





MOUNT ISA
CITY COUNCIL

2020-21 **ANNUAL**
REPORT

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**MOUNT ISA
CITY COUNCIL**

2020-21 ANNUAL REPORT

Welcome

Our Annual Report summarises Council's 2020-21 activities and details the performance of Mount Isa City Council in meeting the strategic priorities outlined in our current Corporate Plan.

This report provides an update on Council's finances and how we have delivered on our objectives and strategies in the 2020-21 year.

The objectives and strategies of the Annual Report include:

- to deliver successful corporate plan outcomes
- to support and encourage a safe and healthy community for our constituents and visitors
- to promote our region through community and government initiatives to local, state, federal and international stakeholders
- to encourage innovative business ideas and practices while supporting existing industry
- to appreciate and protect our cultural values and manage our unique natural environment
- to recognise the achievements of Council throughout the 2020-21 fiscal year
- to be inclusive and practice ethical governance
- to meet statutory requirements under the *Local Government Act 2009* and the *Local Government Regulation 2012*.

Our Values



Council is committed to having clear values that will assist all employees in working towards the same goals for the community. These values reflect Council's vision and what our employees stand for:

Integrity - Expected behaviours include:

- Adhere to legislation, Council policies and procedures
- Treat customers and co-workers with respect and courtesy
- Act with honesty and in the best interest of the organisation

Service - Expected behaviours include:

- Exceed the expectations of internal and external customers
- Demonstrate initiative and strive for continuous improvement
- Take pride in the services delivered to the community

Accountability - Expected behaviours include:

- Manage time and resources effectively and efficiently
- Work as one team that is united and seamless
- Celebrate success and take ownership of failure

Our Vision

Making our good city great, through innovation, diversification and cultural enhancement.



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Mount Isa Region

Mount Isa City Council is one of the more remote local government areas in Queensland. Our region lies in the heart of Queensland's arid North West, adjoining the border of the Northern Territory.

Mount Isa is located approximately 1,826 kilometres from Brisbane, the capital of Queensland, and 883 kilometres from the nearest main city and port of Townsville. Covering an area of 43,310 square kilometres (including the township of Camooweal), making Mount Isa one of the largest cities in the world.

Shaped by our remote, rural location and rich mineral bounty, Mount Isa has a long standing mining heritage.

Celebrating its 97th year in 2020, a feat among mining towns nation-wide, Mount Isa has grown from Australia's first 'company town' into one of the largest and most important industrial powerhouses in the nation.

Demonstrating a strong sense of identity and community, the Mount Isa of today is the administrative, commercial and industrial centre of North West Queensland with a diverse multicultural population.

Our region produces some of the country's best beef and is renowned as one of the world's top 10 producers of copper, lead, silver and zinc.

Mount Isa is home to several unique events including the Mount Isa Rodeo, Lake Moondarra Fishing Classic and the 'MineX' Mining Expo which attracts visitors from across the globe.



Mount Isa extends from the head of the Leichhardt River near the Selwyn Ranges to the head of the Georgina River located on the Barkly Tableland.

Mount Isa is equidistant between Brisbane and Darwin and covers an area of 43,310 square kilometres.

Situated in the State Electorate of Traeger and the Federal Division of Kennedy.

The traditional custodians of the land are the Kalkadoon and Indjilandji People.



Mayor's message

With the ongoing COVID-19 vaccination rollout providing a light at the end of the tunnel and the best and quickest way for all of our lives to return to normal, the past 12 months have proven to be a transformative year.

In the period from the last half of 2020 to the end of the first half of 2021, Queensland went from going through several lockdowns and other restrictions, to having free, safe and very effective vaccines available for just about everyone.

In early July, the Civic Centre was transformed into the Mount Isa COVID-19 Vaccination Hub, in a joint effort between Council and the North West Hospital and Health Service.

Within about a month of operation, the hub (which is likely to be in operation until early 2022) had vaccinated more than 10,000 people - two-thirds of who were local residents - which is a terrific result.

This is a vital community service that will keep local residents safe. And just as importantly, once vaccination benchmarks are met at State and national levels, restrictions will ease across Australia and we can all get back to how things were.

In these particularly challenging times, as a Council we are aware of the importance of sound financial management.

Last financial year we introduced a zero overall rate rise, in recognition of the unprecedented challenges facing many due to the COVID pandemic.

Council is in a healthy financial position and we want to maintain that - at the same time, we are mindful about keeping an eye on the costs for ratepayers.

With that in mind, this financial year we introduced an overall 3.75% rates increase.

At the end of the day, the rates need to be balanced out to ensure that, as a Council, we have adequate revenue to pay for the operations of Council and to

deliver essential services and maintain critical infrastructure for Mount Isa residents and businesses.

We are proud to say that we are doing so with no proposed borrowings for this financial year, meaning no increase to Council's current level of debt.

In the past year, we got a start on some exciting projects, including the \$1.3 million Gallipoli Park Pump Track and Recreation Development, the \$5.1 million upgrade of the Family Fun Precinct, and the \$3 million rollout of residential Smart Water Meters.

We also undertook crucial maintenance, such as safety upgrades (including re-stumping and levelling) to the century-old Camooweal Community Hall.

We got a start on the upgrade to the Family Fun Precinct, with new fencing installed along the western and southern borders of the Family Fun Park, which will be followed up by the installation of new play equipment in the park and new infrastructure at Splashez Aquatic Centre and the Mount Isa Skate Park. We are moving ahead with the necessary groundwork for the future construction of a \$6 million purpose-built Materials Recovery Facility (MRF) at our Waste Management Facility, which will enable the introduction of a residential recycling collection service in Mount Isa.

As a Council, we are the voice for Mount Isa to the State and Federal governments, a role we take very seriously. We continue to champion this area for the betterment of all residents, and are represented in organisations including the North West Regional Organisation of Councils, Western Queensland Alliance of Councils, MITEZ, the Overlanders Way, and the Lead Alliance.

On behalf of Council, I sincerely thank Mount Isa residents for their ongoing feedback and support, and all Council staff for the extraordinary work they do in the community every day.

