

WWASC

# Annual Report 2014-2015



Wujal Wujal  
Aboriginal  
Shire Council

## Table of Contents

## Page

<b>Wujal Wujal Aboriginal Shire Council's 2014-2015 Annual Report</b>	<b>3</b>
A message from the CEO	
About Wujal Wujal	
Report from the Mayor	
Elected Representatives	
Councillor Profiles	
Councillor Remuneration	
<b>Registers Open for Inspection</b>	<b>10</b>
<b>Council Publication for Disclosure</b>	<b>11</b>
<b>Operational and Corporate Planning</b>	<b>12</b>
Vision Statement	
Mission Statement	
Core Values and Principles	
<b>How we work for you</b>	<b>14</b>
Technical Services	
Building Services	
Community Services	
Corporate Services	
Economic Development	
<b>Performance Assessment</b>	<b>22</b>
Expression of Interest   Prior to Calling Tenders	
Remuneration and Reimbursement of Expenses of Councillors	
Equal Employment Opportunity	
Valuation of Non-Current Physical Assets	
Administrative Action Complaints	
Remuneration of Senior Contract Employees	
<b>Community Financial Report</b>	<b>24</b>
<b>Statement of Financial Position</b>	<b>28</b>
2013/2014 Audited Financial Statements	
Independent Auditors Report	
<b>Appendix</b>	<b>27</b>
1. Expenses Reimbursement Policy	
2. Remuneration of Councillors	
3. Complaints Management Process	

## Wujal Wujal Aboriginal Shire Council's Annual Report 2014-2015

This Annual Report offers the public insight into the primary activities undertaken by, and the financial position of Wujal Wujal Aboriginal Shire Council throughout 2014/2015.

The report discloses, as legislated by the Local Government Regulation 2012, the Audited Financial Statements for the 2014/2015 Financial Year. This disclosure, coupled with the provision of a Community Financial Report, demonstrates the Council's commitment to open and accountable governance and provides a medium by which the Shire's constituents may generate an understanding of the Shire's financial position and performance during the period in question.

Further to the above, the Annual Report communicates, to the public at large, the highlights and major achievements of the Council as of 30th June 2015.

### A message from the CEO



Alan Neilan  
Chief Executive Officer

I have the pleasure to report on the operations of the Council for the 2014/15 Financial Year.

It has been a challenging year with continued emphasis of aligning Council operational and strategic directions in Local Government.

Many challenges will face the Shire, but I am confident that with continual reviews into our expenditure and revenue raising, the Council will maintain its financial stability.

All areas of Council are being reviewed to ensure Council is spending wisely, but also delivering the services of local government.

I wish to extend my appreciation to elected members and all employees for their dedication and work over this past financial year.

## About Wujal Wujal Shire

The present community of Wujal Wujal has existed on the site for many hundreds of years and is set around highly sacred waterfalls.

Wujal Wujal is an Aboriginal Shire, originally known as Bloomfield, later known as Bloomfield River Mission. It was founded in 1886 by Lutheran Missionaries; however, due to difficulties of isolation, the area was abandoned. It was reopened in 1957 and administered by the Hopevale Mission Board, a branch of the Lutheran Church of Australia. In 1979, it became known as Wujal Wujal, and in the following year the Aboriginal Council was formed. It became a DOGIT Community Council on 29 October 1987 (“Wujal Wujal Day”) following the passing of the Queensland Community Services (Aborigines) Act 1984. Then in 2004 following the abolition of the Community Services (Aborigines) Act 1984, it became known as the Wujal Wujal Aboriginal Shire Council.

Wujal Wujal is located in the Bloomfield valley inside the World Heritage Area some 170 kilometres to the north of Cairns and 70 kilometres south of Cooktown. It is 64 Hectares in size and consists of a tropical climate with both wet and dry seasons

The Shire lies on the banks of the Bloomfield River with high mountain terrain surrounding it. Wujal Wujal has a population of approximately 480 people with the main clan group languages being Kuku Yalanji, Kuku Nyungul and Jalunji.





## Report from the Mayor



I have the privilege of presenting my fourth annual report to the community. This will cover the achievements of our shire over the 12 month period ended 30 June 2015. I had the pleasure to work with Deputy Mayor Allister Gibson, Cr. Natasha Duncan, Cr. Talita Nandy, Cr. Vincent Tayley and Cr. Reagan Kulka who have contributed to the policy and decisions that are making Wujal Wujal a better place.

I like to extend my greatest condolences on the loss of one of our Councillors who passed away early January. How blessed we were to have known someone like Cr. Talita Nandy who was so empowered in her stance to lead as a former Deputy Mayor last term and Councillor for the benefit of the communities wellbeing, may she rest in peace till we meet again.

The Council held its first ever ANZAC ceremony this year joined by members from the 38<sup>th</sup> Squadron RAAF in commemoration of the 100<sup>th</sup> anniversary of the ANZAC landing at Gallipoli. I can honestly, say that day was a celebration to remember when we gathered together as one to honour the fallen regardless the delay of the plaque arranged for the service, failed to arrive on time.



Alexandra Barlow – Personal Assistant

### **ANZAC Centenary – 2015**





I'm also pleased with the outcome that was hosted by Council to celebrate and mark the official opening of the Bloomfield River Bridge on Friday 3 October 2014. An event to celebrate the completion of construction was the inaugural Bloomfield River Photographic Exhibition and Competition held at the Bana Yirriji Arts and Cultural Centre and Buffet Lunch held on the Administration Building Deck. On behalf of Council and myself, I would like to thank all those that helped support and sponsor the event, we truly appreciated it from the bottom of our hearts.



Junior Category 1<sup>st</sup> prize Bloomfield River –Nigel Gibson 6yrs old



Display only

### Inaugural Bloomfield River Photographic Exhibition



1<sup>st</sup> Prize for scenery



2<sup>nd</sup> Prize for Animal Life



1<sup>st</sup> Prize People at work and play

I look forward with anticipation to another successful year in 2015/2016

## Elected Representatives

Wujal Wujal Aboriginal Shire Council has an elected body of five Councillors, with specific powers, responsibilities and duties set out in the Local Government Act 2009 (the Act). Elections for the Mayor and Councillors are undertaken every four years, with the last election held on 28 April 2012. The next election is scheduled for the last Saturday in March 2016.

### Councillor Profiles

#### Mayor

##### **Councillor Clifford Harrigan**

Elected May 2012

Mayor Clifford Harrigan commenced his term of office on 2 May 2012. Mayor Clifford's portfolio is Governance & Finance, although he has the opportunity of chairing all internal Council reference committees. He is a member of the Far North Qld Regional Organisation of Councils (FNQROC), Far North Qld Regional Transport Group (FNQRTG), Audit Committee, a member on the Board of the Remote Job and Communities Program (RJCP), Chairs the Technical Working Group meetings, Chairs the Bama Wujal Wujal Warra Advisory Committee, Chairs the Wujal Wujal Community Safety Committee and the Wujal Wujal Arts and Cultural Centre Policy Advisory Committee. The Mayor also attends C.I.M.A.



Mayor Clifford Harrigan is a Traditional Owner of Wujal Wujal.

His personal interests are fishing, gardening, reading and spending quality time with his wife and three (3) daughters.

#### Deputy Mayor

##### **Councillor Allister Gibson**

Elected March 2008 – Re-elected May 2012

Deputy Mayor Allister Gibson grew up in the community of Wujal Wujal. He has completed his apprenticeship in Carpentry. Cr. Gibson is employed by PCYC and chairs the Yindili Sports & Recreation Committee and the Sports & Recreation Reference Group.

