

# BRISBANE CITY COUNCIL

Annual Report 2018-19





# WELCOME

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**Brisbane City Council**  
GPO Box 1434, Brisbane Qld 4001  
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[brisbane.qld.gov.au](http://brisbane.qld.gov.au)

*This page: The Story Bridge lights up in rainbow in support of our LGBTI community*

*Cover: Wandering the path to the Tropical Display Dome, Brisbane Botanic Gardens Mt Coot th*





Brisbane City Council is the largest local government in Australia. Our responsibility is to provide strong leadership and good governance for the people of Brisbane and to effectively manage our resources to ensure Brisbane is a prosperous and vibrant New World City.

The Annual Report 2018-19 describes Council's progress and performance over the course of the financial year, reporting on Annual Plan and Budget 2018-19 and *Corporate Plan 2016-17 to 2020-21 – 2017 Update* objectives.

## How to read the Annual Report

This report is divided into sections beginning with an introduction containing information on Brisbane, strategic planning, and the Lord Mayor and Chief Executive Officer reports.

The report then provides an overview of Council and the organisation, our Community Financial Report, progress and performance for program and business areas, corporate governance, disclosures and audited financial statements.

All care has been taken to ensure content is complete and accurate. However, Brisbane City Council does not guarantee it is without error.

Council's website provides more information about the organisation's activities, policies and plans for the future. Visit [brisbane.qld.gov.au](http://brisbane.qld.gov.au)

## Acknowledgement

Council acknowledges the Traditional Custodians of the land which is now known as Brisbane. Council also pays respect to Elders past, present and emerging and the broader Aboriginal and Torres Strait Islander community of Brisbane.

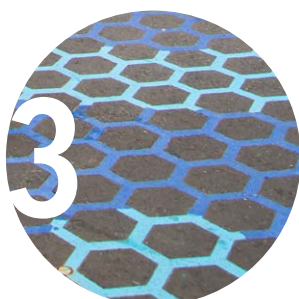
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1

# INTRODUCTION







*Enjoying the sunshine on the River Quay Green, South Bank*

## IN THIS SECTION

Brisbane in profile

Brisbane at a glance

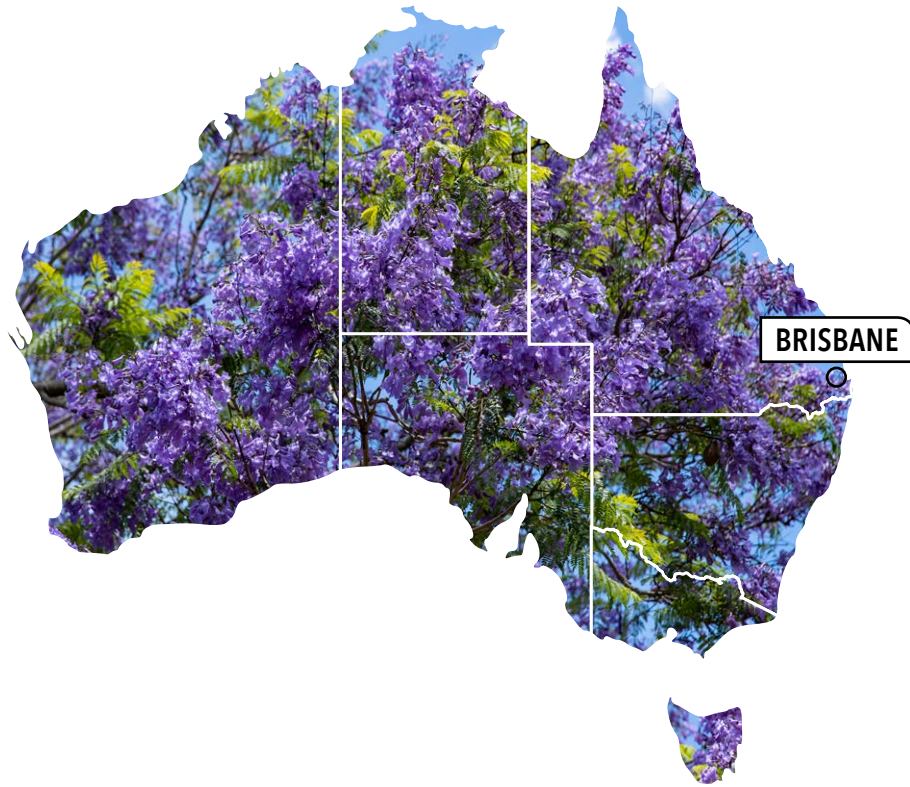
Lord Mayor's report

Chief Executive Officer's report

Medium-term performance snapshot



# BRISBANE IN PROFILE



## EARLY HISTORY

Aboriginal clans have lived in Australia for more than 60,000 years. Brisbane's history can be traced back tens of thousands of years, when Aboriginal clans lived in the area we now call Moreton Bay.

Brisbane is named after Sir Thomas Makdougall Brisbane, a noted astronomer and sixth Governor of New South Wales (1821-1825). In 1823, Lieutenant John Oxley, on instructions from Governor Brisbane, explored the area in search of a suitable location for a northern convict colony. After the discovery of the river and its surrounding fertile land, an interim penal camp was established at Redcliffe in 1824.

The following year, the camp moved to the vicinity now known as William Street in the Brisbane Central Business District (CBD). The penal colony officially closed in 1839, however, it wasn't until 1842 that the Moreton Bay area was opened for free settlement, with Brisbane as its centre.

The original Brisbane municipality was officially proclaimed a city by the passing of the *Local Authorities Act 1902*. By 1924, the Brisbane area comprised of 20 local authorities and joined boards, which combined to form the modern Brisbane City Council under the *City of Brisbane Act 1924*.

## MODERN DAY BRISBANE

Located on the eastern seaboard, Brisbane is a safe, vibrant, green and prosperous city, valued for its friendly and optimistic character and enjoyable lifestyle.

Often referred to as the River City, Brisbane is built around the winding Brisbane River and is characterised by a warm subtropical climate, outdoor lifestyle, hilly suburban pockets and unique Queensland housing. The river is the heart of the city and sets the backdrop for the bustling CBD, vibrant retail and dining precincts, as well as extensive parkland spaces for sport and leisure, festivals, arts and entertainment.

Brisbane has a multicultural and linguistically diverse population, with nearly one-third of residents born overseas and 22% speaking a language other than English at home. Its world-ranking universities and education institutes also drew more than 103,175 international student enrolments in 2019.

Brisbane is a global hub in scientific innovation, mining and resources, technology, higher education, meetings and incentives and cultural attractions. It has an economy of \$171 billion, accounting for 49% of Queensland's economic output and 9% of Australia's output.



# BRISBANE AT A GLANCE

## ECONOMY



**891,228 people**  
employed in Brisbane

**68%** of these both live and work in Brisbane

**\$171 billion** economy (GRP)\*

**127,895 businesses**  
registered in Brisbane^

**97.4%** are small businesses^

**9 million visitors**† per year

## ENVIRONMENT



**1342.7 km<sup>2</sup>** land area

**114 km** length of Brisbane river

**83 vegetation** communities

**>800 species** of wildlife

**>2500 species** of native plants

**16.4°C** average daily low temperature+

**26.6°C** average daily high temperature+

## COMMUNITY



**1,231,605 people**  
currently call Brisbane home^

**31% residents**  
born outside Australia^

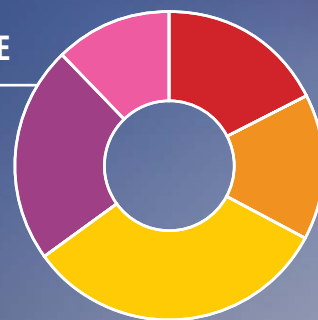
**35 years** median age^

**20.4% volunteered**^

**103,175 international students**  
in the Greater Brisbane area

## POPULATION BY AGE

- **0-14**.....17.7%
- **15-24**.....15.1%
- **25-44**...32.3%
- **45-64**...22.6%
- **65+**.....12.3%



\* Brisbane City Council estimate

^ Australian Bureau of Statistics

† Tourism Research Australia: National Visitors Survey

+ Bureau of Meteorology

Australian Education International Statistics





# LORD MAYOR'S REPORT

## On behalf of Brisbane City Council, I am pleased to present the Annual Report 2018-19.

I would like to thank former Lord Mayor Graham Quirk for his tireless efforts over the past eight years to help grow Brisbane as Australia's New World City.

The past 12 months have been busy as Council delivers the outcomes outlined in *Brisbane's Future Blueprint*, a plan that residents helped to shape.

We will continue to work with local communities every day to make sure the Brisbane of tomorrow is even better than the Brisbane of today.

### Growing your Brisbane lifestyle

Council continued to make waves across our iconic Brisbane River by opening river and recreation hubs at West End, Dutton Park and New Farm Park. These hubs will unlock new river-based leisure and tourism opportunities along the river and out to Moreton Bay.

We created more to see and do in the suburbs, with upgrades to three existing libraries and construction commencing on a brand new library. Our view of the stars is clearer than ever at Sir Thomas Brisbane Planetarium, now one of the top 10 Planetariums in the world after a major upgrade to the digital projection system. Across Brisbane we opened a new aqua park, two world-class BMX facilities, and two new synthetic sports fields. For the cultural community, the opening of the Seven Hills Hub provides a 155-seat theatre, outdoor courtyard with amphitheatre and park.

Our city was a key destination for major events, including three inaugural events, Brisbane Cycling Festival, NRL Magic Round and Curiosity Brisbane. Council also continues to support the Brisbane Festival, a cultural event that defines our great city as a place for arts and culture.

### Clean, green and sustainable

Council's commitment to be Australia's most biodiverse city included protecting more than 15,000 hectares of bushland and parks to increase Brisbane's natural habitat. Additionally, Council remains Australia's largest carbon neutral organisation, aided by the installation of solar panels on Resource Recovery Centres and bus depots.

We strengthened our position as the 'koala capital' of Australia, with our accelerated bushland program securing 700 hectares of land that supports significant ecosystems and koala habitat between 2016 and July 2019. We are also enhancing Mt Coot-tha while the maintenance and creation of parks and new green spaces has continued, including the implementation of the City Botanic Gardens Master Plan, which will deliver new boardwalks and upgraded facilities. The Oxley Creek Transformation Master Plan was also released in October 2018, a major milestone in realising the vision for the Oxley Creek corridor.



## Getting you home quicker and safer

Council is taking coordinated action to reduce traffic congestion while creating more travel options so residents can spend less time on the road and more time doing what's important.

Council's continued focus on the city's active transport network saw the delivery of new and improved bikeways and riverwalks, while our commitment to delivering modern public transport saw construction start on a Generation 2 CityCat and upgrades of the CityGlider buses. We are creating more travel options by delivering the new high-capacity Brisbane Metro, the transformational project linking the city to the suburbs and getting you home up to 50% quicker. This year, we commenced procurement activities and revised designs in response to consultation to enhance accessibility for cyclists and pedestrians. Metro services are set to commence from 2023 subject to State Government approvals.

In the past 12 months, we delivered a significant amount of work to increase capacity for the existing and future traffic demands of the city. The Inner City Bypass upgrade improved connectivity to Legacy Way and the wider road network. Construction also continued on the essential infrastructure upgrades at Wynnum Road and Kingsford Smith Drive, as well as key suburban intersections including Murphy Road and Ellison Road at Chermside, and Waterworks Road in Ashgrove. We also resurfaced our 1500th Smoother Suburban Street as part of a \$90 million commitment in 2018-19.

## Building Brisbane's economy and planning for the future

Council continued to enhance our New World City's reputation as a destination for business events, tourism and signature experiences and events. Driven by the *Brisbane 2022 New World City Action Plan*, we continued to attract business opportunities and events from across Australia and abroad.

The opening of Howard Smith Wharves has breathed new life into the inner-city, with the area now regarded as one of Brisbane's premier leisure and lifestyle destinations. New four and five-star hotels add to our appeal to global investors and visitors as a city to invest and do business in, while also opening doors for more leisure tourism, meetings and conventions.

Our unwavering support for small business continues, with multiple resources dedicated to providing businesses with tailored advice and guidance. Council also continues to help activate suburban shopping precincts, undertaking streetscape improvements across Brisbane as part of the Village Precinct projects program.

We will continue to deliver *Brisbane's Future Blueprint*, our shared vision of our city's next exciting chapter. Our focus on delivering for residents and our vision for a better Brisbane ensure our city is heading in the right direction.

I wish to thank all Council staff for their hard work and dedication to a better Brisbane.

I look forward to continuing to work with you all in 2019-20 as we strive to make Brisbane a great place to live, work and relax.



**Adrian Schinner**  
Lord Mayor



# CHIEF EXECUTIVE OFFICER'S REPORT

**The past 12 months have been exciting for Council as we continue to make significant progress in projects and initiatives as part of our commitment to help build a better Brisbane and make the city the best it can be.**

Each year, I undertake an assessment of our performance against the medium-term objectives in the Corporate Plan to ensure Council is on track to deliver on our strategic objectives/services to the community.

I am proud to see the progress we have made on delivering essential services and operating systems, while proactively looking to the future and maintaining our commitment to being a Zero Harm organisation. I would also like to recognise the significant efforts of our staff and external partners in their commitment to these outcomes on behalf of the community and city.

The Medium-term performance snapshot highlights key achievements in enhancing our already great city, with the full scorecards on Corporate Plan performance available in Section 4 – Progress and Performance.

## **Innovative and responsive customer service**

Being a customer-focused organisation is very important to me. This value supports the management of our day-to-day operations and ensures we keep our customers at the forefront of all that we do. Council again provided

outstanding customer service, with 83% of residents and businesses surveyed satisfied with Council's service delivery across all channels of contact. Changing technology means Council must continue to adapt to meet the needs of customers who are more connected than ever with organisations. Our Customer Experience team took out the Customer Culture Award at the International Service Excellence Awards and was crowned the Customer Service Team of the Year at the CSIA Australian Service Excellence Awards.

Our increasing engagement with residents was supported by the planning, facilitation and delivery of 65 community and stakeholder consultation activities and events, engaging more than 17,500 people through face-to-face and online community engagement. In November 2018, the Plan your Brisbane project received the Community Engagement Excellence Award at the 2018 UDIA Mitchell Brandtman Awards for Excellence. Plan Your Brisbane was one of the largest engagement exercises Council has conducted ensuring residents had their say in guiding Brisbane's future.



## Skilled and dedicated workforce

Council remains a responsible and attractive employer with people who are enthusiastic, well-trained and dedicated to a better Brisbane. The organisation remains committed to *Our People 2017-2022*, a plan for our future workforce that provides value-for-money services to the community. The Leadership Blueprint is now embedded after it was introduced in March 2017, ensuring we set clear definitions of everyday leadership behaviour, provide guidance and develop critical capability requirements in leaders across the organisation. We demonstrated our commitment to an inclusive workplace with the development and implementation of the Inclusion Blueprint 2018-2023, delivery of the Communities of Inclusion forum, and continuation of the innovative and award-winning DisABILITY ACTION at WORK program.

Achievement of Gold Employer Status in the Australian Workplace Equality Index for the second year also highlights our commitment to workplace inclusion for our LGBTI community.

We maintained our status as one of the largest employers of apprentices in the Brisbane metropolitan area, and were proud to manage the certification of a new Enterprise Bargaining Agreement (EBA9), which resulted in the implementation of new parental leave arrangements for employees, ensuring we provide all the support we can to families.

## Efficient and effective business operations

As the city evolves, so too must our organisation and the services we deliver. We continue to seek efficiencies across our processes and operations to ensure our services are fit-for-purpose for the community we serve. Through business process management and continuous improvement efforts we are able to reduce operational costs and deliver more value to the people of Brisbane.

It has never been easier to do business with Council, and for external providers to offer innovative solutions to Council systems and processes, through the Better Brisbane Proposals. This year Council received proposals from 74 external providers through the initiative, which ultimately benefit our staff, our productivity, and the customers we serve.

I thank Lord Mayor Adrian Schrinner and members of the Establishment and Coordination Committee for their ongoing efforts to deliver value for the city. I also thank the Executive Management Team for their support, and the employees of Council for their daily dedication to improving the quality of life for the Brisbane community. I pay tribute to former Lord Mayor Graham Quirk and all Councillors for their leadership and vision. We are embarking on a new chapter for the city, and Council remains as dedicated to a better Brisbane as ever.



**Colin Jensen**  
**Chief Executive Officer**







## Medium-term performance snapshot

### Program 1 TRANSPORT FOR BRISBANE

Continued commitment to ensuring bikeway networks are well-connected and continuous, with \$100 million in funding over the medium-term to enhance outcomes for existing and new riders, further helping to facilitate the transition to sustainable modes of transport and an active and healthy lifestyle.



Completed 5 km of missing links between key destinations across the bikeway network



New bikeways and bikeway upgrades provide strategic opportunities for future connections



Increased cycling participation by 18% since 2015. 190,000 residents now ride in a typical week\*

### Program 2 INFRASTRUCTURE FOR BRISBANE

Council has focused on improving connectivity and safety around schools, reducing congestion and ensuring the best performance of the transport network, while working strategically and collaboratively with a key focus on safety.



Peak time traffic flows have improved on most corridors due to congestion reduction initiatives



189 schools worked with Council to improve road safety around schools, with 173 traffic management plans developed since 2016



Reducing congestion by undertaking major projects on key corridors and hotspots around the city

### Program 3 CLEAN, GREEN AND SUSTAINABLE CITY

Continue to manage threats to biodiversity and protect land with significant ecological value by restoring, maintaining and enhancing Brisbane's natural assets. Committed to reducing domestic waste disposal to landfill and increasing the recycling and recovery of waste.



700 ha of bushland acquisition, on track to meet the 750 ha target in 2020



Green Waste Recycling Service has grown from 85,891 bins in 2016-17 to 97,033 in 2018-19



3306 tonnes of green waste diverted from landfill since 2016-17

\*National Cycling Participation Survey



## Program 4 FUTURE BRISBANE

Balance city growth with the needs of the community, ensuring planning processes enhance neighbourhood distinctiveness and quality of life. Continue to engage the community in planning for the future and administrative development processes to preserve our unique heritage and ensure quality outcomes for the city.



On track to achieve the *ShapingSEQ* target of an additional 188,200 new dwellings by 2041



Approved housing supply is more than 4000 dwellings ahead of the average annual benchmark of 7374



Citywide strategies, such as the *Brisbane Industrial Strategy*, help facilitate the evolution of the city

## Program 5 LIFESTYLE AND COMMUNITY SERVICES

Growing your Brisbane lifestyle includes managing facilities, supporting the delivery of events and providing venues for cultural and recreational activities which foster inclusion and ensure all Brisbane residents feel a sense of belonging to their community. These opportunities are accessible for all people regardless of physical ability, background and circumstance.



Investment in festivals and events continues, with \$11.8 million committed over the past three years



75% of pools, libraries and halls are accessible with further improvements in the pipeline



Facilitated almost 6.3 million visits to Council's libraries

## Program 6 CUSTOMER SERVICE

Community health and safety remains critically important to Council, and services across animal management, community health, public safety and engagement are focused on these outcomes. Council remains a customer-focused organisation, with an ongoing commitment to quality service, and improving outcomes for all customers.



6907 pets rehomed since 2015, including 1329 in 2018-19



14% more dogs are registered in Brisbane compared to 2012



87% of customers say Council understands their needs and they are satisfied with the services provided

## Program 7 ECONOMIC DEVELOPMENT

A longstanding commitment to ensuring it is easy to establish, invest in and do business in Brisbane. The growth and longevity of small and medium enterprises is a cornerstone of our economy, and Council is responsive to evolving business needs and ensuring Brisbane has the digital and knowledge capability to support the economy into the future.



With 72 new datasets, 204 datasets are now available in the Open Data Portal



12% growth in international students



350 one-on-one small business meetings

## Program 8 CITY GOVERNANCE

Operate Council as a financially and socially sustainable organisation which enhances economic prosperity and supports an inclusive and engaged employee culture.



Financially sustainable, with a strong credit rating and neutral outlook



74% satisfaction with information provided on preparation for natural hazards



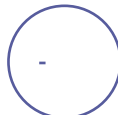
Awarded Gold Employer Status for our commitment to LGBTI workplace inclusion

## Business Unit CITY PARKING, FIELD SERVICES, TRANSPORT FOR BRISBANE

Council's Business Units continue to provide sustainable, high-quality and value-for-money services to Council and the community.



Electric vehicle charging stations now available at King George Square



More than \$2 million saved annually due to contract improvement processes



92% of buses are environmentally friendly



# 2 OUR COUNCIL







*Lifeguards keep watch over Streets Beach, South Bank*

## IN THIS SECTION

Strategic planning

Our Council

Our vision and values

Organisational structure

Our elected representatives

Establishment and Coordination  
Committee

Executive Management Team

Our people

Awards and recognition



# STRATEGIC PLANNING

Council's strategic and corporate plans set the goals and direction for the city's future.

The strategic planning framework integrates annual, medium, and long-term plans and strategies. Integrated financial, asset, land use, infrastructure and service planning is also necessary to ensure the achievement of outcomes together with effective and efficient delivery of community services.

