

OUR PURPOSE

A new corporate plan was developed and adopted in 2018 and this is the first full year delivering on that plan.

It had its origins in a strategic planning workshop held with Councillors in 2017. Councillors workshopped their new vision statement (what they aspire to for the Maranoa Region), and new mission statement which summarises what our Council aims to do.

Through 'Connected Futures' forums across the region with the community, the biennial community satisfaction survey, Councillors' engagement with residents and businesses and officers' input into what needs to be achieved, we have been able to identify the areas of importance for our communities and where we need to focus.

Our community vision *(What we aspire to for the Maranoa Region)*

Strong, vibrant and connected communities embracing opportunities to grow.

Our mission *(What our Council aims to do)*

- Provide efficient and safe service and project delivery, good governance and leadership
- Manage community assets in a financially responsible way
- Partner with community, government and industry to grow our region.

Our teams' goals *(What our teams work to achieve)*

- Quality in our services and projects
- Safety of our teams and community
- Management of our natural and built environment
- Affordability for our current and future communities

Our five strategic priorities *(Council's Corporate Plan 2018-2023)*

1. Getting the basics right

We aim to keep focussed on those services that our communities traditionally rely on local government to provide.

2. Delivering strong financial management

We aim to make responsible decisions about both revenue setting and expenditure commitments in the short term so that current and future councils have a secure financial future, and the region has an affordable range of services.

3. Helping to keep our communities safe

In conjunction with the State Government, we assist in managing specific activities that can impact the health and safety of our local communities.

4. Growing our region

We partner with community, government and business to grow our region, developing opportunities, lifestyle and attractions for current and future residents.

5. Managing our operations well

We aim to implement contemporary best practice in business management – carefully managing the resources that our community has entrusted to us.

Our motto

"Good, better, best. Never let it rest. 'Til your good is better and your better is best"

St. Jerome

Our logo

Our logo is the symbolic representation of the Bottle Tree, which is significant to the Maranoa Region. The five leaves symbolise the five districts of Council, as well as the areas of operation the Council works in – Communities, Events, Council, Tourism and Business. The Bottle Tree symbol makes a strong statement about a region focused on prosperity and growth. The symbol incorporates environmental colours making reference to the natural surrounds of the region.

In addition – every Bottle Tree is unique, they have character and personality just like the wonderful people who make up our vibrant community. The Bottle Tree is a symbol that honours our history, our heroes and our future.



Our values

While the pursuit and achievement of our strategic priorities can be measured, how we perform our responsibilities (our conduct) is also critically important.

At Maranoa Regional Council, we believe in the importance of:

<p>Striving for excellence</p> 	<ul style="list-style-type: none"> • in our leadership and governance • in our services and projects
<p>Being respectful</p> 	<ul style="list-style-type: none"> • of other people • of the laws applicable to local governments • of the democratic process and decisions of Council • of other's views
<p>Showing empathy</p> 	<ul style="list-style-type: none"> • for the elected Council who often need to make difficult decisions on behalf of the community • for our employees who are on the front-line of service delivery and implement Council's decisions on a daily basis • for our customers who are often facing many issues in their daily lives other than the matter they are raising with Council (e.g. drought)
<p>Ensuring honesty</p> 	<ul style="list-style-type: none"> • in information provided for Council's decision making, in debate or reports • using Council funded materials, plant, equipment and time for approved Council purposes • in recording how our work time, materials and plant is used
<p>Providing transparency</p> 	<ul style="list-style-type: none"> • managing information as openly as possible within our legal obligations • providing reasons for decisions where practical
<p>Encouraging innovation and efficiency</p> 	<ul style="list-style-type: none"> • always thinking about how things might be done better, quicker, smarter, safer • being open to new ways of doing things • taking time to hear others ideas, suggestions, perspectives
<p>Demonstrating accountability</p> 	<ul style="list-style-type: none"> • both to our State Government regulators and Council • for the accuracy and timeliness of our reporting • by care and diligence in undertaking our responsibilities
<p>Ensuring the safety of our teams and community</p> 	<ul style="list-style-type: none"> • believing that all incidents are preventable • affirming that no job is that important, no service that urgent, that it can't be done safely • understanding that "I am the one that is responsible for safety" • knowing that no job is worth risking my, or someone else's Top 4 (i.e. impacting their top 4 personal priorities - people or pastimes)
<p>Thinking about today and tomorrow</p> 	<ul style="list-style-type: none"> • by carrying out sustainable business practices to meet the needs of our current communities, while considering the needs for the future • by considering the environmental impacts of our services and projects from start to finish to minimise pollution and waste, minimising our environmental footprint • by thinking about the short and longer term impacts of Council's policies, plans and decisions

OUR YEAR AT A GLANCE



July 2018

Council hosted a free **Dog Handling Workshop** by one of Australia's most experienced dog trainers, Steve Austin. This was a once in a lifetime opportunity to learn the ins and outs of dog handling.

Local Emergency Coordination Committee Meetings took place across the region working towards building community resilience and preparedness in the case of disasters.



August 2018

14 August 2018 marked **National Cobb and Co Day** in recognition of the last Cobb & Co trip between Surat and Yuleba.

Seniors Week 2018 was a chance to show our appreciation for the vital role that seniors play in our communities. Free events and activities were open to all ages to attend.

Kookoo Kookaburra performed by Jally Entertainment provided an interactive and educational production for children aged 3-11 years that focussed on bullying.

Free **rural first aid and fire extinguisher awareness sessions** were held across the region funded by the Department of Communities, Child Safety and Disability Services Community Drought Support Package. Council, in conjunction with Roma Fire and First Aid offered these sessions to Maranoa landholders.



September 2018

Council hosted a **Family Day Out** to raise awareness for **R U Ok Day**. The event included guest speakers, local support services, food and free entertainment.

Pre-start works commenced on the **Roma Airport Runway Overlay Project**, which was undertaken to extend the life of the runway for an additional 20 years.

Australia Day Nominations opened to acknowledge those who have made an outstanding contribution in the local community.



October 2018

Former Queensland footballer and small business entrepreneur **Billy Moore** shared his insights about tackling everyday challenges in a series of free family events across the region.

Council hosted delegates from across Queensland in Roma for the **Small Museums Conference** to inspire communities to share and preserve local history.

Be Healthy Maranoa hosted a range of free activities during the month of October including Mums and Bubs **Introducing Solids Workshop**, **Youth Tie Die Workshops** and **Creating a Value Added Future** presented by Helen Everingham.

The commencement of works on the new Roma Saleyards Multi-Purpose Facility was marked with a **Sod Turning Ceremony** held on Tuesday, 2 October 2018.

November 2018

Council's **Christmas Hamper Appeal** was a huge success with residents, businesses, community groups, churches and schools donating 142 hampers that assisted 450 community members during the Christmas season.

The Maranoa showcased all that it has to offer during the **Outback Queensland Tourism Symposium & Awards**. Tourism advocates and professionals were treated to four days of all things tourism including guest speakers, entertainment and tours across the region.

The **official opening of the Jackson War Memorial** was held in conjunction with the Jackson Remembrance Day Service on Sunday 11 November 2018. Council supported Remembrance Day Services across the region to mark the centenary anniversary of the Armistice, the historic agreement that led to the end of the First World War.



December 2018

Council's **Annual Christmas Luncheon** was a heartwarming event providing an opportunity for the community to come together to celebrate Christmas. The Christmas luncheon is a free event each year and is open to anyone in the community, especially those who may not have family here for Christmas.

Free pool inspections were offered to residents throughout the region for the months of December and January.

The national **Summer Reading Club** returned to Maranoa Libraries. This free program led by State Library of Queensland for children and young people pre-school age to 17 aims to inspire imaginations and instil a love of libraries and reading.

The annual **School Holiday Program** commenced providing children with all the entertainment they could need over the school holidays. Highlights included pool parties, laser skirmish, movie nights and rocket science adventures. The program ran through to January.



January 2019

Australia Day Celebrations were held around the region to celebrate everything that's great about being Australian.



February 2019

Council hosted a **Grant Information Session** on 13 February 2019 regarding funding opportunities available in the region. Council and representatives from Office of Liquor and Gaming Regulation explained developments for different grants along with updates in funding from Senex, Santos and Origin.

The **Containers for Change Recycling Program** in Roma and Mitchell commenced on 23 February 2019. It has been a huge success with the program having received more than a million eligible containers by 30 June 2019 with more than \$100,000 dollars having gone back to Maranoa residents since commencing on 23 February 2019.

The **Mungallala Library celebrated 60 years** on 23 February 2019. Residents celebrated the milestone with a morning tea held at the library.

Tuesday, 26 February 2019 marked the **official opening of the Racecourse North Estate Injune project** as well as the naming of Denton Court in honour of long term resident and former Councillor Joy Denton.



March 2019

Council invited residents to attend the **official opening of the Roma Flood Mitigation Project** following completion of Stage 2A. A bus tour was completed to see the flood mitigation works which included the Stage 1 Levee and Stage 2A Western Levee and Eastern Diversion Channel.

The **Mitchell National Youth Week TRYathlon** was held on Friday, 29 March 2019 with a focus on trying your very best and having fun in the three categories of swimming, cycling, and running. This year an invitation was extended to high schools in Injune, Wallumbilla and Surat to make the event a truly regional one.

Faces of the Maranoa/Harmony Day celebrated inclusiveness, respect and belonging for all Australians. The event opened the Harmony Day display of stories from people in the Maranoa community sharing their cultural history.



April 2019

Anzac Day services were held across the region to commemorate those brave men and women who have served in the armed forces both past and present.

A **Taste of the West** showcased the wide variety of produce grown in the Maranoa and Balonne regions. Organised by Food Leaders Australia/Toowoomba and Surat Basin Enterprise, it was an opportunity for our local producers to meet other local producers and sample the broad range of items that are produced in our very own region.

Coffee With a Cop provided residents with an opportunity to meet and have a chat with some of the local police and community groups.



May 2019

The **official opening of the Roma Off-Leash Dog Park** was celebrated with a fun day out for dog owners and residents in the Maranoa including best dressed dog and most obedient dog competitions. The day also included an information session from local vets and displays from local businesses.

Volunteers Week was a celebration and a chance to say thank you for all the hard-working volunteers across the Maranoa Region.

Mothers across the region were invited to attend the **Embrace Yourself** workshop which focused on how to look after yourself through motherhood and finding balance in your life with your family.

Workshops were held in Mitchell, Injune and Surat as part of the **Queensland Small Business Week** and was an educational opportunity for residents and businesses to learn more about the technology that can assist with the day-to-day operations of small businesses.



June 2019

Residents and visitors were invited to the brand new **Big Rig Night Show Sunset Experience**, which included a local guide providing stories followed by the much loved Night Show movie which details the trials and triumphs of early industry men and women in Roma.

The annual **Blanket Donation Drive** was held for residents in our community who needed some extra help to keep warm in winter.

The inaugural **Outback Queensland Masters** commenced in Roma as part of an epic event staged across six Outback Queensland locations. The event was for the amateur golfer, social player or a first-time player.

OUR COUNCIL

Council operates under the *Local Government Act 2009* (the Act), and Councillors are elected to provide leadership and good governance for the Maranoa region.

Our nine elected members together form the Council. The Mayor and eight Councillors were elected on 19 March 2016 for a four year term. Council does not have divisions, and therefore the mayor and councillors are elected representatives of all residents and ratepayers across the region.

Council has a duty to ensure the system of local government is accountable, effective, efficient and sustainable in accordance with the principles under the Act. The local government principles are:

- a. transparent and effective processes, and decision-making in the public interest; and
- b. sustainable development and management of assets and infrastructure, and delivery of effective services; and
- c. democratic representation, social inclusion and meaningful community engagement; and
- d. good governance of, and by, local government; and
- e. ethical and legal behaviour of councillors and local government employees.