Cr. Gibson's portfolio is Economic Development, Environment and Community Lifestyle. He deals with the RJCP-Community Action Plan (Identifying new projects in the community), participates in the Cape Tribulation Track Stakeholder Group, Liases with Jalbalbina and attends the FNQROC Pest Management





meetings. Under the Community Lifestyle portfolio he deals with Health, Streetscape, Education, Community Employment Programs, Sport and Recreation meetings, Kindergarten – Reference Group meetings Bloomfield State School – P&C meetings.

Cr. Gibson's interest is working with young people with attitude, beliefs, issues and needs that are important to creating a healthy lifestyle. He enjoys fishing, pig hunting and watching football.

### **Councillor**

#### **Natasha Duncan**

Elected May 2012

Cr. Duncan was born in Cairns and raised in Wujal Wujal and is a Traditional Owner of this country.

Cr. Duncan's portfolio is Community Lifestyle and Law and Order. Her Community

Lifestyle portfolio involves Health, Education, Community Employment Programs, Streetscape, Sport and Recreation, Bloomfield State School – P&C meetings and the Kindergarten – Reference Group meeting whilst under the Law and Order portfolio she deals with Queensland Police Service Liaison, the Justice Group and Consumer Advocacy.



Cr. Duncan's hobbies are fishing, camping where she spends quality time with her family.

### **Councillor**

#### **Reagan Kulka**

Nominated March 2015

Cr. Kulka was born in Cairns and has lived in Wujal Wujal all his life and is a Traditional Owner of this country.

Cr. Kulka portfolio is Infrastructure, Environment and Economic Development. The Infrastructure portfolio involves in Housing, Water Treatment, Roads/Transport, Telecommunications, and attending Technical Working Group and FNQ RRTG meetings whilst his Economic Development, Environment and Tourism portfolio involves identifying new projects with RJCP – Community Action Plans, Cape Tribulation Track Stakeholder Group, Liaison with Jabalbina and attend FNQROC Pest Management programs.





## **Councillor**

### **Vincent Tayley**

Elected May 2012

Cr. Tayley was born in Cairns and raised in Wujal Wujal and is a Traditional Owner of this country and Dawnvale.

Cr. Tayley's portfolio is Infrastructure and Law and Order. The Infrastructure portfolio involves in Housing, Water Treatment, Roads/Transport, Telecommunications, and attending Technical Working Group and FNQ RRTG meetings whilst his Law and Order portfolio deals with Queensland Police Service Liaison, the Justice Group and Consumer Advocacy and his recent third portfolio is the Audit – Committee.

He worked for the Royal Flying Doctor Services and is now working as a Ranger for Jabalbina in Wujal Wujal.



## **Council Main Office**



## Councillor Remuneration

Remuneration of Councillors is fixed by the Local Government Remuneration Tribunal. All the Aboriginal Shire Councils, including Wujal Wujal, are classified in the Category 3 as determined by the Tribunal.

The Tribunal is an independent body that makes a determination about Mayor, Deputy Mayor and Councillor remuneration by 1 December annually.

The members of the Local Government Remuneration Tribunal are appointed by the Governor in Council. The Local Government Remuneration Tribunal comprises three members, one of which is the chairperson.

### Annual Remuneration Applicable Category 3 Local Government Authority

MAYOR	\$ 97.684pa
DEPUTY MAYOR	\$ 56.356pa
COUNCILLOR	\$ 48.842pa

Specific breakdowns of payments to councillors and meeting attendance are as follows  
 (“payment“ includes the remuneration amount paid, expenses reimbursed and  
 Council superannuation contributions made)

Councillor	No. of Meetings Attended	No. of Meetings held	Payment
<i>1 July 2013 - 30 June 2014 including Special Meetings held</i>			
C Harrigan	11	12	\$ 110769
A Gibson	11	12	\$ 64064
N Duncan	10	12	\$ 53889
T Nandy	6	12	\$ 26230
V Tayley	12	12	\$ 52131
R Kulka	3	12	\$ 13691

## Registers Open for Inspection

The Wujal Wujal Aboriginal Shire Council keeps the following registers that are open to inspection according to the Local Government Regulation 2012.

Register	Purpose	Access
Delegations Register	To record the powers delegated to the CEO and other officers	Available to any person
General Complaints Register	To record the process dealing with complaints lodged	Available to any person at the local government's public office
Local Law Register	The register must contain, for each local law, the law's name, purpose and general effect	Register available for inspection the local government's public office and displayed on website
Procurement Register	To record purchase orders exceeding \$200,000	Available on Website
Register of cost recovery fees	The register must state the type of cost-recovery fee and the provision of the legislation authorising the action for which the cost-recovery fee has been levied.	Register available to the public
Register of Interest Personal Interest of Councillors	To record Financial and other personal interests of Councillors	Available on the website Available to any person upon written application to the CEO. Relevant Councillors must be informed of the application
Register of Interest Personal Interests of Councillors related persons	To record certain financial and other personal interests of specified persons related Councillors	Available on the website Restricted to Councillors of Wujal Wujal Council and persons permitted by law or their agents
Roads map and register	The road register must identify: <ul style="list-style-type: none"> <li>the category of every road</li> <li>the level of every road that has a fixed level</li> <li>the length of every road</li> <li>If the road is formed, gravelled pavement sealed pavement, the length and width of the formed gravelled pavement or sealed pavement part</li> </ul>	Map and register available on website and to the public

*The price for purchasing a copy of a document is no more than the cost to the local government of making the copy available for purchase. (See Schedule of Fees and Charges)*



## Council Publications for Disclosure

The Wujal Wujal Aboriginal Shire Council keeps the following Council Publications for Disclosure that are open to inspection according to the Local Government Regulation 2012.

Publication for Disclosure	Purpose	Access
Annual Report	To document the financial position of the performance of the Corporate and Operational Plans for the year, as well as other accountabilities both mandatory and discretionary	Available to any person
Budget	To record the proposed expenditures and revenues required to implement Council's strategies and goals for the year	Available to any person
Capital Works and Special Projects Priorities	To document building activity within the Shire	Available to any person
Corporate Plan	To document the goals, strategies and performance indicators set by Council for a five year period	Available to any person
Minutes of Council Meetings	To record all resolutions made by the Council Ordinary or Special Meeting	Available to any person on the website also, available at the local government public offices for purchase after meetings
Operational Plan	To document the goals, strategies and performance indicators set by Council for the year	Available to any person
Policies	To record all Policies adopted by Council	Available to any person
Statement of Accounts	To record the actual position of the financial accounts, compared to budget predictions, on a monthly basis	Available to any person

*The price for purchasing a copy of a document is no more than the cost to the local government of making the copy available for purchase. (See Schedule of Fees and Charges)*



## Operational and Corporate Planning

In accordance with the Local Government Regulation 2012 Subordinate Legislation 2012 No. 236 made under the Local Government Act 2009, the Corporate Plan of Wujal Wujal Aboriginal Shire Council sets out the issues relevant to our Local Authority and states the endorsed strategic direction for the coming years. The Corporate Plan is a document designed to outline the major issues facing Wujal Wujal Aboriginal Shire both now and in the future.

Corporate Governance	To provide leadership, direction, representation and service to the community
Corporate Services	To manage Council's resources in a way that achieves maximum community benefit.
Technical Services	To develop and maintain the works in general, road network, drainage, water supply and sewage services in a safe and efficient manner
Building Services	To develop and maintain the Shire's infrastructure and to meet the community's housing needs,
Community Services	To promote and develop a range of services to cater for the diverse needs of the community
Economic Development	To conduct feasibility studies, incubate small business and encourage residents to develop enterprise within the community.