Danielle Slade
Mayor of Mount Isa



Elected Representatives



Mayor Danielle Slade

ADDITIONAL RESPONSIBILITY

Mayor

PORTFOLIO

Not assigned

COUNCIL REPRESENTATIVE – EXTERNAL ORGANISATIONS

- “ Local Disaster Management Group (Chair) (PEM08/04/20)
- “ North West Water Joint Evaluation Group (PEM08/04/20)
- “ North West Queensland Regional Organisation of Councils (PEM08/04/20)
- “ Living with Lead Alliance (PEM08/04/20)
- “ Mount Isa Townsville Economic Zone (Resolution Not Required)
- “ North West Flood Relief (Resolution Not Required)

COUNCIL REPRESENTATIVE – COUNCIL COMMITTEES/BOARDS

- “ Not assigned



Deputy Mayor, Cr Phil Barwick

ADDITIONAL RESPONSIBILITY

Deputy Mayor (PEM02/04/20)

PORTFOLIO

Finance, Customer Service, Economic Development, Promotion & Community Development, Arts (PEM07/04/20)

COUNCIL REPRESENTATIVE – EXTERNAL ORGANISATIONS

- “ Regional Arts Development Fund – RADF (PEM08/04/20)
- “ Local Disaster Management Group (Deputy Chair) (PEM08/04/20)
- “ Australian Mining Cities Alliance - AMCA (PEM08/04/20)
- “ Tennant Creek Mount Isa Cross Border Commission (PEM08/04/20)
- “ North West Hospital Health Service Community Advisory Committee (PEM08/04/20)

COUNCIL REPRESENTATIVE – COUNCIL COMMITTEES/BOARDS

- “ Mount Isa City Council Owned Enterprises Board – MICCOE (OM42/04/16)
- “ Outback at Isa Board (OM42/04/16)
- “ Audit & Risk Management Committee (OM 39/05/19)
- “ Transport and Logistic Centre (PEM08/04/20)
- “ North West Motorsport Advisory Committee (PEM08/04/20)



Elected Representatives



Cr Kim Coghlan

PORTFOLIO

Youth, Beautification, Parks & Gardens

COUNCIL REPRESENTATIVE – EXTERNAL ORGANISATIONS

- “ Living with Lead Alliance (Delegate in Mayoral Absence) (PEM08/04/20)

COUNCIL REPRESENTATIVE – COUNCIL COMMITTEES/BOARDS

Not assigned



Cr George Fortune

ADDITIONAL RESPONSIBILITY

Acting Mayor in the absence of both Mayor and Deputy Mayor (PEM03/04/20)

PORTFOLIO

Development and Town Planning (PEM07/04/20)

COUNCIL REPRESENTATIVE – EXTERNAL ORGANISATIONS

- “ Mount Isa Water Board (PEM08/04/20)

COUNCIL REPRESENTATIVE – COUNCIL COMMITTEES/BOARDS

- “ Mount Isa City Council Owned Enterprises Board – MICCOE (OM23/03/15)



Cr Peta MacRae

PORTFOLIO

Tourism, Events, Sports and Recreation, Library (PEM07/04/20)

COUNCIL REPRESENTATIVE – EXTERNAL ORGANISATIONS

- “ Riversleigh Community and Scientific Advisory Committee (PEM08/04/20)
- “ North Queensland Sports Foundation (Great Western Games) (PEM08/04/20)

COUNCIL REPRESENTATIVE – COUNCIL COMMITTEES/BOARDS

Lake Moondarra Advisory Committee (PEM08/04/20)



Elected Representatives



Cr Paul Stretton

PORTFOLIO

Environmental Management, Waste Management, Environmental Health, Water and Sewerage, Local Laws, Camooweal (PEM07/04/20)

COUNCIL REPRESENTATIVE – EXTERNAL ORGANISATIONS

- “ North Queensland Sports Foundation (Great Western Games) (PEM08/04/20)

COUNCIL REPRESENTATIVE – COUNCIL COMMITTEES/BOARDS

- “ Mount Isa City Council Owned Enterprises Board – MICCOE (OM42/04/16)
- “ Outback at Isa Board (OM42/04/16)



Cr Mick Tully

PORTFOLIO

Works and Engineering (PEM07/04/20)

COUNCIL REPRESENTATIVE – EXTERNAL ORGANISATIONS

- “ North West Water Joint Evaluation Group (PEM08/04/20)

COUNCIL REPRESENTATIVE – COUNCIL COMMITTEES/BOARDS

- “ Mount Isa City Council Owned Enterprises Board – MICCOE (OM42/04/16)
- “ Outback at Isa Board (OM42/04/16)
- “ Audit & Risk Management Committee (OM 39/05/19)

Councillor Information

As per Sections 186 and 188 of the Local Government Regulation 2012 the Annual Report for the financial year must contain particulars pertaining to Councillors as follows:

EXPENSES REIMBURSEMENT AND PROVISION FOR FACILITIES OF COUNCILLORS

As per Section 250 of the Local Government Regulation 2012 Council must adopt an expenses reimbursement policy.

Mount Isa City Council has adopted the 'Reimbursement of Expenses and Provision of Facilities for the Mayor and Councillor Policy', the objective of the policy is to provide provisions in which Councillors are reimbursed for reasonable expenses incurred whilst carrying out their official duties, and the administering of any councillor facilities.

The policy is available to view or download from Council's website. Facilities provided for Mayor and Councillors are as follows:

Mayor Slade	-	Samsung S10 mobile, Laptop, Portable 4G WiFi, Car, Office Space
Deputy Mayor Barwick	-	Samsung Active 2 Tablet, Laptop
Cr Coghlan	-	Laptop
Cr MacRae	-	Laptop
Cr Stretton	-	Laptop
Cr Tully	-	Laptop
Cr Fortune	-	Laptop

COUNCILLOR REMUNERATION AND EXPENSES

The table below shows the total remuneration, including superannuation contributions and total expenses paid to each Councillor during the 2020-21 financial year as per Council's 'Reimbursement of Expenses and Provision of Facilities for the Mayor and Councillors Policy.'

Councillor	Total Remuneration (Including Super)	Total Expenses & Reimbursements
Mayor Cr Danielle Slade	\$136,909	\$8,003
Deputy Mayor Cr Phil Barwick	\$81,997	\$7,333
Councillor Kim Coghlan	\$68,330	\$2,242
Councillor George Fortune	\$68,330	\$2,113
Councillor Paul Stretton	\$68,330	\$2,008
Councillor Peta MacRae	\$68,330	\$2,586
Councillor Mick Tully	\$68,330	\$2,008



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COUNCILLOR DISCRETIONARY FUNDS

Mount Isa City Council does not have discretionary funds for Councillors.

