying a vehicle allowance. Accordingly, Council will continue to provide Councillors with a fully serviced vehicle.

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 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 RAV 4 vehicles the reimbursement is \$4,000 per annum. For the Mayor who is provided with a Land cruiser vehicle this sum is \$7,000 per annum.

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 eg 'Blackberry' 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.

.....
GRAEME KANOFSKI
CHIEF EXECUTIVE OFFICER

...../...../.....

Our Statutory Information

GLADSTONE REGIONAL COUNCIL
POLICY NO. P-1.02.04 - ELECTED MEMBERS EXPENSES REIMBURSEMENT POLICY
PAGE 5 of 7

Addendum 1 to P-1.02.04 Elected Members Expenses Reimbursement Policy

Vehicle Pricing Comparisons for Councillors

Council passed a resolution at the Statutory Meeting that a report on the estimated costs of Councillor travel under the following two options be prepared:-

- reimbursement of mileage expenses for Councillors using their own vehicle in accordance with the rate prescribed by the directive issued by the Minister for Industrial Relations pursuant to Section 34(2) of the Public Service Act 1996 for an automobile 2601cc and over (currently 70 cents per kilometre).
- the provision of a fully serviced Council vehicle for Councillor use, with the investigations to include costs on a range of vehicle types.

The following is a summary of the costs to Council of providing a vehicle to Councillors.

Vehicle Evaluation

Summary of Life Cost

<u>Vehicle</u>	<u>Total Running Cost</u>	<u>Est Trade</u>	<u>Life Cost</u>	<u>Cost per Kilometer</u>
Rav 4 Cruiser	\$64,051.74	\$22,114.40	\$41,937.34	\$0.42
Rav 4 V6	\$66,725.51	\$22,394.40	\$44,331.11	\$0.44
Commodore Sedan	\$57,806.18	\$11,037.00	\$46,769.18	\$0.47
Falcon Sedan	\$57,372.33	\$11,876.70	\$45,495.63	\$0.45
Camry Altise	\$51,585.83	\$12,595.80	\$38,990.03	\$0.39
Ford Mondeo	\$57,563.37	\$8,997.00	\$48,566.37	\$0.49
Toyota Prado Diesel	\$85,949.63	\$38,801.39	\$47,148.24	\$0.47

The above table is a summary of the attached whole of life cost analysis based on 100,000 km travelled over three years. The table shows that the Toyota Camry Altise offers best value for money followed by the Toyota Rav 4. Although the vehicles show similar whole of life costs they are very different in configuration. The Toyota Rav4 is an All Wheel Drive vehicle designed to handle light off road conditions as well as highway use where as the Camry only has highway abilities.

Clearly, under this scenario it is significantly more cost effective to provide Councillors with a fully serviced vehicle. You will note that these figures include a sum for fringe benefits tax which may or may not apply to Councillors depending on the taxation option adopted. This is addressed in a separate report.

The former Calliope Shire provided the Mayor with a Toyota Landcruiser for business use. This vehicle travelled approximately 46,500km per year due in large part to the location of the Mayors residence. No doubt this travel will significantly increase with the larger Council area. This vehicle is due for replacement. The following table outlines the cost per kilometre of a new Landcruiser Station Wagon based on 150,000km over 3 years

Landcruiser Diesel	\$122,257.00	\$46,394.20	\$75,862.80	\$0.51
Landcruiser petrol	\$120,255.56	\$37,514.64	\$82,740.92	\$0.55

It is recommended that Council provide a vehicle to the Mayor and Councillors for business use.

Datworks Document Number:- 1022341

Our Statutory Information

GLADSTONE REGIONAL COUNCIL
POLICY NO. P-1.02.04 - ELECTED MEMBERS EXPENSES REIMBURSEMENT POLICY
PAGE 6 of 7

As advised in my report to the Statutory meeting the Transitional Expenses Reimbursement Policy provides that private use of Council owned vehicles is permitted if prior approval has been granted by resolution of Council. Council must in its resolution authorising private use set out the terms for the reimbursement to Council for the private use.