## Council's strategic planning framework



Council's strategic planning framework aligns with the City of Brisbane Act 2010 and the City of Brisbane Regulation 2012.

## Brisbane Vision 2031

The *Brisbane Vision 2031* (the Vision) is Council's long-term community plan and sets out aspirations for the city. Council will collaborate with various levels of government, other organisations and international partners to work towards achieving the Vision.

The Vision also lists actions that members of the Brisbane community can take to help achieve this vision for our city. All activities undertaken by Council in service to the community align to the Vision themes. More information about the Vision and aspirations can be found later in this section.

## Long-Term Asset Management Plan

Council provides, owns and manages much of Brisbane's public infrastructure. Council's *Long-term Asset Management Plan 2012-2022* (LTAMP) is a 10-year strategic planning document for this extensive asset portfolio. The LTAMP includes a summary of the asset management principles including levels of service, risk management and continuous improvement when managing an asset through its whole-of-life, from acquisition to disposal. The LTAMP provides the connectivity for the asset, the service and its funding.

## Corporate Plan

Council has adopted the *Corporate Plan 2016-17 to 2020-21 – 2017 Update* (Corporate Plan). It sets out Council's medium-term priorities and objectives. These serve as targets and milestones on a path to achieving the Vision. The Corporate Plan provides a bridge between Council's long-term plans and the Annual Plan and Budget.

## Annual Plan and Budget

In June each year, the Lord Mayor presents and Council adopts the Annual Plan and Budget. The Annual Plan and Budget delivers the Corporate Plan objectives across annual horizons. It allocates budget to program outcomes and to the services, activities and projects that contribute to it.

## Reporting

As part of Council's strategic planning framework, Council prepares monthly, quarterly and annual reports. This includes the Annual Report, prepared and adopted by Council. The Annual Report is the principal mechanism by which Council reports to the community and other stakeholders. It charts our achievements and challenges for the past financial year and reports against the Annual Plan and Budget and the Corporate Plan. The report also provides Council's longer-term and detailed annual financial reporting, governance information and disclosures required by legislation.

## Financial management

Council's Annual Plan and Budget includes long-term financial forecasts and a number of measures of financial sustainability.

The Community Financial Report lists the three measures of financial sustainability mandated under the *City of Brisbane Regulation 2012*:

- asset sustainability ratio
- net financial liabilities ratio
- operating surplus ratio.

Council's current year and long-term financial sustainability statements are included with Council's Annual Financial Statements later in this report.



# OUR COUNCIL

Brisbane was declared a municipality (an area with its own local government) in 1859. The first election of the municipality was held in October that year, with 37 candidates contesting the nine positions on Council. In 1924, Queensland Parliament passed the *City of Brisbane Act 1924*, setting up a single, citywide local government for the whole region. William Jolly, Brisbane's first Lord Mayor, took office in October 1925 and served until 1931.

Today, Brisbane City Council is Australia's largest local government in both population and budget. It consists of 26 wards and 27 elected Councillors, including the Lord Mayor. Eligible residents in each ward elect a Councillor, with the Lord Mayor being directly elected by residents across the Brisbane local government area.

Council is dedicated to ensuring Brisbane is a great place to live, work and relax, and has a fundamental role to play in making the city the best it can be. Guiding these outcomes is the Vision, Council's long-term community plan for the city. Developed in consultation with the community and adopted in 2013, it details the aspirations for the city's future and outlines ideas for achieving this vision.

## Our vision

Brisbane will continue to be a safe, vibrant, green and prosperous city. The city is valued by all for its friendly, energetic and optimistic character and subtropical outdoor lifestyle.

Brisbane will be respected for its strong international relationships (particularly with its Asian neighbours), its boundless innovation and its growing economic prosperity.

Everyone living and working in Brisbane has a role to play in achieving the Vision. Council will continue to plan and deliver services and projects that help make Brisbane a great place to live and do business. However, there are challenges and goals that need effort and cooperation on more than just a local government level.

### BRISBANE VISION THEMES

- Our accessible, connected city
- Our active, healthy city
- Our clean, green city
- Our friendly, safe city
- Our New World City
- Our smart, prosperous city
- Our vibrant, creative city
- Our well-designed, subtropical city.

## OUR GOALS

The main priorities for the Vision are to:

- maintain or improve quality of life for the Brisbane community
- ensure Brisbane has the services and infrastructure to meet the liveability and sustainability challenges of the future
- provide an overarching plan of action for Council, its partners and the people of Brisbane.

## Our values

Council is driven by strong corporate values that guide our thinking, actions and decision-making. Council undertakes business with the following values in mind:

- getting things done
- value for money
- passion for Brisbane
- respect for people
- responsive customer service
- working together
- courage to make a difference.

# ORGANISATIONAL STRUCTURE





# OUR ELECTED REPRESENTATIVES



## LORD MAYOR

### **Cr Adrian Schrinner (LNP)**

Office of the Lord Mayor

GPO Box 2287  
Brisbane Qld 4001  
(07) 3403 4400

**lord.mayor@brisbane.qld.gov.au**

Elected as Councillor 2005  
Appointed as Lord Mayor 2019  
Number of voters 785,011

## BRACKEN RIDGE

### **Cr Amanda Cooper (LNP)**

Bracken Ridge Ward Office

Cnr Bracken and Barrett Streets  
Bracken Ridge Qld 4017  
(07) 3667 6000

**brackenridge.ward@bcc.qld.gov.au**

Appointed to Council 2007  
Elected 2008  
Number of voters 29,746

## CALAMVALE

### **Cr Angela Owen (LNP)**

Calamvale Ward Office

Shop 10, Central Park  
Medical Centre  
168 Algester Road  
Calamvale Qld 4116  
(07) 3131 7022

**calamvale.ward@bcc.qld.gov.au**

Elected 2008  
Number of voters 29,025

## CENTRAL

### **Cr Vicki Howard (LNP)**

Central Ward Office

Suite 1, 5 Lamington Street  
New Farm Qld 4005  
(07) 3403 0254

**central.ward@bcc.qld.gov.au**

Elected 2012  
Number of voters 34,103

## CHANDLER

### **Cr Ryan Murphy (LNP)**

Chandler Ward Office

Shop 8, Millennium Centre  
14 Millennium Boulevard  
Carindale Qld 4152  
(07) 3407 1400

**chandler.ward@bcc.qld.gov.au**

Appointed to Council 2019  
Number of voters 27,158

## COORPAROO

### **Cr Fiona Cunningham (LNP)**

Coorparoo Ward Office

Suite 6, 737 Logan Road  
Greenslopes Qld 4120  
(07) 3403 2101

**coorparoo.ward@bcc.qld.gov.au**

Appointed to Council 2019  
Number of voters 31,159

## DEAGON

### **Cr Jared Cassidy (ALP)**

Deagon Ward Office

Level 1, Suite 2A/47 Brighton Road  
Sandgate Qld 4017  
(07) 3667 6011

**deagon.ward@bcc.qld.gov.au**

Appointed to Council 2015  
Elected 2016  
Number of voters 29,719

## DOBOY

### **Cr Lisa Atwood (LNP)**

Doboy Ward Office

Shop 5, 1181 Wynnum Road  
Cannon Hill Qld 4170  
(07) 3407 8800

**doboy.ward@bcc.qld.gov.au**

Appointed to Council 2019  
Number of voters 29,515

## ENOGERA

### **Cr Andrew Wines (LNP)**

Enoggera Ward Office

102 Samford Road (Cnr Cole Street)  
Alderley Qld 4051  
(07) 3407 2510

**enoggera.ward@bcc.qld.gov.au**

Elected 2008  
Number of voters 31,348





## FOREST LAKE

### **Cr Charles Strunk (ALP)**

Forest Lake Ward Office

Inala Library Building  
Cnr Wirraway Parade and Corsair  
Avenue, Inala Qld 4077  
(07) 3407 1211

**forestlake.ward@bcc.qld.gov.au**

Elected 2016

Number of voters 30,844

## JAMBOREE

### **Cr Matthew Bourke (LNP)**

Jamboree Ward Office

Shop 146A, Mt Ommaney  
Shopping Centre,  
171 Dandenong Road  
Mt Ommaney Qld 4074  
(07) 3407 7000

**jamboree.ward@bcc.qld.gov.au**

Elected 2008

Number of voters 27,513

## MCDOWALL

### **Cr Tracy Davis (LNP)**

McDowall Ward Office

Shops 5 and 6,  
Rode Shopping Centre  
271 Appleby Road  
Stafford Heights Qld 4053  
(07) 3403 7690

**mcdowall.ward@bcc.qld.gov.au**

Appointed to Council 2019

Number of voters 30,703

## HAMILTON

### **Cr David McLachlan (LNP)**

Hamilton Ward Office

42 Racecourse Road  
Hamilton Qld 4007  
(07) 3403 1095  
**hamilton.ward@bcc.qld.gov.au**

Elected 2006

Number of voters 31,209

## MACGREGOR

### **Cr Steven Huang (LNP)**

MacGregor Ward Office

Ground Floor, 2072 Logan Road  
Upper Mt Gravatt Qld 4122  
(07) 3407 8500

**macgregor.ward@bcc.qld.gov.au**

Appointed to Council 2011

Elected 2012

Number of voters 27,306

## MOOROOKA

### **Cr Steve Griffiths (ALP)**

Moorooka Ward Office

Shop 2, 122 Beaudesert Road  
Moorooka Qld 4105  
(07) 3403 1730

**moorooka.ward@bcc.qld.gov.au**

Appointed to Council 2003

Elected 2004

Number of voters 29,525

## HOLLAND PARK

### **Cr Krista Adams (LNP)**

Holland Park Ward Office

Shop 13, 1290 Logan Road  
Mt Gravatt Qld 4122  
(07) 3403 7791

**hollandpark.ward@bcc.qld.gov.au**

Elected 2008

Number of voters 28,551

## MARCHANT

### **Cr Fiona Hammond (LNP)**

Marchant Ward Office

North Regional Business Centre  
Level 1, 375 Hamilton Road  
Chermside Qld 4032  
(07) 3407 0707

**marchant.ward@bcc.qld.gov.au**

Elected 2008

Number of voters 31,467

## MORNINGSIDE

### **Cr Kara Cook (ALP)**

Morningside Ward Office

Ground Floor, 63 Oxford Street  
Bulimba Qld 4171  
(07) 3407 8200

**morningside.ward@bcc.qld.gov.au**

Elected 2018

Number of voters 31,861



## NORTHGATE

### Cr Adam Allan (LNP)

Northgate Ward Office

Banyo Library Building  
284 St Vincents Road  
Banyo Qld 4014  
(07) 3403 2210

[northgate.ward@bcc.qld.gov.au](mailto:northgate.ward@bcc.qld.gov.au)

Elected 2016  
Number of voters 32,513

## RUNCORN

### Cr Kim Marx (LNP)

Runcorn Ward Office

BCC Sunnybank Centre  
121 Lister Street  
Sunnybank Qld 4109  
(07) 3407 0566

[runcorn.ward@bcc.qld.gov.au](mailto:runcorn.ward@bcc.qld.gov.au)

Elected 2012  
Number of voters 27,086

## THE GAP

### Cr Steven Toomey (LNP)

The Gap Ward Office

477 Waterworks Road  
Ashgrove Qld 4060  
(07) 3407 1900

[thegap.ward@bcc.qld.gov.au](mailto:thegap.ward@bcc.qld.gov.au)

Appointed to Council 2015  
Elected 2016  
Number of voters 30,087

## PADDINGTON

### Cr Peter Matic (LNP)

Paddington Ward Office

44 Latrobe Terrace  
Paddington Qld 4064  
(07) 3403 2520

[paddington.ward@bcc.qld.gov.au](mailto:paddington.ward@bcc.qld.gov.au)

Appointed to Council 2007  
Elected 2008  
Number of voters 30,953

## TENNYSON

### Cr Nicole Johnston (IND)

Tennyson Ward Office

Fairfield Gardens  
180 Fairfield Road  
Fairfield Qld 4103  
(07) 3403 8605

[tennyson.ward@bcc.qld.gov.au](mailto:tennyson.ward@bcc.qld.gov.au)

Elected 2008  
Number of voters 29,636

## WALTER TAYLOR

### Cr James Mackay (LNP)

Walter Taylor Ward Office

Ground Floor, 70 Station Road  
Indooroopilly Qld 4068  
(07) 3407 0005

[waltertaylor.ward@bcc.qld.gov.au](mailto:waltertaylor.ward@bcc.qld.gov.au)

Appointed to Council 2019  
Number of voters 29,520

## PULLENVALE

### Cr Kate Richards (LNP)

Pullenvale Ward Office

Kenmore Library Building  
9 Brookfield Road  
Kenmore Qld 4069  
(07) 3407 0220

[pullenvale.ward@bcc.qld.gov.au](mailto:pullenvale.ward@bcc.qld.gov.au)

Elected 2016  
Number of voters 29,736

## THE GABBA

### Cr Jonathan Sri (GRN)

The Gabba Ward Office

2/63 Annerley Road  
(Cnr Crown Street)  
Woolloongabba Qld 4102  
(07) 3403 2165

[thegabba.ward@bcc.qld.gov.au](mailto:thegabba.ward@bcc.qld.gov.au)

Elected 2016  
Number of voters 35,044

## WYNNUM MANLY

### Cr Peter Cumming (ALP)

Leader of the Opposition

Wynnum Manly Ward Office  
3A/212 Bay Terrace (Cnr Pine Street)  
Wynnum Qld 4178  
(07) 3403 2180

[wynnummanly.ward@bcc.qld.gov.au](mailto:wynnummanly.ward@bcc.qld.gov.au)

Elected 1994  
Number of voters 29,684





# ESTABLISHMENT AND COORDINATION COMMITTEE

The Establishment and Coordination Committee is known as Civic Cabinet. Council has eight standing committees, including the Establishment and Coordination Committee, which are made up of and chaired by elected representatives.

The members of the Establishment and Coordination Committee are the Lord Mayor (Chair) and all seven standing committee Chairs. The Chief Executive Officer acts as Secretary of the Establishment and Coordination Committee, providing executive advice and reporting back to Council as an organisation.

At its highest level, the Establishment and Coordination Committee sets the strategic direction for Brisbane as a city and Council as an organisation. The Establishment and Coordination Committee acts with Council's authority in a range of matters including procurement, reporting and policy development.

The Establishment and Coordination Committee also reviews and makes recommendations to full Council on major plans, corporate documents and city finances.

Each standing committee considers Council policy, provides advice to Council and delivers results for the people of Brisbane across a wide range of areas such as infrastructure, public transport and the environment. Brisbane City Council committees include:

- Establishment and Coordination Committee (Civic Cabinet)
- City Planning Committee
- Environment, Parks and Sustainability Committee
- Field Services Committee
- Finance and Administration Committee
- Infrastructure Committee
- Community, Arts and Lifestyle Committee
- Public and Active Transport, Economic and Tourism Development Committee.

The Establishment and Coordination Committee meets each Monday morning.



**Councillor  
ADRIAN SCHRINNER**

**Lord Mayor**

Elected in 2005  
Member of the Establishment and Coordination Committee since 2008  
Deputy Mayor 2011-2019  
Lord Mayor since 8 April 2019

**Areas of Responsibility**

Elected leader of Brisbane City Council  
Chair of Civic Cabinet and an ex-officio member of all Council standing committees  
Spokesperson for Council to the media or at community events  
Ceremonial duties such as citizenship ceremonies and opening new facilities  
Working with the Chief Executive Officer on Council business  
Delivering Council’s Annual Plan and Budget



**Councillor  
KRISTA ADAMS**

**Deputy Mayor**

**Chair, Public and Active Transport, Economic and Tourism Development Committee**

Elected in 2008  
Chair of Council 2010-2012  
Member of the Establishment and Coordination Committee since 2012  
Deputy Mayor since 8 April 2019  
Chair of the Finance and Economic Development Committee until 14 May 2019

**Areas of Responsibility**

Brisbane Metro  
Transport for Brisbane  
Public transport infrastructure  
Bikeway construction and network  
Active School Travel  
Economic development to ensure business and jobs growth  
Assisting the Lord Mayor with International Relations and Multicultural Affairs



**Councillor ANDREW WINES Chair of Council**

Elected in 2008  
Chair of Council since 8 April 2019

**Areas of Responsibility**

Control of the Council Chamber and surroundings  
Presiding officer at all meetings of Brisbane City Council





**Councillor  
ADAM ALLAN**

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**Chair, Finance and  
Administration Committee**

Elected in 2016

Member of the Establishment  
and Coordination Committee  
since 14 May 2019

**Areas of Responsibility**

Financial management of  
Australia’s largest Council

Corporate services including  
procurement, risk management,  
legal services, human  
resources, communication,  
information and technology

Brisbane State Emergency  
Services

Disaster management and  
preparedness



**Councillor  
MATTHEW BOURKE**

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**Chair, City Planning  
Committee**

Elected in 2008

Member of the Establishment  
and Coordination Committee  
since 2012

**Areas of Responsibility**

Planning for sustainable  
development

Protection of Brisbane’s  
unique character and  
heritage

Development assessment  
processes

Neighbourhood plans,  
urban renewal projects and  
strategic planning across  
Brisbane

Infrastructure planning to  
support development

Urban design and City of  
Lights

Public art

Planning for resilience to  
natural hazards such as  
flooding



**Councillor  
AMANDA COOPER**

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**Chair, Infrastructure  
Committee**

Appointed to Council in 2007

Elected in 2008

Member of the Establishment  
and Coordination Committee  
since 2008

**Areas of Responsibility**

Infrastructure asset  
management and  
optimisation

City projects

Transport infrastructure

Transport strategy and  
planning

Road upgrades

Road use management

Congestion reduction



**Councillor  
FIONA HAMMOND**

**Chair, Environment, Parks  
and Sustainability Committee**

Elected in 2008

Member of the Establishment  
and Coordination Committee  
since 8 April 2019

**Areas of Responsibility**

- City sustainability
- Brisbane’s urban forest, parks,  
gardens and waterways
- Promoting energy efficiency
- Sustainable water management
- Air quality
- Biodiversity
- Minimising environmental risks
- Supporting environmental  
volunteer groups
- Promoting sustainable  
behaviours



**Councillor  
VICKI HOWARD**

**Chair, Field Services  
Committee**

Elected in 2012

Member of the Establishment  
and Coordination Committee  
since 2018

**Areas of Responsibility**

- Civil construction
- Quarry products
- Asphalt manufacture and laying
- Waste management
- Park maintenance
- City cleansing activities
- Fleet solutions



**Councillor  
PETER MATIC**

**Chair, Community, Arts  
and Lifestyle Committee**

Appointed to Council in 2007

Elected in 2008

Member of the Establishment  
and Coordination Committee  
since 2008

Chair of the Lifestyle  
and Community Services  
Committee until 14 May 2019

**Areas of Responsibility**

- Vibrant, caring and inclusive  
local communities
- Contact Centre and Business  
Hotline 133 BNE (133 263)
- Promoting an active and  
healthy lifestyle
- Libraries
- Cultural activities for  
Brisbane residents
- Community partnerships
- Community safety
- Environmental health risks  
and minimising safety hazards
- Local laws and regulation
- Compliance and Regulatory  
Services
- Community facilities, including  
pools and community halls



## Previous Establishment and Coordination Committee members



**Councillor  
GRAHAM QUIRK**

### Lord Mayor

Elected in 1985

Member of the Establishment and Coordination Committee 1988-1991, 2004-2019

Lord Mayor from 2011 to 7 April 2019

### Areas of Responsibility

Elected leader of Brisbane City Council

Chair of Civic Cabinet and an ex-officio member of all Council committees

Spokesperson for Council to the media or at community events

Ceremonial duties such as citizenship ceremonies and opening new facilities

Working with the Chief Executive Officer on Council business

Delivering Council's Annual Plan and Budget



**Councillor  
DAVID McLACHLAN**

### Chair, Environment, Parks and Sustainability Committee

Elected in 2006

Member of the Establishment and Coordination Committee from 2008 to 8 April 2019

### Areas of Responsibility

City sustainability

Brisbane's urban forest, parks, gardens and waterways  
Promoting energy efficiency

Sustainable water management

Air quality

Biodiversity

Minimising environmental risks

Supporting environmental volunteer groups

Promoting sustainable behaviours



**Councillor  
RYAN MURPHY**

### Chair, Public and Active Transport Committee

Elected in 2012

Member of the Establishment and Coordination Committee from 8 April 2019 to 14 May 2019

### Areas of Responsibility

Brisbane Metro

Transport for Brisbane

Public transport infrastructure

Bikeway construction and network

Active School Travel



**Councillor ANGELA OWEN Chair of Council**

Elected in 2008

Chair of Council from 2015 to 8 April 2019

### Areas of Responsibility

Control of the Council Chamber and surroundings

Presiding officer at all meetings of Brisbane City Council





# EXECUTIVE MANAGEMENT TEAM

The Chief Executive Officer (CEO), divisional and executive managers form Council's Executive Management Team. The CEO reports to Council.