OVERSEAS TRAVEL

There was no overseas travel made by a councillor or local government employee in an official capacity in the 2020-21 year.

ATTENDANCE AT COUNCIL MEETINGS

The table below shows Councillors attendance at Council meeting held in 2020-21.

Meetings Attended	Mayor Cr Danielle Slade	Deputy Mayor Cr Phil Barwick	Cr Kim Coghlan	Cr George Fortune	Cr Peta MacRae	Cr Paul Stretton	Cr Mick Tully
Ordinary Meetings (Total 18)	18	16	17	16	17	17	15
Special Meetings (Total 5)	5	5	4	5	5	3	4



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CEO's Report

The last twelve months has continued to be a time of careful consolidation from both an organisational perspective and a financial perspective. The consolidation has seen a number of organisational structures put in place to deal with the different pressures from both within and outside the organisation. From a financial perspective the organisation has undertaken an overhaul of how budgets are prepared and implemented. The organisation has done much of this work in conjunction with the Queensland Treasury Corporation, which has created processes and methodologies that will ensure that there are higher levels of confidence in the forecasting of income and expenditure, as well as more certainty in relation to the delivery of the capital works program.



Over the past year Mount Isa City Council has seen a staff turnover of approximately 43%. This level of turnover is a huge challenge for the organisation as it means there is a great deal of corporate memory is being lost. Where possible, incentives to attract new staff and retain existing staff are being trialled. An additional focus is also being placed on the use of trainees and apprenticeships, which has proven to be very successful. It is pleasing to note that the majority of the senior management roles have now been filled and this will provide some stability to the organisation in the medium term.

The culture of the organisation has changed over the last 12 months. A new set of organisational values has been introduced, namely Integrity, Service and Accountability (ISA). These values are slowly being incorporated into all aspects of the workplace and there appears to be genuine support from staff for this to occur.

There has also been a significant commitment by the organisation to improve its procurement practices and how it can ensure that ratepayers are receiving value for money. This has resulted in a number of internal audits and the complete review of the Procurement Policy and associated procedures. Procurement is always going to be challenging in a remote environment.

The COVID-19 virus has continued to impact both the community and the organisation over the last the past 12 months with a number of events being cancelled or delivered in a modified manner. The organisation has worked closely with Queensland Health and Queensland Police Services to ensure that the appropriate contingency planning is in place and that staff are encouraged to protect themselves against the virus through appropriate vaccinations.

The past twelve months saw a move from fortnightly Council meetings to monthly Council meetings. It would appear that this change to meetings has been accepted by the Councillors and the community, with the new schedule allowing officers to prepare more detailed reports.

Whilst the past 12 months has been about ensuring that a strong policy and procedural framework is in place, the next twelve months will be about strategy and delivery. Significant work will be undertaken in relation to creating a Master Plan for the Central Business District, as well as an Urban Design Framework for Centennial Place. These are two really important pieces of work that will contribute to the liveability of the city. Additionally, over the next year Gallipoli Park will be upgraded with the pump track and ninja course and the majority of the works at the Family Fun Park and the Splashez facility will be completed.

It was also great to see that the refurbishment of the Camooweal Hall and associated upgrade of recreation facilities has progressed and when finished these will be a great additions to the social infrastructure of the Camooweal community.



With regard to the Mount Isa City Council Corporate Plan, Council has completed many of the actions listed under each of the Strategies. Under the People and Communities section of the Corporate Plan Council has for example established an Advisory Committee to organise the 100-year Celebration of Mount Isa as a City, as well as continuing alliances and partnerships with the Australian Mining Cities Alliance and North West Regional Organisation of Councils.

In relation to the second theme of the Corporate Plan, Prosperous and Supportive Economy, Council has reviewed the Tourism Strategy and established strong linkages with the major employers in the region. Furthermore, Council has advocated to both levels of government to have air travel made more affordable, as well as contributing to a number of other reviews related to economic development and community development.

As part of the third theme within the Corporate Plan, Services and Infrastructure, an audit of all plant and vehicles was undertaken, as was a review of asset management practices. Additionally, Council has undertaken a significant volume of work in regard to water and sewer infrastructure, as well as receiving significant of funding from both State and Federal Government.

In regard to the fourth theme, Healthy Environment, Council continues to manage the delivery process for the Materials Recovery Facility, which will allow recycling the be introduced to the Mount Isa Community. Council has also undertaken a complete review of disaster management protocols and redefined the roles and responsibilities for key staff.

Finally, in relation to Ethical and Inclusive Governance, the organisation has made substantial steps towards improving the financial reporting processes, with much of this work being supported by Queensland Treasury Corporation. The organisation Council has also implemented initiatives to become an employer of choice and reduce staff turnover.

I continue to receive positive feedback from the community about Council staff. The feedback is that staff are always prepared to go above and beyond expectations and that they consistently provide a high level of customer service or respond to issues quickly. Whether it is comments about the friendly library staff or a request to thank the water truck driver, the feedback has been consistently positive, so well done to all of the Mount Isa City Council staff!

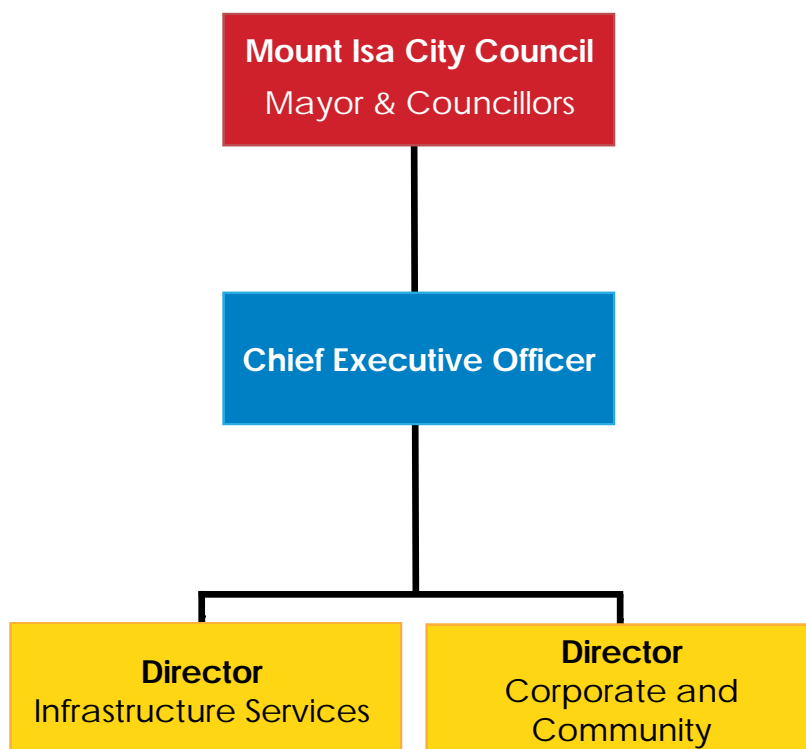




MOUNT ISA
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Our Organisation



EXECUTIVE REMUNERATION

The table below shows the remuneration packages payable for the 2020-21 financial year pertaining to executive management of Mount Isa City Council, in increments of \$100,000, and the number of employees who are paid each band of remuneration.