The reimbursement could be done in a number of ways. One option is to maintain a logbook and the Councillors reimburses Council for the private km at the cost per kilometre as calculated above. The other is to adopt a standard figure for Councillors wishing to avail themselves of the option of private use. The annual total costs to Council of say the RAV 4 is approx \$15,000 per annum. If one assumes that 25% of the costs relate to private use the reimbursement figure would be \$3,750 per annum.

The figures contained in this report were prepared by the Fleet Manager based at the Calliope office.

For members' consideration.

Our Statutory Information

GLADSTONE REGIONAL COUNCIL
POLICY NO. P-1.02.04 - ELECTED MEMBERS EXPENSES REIMBURSEMENT POLICY
PAGE 7 of 7

WHOLE OF LIFE COST ANALYSIS Based on a Utilization of 33 000 kilometres per year

Tender details									
Vehicle Type	Rav 4 Cruiser	Rav 4 V6	Commodore Sedan	Falcon Sedan	Camry Altise	Ford Mondeo	Toyota Prado	Landcruiser Diesel	Landcruiser Petrol
	35,972.35	36,866.25	29,642.03	29,433.50	25,727.40	30,926.29	51,659.00	70,236.25	60,978.75
	10,244.95	\$11,138.85	3,914.63	3,706.10	0	5,198.89	25,931.60		
Difference from lowest									

Estimated Redbook trade value @ 3years 100,000 Kms									
New car price	39490	39990	36790	35990	29990	29990	58789.99	79990	69990
Residual %	56.00%	56.00%	30.00%	33.00%	42.00%	30.00%	66.00%	58.00%	53.60%
Value	\$22,114.40	\$22,394.40	\$11,037.00	\$11,876.70	\$12,595.80	\$8,997.00	\$38,801.39	\$46,394.20	\$37,514.64

Opportunity Cost									
Vehicle Type	Rav 4 Cruiser	Rav 4 V6	Commodore Sedan	Falcon Sedan	Camry Altise	Ford Mondeo	Toyota Prado	Landcruiser Diesel	Landcruiser Petrol
Purchase Price ex gst	32702.13636	33514.77273	26947.3	26757.72727	23388.54545	28114.80909	46962.72727	63851.13636	55435.22727
Interest Rate	7.00%	7.00%	7.00%	7.00%	7.00%	7.00%	7.00%	7.00%	7.00%
No.Years	3	3	3	3	3	3	3	3	3
Total OC for Comparison	\$7,359.39	\$7,542.26	\$6,064.30	\$6,021.64	\$5,263.43	\$6,327.04	\$10,568.63	\$14,369.25	\$12,475.31

Running Costs									
Vehicle Type	Rav 4 Cruiser	Rav 4 V6	Commodore Sedan	Falcon Sedan	Camry Altise	Ford Mondeo	Toyota Prado	Landcruiser Diesel	Landcruiser Petrol
Expected Life (Kms)	100000	100000	100000	100000	100000	100000	100000	150000	150000
Std Running Cost / Km	0.2072	0.22317	0.2209985	0.2191719	0.20595	0.2031004	0.23722	0.25101	0.31201
Costs for Comparison	\$20,720.00	\$22,317.00	\$22,099.85	\$21,917.19	\$20,595.00	\$20,310.04	\$23,722.00	\$37,651.50	\$46,801.50

