

WWASC

# Annual Report 2013-2014



Wujal Wujal  
Aboriginal  
Shire Council

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## Wujal Wujal Aboriginal Shire Council's Annual Report 2013-2014

This Annual Report offers the public insight into the primary activities undertaken by, and the financial position of Wujal Wujal Aboriginal Shire Council throughout 2013/2014.

The report discloses, as legislated by the Local Government Regulation 2012, the Audited Financial Statements for the 2013/2014 Financial Year. This disclosure, coupled with the provision of a Community Financial Report, demonstrates the Council's commitment to open and accountable governance and provides a medium by which the Shire's constituents may generate an understanding of the Shire's financial position and performance during the period in question.

Further to the above, the Annual Report communicates, to the public at large, the highlights and major achievements of the Council as of 30th June 2014.

### A message from the CEO



I have the pleasure to report on the operations of the Council for the 2013/14 Financial Year.

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

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

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

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

Alan Neilan  
Chief Executive Officer

## About Wujal Wujal Shire

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

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

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

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



## Report from the Mayor



I have the privilege of presenting my third annual report to the community. This will cover the achievements of our shire over the 12 month period ended 30 June 2014. I had the pleasure to work with Deputy Mayor Allister Gibson, Cr. Natasha Duncan, Cr. Talita Nandy and Cr. Vincent Tayley, who have contributed to the policy and decisions that are making Wujal Wujal a better place.

Council's main focus has been on the new bridge at the Bloomfield Crossing, Wujal Wujal Falls road restoration, Social Housing and Employment.

The Bloomfield Bridge has had some setbacks this year due to a late wet season and Cyclone ITA approaching near our community at category three (3) in April. Minor damages were reported however, the timeframe for completion of the Bloomfield Bridge was delayed two (2) to three (3) weeks finishing around early August.

Significant damages also was caused to the road and storm water drains on the Wujal Wujal Falls access road, where public notice was aired on our local broadcast and surrounding community notice boards to notify road closure to all vehicles. Council has commenced the process with the Queensland Reconstruction Authority, to seek funding for the replacement of the road and seek further funding to protect the road pavement and carpark from future flooding.

I like to thank the Bloomfield Lodge in allowing their passenger ferry, to service our community to and from the Southside of the Bloomfield River in times of need; I appreciate your support.

Council has leased the majority of social housing properties to the Department of Housing and Public Works. Our lease agreement with the State Government means the Department of Housing and Public Works now pay the Council utility or service charges for water, sewerage and rubbish collection. However, Council will continue to undertake roadside collections that include white goods and vehicles free of charge.

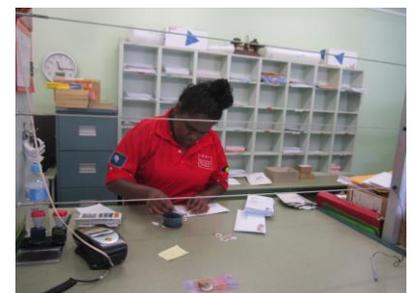
A number of positions were advertised for the vacancies in Community Services Team, Service Station Attendant, Cafe' Staff at the Art Centre, IKC Coordinator, Cleaners etc with many contenders applying for positions but unfortunately some jobs were readvertised.

### School students work placement.



Caleb Harrigan

I speak on behalf of Council and myself and have the privilege to working a long side with Mr. Alan Neilan, our appointed Chief Executive Officer for the Wujal Wujal Aboriginal Shire Council. I'd like to also thank, staff and residents for their support and loyalty over the past year.



Dallas Gibson

I look forward with anticipation to another successful year in 2014/2015.

## Elected Representatives

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

### Councillor Profiles

#### Mayor

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

Elected May 2012

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



Mayor Clifford Harrigan is a Traditional Owner of Wujal Wujal.