Total of all remuneration packages payable	\$1,284,940.00
Band \$100,000 - \$200,000	3
Band \$200,000 - \$300,000	2



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Customer Service Charter

Mount Isa City Council is committed to best practice and continuous improvement across all aspects of the Customer Service experience. Council strives to provide quality services and programs that are consistent, efficient and effective and meet the Community needs.

Our commitment to you

When you contact Mount Isa City Council, we will:

- Treat you with respect and honesty in a fair and professional manner
- Respect cultural and religious diversity
- Consult, inform and engage you while resolving your enquiry
- Provide complete and accurate information in a timely manner
- Value your feedback both positive and negative.

Your comments provide valuable information to allow for continuous improvement to our customer service.

We will ensure our decisions:

- Comply with relevant legislation
- Are fair and transparent
- Are made in a timely manner once all information is provided

We strive to improve our service by:

- Seeking feedback on our service delivery
- Welcoming feedback from the public in the development of products and services

How to Contact Us

Mailing address 23 West Street, MOUNT ISA QLD 4825

Phone 07 4747 3200 | **Fax** 07 4747 3209

Email city@mountisa.qld.gov.au | **Web** www.mountisa.qld.gov.au

Office Hours 9:00 am - 4:30 pm Monday to Friday



Complaints

In accordance with *Local Government Regulation 2012 s187(2)*, Council is required to report on the particulars of administrative action complaints received and processed within the financial year. The table below provides a summary of these administrative action complaints.

Administrative action complaints made to the local government during the financial year.	27
Administrative action complaints resolved by the local government under the complaint's management process.	16
Administrative action complaints not resolved by the local government under the complaint's management process.	11
Administrative action complaints not resolved, made in a previous financial year.	1

(Statement about Council's commitment to dealing fairly with administrative action complaints - In accordance with *Local Government Regulation 2012 s187(1)(a)*)

Mount Isa City Council is committed to dealing fairly and efficiently with administrative action complaints made by the community and support this commitment through our Administrative Action Complaints Policy and Procedure.

(Statement about how Council has implemented its complaint management process, including an assessment of Council's performance in resolving complaints under the process - In accordance with *Local Government Regulation 2012 s187(1)(b)*).

Through the effective processing of these complaints, Council endeavours to improve our services to the community, promote transparency and accountability and implement continual improvement strategies. We believe this will assist in increasing the community's confidence in Council's ability to make effective decisions and reduce the number of complaints made about Council.

On an annual basis, we will assess our performance at resolving administrative action complaints and will update our Administrative Action Complaints Policy and Procedure.



Councillor Conduct

The *Local Government Regulation 2012*, section 186, requires Council's Annual Report contains particulars of the following:

The total number of the following during 2020-2021 financial year	
Orders made under section 150I(2) of the LG Act.	Nil
Orders made under section 150AH(1) of the LG Act.	Nil
Decisions, orders and recommendations made under section 150AR(1) of the LG Act, including: <ul style="list-style-type: none"> Names of the above for whom an order was made Description of unsuitable conduct Summary of decision for each councillor 	Nil
Complaints referred to OIA under s150P(2)(a) of the LG Act by the local government.	1
Matters mentioned in s150P(3) of the LG Act, notified to the Crime and Corruption Commission.	Nil
Notices given under s150R(2) of the LG Act.	2
Notices given under s150S(2)(a) of the LG Act.	Nil
Decisions made under section 150W(1): (a) dismiss the complaint (b) refer the suspected inappropriate conduct back to local government to deal with (e) take no further action of the LG Act.	(a) 2 (b) Nil (e) 1
Referral notices accompanied by a recommendation mentioned in s150AC(3)(a) of the LG Act.	Nil
The occasions information was given under section 150AF(4)(a) of the LG Act.	Nil
The occasions the local government asked for another entity to investigate, under chapter 5A, part 3 division 5 of the LG Act for the local government, the suspected inappropriate conduct of a councillor.	Nil
Applications heard by the conduct tribunal: (a) under chapter 5A, part 3, division 6 of the LG Act about whether a councillor engaged in misconduct or inappropriate conduct	Nil

Statutory Information

Council must report and disclose particular information about its performance, key policies, and operations as per the guidelines set out in the Local Government Act 2009 and Local Government Regulation 2012.

NON-REPORTABLE ITEMS

During the 2020-21 financial year Mount Isa City Council did not have any reportable activity in the following areas:

- o Significant Business Activities
- o Water Services
- o Sewerage Services
- o Waste Management
- o Batch Plant
- o Splashez Pool
- o Camooweal Aerodrome

Council does not have any significant business activities.

Mount Isa Council does not operate a Commercial Business Unit.

Council operated one (1) Beneficial Enterprise, Mount Isa City Council Owned Enterprises.

Council received no competitive neutrality complaints during the year in relation to any business activities nor were there any referrals or recommendations received by Council from the Queensland Competition Authority in relation to business units.

Council levied no special rates in 2020-21 nor was any expenditure undertaken for any special rates previously levied.

The list of business activities is contained in Note 2(a) of the financial statements. (Local Government Act 2009 s41)

There are no significant business activities undertaken by Council in the year years ending 30 June 2021 and 30 June 2020. The competitive neutrality principle hasn't been applied to significant business units because there are no significant business units.

There have been no resolutions made during the financial year under s206(2) of the Local Government Regulations 2012.

There are no discretionary funds allocated to councillors under section 189 of the Local Government Regulations 2012.

There is no expenditure undertaken by another local government under an agreement for conducting a joint government activity.