### Vision Statement

A happy, educated, united and prosperous community that continues to enjoy the benefits of modernity and tradition simultaneously.

### Mission Statement

To serve the community through a coordinated, sustainable and equitable delivery of services which focus on local priorities and contribute to the improvement of the quality of life.

### Core Values and Principles

The strategies contained in the Corporate Plan are designed to achieve the aims identified by the Shire. These aims are all concerned, in their various ways, with excellent customer service. A commitment to customer service is one of many defining features of the Wujal Wujal Aboriginal Shire Council Corporate values. Other values define the context within which the aims of the Corporate Plan will be pursued.

### Our Values:

- Customer Focus
- Accountable Management
- Respect for Aboriginal Culture and tradition
- Continuous improvement
- Quality
- Outcome driven
- Positive Image
- Value for money
- Enviromentally friendly
- Excellence
- Networking



September Holiday



NAIDOC day



Left to right: Deputy Mayor Allister Gibson, Doreen Ball, Minister Leanne Enoch, Jacky Ball (Snr), Alma Ball, Francis Walker, Cr. Natasha Duncan, Bobby Ball, Mayor Clifford Harrigan, Cr. Reagan Kulka and Cr. Vincent Tayley.



Smoking Ceremony / Visitor Minister Leanne Enoch





## How we work for you

An integrated approach to service provision, manifests itself in five (5) clearly defined, essential activities,

- Technical Services
- Building Services,
- Community Services,
- Corporate Services, and
- Economic Development.

The operational plans for each area, allow for ongoing implementation (undertaken within the framework as laid out in Council's Operational Plan) of the long term goals highlighted as key, in the Corporate Plan of Wujal Wujal Aboriginal Shire Council. The following breakdown of achievement and activity (by division) provides an overview of Council's performance throughout the 2013/2014 Financial Year.

### Technical Services

Department Head: Acting Manager Victor Mill

I have much pleasure in reporting that, once again, we have achieved much within the resources we have available. The year 2015-2016 has been productive and progressive, with the following works and services being provided in our community: -

#### Town Parks

Parks and Gardens are continuing to perform the cycle of maintenance of the town's parks and gardens throughout the year.

#### Workshop

All routine maintenance of Council plant, equipment and vehicles has been carried out by the Council Mechanic as per the maintenance schedule.

#### Civil Works

- The Heorlein St and Little Douglas St Subdivisions have been completed to the value of \$1458410.51 with Variations to the value of \$13500 for a total of \$1471910.51

#### Roads

All routine maintenance of roads and drains have been carried out as per the road maintenance schedule.

### Environmental Health

#### Water and Sanitation

- Provision of safe drinking water services to community was effected 365 days with nil supply stoppages to town connections

#### Sewerage

- Treatment of town sewerage to ERA licence was effected 365 days with no reportable breaches to the release requirements

### **Vector / Pest Control**

- 45 Rat baiting stations have been set up around Councils buildings and Community housing to reduce numbers of vermin.

### **Animal Management**

- 70 dogs treated
- 30 stray mangy and aggressive animals euthanized
- 18 dogs desexed
- 65 dogs registered

### **Visiting Vet Programs**

- Routine vet visits to Community have occurred throughout the year on a quarterly basis.

### **Essential Services**

#### **Water**

- Provision of safe drinking water services to community was effected 365 days with no reportable supply stoppages to town connections.

#### **Sewerage**

- Treatment of town sewerage to ERA license was effected 365 days with no reportable breaches to the release requirements

#### **Employees**

- The team has had to learn many new aspects of daily operations. Along with formal training it has allowed better treatment understanding and practices. The teams have shown a willingness to learn new technology's and continue to build on their overall knowledge.



Raymond Sycamore



Peter Kirchman

### **Capital Expenditure & Routine Maintenance Works.**

During this year Council spent a total of \$1401260.37 in Parks and public places, routine maintenance of roads and drainage, plant management, water and sewerage system, environmental health, animal health, improving public amenities, road safety, environmental issues and addressing workplace health & safety requirements and Capital Works items.

*I would like to express appreciation to all our department employees for their dedication and commitment to Council over the last financial year.*

*I would like to express appreciation to all our department employees for their dedication and commitment to Council over the last financial year.*



#### Australian Excellence in Operations Award -

Congratulations to Peter Kirchmann and Raymond Sycamore for being the first to achieving the requirements to be certified against the National Certification Framework for Operators within Drinking Water Treatment Systems in Australia.

WIOA was holding a presentation ceremony at its state conference on 17/18 June 2015 in Toowoomba. This is not only a first for Queensland, it is the first time anyone has been certified against the National Framework.

### Building Services

Department Head: Coordinator Mark Zippel

#### Social Housing

There was a total investment of \$730,395.00 \$930,122.00 made towards the social housing during the 2014-15 financial year.

- General upgrades/refurbishments - \$492,109.00 \$556,134.00
- OT Modifications - \$27,362.00 \$111,036.00
- Maintenance and Repairs - \$210,924.00 \$262,952.00

#### Council Capital Works

Significant capital works were carried out during the 2014-15 year. These include

- Carpeting and internal repainting of the chambers wing of the admin building.
- Conversion of the old kitchen in the admin building to the new cleaners room



- Internal repaints to the staff duplex
- Repairs, vinyl flooring and repainting of the sports hall office.
- Re roofing of the garage roof.
- Construction of the Anzac Memorial to the town centre

### **Proposed Construction 2015-16**

The following are the proposed social housing construction works for the 2014-15 financial year.

- The construction of 1x3bedroom 3x2bedroom dwellings is proposed for the 2015-16 year .
- An indicative budget of \$1,340,909.00 has been proposed for the carrying out of Minor works, Upgrades, Repairs and Maintenance to social housing.

### **New Construction Site on Keim Street and Yalanji Close**



Keim Street



Yalanji Close

## **Community Development Services**

Department Head: Community Officer Garry Ashworth



It's been another exciting year in community services.

Our community agencies have helped to support + service economically & socially which has assisted, strengthen & supported individuals & family growth.

### **Community Care Centre**

Wujal Wujal Community Care provides support services to Home Care Package, HACC funded by Commonwealth, and SHACC/Community Care funded by State Government. Clients on the Commonwealth Packages are over 50 Indigenous and over 65 non indigenous who are provided home help, personal care, preparation and delivery of meals, laundry service, social support & advocacy and respite.



## **Bana Yirriji Arts and Cultural Centre**

Our Bana Yirriji Centre Manager is Vikki Burrows.

The Cafe at the Arts Centre is run by local bama with some of them trained in cert 111 in hospitality.

### **The workshops held at the Bana Yirriji Art Centre for 2014/2015:**



The 8 artists from Bana Yirriji Art and Cultural Centre will have completed the foundation course for Cert III in ATSIA. We now need to engage professional artists for more ideas and techniques. This will then get the artists up to the next level into thinking about art as a career and a way of working this into the Art Centre.