## **COLIN JENSEN** **Chief Executive Officer**

Joined Council in 2010

### **Qualifications**

- Bachelor of Civil Engineering (Honours)
- Graduate of the Australian Institute of Company Directors
- Honorary Fellow Engineers Australia
- Fellow Australian Academy of Technological Science and Engineering

### **Significant Achievements**

- Extensive public sector career in Queensland Government, including Director-General of the Department of Infrastructure and Planning and Coordinator-General for Queensland.
- Received the Queensland University of Technology Chancellor's Outstanding Alumnus Award and the Faculty of Built Environment and Engineering Outstanding Alumni Award for 2011.
- Awarded Queensland 2010-11 National Emergency Medal for service in the January 2011 floods.



## **ANDREA KENAFAKE** **Divisional Manager, City Planning and Sustainability**

Joined Council in 1993

### **Qualifications**

- Bachelor of Arts (Organisational Psychology)
- Master of Rehabilitation
- Graduate of the Australian Institute of Company Directors

### **Significant Achievements**

- More than 20 years in leadership and executive roles in Council.
- Chairman, City Parklands Services Pty Ltd.
- Winner, Executive Leadership Award, 2019 Australian LGBTI Inclusion Awards.
- Executive Sponsor for Council's LGBTI Employee and Ally Network, River City Pride.
- Executive Sponsor for Smart, Connected Brisbane.
- Chair of Council's Inclusion Council.
- Received the Urban Development Institute of Australia (UDIA) Women in Development – Outstanding Achievement by a Woman – Government Award in 2010.
- Finalist in the Australian Institute of Management Excellence Awards Professional Manager of the Year category in 2013.



**BILL LYON**  
**Divisional Manager, Organisational Services**

Joined Council in 2017

**Qualifications**

- Bachelor of Business (International Business and Marketing)
- Associate Diploma in Electrical Engineering (Telecommunications)
- Certificate of Management
- General Manager Program
- Graduate of the Australian Institute of Company Directors (AICD)

**Significant Achievements**

- CEO of Redland City Council.
- Executive General Manager roles with Energex and Telstra.
- Responsible for finance, human resources, strategic procurement, corporate communication, service delivery and information services for Council.



**GEOFFREY BECK**  
**Divisional Manager, Transport for Brisbane**

Joined Council in 2009

**Qualifications**

- Bachelor of Engineering (Civil)
- Master of Applied Science
- Graduate Diploma of Management
- Graduate Diploma of Strategic Studies
- Graduate of Army Command and Staff College, Joint Services Staff College and Centre for Defence and Strategic Studies

**Significant Achievements**

- Significant public sector experience in Australian Government including Defence – Director General Capital Infrastructure and Head of Defence Infrastructure.
- Private sector roles with Raytheon and GHD.
- Extensive military career including operational roles in Namibia.





**MICA JULIEN**  
**Executive Manager, Field Services**

Joined Council in 1991

**Qualifications**

- Bachelor of Business (Tourism)
- Associate Diploma in the Neuroscience of Leadership
- Certificate IV in Competitive Systems and Processes
- Professional Certified Coach

**Significant Achievements**

- More than 27 years of leadership experience within Council.
- Leading with vision and a clear sense of direction has resulted in year-on-year improvement in Field Services' employee engagement.
- Developing a strong Zero Harm culture within Field Services, supporting our people when it comes to their safety, health and wellbeing.
- Leading Field Services to systematically and substantially improve customer satisfaction.
- Optimising productivity and efficiency by incorporating agile and lean thinking across Field Services' work practices.



**TASH TOBIAS**  
**Divisional Manager, Lifestyle and Community Services**

Joined Council in 2019

**Qualifications**

- Advanced Diploma of Hotel Management (Blue Mountains International Hotel Management School)
- Certificate of Executive Leadership
- General Managers Program (Cornell-Nanyang University)
- Member of the Australian Institute of Company Directors

**Significant Achievements**

- Career spanning more than 20 years in leadership and executive roles in five countries in the hotel and aviation sectors.
- Responsible for more than 3000 cabin crew, as well as Customer Insights, Experience Design, Service Culture, Product Development and Inflight Catering functions at Virgin Australia Airlines.
- Chaired Virgin Australia Customer Experience Board, delivering improvements in customer satisfaction.
- 2017 Alumni of the Year, Blue Mountains International Hotel Management School.
- Richard Branson commendation for Leadership on Virgin.com in 2017.



## **SCOTT STEWART**

### **Divisional Manager, Brisbane Infrastructure**

Joined Council in 2005

#### **Qualifications**

- Bachelor of Engineering (First Class Honours)
- Master of Engineering Science (Project Management)
- Fellow of the Institution of Engineers Australia
- Graduate of the Australian Institute of Company Directors
- INSEAD Advanced Management Program (France)

#### **Significant Achievements**

- More than 29 years of infrastructure, executive and organisational leadership experience across local and international roles in the private and public sectors.
- Experience includes major road, rail and urban infrastructure projects in Hong Kong, the United Kingdom, Singapore and Australia.
- Responsible for the development and delivery of major city-shaping projects including Brisbane Metro, and the TransApex program, including Go Between Bridge and Legacy Way toll roads.
- Instrumental in the progressive and financially responsible delivery of major assets through public funding across Federal, state and local sources, as well as public-private partnerships and progressive delivery models.
- Responsible for delivery of Council's infrastructure portfolio of approximately \$1.3 billion per annum, which includes asset management, infrastructure planning, design, project management, construction services, maintenance, waste and resource recovery, and transport planning and operations.



## **PIP HOLD**

### **Divisional Manager, City Administration and Governance**

Joined Council in 2009

#### **Qualifications**

- Bachelor of Arts (Politics and German)
- Graduate of the Australian Institute of Company Directors
- Certificate III and IV in Footwear Production

#### **Significant Achievements**

- Extensive career in the public sector including local, state and Australian government.





**PAUL SALVATI**  
**Previous Divisional Manager, Lifestyle and Community Services**  
2009-2019

**Qualifications**

- Bachelor of Business Management
- Master of Business Administration
- Member of the Australian Institute of Company Directors

**Significant Achievements**

- Work experience spanning the private sector and all tiers of government in Australia.
- Consulted both domestically and abroad on service delivery transformation.
- Director of Channel Management at Smart Service Queensland, winning multiple service delivery awards at state and national levels.
- Manager, Customer Services in Council 2009-12, where accomplishments included the development and implementation of Council's Customer Focus Vision, and the successful delivery of the Customer Experience Transformation Program.







# OUR PEOPLE

Council is a responsible and attractive employer with people who are enthusiastic, well-trained and dedicated to a better Brisbane.

Our 8233 FTE (full-time equivalent) employees are committed to ensuring our city is a great place to live, work, relax and do business, now and in the future.

The organisation continues to develop a workforce that provides value-for-money services to the community by being adaptable, capable, cost-effective and productive.

We do this through the implementation of *Our People 2017-2022*, a plan for our future workforce.

This plan focuses on delivering four key aims:

- attracting and retaining the best talent
- creating and maintaining a positive and productive work environment
- developing and supporting our people to reach their potential
- fostering inspiring and engaging leadership.



Providing support at the Green Heart Fair

**8233**  
Full-time equivalent  
**EMPLOYEES**



**GOLD**  
EMPLOYER STATUS  
Workplace Equality Index

**387** Job  
**TYPES**

## Attracting and retaining our people

Council is an attractive employer, offering a variety of jobs and careers in more than 387 job types across a range of service areas, including roads, public transport, community services, economic development and city planning. In 2018-19, Council received more than 33,900 job applications, with 1689 successful applicants appointed.

Council retains its people by offering challenging and diverse roles that directly serve our community. It promotes workplace benefits that drive performance and create a positive, values-based culture that is diverse and inclusive, and committed to Zero Harm.

Through inspiring and engaging leadership, Council also provides employees with opportunities to nurture their talents, grow their career and support the delivery of vital services to the people of Brisbane.

### KEY ACTIVITIES FOR 2018-19

- Successfully delivered employment programs to 403 participants in traineeships, pre-trades work experience, cadetships, tertiary work experience (domestic and international students), graduates, apprenticeships and talent pathways programs.
- Continued to provide work opportunities, with 316 unpaid tertiary students (domestic and international) and pre-trades candidates participating in Council's employment programs.
- Continued to be one of the largest employers of apprentices in the Brisbane metropolitan area, and established a sub-committee of its Joint Consultative Committee to support the development of apprentices and trainees, with:
  - 35 apprentices joining Council, with 85% aged 25 years and under
  - 25% of Council's apprentices are from equity and diversity target groups (excluding youth).
- Council's apprentices achieved an 89% average overall completion rate for the four-year apprenticeship program, compared to the Queensland average completion rate of 47.1%.
- Developed workforce data and analytics to support strategic workforce planning.
- Focused on building the organisation's capabilities in STEM (science, technology, engineering and mathematics) through established employment programs including talent pathways, cadet and graduates placements.
- Identified Council's employee value proposition and developed a plan to promote the benefits of working at Council.
- Reviewed Council's remuneration and benefits framework to ensure the existing arrangements are supportive of Council attracting and retaining people with the capabilities and qualities needed to deliver current and future community needs.
- Implemented the Interview Central module in the SuccessFactors recruitment system to support more efficient interview and recruitment processes.



## Positive and productive work environment

To deliver a better Brisbane, Council seeks to adopt contemporary workplace arrangements that accommodate flexibility to respond to changing business and customer needs, as well as support a sustainable workforce.

Council appreciates the importance of work/life balance and provides a range of flexible work options to meet business and employee needs. These include flex time, flexible working hours, telecommuting, part-time, job-share arrangements and a range of benefits designed to support the things that matter to employees, be it family, community, finances, health, wellbeing or education.

### KEY ACTIVITIES FOR 2018-19

- Managed the certification of a new Enterprise Bargaining Agreement (EBA9) at the Queensland Industrial Relations Commission, after successful negotiation with 11 unions. The three-year agreement was supported by 89% of employees who voted in the employee ballot.
- Implemented new parental leave arrangements (previously maternity and paternity leave) as an outcome of EBA9. This recognises changes to family responsibilities and provides employees with better utilisation of paid parental leave.
- Enhanced clarity around performance expectations through capability building for managers and team leaders, and regular communication to all employees.
- Conducted an annual review of the employee training programs that support Council's Code of Conduct to ensure the standards and behaviours Council expects of its employees are clear in meeting community expectations and legislative requirements.
- Increased the uptake of Council's enterprise social collaboration platform (Yammer) and use of video and audio to build employee engagement, collaboration and connection.
- Continued to focus on building Council's values-based culture through the inclusion of collaboration as part of the 2018-19 corporate goal for all employees.

## Valuing diversity and inclusion

Inclusion continues to be a priority for Council. We are building a workforce that better reflects the diverse community we live in. Through inclusive leadership we are leveraging diversity to bring improved innovation, increased productivity, performance, engagement and resilience to our workplace.

### KEY ACTIVITIES FOR 2018-19

- Developed and implemented Council's *Inclusion Blueprint 2018-2023*, as a plan for ensuring Council's workforce gains from the innovation diversity brings and the advantages inclusion creates.
- Delivered a Communities of Inclusion forum focusing on inclusive leadership and inducted members of the Communities of Inclusion and Divisional Action Groups, involving 41 participants. The forum was designed to establish a shared sense of purpose and build connections to support the leadership and inclusion agenda.
- Continued delivery of the innovative and award-winning DisABILITY ACTION at WORK program, providing 16 weeks of paid work experience and career development for 23 people with disability.
- Delivered a Professionals Inclusion program (PIP) providing placements for seven para-technical participants from a refugee background for a three-month period.
- Continued growth of external email networks for Aboriginal and Torres Strait Islander peoples and people with disability (more than 1544 members) and commenced an email network for people from a refugee background. This has created connections directly with communities and service providers to promote opportunities for employment within Council.
- Achieved Gold Employer Status in the Australian Workplace Equality Index, the national benchmark instrument assessing lesbian, gay, bisexual, transgender and intersex (LGBTI) workplace inclusion, for the second year running.
- Facilitated Domestic and Family Violence Awareness Training for Contact Officers and Human Resources representatives.



## Safe and healthy work environment

Council takes the wellness, safety and health of its people very seriously, and is committed to being a Zero Harm organisation. The organisation proactively addresses wellbeing and safety, focusing on leadership, building capability and using information effectively. It provides information and services to its people to manage their wellbeing, to ensure that everyone takes personal responsibility for Zero Harm. Council supports its people to be physically and psychologically fit for work.

Our wellness strategies provide access to a variety of holistic health and wellness services for all employees. The initiative is proven to improve health behaviours of employees and contribute to the creation of a positive and productive work environment.

### KEY ACTIVITIES FOR 2018-19

- Continued to deliver on the focus areas of the *Organisational Zero Harm Strategy 2018–2022* and *Zero Harm Cultural Roadmap* to drive enhanced performance and cultural maturity.
- Utilised established measurement tools to identify and address workplace health and wellness risks.
- Developed and delivered wellness plans to all branches across Council (35 plans in total). Delivered wellness information education sessions to 5103 employees to improve their knowledge and health behaviours.
- Continued to support Council's wellness centres which have 1743 Council members and 184 external members.
- In consultation with unions, developed a new Managing Drugs and Alcohol in the Workplace procedure, which includes random drug and alcohol testing.
- As part of our commitment in EBA9, reviewed heat fatigue management practices.
- Implemented workplace health and safety (WHS) legislative amendments into the Zero Harm Management System, updated online training programs and trained 74 Health and Safety representatives.
- Continued to implement the Mentally Healthy Workplaces initiative to support managers, team leaders and employees, including:
  - developed a train the trainer Mental Health Awareness session and trained 12 employees to deliver these sessions
  - delivered 25 Mental Health Awareness sessions available to all employees
  - partnered with Beyond Blue to deliver two team leader workshops about 'Creating a Mentally Healthy Workplace', attended by more than 300 team leaders
  - developed Psychological Job Task Analysis to identify the psychological and cognitive demands of a number of roles across the organisation.

## Developing and supporting our people

Council's people are developed and supported to best meet the needs of the city, now and into the future.

The organisation continues to build a workforce that reflects the community it serves and delivers learning outcomes that maximise workforce productivity and customer service. Career paths are important in Council and the organisation invests in employee training and career development.

Learning programs and career development options allow employees to gain more skills and knowledge, move around the organisation, change jobs or fields, or undertake formal study.

Council is focused on supporting its people to continually improve service delivery to meet the changing needs of the community. This is done through building change management capability to ensure its people can deliver well-planned and timely improvement activities.

### KEY ACTIVITIES FOR 2018-19

- Developed a framework that defines holistic mature-age workforce management and promotes tools and services to support mature-aged employees in the workplace, as well as with transitioning to retirement.
- Implemented a system enhancement to automatically generate reminder emails when mandatory capabilities are due to expire, to improve awareness and compliance.
- Continued support for change initiatives by delivering five workshops and 39 one-on-one coaching sessions for employees.
- Hosted three Change eXchange network events to support building capability in change management for more than 300 members.
- Refined change management tools and resources to better meet the emerging needs of change leaders, practitioners and employees.
- Continued to review and refine mandatory capabilities in line with job-specific requirements.
- Developed Coaching Connect as an integrated approach to delivering a range of coaching and mentoring services available in Council, improving the quality and access of these services for employees and leaders.
- Implemented an online solution to streamline coach/coachee matching and increase the take-up of coaching and mentoring services.
- Provided coaching and mentoring services to 287 employees at various levels in the organisation.
- Eighty-three employees completed career management online programs.
- Hosted three Lord Mayor's Awards for Excellence, with 12 Lord Mayor Certificates of Excellence and 18 Lord Mayor Commendations awarded.
- Hosted three Lord Mayor Commitment to Council Awards for 77 employees who had attained 35 or more years of service.
- Received 46,900 employee registrations for training.
- Continued to improve the quality and availability of guides, fact sheets and intranet information to support employees, team leaders and managers to self-service Council's human resource processes.



## Inspiring and engaging leadership

Council's people are supported to deliver the Vision. Council recognises that leaders at all levels actively shape and contribute to the organisation's values-based culture and inspire teams to reach their potential.

The organisation continues to foster inspiring and engaging leaders and a dynamic workforce by building leadership capability. To do this, Council has developed a set of common capabilities and behaviours known as the Leadership Blueprint, which define successful leadership and are used consistently in recruitment and leadership development processes.

### KEY ACTIVITIES FOR 2018-19

- Continued to embed the Leadership Blueprint, with:
  - the integration of a Leadership Blueprint development goal into performance plans for all leaders and other employees
  - further roll-out of 360-degree feedback activities supported by new intranet material to inform leaders of development opportunities.
- Developed and implemented Council's Leadership Academy, which delivers a contemporary curriculum through a range of innovative learning experiences for both leaders and aspiring leaders, aligned to the Leadership Blueprint.
- Delivered five key leadership programs under the Leadership Academy with 231 participants, including:
  - Accelerate (for middle managers)
  - Emotional Intelligence in Leadership
  - Ignite (for aspiring leaders)
  - Impactful Leadership Conversations
  - Take Off (for team leaders).
- Designed and delivered a program for senior leaders to further enhance the Leadership Blueprint capability of connection.
- Curated and delivered weekly Executive Insights to Council's executive leaders via Yammer, including short content in video and other visual formats, as an aid to ongoing leadership development.
- Continued to incorporate scenario-based assessment and key accountability and selection criteria aligned to the Leadership Blueprint capabilities in more than 78 leader positions recruited.







# AWARDS AND RECOGNITION

Council employs staff with diverse skills in providing the wide range of services required by the Brisbane community and continues to develop a culture that recognises, encourages and celebrates excellence to achieve the best possible outcomes for the city.

Month received	Awardee	Award title	Awarding body
July 2018	Brisbane City Council	Finalist, Sustainable Water Management Category, Coorparoo Creek Park	Healthy Land and Water
July 2018	Brisbane City Council, Urban Renewal Brisbane, Lat27 and BVN	Collaboration – Landscape Planning, AILA QLD Landscape Architecture Award	Australian Institute of Landscape Artists
August 2018	Brisbane City Council, Disaster Management, My Resilient Schools Program	Commendation for Excellence in Social Justice and Community Development	Office of the Lord Mayor, City of Brisbane
August 2018	Brisbane City State Emergency Services Unit, Eastern Group, Kay Turner, Carly Scott, Adrian Cooper and Sonia Richardson	Essential Services Award	Rotary Club of South Brisbane
September 2018	Brisbane City Council, Plan Your Brisbane	Winner, Excellence in Community Engagement, The Urban Developer Awards	The Urban Developer
September 2018	Brisbane City State Emergency Services Unit	QFES Commissioner's Certificate of Appreciation	Queensland Fire and Emergency Services
October 2018	Brisbane City State Emergency Services Unit	QFES Brisbane Region – Operational Response of the Year	Queensland Fire and Emergency Services
October 2018	Brisbane City State Emergency Services Unit	Assistant Commissioner's Shield – Operational Response of the Year	Queensland Fire and Emergency Services
October 2018	Brisbane City Council, Transport Planning and Operations, Speed Awareness Monitors program	Winner, Road Safety Award 2018	Institute of Public Works Engineering Australasia (Queensland)
November 2018	Brisbane City Council, Plan Your Brisbane	Winner, Community Engagement Excellence 2018, UDIA Qld Mitchell Brandtman Awards for Excellence	Urban Development Institute of Australia Queensland
November 2018	Brisbane City Council	Finalist, Leadership City Award	Australian Smart City Awards
November 2018	Customer Experience Team	Winner, 2018 International Service Excellence Awards	CSIA Institute of America
November 2018	Brisbane City Council, Oxley Creek Transformation project	Award for Planning in Excellence, Best Planning Ideas – Large Project	Planning Institute Australia Queensland

Month received	Awardee	Award title	Awarding body
November 2018	Brisbane City Council	Finalist, Government Category – Carbon Neutral Council	Banksia Foundation
January 2019	Customer Experience Team	Winner, 2018 Customer Service Medium Sized Team of the Year	CSIA Australian Service Excellence Awards
March 2019	Brisbane City State Emergency Services, Kath Buchanan and volunteer Jenny Crump	Outstanding Female Leader Award, 2019 International Women's Day Event	Queensland Fire and Emergency Services
March 2019	Brisbane City State Emergency Service Unit, Northern Group, volunteer Josie Montaro	QFES Brisbane Region Peer Support Officer Award	Queensland Fire and Emergency Services
March 2019	Brisbane City Council Transport Planning and Operations and Construction (Traffic Network Services), Slow for SAM	IPWEAQ 2018 Excellence Award for Road Safety	Institute of Public Works Engineering Australasia (IPWEAQ)
April 2019	Brisbane City Council, Plan Your Brisbane	Commendation, International Award for Planning Excellence	Royal Town Planning Institute (UK)
May 2019	Brisbane City Council, Oxley Creek Transformation project	Commendation, Best Planning Ideas – Large Project	Planning Institute of Australia
May 2019	Brisbane City Council, Oxley Creek Transformation project	Commendation, Excellence in Urban Design	Ministers Award for Urban Design
May 2019	Brisbane City Council, Flood Resilient Homes Program	Highly Commended Award	Floodplain Management Australia
May 2019	Andrea Kenafake, Executive Sponsor of River City Pride	Winner, Executive Leadership Award, 2019 Australian LGBTI Inclusion Awards	Australian Workplace Equality Index
May 2019	Brisbane City Council	2019 Gold Employer Status	Australian Workplace Equality Index
May 2019	Brisbane City Council, Plan Your Brisbane	Winner, Award for Project Innovation, 2019 National Innovation and Excellence Awards	Property Council of Australia
June 2019	Brisbane City Council and ARIA Property Group, Fish Lane	Winner, Excellence in Design, ULI Asia Pacific Award for Excellence	Urban Land Institute Asia Pacific
June 2019	Brisbane City Council, Oxley Creek Transformation project	Award of Excellence, Land Management	Australian Institute of Landscape Architecture
June 2019	Brisbane City Council, Annual Report 2017-18	Gold Award	2019 Australasian Reporting Awards



# 3

## COMMUNITY FINANCIAL REPORT







*Riding CityCycles, now sponsored by NRMMA, down Fish Lane, South Brisbane*

## IN THIS SECTION

Financial summary

Annual Plan and Budget 2018-19

Revenue

Expenses

Assets

Liabilities

Community equity

Measures of financial sustainability

Other financial ratios

Rates: Fair and equitable rates and rates concession

### Overview

This report summarises Council's financial position at 30 June 2019 in simple terms.