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

#### Deputy Mayor

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

Elected March 2008 – Re-elected May 2012

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

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



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

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

**Councillor**

**Natasha Duncan**

Elected May 2012

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

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

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



**Councillor**

**Talita Nandy**

Elected March 2008 – Re-elected 2012

Cr. Nandy was born in Atherton and has lived in Wujal Wujal for 14 years. She is married with two (2) children and enjoys singing, dancing, sewing, reading, camping and socializing.

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



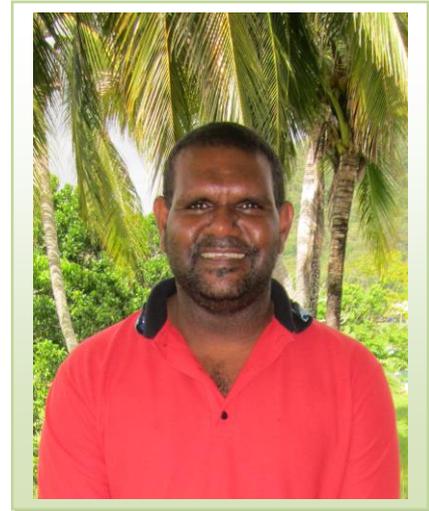
**Councillor**

**Vincent Tayley**

Elected May 2012

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

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



He works for the Royal Flying Doctor Services as a Program Officer in Wujal Wujal. His job involves developing programs and activities to bridge the gap between parents and children which supports and coincides as a member for the Yindili Sports & Recreation Committee. His interests are fishing, hunting, camping with his family and rugby.



**Bobby & Jacky Ball (Snr)**

**Bloomfield River Bridge officially opened 3 October 2014**

## Councillor Remuneration

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

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

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

### Annual Remuneration Applicable Category 3 Local Government Authority

MAYOR	\$ 91,375.96pa
DEPUTY MAYOR	\$ 52,717.08pa
COUNCILLOR	\$ 45,688.23pa

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

Councillor	No. of Meetings Attended	No. of Meetings held	Payment
<i>1 July 2013 - 30 June 2014 including Special Meetings held</i>			
C Harrigan	11	11	\$103,138.05
A Gibson	10	11	\$ 60,405.09
N Duncan	6	11	\$ 50,234.67
T Nandy	9	11	\$ 52,262.05
V Tayley	11	11	\$ 51,431.90

## Registers Open for Inspection

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

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

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

## Council Publications for Disclosure

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

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

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



## Operational and Corporate Planning

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

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

### **Vision Statement**

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

### **Mission Statement**

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



## Core Values and Principles

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



### Our Values:

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



## How we work for you

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

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

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

### **Technical Services**

Department Head: Manager Technical Services Jaime Guedes

*Department Head: Manager, Technical Services – Jaime Guedes*

I have much pleasure in reporting that, once again, we have achieved much within the resources we have available. The year 2013-2014 has been productive and progressive, with the following works and services being provided in our community:-

#### **Town Parks**

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

#### **Workshop**

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

#### **Civil Works**

- The Yalanji Close Subdivision is completed to the value of \$216,346.00

#### **Roads**

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

## **Environmental Health**

### **Water and Sanitation**

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

### **Sewerage**

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

### **Vector / Pest Control**

- Rat baiting stations have been set up around Councils buildings and Community housing to reduce numbers of vermin. Council is undertaking pest control at no charge for all housing.

### **Animal Management**

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

### **Visiting Vet Programs**

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

## **Essential Services**

### **Water**

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

### **Sewerage**

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

### **Employees**

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

## Capital Expenditure & Routine Maintenance Works.

During this year Council spent a total of \$1,199,200 in Parks and public places, routine maintenance of roads and drainage, plant management, water and sewerage system, environmental health, animal health, improving public amenities, road safety, environmental issues and addressing workplace health & safety requirements

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

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



## Building Services

Department Head: Coordinator Mark Zippel

### Social Housing

There was a total investment of \$730,395.00 made towards the social housing during the 2013-14 financial year .