There was no special rates or charges levied under section 190 of the Local Government Regulations 2012.

Expenditure, services or facilities that were supplied by another local government or via joint agreement:

There were no joint government activities were conducted in 2020-21.

CHANGES TO TENDERS

Council had one (1) change to a tender during the 2020-21 year under s228(8) of the Local Government Regulation 2012. The change in tender was due to variation in scope. The shortlisted tenderers were invited to revise their price to take account of the scope change. While all tenders increased in price, the change did not vary the price order of the tenderers and did not impact the final decision.

STATUTORY REGISTERS AND RECORDS

Under section 190(1)(f) of the Local Government Regulation 2012 the following registers are kept by Mount Isa City Council:

- Administrative Action Complaints Register
- Asset Register
- Authorised Officer Register
- Conflicts of Interest Register
- Contact with Lobbyists Register
- Contracts Register
- Councillor Conduct Register
- Financial Delegations Register
- Gifts and Benefits Register
- Local Laws Register
- Operational Risk Register
- Policy Register
- Register of Cost Recovery Fees
- Register of Delegations – CEO to Employees and Contractors
- Register of Delegations – Council to CEO
- Register of Interests for Councillors, CEO and Senior Executive Employees
- Related Party Transactions Register
- Roads Map and Register
- Strategic and Corporate Risk Register



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CONCESSIONS FOR RATES AND CHARGES

Concession for Pensioners

Council provides pensioners with a concession on General Rates & Utility Charges equivalent to that provided by the State Government, which is 20% of the amount levied to a maximum of \$200.00.

- No concession is provided on State Fire Services Levy as it is a State Government Charge.
- No concession is offered on any separate or special charges.

Council continued to provide an additional \$80.00 per annum concession to pensioners in 2020-21. Council has determined that pensioners as defined by the Local Government Regulation 2012 are entitled to receive concessions on rates and charges levied by Council. Council may grant a concession for land that is owned by a pensioner under Section 120(1)(a) of the Local Government Regulation 2012.

In exercising these concession powers Council will be guided by the principles of:

- transparency by making clear the requirements necessary to receive concessions; and
- equity by ensuring that all applicants of the same type receive the same concession.

General Eligibility

Upon written application to Council, a pensioner may be eligible for a pension concession.

To be eligible under the Council Pension Subsidy Scheme for a remission of rates, the applicant must be an approved pensioner who meets all of the criteria below:

- is the sole owner, joint owner, part owner or life tenant of a property;
- the property must be the principal place of residence of the pensioner or life tenant;
- has, either solely or jointly with a co-owner, the legal responsibility for the payment of rates and charges as defined herein, which are levied in respect of the said property by the Mount Isa City Council; and
- must be a current holder of one of the following cards:
 - Queensland 'Pensioner Concession Card' issued by Centrelink,
 - a Veterans' Affairs Gold Card
 - a Veterans' Affairs Pensioner Concession card
 - Repatriation Health Card for all conditions.

These cards do not qualify for a remission: Seniors Cards, Health Care Card and Health Benefit cards.

- In the case of life tenancy, the applicant must meet the above criteria and provide:
- a certified copy of the will, stating the applicant is a life tenant and responsible for paying the rates OR
- a court order and a duly signed copy of death certificate.

Remissions can only be granted on one property per pensioner per half year.



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Concession for Owner occupied Residential Property with a larger than standard 20mm water meter

- Council will grant a remission to all owner(s) occupied residential properties with a council installed water meter larger than the standard 20mm water meter subject to the following criteria.

CONDITIONS FOR RECEIVING REMISSION

- Property is to be owner occupied and used for residential purposes only, no business (other than a home-based business) is carried out on the premises.
- Home based businesses must be a conforming home business under the City of Mount Isa Planning Scheme 2020 by complying with all Acceptable Solutions of the residential planning area code & the home business code; and the property must be classified in one of the following differential rating categories:
 - 1 - Residential <1Ha - Camooweal
 - 4 - Residential <1Ha 5 - Residential <10Ha
 - 82 - Residential - Owner Occupied <4,000 m², ≤\$60,000
 - 83 - Residential - Owner Occupied <4,000 m², ≤\$90,000; and
 - 84 - Residential - Owner Occupied <4,000 m², >\$90,000.
- The property cannot currently be subject to any other Council approved concessions or remission for water access charges.

REMISSION AVAILABLE

All ratepayers who are eligible for this remission will be charged an annual water access charge equivalent to that of a 20mm water meter.

Council is satisfied that such circumstances justify the exercise of the remissions power and grants this remission on the basis that to require the ratepayer to pay full charges in these circumstances would result in hardship.

Home Haemodialysis (Kidney Dialysis) Treatment

- Pursuant to sections 120 and 122 of the Local Government Regulation 2012, if a ratepayer incurs higher water consumption charges as a result of home haemodialysis treatment.

Council is satisfied that such circumstances justify the exercise of the remissions power and grants this remission on the basis that to require the ratepayer to pay full charges in these circumstances would result in hardship. Where this remission applies there will be a \$200 reduction in the water consumption charge per financial year based on application.

Camooweal Rural Fire Brigade

- Council approved to reinstate the exemption given to Camooweal Rural Fire Brigade in September 1991 from all general rates and charges as per Section 93 (3)(b) of the Local Government Act 2009. Resolution OM22/01/21.



Laura Johnson Home

Council approved the following concession charges for The Laura Johnson Home for the Aged:

- The 1.5 m3 Commercial garbage service rate be charged in lieu of the 3.0 m3 commercial garbage service rate for the next two (2) years (2020/21 to 2021/22), and
- The 12 additional 240L bins are charged at the residential rate for the next two (2) years (2020/21 to 2021/22), and
- That Council approve a 50% concession on the water meter access charge for the next two (2) years (2020/21 to 2021/22), and
- That Council approve a 50% concession on the Sewer Charges for the facility for the next two (2) years (2020/21 to 2021/22).

Christian Outreach Centre

- Cleansing charges for 1 x 240 Litres residential bin for the period commencing 1 July 2017 for so long as the Christian Outreach Centre continue to provide community programs that allow the community to congregate and the utilise the services that the Centre offer. This is subject to an annual review with Christian Outreach Centre being required to provide evidence of continual delivery of these services to the community. Resolution OM12/04/17.