#### **Professional development for the artist's work.**

Project 1 – Screen printing with Bobbie Ruben – making our own designs, learning screen printing techniques and being able to print T-Shirts, tea towels and napkins to sell in our gallery. \$8,500.00

Project 2 – Lino cutting with Glen Mackie – we have

completed the beginners course in some printing and now need to move on to a more professional level. \$5,200.00

Project 3 – Painting with Lynelle Flinders - plan a painting, work through an exploration of ideas and techniques to achieve different effects in painting and produce new works. Produce works for exhibitions. \$6,500.00

Project 4 – Graffiti Artist with Daniel Wallwork – to do a mural on the shipping container which is part of the new outdoor art space at the art centre with the artists. \$4,500.00

Project 5 – Etching with Hannah Parker – making etchings, and then taking them down to Cairns for a workshop to make small editions from the Lino prints and etchings. \$8,500.00

Project 6 – Introduction to Photoshop and computer graphics with Lainie Joy. \$2,500.00

Project 7 – Materials for workshops, professional development and upcoming exhibitions. \$18,500.00

## **Indigenous Knowledge Centre (IKC)**



**Binal Mungka Bayen means Knowing Things House**  
Coordinator Dawn Harrigan.

Internet facilities are available in the Indigenous Knowledge Centre at a small fee. The people have found this service to be a great attribute for their on- line bank and centre-link access.



After school programs are available if children need extra attention and these programs are supervised by staff. The Library has had a complete makeover, making the establishment more open and inviting.

## Kindergarten

Director of the Wujal Wujal Kindergarten is Coraleen Shipton.



New office furniture have been updated along with extra storage containers and cupboard for the activity storage room to enable better access to items required for daily services.

The Kindergarten is open from Mon – Thur / 9.00am to 2.30pm and on Friday 9.00am to 12.00pm where the Kindy bus runs a pick up services around 8.30am.

On Thursday and Friday children aged 3years join in with the 4year old's preparing them for full time Kindy Services when they become of age.

## Radio Indigenous Broadcasting Services

Radio Indigenous Broadcasting supports the operation in Wujal Wujal. Community announcements are a part of sharing information and calendars of events that are crucial to community awareness. Story telling from elders are broadcasted locally and archived at the State Library of Queensland.

The team have been continually working on Cultural DVDs and short stories.



## State Emergency Services

State Government and Local Government maintain an important partnership in assisting SES volunteers to provide a valuable emergency service to surrounding communities.

There has been one serious emergencies to attend to which was supported by Cooktown SES and the Wujal Wujal Community. Ongoing first aid, rope, ladder and communication training was a success with 2 new members. I would like to thank our volunteers for their valuable contributions in the past year the Bloomfield Region are indeed fortunate to have you on board.





## Corporate Services

Department Head: Corporate Services Manager



There has been a slight change to the makeup of the Corporate Services team, with the addition of a second Finance Officer to assist in completing financial matters, and a new Trainee who handles the front counter reception and some administrative duties, as well as assisting in the operation of the Post Office.

Councils Annual Financial Statements have been completed and are presently being audited. Although the Statements show that Council made a small profit of \$392,172, this is mainly

due to an increase in the value of the 40 year leases (\$1,878,732), and Council is actually receiving less funding from grants and operating income than it is spending on maintaining its services to the community. This is reflected in the \$847,022 drop in Cash held by Council over the 12-month period, and more than \$50,000 in debts owed to the Council was written off as uncollectable. Council cannot sustain the current levels of monetary outflow and will need to reign in spending in some quarters, and the community is going to have to prepare for reductions in the levels of service Council is currently providing. Few of the 10-year Sustainability Ratios reported in the Statements meet the required levels to indicate Council can continue, in the long term, to provide the services it does.

There was a drop in income from Fees & Charges, from Rents, from Interest earned on deposits, Grants received remained almost the same, however there was a \$2 million increase in Sales revenue, mainly due to the funding received for the construction of the new houses around town and the development of the subdivision in Little Douglas Street. The increase in Sales revenue was offset by a similar \$2.2 million increase in outlays for materials & services to do these works, and there was also a \$540,000 increase in Depreciation costs due to the Revaluation of Councils assets during the financial year.



Corporate Services staff are working with Jardine Lloyd Thomson on developing and maintaining a Risk Register, and working with LGIS on developing and maintaining various Asset Management Plans for Councils facilities. The Risk Register and the Asset Management Plans are requirements of the Local Government Act and Regulations, and therefore Council is required to have them in order to comply with the legislation. The CEO has been busy on trying to ensure that further developments can be made on roadworks and housing availability to improve the quality of services to the community.

## Economic Development Services



Bana Yirriji Art Centre

Council seek to improve the economic well-being and quality of life for the community by creating and/or retaining jobs and supporting new developments that assist the functioning of our economy and society. Establishing camping grounds with cabins as a source of revenue and upgrading the Petrol Station to better service the region is in progress. These initiatives can play a critical role in the community increasing small business opportunities. The Council will continue to support artists in the sale of their work under a commission agreement at the Bana Yirriji Centre.



Wujal Wujal Laundromat

## Performance Assessment

### **Tenders (Exceeding \$200,000)**

Council is required to provide details of all resolutions made during the 2014/2015 Financial Year regarding the calling of tenders.

Tender Register

### **Remuneration and Reimbursement of Expenses of Councillors**

A copy of the determination from the Tribunal regarding the remuneration of councillors is appended to this report.

Council adopted a resolution regarding reimbursement of expenses for councillors effective from 1 January 2013. A copy of the policy is appended to this report.

### **Equal Employment Opportunity**

Wujal Wujal Aboriginal Shire Council has adopted an Equal Employment Opportunity Policy

### **Valuation of Non-Current Physical Assets**

Council resolved on 21 September 2010 that the following amounts would apply as minimum amounts for the undermentioned to be recorded as physical assets, and below these figures, the asset is to be regarded as an expense:-

a.	Land	\$ 1
b.	Plant and Equipment	\$ 5,000
c.	Any other asset	\$10,000

### **Administrative Action Complaints**

The council has a commitment to dealing fairly with administrative action complaints. Council has a complaints management process. All complaints are recorded in a data base. There were 3 administrative action complaints in the year 2013/2014 and all were resolved using the complaints management process.

There were no unresolved complaints.

### **Remuneration of Senior Contract Employees**

The senior contract employees of the council have total annual remuneration packages that were fixed in the financial year 2014/2015. There were two (2) senior contract employees with a total remuneration package in the range of \$100,000 - \$140,000.



## Community Financial Report

The Community Financial Report offers an easily understood overview as to how Wujal Wujal Aboriginal Shire Council performed during the last Financial Year.

This Community Financial Report shows a summary of the Annual Financial Statements with the aim of providing easily understood information to members of the community and others.

There are 4 financial statements which provide different information. These are;

- **Income Statement**

This shows the total income earned and total expenses incurred during the financial year and whether Council made a profit or loss. It also gives a breakdown of the type of income earned and the type of expenditure incurred.

- **Balance Sheet**

This shows all the assets (those things which Council owns, or is owed) and liabilities (what Council owes to others). The difference between the value of Council's assets and its liabilities is called Community Equity, and the greater the Community Equity, the better financial position Council is in.