Collectively the councillors set the strategic direction for the council, identifying service standards and monitoring performance of the organisation.

Role of councillors

A councillor must represent the current and future interests of the residents of the local government area. In summary, all councillors, including the mayor, are responsible for:

- a. ensuring the local government –
 - i. discharges its responsibilities under this Act; and
 - ii. achieves its corporate plan; and
 - iii. complies with all laws that apply to local governments;
- b. providing high quality leadership to the local government and the community;
- c. participating in council meetings, policy development, and decision-making, for the benefit of the local government area;
- d. being accountable to the community for the local government's performance.

Each councillor participates in the process of formulating, adopting and reviewing our corporate and operational plans. Councillors have regular meetings to make decisions to discuss local issues.

Role of mayor

The mayor has the duties of a councillor with the added responsibility of:

- a. leading and managing meetings of the local government at which the mayor is the chairperson, including managing the conduct of the participants at the meetings;
- b. preparing a budget to present to the local government;
- c. leading, managing, and providing strategic direction to the chief executive officer in order to achieve the high quality administration of the local government;
- d. directing the chief executive officer and senior executive employees, in accordance with the local government's policies;
- e. conducting a performance appraisal of the chief executive officer, at least annually, in the way that is decided by the local government (including as a member of a committee, for example);
- f. ensuring that the local government promptly provides the Minister with the information about the local government area, or the local government, that is requested by the Minister;
- g. being a member of each standing committee of the local government;
- h. representing the local government at ceremonial or civic functions.

Below - Mayor Tyson Golder, Cr Puddy Chandler, Cr Peter Flynn, Cr Jan Chambers (Deputy Mayor), Cr Cameron O'Neil, Cr Wendy Newman and Cr Geoff McMullen at the launch of A Planner's Guide - Conferences and Events in the Maranoa.





Mayor Tyson Golder

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Councillor Tyson Golder and his wife Natalie operates Golder's Stores in Roma, Toowoomba and Longreach. The first 'Golders' was founded in Roma, by Tyson's grandfather, Harold Golder back in 1927. Tyson's father, Alf Golder, a former Councillor, continued to run the family business until Tyson and wife Natalie took over the helm.

Tyson strives to meet the needs of our community by really listening to locals. The regular engagement with residents that comes with operating a local business has provided our Mayor with a strong foundation to better understand how to serve the people of the Maranoa by hearing and considering residents' points of view.

As Mayor of Maranoa Regional Council, Tyson advocates for growth in employment opportunities by increasing the liveability of our region. He asks all local industries to live local and buy local, encourages local jobs, supports improving rural roads, expanding our tourism industry and continues to encourage his objective of Maranoa Regional Council gaining the reputation of the friendliest Council in Queensland. With the region having a great deal to offer visitors, with each of our towns offering unique experiences, Tyson is excited to help shine a spotlight on our region's tourism industry both in the Maranoa as well as across Australia and internationally.

Tyson believes there is no better place to visit, live, work and raise a family than the Maranoa. As he travels throughout our region, talking with locals about their local issues, he is continuously impressed by the enthusiasm residents have for each of our communities.

Tyson believes the Maranoa is a beautiful place to live, with the people making it exceptional.

Portfolio	Government Relations (Federal, State, Local) Major Stakeholder Engagement (e.g. Industry, Coal Seam Gas (CSG)) Executive Management (in line with Council policies) Disaster Management
Council committee representation	Audit Committee CSG Advisory Committee (no meetings were required in 2018/19)
Local government experience	Elected as Mayor for Maranoa Regional Council March 2016



Deputy Mayor Jan Chambers

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Councillor Jan Chambers resides at Glenelg, south of Mungallalla, and is married to Graham. Together they run a grazing enterprise with cattle and sheep.

Having always been involved in the community, Jan has been Secretary of the Maranoa Diggers Race Club at Mitchell since 2007.

She loves bush life and the freedom and rewards that come with it. Jan has always been passionate about local government, having worked at Booringa Shire when she first left school. Since aspiring to become a councillor many years ago, Jan has been fulfilling this passion for the past 15 years.

On behalf of Council, Jan would like to acknowledge the work done by all our staff - the Maranoa family continues to be very dedicated and professional.

Portfolio	Finance Elected Member Services Community Engagement (Information, Consultation, Participation) Major Projects (e.g. Flood Mitigation)
Council committee representation	Audit Committee My Maranoa Focus Group
Local government experience	Elected as Councillor for Maranoa Regional Council in 2008 to current Booringa Shire Council 2004 to 2008



Above - Cr Jan Chambers with Mitchell and Surrounds Citizen of the year, Aunty Lynette Nixon.

Left - Mayor Tyson Golder with Assistant Minister for State Development Julieanne Gilbert (representing Minister for State Development, Manufacturing, Infrastructure and Planning, Cameron Dick) officially opening the Roma Airport Runway Overlay project.



Councillor Puddy Chandler

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A beef producer from Injune, Councillor Puddy Chandler is married with three adult sons and has worked as a teacher, project officer, field officer and administration manager for a local contractor.

She is involved in many not-for-profit organisations in her community of Injune and surrounding district.

Fiercely protective of the rural Queensland way of life, Puddy cares for and is interested in all people in the Maranoa and enjoys working towards the improvement of the region's communities and lifestyle.

Portfolio	Tourism, Arts and Heritage Community Safety
Council committee representation	Regional Roads Advisory Group Surat Cobb & Co Store Museum (Chair) Wild Dog Advisory Committee Regional Arts Development Fund (RADF) Committee (Chair)
Local government experience	Elected as Councillor for Maranoa Regional Council in March 2016



Councillor Peter Flynn

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Peter was a Councillor in the previous term of Council, and was a long term alderman for Roma Town Council.

Peter has owned Maranoa Travel Centre for more than 2 decades.

As well as being a local business owner, Peter has strong links with a number of community organisations. He has spent over 40 years involved with rugby league and racing, and has general sporting interests.

Peter has a strong focus on youth, sport and recreation as well as strong commitment to the development of the Maranoa region.

Portfolio	Saleyards Youth, Recreation and Sport
Council committee representation	Bassett Park Master Planning Advisory Committee (Deputy Chair) Roma Saleyards Advisory Committee (Chair) The Warroo Sporting Complex Advisory Committee (Chair) Wallumbilla Showgrounds Advisory Committee (Chair)
Local government experience	Elected as Councillor for Maranoa Regional Council in 2012 to current Roma Town Council 1977 to 1995

Cr Puddy Chandler with Tourism Officer, Leanne Crawford (left) and Regional Tourism Development Coordinator, Justine Miller (right) at the Outback Queensland Tourism Symposium & Awards held in Roma.



Cr Peter Flynn with special guests at the sod turning for the new Saleyards Multi-Purpose Facility at the Roma Saleyards.





Councillor Geoff McMullen

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Councillor Geoff McMullen's family moved to the Roma area in 1955. Geoff started work operating earthmoving machinery in the Roma, Mitchell, Longreach and Isisford areas.

He worked in Western Australia driving trucks from 1976, returning to Roma in 1978. Geoff has had several jobs supervising in the transport industry, servicing the gas fields and hauling livestock and grain in the local rural sector.

He spent two years supervising for Shaw Pipe Protection, coating gas pipe in projects in Roma, Thailand and Townsville. For the last 15 years, Geoff ran his own transport business, operating out of Roma.

With a broad knowledge of a range of industries, Geoff brings to Council a practical approach.

Portfolio	Towns & Surrounds (Town Streets, Beautification, Parks, Gardens, Cemeteries, Footpaths) Environment & Waste
Council committee representation	Regional Roads Advisory Group Wild Dog Advisory Committee Regional Arts Development Fund (RADF) Committee
Local government experience	Elected as Councillor for Maranoa Regional Council in March 2016

Cr Geoff McMullen and staff celebrate reaching 1 million containers in the Container for Change recycling scheme.



Councillor Wendy Newman

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Councillor Wendy Newman has many years' experience in Local Government, having first been elected to Maranoa Regional Council in November 2010 serving through until the March 2016 Local Government elections and returning in March 2017.

Cr Newman has lived in the Surat area since 2001 with her husband, Brian. Cr Newman has extensive experience in the fields of primary and special education for children and young adults. In the latter part of her career she focused on implementing and managing services across Queensland for children with special needs, working extensively with state and federal government representatives. Since moving to Surat, Wendy has taken on a variety of roles in the fields of Information Technology training, banking, Queensland Government Agency Program (QGAP) service delivery and delivery of services provided through Australia Post. She is the author of Australia's first bed and breakfast recipe book and was a partner in her family business, Mt May Enterprises, which included cattle production, fencing, yard building, post driver manufacturing and retail outlets. Cr Newman has been involved with many community organisations in Surat, including Lions, Surat and District Development Association, Meals on Wheels and Surat Multipurpose Health Service CAN (Chair).

Cr Newman believes that everyone is entitled to live in a community that is strong, positive and supportive, and that local government is a key driver in achieving these outcomes. She is also focused on ensuring all segments of our region are well represented and consulted as part of negotiation processes to ensure our true future needs are both identified and planned for.

Portfolio	Development Rural Services (Stock Routes, Wild Dogs, Pest Management)
Council committee representation	Regional Roads Advisory Committee Roma Saleyards Advisory Committee Surat Cobb & Co Store Museum Advisory Committee Wild Dog Advisory Committee (Chair)
Local government experience	Elected as Councillor for Maranoa Regional Council 1 November 2010 to March 2016 March 2017 to current



Cr Wendy Newman presenting the Australia Day Cultural Award to Gwenda Proud in Surat.



Councillor Cameron O'Neil

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Councillor Cameron O'Neil has spent more than 15 years living and working in far western and south western Queensland.

Cameron is passionate about the future of regional Queensland and the contributions the next generation can make in shaping our community. Cameron calls Roma home and has extensive experience working in and for community based Natural Resource Management organisations.

As a Councillor, Cameron is focussed on ensuring all Maranoa communities are equally represented.

Excited about the region's future, Cameron believes a balance between agriculture, tourism, resource and local commerce must be achieved to give the Maranoa a strong position for the future.

Portfolio	Facilities, Airports & Events Economic Development & Advocacy
Council committee representation	Airport Advisory Committee (Chair) Bassett Park Master Planning Advisory Committee (Chair) Wallumbilla Showgrounds Advisory Committee The Warroo Sporting Complex Advisory Committee
Local government experience	Elected as Councillor for Maranoa Regional Council in 2012 to current



Councillor David Scheffe

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Councillor David Scheffe grew up on the family property near Eumamurrin, north of Roma. David married wife Tania in 1990, and they have two sons.

David is currently focussed on upgrading Council's ageing infrastructure – such as Council's water, sewerage and gas assets. This is essential to ensure these services remain functional for our community into the future.

He continues to engage with the community about Council's procurement review, expansion of our procurement panels and the broader rollout of the '5 star local rating', to all businesses within our region, as part of the broader My Maranoa Business Initiative.

Renewable energy is another area that he is passionate about and has encouraged Council along the path of an energy audit, energy efficient lighting upgrades and solar panels on Council assets to reduce our energy footprint and lower Council's ongoing energy costs. The Geothermal energy project is currently awaiting the successful completion of the Winton Geothermal project, which is the first of its type in Queensland.

This will provide more accurate costings and a successful working model to study prior to final commitment by our Council. Continuous advancements with technology make this an exciting future space that Council needs to be involved in.

David has previous experience in local government serving as Councillor for both Roma Town Council and Maranoa Regional Council.

Portfolio	Utilities (Water, Sewerage & Gas) Geothermal Energy Local Business
Council committee representation	Airport Advisory Committee My Maranoa Business Pilot Groups (Chair)
Local government experience	Elected as Councillor for Maranoa Regional Council in 2012 to current Roma Town Council 2004 to 2008



Cr O'Neil with special guest, Senator James McGrath, at the sod turning for the new Roma Saleyards Multi-Purpose Facility



Cr David Scheffe with Minister for Local Government, Multicultural Affairs and Racing, Hon Stirling Hinchliffe and the Local Government Association of Queensland Water & Sewerage Advisory Group.