Good Shepherd Parish

- On cleansing charges for 5 x 240 Litres residential bins, for the period commencing 1 January 2017 for so long as "Good Shepherd Parish" continues to provide free meals for the homeless. This is subject to an annual review with Good Shepherd Parish being required to provide evidence of continual services delivery. Resolution OM16/02/17.

The Cootharinga Society of North Queensland

- On general rates only for the period commencing 1 January 2017 for so long as "The Cootharinga Society of North Queensland" remains a registered charity. Resolution OM44/11/16.

Property / Water rates and interest charges deferral due to the COVID-19 pandemic

- Council resolved to defer any further interest chargers for outstanding property and water rates from 30th March 2020 for a 3-month period to 30 June 2020 due to the impact of the current health pandemic (COVID-19) which has already placed stressful restrictions on our residents and businesses. Resolution OM24/03/20.

Leichhardt Services Bowls Club

- Council approve a concession of 100% on general rate charges only under Section 120 (b)(i) and (c), AND this concession is subject to an annual review by Council Management with the club being required to provide supporting financial documentation as evidence of severe financial hardship. Resolution OM14/12/18.



Particular Resolutions

Under Section 185 of the *Local Government Regulation 2012*, the Annual Report must include a list of any resolutions made under Section 206(2). Council includes information pertaining to non-current physical assets in our financial statements, which are adopted as part of our Annual Report. There have been no resolutions made under these provisions during the current financial year.

Council's thresholds are as follows:

- Items of plant and equipment with a total value of less than \$10,000 and infrastructure assets and buildings with a total value of less than \$20,000 are treated as an expense in the year of acquisition.
- All other items of property, plant and equipment are capitalised.

Council Meeting Minutes Extract (11.12.2019) there have been no changes during the current financial year:

Moved Cr Ferris
Seconded Deputy Mayor Cr Barwick

THAT Council retrospectively increase the asset recognition thresholds to the follow values:

Plant and Equipment	\$10,000
Furniture and Fitting	\$10,000
Buildings and Other Structures	\$20,000
All Infrastructure	\$20,000

VOTE CARRIED

OM07/12/19

Under section 250(1) of the *Local Government Regulation 2012*, the Annual Report must include the resolution made during the financial year for the adoption of an expenses reimbursement policy.

Moved Mayor Cr Slade
Seconded Cr Fortune

THAT Council adopt the Reimbursement of Expenses and Provision of Facilities for the Mayor and Councillors V8 as presented.

VOTE CARRIED

OM08/12/20

Mount Isa City Council's 2019-20 Annual Report was adopted at its ordinary meeting 25.11.2020:

Moved Cr Tully
Seconded Cr Fortune

THAT Council formally receive and adopt the 2019/2020 Annual Report and Financial Statements (as provided).

VOTE CARRIED

OM35/11/20



Internal Audit Report

Summary of Internal Audit Progress for 2020-21

Section 190 of the Local Government Regulation 2012 requires a report on internal audit to be included in the Annual Report.

Council uses the internal audit function to improve internal organisational controls, risk management, and comply with internal policies. Internal audit provides independent, objective assurance and is designed to add value to and improve Council's operations. It helps Council by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

As part of the Three-year Strategic Internal Audit Plan 2019-2021, it was agreed that two projects would be undertaken in FY2021 at management's request:

1. Plant Management Practices
2. Job Costing Practices

The findings from these projects will assist in improving internal controls within the Council.

Further, Council has an Audit & Risk Management Committee which meets several times per year and is bound by its Charter; among other things it considers the results of Internal Audit and External Audit findings and monitors the implementation of business improvements.

The Audit and Risk Management Committee met on 13 May 2021 discussing the Internal Audit Progress Report with the two projects listed above being reviewed by MICC Management.



Community Grants and RADF 2020-21

Community Grants Round 1 - 2020

Organisation	Project/Event	Amount
Mount Isa Filipino Australian Assoc Inc	Upgrades to Food Van	\$ 3,200.00
Mount Isa AFL	Line Marking Equipment Upgrade	\$ 1,835.45
Noirh West Canoe Club	Project Outriggers	\$ 5,000.00
Mount Isa Judo Academy	New Signage and Security Lights	\$ 4,816.00
		\$ 14,851.45

Sponsorship - Round 1 - 2020

Organisation	Project/Event	Amount
Commerce North West	2020 Jemena Northern Outback Business Awards	\$ 3,500.00
Zonta Club of Mount Isa	2020 International Womens Day Dinner	\$ 5,000.00
		\$ 8,500.00

Community Grants Round 2 - 2021

Organisation	Project/Event	Amount
Mount Isa Pistol Club	Repaint Range 3	\$ 4,750.00
Paws Hoofs and Claws Inc	PHC operation Desex	\$ 5,000.00
The Isa Ski & Powerboat Club Inc	Purchase Club Area Maintenance Equipment	\$ 2,000.00
Happy Valley Community Kindergarten	Purchase of New Outdoor Maintenance Equipment	\$ 1,947.00
Isa Highlanders Dance Assoc Inc.	Upgrading of Security at Dance Hall	\$ 4,279.00
		\$ 17,976.00

Sponsorship - Round 2 - 2021

Organisation	Project/Event	Amount
Mount Isa Motorsports and Recreation Inc	Mount Isa Motor Show & Swap Meet	\$ 1,000.00
Mount Isa Campdraft Association Inc.	Mount Isa Campdraft	\$ 9,152.00
Drovers Camp Association Inc	Drover's Camp Festival	\$ 8,000.00
		\$ 18,152.00

Other Community Support

Organisation	Project/Event	Amount
Mount Isa Apex	Apex Rock Pop Mime Show	\$ 6,245.00
International Legends of League	International Legends of League Game	\$ 15,000.00
Mount Isa Show Society	Mount Isa Show	\$ 29,545.00
Isa Rodeo	2021 Isa Rodeo	\$ 60,000.00
		\$ 110,790.00

In-Kind Support

Organisation	Project/Event	Amount
17 Local Not For Profit Organisations	Support for clubs and community organisation to assist in site improvements and maintaining grounds, including items such as fee waivers and use of Council equipment	\$ 5,011.35
	Grand Total	\$ 175,280.80

RADF 2020-21

Organisation	Project/Event	Amount
Mt Isa Police	Mini Yarning Circle	\$ 9,383.00
Heather Jonsson	Oral record of Drovers History	\$ 3,500.00
		\$ 12,883.00

Council Initiated Projects

Family Fun Precinct Entry Artwork
 Old Ballet Community Engagement Program
 Markham Valley Way Historical Project



**MOUNT ISA
CITY COUNCIL**

2020-21 ANNUAL
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Community Financial Report

The Community Financial Report provides a plain English explanation of Council's financial statements for the year ended 30 June 2021. This enables our community to understand Council's financial position and how Council's funds were used during the year to deliver services for the residents of Mount Isa City Council.