Life Cycle Cost Analysis									
Vehicle Type	Rav 4 Cruiser	Rav 4 V6	Commodore Sedan	Falcon Sedan	Camry Altise	Ford Mondeo	Toyota Prado	Landcruiser Diesel	Landcruiser Petrol
New Car Price	35,972.35	36,866.25	29,642.03	29,433.50	25,727.40	30,926.29	51,659.00	70,236.25	60,978.75
Opp Cost	\$7,359.39	\$7,542.26	\$6,064.30	6021.639219	5263.428435	6327.040982	10588.63303	14369.25128	12475.30985
Running Costs	\$20,720.00	\$22,317.00	\$22,099.85	\$21,917.19	\$20,595.00	\$20,310.04	\$23,722.00	\$37,651.50	\$46,801.50
FBT	\$11,870.88	\$12,165.86	\$9,781.87	\$9,713.06	\$8,490.04	\$10,205.68	\$17,047.47	\$23,177.96	\$20,122.99
Sub-Total	\$64,051.74	\$66,725.51	\$57,806.18	\$57,372.33	\$51,585.83	\$57,563.37	\$85,949.63	\$122,257.00	\$120,255.56
Less Estimated Trade	\$22,114.40	\$22,394.40	\$11,037.00	\$11,876.70	\$12,595.80	\$8,997.00	\$38,801.39	\$46,394.20	\$37,514.64
Price for Comparison	\$41,937.34	\$44,331.11	\$46,769.18	\$45,495.63	\$38,990.03	\$48,566.37	\$47,148.24	\$75,862.80	\$82,740.92
Comparison Price Ranking	2	3	5	4	1	7	6	8	9
Difference from lowest	\$2,947.31	\$5,341.09	\$7,779.15	\$6,505.60	\$0.00	\$9,576.34	\$8,158.21	\$27,296.43	\$35,592.68
Running cost per Kilometer	\$0.42	\$0.44	\$0.47	\$0.45	\$0.39	\$0.49	\$0.47	\$0.51	\$0.55

Datavorks Document No: 1013537

Our Statutory Information

Schedule 5 Mayor and Councillor Remuneration Policy



Gladstone Regional Council

Policy

Topic	Mayor and Councillor Remuneration
Policy Number	P-1.02.03
Directorate	Office of the CEO
Statutory Authority	Section 42(5) Local Government (Operations) Regulation 2010
Date of Adoption	17 January 2012
Resolution Number	G/12/866
Amendments	Original Policy Adopted: 28 March 2008 Amendment 1: 20 May 2008 Amendment 2: 20 January 2009 Amendment 3: 19 January 2010 Resolution No: 10/05 Amendment 4: 21 December 2010: Resolution No: G/10/413 Amendment 5

POLICY DETAIL:

That:

- 1, Council adopt the remuneration schedule for Category 5 Council's as listed in the 2011 report from the Local Government Remuneration and Discipline Tribunal; and
2. Council amend Policy P1.02.03 Mayor and Councillor Remuneration to reflect the 2012 remuneration schedule.

As a consequence of the above resolution in accordance with Section 42(5) of the Local Government (Operations) Regulation 2010 and Government Gazette notice of the 9 December, 2011, the following remuneration schedule for the Mayor, Deputy Mayor and Councillors of Gladstone Regional Council applies from the 1st January 2012. Such remuneration shall be for the purpose of remunerating the Mayor, Deputy Mayor and Councillors for the time spent in meeting the statutory and community expectations of the respective positions:-

Position	Remuneration % of rate payable to a Member of the Qld Legislative Assembly
Mayor	95.0% ie. \$130,292
Deputy Mayor	62.5% ie. \$85,718
Councillors	55.0% ie. \$75,432

Our Statutory Information

GLADSTONE REGIONAL COUNCIL
POLICY NO. P-1.02.01 - MEMBER STAFF INTERACTION PROTOCOL POLICY
PAGE 2 of 2

In addition the following amalgamation loading applies:-

Position	Amalgamation Loading from 1/1/2012 to conclusion of 2012 elections	
Mayor	\$2,770	
Deputy Mayor	\$1,940	
Councillor	\$1,700	

.....
STUART RANDLE
CHIEF EXECUTIVE OFFICER

...../...../.....