Councillor Janelle Stanford

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Councillor Janelle Stanford was brought up on a sheep station at Muckadilla. Janelle lives at 'Hendon Park' Bymount with her husband Michael and their two children Charlize and Daniel.

Janelle is actively involved in the local community, and assists several groups to support the progress of the local community.

She has previously worked as a registered nurse and midwife and Director of Nursing in the local region and in other areas around Australia. Janelle also manages her own business 'Roma Therapeutics', employing local staff, and providing services across the Maranoa.

Janelle believes it is important for Council to keep focussing on roads, value for rates, and waste management, plus the provision of efficient customer service, as well as creating and supporting partnership opportunities to improve the region's liveability.

Portfolio	Community & Social Services Rural Roads & Grids
Council committee representation	Regional Roads Advisory Group (Chair) My Maranoa Focus Group
Local government experience	Elected as Councillor for Maranoa Regional Council in March 2016

For details on all Councillor Remuneration, superannuation, expenses and meeting attendance refer to pages 170, 171, 172.



Councillor Janelle Stanford with Trevor Robertson of Senex discussing the new three-year partnership between Council and Senex Energy for community grants.

COUNCIL COMMITTEES

Council operated several advisory committees to provide advice and make recommendations to Council on specific issues. In 2018/19, the following advisory committees were in place, with the Terms and References detailed below:

Audit

Council's Audit Committee operated in accordance with the *Local Government Act 2009*, the *Local Government Regulation 2012*, and Council's Audit Committee terms of reference.

The Audit Committee is an integral component of Council's governance structure and provides transparency of Council's financial operations. The effective operation of this Committee provides another level of assurance in Council's overall internal control processes.

The committee consists of two Councillors and four external independent members appointed by Council, with one of the external members also appointed as Chairperson. The external members receive a meeting allowance that reflects the time, commitment and responsibility involved with the role. One external member receives a travel allowance due to the significant distances travelled to attend meetings.

Audit committee	
Committee members	
Bob Coomber	Committee chair and member
Adam McEvoy	Committee member
Karan Pearn	Committee member
Ossie Behrend	Committee member
Mayor Tyson Golder	Committee member
Cr Jan Chambers	Committee member
Queensland Audit Office (QAO) / Pitcher Partners' Representative/s	External audit attendees
Julie Reitano	Chief Executive Officer (attendee)
Sharon Frank	Director – Corporate, Community & Commercial Services (attendee)
Deelea Sullivan	Financial Accountant / Team Coordinator, Accounting Services (attendee)

The Committee's role is to assist Council to fulfil its responsibilities in relation to accounting policies, external financial reporting practices, risk assessment, internal controls, management and reporting policies and systems.

The Chief Executive Officer, Director Corporate, Community and Commercial Services, Financial Accountant / Team Coordinator Accounting Services, Internal Audit and representatives of the Queensland Audit Office participated in the meetings to present written reports and respond to Audit Committee requests for information on particular matters of relevance to the Committee's role.

During the course of 2018/19, the Audit Committee held one meeting. At this meeting the committee reviewed the following:

- Draft general purpose financial statements
- Customer Request System including:
 - » Quick Guide to Council's Customer Service Charter
 - » Quick Guide to Local Government.

External (independent) committee members

Bob Coomber

Bob brings a wealth of local government and financial knowledge to the audit committee, and has been chair of the audit committee since 2011. Bob completed a jeweller's apprenticeship after finishing school, and worked within the family business, Coomber Bros. Jewellers. Bob gained his accounting degree in 1981, and subsequently became a volunteer auditor for many local clubs and organisations.

Bob served as Deputy Mayor and Chair of the Finance Committee for the Roma Town Council for two terms, and became Mayor of the Roma Town Council in 1985. He was re-elected unopposed in 1988, serving as Mayor until his retirement in 1991. Bob has been a member of Council's Audit Committee since 2011.

Adam McEvoy

Adam holds both a Bachelor of Business (Accounting) and a Bachelor of Business (Property Studies). Adam's experience lends itself to many areas, having held positions such as a Senior Financial Analyst, Market Analyst, Senior Product Manager and Assistant Accountant as well as being a business owner himself. Adam was the President of the Booringa Action Group from 2009 – 2011 and has been a member of Council's Audit Committee since 2011.

Karan Pearn

Karan has been a Certified Practising Accountant (CPA) since 2011 with additional qualifications including a Bachelor of Business (Accounting & Local Government) and Local Government Clerk Certificate. Karan has experience working in a range of financial roles including business management, public practice accounting and local government holding positions as a Senior Accountant, Accountant, Senior Finance Officer and a business owner. Karan has an extensive understanding of local government, having also worked for the Roma Town Council for six years. Karan has been a member of Council's Audit Committee since 2011.

Ossie Behrend

Ossie's extensive local government and finance sector experience are an invaluable asset to the Audit Committee. Ossie has over 55 years' experience in management and financial management positions, as well as 55 years being self employed as a land holder. Ossie served for 23 years on the Bungil Shire Council (which was amalgamated into what is now Maranoa Regional Council), and served as Mayor for six years from 1991 – 1997. He also has a combined 87 years of committee memberships, often holding executive positions, including 12 years on the Finance Committee for Bungil Shire Council. Other committee memberships included Roma Bungil Showgrounds and Saleyards Board, Roma Youth Hostel Committee, Isolated Parents and Children's Association Roma Branch and the Roma Picnic Race Club. Ossie has been a member of Council's Audit Committee since 2011.

Airport Advisory Committee

The Airport Advisory Committee is responsible for developing and creating effective networks and partnerships between Maranoa Regional Council and airport users with the focus on ensuring the region's airports effectively meet the future aviation demands for the region. It encompasses facilities at Roma, Injune, Surat and Mitchell.

Objectives

- Provide a forum for consultation with airport user groups and the general public.
- Have respect for roles, views and the due process of meeting to discuss the future of Maranoa Regional Council's airports.
- Develop an understanding of the legislative framework airports operate under and incorporate this into all matters considered.
- Contribute information for planning considerations.
- Facilitate communication between Council and the individual groups.

Meetings

The Airport Advisory Committee held two meetings during the year.

Councillor Representation

Cr Cameron O'Neil (Chair), Cr David Scheffe (Member).

Bassett Park Master Planning Advisory Committee

The Bassett Park Master Planning Advisory Committee is responsible for developing and creating effective networks and partnerships between Council and user groups (present and potential) of the Bassett Park sporting / recreational facility with the focus on redevelopment of the area to increase participation rates and optimise facility usage.

Objectives

- Provide a forum for open discussion to problem solve and approach the redevelopment of Bassett Park.
- Have respect for roles, views and the due process of meeting to discuss the future of Bassett Park.
- Develop and action an agreed implementation plan for Bassett Park.
- Identify barriers and develop solutions for successful outcomes.
- Provide operational and policy advice to Council.
- Contribute to information for planning and maintenance for Council's budgetary considerations.
- Contribute to planning for redevelopment of Bassett Park.
- Facilitate communication between Council and the individual groups.

Meetings

The Bassett Park Master Planning Advisory Committee held one meeting during the year.

Councillor representation

Cr Cameron O'Neil (Chair), Cr Peter Flynn (Deputy Chair).

Coal Seam Gas (CSG) Advisory Committee

The CSG Advisory Committee aims to ensure that:

- Requests for funding and allocation of resources:
 - Have the formal approval of each organisation, and are not based on the views and ad-hoc requests of individual officers.
 - Are coordinated and prioritised by Council to ensure that any available funding is allocated where there is the greatest community need.
 - Are maximised for the Maranoa community through a shared understanding of the Energy Sector's goals, programs and approval processes.
 - Are supported with adequate information / business cases from Council to streamline the review of project proposals within the respective energy companies.
 - Ensures that Council is prepared for State Government funding opportunities leveraging on funding commitments that can be provided by the energy sector.
- Communication is facilitated in relation to:
 - The status of projects under review or in progress
 - Each organisation's priorities
 - Any delays or issues impacting operations
- There is coordinated action to implement the agreed outcomes from the Advisory Committee.
- There is a basis for escalation of issues (e.g. to the Coordinator General) where either party is dissatisfied with progress.

Meetings

No meetings were held during the 2018/19 financial year.

Councillor representation

Mayor Tyson Golder (Chair).

Roma Saleyards Advisory Committee

The Roma Saleyards Advisory Committee is responsible for providing and seeking input into the day to day operations of the facility with a focus on the long term vision and strategic planning for the Roma Saleyards in the implementation of the Saleyards Master Plan.

Objectives

- Provide a forum for open discussion to problem solve and provide recommendations for the development of the Roma Saleyards.
- Have respect for roles, views and the due process of meeting to discuss the future of the Roma Saleyards.
- Become involved in the process of developing the Roma Saleyards Master Plan by contributing recommendations for Council's consideration.
- Contribute to communication and implementation of the final development plans for the Roma Saleyards, once formally endorsed by Council.
- Facilitate communication between Council, business groups and community members.

The Roma Saleyards Advisory Committee held nine meetings during the year.

Councillor representation

Cr Peter Flynn (Chair), Cr Wendy Newman (member).

Roma Saleyards Interpretive Centre Concept & Design Temporary Advisory Committee (New)

The Roma Saleyards Interpretive Centre Content and Design Advisory Committee is a temporary advisory committee responsible for providing input into the content and design concepts of the Roma Saleyards Interpretive Centre (Fit Out).

Objectives

- Provide a forum for open discussion to share ideas, content and stories.
- Provide recommendations on the content and design concepts of the Interpretive Centre (Fit Out), for Council's consideration and approval.
- Work collaboratively with respect for roles, expertise, knowledge, views and the due process of the meeting.
- Facilitate communication between Council, industry representatives and organisations, community organisations and community members, for specific content and/or artefacts.

Meetings

The Roma Saleyards Interpretive Centre Concept & Design Temporary Advisory Committee held two meetings during the year.

Councillor representation

Cr. Peter Flynn (Chair), Cr. Puddy Chandler, Cr. Cameron O'Neil.

Regional Roads

The Regional Roads Advisory Committee is responsible for providing local input into Council's road maintenance and capital works programs for the Maranoa Regional Council area.

Objectives

- Review proposed maintenance programs and provide input into prioritisation of works, considering information provided by Council, adopted service levels and technical standards.
- Provide feedback at meetings on road related matters - this could be general feedback received from the community with respect to maintenance, usage or safety matters.
- Provide input into development of road policies and updated service levels.
- Support communication of Council's priorities, challenges, maintenance, renewal and upgrade roadworks.
- Provide input into how Council can do more with less given Council's significant road network.
- Provide feedback on proposals and effectiveness of various road strategies.
- Share local knowledge in consideration of potential opportunities for sourcing of local materials, water etc.

Meetings

The Regional Roads Advisory Committee held one meeting during the year.

Councillor representation

Cr Janelle Stanford (Chair), Cr Puddy Chandler (member), Cr Geoff McMullen (member), Cr Wendy Newman (member).

Surat Cobb & Co Store Museum Advisory Committee

The Surat Cobb & Co Store Museum Advisory Committee is responsible for providing strategic direction to the sub-committee (working group) and Council to support the exhibition schedule and the maintenance of the Cobb & Co Store Museum facility.

Objectives

- Provide a forum for open discussion to identify current and future requirements of the Museum committee.
- Assist Council to identify and implement key projects in future development of the Museum facility.
- Provide input into developing activities that increase and promote use of the facility.
- Actively problem solve identified concerns / barriers and challenges in planning for and delivering future enhancements and successful outcomes.
- Demonstrate respect for roles, views and the due process of meeting to discuss the future of the Cobb & Co Store Museum.
- Provide input into developing an agreed proposed exhibition schedule for the Museum.
- Provide operational and policy advice to Council.
- Contribute information for planning and maintenance of the facility for Council's budgetary considerations.
- Provide strategic direction to the sub working group and to Council to support the upgrade of the Cobb & Co Store Museum exhibits.
- Maintain clear and open channels of communication with the community and being open to receive comment from the community.