During the financial year Mount Isa City Council delivered a large program of operational and capital works despite the effects of the Covid19 epidemic. Council continued to meet all financial commitments and made regular repayments on its borrowings to keep debt at a manageable level.

Council's Financial Statements must be certified by both the Mayor and the Chief Executive Officer as 'presenting fairly' the Council's financial results for the year. They are also required to be adopted by Council - ensuring responsibility for and ownership of the Financial Statements by management and elected representatives.

This Community Financial Report focuses on:

- Statement of Comprehensive Income
- Statement of Financial Position
- Statement of Cash Flows
- Measures of Financial Sustainability

Statement of Comprehensive Income

This statement which is often referred to as the Profit and Loss Statement measures what Council has earned (revenue) and what costs Council has incurred (expenses) throughout the financial year. Operating revenue is referred to as recurrent revenue in Council's financial statements.

REVENUE

Where did Council's funds come from?

Council reported Total Income of \$76.6m during the 2020/21 financial year.

This is broken up into two areas:

- | | |
|-----------------------|---------|
| • Operating Income of | \$64.9m |
| • Capital Income of | \$11.7m |

The more significant contributors to Council's revenue stream include:

- | | |
|------------------------------------|---------|
| • Rates and utility charges | \$43.2m |
| • Operational grants and subsidies | \$10.5m |
| • Fees and charges | \$ 2.6m |

Council aims to maximise its revenue from sources other than rates and fees to reduce the burden on residents. We actively pursued grants and subsidies from State and Federal Governments which are re-invested in our community



**MOUNT ISA
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Community Financial Report

EXPENDITURE

Where was your money spent?

Council incurs both operating and capital expenditure. Operating expenses are referred to as recurrent expenses in Council's financial statements. Operating expenses represent the costs of maintaining community assets such as Council roads and parks as well as providing services such as refuse collection. A significant amount of Council's day to day activities are focussed on the maintenance, upgrade and construction of infrastructure assets to ensure there are adequate services for the community.

Expenses are monitored constantly throughout the year. Detailed estimates are prepared at the beginning of each financial year and performance against these estimates is measured through budget reviews to ensure community funds are used efficiently.

Operating expenditure is made up of:

Total operating expenditure amounted to \$67.5m which is broken up into:

• Employee Benefits	\$18.6 m
• Materials and Services	\$29.5 m
• Finance costs	\$ 1.7 m
• Depreciation	\$17.7 m

Employee benefits consist of wages and other entitlements such as superannuation which are paid to our staff members. As Council's workforce predominantly resides in Mount Isa City, the community directly benefits from having this money available for spending locally.

Materials and Services consist of goods Council purchases to use in day to day operations. Council used local businesses for almost two-thirds of total expenditure so money flowed back into our community.

Finance costs consist predominantly of interest on loans used to construct community assets such as the upgrade of the sewerage treatment plant and for upgrades to Council's road network.

In addition to operating expenses, Council also incurred \$12.9m in capital expenditure to renew, upgrade, and construct new community infrastructure assets. Capital expenditure included upgrades to Buildings/Other Structures (\$4.7m), upgrades to Plant & Equipment (\$0.6m), Water and Sewer infrastructure works (\$4.3m) and Roads (\$4.3m). Capital expenditure is not shown on the Statement of Comprehensive Income but is set out in Note 14 of the financial statements.



**MOUNT ISA
CITY COUNCIL**

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Community Financial Report

Statement of Financial Position

The Statement of Financial Position is commonly referred to as the Balance Sheet and provides a snapshot at 30 June 2021 of Council's net wealth. The statement measures what Council owns (Assets) and what Council owes (Liabilities). The difference between these two components is the net wealth of Council (Community Equity).

Total Assets	\$549.8 m
Total Liabilities	\$ 45.0 m
Total Community Equity	\$504.8 m

This represents an increase to community equity of \$31.7 m over the prior year.

ASSETS – What the community owns

The total value of all assets controlled by Council was \$549.8m at 30 June 2021, of which \$472.6m (86%) relates to property, plant and equipment. These community assets include buildings, roads, stormwater drainage, water, sewerage, waste management and parks infrastructure. Careful management is required to ensure the level of service provided by these assets is adequate.

Other major components of our assets include:

Cash and investments	\$63.3 m
Trade and Other receivables	\$11.1 m

Council reviews its need to borrow funds as part of the annual budget process. Council has no plans to borrow in the 2022 financial year and continues to focus on managing within the funds it has available.

LIABILITIES– What the community owes

The major components of our liabilities are:

Borrowings (loans)	\$20.6 m
Deferred Revenue	\$8.0 m

Council reviews its need to borrow funds as part of the annual budget process. Council has no plans to borrow in the 2022 financial year and continues to focus on managing within the funds it has available.



**MOUNT ISA
CITY COUNCIL**

2020-21 ANNUAL
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Community Financial Report

Statement of Cash Flows

The Statement of Cash Flows shows cash received and spent during the year. It shows our ability to pay our bills and put aside some funds for the future. This statement is summarised into three activities:

- Operating activities - our normal day-to-day functions. These include receipts of rates, fees and charges and operating grants offset by payments for employee costs, materials and services and borrowing costs (interest).
- Investing activities - includes payments for the purchase and construction of property, plant and equipment and proceeds from the sale of surplus assets.
- Financing activities - repayments of principal on our loans.

Our final cash balance as at 30 June 2020 was \$63.3 m.

Key Sustainability Ratios

It is important that Council remains financially sustainable. Council is considered to be sustainable if its infrastructure and financial capital is able to be maintained over the long term. The Department of Local Government, Racing and Multicultural Affairs have developed a range of indicators to assist in assessing the sustainability of Council.

The table below summarises the indicators and compares Council's actual results for the 2020/21 financial year against the targets set by the Department.

Community Financial Report

COUNCIL REVENUES. Year ending 30 June, 2021.