Our Statutory Information

Schedule 6 Complaints Management Policy and Process



Gladstone Regional Council

Policy

Topic	COMPLAINTS MANAGEMENT POLICY AND PROCESS
Policy Number	P-1.00.01
Directorate	OFFICE OF THE CEO
Statutory Authority	Local Government Act 2009 – Section 268 Local Government (Operations) Regulation 2010 Section 119
Date of Adoption	5 July, 2011
Resolution Number	G/5.1.5
Amendments	Original Policy Adopted: 8/4/2008 – Resolution No. 08/34 Amendment 1

POLICY:

1. General

Section 268 of the Queensland *Local Government Act 2009*, requires Council to establish a Complaints Management Process for resolving administrative action complaints. This process must include elements contained in Section 119 of the Queensland *Local Government (Operations) Regulation 2010*.

The complaints management policy provides the policy framework for the effective management of complaints received by Gladstone Regional Council. The policy is supported by the Complaints Management Process.

2. Definitions

Section 268(2) of the Local Government Act 2009 (the **LG Act**), defines an “**administrative action complaint**” as a complaint that –

- (a) is about an action of a local government, including the following, for example -
 - (i) a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;
 - (ii) an act, or a failure to do an act;
 - (iii) the formulation of a proposal or intention;
 - (iv) the making of a recommendation; and

- (b) is made by an affected person.

Section 268(3) defines an “**affected person**” as a person who is apparently directly affected by an administrative action of a local government.

A “**complaint**” is an expression of dissatisfaction by a person who is directly affected by an administrative action of Council or an employee, including a failure to take action.

“Complaints Review Panel” is the group of Council Employees appointed by the Chief Executive Officer, who review complaints that are unable to be resolved by the Receiving Officer or within the Department of Council to which the complaint relates.

Unless otherwise appointed by the Chief Executive Officer the panel comprises: the Director governance; the Manager Customer Service; and the Assistant to the Chief Executive Officer.

A **“customer service request”** is a request by a customer, to Council, for the provision of a service or product to be provided - Examples include: a barking dog, a pot hole, an overflowing waste bin.

3. Policy Objective

The objectives of this policy are:

- To capture and record all complaints;
- To provide a clear administrative process for the management of complaints received from affected persons from receipt to resolution;
- To provide an effective, efficient, sustainable, consistent and transparent process for the management of complaints in accordance with legislative requirements and with regard to the framework of natural justice and procedural fairness; and
- To facilitate the use of information obtained from the Complaints Management Process to improve customer service and service delivery.
- To allow periodic internal and external reporting.

4. Policy Commitment

Gladstone Regional Council is committed 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 therefore equally committed to providing an effective resolution to all complaints received.

5. Scope

The complaints management policy and process has been developed to provide Gladstone Regional Council with a single framework to manage complaints.

The Complaints Policy **does not apply** to:

- Complaints about a resolution of Council. Such matters may be referred by a complainant to the elected members.
- Complaints regarding National Competition Policy.
- Complaints made under the *Public Interest Disclosure Act 2010*¹.
- Appeals against any previous outcomes of complaints investigations by the Complaints Review Panel.

A request for Council to take action against another party may be determined to be a customer service request. Examples of a customer service request include, a complaint about a barking dog and an abandoned vehicle.

By definition, this Complaints Management Policy and Complaints Management Process **apply to an action of Council or an employee, including a failure to take action.**

¹ Refer to sections 12 & 13 of the Public Interest Disclosure Act 2010 for the type of information if disclosed as part of a complaint should be managed under Council’s Public Interest Disclosure Policy and Procedures (P-1.00.08)

Consequently, a complaint for the purpose of this policy and the associated Complaints Management Process will only arise if the complainant is dissatisfied about an action or inaction of Council or Council Employees in relation to the customer service request.

6. Complaints Management Process

Wherever possible, Council will aim to resolve a customer's complaint at the customer's first point of contact with Council.

Where a complaint is not resolved by the Receiving Officer, the complaint may be forwarded to another officer, with access to additional information or additional knowledge and experience.