Meetings

The Surat Cobb & Co Store Museum Advisory Committee held one meeting during the year.

Councillor representation

Cr Puddy Chandler (Chair), Cr Wendy Newman (member).

Wallumbilla Showgrounds Advisory Committee

The Wallumbilla Showgrounds Advisory Committee is responsible for developing and creating effective networks and partnerships between Council and user groups (present and potential) of Wallumbilla Showgrounds sporting / recreational facility, with the focus on increasing participation rates and optimising facility usage.

Objectives

- Provide a forum for open discussion to identify current and future requirements of user groups of the facility.
- Assist Council to identify and implement key projects in future development of the facility.
- Provide input into developing activities that increase and promote use of the facility.
- Actively problem solve identified concerns / barriers and challenges in planning for and delivering future enhancements and successful outcomes.
- Demonstrate respect for roles, views and the due process of meeting to discuss the future of the Wallumbilla Showgrounds.
- Provide input into developing an agreed implementation plan for the Wallumbilla Showgrounds.

- Provide operational and policy advice to Council.
- Contribute information for planning and maintenance of the facility for Council's budgetary considerations.
- Facilitate communication between Council and the individual groups.

Meetings

No meetings were held during the 2018/19 financial year.

Councillor representation

Cr Peter Flynn (Chair), Cr Cameron O'Neil (Member).

Warroo Sporting Complex Advisory Committee

The committee is responsible for developing and creating effective networks and partnerships between Council and user groups (present and potential), of Warroo Sporting Complex / recreational facility, with the focus on enhancing use of the area to increase participation rates and optimise facility usage.

Objectives

- Provide a forum for open discussion to identify current and future requirements of user groups' of the facility.
- Assist Council to identify and implement key projects in future development of the facility.
- Provide input into developing activities that increase and promote use of the facility.
- Actively problem solve identified concerns / barriers and challenges in planning for and delivering future enhancements and successful outcomes.
- Demonstrate respect for roles, views and the due process of meeting to discuss the future of the Warroo Sporting Complex.
- Provide input into developing an agreed implementation plan for the Warroo Sporting Complex.
- Provide operational and policy advice to Council.
- Contribute information for planning and maintenance of the facility for Council's budgetary considerations.
- Facilitate communication between Council and the individual groups.

Meetings

The Warroo Sporting Complex Advisory Committee held one meeting during the year.

Councillor representation

Cr Peter Flynn (Chair), Cr Cameron O'Neil (member).

Wild Dog Management Advisory Committee

The Wild Dog Advisory Committee is responsible for providing input into enhancing existing programs in the control of wild dog numbers, and undertaking activities that will encourage community participation and registration in the control of wild dogs across the Maranoa Regional Council area.

Objectives

- Provide a forum for open discussion to problem solve and approach the control of wild dogs.
- Increase landholder participation in wild dog control.
- Encourage registration of wild dog scalps collected by individuals and presented to Maranoa Regional Council.
- Increase awareness of the impacts that wild dogs have on each community and the flow on economic implications.
- Provide operational and policy advice to Council.
- Contribute information for planning and maintenance for input into Council's budgetary considerations.
- Actively promote continued equalised funding from State and Local Government to manage and maintain the Wild Dog Barrier Fence.
- Facilitate communication and co-operation between Council, groups and individuals.

Meetings

The Wild Dog Advisory Committee held one meeting during the year.

Councillor representation

Cr Wendy Newman (Chair), Cr Puddy Chandler (member), Cr Geoff McMullen (member).

GOVERNANCE FRAMEWORK

Governance within Council is supported by policies, plans and decisions associated with both the functions of Council and Council officers.

Maranoa Regional Council is one of the councils in Queensland forming part of the system of local government referred to in the *Constitution of Queensland 2001* (Section 70).

The way in which Council is constituted and the nature and extent of its responsibilities and powers is provided in the *Local Government Act 2009* (the Act).

To ensure that the system of local government in Queensland is accountable, effective, efficient and sustainable, any actions taken or responsibilities performed must be in accordance with the local government principles detailed in the Act, specifically:

- (a) transparent and effective processes, and decision-making in the public interest; and
- (b) sustainable development and management of assets and infrastructure, and delivery of effective services; and
- (c) democratic representation, social inclusion and meaningful community engagement; and
- (d) good governance of, and by, local government; and
- (e) ethical and legal behaviour of councillors and local government employees.

Corporate governance involves the control and management of an organisation to achieve its objectives. It encompasses decision making and implementation, optimisation of performance and how the organisation is directed, reviewed and held to account.

The aim of corporate governance is to ensure the highest standard of community leadership and organisational performance and accountability. Good governance underpins the Australian democratic system of which local governments are the first level and focusses around the issues of accountability, transparency, fairness, stewardship, responsibility, mandate, consultation and balance. Put simply it is about ensuring the organisation is run properly, goals are achieved and public monies are managed with high standards of propriety and probity.

Corporate planning, operational planning, budgets

Council is required to adopt a corporate plan, and the plan provides the framework for everything we do. It establishes the strategic priorities to be pursued by Council to meet the needs and aspirations of our community. The plan may be revised at any time to ensure it remains relevant and accommodates any significant changes in direction.

To implement the corporate plan, operational plans are developed each year. These plans detail where the focus will be for the year and the associated targets (what we are aiming for).

The operational plan defines what we will do (priorities, services and projects), and the budget details how those activities will be funded.

Directors are responsible for the coordination of their Directorate's budgets for operational activities. The Executive Leadership Team is responsible for reviewing all budgets and the impact of the budget upon Council's overall financial sustainability.

Recommendations are made to Council by the officers, but the ultimate decision on what is included in all 3 documents is a matter for the elected Council.

Council adopted its Corporate Plan 2018-2023 in June 2018 with a new vision for the Maranoa, mission statement and five strategic priorities:

Our vision

Strong, vibrant and connected communities embracing opportunities to grow.

Our mission

- Provide efficient and safe service and project delivery, good governance and leadership
- Manage community assets in a financially responsible way
- Partner with community, government and industry to grow our region.

Our strategic priorities

1. Getting the basics right;
2. Delivering strong financial management;
3. Helping to keep our communities safe;
4. Growing our region; and
5. Managing our operations well.

In developing the plan, Council has simplified the contents to make it more user friendly for our community and stakeholders. The new plan no longer makes reference to our directorates or departments, but rather focuses on key functional areas of Council (such as water, waste and roads and drainage). It includes a new set of values, incorporates our strategic performance indicators and outlines what we believe our strategic risks are and how these will be managed.

Finally, to assist our community and stakeholders, the plan also aims to be informative about the business of local government to help in understanding what it is that Council does and what governs the way we do things.

Policies

Council has a significant number of policies that assist in its management and operation. Policies provide a structured framework for consistent and transparent decision-making and actions, and assists in achieving its corporate plan objectives. Council's policies are regularly reviewed for applicability and consistency with related documents and legislation.

Policies reviewed and updated during the year included:

- Updated Complaints Management Policy & Process adopted at the Council meeting held 22 May 2019 (GM/05.2019/66).
- New Elected Member Request and Assistance Policy adopted at the Council meeting held 10 October 2019 (GM/10.2018/04). At the Council meeting held 14 November 2018 Council considered an updated policy with suggested changes post its initial implementation. Council resolved for the matter to lay on the table for further consideration at the next General Meeting, with prior discussion to occur at the next Policy Development Workshop (GM/11.2018/06). At the Council meeting held 28 November 2018 Council resolved to adopted the updated policy as presented (GM/11.2018/80).
- New Investigation Policy - Councillors' Conduct adopted at the Council meeting held 28 November 2018 with an effective date 3 December 2018 (GM/11.2018/83).
- Updated Standing Orders Policy adopted at the Council meeting held 28 November 2018 (GM/11.2018/84).

- Revised Expenses Reimbursement Policy (Councillors) was adopted by Council on 13 March 2019. (GM/03.2019/108). A further update was presented to Council at the meeting held 12 June 2019. It was resolved to lay the matter on the table for further consideration at the meeting 26 June 2019 (GM/06.2019/30). At the Council meeting held 26 June 2019 Council resolved to incorporate further feedback provided on the Revised Expenses Reimbursement Policy (Councillors) for further consideration at the Special Meeting scheduled 2 July 2019.
- Revenue Policy 2018/19 adopted at the annual budget meeting held 26 July 2018 (SM/07.2018/19).
- Updated Revenue Policy 2019/20 adopted at the Council meeting held 27 February 2019 (GM/02.2019/72). Refer section 193(3) of the *Local Government Regulation 2012* - A local government must review its revenue policy annually and in sufficient time to allow an annual budget that is consistent with the revenue policy to be adopted for the next financial year.
- Updated Debt (Borrowings) Policy adopted at the annual budget meeting held 26 July 2018 (SMB/07.2018/07).
- Updated Community Organisations Rates & Charges Rebates and Concessions Policy adopted at the Council meeting held 26 September 2018 (GM/09.2018/102).
- Updated Corporate Credit Card Policy approved at the Council meeting held 28 November 2018 (GM/11.2018/128).
- Updated Trade Waste Policy adopted at the Council meeting held 13 March 2019 (GM/03.2019/10).

Performance monitoring and reporting

The primary tool for external accountability is the annual report. An annual report is prepared to show the community and interested parties Council's progress in achieving the strategic priorities outlined in the corporate plan and operational plan. The report contains detailed financial and non-financial information about Council's activities and performance. The primary tool for monitoring teams' progress is through quarterly and annual reporting. This provides an update to the management team and Council on the status of the corporate and operational plans' implementation.

Ethical framework - codes of conduct

A councillor code of conduct and an employee code of conduct have been adopted by Council. These codes provide a framework for behaviour, actions and decisions and promote five ethical principles (identified in the *Public Sector Ethics Act 1994*): respect for persons, respect for the law and system of government, integrity, diligence, and economy and efficiency.

External audit

Each year Council's financial operations, including the general purpose financial statements, are subject to an external audit by the Auditor-General of Queensland or their delegate.

The Queensland Audit Office's appointed contract auditor for Maranoa Regional Council is Pitcher Partners. Council's statements for 2018/19 were certified by the Queensland Audit Office on 1 October 2019, with an Unmodified Audit Opinion and well before the 31 October deadline. This is effectively a 'clean bill of health' for Council's financial statements and a pleasing result for the year.

Internal audit - systems and compliance

Council is progressively implementing a management system to address the operational risks captured in our organisational vision:

- Quality (in our services and projects);
- Safety of our teams and community;
- Environmental management of our natural and built environment.
- Affordability for our current and future community.

Two internal audits were conducted during the year.

Date	Internal audit	Findings
3-7 July 2018	<p>Surveillance audit:</p> <p>Compliance to ISO 9001:2015 (QUALITY) and Compliance to ISO 14001:2015 (ENVIRONMENT)</p> <p>Scope: Quality and Environmental Management Systems for Construction and Maintenance activities including Road Construction and Maintenance activities including Design and Implementation of traffic management plans, including operational traffic control.</p> <p>Compliance to AS/NZS4801 (Safety Management System) for all Council operations.</p>	<p>Nil non conformances</p> <p>10 observations</p> <p>9 closures of findings from previous audits / addressed</p>

6 February 2019	Surveillance audit:	2 non conformances
	Compliance to ISO 9001:2015 (QUALITY) and Compliance to ISO 14001:2015 (ENVIRONMENT) Scope: Quality and Environmental Management Systems for Construction and Maintenance activities including Road Construction and Maintenance activities including Design and Implementation of traffic management plans, including operational traffic control.	25 observations First audit using National Audit tool.
	Compliance to AS/NZS4801 (Safety Management System) for all Council operations.	