- General upgrades/refurbishments - \$492,109.00
- OT Modifications - \$27,362.00
- Maintenance and Repairs - \$210,924.00

### Council Capital Works

Significant capital works were carried out during the 2013-14 year . These include

- External repaint to the library and RTC buildings .
- The construction of change rooms to the south side sports ovals
- A re roof to the Wujal Wujal store and Sports Hall
- Upgrades to the tenancy management office
- Upgrades and an office extension to the Kindergarten

### Proposed Construction 2014-15

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

- The construction of 6x 2 Bedroom dwellings, indicate budget \$1.56m.
- An indicative budget of \$1,261,505.00 has been proposed for the carrying out of Minor works , Upgrades , Repairs and Maintenance to social housing .



## Community Development Services

Department Head: Community Officer Garry Ashworth



It's been another exciting year in community services.

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

### Community Care Centre

The Aged & Disability Care Centre provides meals and care to our old people and younger people with disabilities. Sharon Anderson and her staff are to be commended for their compassionate commitment to our community.

A major renovation such as a new kitchen has been installed as well as an undercover client drop off - pickup area which has been completed. A new Toyota Commuter Bus with wheel chair capabilities has been purchased.



### Bana Yirriji Arts and Cultural Centre



Our Bana Yirriji Centre Manager is Vikki Burrows.

The Cafe at the Arts Centre is run by local bama with some of them trained in cert 111 in hospitality also in the kitchen we have a qualified Chef.

The Centre is open five (5) days a week from 9.00am – 3.30pm Monday to Friday at this point in time but will be extending to weekend trading in the near future.

**The workshops held at the Bana Yirriji Art Centre for 2013/2014:**

- Eight (8) artists completed a work shop in ceramics and advanced painting
- Trip to CIAF Cairns with the artists - skills development and networking with other art centres.
- Weekly ceramic workshops with Jude Edwards - personal development for the artists.

#### **Fine arts workshop to develop the artists' skills in different techniques.**

- Cert 111 in Photoshop - a workshop with the aim to produce professional brochures for the art centre.

- Professional skills development with Lynelle Flinders.
- Back to country - a trip to Baird's creek with Bobby Ball to collect bark for paintings.

### Indigenous Knowledge Centre (IKC)



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

Internet facilities are available in the Indigenous Knowledge Centre at a small fee.

The people have found this service to be a great attribute for their on-line access.

After school programs are available if children need extra attention and these programs are supervised by staff.

A new disability ramp has been installed including a dedicated car park and the streetscape program commenced.

### Kindergarten



Director of the Wujal Wujal Kindergarten is Coraleen Shipton.

A few upgrades around the Kindergarten have been completed for safety reasons such as fencing, new office and office equipment including facelift for the amenities room.



There are three (3) staff members who have passed their Certificate 111 in children's services through TAFE in Cairns.

Coraleen has been attending Deakin University doing her Bachelor of Education in Early Childhood and has completing her Masters Certificate. The Kindergarten is open from Monday to Friday catering children from the ages of 4 and on Thursday to Friday combines with 3 year olds.



### Radio Indigenous Broadcasting Services

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

The team are now working on 6 Cultural DVDs and short stories.



## State Emergency Services

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

Through cyclone Ita there were no serious emergencies to attend to but lots of clean-up. I would like to thank our volunteers for their valuable contributions in the past year the Bloomfield Region are indeed fortunate to have you on board.

## Corporate Services

Department Head: Corporate Services Manager

I am happy to report that we have again received an unqualified audit report. I would like to thank our committed and dedicated workers who contributed to this result.

Council undertook a complete revaluation of most asset classes in the 2013-14 financial year, and issues with asset valuations contributed to the delay in finalizing the year's figures. The revaluation also resulted in a decrease in Council's asset revaluation surplus of \$1,035,306.