If the matter is not resolved to the complainants satisfaction, the Receiving Officer will liaise with the Manager of the section or the Director of the Directorate to facilitate a review and where required, further investigation.

Where a complaint is still not able to be resolved within the Directorate of Council, the complaint will be listed for action by the Internal Review Group. (The group of Council Employees appointed by the Chief Executive Officer, to review complaints).

When a complaint is not able to be satisfactorily resolved by Council, the complainant will be advised to refer their complaint to an agency external to Gladstone Regional Council.

A copy of the Complaints Management Process is attached.

7. Visibility and Access

The Complaints Policy and Complaints Management Process will be readily accessible to and able to be understood by all people, including those with special needs. Information about the complaints process is to be available on Council's website and at its customer service and branch centres.

Formal complaints may be lodged using the online complaints form or a formal complaints form which can be accessed at any Council office or branch centre.

8. Responsiveness

Each complaint will be acknowledged and recorded within Councils Complaints Management System and the complainant provided with a Complaint number.

Where a complaint cannot be resolved within 10 business days, the Receiving Officer will negotiate with the complainant a timeframe for the resolution of the complaint.

All complaints will be treated with appropriate respect for the confidentiality and privacy of the complainant, subject of the complaint and officers involved. Publication of information relating to complaints about Council officers will be limited to that prescribed by legislation.

Complainants will be kept informed of the progress of the handling of their complaint, the timing of its handling and the outcome of their complaint (subject to the principles of the *Information Privacy Act 2009*).

9. Assessment and Action

All complaints will be assessed without undue delay and investigated with regard to the framework of natural justice and procedural fairness where appropriate.

The investigation and assessment of a complaint may take some time dependent on its complexity and severity.

Anonymous complaints will be recorded and assessed in accordance with the Complaints Management Process. Where a complaint cannot be actioned without further information

Our Statutory Information

GLADSTONE REGIONAL COUNCIL
POLICY NO. P-1.00.01 – COMPLAINTS MANAGEMENT POLICY AND PROCESS
PAGE 4 of 4

or if the complaint is determined as being frivolous or vexatious, the decision to take no further action and the reasons for the decisions will be recorded with the complaint.

Council will co-operate fully with any investigating authority charged with dealing with a complaint, e.g. the Queensland Ombudsman or Crime and Misconduct Commission.

10. Feedback

Subject to the provisions of the Information Privacy Act Complainants will:

- be advised of the outcome of their complaint as soon as possible after a decision is made;
- be given reasons for any decision made;
- advised of the complaints management policy and guidelines;
- advised of their right to a review of the decision utilising either or both internal or external avenues

Complaints that give rise to a possible business improvement will be communicated to the relevant section Manager.

11. Monitoring and Effectiveness

Complaints and complaints management trends will be analysed periodically to assist Council to identify and understand trends and business improvement opportunities.

Council's systems, this policy, the associated guidelines and legislative requirements will be reviewed periodically to maintain best practice.

Council will periodically review reports generated from the complaints management system to:

- determine the effectiveness of the policy and associated guidelines;
- assess the application of the policy and associated guidelines;
- analyse trends to identify and recommend improvements to system processes, staff training and policy and procedures.

If there is any conflict between this policy or the associated Complaints Management Process, the requirements of the Local Government Act 2009 or any other relevant legislation, the legislative requirements will take precedence.