- **Statement of Changes in Equity**

This shows the movements between the elements of Community Equity which are in the Balance Sheet

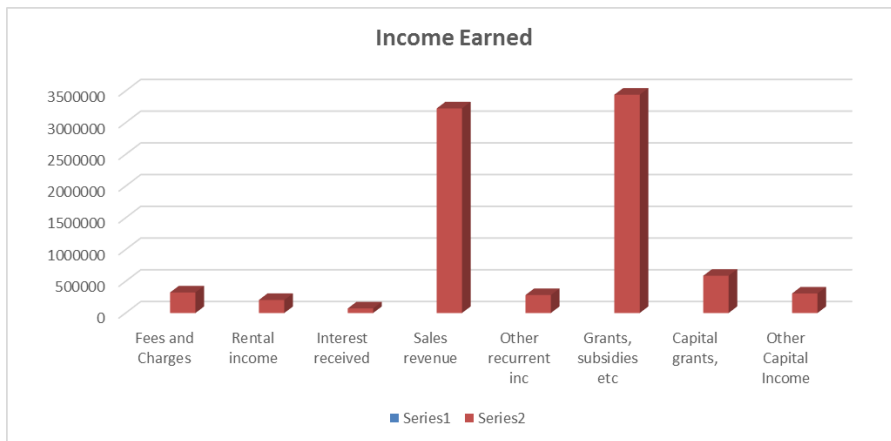
- **Statement of Cash Flows**

This shows the nature and amounts of cash inflows/outflows from the activities which Council is engaged in.

### Income Statement

Where does Council derive its Income from?

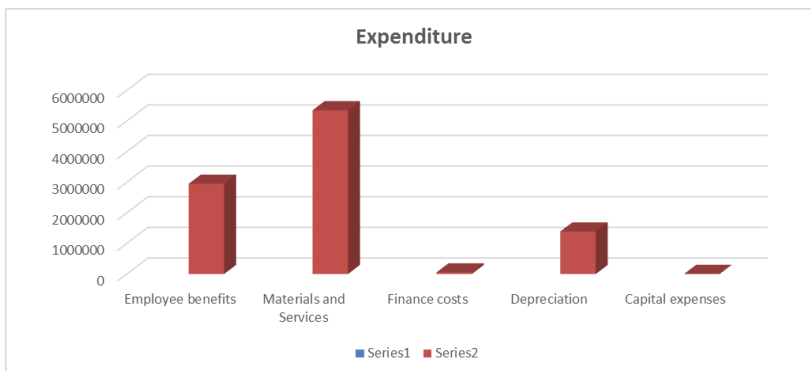
1 Fees and Charges	\$323,749	4%
2 Rental income	\$205,756	2%
3 Interest received	\$72,282	1%
4 Sales revenue	\$3,224,415	38%
5 Other recurrent inc	\$283,279	3%
6 Grants, subsidies etc	\$3,440,962	41%
7 Capital grants,	\$587,203	7%
8 Other Capital Income	\$307,736	4%
Total Income	\$8,445,381	100%



Council received \$8.4 million in revenue in 2014/15, which primarily came from Government Grants to fund the services provided to the community (48% of income earned) and from Sales Revenue either for work performed under contract to other government agencies, sale of Indigenous Art or sale of fuel & lubricants through the Council operated service station (38% of income earned)

### Where does Council spend the dollars?

1 Employee benefits	\$2,948,586	30%
2 Materials and Services	\$5,351,972	55%
3 Finance costs	\$53,332	1%
4 Depreciation	\$1,389,998	14%
5 Capital expenses	\$4,961	0%
Total expenses	\$9,748,849	100%

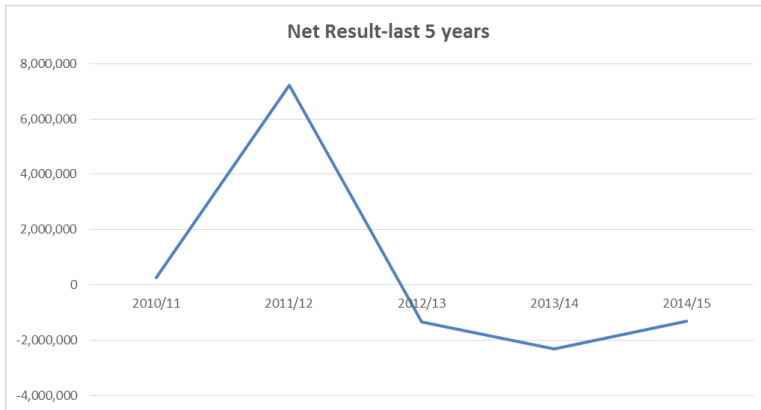


Council incurred a total Expenditure of \$9.7 million, of which \$2.9 million was for the costs of employing its workforce, \$5.4 million was for the purchase of goods and services and \$1.4 million was for depreciation, with the remainder being for Finance costs such as Bank Charges and the write off of Bad Debts

### Net Result

The Net Result is the difference between the income Council has received for the financial year less the expenses it has incurred throughout the financial year, and is calculated on an accrual basis. In the financial year ended 30th June 2015, the Net Result for Council was a loss of \$1.3 million. It should be

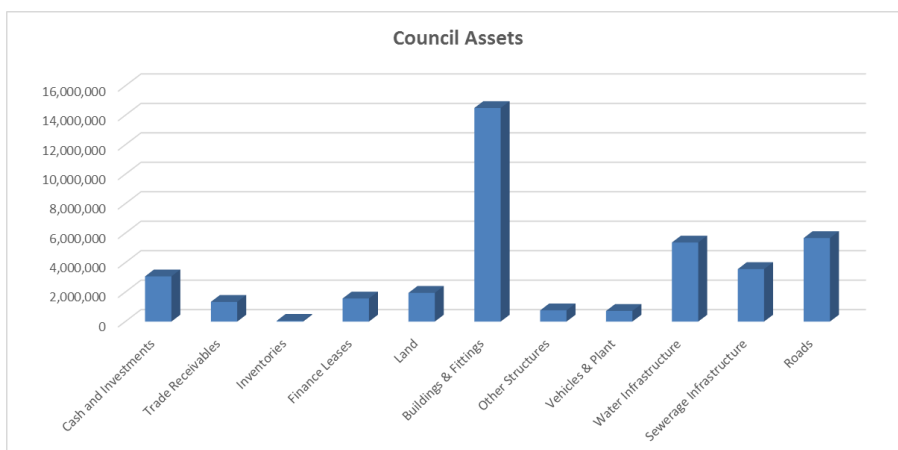
noted that Depreciation Expense of almost \$1.4 million is included in this figure.



## **Balance Sheet**

Councils Assets-what we own and what is owed to us.

Cash and Investments	\$3,067,514	7.96%
Trade Receivables	\$1,334,321	3.46%
Inventories	\$54,221	0.14%
Finance Leases	\$1,514,509	3.93%
Land	\$1,950,000	5.06%
Buildings & Fittings	\$14,483,077	37.60%
Other Structures	\$740,123	1.92%
Vehicles & Plant	\$761,810	1.98%
Water Infrastructure	\$5,366,500	13.90%
Sewerage Infrastructure	\$3,563,575	9.24%
Roads	\$5,668,591	14.70%
Other financial assets	\$50,041	0.11%
<b>Total Assets</b>	<b>\$38,554,282</b>	<b>100%</b>



The major assets that council owns are the Buildings, including the furniture and fittings, from which it provides services to the community, the network of roads and streets within the township of Wujal



Wujal, and the infrastructure for providing treated fresh water and the treatment of waste water (sewerage) for the community.