A visual representation of income and expenditure is included. Grants and Subsidies, usually the bulk of our income, made up 52% of the total for the year. Rental income decreased significantly, as the bulk of community housing is now under the 40-year lease arrangements.

A new undertaking was being part of a Joint Venture for the provision of the Remote Jobs and Communities Program, and this resulted in a provisional dividend of \$250,270.

The Audited Financial Statements, current year and long-term financial sustainability statements are now complete and are included with this report.



## Economic Development Services



Bana Yirriji Art Centre



Renatta Williams (School Work Placement)

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



Wujal Wujal Laundromat

## Performance Assessment

### **Tenders**

Council is required to provide details of all resolutions made during the 2013/2014 Financial Year regarding the calling of tenders. There was no tenders during this period.

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

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

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

### **Equal Employment Opportunity**

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

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

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

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

### **Administrative Action Complaints**

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

There were no unresolved complaints.

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

The senior contract employees of the council have total annual remuneration packages that were fixed in the financial year 2013/2014. There were two (2) senior contract employees with a total remuneration package in the range of \$100,000 - \$140,000.

## Community Financial Report

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

## Statement of Financial Position

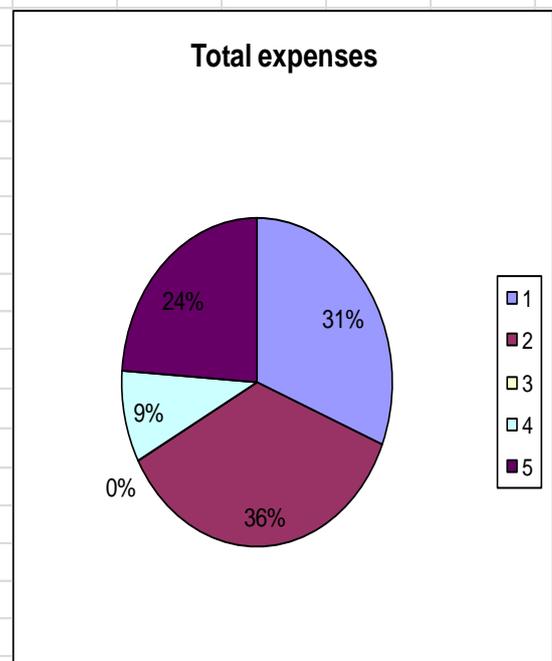
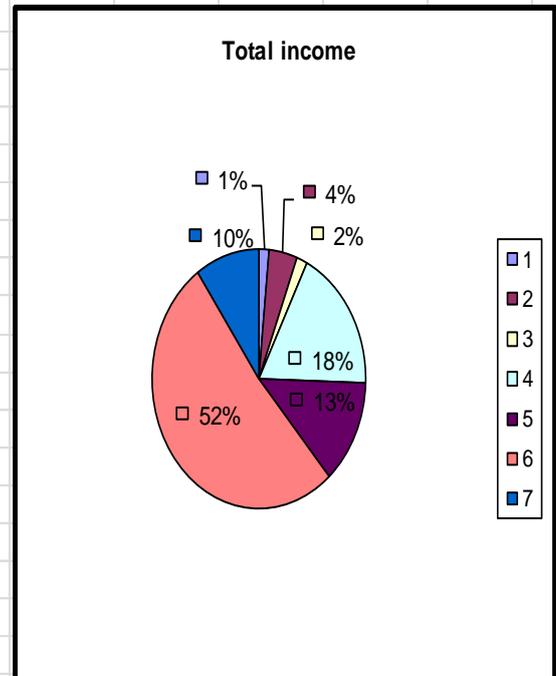
The Statement of Financial Position (Balance Sheet) shows what the Council owns (assets) and what the Council owes (liabilities), both current and non-current. The difference between Council assets and liabilities is the total value that the community holds in the Council (equity).