Council continues to maintain best value for money for ratepayers and customers. We maximise resources available for essential initiatives such as roads, public transport, parks and libraries.



# FINANCIAL SUMMARY

## 2018-19 Financial Summary

**\$2.4 billion** revenue

**\$2.9 billion** expenditure

**\$23.4 billion** assets

**\$2.5 billion** liabilities

**Strong** credit rating

**\$20.9 billion** community equity

## Annual Plan and Budget 2018-19

The key areas of Council's \$3.1 billion 2018-19 budget included:

### CONTINUING TO TAKE ACTION ON TRAFFIC CONGESTION

Taking real action on traffic congestion, while delivering smoother suburban streets, means getting residents home quicker and safer with more travel options.

#### **\$968.3 million including:**

- \$90 million** in continued investment on road resurfacing – resurfacing more than 500 streets
- \$96.4 million** on Kingsford Smith Drive
- \$39 million** on the Wynnum Road corridor
- \$35.6 million** on the Telegraph Road corridor
- \$22.2 million** on the Green Camp Road corridor upgrade
- \$20.6 million** on suburban intersection improvements.

### DELIVERING MODERN PUBLIC AND ACTIVE TRANSPORT SYSTEMS

World-class public transport means more buses for the suburbs, fewer cars on the road, quicker, more comfortable trips and more travel options for residents.

#### **\$717.3 million including:**

- \$126.5 million** to subsidise public transport
- \$40.1 million** on *Disability Discrimination Act 1992* (DDA) compliant bus stops and ferry terminals
- \$39.9 million** on Brisbane Metro
- \$33.9 million** to purchase an additional 60 buses
- \$959,000** on new SpeedyCat – Express CityCat services.
- \$33.6 million** on CityCat and ferry services, including **\$4.5 million** on a new CityCat.

### KEEPING BRISBANE CLEAN, GREEN AND SUSTAINABLE

Keeping Brisbane clean and green is all about making our city liveable and sustainable for our children and their children to follow.

#### **\$630.3 million including:**

- \$154.6 million** on new and upgraded parks
- \$145 million** on waste management
- \$105.3 million** on flood resilience
- \$34.5 million** on bushland acquisition
- \$15.2 million** on recycling initiatives
- \$5 million** for the Oxley Creek transformation.



## BUILDING OUR LOCAL ECONOMY WHILE CREATING NEW JOBS FOR THE FUTURE

Supporting small business and nurturing innovation means a strong economy with more jobs across Brisbane.

### **\$439.9 million including:**

**\$6.9 million** on attracting tourism and major events

**\$5.2 million** for Village Precinct projects

**\$4 million** on crime prevention initiatives

**\$4 million** on mall improvements

**\$1.7 million** for the Business Hotline

**\$1.2 million** for youth employment.

## CONTINUING TO INCREASE THE LIFESTYLE AND LEISURE OPPORTUNITIES IN OUR CITY

A liveable city is more than just new jobs and better roads. More leisure options mean exciting events and vibrant markets, with better facilities and venues for all ages.

### **\$351 million including:**

**\$75.2 million** investment in Council libraries

**\$23.6 million** on aquatic centres

**\$10.6 million** on river hubs and access initiatives

**\$830,000** to commence the School of Arts refurbishment

**\$166,000** for Lord Mayor's children's concerts

**\$133,000** to support historical organisations.

## Our Assets

**578** Picnic grounds

**34** Libraries (including mobile library)

**22** Swimming pools

**12** Cemeteries and crematoria

**2135** Parks (natural areas & urban parks)

**149** Dog off-leash areas in parks

**9761 ha** Natural areas managed by Council

**6681 ha** Urban parks managed by Council (includes sports parks)

**81** Wharves, jetties, pontoons and boat ramps

**21** CityCats

**9** Cross-river ferries

**1219** Buses

**6275** Bus stops

**4887 km** Length of paths and walkways

**8** Cross-river Bridges (excludes CLEM7 tunnel)





## Revenue: Where did the money come from?

Council received \$2.4 billion in revenue. The largest contribution was from rates and utility charges, which totalled \$1.1 billion (after discount and pensioner remissions).

Total revenue increased by \$61 million (three per cent) from the previous year. Some of the principal movements included:

- rates and utility charges increased by \$57 million, mainly due to an increase in the number of rateable properties and increases in general rates
- contributions, donations, subsidies and grants decreased by \$26 million, mainly due to a decrease in infrastructure charges as a result of a lower level of development
- other revenue increased by \$27 million due to assets recognised in relation to the Inner City Bypass upgrade.

## Assets: What do we own?

At 30 June 2019, Council's assets were valued at \$23.4 billion. This includes \$20.2 billion in property, plant and equipment primarily made up of:

- infrastructure \$13.2 billion
- land \$4.6 billion
- capital works in progress \$1.4 billion
- buildings \$0.7 billion
- plant and equipment \$0.2 billion.

## Expenses: Where was the money spent?

Council spent more than \$2.9 billion during the year between operations (\$2.1 billion) and capital projects (\$0.8 billion).

- Infrastructure for Brisbane projects:
  - roads network resurfacing and maintenance program \$104 million
  - Kingsford Smith Drive upgrade \$83 million
  - Brisbane Metro \$44 million
  - bus build \$34 million
  - Wynnum Road corridor \$27 million
  - key bikeway links \$26 million
  - Green Camp Road \$26 million
  - Murphy Road and Ellison Road roundabout \$23 million.
- Other major initiatives:
  - bushland acquisition program \$39 million
  - parks infrastructure improvement program \$23 million.
- The primary expense components of each program include:
  - employee costs
  - materials and services
  - depreciation
  - finance costs
  - loss on disposal of property, plant and equipment
  - other expenses.

## Liabilities: What do we owe?

Council borrows to fund future long-term infrastructure assets to provide ongoing benefits to the community. The most recent credit review issued by Queensland Treasury Corporation in October 2018 provided Council with a 'strong rating' and 'neutral outlook'.

At 30 June 2019, Council's liabilities totalled \$2.5 billion (on par with 2017-18). This was principally made up of:

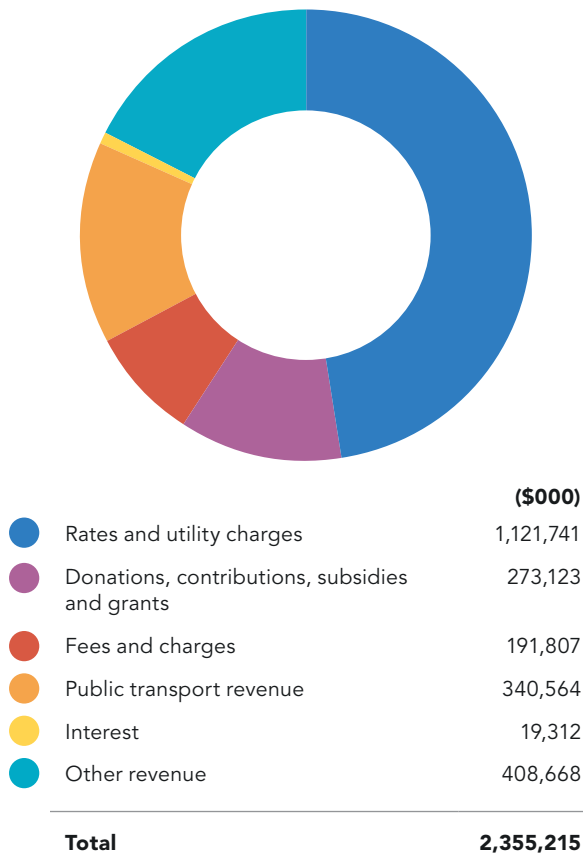
- loans owing to Queensland Treasury Corporation
- amounts owed to suppliers
- employee leave entitlements.

### Community equity 2003-04 to 2018-19 (\$ million)

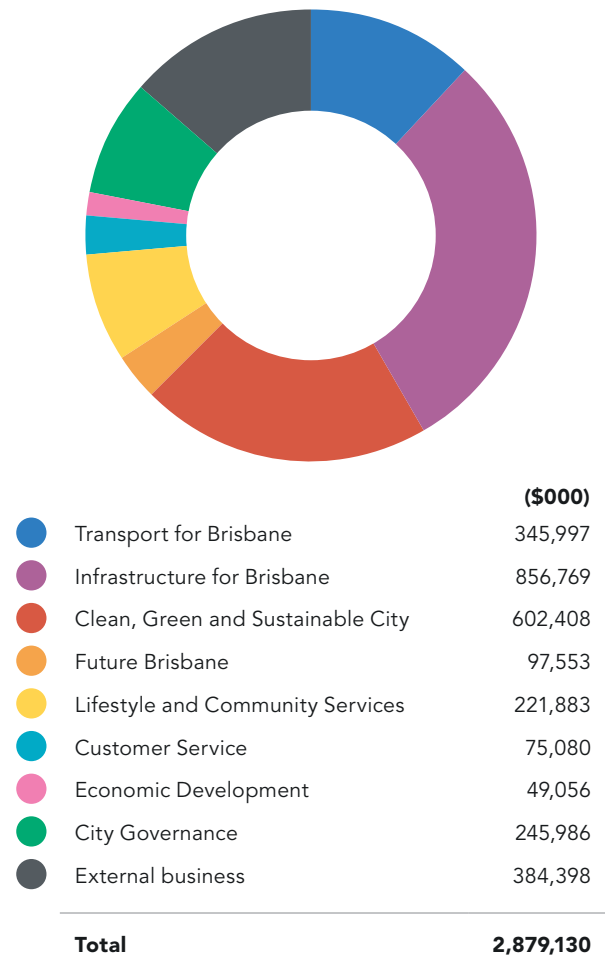


Council's community equity is defined as its net worth – what Council owns, less what it owes. At 30 June 2019, Council's community equity was \$20.9 billion.

### Where the money came from



### How the money was invested





## Measures of financial sustainability

The *City of Brisbane Regulation 2012* requires that Council reports its results for the financial year against selected financial sustainability ratios. The ratios, definitions and Council's results at 30 June 2019 are stated below.

How the measure is calculated		Actual - Consolidated	Actual - Council
Operating surplus ratio	Net result (excluding capital items) divided by total operating revenue (excluding capital items)	5.2%	2.7%
Asset sustainability ratio*	Capital expenditure on the replacement of infrastructure assets (renewals) divided by depreciation expense of infrastructure assets	86.7%	86.7%
Net financial liabilities ratio	Total liabilities less current assets divided by total operating revenue (excluding capital items)	88.8%	92.2%

\* The asset sustainability ratio above includes infrastructure renewal expenditure and depreciation associated with infrastructure assets. This aligns with the ratio of the same name included in the current year Financial Sustainability Statement.

Council's current year Financial Sustainability Statement, the related Auditor-General's report and Council's long-term financial sustainability statement are located at the end of Council's Annual Financial Statements in this report.



## Other financial ratios

Ratio analysis is used to evaluate Council's performance and financial health and provides Council with insights about its liquidity, operational efficiency and financial sustainability.

Ratio formulas and explanation*	2018-19 actual	2019-20 proposed	2020-21 proposed	2021-22 proposed	2022-23 proposed	2023-24 proposed	2024-25 proposed	2025-26 proposed	2026-27 proposed	2027-28 proposed	2028-29 proposed
<b>Revenue ratio</b> – Net Rates and Utility Charges Revenue/Total Revenue (Council's dependence on rate income)	47.6%	46.3%	47.8%	47.3%	47.5%	48.6%	49.8%	49.2%	50.6%	51.6%	52.2%
<b>Debt servicing cover</b> – (Operating Capability Increase + Debt Servicing Costs)/Debt Servicing Costs (Extent to which debt servicing cost requirements are covered by the increase in Operating Capability)	3.9 times	3.5 times	2.9 times	3.9 times	4.1 times	3.3 times	3.5 times	4.1 times	4.0 times	4.1 times	4.6 times
<b>Debt servicing ratio</b> – Debt Servicing and Redemption Cost/Total Revenue (The capacity of the Council to service its outstanding debt)	7.2%	10.7%	11.4%	11.6%	11.9%	12.5%	12.8%	12.2%	12.2%	11.4%	10.9%
<b>Net debt/revenue ratio</b> – Net Debt/Total Revenue (Council's borrowing ability)	60.9%	104.0%	110.0%	109.1%	108.5%	107.4%	103.7%	102.7%	102.4%	94.9%	83.6%
<b>Debt exposure ratio (to 1)</b> – Total Assets/Total Liabilities (Council's exposure to debt)	9.3	7.3	4.3	4.3	4.3	4.3	4.5	4.5	4.6	4.8	5.0
<b>Debt commitment ratio</b> – Debt Servicing and Redemption Costs/Net Rate and Utility Charges Revenue (Identifies Council debt redemption strategy)	15.0%	23.1%	23.8%	24.4%	25.0%	25.7%	25.6%	24.8%	24.1%	22.0%	20.9%
<b>Net debt per capita</b>	\$1163	\$2101	\$2253	\$2361	\$2436	\$2439	\$2371	\$2450	\$2455	\$2301	\$2069
<b>Working capital ratio</b> – Current Assets/Current Liabilities (Extent to which Council has liquid assets available to meet short-term financial obligations)	0.9	0.5	0.4	0.4	0.4	0.5	0.4	0.4	0.4	0.4	0.5
<b>Operating surplus ratio</b> – Net Operating Surplus/Total Operating Revenue (Extent to which revenues raised cover operational expenses only or are available for capital funding)	2.7%	1.8%	1.2%	3.8%	3.8%	3.2%	4.9%	5.3%	6.6%	8.2%	9.4%
<b>Net financial liabilities ratio</b> – Total Liabilities less Current Assets/Total Operating Revenue (Extent to which the net financial liabilities of Council can be serviced by its operating revenues)	92.2%	133.2%	276.7%	268.8%	260.3%	244.0%	230.9%	227.0%	217.3%	200.3%	181.3%
<b>Interest coverage ratio</b> – Net Interest Expense on Debt Service/Total Operating Revenue (Extent to which Council's operating revenues are committed to interest expenses)	3.5%	5.2%	5.3%	5.3%	5.3%	5.4%	5.0%	4.8%	4.8%	4.5%	4.0%
<b>Asset sustainability ratio*</b> – Capital Expenditure on the Replacement of Assets (renewals)/Depreciation Expense (Approximation of the extent the infrastructure assets managed by Council are being replaced as they reach the end of their useful lives)	86.7%	73.4%	67.7%	58.1%	48.5%	54.8%	57.9%	61.9%	59.0%	57.4%	55.5%
<b>Asset consumption ratio</b> – Written Down Value of Infrastructure Assets/Gross Current Replacement Cost of Infrastructure Assets (The aged condition of Council's stock of physical assets)	75.8%	73.3%	72.1%	70.9%	69.8%	67.6%	66.2%	65.3%	64.3%	63.1%	61.9%

\* The asset sustainability ratio includes infrastructure renewal expenditure and depreciation associated with infrastructure assets. This aligns with the ratio of the same name included in the current year Financial Sustainability Statement.



## Rates: Fair and equitable rates and rates concessions

Council ensures fair and equitable rates for all Brisbane ratepayers. This is achieved by:

- complying with the requirements for Australian and Queensland legislation when making and levying rates, including National Competition Policy legislation where applicable
- applying the principle of 'user pays', where appropriate, when making charges to minimise the impact of these charges on the efficiency of the local economy
- applying equity by reference to the value or quality of land
- being transparent in the making and levying of rates and charges
- clearly communicating the responsibilities of Council and ratepayers in regard to rates and charges
- timing the levy of rates to take into account the financial cycle of local economic activity, in order to help with the smooth running of the local economy
- having a rating regime that is efficient to administer.

In 2018-19, the average rates increase for owner-occupied residential properties was 2.5%.

Council offers a range of rates concessions in support of a fair and equitable rates system. Council is guided by the following principles when applying rates concessions:

- equity by reference to the value or quality of land
- the same treatment for ratepayers with similar circumstances
- transparency by making clear the requirements necessary to receive concessions
- flexibility to allow Council to respond to local economic issues
- responsiveness to community expectations of what activities should attract assistance from Council.

In 2018-19, Council offered various rates concessions:

- A discount of \$60 per year for residential owner-occupied properties was granted

where the full payment of all rates and charges, including arrears and interest, was made within 30 days of issuing of rates notices.

- Remissions on pensioner-owned land (in addition to the Queensland Government's 20% subsidy), on application to Council:
  - pensioners receiving the maximum pension were eligible to receive 40% remission on rates and charges up to \$1015 per year
  - pensioners receiving a partial pension were eligible to receive 20% remission on rates and charges up to \$474 per year.
- Remissions for environmentally sensitive land. Owners of properties who had signed either a Voluntary Conservation Agreement or Land for Wildlife Agreement with Council were remitted the Bushland Preservation Levy in full.
- Rate capping was granted on general rates for residential owner-occupied properties at 7.5% and for commercial/non-residential properties in the 'CBD Frame' rating categories at 10%. Any increase in general rates was limited to a maximum of the respective percentages on the previous year's general rates. Where an increase in general rates would otherwise have exceeded the relevant percentage, Council granted the amount in excess as a remission. Rate capping for residential owner-occupiers is known as an 'owner-occupier remission'.
- General rates exemptions – granted to properties used for public, religious, charitable or educational purposes that conformed to the criteria set out in the annual resolution of rates and charges.

Council is the only local government in South East Queensland that has provided remissions on water and wastewater utility charges for eligible pensioners. From 1 July 2016, pensioners receiving maximum pension were eligible for a water remission of 40% up to \$300 per year and pensioners receiving a part pension were eligible for a water remission of 20% up to \$150 per year. In recognition of the impacts that removal of the Council's water remission on Queensland Urban Utilities' bills may have on existing eligible pensioners, the pensioner water remission on Council's rates bills continues to be available to eligible pensioners who were receiving Council's rates and water remissions as at 30 June 2016.