### **Cash Position**

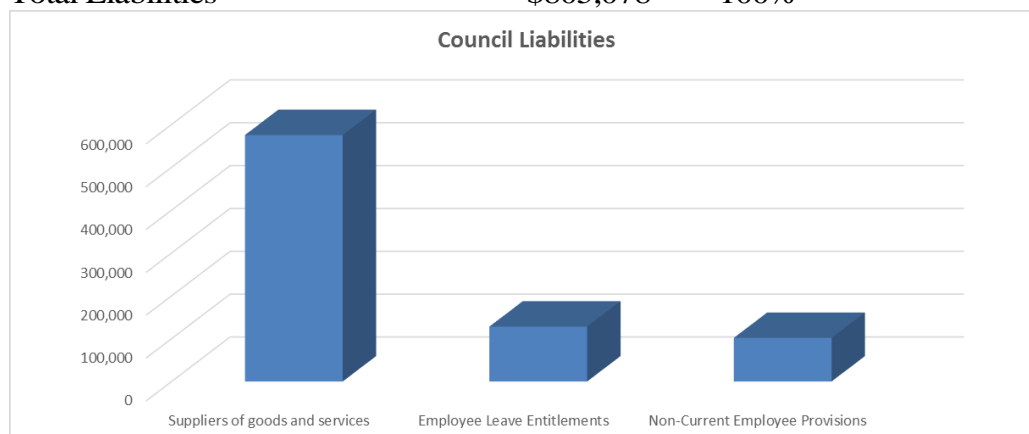
2010/11	\$3,306,639
2011/12	\$5,057,394
2012/13	\$4,308,771
2013/14	\$3,914,536
2014/15	\$3,067,514

The Cash position has been declining over the past four years as Council expenditure has been exceeding the income generated, with the result that Council has had to use the Cash reserves from previous years to pay for the expenditure. This occurs when Grants are received to fund specific projects in a given year, but the expenses of that project run into a following year.



### **Council Liabilities-what we owe to others**

Suppliers of goods and services	\$575,198	71.45%
Employee Leave Entitlements	\$128,118	15.91%
Non-Current Employee Provisions	\$101,762	12.64%
<b>Total Liabilities</b>	<b>\$805,078</b>	<b>100%</b>



The majority of Councils liabilities are amounts owing to contractors and suppliers of goods and services to Council. The remaining amounts are the Provisions for leave entitlements owing to Councils employees.



## **Financial Sustainability**

Section 179 (2) [c] of the Local Government Regulations 2012 requires a Local Government to include in its Community Financial Report the relevant Financial Sustainability Ratios for the current financial year. The Department of Local Government, Community Recovery and Resilience has published a Financial Management (Sustainability) Guideline to assist Councils to properly calculate and record the Ratios.

These financial sustainability ratios provide a useful snapshot as to Councils ability to maintain its financial capital and infrastructure capital over the long term.

The following 3 Ratios have been included as part of Councils Annual Financial Statements for 2014/15.

RATIO	TARGET	2014/15	Explanation
Operating Surplus	0 - 15%	-36.06%	This Ratio measures the extent to which income covers the operational expenses or is available for use to fund capital projects It is calculated by dividing the Net Operating Surplus by the Total Operating Income
Net Financial Liabilities	< 60%	-60.65%	This Ratio measures the extent to which the net financial liabilities of Council can be serviced by its operating income It is calculated by dividing the Total Current Liabilities by the Total Operating Income
Asset Sustainability	> 90%	110.16%	This Ratio gives an approximate indication of the extent to which the infrastructure assets are being replaced as they reach the end of their useful lives This Ratio is calculated by dividing the Capital Expenditure on assets which have been replaced by the Depreciation Expense

## **Conclusion**

At the 30th June 2015, Wujal Wujal Aboriginal Shire Council recorded a substantial net loss in its operating activities, however this was primarily driven by the recognition of depreciation in Council's accounts. Nonetheless, there are also a number programs and services provided by Council to the community for which Council has been unable to generate sufficient income to cover the costs of providing those services. Therefore additional revenue options will need to be considered to ensure financial stability.

## **Statement of Financial Position**

The Statement of Financial Position (Balance Sheet) shows what the Council owns (assets) and what the Council owes (liabilities), both current and non-current. The difference between Council assets and liabilities is the total value that the community holds in the Council (equity).

The following five year summary illustrates how the net worth of the Council has changed over the years.



## STATEMENT OF FINANCIAL POSITION

<b>Assets</b>	<b>2010/11 \$'000</b>	<b>2011/12 \$'000</b>	<b>2012/13 \$'000</b>	<b>2013/14 \$'000</b>	<b>2014/15 \$'000</b>
Current assets	3,921	6,385	5,866	5,344	4,506
Property, plant & equipment	37,226	43,212	44,004	41,150	34,049
<b>Total assets</b>	<b>41,147</b>	<b>49,597</b>	<b>49,870</b>	<b>46,494</b>	<b>38,555</b>
<b>Liabilities</b>					
Current liabilities	497	745	588	497	703
Non-current liabilities	120	159	37	82	102
<b>Total liabilities</b>	<b>617</b>	<b>904</b>	<b>625</b>	<b>579</b>	<b>805</b>
<b>Net assets represented by:</b>	<b>40,530</b>	<b>48,693</b>	<b>49,245</b>	<b>45,915</b>	<b>37,749</b>
<b>Equity</b>	28,572	35,105	33,719	29,127	20,947
Retained surpluses					
Asset revaluation reserve	10,076	11,026	12,906	14,586	15,773
Other reserves	1,882	2,563	2,620	2,202	1,029
<b>Total equity</b>	<b>40,530</b>	<b>48,694</b>	<b>49,245</b>	<b>45,915</b>	<b>37,749</b>

2014/2015 Audited Financial Statements

Wujal Wujal Aboriginal Shire Council

Annual Financial Statements

**For the year ended 30 June 2015**

## Independent Auditors Report

### Appendix one



# Expenses Reimbursement Policy

## WUJAL WUJAL ABORIGINAL SHIRE COUNCIL

### POLICY STATEMENT

SUBJECT:	Expenses Reimbursement for Councillors
AUTHORITY:	Council of the Whole.
PURPOSE	The purpose of the policy is to ensure that councillors can receive reimbursement reasonable expenses and be provided with necessary facilities in performance of their role.
STATEMENT OF PRINCIPLES	<p>The policy complies with the following principles:</p> <ul style="list-style-type: none"> <li>• Reasonable expenses reimbursement to councillors</li> <li>• Public accountability and transparency</li> <li>• Public perceptions and community expectations</li> <li>• No private benefit to be derived</li> <li>• Equity and participation</li> </ul>
PAYMENT OF EXPENSES	<p>Expenses will be paid to a councillor through administrative processes approved by the Chief Executive Officer subject to:</p> <ul style="list-style-type: none"> <li>• the limits outlined in this policy and</li> <li>• council endorsement by resolution.</li> </ul>
EXPENSE CATEGORIES PROFESSIONAL DEVELOPMENT	<p>Council will reimburse expenses incurred for:</p> <ul style="list-style-type: none"> <li>• mandatory professional development and</li> <li>• discretionary professional development deemed essential for the councillor's role.</li> </ul> <p>A councillor may be reimburse local and in some cases interstate and overseas travel expenses (e.g. flights, car, accommodation, meals and associated registration fees) deemed necessary to achieve the business of council where:</p> <ul style="list-style-type: none"> <li>• a councillor is an official representative of council and</li> <li>• the activity/event and travel have been endorsed by resolution of council.</li> </ul> <p>Councillors are to travel via the most direct route, using the most economical and efficient mode of transport.</p> <p>Council will pay for reasonable expenses incurred for overnight accommodation when a councillor is required to stay outside the local government's region.</p> <p>NOTE: Any fines incurred while travelling in council-owned vehicles or privately</p>