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

<b>Assets</b>	<b>2009/10 \$'000</b>	<b>2010/11 \$'000</b>	<b>2011/12 \$'000</b>	<b>2012/13 \$'000</b>	<b>2013/14 \$'000</b>
Current assets	2,835	3,921	6,385	5,866	5,344
Property, plant & equipment	37,601	37,226	43,212	44,004	41,150
<b>Total assets</b>	<b>40,436</b>	<b>41,147</b>	<b>49,597</b>	<b>49,870</b>	<b>46,494</b>
<b>Liabilities</b>					
Current liabilities	790	497	745	588	497
Non-current liabilities	250	120	159	37	82
<b>Total liabilities</b>	<b>995</b>	<b>617</b>	<b>904</b>	<b>625</b>	<b>579</b>
<b>Net assets represented by:</b>	<b>39,441</b>	<b>40,530</b>	<b>48,693</b>	<b>49,245</b>	<b>45,915</b>
<b>Equity</b>	<b>28,090</b>	<b>28,572</b>	<b>35,105</b>	<b>33,719</b>	<b>29,127</b>
Retained surpluses					
Asset revaluation reserve	10,076	10,076	11,026	12,906	14,586
Other reserves	1,275	1,882	2,563	2,620	2,202
<b>Total equity</b>	<b>39,441</b>	<b>40,530</b>	<b>48,694</b>	<b>49,245</b>	<b>45,915</b>

## STATEMENT OF COMPREHENSIVE INCOME

<b>Statement of Comprehensive Income for the year ending 30 June 2014</b>			
<b>Total Income</b>			
1 Fees and Charges	109,734	2%	
2 Rental income	306,301	4%	
3 Interest received	115,776	2%	
4 Sales revenue	1,293,953	18%	
5 Other recurrent inc	934,629	13%	
6 Grants, subsidies etc	3,703,206	52%	
7 Capital Income	694,194	10%	
<b>Total income</b>	<b>7,157,793</b>	<b>100%</b>	
<b>Total Expenses</b>			
1 Employee benefits	2,947,485	31%	
2 Materials and services	3,392,262	36%	
3 Finance costs	1,931	0%	
4 Depreciation	853,589	9%	
5 Capital expenses	2,256,773	24%	
<b>Total expenses</b>	<b>9,452,040</b>	<b>100%</b>	
Decrease in Revlaution Surplus	1,035,306		
<b>Total comprehensive income for year</b>	<b>-3,329,553</b>		



2013/2014 Audited Financial Statements

Wujal Wujal Aboriginal Shire Council

Annual Financial Statements

**For the year ended 30 June 2014**

## Independent Auditors Report

Appendix  
one

Expenses Reimbursement Policy & Resolution

# Expenses Reimbursement Policy

## WUJAL WUJAL ABORIGINAL SHIRE COUNCIL

### POLICY STATEMENT

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

NOTE: Any fines incurred while travelling in council-owned vehicles or private owned vehicles when attending to council business, will be the responsibility of the councillor incurring the fine.

**Travel bookings**

All councillors travel approved by council will be booked and paid for by council. Economy class is to be used where possible although council may approve business class in certain circumstances. Airline tickets are not transferable and can only be procured for the councillors travelling on council business. They cannot be used to offset other unapproved expenses. (e.g. cost of partner or spouse accompanying the councillor.)

**Travel transfer costs**

Any travel transfer expenses associated with councillors travelling for council approved business will be reimbursed. Example: Trains, taxis, buses and ferry fares. Cab charge vouchers may also be used if approved by council where councillors are required to undertake duties relating to the business of council.

**Private vehicle usage**

- Councillors private vehicle usage may be reimbursed by council if the:
- travel has been endorsed by council resolution
  - claim for mileage is substantiated with log book details and
  - total travel claim does not exceed the cost of the same travel using economy flights plus the cost of taxi transfers.
  - evidence of comprehensive insurance cover
  - reimbursement at \$0.80c per km

**Accommodation**

All councillor accommodation for council business will be booked and paid for by council. Council will pay for the most economical deal available. Where possible, the minimum standards for councillors' accommodation should be three or four star rating. Where particular accommodation is recommended by conference organisers, council will take advantage of the package deal that is the most economical and convenient for the event.