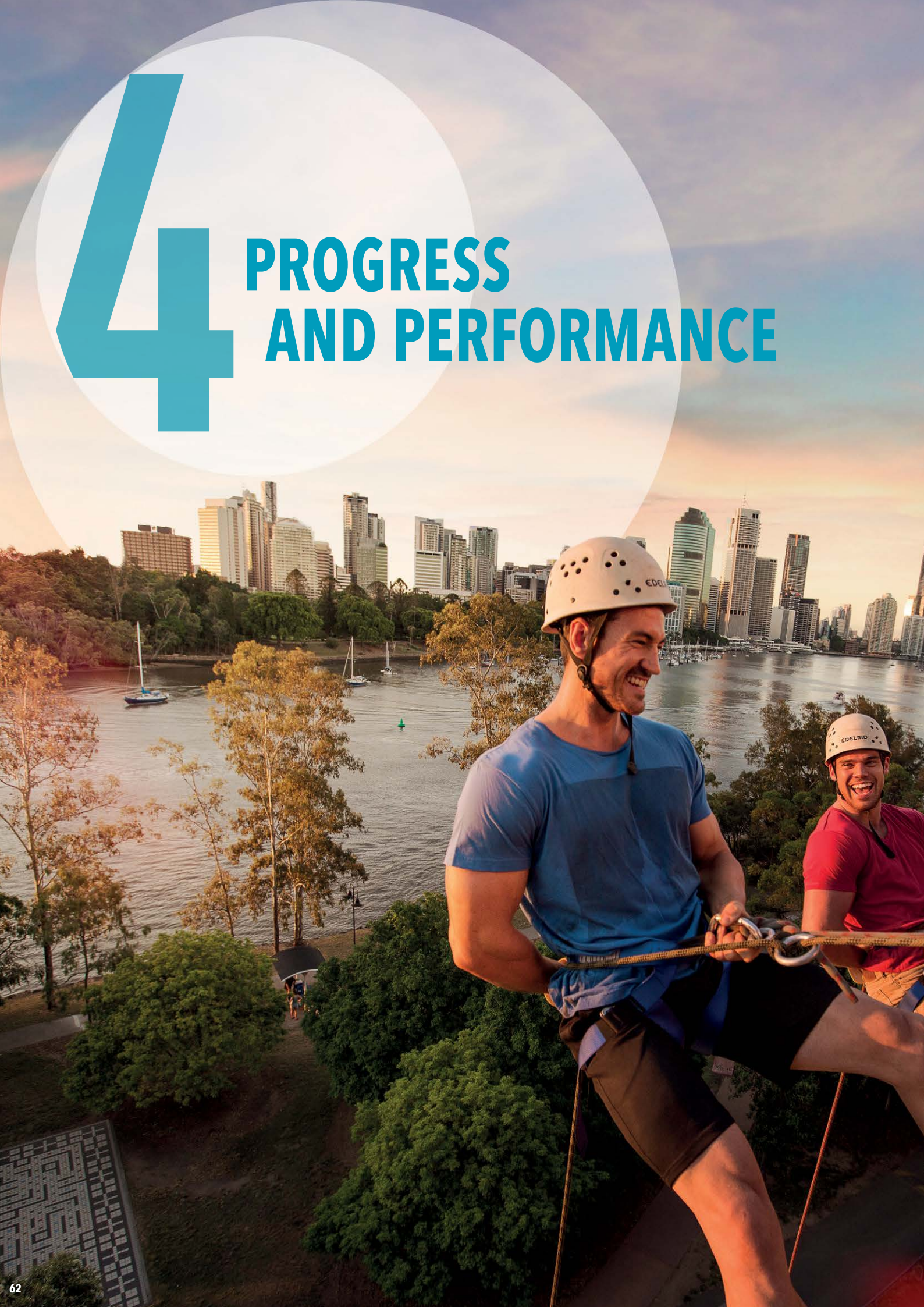






# 4

## PROGRESS AND PERFORMANCE







## IN THIS SECTION

### Programs

- Program 1:  
Transport for Brisbane
- Program 2:  
Infrastructure for Brisbane
- Program 3:  
Clean, Green and Sustainable City
- Program 4:  
Future Brisbane
- Program 5:  
Lifestyle and Community Services
- Program 6:  
Customer Service
- Program 7:  
Economic Development
- Program 8:  
City Governance

### Business Units

- City Parking
- Field Services
- Transport for Brisbane



# Program 1

## TRANSPORT FOR BRISBANE

Transport for Brisbane will deliver Australia's most modern public transport, including Brisbane Metro. This will enable efficient and sustainable movement of people.

### What we do

- > Active transport
- > Promote sustainable travel choices
- > Bikeway and shared path network
- > Cycling and walking infrastructure
- > CityCat, ferry services and infrastructure
- > Strategic transport planning, including Brisbane Metro
- > Bus services and infrastructure

### Overview

Council is focused on providing safe and efficient travel options through the delivery of integrated, functional and coordinated citywide active transport and public transport options.

By delivering on a strong plan now, as guided by the newly delivered *Transport Plan for Brisbane – Strategic Directions*, Council is improving quality of life for residents while ensuring the city has the services and infrastructure to meet the needs of future generations.

Effective transport options provide lifestyle choices for the community, opportunities to reduce congestion, and deliver economic, social and environmental benefits. Transport for Brisbane provides alternative travel options through investment in public and active transport, adopting and encouraging use of new technologies, as well as implementing awareness and behaviour change programs to encourage more people to engage with active transport options.

Council will continue to grow Brisbane's transport networks and services, and deliver world-class public transport, which means more buses for the suburbs, fewer cars on the road, quicker and more comfortable trips, and more integrated travel options for residents and visitors.



Students embracing Active School Travel





## Key highlights



Completed 5km of missing links between key destinations across the bikeway network



New bikeways and bikeway upgrades provide strategic opportunities for future connections



Increased cycling participation by 18% since 2015. 190,000 residents now ride in a typical week



## CORPORATE PLAN SCORECARD

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council's long-term community plan, *Brisbane Vision 2031*. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

### WE USE A THREE TIER RATINGS SYSTEM:

- ☆ **Delivered:** objective is achieved or completed.
- ✓ **On track:** work is continuing as planned and budgeted.
- **Action required:** work has stopped or progress is insufficient to achieve the objective.

Medium term (five year) objective	Status
<b>1.1 Active Transport</b>	
Increase the number of trips being taken by bicycle or walking.	✓
Provide a well-connected network of safe and continuous bikeway routes.	✓
<b>1.2 Public Transport</b>	
Bus and ferry services will be more accessible to people with disability.	✓
By 2021, bus patronage will increase to more than 90 million trips per year.	✓
By 2021, ferry services will provide public transport to seven million passengers.	✓

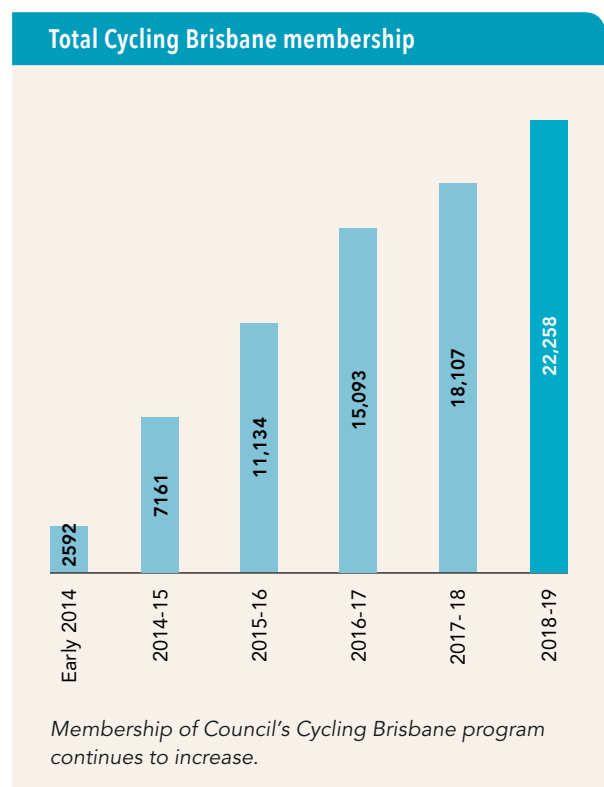
## Performance – Key results and achievements

### 1.1 ACTIVE TRANSPORT

Council provides an extensive network of safe, convenient and connected pathways and bikeways to enable residents and visitors to easily move around the city. This helps to reduce traffic congestion and contributes to a healthier, sustainable and more accessible city.

#### KEY RESULTS FOR 2018-19

- Constructed four projects to extend Brisbane’s bikeway network, improving access to local cyclist destinations and the CBD, including:
  - Kangaroo Point Bikeway Stages 1A and 1B
  - Land Bridge improvements
  - Moreton Bay Cycleway, Elanora Park to Export Street, Wynnum.
- Installed real-time bikeway counters on key cycle routes to improve data collection and reinforce the bikeway network’s role in the wider transport network, including:
  - Kangaroo Point Bikeway (cyclist and pedestrian counter)
  - Woolloongabba Bikeway, Stanley Street, South Brisbane (cyclist counter).
- Delivered bikeway upgrades to improve cyclist safety, installing lighting and other safety features throughout the city, including the Normanby Fiveways bikeway lighting project.
- Continued to deliver the Woolloongabba Bikeway project (now 90% complete), which includes one of Queensland’s first floating bus stops.
- Delivered the Love to Ride campaign in September 2018, involving 221 organisations and 2327 participants. Participants rode a total of 603,854 km, which is equivalent to riding around the world 15 times. The campaign:
  - raised awareness of Cycling Brisbane
  - engaged with employers to discuss their role in supporting employees to ride to work and the business benefits of doing so
  - profiled what Council is doing to make bike riding an attractive travel choice.
- Commenced construction of Kangaroo Point Bikeway Stage 1C and the Botanic Gardens Riverwalk.
- Received more than 359,370 page views on the Cycling Brisbane website. The online bikeway map, which helps people research bikeways and plan trips, had more than 97,000 page views.
- Distributed 20,000 printed Riding in Brisbane guides with almost 500 downloads of the digital version.
- Installed 28 bike parking facilities at high-priority locations, including:
  - Northey Street City Farm Organic Markets, Windsor
  - Nundah Town Centre
  - Seven Hills Community Hub.
- Conducted the public consultation phase of the Citywide Pedestrian Safety Review and released the *Move Safe Brisbane* consultation report.
- Continued to deliver and grow the Cycling Brisbane program. Membership increased to 22,258 and 212 bike skills workshops and guided rides were delivered in partnership with Council’s Active and Healthy program.





## 15 years of Active School Travel

The Active School Travel program received international recognition from 'Tools of Change', a Canadian social marketing website for delivering best practice for travel behaviour programs. Tools of Change provides international case studies and advocates proven methods for promoting health, safety and environmental citizenship.

### SINCE 2014



**162**

**schools have participated**



**113,000**

**students have participated**



**83%**

**of parents believe their children's road safety awareness has improved**



**97%**

**would recommend the program to other schools**

### IN THE 2018 SCHOOL YEAR



**doubled the rates of cycling to school**



**walking was most popular, accounting for 35% of trips to school**

### IN 2019



**17 primary schools joined and 28 schools continued to participate in the three-year program**



**on average 3500 students per school switched to active travel in the first year**



**51%**

**increase in active travel compared to the 30% average baseline in 2018**



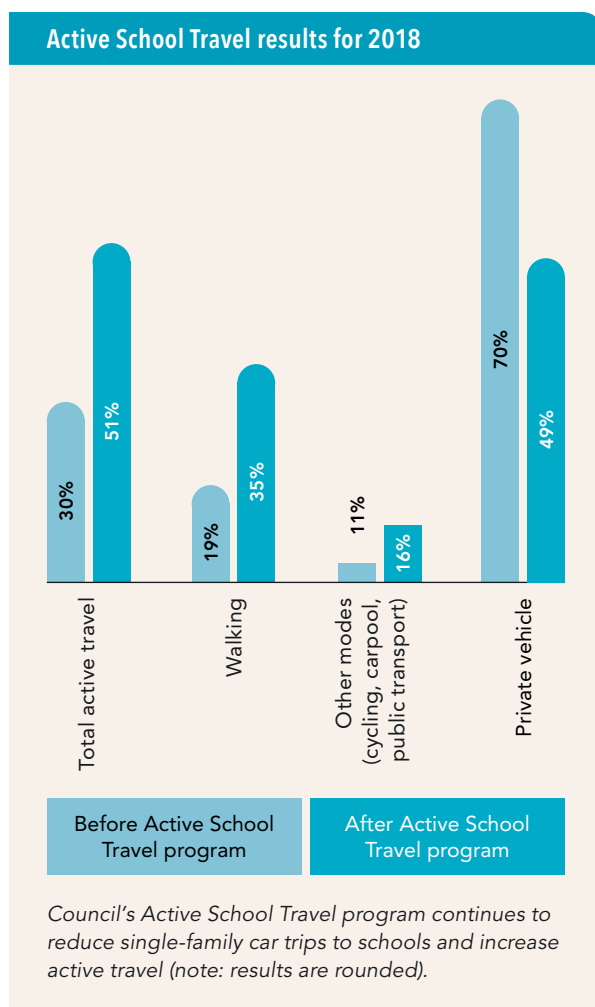
**325 bike and 721 scooter skill workshops provided**

## 1.2 PUBLIC TRANSPORT

High-quality public transport services are delivered through the provision of a modern bus and ferry fleet, and accessible public transport infrastructure with a focus on customer service. Public transport helps to reduce road congestion, contributes to the city's environmental goals, and makes it easier and more enjoyable to travel around Brisbane.

### KEY RESULTS FOR 2018-19

- Started construction of a new CityCat, the 22nd vessel in the CityCat fleet.
- Delivered more than 217,500 CityCat, CityFerry and CityHopper services, transporting more than 5 million passengers on the river.
- Delivered more than 3 million bus services, transporting more than 79 million passengers.
- Continued to ensure Brisbane's bus fleet is one of the most modern in Australia by:
  - adding 60 rigid equivalent, air-conditioned, CCTV-monitored buses to the fleet
  - retiring 59 buses.
- Introduced 19 new Euro VI diesel buses to the Blue CityGlider service. Along with reducing emissions to improve air quality in the CBD, the new buses feature dual rear doors to improve rear door departure, USB charging ports and a new wrap to improve visibility for passengers.
- Continued to deliver high-quality customer experiences on the public transport network through scheduled bus services and additional tailored services such as:
  - the Blue CityGlider, from West End to Teneriffe, offering patrons services over an 18-hour period and extending to 24-hour operation on weekends. Patronage increased by 6.86% on last financial year, with the service carrying more than 3 million customers
  - the Maroon CityGlider, from Ashgrove to Coorparoo, stopping at locations including Caxton Street, Suncorp Stadium, the Cultural Centre, South Bank, QPAC and The Gabba. The service carried more than 1.38 million passengers.
- Commenced main procurement activities for Brisbane Metro, including the Metro vehicle fleet, the Metro depot and the collaborative partnership that will deliver the inner-city infrastructure works.
- Announced a revised design for Victoria Bridge which provides improved access for cyclists and pedestrians, in response to consultation on the *Brisbane Metro Draft Design Report*.
- Completed site investigations and commenced Brisbane Metro intersection upgrades as part of the early works program.
- Upgraded 472 bus stops to improve accessibility for all patrons.





- Delivered 50 high-priority bus stop infrastructure upgrade requests (e.g. requests for bus stop seats, shelters and bus stop relocations).
- Commenced the Adelaide Street bus precinct trial in January 2019, following the rationalisation of seating and the installation of wayfinding signs. The trial will measure the impact of street furniture rationalisation on people boarding and alighting bus services, and how improved gateway signage and bus stop identification signage could improve bus system legibility and usability along Adelaide Street.
- Completed the New Farm Park ferry terminal upgrade.
- Commenced the Guyatt Park ferry terminal upgrade.
- Commenced refurbishment of South Bank 3 ferry terminal.
- Commenced planning and design for a new ferry terminal at Howard Smith Wharves.

## Love to Ride



**221**  
organisations  
participated



**2327**  
participants



**57%**  
now ride more  
regularly



**54%**  
now ride to work at  
least once a week



**98%**  
said they would  
participate again



participants rode  
603,854km - equivalent  
to riding around the earth  
15 times

## Challenges

### RIDING A BIKE TO WORK

During peak commute times in cities, riding a bike can be faster than driving a car. More people using Brisbane's bikeways and riding to work or other destinations means fewer cars on our roads, less congestion in the city and more options for getting residents home quicker and safer. Council continues to build, improve and connect bikeways across the city so that more people have access to good infrastructure to ride on.

However, there are other challenges that also need to be addressed so that people who don't ride a bike already can make the shift to using a bicycle for their daily commute. In 2017, survey results showed that safety concerns, summer heat, a perceived lack of time, hills and a lack of end of trip facilities such as parking and showers were the main barriers preventing residents from riding.

To reduce some of these barriers and encourage residents to get on their bikes, Council has focused on:

- providing information and inspiration (for example the *Riding in Brisbane* guide)
- delivering safety campaigns (e.g. animations about sharing the path and being safe)
- facilitating behaviour change initiatives including Kedron Brook Bikeway project, a joint initiative with the Queensland Department of Transport and Main Roads and offering journey planning at In Your Neighbourhood events along bikeways
- improving bike riding skills through more than 200 free workshops and guided rides offered every year, including a commuter-focused workshop called Get There by Bike

- investing in infrastructure including new or improved bikeways, expanding network, bike counters, lighting, and facilities (Cycle2City)
- drafting planning scheme requirements for new developments to include end of trip facilities and bike parking
- developing strategic plans and policies including the *Transport Plan for Brisbane – Strategic Directions*.

Council supported Love to Ride Brisbane in September 2018, which was a month-long campaign to encourage as many people as possible to try riding a bike. The campaign focused on workplaces and provided incentives for employees to encourage their colleagues to ride during September.

Council will continue to invest in supporting travel behaviour change and responding to the unique local factors that may prevent more residents from making the switch to riding to work. As the city grows, and we gain more success in the transition to sustainable modes of transport, Council must also continue to ensure that the network can meet the capacity of this increased demand. By planning strategically, investing in initiatives and infrastructure, such as the five new green bridges, behaviour change initiatives, resources and policy change, Council will continue to contribute to the accessibility and liveability of the city.







## Getting you home quicker and safer with Brisbane Metro

Brisbane is growing, and so is the demand for quick, frequent and reliable travel across the city.

Brisbane Metro will be a key part of Brisbane's greater transport network connecting the city to the suburbs, so residents can connect with the people and places they love.

Rather than hundreds of buses travelling into the city, they will link with high-capacity and high-frequency Metro services running along dedicated busways. That means more available buses for the suburbs and less bus congestion in the city.

As part of a better planned network, Metro services will run every three minutes in peak times, getting residents home up to 50% faster, with turn-up-and-go services and 24-hour operation on weekends.

In June 2018, Council announced Brisbane Metro's construction as fully funded, with Council committing \$644 million in capital cost and the Australian Government committing \$300 million.

Since then, Council reached several Brisbane Metro milestones in 2018-19, including the launch of major procurement activities in July 2018.

Every day, Council works with residents and local communities to make sure the Brisbane of tomorrow is even better than the Brisbane of today. Council gives residents regular opportunities to learn more about Brisbane Metro and provide feedback, with 33 community engagement events hosted throughout the city in 2018-19, attended by more than 4500 residents.

In September 2018, Council released a detailed draft Design Consultation Outcomes Report and a summary of key feedback themes, following input from hundreds of residents and key stakeholders.

Council continued to undertake a program of early works during 2018-19 as part of Brisbane Metro, which includes the completion of intersection upgrade in South Brisbane and the CBD. These works will continue throughout 2019-20, to enable detailed design for major construction works to commence in 2020.

Brisbane Metro services are planned to commence in 2023, subject to state government approvals.

This is one of the ways Council is getting you home quicker and safer, with more travel options, less congestion and a greater public transport network.



## Program 2

# INFRASTRUCTURE FOR BRISBANE

Brisbane's transport network enables the safe, efficient and sustainable movement of people, freight and services. This program continues to build smoother streets and tackle traffic congestion.

### What we do

- > Plan and design the transport network
- > Build the transport network
- > Maintain and improve the transport network
- > Manage the transport network
- > Enhance parking management

### Overview

The planning, development and operation of Brisbane's transport network is guided by the *Transport Plan for Brisbane – Strategic Directions* and implemented by the Infrastructure for Brisbane program.

The program is responsible for delivering Council's ongoing commitment to plan, develop and operate Brisbane's transport network, and make it easier for residents and visitors to move around our city.

It supports the safe, efficient and sustainable movement of people, goods and services around our city through a high-quality integrated transport network.

Infrastructure for Brisbane also works to reduce traffic congestion on the city's road network through:

- major road and intersection upgrades
- local road improvements
- adopting and encouraging use of new technologies.



Aerial view of CBD roads



## Key highlights



Peak time traffic flows have improved on most corridors due to congestion reduction initiatives



Worked with 189 schools to improve road safety with 173 traffic management plans developed since 2016



Reducing congestion by undertaking major projects on key corridors and hotspots around the city



## CORPORATE PLAN SCORECARD

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council's long-term community plan, *Brisbane Vision 2031*. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

### WE USE A THREE TIER RATINGS SYSTEM:

- ☆ **Delivered:** objective is achieved or completed.
- ✓ **On track:** work is continuing as planned and budgeted.
- **Action required:** work has stopped or progress is insufficient to achieve the objective.

Medium term (five year) objective	Status
<b>2.1 Roads and Transport Network Management</b>	
Improve road safety for all road users around schools.	✓
Improve connectivity for pedestrians around schools to support active travel options and initiatives.	✓
Reduce congestion by standardising and streamlining traffic movements around schools.	✓
Improve amenity, access and safety for pedestrians and cyclists.	✓
Better balance the competing needs for kerbside space in the CBD.	✓
Reduce the impact of traffic congestion by ensuring the best performance of the transport network.	✓
Maintain and improve the condition of transport network assets.	✓
Continue to develop Brisbane's road network through a range of major road and intersection upgrades and local road improvement programs.	✓
<b>2.2 Parking Management</b>	
Modernise parking systems to enhance the parking experience.	✓
Meet customer needs by providing reliable and value-for-money off-street car parking services and contribute to Council's economic outcomes.	✓

## Performance – Key results and achievements

### 2.1 ROADS AND TRANSPORT NETWORK MANAGEMENT

Brisbane's transport network enables the safe, efficient and sustainable movement of people, freight and services. This program continues to build smoother streets and tackle traffic congestion.