An internal audit was also conducted under the National Saleyards Quality Assurance program ahead of the external audit by AUSMEAT on 1 November 2018.

Internal audit - financial

Council established an Internal Audit Function on 25 June 2014 (GM/06.2014/40) and adopted an Internal Audit Charter as a formal statement of purpose, authority and responsibility for the function.

A review of Council's fuel tax credits claims was conducted by a specialist consultant resulting in additional credit of \$1,064,080 to be claimed for the periods covering 1 July 2015 to 31 August 2018. The major contributing factor toward the deficiency in past claims was bulk fuel costed directly to major projects and issued to hire plant.

Council has implemented the majority of the recommendations made and plan to progressively check and improve our processes as part of an ongoing review of the fuel tax credit calculation.

A Payroll & Industrial Relations Health Check audit was completed and two internal audit reviews were in progress at the end of the financial year:

1. PAYG review of processes for the calculation and deduction of PAYG from employee salary and wages.
2. Procurement processes commencing 28 June to 9 August 2019. A site visit was scheduled for auditors from 1-4 July 2019.

The outcome of these audits will be received in the first quarter of the 2019/20 financial year.

Community engagement

The mayor and councillors are elected by the community for the community, i.e. to represent the current and future interests of its residents.

Collectively, the elected members:

- Determine the **priorities** for Council;
- Make **decisions** through formal Council meetings for the benefit of the whole Maranoa Region;
- Develop and adopt **policies** to help ensure consistency of decision making for the same type of issue and provide officers with an approved method of dealing with those issues in the future.

Council recognises that decision-making is enhanced through interaction and communication with the community that elected members represent. A community engagement framework was adopted in a previous year, but continues to be updated as additions and other amendments are made.

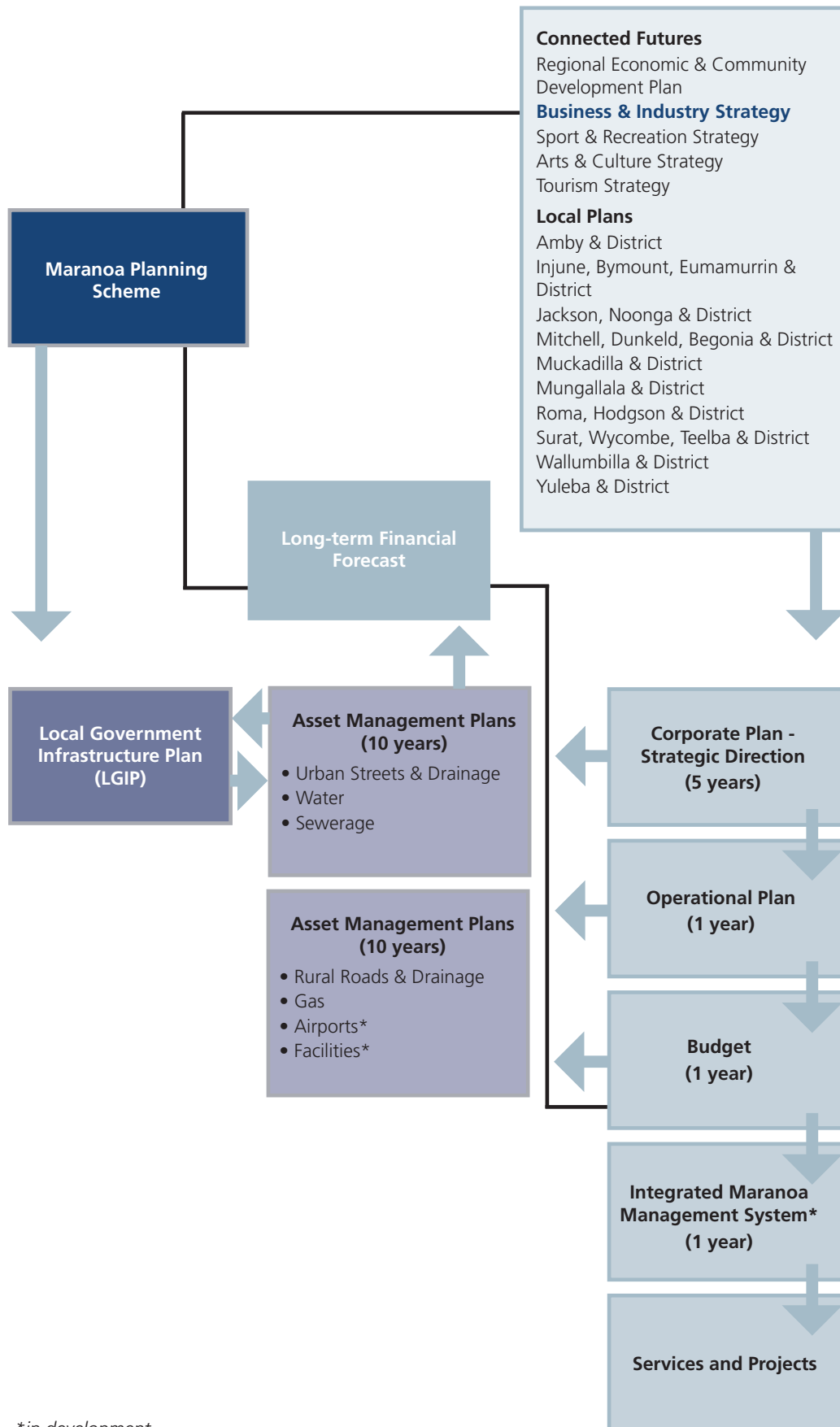
Informing our community

Council keeps our community up to date through a number of forums including media releases, social media (My Maranoa Facebook), e-newsletters, Council news, Council meeting snapshots, brochures and the following websites:

- www.maranoa.qld.gov.au; and
- www.mymaranoa.org.au (Residents, Visitors, Business, Council).

Members of the community are also welcome to attend Council meetings.

OUR INTEGRATED PLANNING FRAMEWORK



*in development

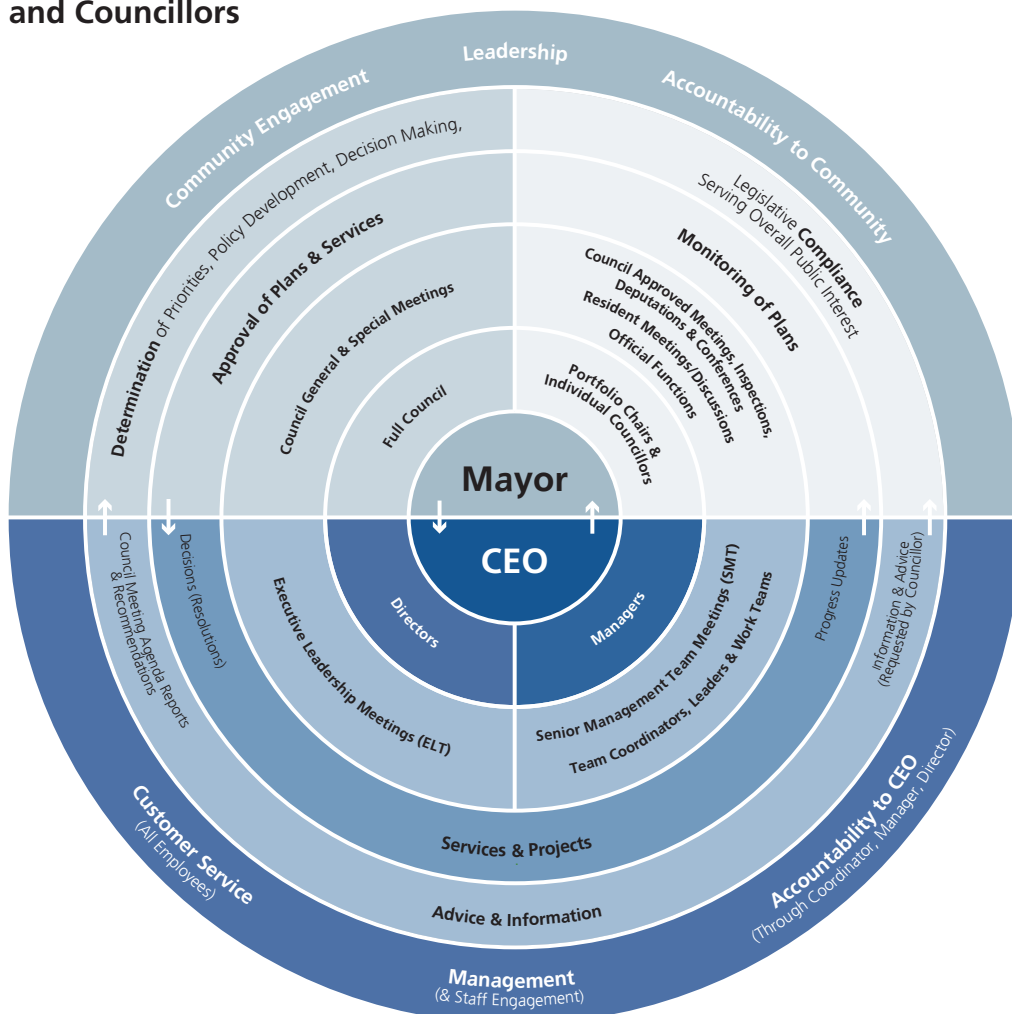
OUR TEAM

Roles

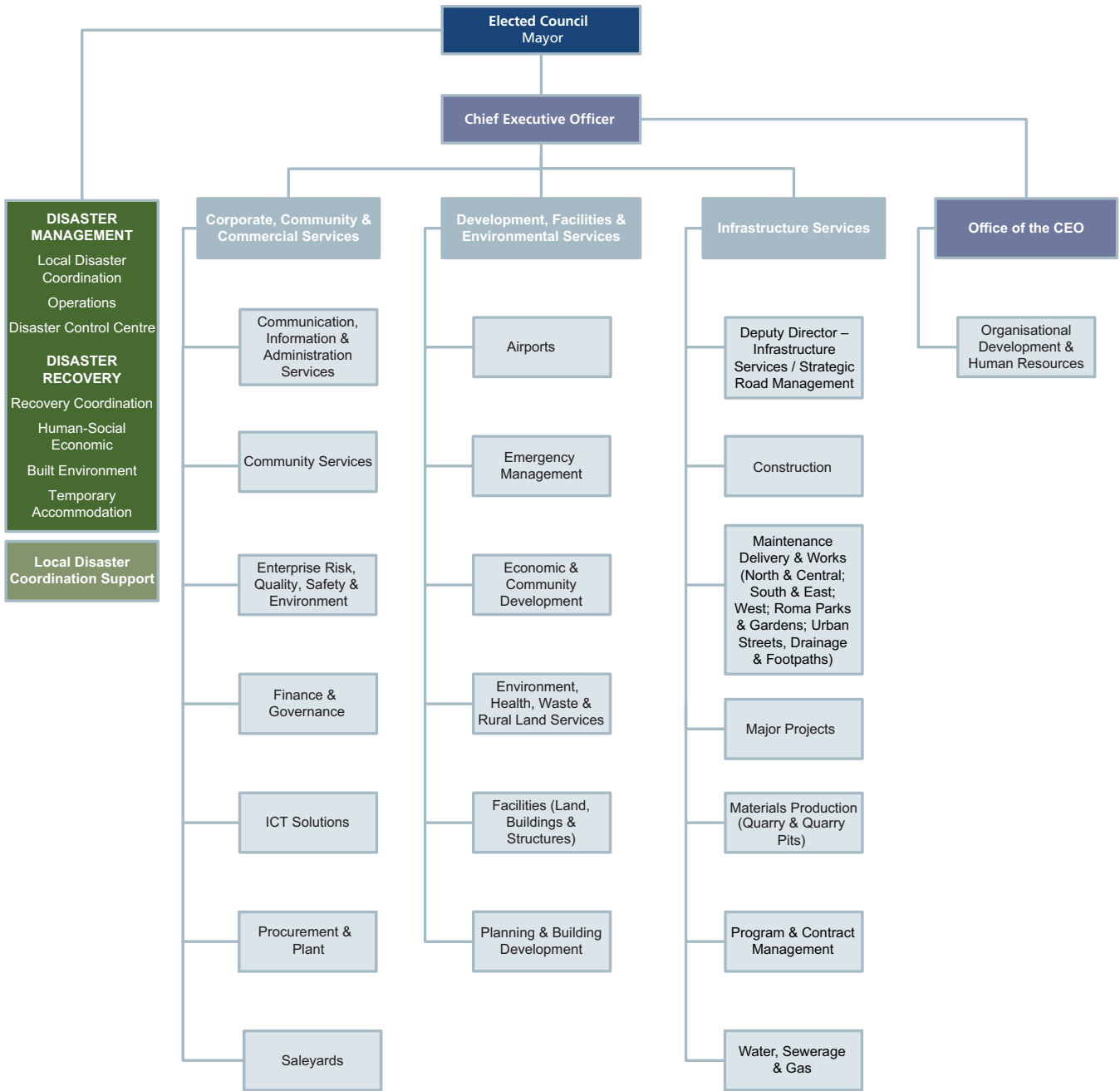
For those who are new to the local government industry, it can take some time to gain an understanding of how the system of local government works. The following diagram aims to provide a quick visual guide (a 'ready reckoner') that summarises the key roles and responsibilities within the *Local Government Act 2009*.