.....
GRAEME KANOFSKI
CHIEF EXECUTIVE OFFICER

Our Statutory Information

Schedule 7 List of Registers

Register of Local Laws

Register of Contact With Lobbyists

Register of Delegations of Authority - Council to Chief Executive Officer

Register of Delegations of Authority - Chief Executive Officer to Officers

Register of Directions from Mayor to Chief Executive Officer

Personal Interest of Councillors

Personal Interests of Councillor's Related Persons

Other documents available for public inspection:

- Annual budget & revenue statements
- Fees and charges
- Annual report
- Council minutes
- Council Meeting agenda items
- Council policies

Our Statutory Information

Schedule 8 Equal Employment Opportunity Policy



Gladstone Regional Council

Policy

Topic	EQUAL EMPLOYMENT OPPORTUNITY POLICY
Policy Number	P- 3.04.11
Directorate	CORPORATE SERVICES
Statutory Authority	Local Government Act 1993
Date of Adoption	1 September, 2009
Resolution No.	09/484
Amendments	This policy has not been amended

POLICY DETAIL:

RELATED POLICIES AND DOCUMENTS

- Gladstone Regional Council's EEO Management Plan 2009-2013
- Gladstone Regional Council's Harassment and Discrimination Policy
- Gladstone Regional Council's Recruitment and Selection Policy

OBJECTIVES

The objectives of this policy are to:

- Create a workplace where all employees are treated equally and fairly;
- Provide a workplace that is free from discrimination and harassment.

This policy supports the corporate goals and values of Gladstone Regional Council specifically the corporate objective of *"A strong, effective and sustainable organisation providing excellence and innovation in custodianship of the community's resources"*.

Council is committed to providing a positive working environment for all employees and encourages harmonious working relationships between employees. Council will endeavour to ensure that in the application of all Council policies, practices and procedures, no discrimination takes place and that all employees, and the community, enjoy equal access to opportunities within the Council. All employment and promotional decisions will be based on individual merit of applicants and employees.

This means having workplace rules, policies, practices and behaviours that are fair and do not disadvantage people because they belong to particular groups. In such an environment, all workers are valued and respected and have opportunities to develop their full potential and pursue a career path of their choice.

This policy and the EEO Management Plan (2009-2013) form as part of Council's compliance with the Local Government Regulation 2005 subdivision 2

Our Statutory Information

GLADSTONE REGIONAL COUNCIL
POLICY NO. P-3.04.11 - Equal Employment Opportunity Policy
PAGE 2 of 4

SCOPE OF POLICY

All employees, labour hire, contractors and job applicants of the Gladstone Regional Council.

WHAT IS EQUAL EMPLOYMENT OPPORTUNITY?

Equal Employment Opportunity is defined as a system of employment practices under which no individuals are excluded from consideration, participation, promotion, or benefits because of their gender, marital status, pregnancy, parental status, age, race, impairment, religion, political belief or activity and their relationship to or association with a person(s) covered by any of these attributes. Basing decision on these characteristics is unfair, illegal and does not comply with Council's corporate values.

RESPONSIBILITY FOR EQUAL EMPLOYMENT OPPORTUNITY

Whilst all employees have a personal responsibility in the practical application of this policy, specific responsibility falls upon management, supervisors and employees professionally involved in recruitment, employee administration and training to prevent discrimination and promote Equal Employment Opportunity within the workplace.

Employees are encouraged to raise equal employment opportunities issues or grievances with the Human Resources Manager, relevant Directors or the Chief Executive Officer. Grievances will be treated seriously and confidentially, any reports of unacceptable behaviour will be investigated thoroughly and treated promptly and impartially.

Council will also provide training and guidance to all employees on Council's EEO objectives and requirements, as well as employee responsibilities with regard to EEO.

Equal Employment Opportunity Officers (EEO Officers)

All employees in the Council have a responsibility to prevent harassment from occurring in the workplace. All employees should become familiar with what behaviour constitutes harassment and how it affects others and the workplace. EEO Officers are responsible for fostering a work environment which is free from harassment and act as a confidential first contact point for employees wishing to discuss a specific harassment issue. The workforce by democratic process, will select the persons to be EEO Officers.

Refer to Attachment (A) for details about EEO Officer roles and responsibilities. Full details of Council EEO Officers who they are and their role will be placed on noticeboards and intranets where possible.