**Meals**

- Council will reimburse costs of meals for a councillor when:
- the councillor incurs the cost personally and
  - the meal was not provided:
    - within the registration costs of the approved activity/event
    - during an approved flight.
    - absence from home is at least 12 hours

The following limits apply to the amount council will reimburse for meals:

	Brisbane or other capital cities	all other
+ Breakfast	\$23.65	\$21.15
+ Lunch	\$26.55	\$24.20
+ Dinner	\$45.60	\$41.65

<p>MAINTENANCE COSTS OF COUNCIL OWNED EQUIPMENT</p>	<p>No alcohol will be paid for by council.</p> <ul style="list-style-type: none"> <li>• Incidental allowance</li> </ul> <p>\$17.30 per day will be paid by Council to cover any incidental costs incurred by councillors required to travel, and who are away from home overnight, for official council business.</p> <p>Council may reimburse the Mayor up to \$1,000 per annum for hospitality expenses deemed necessary in the conduct of council business.</p> <p><b>Provision of Facilities</b></p> <p>All facilities provided to councillors remain the property of council and must be returned to council when a councillor's term expires.</p> <p><b>Private use of council owned facilities</b></p> <p>Based on the principle that <i>no private benefit is to be gained</i> the facilities provided to councillors by Council are to be used only for council business unless prior approval has been granted by resolution of council.</p> <p>The council resolution authorising private use of council owned facilities will set out the terms under which the councillor will reimburse council for the percentage of private use. This would apply when councillors have private use of council owned motor vehicles and /or mobile telecommunication devices.</p> <p><b>Facilities Categories</b></p> <p><b>Administrative tools</b></p> <p>Administrative tools may be provided to councillors as required to assist councillors in their role.</p> <p>Administrative tools include:</p> <ul style="list-style-type: none"> <li>• office space and meeting rooms</li> <li>• computers</li> <li>• stationery</li> <li>• access to photocopiers</li> <li>• printers</li> <li>• facsimile machines</li> <li>• publications</li> <li>• use of council landline telephones and internet access in council offices</li> </ul> <p>Secretarial support may also be provided for the mayor and councillors. Council may provide a councillor with home office equipment including computer, internet access if necessary.</p> <p>Council will be responsible for the ongoing maintenance and reasonable wear and tear costs of council-owned equipment that is supplied to</p>
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NAME BADGE	<p>councillors for official business use</p> <p>This includes the replacement of any facilities which fall under council's asset replacement program.</p> <p>Council may provide councillors with:</p> <ul style="list-style-type: none"> <li>• a name badge</li> </ul>
SAFETY EQUIPMENT FOR COUNCILLORS	<ul style="list-style-type: none"> <li>• the necessary safety equipment for use on official business, e.g. safety helmet/boots</li> </ul>
UNIFORMS	<ul style="list-style-type: none"> <li>• uniforms as decided from time to time</li> </ul> <p>Councillors may have access to a council owned vehicles is permitted if prior approval has been granted by resolution of council 0.80c per km. Council will, in its resolution, authorise private use and set out the terms for the councillor to reimburse council for the private use</p>
TELECOMMUNICATION NEEDS – MOBILE DEVICES	<p>Council calls made on private mobile phones of councillors will be reimbursed on production of a receipt to the CEO.</p> <p>The Mayor will be provided with a council mobile phone for business use.</p>
INSURANCE COVER	<p>Council will indemnify or insure councillors in the event of injury sustained while discharging their civic duties</p> <p>Council will pay the excess for injury claims made by a councillor resulting from conducting official council business.</p>
FUEL COSTS	<p>Fuel for a council-owned vehicle used for official council business, will be provide or paid for by council</p>
CAR PARKING AMENITIES	<p>Councils are to provide councillors with:</p> <ul style="list-style-type: none"> <li>• car parking at the local government office premises and / or</li> <li>• attending to official council business</li> </ul>