- Local government comprises two groups of people:
 - Councillors who are elected by the community to represent them and make decisions on behalf of the community;
 - Employees who are responsible for implementing those decisions.
- The circle represents that while the two groups are still part of the one Maranoa Regional Council team, they have very different legal roles and responsibilities.
- Councillors (elected members) provide leadership, engage with the community, and are accountable to the community. The top left quadrant shows that councillors only have decision making authority when meeting as a group, i.e. all councillors (through Council's formal meetings). The Council approves plans and services, determines priorities, develops policies and makes decisions. The lighter grey quadrant (top right) shows what individual councillors are responsible for.
- Employees deliver services and projects (i.e. implement the decisions of the elected (full) Council), are engaged in the day to day management of Council's operations and are accountable to the Chief Executive Officer through the Directors and Managers.
- The arrows between the two halves show how information flows between the elected members (councillors) and the Chief Executive Officer (CEO), Directors, Managers and employees who provide technical advice and support to the full Council (for decision making), and updates, information and advice to individual Councillors to assist them in their roles.
- The inner circle represents the important link and close working relationship between the mayor (who is also a councillor) and the Chief Executive Officer (who is also an employee). The Chief Executive Officer is ultimately accountable to the full Council, but receives strategic direction by the mayor (in accordance with the full Council's policies).

Mayor and Councillors



Organisational structure



Executive leadership team

Council's Chief Executive Officer (CEO) is Julie Reitano. The CEO has overall responsibility for the management of Council's operations to ensure Council objectives are met. Together with the CEO, three Directors form the executive leadership team to oversee and manage the operations of the organisation and provide councillors with information and advice to facilitate strategic policy decisions.

Members of the executive leadership team attend each Council meeting, as do other officers if required to provide additional information or clarification for Council meeting agenda reports.

Each of the directorates include department managers, team coordinators and team leaders who have responsibility for implementing policies and directions through their respective teams.





Julie Reitano
Chief Executive Officer

Career start

Julie commenced her career in local government in 1990, as a Trainee Accountant at Cairns City Council, after graduating from James Cook University with a Bachelor of Commerce.

Career summary

Julie went on to hold progressively more senior roles within Cairns City Council and in other Councils across the State, including urban fringe, regional and rural local government areas.

Contribution to council and the executive leadership team

Julie brings to her current role more than two decades' experience having worked:

- In the public and private sectors;
- Both within local government (in an employee capacity) and for local government (as Managing Director of her own consulting business); and
- In management and non-management positions (from entry level through to Chief Executive Officer).

Current role

As Chief Executive Officer of Maranoa Regional Council, Julie's responsibilities include:

- Leading organisational reforms, in conjunction with the three Directors
 - Corporate, Community & Commercial Services
 - Development, Facilities & Environmental Services
 - Infrastructure Services

- Managing the day-to-day operations of Council and its employees;
- Coordinating advice and information for the elected Council pertaining to short, medium and long term plans, policies and decisions;
- Establishing management practices (systems and processes) for the implementation and communication of Council approved plans, services, policies and decisions; and
- Implementing systems and processes for information management – to ensure safe custody of all documents, including records about proceedings, accounts and transactions.

Qualifications

Julie has a Bachelor of Commerce, a Graduate Certificate of Local Government Management and a Masters in Business Administration (MBA), and is a qualified accountant (CPA).

Julie was awarded the Queensland Local Government Managers' Association 'Young Manager of the Year' for 2002.



CEO Julie Reitano at the first meeting of the negotiating committee for the new Certified Agreement.



Rob Hayward Deputy CEO

Director, Development, Facilities & Environmental Services

Acting Director Infrastructure Services

Career start

Rob began his career in local government in 1997 with Booringa Shire Council as Environmental Health Officer. He was subsequently appointed as Manager Environmental Health soon after commencement and was responsible for Stock Routes, Environment, Water, Sewerage and Waste.

Career summary

Since then Rob has held senior management positions with various councils primarily in the fields of Development, Environment and Corporate Governance. Rob's experience has included three years in the position of Chief Executive Officer at Tambo Shire Council and he also relieves in the role at Maranoa Regional Council.

Contribution to council and the executive leadership team

As well as technical skills and qualifications, Rob has significant local and regional knowledge gained over many years both before and after the amalgamation process.

This is of particular importance during times of natural disaster, and Rob has a secondary role as the Deputy Local Disaster Coordinator for Council and the community.

Current role

As a Director for Maranoa Regional Council, Rob's responsibilities include:

- Managing the Directorate (a group of Departments) – in Rob's case the Directorate of Development, Facilities and Environmental Services;
- For his Directorate and as part of the Executive Leadership Team:
 - Ensuring activity is focused on the implementation of Council approved priorities, policies and decisions;
 - Promoting a culture of continuous improvement, project delivery and maintenance management;
 - Developing and monitoring people, systems and processes to support excellence in service delivery (Internal & External) and ensure legislative compliance – including adherence to the Code of Conduct;
 - Ensuring effective, efficient and economical management of public resources.

The Directorate of Development, Facilities and Environmental Services provides a range of professional services to the organisation and community. These include:

- Airports
- Emergency / Disaster Management
- Economic Development
 - Arts and culture
 - Be Healthy and Safe Maranoa
 - Grants (council and community)
 - Libraries
 - Local development and events

- Sport and recreation
- Tourism
- Environmental Health, Waste & Rural Land Services
 - Environmental health / protection (community)
 - Pest management
 - Stock routes
 - Licensing
- Facilities (Land, Buildings & Structures)
 - Cultural heritage
 - Housing
 - Insurances
- Planning and building development
 - Workers' camps
 - Town planning
 - Building control
 - Pool safety

As Acting Director of Infrastructure Services, Rob's role also includes:

- Construction including Quarry & Quarry Pits
- Maintenance Delivery & Works
- Program & Contract Management
- Water, Sewerage & Gas

Qualifications

Rob has a Bachelor of Applied Science (Environmental Health) and a Diploma of Town Planning.



Deputy CEO Rob Hayward with Injune team representatives at the March Local Working Group meeting.



Sharon Frank
Director - Corporate, Community & Commercial Services

Career start

Sharon commenced her career in local government in 2001 as an Accountant for Boulia Shire Council, in far west Queensland.

Career summary

Since that time Sharon has gone onto hold senior positions in Finance and Governance in a number of rural local governments, including as Director of Corporate and Community Services prior to a previous Council's amalgamation.

Contribution to council and the executive leadership team

Sharon brings a wealth of experience in a range of areas forming part of Council's current reform process, including building financial sustainability, implementing enterprise risk management and internal audit, and reviewing delegations and authorisations.

Current role

As a Director for Maranoa Regional Council, Sharon's responsibilities include:

- Managing the Directorate (a group of Departments) – in Sharon's case the Directorate of Corporate, Community & Commercial Services;
- For her Directorate and as part of the Executive Leadership Team:
 - Ensuring activity is focused on the implementation of Council approved priorities, policies and decisions;
 - Promoting a culture of continuous improvement;
 - Developing and monitoring people, systems and processes to support excellence in service delivery (Internal & External), and ensure legislative compliance – including adherence to the Code of Conduct;
- Ensuring effective, efficient and economical management of public resources.

The Directorate of Corporate, Community & Commercial Services is a diverse mix of Departments incorporating:

- Communication, Information & Administration Services including:
 - Communications
 - Elected member support and community engagement
 - Customer service
 - Creditors (accounts payable)
 - Debtors (accounts receivable)
 - Information management (records)
 - Payroll
 - Rates and utilities.
- Community services including community safety
- Governance
- ICT (Information and Communications Technology) solutions
- Procurement and Plant
- Saleyards
- Strategic Finance and Accounting Services.

Qualifications

Sharon has an Associate Degree in Commerce.

In her previous role, Sharon was instrumental in her team winning industry excellence awards for Annual Reporting and Risk Management. Her success was recognised with appointment as an Adjudicator for the 2014 Australian Reporting Awards.

Maranoa Regional Council was awarded a gold award for its 2017/18, 2016/17, 2015/16 and 2014/15 Annual Reports through the Australasian Reporting Awards. This was the fifth time that Council entered the awards, having received a Bronze in the first year on entering. Council recognises the significant contribution from Sharon, which was instrumental in Council securing such a coveted award.



Sharon Frank with Deputy Mayor Jan Chambers and Sandra Hartley following the opening of Denton Court Subdivision and launch of local Customer Service contacts in Injune.

OUR PEOPLE

At the end of the year Council had 331 full time equivalent (FTE) positions (this included 309 employees with full time employment). The equivalent figure for the previous year was 351.

The definition of FTE is the number of working hours that represents one full-time employee (for instance, if a position is part time and the employee only works for half the week, the calculation would be 0.5 FTE). FTE simplifies work measurement by converting workload hours into the number of people required to complete that work.

The FTE number is a snapshot in time as some positions were vacant as at 30 June 2019 and recruitment will follow in the new financial year.

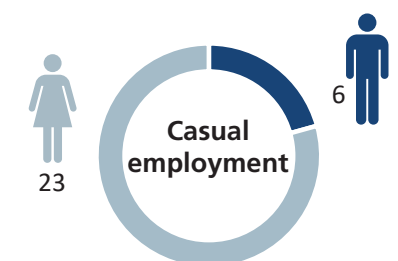
Staff turnover rate as at 30 June 2019 was 17%, consistent with that of the previous year.



Length of service milestones

During the year 29 employees achieved service milestones:

Employee	Years of service
Robert Hayward	10 Years
Roger Bond	
Debbie Gelhaar	
Wendy Alderman	
Josephine Horsfall	
Desmond Caden	
Jane Fenton	
Michael Clanchy	
Joshua Broadhead	
Dee Schafer	
David Drennen	
Edward Sims	
Jessica Reiser	
Albert Burns	
Oliver Dowd	
Lauren Owen	
Margaret Milla	
Lynda Allen	
Matthew Yates	15 Years
Arthur Walsh	
Paul Klar	
Kieren Gorry	20 Years
Grant Wedlake	
Annette Gallagher	
Ellen Smith	
Fiona Vincent	
Susan Laycock	25 Years
Noel Balcombe	
Maureen McGrath	



Employee assistance program (EAP)

Council is committed to assisting our employees manage personal and work-based issues that can impact both their physical and mental wellbeing. Council provides free, confidential and professional employee counselling and support services.