#### KEY RESULTS FOR 2018-19

- Published the *Transport Plan for Brisbane – Strategic Directions* and the *Transport Plan for Brisbane – Implementation Plan 2018*.
- Completed Stage 4 of the Progress Road upgrade at Wacol, which completes the four-stage upgrade of the Progress Road corridor between the Ipswich Motorway and Poinsettia Street.
- Completed Stage 2 of the Telegraph Road corridor upgrade at Bracken Ridge, Fitzgibbon, Deagon and Taigum, which concluded the full Telegraph Road corridor upgrade linking the Gateway Motorway to Lacey Road, significantly reducing congestion in this location.
- Completed the Inner City Bypass (ICB) upgrade, delivering on Council's commitment to take real action on traffic congestion by improving travel times by up to 25% (one minute and 25 seconds) for all vehicles. The upgrade has transformed Brisbane's busiest arterial road under Council's control, providing increased capacity for existing and future traffic demands on the ICB, and improved connectivity to Legacy Way and the wider road network. New and improved entry and exit points to the ICB were delivered to provide greater network connectivity and travel time savings of around 10 minutes for buses heading towards the western suburbs, allowing buses to interchange with the Inner Northern Busway and the planned Brisbane Metro.
- Upgraded major intersections to tackle congestion and improve traffic movement at:
  - Beckett Road and Hamilton Road, McDowall
  - Days Road and Kedron Brook Road, Grange and Wilston
  - Gailey Road and Sir Fred Schonell Drive, Toowong
  - Green Camp Road, between Manly Road and Rickertt Road, Wakerley
  - Hamilton Road and Sandgate Road, Wavell Heights
  - Hellowell Road, The Avenue and Borella Road, Sunnybank Hills
  - Inala Avenue, Serviceton Avenue and Corsair Avenue, Inala
  - Juliette Street and Ipswich Road, Annerley
  - Stapylton Road and Johnson Road, Heathwood
  - Vulture Street and Montague Road, West End
  - Wynnum Road and Murarrie Road, Tingalpa.
- Funded by the 2018-19 Australian Government Black Spot Programme, Council undertook work on one Black Spot project at Parakeet Street and Partridge Street, Inala, to improve safety for motorists and pedestrians.
- Installed two Local Area Traffic Management schemes at Raven Street, McDowall and Linfield Street, Mansfield including platforms, thresholds, line markings, signage, splitter islands, kerb build-outs and pedestrian refuges to improve pedestrian safety and moderate vehicle speeds in local streets.
- Increased the number of LED road signs to 188, more than 94% of the 200 committed to be delivered by 2020.
- Completed River Access Network projects at Dutton Park and New Farm.
- Expanded the Streets of Remembrance project with 748 signs erected across 223 locations. This initiative commemorates the spirit of the ANZACs by placing the Australian Army 'Rising Sun' badge and the Royal Australian Navy insignia on street signs which share the name of people, places or events of historical significance to the ANZACs. Of these, 63 signs include Royal Australian Navy insignia.



- Investigated and resolved more than 11,800 resident and visitor enquiries relating to traffic, parking and road safety matters. This led to improved traffic signage and road markings at more than 3400 locations across Brisbane.
- Installed 34 free off-street motorcycle parking bays in the inner CBD, bringing the total number to 1600, more than 95% of which are free.
- Increased the number of Speed Awareness Monitor signs to 149. More than 293 million vehicles drive past these signs with an average speed reduction of eight kilometres per hour for those exceeding the speed limit.
- Continued construction on major projects, including:
  - Kingsford Smith Drive, Eagle Farm to Hamilton
  - Wynnum Road corridor (Stages 1A and 1B), East Brisbane.
- Commenced construction on a range of key road construction and intersection upgrades, including:
  - Murphy Road and Ellison Road, Geebung
  - Waterworks Road, Ashgrove
  - Wynnum Road corridor upgrade (Stage 1B), Morningside and Norman Park.
- Commenced intersection upgrades to improve access and safety, reduce congestion and reduce travel times at:
  - Parakeet Street and Partridge Street, Inala
  - Raymont Road and Grange Road, Grange
  - Warrigal Road, Bellmead Street and Plum Street, Runcorn
  - Widdop Street and the Toombul Shopping Centre access, Nundah.
- Replaced kerb and channel in 83 streets across Brisbane.
- Awarded a tender for construction of the River Access Network Hub at the City Botanic Gardens. Construction is anticipated to be undertaken in conjunction with the Botanic Gardens Riverwalk project.
- Commenced works to upgrade Bretts Wharf Boardwalk, Hamilton to improve safety and extend its lifespan.
- Delivered the rehabilitation of the CT White Boardwalk, Kangaroo Point and the Mariner's Reach Boardwalk, Newstead to improve safety and extend the lifespan of the boardwalks.
- This year 63 schools completed plans, contributing to the 173 schools in total with traffic management plans through the Safe School Travel program.

## Council's Safe Schools program



**177 schools currently taking part in the program**



**worked with 189 schools to design tailored traffic management plans**



**installed road safety infrastructure at 14 schools, to improve the safety of students traveling actively**



**installed drop'n'go zone signage at 129 schools. Schools with Enhanced School Zone signs has increased to 102**

## CONGESTION REPORT

The Congestion Reduction Unit (CRU) continued to implement a program of initiatives to monitor traffic flow and mitigate congestion on the transport network.

Sixteen congestion-busting projects were completed, including extensions to turning pockets, lane realignments and increase to road capacity.

The following improvements were made.

- Five CCTV cameras installed to improve network intelligence, bringing the total number in the network to 224.
- Increased Bluetooth data collection across all signalised intersections to improve the monitoring of traffic flow and identification of unusual congestion.
- Pedestrian countdown timers installed at 24 intersections, bringing the total to 520 intersections, representing 52.4% of Council's signalised intersections.
- Five traffic signal installations upgraded to LED technology, with all of Council's 992 signalised intersections now being LED.

Council's ability to monitor and report on the performance of the road network continues to improve with the use of Bluetooth technology, which enables Council to receive, interpret and communicate traffic information to road users.

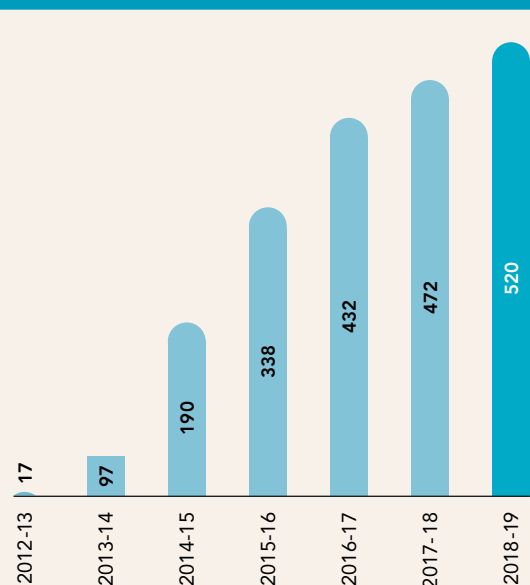
CRU is responsible for assessing road closure applications and ensuring adverse effects on the road network are avoided or mitigated. More than 9200 applications for temporary road closures were received and processed in 2018-19.

CRU is also responsible for assessing heavy vehicle route applications and ensuring suitability of assets and minimising impacts on the road network. More than 3100 applications were received and processed this year.

In collaboration with the Brisbane Metropolitan Transport Management Centre (BMTMC), CRU provided support for the first Tour de Brisbane, part of the Brisbane Cycling Festival, which included a course of 115 km. Significant planning was undertaken to ensure a safe route and minimise traffic disruption. During the event, key transport routes were monitored and manual overrides on intersections used when unplanned traffic demand occurred.

Council has operated the BMTMC in partnership with the Queensland Government successfully for more than 11 years. The BMTMC manages roads in the Greater Brisbane metropolitan region, as well as Transport for Brisbane buses and the busways network. The BMTMC manages approximately 26,000 transport-related incidents each year.

Intersections across the city with pedestrian countdown timers



Council continues to install pedestrian countdown timers to improve pedestrian safety and reduce congestion



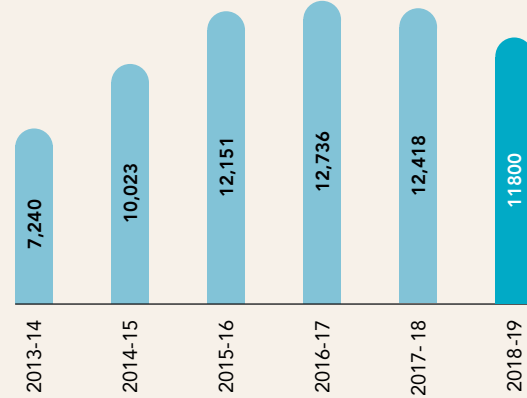
## 2.2 PARKING MANAGEMENT

Parking management delivers safe, accessible and reliable parking services that support liveability and economic outcomes by improving access to communities, businesses and services.

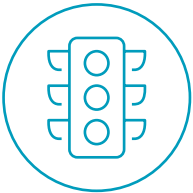
### KEY RESULTS FOR 2018-19

- Implemented a new resident permit parking scheme in West End and Highgate Hill to improve street parking in residential areas for residents and visitors.
- More than 15,000 customers have taken up the new digital parking permit system that provides flexibility and real-time permit updates.

### Annual customer requests for road network improvements

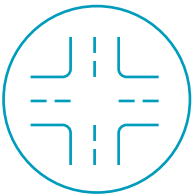


*With increased engagement from the community, Council continues to be responsive to customer requests for road network improvements*



# 992

of Council's signalised intersections use LED TECHNOLOGY



# 16

CONGESTION-BUSTING projects delivered by CRU



# 52.4%

of intersections have pedestrian COUNTDOWN TIMERS

## Challenges

### STORY BRIDGE RESTORATION

The iconic Story Bridge, constructed over five years from 1935, is one of Brisbane's most loved and recognised landmarks, with a unique character and history. Positioned above the Brisbane River and among the inner-city suburbs of Kangaroo Point and New Farm, the Story Bridge has a river span of 282 m and is 1072 m long from the southern to northern anchor piers. The summit of the bridge is more than 80 m above the Brisbane River, which is equivalent to the height of a 22-storey building. The width of the bridge is 24 m, including footpaths.

Today, the Story Bridge is part of Brisbane's major road network connecting residents and visitors to, and through, the city. As a historic structure and key piece of road infrastructure, Council is committed to proactively planning maintenance to ensure its preservation, prevent future deterioration, and sustain or improve its condition. This will ensure it is positioned to remain a feature of Brisbane's cityscape for many generations to come.

Additionally, the Story Bridge is part of the Light-Up Brisbane calendar which recognises and celebrates major events and connects with the rest of the world in supporting or acknowledging important days or campaigns. The bridge also hosts adventure climbs, which take people to the bridge summit and offer impressive 360-degree views spanning Moreton Bay, the Glasshouse Mountains, and hinterland views.

The Story Bridge Restoration project will involve rehabilitation of the corrosion protection coating across the whole structure. This work is integral in the preservation of the bridge and the sustainability of this historical infrastructure.

In carrying out the work, Council is presented with major challenges, including the extent of the project, methodologies, project timeframes, and other physical aspects such as the unique shape of the structure. With the bridge hosting tourism and recreation activities, as well as being a major transport route, Council must plan to minimise impacts on road users and private business operators, while maintaining access to the bridge and safety during restoration work.

The bridge restoration will be strategically planned to limit these impacts. Key components of the restoration include the construction of scaffolding, platforms and encapsulation to provide access for the work. The required restoration will also be planned to ensure the containment and collection of all waste from the works.





## Smart poles ready Brisbane for high-tech future

Council is readying Brisbane for a high-tech future by installing 20 smart poles across the city as part of a \$15 million investment in smart city initiatives which deliver state-of-the-art services and infrastructure to meet the needs of future generations.

Smart poles are an innovative technical solution also adopted by international cities, such as Paris and Los Angeles, that will help Council deliver information about essential services to residents and visitors. The poles will also capture data that can be used to improve city operations using cutting-edge technology and support Brisbane as a New World City.

Brisbane's new smart poles will monitor real-time data such as pedestrian and cyclist traffic, noise levels and air quality. The poles contain special LED lighting which can be used to celebrate citywide events such as State of Origin and Brisbane Festival. They will also provide free Wi-Fi and USB charging points for residents and visitors living, working or relaxing in our city and suburbs.

In July 2018, Council began a rigorous tender process for the delivery of smart poles, which attracted 12 industry proposals. The successful tenderer, ENE HUB, was announced in May 2019 to design, construct, operate and maintain the smart poles across the city.

Council identified potential sites for smart poles focusing on civic and open spaces, streets and pathways, as well as skate parks. Potential sites included Brisbane Botanic Gardens, Mt Coot-tha, Reddacliff Place, City Botanic Gardens, Captain Burke Park, Chinatown Mall, Paddington Skate Park, Telegraph Road Skate Park and along the Wynnum Foreshore.

Identification of locations to install the multi-functional poles has commenced, with site specific designs to follow. It is anticipated that the first smart poles will be installed and operational by late 2019.

This project supports the *Brisbane City Plan 2014* and the *Digital Brisbane 2.0* strategy, and contributes to the Vision.





# City Projects Office

City Projects Office provides professional in-house services to Council across project management, built environment and engineering disciplines.

## What we do

City Projects Office delivers high-quality project management and planning and design outcomes to help deliver a New World City and to meet Council’s engineering, built environment, land management and natural environment needs.

As an in-house project management and design group, emphasis is placed on value-adding, quality, design best practice, innovation and environmental sustainability. City Projects Office continues to maintain strong partnerships and stakeholder relationships to ensure expectations are realised, all within the wider goal of contributing to a better Brisbane.

The business supports its partners to deliver a broad range of programs across Council.

### CORPORATE PLAN SCORECARD

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Medium term (five year) objective	Status
City Projects Office will provide leadership, advice and professional services to create innovative solutions for the delivery of community assets and economic infrastructure for Brisbane.	✓



## Program 3

# CLEAN, GREEN AND SUSTAINABLE CITY

Brisbane will be recognised by residents and visitors as a sustainability leader and for its enviable lifestyle, with a reputation for being clean, green and sustainable.

Environmental sustainability and liveability are fundamental to being a resilient New World City. Council will ensure Brisbane's open spaces and waterways are accessible and valued now and for future generations, and that our built form supports clean, green and sustainable outcomes. Council takes its role as a sustainability leader seriously, demonstrated through its commitment to carbon neutrality, and recognises the combined contribution of many individuals, businesses and community groups who work in partnership for the greener good, helping to protect, restore and sustain our natural environment.

Brisbane will thrive as a resilient city and continue to ensure the resilience of the community, environment, built form and infrastructure so that our city remains liveable for future generations.

### What we do

- > Community engagement and partnerships for a clean and green city
- > Provide information for a sustainable and resilient community
- > Ensure Council remains a carbon neutral organisation
- > Grow, manage and restore conservation reserves
- > Manage pollution and contaminated land
- > Plant, maintain and protect park and street trees
- > Grow, improve and maintain urban parks
- > Regulate parks and reserves
- > Sustainable water management
- > Manage access to and use of waterways
- > Build flood resilience
- > Maintain and rehabilitate flood management assets
- > Manage and reduce waste streams
- > Keep our city clean





## Key highlights



700 ha of bushland acquisition, on track to meet the 750 ha target in 2020



Green Waste Recycling Service has grown from 85,891 bins in 2016-17 to 97,033 in 2018-19



3306 tonnes of green waste diverted from landfill since 2016-17



## Overview

Brisbane is Australia's New World City and is already renowned for its liveability and successful blending of urban and natural environments. Council recognises that, as the city grows and develops, the built environment must continue to support resilient natural assets that contribute to the city's liveability and subtropical lifestyle.

Through sustainable development, innovative projects and community partnerships, the Clean, Green and Sustainable City program is preserving, protecting and restoring Brisbane's natural areas and rich biodiversity. Urban forests continue to be restored, providing shade and cooling for a city of more than one million people.

Clean air is a major factor in Brisbane's liveability. Council is committed to maintaining the city's clean air, which is important for a healthy and active community, and for attracting business and visitors.

Brisbane is built on a floodplain and flooding is a natural occurrence for the city. The Clean, Green and Sustainable City program enables Council to manage the risk of flooding to create a more resilient city, confident in its preparedness for future floods.

The program also supports inclusive, well-connected and engaged communities through the delivery of all-abilities playgrounds, accessible and well-designed parks and gardens, and community activities that encourage residents and visitors to adopt behaviours to further enhance their wellbeing.

Council ensures Brisbane's waste is managed in a holistic and sustainable way by providing a wide range of efficient services to residents, businesses and industry as part of a comprehensive waste and resource recovery management system. Keeping Brisbane's streets, public places and waterways litter-free remains a priority.

The program continues to take action to ensure Brisbane's open spaces and waterways are accessible and valued.

Council continues to proactively seek ways to minimise its energy use. Net greenhouse gas emissions from Council's business operations are maintained at zero due to the carbon neutral commitment. In addition, through the Lord Mayor's sustainability grants and other initiatives, Council supports the transition to a lower carbon future within the wider community.

## CORPORATE PLAN SCORECARD

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Medium term (five year) objective	Status
<b>3.1 Sustainable and Resilient Community</b>	
Educate and involve Brisbane's community in reducing Brisbane's environmental footprint.	✓
Reduce the environmental footprint of Brisbane businesses.	✓
Brisbane's community is informed, prepared and resilient to the city's subtropical climate.	✓
Maintain or improve the community's awareness of water smart concepts and water smart behaviour.	✓
Actively involve the Brisbane community in keeping Brisbane sustainable.	✓
Use integrated approaches to enhance liveability in our urban environment.	✓
<b>3.2 Low Carbon and Clean Environment</b>	
Achieve 100% carbon neutrality.	☆
Continually improve energy and carbon management.	✓
Reduce Council's environmental risks.	✓
Brisbane's air quality improves.	✓
Environmental risks associated with Brisbane's closed landfill sites are managed.	✓
The air quality performance of Council's activities and operations improves.	✓
<b>3.3 Biodiversity, Urban Forests and Parks</b>	
Protect land with significant present or potential ecological value.	✓
Our natural assets are maintained and enhanced.	✓
Threats to biodiversity are managed.	✓
Degraded natural environments are restored.	✓
Park and street trees are planted, maintained and protected for current and future generations.	✓
Park assets are maintained, refurbished and replaced to a standard that reflects a New World City.	✓
Brisbane has a network of parks that meet the diverse recreational and cultural needs of an increasing population.	✓
Brisbane's parks are upgraded to a standard that reflects community expectations.	✓
Roma Street Parkland and South Bank Parklands are efficiently and effectively managed and well utilised by the community.	✓



Medium-term (five-year) objective	Status
<b>3.4 Sustainable Water Management</b>	
Ensure our built environment minimises adverse impacts and maximises the benefits the community receives from our local water resources.	✓
Council integrates sustainable water smart initiatives into its operations.	✓
Maintain performance of riparian cover and in-stream habitat diversity against local waterway health indicators.	✓
Develop a sustainable framework of funding and action to maintain and improve the health of regional waterways and the bay.	✓
Brisbane's community recognises and values the contribution Brisbane's waterways make to the liveability of the city.	✓
Council uses a risk-based approach to plan for, manage and build capacity to respond to flooding across the city.	✓
Council continues to shape the city's built form to increase Brisbane's resilience to flooding.	✓
Council continues to manage flood risk to ensure Brisbane can effectively function before, during and after a flood.	✓
<b>3.5 Managing and Reducing Brisbane's Waste and Litter</b>	
Effectively manage Brisbane's waste stream by reducing domestic waste disposal to landfill and increasing the recycling and recovery of waste.	✓
Keep Brisbane clean by reducing on-ground litter.	✓

## Performance – Key results and achievements

### 3.1 SUSTAINABLE AND RESILIENT COMMUNITY

A sustainable and resilient community is critical to a growing New World City.

A resilient Brisbane community is inclusive, cohesive, understands risks and is able to plan, prepare, respond to and recover from varying climate impacts independently and in partnership with government. Council will continue to engage and partner with the community to protect the city's natural environment and waterways, guiding lifestyle and behavioural changes that further contribute to Brisbane's sustainability. Council will empower and inform the community to ensure Brisbane is a city that is safe, confident and ready for varying weather conditions. Through significant environmental initiatives and landmark projects, Council will enhance Brisbane's natural assets and protect its unique biodiversity to ensure the liveability of our city, now and into the future.

#### KEY RESULTS FOR 2018-19

- The *Green Heart Life* newsletter, which focuses on sustainability events and topics for residents, was received by more than 50,000 people each month.
- Provided more than 46,000 free native plants to residents, body corporates, schools, clubs and community groups to assist in greening the city.
- Official event partner for the first Brisbane Garden and Plant Expo, which showcased Brisbane's subtropical lifestyle.
- Hosted 13 community tree planting events, with two focused on cooling our suburbs.
- More than 60 students from 31 schools participated in the Green Heart Schools Student Environmental Leadership Network, which works with Year 10 students to help implement environmental initiatives and promote behaviour change within their school community.
- Supported 7500 community volunteers on both public and private land, through the Community Conservation Partnerships program, resulting in 3629 ha of bushland and waterway being retained or restored.
- Delivered 69 Community Conservation Assistance projects in partnership with the community, in locations containing high ecological value.
- Commenced construction on the new Boondall Wetlands Environment Centre, which will showcase the ecological significance and values of Brisbane's northern wetlands and its connection with Moreton Bay.
- Completed the upgrade and expansion of the New Farm Park Rose Garden, which more than doubled the number of roses to 7000 at this iconic park.
- More than 596,000 FloodWise Property Reports were downloaded by residents and industry, helping them understand the risk and type of flooding at a specific property.
- Council's Flood Awareness Maps were viewed more than 563,000 times, increasing the community's understanding of the likelihood of a flood occurring.
- Continued to provide strategic guidance and technical input into the Brisbane River Strategic Floodplain Management Plan led by the Queensland Government.
- Completed the Cabbage Tree Creek Flood Study under the Maintain and Enhance Flood Studies program to manage flooding within the Brisbane River and local creek catchments.
- Published the *Oxley Creek Transformation Master Plan* in October 2018.
- Distributed more than \$360,000 in grants to 75 recipients in the Brisbane community via the Lord Mayor's Community Sustainability and Environmental Grants.