.....
GRAEME KANOFSKI
CHIEF EXECUTIVE OFFICER

ATTACHMENT A – ROLE OF EQUAL EMPLOYMENT OPPORTUNITY OFFICERS

DEFINITION

An EEO Officer is an employee who is specially trained and appointed and who works on a voluntary basis. Their responsibility is to be available at the local level to provide information, support and advice to employees in relation to issues and cases related to EEO such as harassment, discrimination, bullying and victimisation. It is important to note that it is not the EEO Officer's role to act as a full time delegate for the position. The hours required are on an as needs basis.

OBJECTIVE

An important objective in appointing EEO Officers is to provide employees with confidential and impartial advice and support on matters concerning EEO. The appointment of EEO Officers will act as a preventative measure that signifies to employees that the Gladstone Regional Council has a zero tolerance of inappropriate behaviour and views harassment and discrimination seriously and will not tolerate it in the workplace.

ROLES AND RESPONSIBILITIES OF EQUAL EMPLOYMENT OPPORTUNITY OFFICERS

The fundamental role of an EEO Officer is to listen, provide support and advice for employees. Employees will be able to seek advice from an EEO Officer, without necessarily becoming involved in a more formal complaint. Although EEO Officers can act as a resource base to advise Managers on the general issues involved in a complaint of harassment, discrimination or bullying, their role is an advisory one only. The obligation and authority for resolving complaints remains with the Human Resources Department in conjunction with the relevant Manager / Director.

EEO Officers are available to all employees to provide information and advice of a general nature about discrimination, harassment and resolution mechanisms. If requested, an EEO Officer may assist complainants to formulate a written complaint. The EEO Officers role is to assist in defining what the complainant wishes to express, and what the complainant expects in terms of resolution. **An EEO Officer however, will NOT intervene or facilitate in the resolution of the complaint.**

The EEO Officers will also be required to attend specific training sessions as required.

IT IS VITAL THAT ALL NOMINEES UNDERSTAND THAT IT IS NOT AN EEO OFFICERS ROLE TO:

- Act as an advocate on behalf of a complainant if a complaint is submitted;
- Conduct an investigation into a complaint;
- Confront the person whose behaviour has been reported as offensive;
- Monitor the work environment for instances of behaviours that do not meet prescribed standards of behaviour, this is a management responsibility;
- Counsel distressed or anxious employees – if professional counselling is required the person should be referred to the Human Resources Department or to Council's Employee Assistance Providers.

ATTRIBUTES AND SKILLS

It is imperative that EEO Officers possess the following skills and attributes:

- ability to maintain confidentiality;
- well-developed interpersonal skills;

Our Statutory Information

GLADSTONE REGIONAL COUNCIL
POLICY NO. P--3.04.11 - Equal Employment Opportunity Policy
PAGE 4 of 4

- active listening skills;
- understanding of resolution options;
- ability to encourage personal responsibility and decision-making;
- ability to provide accurate and objective advice;
- clear judgement and discretion;
- knowledge of Council's processes;
- be open minded;
- ability to deal with people who are very distressed or angry and offer them support;
- possess a clear and accurate understanding of their role as a EEO Officer and the role of supervisors, managers, and Human Resources Department.

The role of the EEO Officer is a responsible one and employees who are EEO Officers should be aware that employees and management will look to them for guidance and they will be expected to behave as role models.

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.
The 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 Plan	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.
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 2011 to 30 June 2012.
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 timeframe.
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.
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.

Your Feedback

Gladstone Regional Council Annual Report 2011-12

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
(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?



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

Website www.gladstone.qld.gov.au

Further Copies

For additional copies of Gladstone Regional Council's 2011-12 Annual Report please call Council's Corporate Performance & Reporting Officer on 07 4970 0700 or visit 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

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 2011-12 Annual Report.



This Annual Report was printed on carbon neutral paper certified under the National Carbon Offset Standard (NCOS) Carbon Neutral Program, meaning that net emissions associated with the paper equaled zero.