Employees and managers can receive telephone, face-to-face or online access to a professionally qualified counsellor to assist and support them through their issue. Providing this valuable support to our employees ensures a healthier work environment with reduced absenteeism and improved productivity.

Employees by years of service

Years of service (2018/19)	Male%	Female%	Total%
0-5 years	34.65%	17.47%	52.12%
6-10 years	12.11%	12.96%	25.07%
11-15 years	7.04%	3.10%	10.14%
16-20 years	2.25%	1.97%	4.22%
21+ years	6.20%	2.25%	8.45%
Total	62.25%	37.75%	100.00%

Age profile of employees

Age group (2018/19)	Male%	Female%	Total%
Under 20	0.00%	0.00%	0.00%
20-25	2.82%	3.10%	5.92%
26-30	3.38%	3.10%	6.48%
31-36	9.01%	4.51%	13.52%
36-40	4.23%	3.38%	7.61%
41-45	5.63%	5.91%	11.54%
46-50	7.32%	6.20%	13.52%
51-55	9.58%	3.66%	13.24%
56-60	9.58%	5.07%	14.65%
61-65	8.73%	1.41%	10.14%
65+	1.97%	1.41%	3.38%
Total	62.25%	37.75%	100.00%

OUR VOLUNTEERS

Council values the assistance volunteers provide in a range of services and facilities across the region.

Volunteers supported Council in many ways during the year, including Maranoa Food and Fire Festival, Harmony Day, Annual Christmas Luncheon, Roma Saleyards' tours, Visitor Information Centres and Disability Action Week.

At our Visitor Information Centres, our enthusiastic band of helpers welcome visitors to the region each day and provide valuable information about the many unique attractions and industries.

In our local libraries, volunteers lead storytelling, arts, crafts and reading groups for children and adults.

At the Roma Saleyards, our award winning volunteer tour leaders share their extensive knowledge of the beef industry and the Saleyards' operations.

Volunteers are most certainly the backbone of our many community groups and Council facilities. We sincerely thank them for their time and contribution to our region. They all do an amazing job!

National volunteer week

With volunteers at the heart of every sporting club, community organisation, event and activity, the national annual volunteers' week is an opportunity to celebrate and thank volunteers for their contribution. This year the region's many volunteers were invited to enjoy dinner before a showing of the movie 'Stormboy' held at the Big Rig Information Centre.

85 volunteers from across the region attended, including people from Muckadilla (2), Mitchell (7), Wallumbilla (3), Surat (10) and Injune (8), with Council providing buses for travel to the event.

Council held further Volunteer week celebrations in Yuleba, Surat, Injune, Mitchell and Wallumbilla, inviting the community along to recognise those who give their free time to a cause – whatever it may be.



Roma Saleyards Tour Leader Geoff Thompson.

New volunteers

Council welcomes new volunteers at any time. Residents can find information about how to volunteer with Council or find an organisation that they might be interested in volunteering with through our Community Directory.

All the information is found under the Residents' section of the My Maranoa website.

<http://www.mymaranoa.org.au/residents/getting-involved>

The benefit of volunteering with Council is flexibility - volunteers can tailor their commitment to fit their lifestyle!

Volunteers' week attendance	2018/19	2017/18	2016/17	2015/16	2014/15
Injune	16	8	13	14	15
Mitchell / Mungallala	25	9	16	19	20
Roma	85	21	26	49	48
Surat	21	10	15	10	14
Wallumbilla / Yuleba	28	17	22	14	20
Total	175	65	92	106	117

Tourism volunteer numbers	2018/19	2017/18	2016/17	2015/16	2014/15
Saleyards' tour volunteers	5	5	4	3	3
Wallumbilla tourism volunteers	30	25	38	38	39
Roma tourism volunteers	24	40	35	30	23
Surat tourism volunteers	16	16	15	19	23
Injune tourism volunteers	39	36	34	39	39
Roma miniature train driver volunteers	8	9	12	5	5
Total	122	131	138	134	132

Roma Saleyards' tours	2018/19	2017/18	2016/17	2015/16	2014/15
Numbers attending	4,240	3,686	4,323	3,453	791

40 Saleyards tours held during 2018/19



AWARDS & RECOGNITION

Council takes home fourth gold at Annual Reporting Awards

Council once again struck gold, securing its fourth Gold in a row at the Australasian Reporting Awards (ARA) in Melbourne in June 2019.

Having achieved a Gold award for the last three Annual Reports, Council has successfully upheld a high standard of reporting, addressing the demanding ARA criteria and demonstrating overall excellence for its 2017/18 Annual Report.

It is a challenging task, summarising the year's highs and lows into an annual report that is transparent, balanced and accountable. Council enters the awards to benchmark ourselves against other government, private and public sector organisations in Australia and internationally.

Council is incredibly proud to have reached this Gold standard for the fourth year in a row, and we congratulate all of the staff for their ongoing commitment and dedication to ensuring we are reaching the highest standard in reporting.

The ARA is a not-for-profit organisation run by volunteer professionals that encourages a high standard of communication when it comes to financial and business information in the form of an annual report.



Cr Wendy Newman, Director Sharon Frank, Lead Corporate Communications & Design Officer Jane Frith and Deputy Mayor Jan Chambers with the Gold Award.

Council congratulates award winning staff members - Tayla Dennis and Chelsea Hayward

During the year, Maranoa Regional Council's Golden West Trainees Tayla Dennis and Chelsea Hayward were honoured at award ceremonies across the South West and Darling Downs for their outstanding contributions to their studies and workplace.

Tayla Dennis

Tayla was the deserving winner of two awards in August 2018 at the Darling Downs South West Queensland's Training Awards night. Tayla received the Equity VET Student of the Year and the Aboriginal and Torres Strait Islander Student of the Year awards.

Working at the Big Rig Information centre and supporting the passionate tourism team, Tayla has been putting in the hard work at Council.

Tayla is a great representative for her community and Council alike, and is sure to become a leader of the tourism industry into the future. Council congratulates Tayla on her fantastic achievements.



Tayla Dennis - Equity VET Student of the Year and Aboriginal and Torres Strait Islander Student of the Year recipient.

Chelsea Hayward

In July 2018, Chelsea Hayward took out a major award at the Master Builders Queensland Housing & Construction Awards, receiving the coveted Apprentice of the Year Award for the Downs and Western region.

Chelsea has been a valued member of our plumbing team since commencing her apprenticeship in 2014.

Council is incredibly proud of Chelsea for all of her hard work and dedication in her role here at Council. Being recognised in your field is a wonderful achievement and we congratulate Chelsea on her success.



Chelsea Hayward and her Apprentice of the Year Award for the Downs and Western region.

SHARE A THANKS

Each year Council, through its annual report, shares with the community some of the big achievements, like those listed on the previous pages and in the 'Our Performance' section. However so much of what makes up these big achievements, is the little things. At Council we have a 'Share a thanks' on our internal website enabling our teams to share feedback we receive. This feedback is a combination of community provided feedback and messages from officers who have witnessed outstanding customer service and dedication by their fellow colleagues. Council would like to acknowledge our staff and share that feedback with our community as it provides some additional insight into the dedication and hard work of our Maranoa team members.

Staff appreciation – Duke St South

Mr Peter S. contacted Council to share the following thanks in relation to the works completed on Duke Street South, Roma:

"I would just like to take this opportunity to express how well the Maranoa Regional Council has planned and conducted this road upgrade. Everyone involved in this process has been informative, courteous and helpful. There has been little to no impact on our business whatsoever.

I would especially like to thank the personnel on site who have been more than accommodating with all our requests.

Please pass this on to all concerned and thanks again to MRC."

Thank you to the following staff:

- Evan Woods
- Shane Morgan
- Brian Klein
- Gavin Dibble
- Pat Cook
- Allan Hunter
- Graeme Nowlan
- Joe Qualischefski
- Gerard Pidgeon
- Adam Richardson
- Anthony Harland
- Joe White
- Les Lee
- All WSG Officers
- Ian Allen + Crew
- Kirsten Kirkbride
- Talia Schwenke
- Sheree Hurlle
- Cindy Irwin
- Sophie Kluckhohn
- Scott Campbell
- Graham Sweetlove
- Store Crew

+ Various contractors.

It is wonderfully refreshing receiving compliments such as this to recognise the outstanding work of MRC staff. Great job!!

Embrace yourself workshop

In June 2019, Community Support Officer Janelle Burns held the Embrace yourself workshop for mums struggling to find time for themselves and struggling with their body image since having children. I attended as a mum and just wanted to congratulate her on a well presented and enjoyable workshop. Thank you.

Thank you to Danny Newton

The family contacted Council to pass on a special thanks to Community Safety Officer Danny Newton for his compassion, kindness and support.

Volunteer week thanks

Thanks to the Malinda Moreton, Johanne Hancock, Jane Fenton, Kim Green, Sue Sands, Leanne Crawford, Debra Joppich, Tennielle Limpus and Justine Miller who were involved with the fantastic organisation of Volunteer Week last week. Every year staff plan local and regional events to recognise our wonderful volunteers. Thanks to Malinda Moreton for taking on the lead role for the celebrations, with support from Jane Fenton, Kim Green, Johanne Hancock and Tourism staff, as appreciation events were enjoyed by all Maranoa volunteers for the tireless efforts they undertake in our towns and within our clubs/groups.

Roma Flood Mitigation Project opening

Thank you to Evan Woods, Shane Morgan and Kirsten Kirkbride for helping with the official opening of the Roma Flood Mitigation Project (Stage 1 and Stage 2A). They all performed above and beyond the call of duty in assisting with preparations - from identifying stakeholders and staff to be invited, to conducting technical tours on the day for the Assistant Minister, Councillors and community members. Your help was greatly appreciated.

Airport staff help with opening

Thank you to the Roma Airport staff who assisted with organising and preparing the site for the official opening of the Roma Airport Runway Upgrade.

Ben Stewart - for assisting with initial planning and speech preparations

Ann Fraser - for working so hard to have the gardens and grounds looking neat and tidy for the event in only a few working days (a huge effort).

Jodie Piggin - for going far above and beyond the call of duty in helping with aspects of organising the event, setting up, packing down and being on site (on a Saturday) to make sure everything ran smoothly.

We're always lucky to work with such amazing staff!

Assistance to Injune pilots

A regular pilot into Injune provided the following feedback for Wendy Alderman:

"Can I just put in a plug for Wendy at Injune please. Last Thursday when the weather was pretty average and other operators were trying Injune with low cloud etc. I made a few calls to Wendy to gauge the condition of strip for safety after all the rain and an appreciation of the Cloud base. On her info we moved all our Wednesday and Thursday flights to Roma where we have the instrument approaches to enhance our safety.

It was a public holiday and she still took my many calls no problems. She checked and gave us updates on the Roma road for buses to bring passengers up to Roma etc.; she was very helpful and is a big asset for us as operators at Injune, especially when weather is marginal to assist our decisions to divert flights to Roma.

Excellent work Wendy!

Thanks to Bassett Park staff

Carley Remfrey, coordinator of Easter in the Country rodeos on behalf of the Easter in the Country executive has complimented Lloyd Waldron and staff on the assistance prior to, during and after the Friday and Sunday night rodeos. Lloyd responded quickly and positively to all requests and gave valuable advice knowing from experience how best Bassett Park works for events involving large crowds.

Appreciation to Roma office staff

Councillors Support and Community Engagement Officer Lauren Owen offered her thanks to all of the Roma office staff who helped her with various arrangements for the recent Australian Citizenship ceremony. All of the staff went above and beyond the call of duty! The help with small tasks was collectively a huge help on a very busy day!

Rex Cabulay - for setting up perfectly as usual, and for using his initiative in finding an improved layout for the function.