50,000

people received the monthly  
**GREEN HEART LIFE** newsletter



### 3.2 LOW CARBON AND CLEAN ENVIRONMENT

Council will maintain carbon neutrality as Australia’s largest carbon neutral organisation. Council will continue to manage its environmental performance and aim for consistently clean, healthy air throughout the city.

Council will focus on its operations to ensure we are a sustainable organisation that:

- > maximises sustainability outcomes, reduces greenhouse emissions and maintains carbon neutrality
- > manages environmental performance effectively
- > manages, prevents and minimises the impact of environmental pollutants, contaminated land, closed landfills and chemical hazards on the community and the environment
- > uses its capacity as a global leader in sustainability to influence and support citywide and regional sustainability outcomes.

#### KEY RESULTS FOR 2018-19

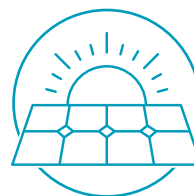
- Purchased 51,000 megawatt hours (MWh) of renewable energy and 650,000 carbon offsets to negate carbon emissions from business.
- Installed 646 kilowatts (kW) of solar panels on Council facilities, including 346 kW on four Resource Recovery Centres (Chandler, Ferny Grove, Nudgee and Willawong) and 300 kW on two bus depots (Eagle Farm and Toowong) and a new Council depot at Australia TradeCoast.
- Upgraded high bay lighting in multiple workshops, in addition to installing solar panels, to reduce greenhouse gas emissions and implement an Emissions Management Plan as part of the National Carbon Offset Standards.
- Undertook 278 environmental audits of businesses and industries to proactively prevent pollution incidents.
- Undertook 663 inspections to resolve residential, commercial and industrial pollution complaints across the city.
- Investigated 141 pollution incidents to prevent or minimise land and water contamination impacts.
- Remediated four closed landfill and contaminated land sites to reduce environmental impacts and public risks, and restore the sites for ongoing community use, including:
  - completed profiling, capping and drainage system works at the former landfill at Toombul Road, Hendra
  - completed profiling and capping works at Monier Road Park, Darra, in preparation for construction of the BMX tracks and facilities. Works included construction of an upgraded surface water drain
  - profiling, capping, drainage, and lighting upgrade works at the rugby fields at Shaw Estate Park, Wavell Heights
  - commenced construction of an upgraded leachate collection and disposal system at Sunset Park, Ashgrove.



**51,000 MWh**  
of RENEWABLE ENERGY  
purchased



**>596,000**  
FLOODWISE PROPERTY REPORTS  
were downloaded



**646 kW**  
of SOLAR PANELS installed  
on Council facilities

### 3.3 BIODIVERSITY, URBAN FOREST AND PARKS

Council protects, enhances and celebrates the rich diversity, health and resilience of the city's open space, habitats, streetscapes, plants and wildlife. Brisbane's parks, open space and waterways reflect the subtropical lifestyle and are accessible to all members of the community. Parks and natural areas are attractive, functional and provide recreation, heritage, cultural, social and ecological benefits to the city. Trees along streets, footpaths and bikeways provide shade for the city, cooling suburbs and enhancing rich biodiversity.

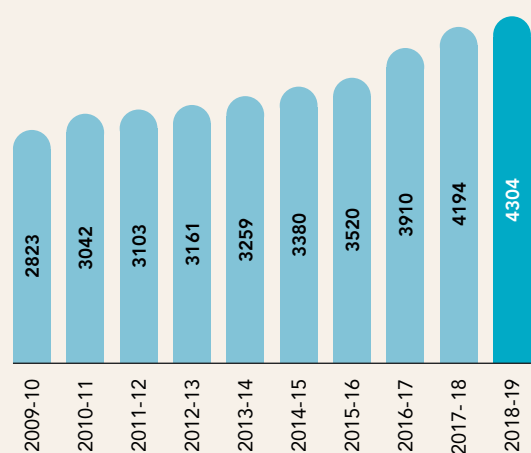
#### KEY RESULTS FOR 2018-19

- Welcomed more than 128,000 visitors to Boondall Wetlands, Downfall Creek Environment Centre and Karawatha Forest Discovery Centre, with more than 21,000 visitors participating in activities and facilitated programs.
- Installed wildlife movement solutions at key koala corridors to increase driver awareness of koalas and other native animals to assist in their safe movement across roads. This included temporary variable message signs in seven koala hotspots during the breeding season.
- Managed more than 2200 ha of Council-owned land under the Wipe Out Weeds program.
- Delivered more than 52 ha of environmental offset plantings and habitat restoration.
- Continued to manage invasive fauna (non-domestic cats, wild dogs, rabbits, red foxes and deer) to reduce their social, economic and environmental impacts on our natural environment and residents.
- Undertook surveillance, engagement and educational activities to keep Moreton Island cane toad free and participated in the University of Queensland Cane Toad Challenge, removing more than 890,000 cane toad tadpoles from Brisbane waterways.
- Planted more than 12,000 trees in parks and along streets to increase shade and provide attractive streetscapes and shelter for local wildlife.
- Protected more than 140 significant landscape trees on private land to support the retention of large trees within our neighbourhoods, streetscapes and backyards.
- Undertook boulevard enhancement and beautification works at Boundary Street, Spring Hill, Whitmore Street, Taringa and Brunswick Street, Fortitude Valley.
- Released the Brisbane Off-Road Cycling Plan to identify suitable locations for off-road cycling facilities in Council parks and natural areas.



**46,000**  
**FREE NATIVE PLANTS**  
provided to residents

#### Total bushland acquisition (ha)



Council undertook to accelerate bushland acquisition from normal rates in 2016. Under the accelerated program, Council will purchase and protect 750 ha of significant koala habitat by 30 June 2020. Council has now secured 700 ha (93.3% of the target) at the end of the program's third year.



- Completed trial and designated drone flying sites for recreational flying in 10 parks, including The Common Park, Coorparoo, Cliveden Park, Fig Tree Pocket and Canterbury Park, Bald Hills.
- Continued the Anzac Square restoration and enhancement, in partnership with the Queensland Government, providing an innovative experience for all to commemorate and learn about the service and sacrifice of Queenslanders and Australians.
- Completed concept plans and commenced construction on:
  - Ascot Park upgrade
  - Bill Brown Sports Park upgrade, including new hardcourts for netball and open space for recreation
  - the new Milton Urban Common park.
- Constructed a new car park to support the community precinct containing the new Bracken Ridge BMX facility.
- Continued to implement the City Botanic Gardens Master Plan, including the construction of new boardwalks, and new and upgraded facilities and maintenance technology.
- Undertook key city park upgrades, including:
  - new pathways, seating and landscaping at Wickham Park, Spring Hill
  - new creative lighting at Newstead Park
  - construction of a new riverside promenade pathway at New Farm Park
  - completion of new greenspace and improved pathways for pedestrians and cyclists at West End Riverside Parklands.
- Delivered outdoor gyms at three locations, including Ferny Grove Picnic Ground Park, Ferny Grove, Raymond Park, Kangaroo Point and Wally Tate Park, Kuraby.
- Refurbished 17 dog off-leash areas including Colmslie Reserve, Morningside, Elanora Park, Wynnum and Paten Park, The Gap.
- Completed upgrades in the Mt Coot-tha precinct to allow more visitors to enjoy the space.

## **ROMA STREET PARKLAND**

- Completed safety, amenity, cultural and environmental enhancements to continue to activate Roma Street Parkland.
- Hosted a series of events to attract visitors to the precinct, including India Day Fair, Brisbane Thai Festival, Fiesta Latina, Mosaic Festival, Moonlight Cinema and the Vaisakhi Celebrations.
- Continued to host The Enchanted Garden, as part of the Christmas in Brisbane program, which saw an increase in visitors to approximately 108,000 over 12 nights, compared to 38,000 last year.
- Continued to host ongoing events including the Kids Collective (children’s activities) and The Sound Society (free music performances).
- Undertook lighting enhancements within the Rainforest and improved access to Memorial Corner, which includes the Gallipoli and Rats of Tobruk memorials.

## **SOUTH BANK PARKLANDS**

- Completed safety, amenity, cultural and environmental enhancements to continue to activate South Bank Parklands.
- The precinct hosted 708 events, including Bridge to Brisbane, Night Noodle Markets, Brisbane Festival (including Riverfire), World Science Festival Brisbane, Buddha Birth Day Festival, Mother’s Day Classic Fun Run, Million Paws Walk and Regional Flavours. The precinct also hosted a number of art installations as part of the new Curiosity Festival and hosted the UCI Gran Fondo World Series at the inaugural Tour de Brisbane.
- Continued to enhance South Bank Parklands’ Christmas program, which continues to attract high numbers of visitors, with approximately 200,000 people attending the precinct over 12 days.
- Continued to host ongoing events, including the Medibank Feel Good program (free exercise classes), Kids Collective (children’s activities) and The Sound Society (free music performances).

### 3.4 SUSTAINABLE WATER MANAGEMENT

As a subtropical city, Brisbane is defined by its river, Moreton Bay and the waterways that traverse suburbs and urban areas. The maintenance and restoration of waterways improves liveability and protects wildlife and helps to make the city resilient and ready for changes both expected and unexpected. Water has a key influence in urban cooling and urban design and helps achieve sustainable urban development.

Brisbane will be prepared for climate extremes and will respond and recover effectively from flood and drought events. A flood risk management approach helps our city to thrive on a floodplain by being safe, confident and ready for flooding.

#### KEY RESULTS FOR 2018-19

- Continued to invest in Healthy Land and Water Ltd, which works to protect waterways and improve waterway health in South East Queensland.
- Undertook annual waterway condition monitoring and reporting at 42 fixed sites, 10 roving sites across the city and 10 sites for recreational water quality monitoring.
- Supported the International River Foundation to deliver the 2018 International Riversposium.
- Conducted 1853 residential and 1087 development building site inspections for compliance with erosion and sediment controls.
- Rehabilitated river walls at Amesbury Street, Kangaroo Point, Forest Lake Boulevard, Forest Lake and MacKenzie Street, Kangaroo Point to protect against riverbank erosion.
- Constructed pontoons, fishing platforms and ancillary works to improve access and interaction with the Brisbane River and other waterways, including:
  - new car park at Barungwarra Reserve boat ramp, Bald Hills
  - new fishing platform at Moggill Ferry Reserve, Pullenvale
  - new public pontoon on Riverside Drive, West End
  - upgraded car park at Colmslie Recreation Reserve boat ramp, Morningside.
- Undertook natural waterway rehabilitation works at seven locations, including Rocky Waterholes at Ainsworth Street, Salisbury, Blunder Creek at Cormorant Street, Inala and Bulimba Creek at Wecker Road, Mansfield.
- Delivered drainage construction works at 24 locations, including:
  - Balfour Street, Darra
  - Craig Street, Red Hill
  - Highland Terrace, St Lucia
  - Hilda Street, Alderley
  - Miles Street, Bald Hills
  - Norman Street, Taringa
  - Old Cleveland Road, Greenslopes
  - Palm Avenue, Shorncliffe
  - Querrin Street, Yeronga.
- Undertook stormwater infrastructure works at eight sites, including:
  - Buchanan Street, West End
  - Connor Street, Fortitude Valley
  - Helen Street, Teneriffe
  - Montague Road, West End
  - Sydney Street, New Farm.
- Delivered drainage rehabilitation works at 18 project sites, including:
  - Agnes Street, Woolloongabba
  - Lochaber Street, Dutton Park
  - Queen Street, Brisbane City
  - Redfern Street, Woolloongabba
  - Sedgebrook Street, Spring Hill
  - Simpsons Road, Bardon
  - Toohey Street, Kangaroo Point
  - Twine Street, Spring Hill.

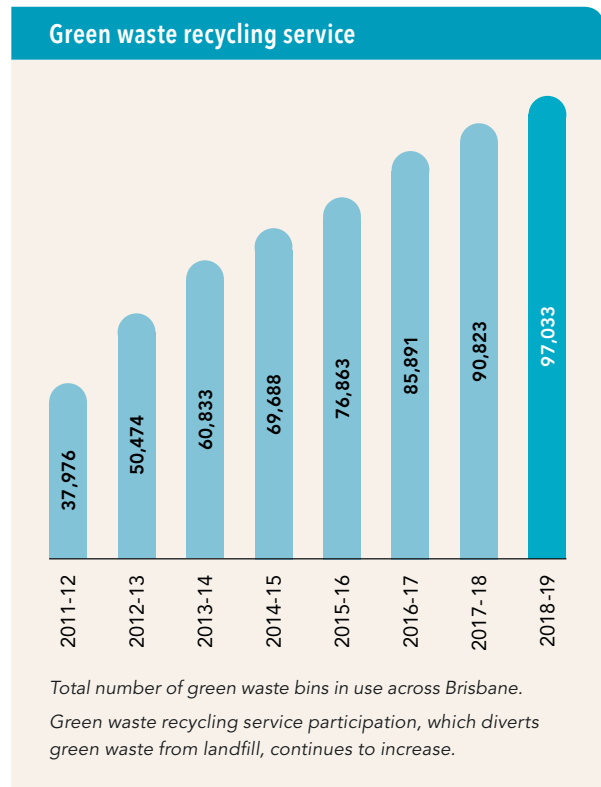


### 3.5 MANAGING AND REDUCING BRISBANE'S WASTE AND LITTER

Brisbane's waste is managed in a holistic and sustainable way. Resource recovery opportunities are maximised and innovative waste solutions explored. Waste minimisation behaviours are adopted, and reuse initiatives embraced. Council will continue to ensure that Brisbane's streets, public spaces and waterways are litter-free.

#### KEY RESULTS FOR 2018-19

- Hosted 21 Love Food Hate Waste cooking classes, teaching residents how to reduce food waste through planning, shopping, cooking, storing and recycling.
- More than 9000 residents joined Council in celebrating National Recycling Week by attending the Recreate Twilight Market and Paper Fashion Show at King George Square.
- Removed 547 tonnes of recyclable materials from Council's Resource Recovery Centres and delivered to the Geebung and Acacia Ridge tip shops, which saw an estimated 81,800 visitors and achieved approximately 53,750 sales to raise funds for the Endeavour Foundation.
- Hosted 48 community clean-up events with a specific focus on picking up litter in local communities, as well as 21 pop-up litter shops aimed at increasing community engagement in litter prevention.
- Upgraded more than 300 public place bins including a major upgrade to Rocks Riverside Park and 11 parks across the city.
- More than 97,000 households used the fortnightly green waste recycling service, with more than 6150 new households signing up to the service this year, diverting an additional 24,400 tonnes of green waste from landfill.
- Forty-four per cent of Brisbane households participated in Council's annual kerbside collection service, with more than 12,000 tonnes of items collected.



**>547 tonnes**  
of **RECYCLABLE MATERIALS** removed  
from **Resource Recovery Centres**



**97,000**  
households used the green waste  
recycling service, diverting **24,400**  
tonnes of green waste from landfill

## Challenges

### TRANSITIONING TO A LOW-CARBON COMMUNITY

Like many cities, Brisbane is seeking to navigate the transition towards a low-carbon economy and community. While Council continues to maintain its carbon neutral status, this represents just three per cent of total community emissions in the Brisbane local government area. Council is committed to engaging and supporting the community to make this transition happen without significantly impacting the quality of life we enjoy. Each of us have the capacity to make small adjustments that can shape our suburbs and our city's future.

*Brisbane. Clean, Green, Sustainable 2017-2031* commits Council to supporting the achievement of a greenhouse gas emissions target of six tonnes per household per year by 2031. This relates to emissions associated with energy use in the home, transport and waste, and broadly represents a 50% reduction in emissions from when the target was first introduced in 2011.

The initial challenge is establishing the best approach to measure and track the average emissions per household, given the diversity of the 440,000 rateable households in Brisbane with varying people per household, different energy and transport needs and waste production.

The next challenge will be identifying the best roles for Council to take in delivering the target. Council will need to focus support and interventions where it has influence, and where these support reductions in household emissions.

Greater uptake of public transport and initiatives that will make public transport more accessible, such as the Brisbane Metro and the Green Bridges initiative, will help to reduce car trips and reduce congestion. Greater diversion of recyclables and organic waste streams will reduce emissions from landfill. Council will need to explore ways to reduce emissions in the home while addressing some of the barriers to the uptake of these solutions that exist for low income households and rental properties.

In the short term, Council will focus on raising awareness around the target and providing access to information and tools that help households on this journey. It will seek to run pilot programs and assess their success and ability to scale. Given the scale of the task, it is foreseeable that Council will need to partner with like-minded organisations to deliver the uptake and engagement required to achieve this target.

### LAND REMEDIATION

As the city grows, we need to repurpose underutilised land to ensure there are adequate services and infrastructure for our expanding and evolving community. Council owns or manages approximately 1100 contaminated or potentially contaminated sites which were once legacy sites where former industrial or waste disposal activities occurred in the past.

Many of these sites are remediated by Council to enable their safe use by the community as parks, sporting fields and other public open space. However, Council faces ongoing challenges to effectively and cost-efficiently manage these sites to prevent the off-site migration of sub-surface gases and contaminated ground water, as well as

exposure of contaminated soils and materials to residents of the community. These remediated contaminated sites require ongoing monitoring and maintenance to ensure community safety and protection of the environment.

Council will continue to monitor and undertake rectification works to allow enhanced community use of our contaminated land sites, while sharing knowledge with community groups and volunteers on the safe use of Council land. Council will work in partnership with community groups and volunteers to ensure safe practices and procedures are being implemented by community groups and volunteers for uses including community gardens, sport and habitat restoration on Council land.



Solar panels at work atop the Carina Bus Depot





## Committed to our greener good

Council is committed to keeping Brisbane clean and green. We have a lot to be proud of, with our clean air and the richest biodiversity of any city in Australia. Additionally, at 37%, Council is on track for a natural habitat cover target in mainland Brisbane of 40% by 2031. We look after more than 2100 parks and continued work to create more. Brisbane's liveability is linked to our natural environment. Our city's approach to sustainable living resulted in being named Australia's Most Sustainable City in 2014 and 2016 at the Keep Australia Beautiful Australian Sustainable Cities Awards.

In 2017, Council became the largest organisation in Australia to achieve carbon neutral status in line with the Australian Government's National Carbon Offset Standard. Council is also the only carbon neutral organisation nationwide with an operating landfill and large public transport service.

To maintain this certification, Council works hard to reduce its operational carbon footprint in fuel use, construction, electricity use and landfill. Council also purchases carbon offsets to balance residual emissions. In 2018-19, Council delivered and continued projects to reduce carbon emissions and keep Brisbane clean and green:

- Planted more than 12,000 street trees and launched 24 Community Composting Hubs, with more than 5000 residents participating across the city to reduce organic waste going to landfill.
- Upgraded LED lighting at five facilities to improve the lighting amenity for staff and reduce the electricity consumption and greenhouse gas emissions at:
  - Bracalba Quarry Workshop
  - Brisbane Riverstage
  - Eagle Farm Archives and Store
  - Rivergate ferry maintenance facility
  - Wacol Field Services Depot Workshop.

- Added 60 rigid equivalent buses to the fleet, replacing 59 retired vehicles with buses that meet Enhanced environmentally-friendly vehicle standards. The new fleet buses produce 85% less nitrogen oxide and more than 90% less particulate matter pollutants than retired buses.
- Introduced an 18 metre low-floor articulated bus with capacity for 116 passengers. The Euro V1 compliant vehicle reduces emissions to improve air quality.
- Installed solar power at all four Resource Recovery Centres, two major suburban bus depots and the new Council depot at Australia TradeCoast. Council now has more than 1000 kw of solar panels installed, which is enough to power more than 275 homes for a year.

These ongoing clean and green achievements show that Council is committed to making sure the Brisbane of tomorrow is even better than the Brisbane of today.



## Program 4

# FUTURE BRISBANE

The Future Brisbane program provides planning and growth management to ensure our city remains prosperous, and well-designed, with a distinctive subtropical character.

The program leverages off the region's climate and lifestyle attributes to ensure Brisbane remains a great place to live, work and relax.

### What we do

- > City and regional planning
- > Coordinate infrastructure planning
- > Initiatives to enhance local identity
- > Urban Futures Brisbane Board
- > Precinct projects
- > Development assessment
- > Promote and protect city character
- > Maintain and provide public artwork

### Overview

Brisbane is growing and Council is maintaining the character of the city's suburbs, planning carefully for this growth and focusing development around maintaining a friendly and liveable space for generations to come.

The goal of the Future Brisbane program is to ensure that Brisbane, Australia's New World City, has a distinct subtropical character and is well-designed, economically prosperous and remains a great place to work, live and relax.