- Rates & Utility Charges

■ Fees & Charges

■ Sales Revenue

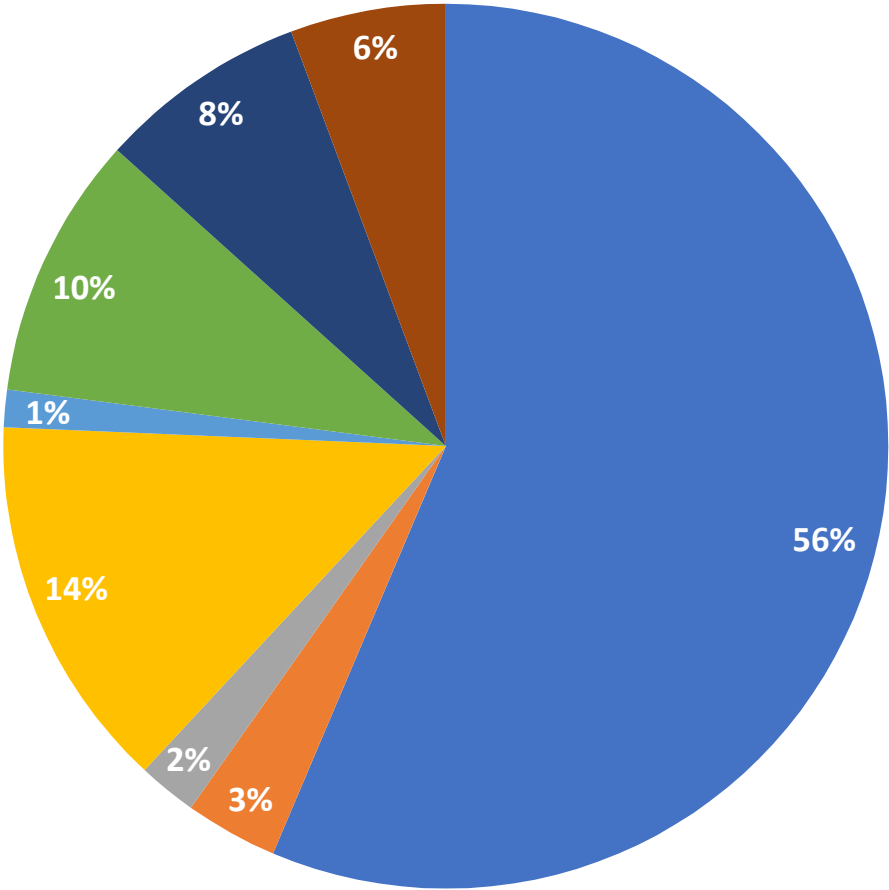
■ Operating Grants

■ Interest & Rental Income

■ Capital grants

■ Other Operating Income

■ Other Capital Income





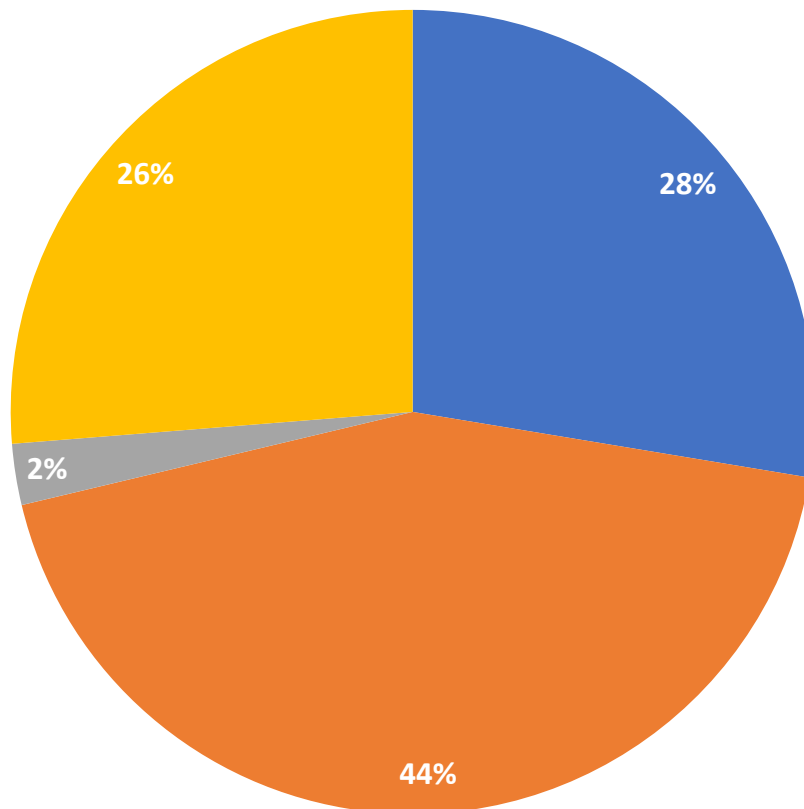
MOUNT ISA
CITY COUNCIL

2020-21 ANNUAL
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Community Financial Report

COUNCIL EXPENDITURE. Year ending 30 June, 2021.

■ Employee Benefits ■ Materials & Services ■ Finance Costs ■ Depreciation & Amortisation





Community Financial Report

Measures of Financial Sustainability	Description	Target	Actual Performance 2021	Target Met
Operating surplus ratio	$\frac{\text{Net Result (excluding capital items)}}{\text{Total Operating Revenue}}$ <p>An indicator of the extent to which revenues raised cover operational costs or are available for capital projects.</p>	0% to 10%	(3.9%)	✗
Asset sustainability ratio	$\frac{\text{Capital Expenditure on the Renewal of existing Council Assets}}{\text{Depreciation Expense}}$ <p>The extent to which existing infrastructure assets are being replaced. Infrastructure assets include buildings, roads, water and sewer.</p>	Greater than 90%	41.9%	✗
Net financial liabilities ratio **	$\frac{\text{Total Liabilities less Current Assets}}{\text{Total Operating Revenue}}$ <p>The extent to which financial liabilities such as loans and accounts payable can be serviced by Council's operating revenue.</p>	Less than 60%	(49.5%)	✓

** The negative number indicates that Council's current assets exceed its total liabilities. Council has outperformed this target and is in a very strong position to meet all its financial commitments.

Summary

Council remains in a strong financial position to be able to deliver on its commitments to the community.

For further information please refer to Council's website at www.mountisa.qld.gov.au.



2020-21 ANNUAL
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Mount Isa City Council

Financial Statements

for the year ended
30 June 2021

to download visit: www.mountisa.qld.gov.au