	<p>owned vehicles when attending to council business, will be the responsibility of the councillor incurring the fine.</p>												
TRAVEL AS REQUIRED REPRESENT COUNCIL	<p><b>Travel bookings</b></p> <p>All councillors travel approved by council will be booked and paid for by council. Economy class is to be used where possible although council may approve business class in certain circumstances.</p> <p>Airline tickets are not transferable and can only be procured for the councillors travel on council business. They cannot be used to offset other unapproved expenses. (e.g. cost of partner or spouse accompanying the councillor.)</p> <p><b>Travel transfer costs</b></p> <p>Any travel transfer expenses associated with councillors travelling for council approved business will be reimbursed.</p> <p>Example: Trains, taxis, buses and ferry fares Cab charge vouchers may also be used if approved by council where councillors are required to undertake duties relating to the business of council.</p> <p><b>Private vehicle usage</b></p> <p>Councillors private vehicle usage may be reimbursed by council if the:</p> <ul style="list-style-type: none"><li>• travel has been endorsed by council resolution</li><li>• claim for mileage is substantiated with log book details and</li><li>• total travel claim does not exceed the cost of the same travel using economy flights plus the cost of taxi transfers.</li><li>• evidence of comprehensive insurance cover</li><li>• reimbursement at \$0.80c per km</li></ul> <p><b>Accommodation</b></p> <p>All councillor accommodation for council business will be booked and paid for by council. Council will pay for the most economical deal available. Where possible, the minimum standards for councillors’ accommodation should be three or four star rating. Where particular accommodation is recommended by conference organisers, council will take advantage of the package deal that is the most economical and convenient to the event.</p> <p><b>Meals</b></p> <p>Council will reimburse costs of meals for a councillor when:</p> <ul style="list-style-type: none"><li>• the councillor incurs the cost personally and</li><li>• the meal was not provided:<ul style="list-style-type: none"><li>- within the registration costs of the approved activity/event</li><li>- during an approved flight.</li><li>- absence from home is at least 12 hours</li></ul></li></ul> <p>The following limits apply to the amount council will reimburse for meals:</p> <table><tr><td></td><td>Brisbane or other capital cities</td><td>all other</td></tr><tr><td>+ Breakfast</td><td>\$23.65</td><td>\$21.15</td></tr><tr><td>+ Lunch</td><td>\$26.55</td><td>\$24.20</td></tr><tr><td>+ Dinner</td><td>\$45.60</td><td>\$41.65</td></tr></table>		Brisbane or other capital cities	all other	+ Breakfast	\$23.65	\$21.15	+ Lunch	\$26.55	\$24.20	+ Dinner	\$45.60	\$41.65
	Brisbane or other capital cities	all other											
+ Breakfast	\$23.65	\$21.15											
+ Lunch	\$26.55	\$24.20											
+ Dinner	\$45.60	\$41.65											

<p>MAINTENANCE COSTS OF COUNCIL OWNED EQUIPMENT</p>	<p>No alcohol will be paid for by council.</p> <ul style="list-style-type: none"> <li>• Incidental allowance</li> </ul> <p>\$17.30 per day will be paid by Council to cover any incidental costs incurred by councillors required to travel, and who are away from home overnight, for official council business.</p> <p>Council may reimburse the Mayor up to \$1,000 per annum for hospitality expenses deemed necessary in the conduct of council business.</p> <p><b>Provision of Facilities</b></p> <p>All facilities provided to councillors remain the property of council and must be returned to council when a councillors term expires.</p> <p><b>Private use of council owned facilities</b></p> <p>Based on the principle that <i>no private benefit is to be gained</i> the facilities provided to councillors by Council are to be used only for council business unless prior approval has been granted by resolution of council.</p> <p>The council resolution authorising private use of council owned facilities will set out the terms under which the councillor will reimburse council for the percentage of private use. This would apply when councillors have private use of council owned motor vehicles and /or mobile telecommunication devices.</p> <p><b>Facilities Categories</b></p> <p><b>Administrative tools</b></p> <p>Administrative tools may be provide to councillors as required to assist councillors in their role.</p> <p>Administrative tools include:</p> <ul style="list-style-type: none"> <li>• office space and meeting rooms</li> <li>• computers</li> <li>• stationery</li> <li>• access to photocopiers</li> <li>• printers</li> <li>• facsimile machines</li> <li>• publications</li> <li>• use of council landline telephones and internet access in council offices</li> </ul> <p>Secretarial support may also be proved for the mayor and councillors. Council may provide a councillor with home office equipment including computer, internet access if necessary.</p> <p>Council will be responsible for the ongoing maintenance and reasonable wear and tear costs of council-owned equipment that is supplied to councillors for official business use</p>
---	--

	<p>This includes the replacement of any facilities which fall under council's asset replacement program.</p>
NAME BADGE	<p>Council may provide councillors with:</p> <ul style="list-style-type: none"> <li>• a name badge</li> </ul>
SAFETY EQUIPMENT FOR COUNCILLORS	<ul style="list-style-type: none"> <li>• the necessary safety equipment for use on official business, e.g. safety helmet/boots</li> </ul>
UNIFORMS	<ul style="list-style-type: none"> <li>• uniforms as decided from time to time</li> </ul>
TELECOMMUNICATION NEEDS – MOBILE DEVICES	<p>Councillors may have access to a council owned vehicles is permitted if prior approval has been granted by resolution of council 0.80c per km. Council will, in its resolution, authorise private use and set out the terms for the councillor to reimburse council for the private use</p> <p>Council calls made on private mobile phones of councillors will be reimbursed on production of a receipt to the CEO.</p>
INSURANCE COVER	<p>The Mayor will be provided with a council mobile phone for business use.</p> <p>Council will indemnify or insure councillors in the event of injury sustained while discharging their civic duties</p> <p>Council will pay the excess for injury claims made by a councillor resulting from conducting official council business.</p>
FUEL COSTS	<p>Fuel for a council-owned vehicle used for official council business, will be provide or paid for by council</p>
CAR PARKING AMENITIES	<p>Councils are to provide councillors with:</p> <ul style="list-style-type: none"> <li>• car parking at the local government office premises and / or</li> <li>• attending to official council business</li> </ul>



## Expenses Reimbursement Policy & Resolution

On 21 October 2014 Council passed the following resolution:-

ORD/0 CEO's Report

ORD/0.0 Expenses Reimbursement Policy – Councillors

Summary/ Purpose

COUNCIL RESOLUTION 2174

MOVED: Cr. Gibson

SECONDED: Cr. Nandy

**That the Expenses Reimbursement Policy – Councillors be adopted**

CARRIED

## Appendix Two

Tribunal Determination

Councillors Remuneration

Appendix  
Three

Policy Statement  
Complaints Management Process

## WUJAL WUJAL ABORIGINAL SHIRE COUNCIL

### POLICY STATEMENT

SUBJECT:	Complaints Management Process
AUTHORITY:	Council of the Whole.
PURPOSE:	<p>This is council's CMP and supporting policy and procedures for resolving administrative action complaints as required by Section 268 <i>Local Government Act 2009</i> and the Local Government Regulation 2012 Chapter 9, Part 4</p> <p>The CMP covers all administrative actions complaints and their management from receipt to resolution.</p>
POLICY:	<p>The CMP and related policy and procedures were adopted by council resolution and apply from the date of resolution. Any amendment of the CMP including this policy and procedures must be approved by council resolution.</p>

#### Commitments

Council acknowledges the right of people to make complaints about its administrative actions. The CMP has been implemented to ensure that complaints are managed fairly, promptly and professionally. Council is committed to ensuring:

- Anyone who is dissatisfied about an administrative action of council can easily lodge a complaint.
- Complainants will be provided with reasonable assistance to make their complaint, if necessary.
- Complainants will not suffer any reprisal from council or its staff for making a complaint.
- Complaints will be responded to quickly and in an objective and fair way.
- Complainants will be advised of the complaints decision and reasons.
- If a complainant is not satisfied that a complaint has been satisfactorily resolved, council will inform the complainant of any further internal or external right of review/appeal.
- Complaints will be recorded, monitored and reported on to identify improvements in council's systems, practices and service delivery.