Dale Waldron - for doing an IGA run for essential last minute items!

Teagan Macdivitt and Dean Brummell - for helping carry masses of flowers over to the function room.

Neal Loom - for a last minute copy of the National Anthem (not as easy as it sounds!)

Kelly Rogers - for assisting on the night and manning the PA.

Outstanding work by Procurement

I would like to share a thanks to Ryan Gittins for his outstanding negotiation skills, lateral thinking and cool head in the tender process ...which ultimately allowed this project to proceed. Thanks Ryan!

Thanks to Water/Sewerage team Mitchell

A customer phoned to let us know of the exceptional job that was done by Kieren Gorry and Jason Dorries. She stated they went above and beyond and gave wonderful customer service and these two staff members are a credit to Council.

Appreciation to Rural Roads South / East

Council received the following email of appreciation:

"What a pleasant surprise to drive the River Road which heads east from the Surat Glenmorgan Road to discover that dreadful grid had been removed.....a Eureka moment!

Then to find the men working on the section of road in Rockdale and Gambier Park. It had become a veritable minefield of rocks which had to be avoided not a pleasant drive at all. The road has been improved dramatically. Thankyou to Luke Podham, Kerry Pearce and everyone involved!

Now all we need is some rain to settle things down. Again a big thankyou as our vehicles do suffer on rough gravel roads. It is appreciated."

Superb Customer Service

A customer has contacted Council to thank Community Safety Officers Danny Newton and Daniel Grainger for their superb customer service when organising a forever home for some kittens. The customer said that the manner in which Danny and Grange are friendly, helpful and courteous is truly exceptional and the customer was immensely appreciated.

Congratulations to you both!

Job Well Done

A visitor travelling through the region used the public amenities at Colts Oval. He noticed the light was blown and reported it to Council. He wanted to pass on his thanks for promptly attending to the light. The customer also wanted to acknowledge the cleaner as the amenities are always very clean and in immaculate condition. Well Done.

Local effluent matter resolved

Thanks to Christopher Gelhaar for his outstanding customer service. At 3pm on a Friday afternoon a customer reported sewerage effluent had started backing up and spilling from sewerage breather pipes in their back yard and next door. A call for help to Team WSG was responded to by Chris who after spending part of the day in Surat, had just got back to Roma to be sent back again to look after this issue. Putting aside his Friday afternoon plans for a coldy with family, he stoically attended to the matter with timely skills, a smile on his face and respect in his manner. Situation resolved, mess cleaned up, 3 hr. turnaround... Very impressive!

Implementation of Utility Billing

Congratulations to the Rates and Accounts Processing and ICT Solutions teams for the successful installation of the Utility Billing module in Authority. It has taken 12 months for the implementation to 'Go Live'. Well done everyone involved, and excellent outcome has been achieved. The improvements to the Natural Gas billing process will definitely provide better service to Council's natural gas consumers.

Thank you to Michelle

A customer has emailed to commend one of our employees - Michelle Scott.

"Hi. I wish to wholeheartedly commend one of your employees. Michelle Scott in the "Cemeteries" section was extremely helpful when I rang requesting information on my family graves. Having retired after 39 years managing a retail store I fully understand what "Customer Service" is all about. I cannot commend Michelle enough as she expertly dealt with my queries professionally and in a timely manner. She is a credit to you. I now look forward to visiting the Maranoa to visit the Wallumbilla and Yuleba cemeteries to clean up 16 family graves and enjoy the hospitality in your area. Thanks again Michelle.

Kind Regards, Paul M."

Thanks to the Mitchell Workshop

A big thanks from the Quarry team to Warren Beetham and Desmond Horsfall at the Mitchell Workshop for the manufacture of the pintle hitch attachment. A top job.

Thanks to the Communications Team

Thanks to Corporate Communications team members Sophie Kluckhohn and Jane Frith who provided exceptional service to Director Rob Hayward and Project Officer - Community Liaison and Emergency Management Darren Jennings during the recent fires by providing quality press releases to keep the community informed in a timely manner. Each press release was picked up by a number of press agencies and was published on the Maranoa Dashboard along with social media.

Thanks again Sophie and Jane.

Thank you to Mal

A resident contacted Council to thank our Team Coordinator – Urban Streets, Drainage and Footpaths (Roma), Mal Wyllie, for his excellent customer service, going above and beyond to make his customers happy. Great work Mal!

Dealing with difficult situations

A customer called to pass on his appreciation and thanks for two of our Community Safety Officers, Daniel Grainger and Danny Newton.

This customer has dealt with these two officers on different occasions and was very impressed with their attitude, professionalism and understanding. Whilst rostered on call Dan Grainger had the unfortunate job of calling the customer to inform him that his dog had been hit by a car and passed away. The customer said the way this news was delivered was exceptional and made receiving the horrible news a little easier.

On a separate occasion, Danny Newton responded to the customer's house to investigate an animal related issue - the customer was again very impressed with Danny's manner and the professionalism shown, and wanted to pass on his thanks and congratulations to the entire Community safety team as he believes the team are a credit to Council. Well done to the Officers involved and the entire Community Safety Team in maintaining their professionalism even in difficult situations.

Launch of Online Property Report

Recognition and thanks is well deserved by all those who assisted in developing Council's new online Property Reporting tool that was endorsed at the Council meeting held on 14 November 2018.

In particular, the staff of the Planning and Building Department and ICT Solutions were acknowledged as they worked many months to create such a great service for our community. Also, the support for the project provided by Cr Wendy Newman, Chief Executive Officer Julie Reitano and Director Rob Hayward was very much appreciated.

Thank-you everyone, we look forward to us continuing to expand this service in the future!

Roma Parks and Gardens - Tourism Conference

Thanks to Konrad Crawford and the Roma Parks and Gardens team for their assistance in the lead up and throughout the Tourism Conference held in Roma. The town looked amazing and the Big Rig was manicured to perfection. The man power and logistics was invaluable and there was no way Council could have undertaken such an event without them.

Thank you

Surat Public Toilets Cleanliness

A visitor to Surat contacted Council to let us know how impressed he was with how well the Surat public toilets are maintained. He commended Council for a well maintained public amenity.

Thanks to Gareth!

Council officer Ellen Smith thanked Gareth Schubring for going above and beyond the call of duty and quickly solving some issues for some of the attendees from the Small Museums Conference in their workshop held in the Roma Library.

Outback Queensland Tourism Conference

Director Rob Hayward congratulated Justine Miller and the Tourism team for the outstanding Outback Queensland Tourism Association Conference that they hosted. He noted hearing rave reviews reported about the organisation and experience of the conference, speakers, famils, venues and particularly the dinner on Saturday night at the Roma Airport. Something to be proud of and reviews which are justly deserved. He also wanted to pass on his congratulations to Benjamin Stewart and the Roma airport staff for making the Saturday night dinner possible, as well as the Stephen Scott and the Infrastructure Services crews who assisted with logistics at all hours over the conference program. Well done and heartfelt thanks for a great team effort all round.

Outback Queensland Tourism Association (OQTA) Conference, Awards and Famils

A huge shout-out to Debra Joppich, Justine Miller and the Tourism team for pulling off an amazing event on the tarmac of the Roma airport, in the face of some major last minute power issues.

The night all came together beautifully – the meal was delicious (showcasing local produce Maranoa Beef), the weather was perfect, and the table-settings, lights, venue (with aircraft parked nearby) and music all contributed to the fabulous overall event.

There were so many positive comments about the whole evening – it was wonderful to hear.

We also heard some great comments about the famils to Mitchell (the spa, hand massages, and seeing someone mustering cattle were highlights), Beilba and the gas fields / The Barn near Wallumbilla. Joh Hancock gets a special gold star for dressing up in period costume, and remaining calm when the bushrangers held up the coach!

It was a wonderful event to showcase our region.

Also a mention to Steve Scott and others who answered calls regarding power issues on the Saturday, and Cameron Hoffmann, for ensuring the runway overlay and the airport dinner could go ahead without impacting on each other.

Well Done Team!

Thank you Roma Customer Service!

Congratulations to Erin Doherty, Maureen Miller and Abbey Clifford following a resident contacting Council to share her experience at the Roma Customer Service Centre:

“Good morning,

I wanted to draw your attention to the fabulous job your front counter staff do. The ladies this morning were so helpful, friendly and all on a Monday morning I might add. No question was brushed off, if they didn't know the answer they went above and beyond to find the answer and direct me on the right path.

What a great team you have.”

Immaculate Wallumbilla Show Grounds!

A traveller contacted Council to report that the Wallumbilla Show Grounds and its facilities were so immaculate and clean, and that it is was a pleasure to stay at.

Heroes Avenue

Thanks to the “Urban Street, Drainage & Footpaths” Team for an outstanding demonstration of being proud of your town in preparation for Anzac Day services.

Apart from the Cenotaph and surrounding gardens being well presented, the Roma Bottle Trees were at their best. The road closures were also managed to enable the Light Horse parade, while keeping the public, participants and invited dignitaries safe.

Well done team.

Roma Skate Park works

Thank you very much to Mal Wylie and the Urban Streets, Drainage & Footpaths (Roma) team who had fill added to level the uneven surfaces under the shaded area and around the water fountain at the Roma Skate Park in readiness for the R U OK Day event. Thanks Mal and boys.

Community Safety quick response

A customer contacted Council to say she was very grateful for the quick response provided by the Community Safety team to collect three wandering dogs from near her property. Congratulations to Daniel Grainger, Hayley Fraser and Bob Campbell.

Compliments for Surat!

A customer from Melbourne contacted Council to say huge congratulations to staff in Surat for everything being so beautiful. She loved the Facilities, the tourist park, the Museum and the locals. This is her number 1 favorite town that she had been through.

Compliments for Surat! (continued)

A couple from NSW came into Customer Service to say what a gorgeous little town Surat is. They were very happy with their stay and wanted to say thank you for making the place great.

A fantastic team effort!!

Presentation of the Mitchell Cemetery

Council received a letter of thanks from a lady who had attended the Mitchell Cemetery:

“I have come home grateful for how the cemetery looks. The graves all looked lovely - my whole family are buried there. Thank you to the people involved who look after it.”

Thanks Rex

Thank you to Rex Cabulay, who always goes above and beyond with information that is needed for customers hiring rooms. On this particular occasion Rex measured up the room for an upcoming event. He is always willing to help out. It is very appreciated by the Customer Service team.

Gunnewin West Road Works

A resident attended the Roma Customer Service Centre to congratulate the Council Team, with special thanks to Erin Doherty for the works on Gunnewin West road works. Excellent job and a big thankyou to all involved.

Causeway Work on Teelba Road

The Teelba Group wished to pass on their thanks to Luke Podham and the Maintenance Delivery & Works South / East team who completed the maintenance work on the causeway approximately 16km down the Teelba Road. The customer said that they believed the replacement of the culverts were a big improvement! Well done to Luke and the team!

Professional service - Community Safety

While providing feedback to the owner of a dog that was the victim of an attack, it was requested that compliments be passed onto the Community Safety Team. The lady was very happy with the response to the attack on her dog and was impressed with the level of service and feedback provided by the Community Safety Team.

Great Facility at Surat

A tourist contacted Council as he had been travelling around the area. He used the showers in Surat and wanted to thank Council for having such a wonderful facility in a great building.

Best Visitor Centre I have visited

The Roma Visitor Centre received the following review on Trip Advisor today:

“The staff at this visitor centre are absolutely outstanding and incredibly helpful. Here you will also find a plethora of information for every direction you may wish to take from Roma. Absolutely stunning in what they have to offer, and very neatly and clearly sectioned. One of the very best visitor centres I have visited. Here you will also find a good selection of souvenirs and gifts. A must stop.”

Congratulations to Leanne Crawford, Tayla Dennis, Debra Joppich and all the Roma Visitor Information Centre staff!