On 21 October 2014 Council passed the following resolution:-

ORD/0 CEO's Report  
 ORD/0.0 Expenses Reimbursement Policy – Councillors  
 Summary/ Purpose

COUNCIL RESOLUTION 2174

MOVED: Cr. Gibson

SECONDED: Cr. Nandy

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

CARRIED



Appendix  
Two

Tribunal Determination

Councillors Remuneration

Appendix  
Three

Policy Statement  
Complaints Management Process

# WUJAL WUJAL ABORIGINAL SHIRE COUNCIL

## POLICY STATEMENT

**SUBJECT:** Complaints Management Process

**AUTHORITY:** Council of the Whole.

**PURPOSE:** This is council's CMP and supporting policy and procedures for resolving administrative action complaints as required by Section 268 *Local Government Act 2009* and the Local Government Regulation 2012 Chapter 9, Part 4

The CMP covers all administrative actions complaints and their management from receipt to resolution.

**POLICY:** The CMP and related policy and procedures were adopted by council resolution and apply from the date of resolution. Any amendment of the CMP including this policy and procedures must be approved by council resolution.

### Commitments

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

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

### Objectives

The objectives of the CMP are to:

- provide an easy to understand and readily accessible CMP to customers, staff and the community
- efficiently, fairly and promptly resolve complaints about the administrative actions of council
- identify and rectify poor administrative actions
- identify improvements in the council's administrative practices and service delivery
- build the capacity of staff to effectively manage complaints
- enhance the community's confidence in council's accountability and openness.

#### CMP availability

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

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

#### Scope

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

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

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

An administrative action complaint includes a complaint that is

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

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

The CMP doesn't apply to –

- complaints about competitive neutrality issues
- complaints about the conduct or performance of councilors
- complaints or information raising a suspicion of official misconduct

- public interest disclosures
- other matters covered by separate statutory review/appeal processes.

#### Complaints Model

- Council's CMP is a staged way of receiving, recording, assessing, reviewing, responding and reporting on complaints. It recognises that generally, complaints are made verbally to the CEO or to council office.
- Stage 1 – Complaints are initially managed and resolved by the CEO. However, the CEO may refer a complaint to the relevant head of department (HOD) for review and response.
- Stage 2 - Unresolved complaints (stage 1) are referred to council for review and response.
- Stage 3 - Dissatisfied complainants may refer their complaint to the Queensland Ombudsman for external review.

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

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

#### Complaints by agents

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

#### Reasonable assistance to make complaint

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

#### Acknowledgement of complaints

- The receipt of complaints will be acknowledged.
- Acknowledgements can be made verbally or in writing and should be in the way preferred by the complainant.

- Acknowledgements should include the issues raised, the process, expected timeframe and contact officer details.
- Acknowledgements will be provided promptly and within 2 days of the complaint being received.

#### Recording complaints

- All administrative action complaints will be recorded. Council will keep and maintain a complaints register. The complaints register should include the following details for all administrative actions complaints made to council:
  - complaint reference number
  - complainant's name
  - date received
  - complaint subject/topic
  - complaint outcome
  - date finalised action required and implementation date.

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

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

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

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

#### Assessing Complaints

Each complaint should be assessed to determine:

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

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

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

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

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

#### Reviewing complaints

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

The review of complaints should include:

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

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

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

### Responding to complaints

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

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

The final response will inform the complainant of:

- the complaint decision and the reasons
- the relevant contact officer details for further information or enquiry; and
- any available internal or external review rights.

### Internal reporting on CMP operation

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

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

### Complaints data

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

### CMP effectiveness

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

### External reporting

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

Annual report information about CMP will include:

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

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

RESOLUTION DATED: 22 January 2013