#### Objectives

The objectives of the CMP are to:

- provide an easy to understand and readily accessible CMP to customers, staff and the community
- efficiently, fairly and promptly resolve complaints about the administrative actions of council
- identify and rectify poor administrative actions
- identify improvements in the council's administrative practices and service delivery



- build the capacity of staff to effectively manage complaints
- enhance the community's confidence in council's accountability and openness.

#### CMP availability

The CMP and this related policy and procedures are available on council's website and for inspection at council's office.

All staff will be informed of the existence and operation of the CMP

#### Scope

The CMP applies to all administrative action complaints about council or its staff.

An administrative action complaint is a complaint made by an affected person about an administrative action of council, e.g.

- a decision or failure to make a decision, including a failure to provide a written statement of reasons
- an act or failure to do an act
- the formulation of a proposal or intention
- the making of a recommendation.

An administrative action complaint includes a complaint that is

- resolved quickly
- made to any area of the council
- made verbally or in writing
- made anonymously.

An affected person is a person who is apparently directly affected by an administrative action of a council.

The CMP doesn't apply to –

- complaints about competitive neutrality issues
- complaints about the conduct or performance of councillors
- complaints or information raising a suspicion of official misconduct
- public interest disclosures
- other matters covered by separate statutory review/appeal processes.

#### Complaints Model

- Council's CMP is a staged way of receiving, recording, assessing, reviewing, responding and reporting on complaints. It recognises that generally, complaints are made verbally to the CEO or to council office.

- Stage 1 – Complaints are initially managed and resolved by the CEO. However, the CEO may refer a complaint to the relevant head of department (HOD) for review and response.
- Stage 2 - Unresolved complaints (stage 1) are referred to council for review and response.
- Stage 3 - Dissatisfied complainants may refer their complaint to the Queensland Ombudsman for external review.

Receiving Complaints Making a complaint - A person may make a complaint in any of the following ways:

- orally, either by telephone or in person to a council officer
- by email
- or on-line via council's website
- in writing (by letter, fax, or complaint form) addressed to the CEO
- anonymously.

#### Complaints by agents

- If a complaint is lodged by a person acting as an agent for the complainant, council will respond directly to the complainant (not the agent), unless a letter of authority is provided indicating the agent is acting on behalf of the complainant and council is satisfied the appointment as agent is valid.

#### Reasonable assistance to make complaint

- If necessary, reasonable assistance may be provided by a council officer to a complainant on how to make a complaint, including how it should be documented.
- If a complainant requires interpreter services, or has special needs, the complainant will be referred to the appropriate council officer who will provide advice or arrange for the giving of assistance, to the extent practicable.

#### Acknowledgement of complaints

- The receipt of complaints will be acknowledged.
- Acknowledgements can be made verbally or in writing and should be in the way preferred by the complainant.
- Acknowledgements should include the issues raised, the process, expected timeframe and contact officer details.
- Acknowledgements will be provided promptly and within 2 days of the complaint being received.

#### Recording complaints

- All administrative action complaints will be recorded. Council will keep and maintain a complaints register. The complaints register should include the following details for all administrative actions complaints made to council:

- complaint reference number
- complainant's name
- date received
- complaint subject/topic
- complaint outcome
- date finalised action required and implementation date.

All written complaints will be referred to the CEO. The CEO will arrange for the complaint details to be recorded in the complaints register.

All oral complaints will be recorded by the receiving officer and referred to the CEO. Details of the complaint will be entered in the complaints register. If an oral complaint is complex, the CEO may request the complainant to put the complaint in writing.

A full and accurate record of the management of each complaint should be created and maintained. The complaint record/file should include the following details:

- complaint reference
- complainant's name and contact details
- date complaints received (and how)
- complaint issue/s
- information collected and considered
- review/investigation actions taken to resolve complaint
- complaint decision and reasons
- final response communicated to complainant
- date complaint finalised

### Assessing Complaints

Each complaint should be assessed to determine:

- the nature of the complaint
- how it should be managed, including priority
- what information is required.

The criteria for assessing whether to investigate/review a complaint are:

- whether the complaint involves an administrative action of council or its staff
- whether the complainant has a sufficient direct interest in the administration action
- whether the complainant has a statutory right of review/appeal and it is reasonable in the circumstances to require the complainant to exercise that right
- whether the complaint involves a serious or minor matter or is vexatious
- the time that has passed since the administrative action occurred
- the outcome/s the complainant is seeking and what remedies may be available

- the resources required to investigate/review the complaint compared to the complaint's seriousness and likely outcome
- whether the complaint indicates maladministration.

Anonymous complaints will be accepted and assessed against the same criteria as any other complaint. Important considerations include:

- the nature and seriousness of the complaint
- the quantity and quality of information provided
- the capability of productive investigation.

#### Reviewing complaints

Complaints will be quickly and efficiently responded to in a fair and objective way.

The review of complaints should include:

- clarifying details of the complaint with the complainant
- gathering and considering all relevant information to the complaint
- identifying and considering relevant laws, policies and procedures
- giving any affected person to the complaint natural justice i.e. a fair hearing before the complaint is decided
- determining the complaint outcome and any appropriate remedy
- recording the decision and the reasons.

One or more of the following remedy options may be considered to resolve complaints:

- apology
- refund or financial compensation
- change of decision
- change of policy, practice, procedure correction of misleading or inaccurate records
- replacement, repair or re-work assistance, information, referral
- assistance, information, referral
- any other appropriate remedy

#### Responding to complaints

Complainants will be advised of the final response (complaint decision) promptly and with IS working days. The final response can be provided verbally but should be confirmed in writing.

If the final response cannot be provided within this timeframe, the complainant should be advised of the progress and expected time for a response.

The final response will inform the complainant of:

- the complaint decision and the reasons
- the relevant contact officer details for further information or enquiry; and



- any available internal or external review rights.

#### Internal reporting on CMP operation

An internal report on the operation of the CMP will be prepared and provided to senior management annually.

The operation of the CMP refers to collecting and analysing individual or aggregate complaints data to identify improvements and monitoring effectiveness of the CMP

#### Complaints data

- The internal report will identify, analyse and respond to complaint trends, significant and systemic issues based on all administrative action complaints made to council as recorded in the complaints register and include any recommendations for improvements.
- Accepted recommendations will be monitored for implementation.

#### CMP effectiveness

- The CMP will be reviewed to assess whether it is operating effectively.
- The review of the CMP should include reviewing visibility and accessibility, policy and procedures, complaints capture and recording, timeliness of complaint resolution. Staff, complainants and customers should be consulted as part of the review.
- The internal report will include the review findings and recommendations. Accepted recommendations will be monitored for implementation.

#### External reporting

Council's annual report will contain the following information about the CMP for resolving administrative action complaints as required by the Local Government (Finance, Plans and Reporting) Regulation 2010(s115).

Annual report information about CMP will include:

- a statement about council's commitment to dealing fairly with administrative action complaints
- a statement about how council has implemented the CMP including an assessment of council's performance in resolving complaints under the CMP
- the number of all complaints made, resolved and unresolved during the year
- number of complaints unresolved from the previous year

DELEGATION: Authority in respect of this Policy is hereby delegated to the Chief Executive Officer.

RESOLUTION DATED: 22 January 2013