Through the program, Council plans for economic, employment and population growth while enhancing lifestyle opportunities by recognising and protecting heritage and character buildings, parks and the natural environment.

Engagement with the community is integral to future planning and management of city growth.



Brisbane's traditional character houses



## Key highlights



On track to achieve the *ShapingSEQ* target of an additional 188,200 new dwellings by 2041



Approved housing supply is more than 4000 dwellings ahead of the average annual benchmark of 7374



Citywide strategies, such as the Brisbane Industrial Strategy, help facilitate the evolution of the city





## CORPORATE PLAN SCORECARD

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council's long-term community plan, *Brisbane Vision 2031*. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

### WE USE A THREE TIER RATINGS SYSTEM:

- ☆ **Delivered:** objective is achieved or completed.
- ✓ **On track:** work is continuing as planned and budgeted.
- **Action required:** work has stopped or progress is insufficient to achieve the objective.

Medium term (five year) objective	Status
<b>4.1 Planning for a Growing City</b>	
Maintain Brisbane's prosperity through sustainable population and employment growth, enhancing lifestyle opportunities and ensuring environmental outcomes through a modern and responsive land use planning and development framework for the city.	✓
Recognise, support and encourage neighbourhood distinctiveness and identity in accordance with local needs and strategic objectives.	✓
Undertake long-term planning that supports the efficient and timely delivery of infrastructure necessary to support and guide the growth of the city.	✓
Maintain a compliant and reasonable infrastructure charges system, including monitoring and reporting on infrastructure charges revenue and liabilities.	✓
Work collaboratively with the Council of Mayors (SEQ) and the Queensland Government to benefit Brisbane and the SEQ region, providing the employment, cultural, commercial and social heart of a thriving region.	✓
Provisioning to provide a range of attractive housing choices for Brisbane residents.	✓
<b>4.2 Enhancing Brisbane's Liveability</b>	
Ensure that communities are involved in planning for the future.	✓
Create vibrant, distinctive places with a range of world-class amenities that contribute to an appealing lifestyle through policy development, capital works projects and partnerships to promote Brisbane as Australia's New World City.	✓
Maintain and provide new public art to improve the vibrancy of the city.	✓
<b>4.3 Approving Quality Development</b>	
Seek development outcomes that are right for the context, enhance the surroundings and are consistent with the strategic plan for the city and regulatory requirements.	✓
Make development assessment decisions in a timely manner while maintaining high-quality outcomes for the city.	✓
Maintain and enhance Brisbane's heritage and traditional building character.	✓

## Performance – Key results and achievements

### 4.1 PLANNING FOR A GROWING CITY

Council is ensuring Brisbane remains a great place to live, work and relax. We are growing our city while maintaining the character of our suburbs, planning for inevitable growth and focusing development around transport options. Delivery of a modern and responsive land use planning and development framework recognises the aspirations of the residents of the city in the context of the South East Queensland (SEQ) region.

#### KEY RESULTS FOR 2018-19

- Four minor amendments to *Brisbane City Plan 2014* (City Plan) were completed, including:
  - zone and overlay changes to reflect development approvals
  - incorporation of information regarding Queensland Government declared Priority Development Areas.
- Major amendments to City Plan were progressed, including:
  - ensuring multiple dwellings are well located to services and transport and consistent with density expectations for the Emerging community zone
  - increasing minimum dimensions to achieve better quality deep planting in multiple dwelling developments
  - introducing parking requirements to enable car share for multiple dwellings
  - increasing protection for vegetation in waterway corridors and for significant landscape trees
  - creating greater flexibility in operating hours for lower impact industrial uses
  - improved transport air quality standards
  - protecting new local heritage places and pre-1911 buildings
  - ensuring the city’s key civic spaces and iconic vistas are protected
  - making it easier for new developments to include rooftop gardens
  - multiple dwellings being removed from the Low density residential zone.
- Five Talk to a Planner sessions were held to communicate with the community about the progression of major City Plan amendments.
- Undertook a zoning review for part of Camp Hill in response to community feedback.
- Adopted the Retirement and Aged Care amendment into City Plan to support the streamlined delivery of facilities that cater for our ageing population.
- Launched the City Plan interactive mapping phone app, allowing customers to access property specific information on their phones, including zoning, overlays and property reports.
- The Local Government Infrastructure Plan and a major amendment to the City Plan for long-term infrastructure were implemented.
- Initiated an update of the Virtual Brisbane base model, via aerial survey. The model produced visualisation and 3D data for more than 70 requests, including the Brisbane Metro and Kangaroo Point peninsula neighbourhood plan.
- Incentivised more than 429 beds and 553 units for aged care and retirement facilities through an infrastructure charges initiative.
- Provided more than 36 infrastructure charge reductions for eligible community organisations.
- Continued administering the Brisbane Student Accommodation Infrastructure Charges Reduction Incentive Procedure, which has delivered more than 7514 beds for student accommodation over the duration of the scheme.
- Created an improved development infrastructure governance framework including publishing the Brisbane Infrastructure Charges 2017-18 report through the Future Development Infrastructure Management project.
- Entered into an Infrastructure Agreement to deliver 34 ha of waterway corridor within the Oxley Creek Transformation Master Plan.



## 4.2 ENHANCING BRISBANE'S LIVEABILITY

Council is committed, in collaboration with the community, to its successful neighbourhood planning, urban renewal and urban design activities to facilitate vibrant liveable communities that residents deserve supported by a strong economy and local jobs. The resulting planning and development outcomes promote the efficient use and alignment of new and existing infrastructure and public assets, which builds upon community aspirations and values.

### KEY RESULTS FOR 2018-19

- Completed streetscape improvements as part of Village Precinct projects at:
  - Biota Street shopping strip, Inala
  - Curragundi Road shopping strip, Jindalee
  - Hamilton Road shopping strip, Wavell Heights
  - Samford Road Shopping Precinct, Gaythorne.
- Guided the delivery and adoption of 10 neighbourhood plans, including:
  - launched two new neighbourhood plans for the communities in Sandgate (including Sandgate, Shorncliffe and Deagon) and Eight Mile Plains Gateway
  - adopted six neighbourhood plans in City Plan, including Spring Hill, Newstead North, Dutton Park-Fairfield, Coorparoo and Districts, Ferny Grove-Upper Kedron and The Gap
  - conducted consultation with local communities in The Gap, Kangaroo Point Peninsula and Banyo-Northgate on draft neighbourhood plans and submitted revised plans to the Queensland Government for final State Interest Review.
- Delivered the second *Botanica* outdoor gallery exhibition at the City Botanic Gardens, showcasing a diverse and inclusive public program comprising of 12 new site-specific artwork installations, day and night activations, workshops and tours. The signature event in the Museum of Brisbane's Art Design Festival, *Botanica* was attended by more than 31,000 people and provided a rich visual and cultural viewing experience.
- Delivered four permanent artworks as a part of the Brisbane Event History Art Trail and one permanent artwork in the artwork platform at the Brisbane Botanic Gardens Mt Coot-tha.
- Continued the Brisbane Canvas program across the city, with six artworks delivered, and sponsored the Brisbane Street Art Festival which included four location-specific artworks.
- Showcased six major temporary artwork exhibitions, comprising of 131 artworks across the Outdoor Gallery and 38 William Jolly Bridge projections.
- Delivered the Artforce program, with 70 traffic signal boxes and 10 Energex pad-mounted transformers painted.



70

TRAFFIC SIGNAL boxes and  
10 Energex transformers painted



131

ARTWORKS DISPLAYED  
across the Outdoor Gallery



31,000

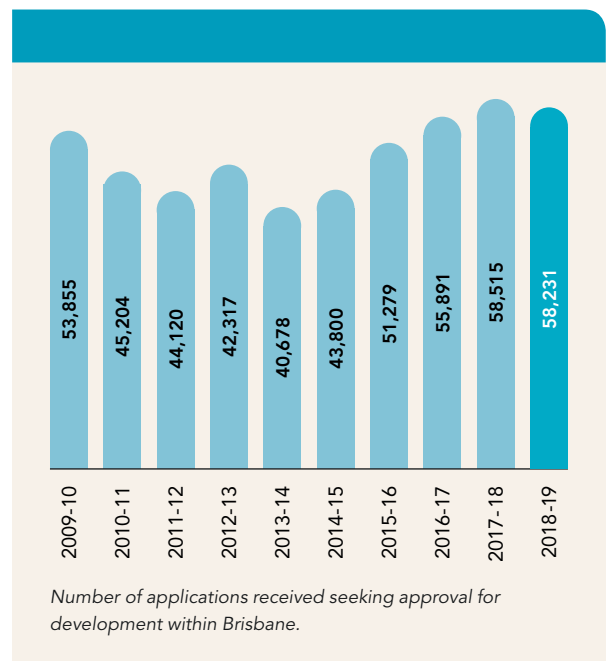
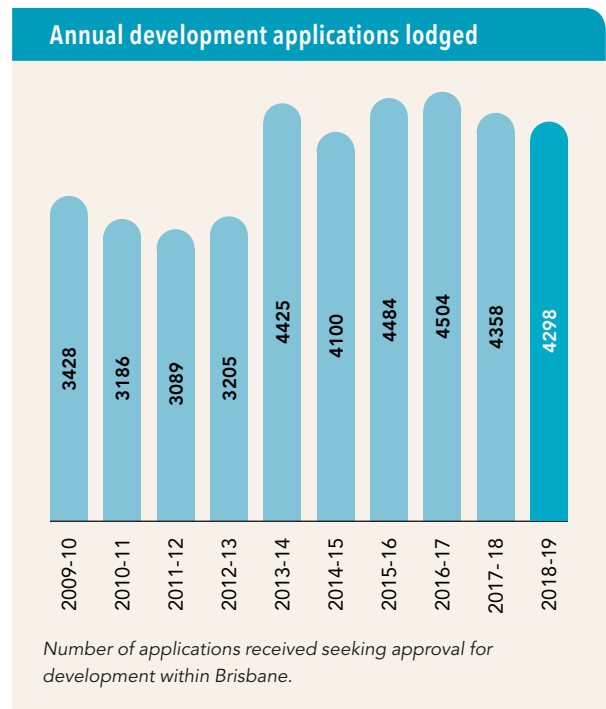
people attended *BOTANICA*  
at the City Botanic Gardens

### 4.3 APPROVING QUALITY DEVELOPMENT

City Plan is Council’s plan for the future development of Brisbane. It guides how land in Brisbane can be used and developed, and is a significant tool to guide the city’s growth and foster economic development. Building and development in Brisbane is approved in accordance with the City Plan and seeks to retain and enhance Brisbane’s subtropical lifestyle, prosperity, maintain the character of its suburbs and protect its unique heritage, character and safety.

#### KEY RESULTS FOR 2018-19

- Received 4298 development applications.
- The Lord Mayor’s incentives on retirement living and aged care accommodation led to 1629 residential care beds and more than 4422 retirement units being approved for development.
- Completed 1295 Planning and Development Certificates.
- Suburban Construction Management Team completed 2072 inspections.
- Completed 58,231 plumbing inspections.
- Completed 2403 operational works and compliance assessment applications.
- Planning Information Officers responded to 24,368 telephone enquiries.
- Held six Talk to a Planner sessions at various locations across Brisbane with 1036 attendees.
- Assessed 3848 building applications, each within 30 days.
- Processed 4820 footway permit applications for temporary use of Council footpaths.
- Implemented three Temporary Local Planning Instruments to protect sites with potential heritage significance in Milton, Coorparoo, Nudgee and landholdings at Kangaroo Point.
- Protected the city’s character and heritage by including an additional 35 pre-1911 buildings in City Plan.
- Added 37 new locations to Council’s heritage register and the Heritage overlay in City Plan.
- Delivered a new heritage trail for Sandgate.
- Provided more than \$161,000 in grants under the Heritage Incentive Scheme.









## Challenges

### ENGAGING OUR COMMUNITY IN PLANNING FOR THE FUTURE

With 1300 people moving to Brisbane each month, we need to work with the community to carefully plan for our future. Council is committed to working in partnership with the Brisbane community to ensure that every resident can play a role in planning for its future. Through understanding the needs of our community and by making engagement activities accessible, all residents can have their say.

When engaging the community in decision-making and planning for the city, Council must ensure that we can effectively capture the needs and perspectives of our diverse community. Accessible and equitable engagement activities ensure inputs that will shape our city's future are balanced and holistic.

Through the multi-award winning Plan your Brisbane citywide engagement, we invited residents to help shape our city's next exciting chapter. More than 100,000 people did just that, from every suburb in Brisbane, that's one in five households. To ensure maximum reach and participation, Council developed and released more than 20 unique engagement activities. From this, more than 15,000 ideas were generated, which lead to the development of *Brisbane's Future Blueprint* (the Blueprint).

The Blueprint outlines eight principles and 40 actions to guide our city's next exciting chapter. Reflecting the community's interest in participating in planning for Brisbane's future, and to ensure continued expansion of engagement activities, one of the principles is 'Empower and engage residents', with five supporting actions, which represents Council's continuing commitment to the community.

The program's planned and continuing community engagement and consultative activities for 2019-20, include:

- Council's Village Precinct projects, including those at Aspley, Inala and Wavell Heights
- proposed citywide amendment – rooftop gardens
- proposed citywide amendment – restricting townhouses from single-home areas
- proposed citywide amendment – increase car parking for suburban multiple dwellings
- proposed citywide amendment – design including setback provisions for multiple dwellings and secondary dwellings, deep landscaping in new development, townhouse design, and traditional building character
- Council's Design-led city: a design strategy for Brisbane, and one of the supporting guidance documents New World City Design Guide: Subtropical Homes for a Brisbane Lifestyle (Low to medium density residential)
- Council's Neighbourhood Planning projects (online community surveys, information kiosks and community planning teams), including Sandgate District, Eight Mile Plains Gateway, Moorooka, Salisbury and Nathan
- Council's Suburban Renewal Task Force.

The development of multi-channel engagement strategies, and continuous development of community participation options, will ensure Council can gain the essential perspectives of our community when planning for the future.







## Delivering Brisbane's Future Blueprint

Brisbane is a great place to live, work and relax – it's a safe, vibrant, green and prosperous city, valued for its friendly and optimistic character and enjoyable lifestyle.

Our city is growing, with more people than ever wanting to call Brisbane home. Carefully planning for a growing city means stronger communities, more local jobs and affordable housing in a Brisbane that's sustainable for future generations.

Council launched the Blueprint in June 2018, after more than 100,000 residents contributed and more than 15,000 ideas were generated through community engagement to shape the future of our city. The Blueprint includes eight principles and 40 actions to guide our city's next exciting chapter.

This financial year, Council progressed the actions in the Blueprint. Updates for each action are available on Council's website as new initiatives are delivered or completed.

As part of the 'Creating a city of neighbourhoods' actions, Council revitalised the Racecourse Road (Hamilton), Gaythorne and Jindalee village precincts in 2018-19, with more revitalisations underway in Aspley, Inala and Wavell Heights. Council also worked with local businesses in Sandgate to improve the commercial centre with free Wi-Fi, foreign-language wayfinding signage, CCTV and a new heritage trail to aid the local community in attracting new business and visitors. Local Business Partnership Initiatives are also underway at Nundah and Moorooka.

Council has planted more than 42,000 plants this financial year, and has engaged over 1400 residents to support the delivery of tree planting activities generated from developer offset contributions. This aligns with the Blueprint's actions to protect and create greenspace. Design Brisbane, Council's new design office and action 5.5 in the Blueprint, was launched in November 2018 to ensure best practice design that complements Brisbane's character.

Empowering and engaging residents is a key principle in the Blueprint, with Council hosting an Intergenerational Planning Forum in May 2019, providing a unique opportunity for people of all ages and abilities to work together to plan Brisbane's future. Residents also contributed to the preservation of our city's Queensland housing and other traditional designs at the inaugural Character Design Forum that launched in late 2018.

Council will continue to work with residents and local communities to deliver the actions in the Blueprint and make sure the Brisbane of tomorrow is even better than the Brisbane of today.



## Program 5

# LIFESTYLE AND COMMUNITY SERVICES

Brisbane is a vibrant, 24/7 New World City with opportunities for all residents, workers and visitors to participate in cultural and recreational activities which foster inclusion and stronger communities.

To ensure Brisbane continues on this journey, Council will continue to create new lifestyle and leisure opportunities to benefit all residents and visitors to our city.

### What we do

- > Festivals and events
- > Cultural activities
- > Creative and cultural development
- > Brisbane's libraries
- > Community health and well being
- > Sport and recreation capacity building
- > Diverse and inclusive communities
- > Community support and facilities
- > Sport and cultural facilities
- > Preserve and maintain City Hall and the King George Square precinct
- > City venues and cemeteries management



Kayaking on the Brisbane River



## Key highlights



Investment in festivals and events continues, with \$11.8 million committed over the last three years



75% of pools, libraries and halls are accessible with further improvements in the pipeline



Facilitated almost 6.3 million visits to Council's libraries





## Overview

The Lifestyle and Community Services program ensures everyone in Brisbane can access community resources, services and facilities to continue creating lifestyle and leisure opportunities.

The program works with the community, other levels of government and the private sector to deliver a range of activities, programs and events which celebrate and strengthen the quality of life and community spirit that makes Brisbane a great place to live, work and relax.

Brisbane is an inclusive city where diversity is valued and visitors or residents, regardless of background or circumstance, are able to fully enjoy our city.

Community and cultural grants foster local talent, artists and performers, and build the capacity of local not-for-profit organisations to develop and maintain sport and recreation facilities.

Council's libraries continue to transition to the digital age while remaining local hubs for reading, learning, information, culture and social interaction. The use of library meeting rooms continues to grow, and attendance at learning programs remains strong, with an ongoing high level of community interest.

City Archives collects, manages and preserves the corporate memory of Council and the historical record of the city. This includes ongoing digitisation of photographic collections and improving access to and supporting community interest in the history of both Council and Brisbane.

The program allows Council to continue to provide quality and affordable venues through our network of community halls, pools and iconic venues to expand the liveability of Brisbane. Lifestyle and Community Services also assists residents by providing affordable facilities for funeral services, burials, cremations and ash memorials throughout Brisbane.

Across the board, Council resources, services and facilities are accessible and well-utilised, particularly those aimed at supporting vulnerable communities. High-quality sporting and recreational services are provided, and Council venues remain popular. The Lifestyle and Community Services program contributes to improving the quality of life for residents by creating inclusive and caring, learning and informed, and active and healthy communities.

## CORPORATE PLAN SCORECARD

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council's long-term community plan, *Brisbane Vision 2031*. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

### WE USE A THREE TIER RATINGS SYSTEM:

- ☆ **Delivered:** objective is achieved or completed.
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Medium term (five year) objective	Status
<b>5.1 Thriving Arts and Culture</b>	
Maintain resident satisfaction with Council's provision of arts and cultural events.	✓
Support high-quality, accessible festivals that celebrate Brisbane's diverse culture, arts and creativity, which will attract more than two million attendees.	✓
<b>5.2 Libraries for an Informed Community</b>	
Enable full use of library collections, programs and services through take-up of library membership.	✓
Achieve 90% or higher customer satisfaction rating with Council's library services.	✓
Preserve and manage the corporate memory of Council and the historical record of the city for the people of Brisbane.	☆
Provide a range of literacy and reading programs which engage children and their parents and carers.	✓
Council's libraries will have six million visits each year.	✓
350,000 people will attend learning and cultural programs at libraries each year.	✓
Ensure residents have the opportunity to access high-quality internet services via Brisbane libraries' public Wi-Fi network.	✓
Provide access to library meeting spaces to enable and encourage groups to connect, learn, share and explore knowledge, skills and new ideas.	✓
<b>5.3 Active and Healthy Community</b>	
Brisbane's community is satisfied with Council's provision of fitness and recreation activities.	✓
Brisbane has many places for play, sport and exercise and promotes a healthy lifestyle for residents.	✓
Provide support to sporting and recreation clubs leasing Council properties.	✓
<b>5.4 Social Inclusion</b>	
Council provides services and facilities that are accessible for all people regardless of physical ability, background and circumstance.	✓
Community organisations value Council's provision of services to Aboriginal and Torres Strait Islander communities, young people, seniors, people with disability, the homeless, multicultural communities and refugees.	✓
Brisbane residents feel a sense of belonging to their community.	✓



Medium-term (five-year) objective	Status
<b>5.5 Community Sport, Recreation and Cultural Facilities</b>	
Council's community leased facilities are fit-for-purpose.	✓
Council's sports fields and hard courts are safe, playable and sustainable.	✓
Provide support and guidance to community lessees to achieve sustainable business outcomes to deliver community benefits.	✓
Community lessees are satisfied with Council's management of sport, recreation and community facilities.	✓
The Brisbane Powerhouse is a key destination for visitors to participate in the culture of our city.	✓
<b>5.6 City Icons</b>	
City Hall will maintain its presence as the 'People's Place'.	✓
<b>5.7 City Venues</b>	
Maintain patronage of two million people per year for Council pools.	✓
Provide the community with access to a modern community halls network.	✓
<b>5.8 Brisbane City Cemeteries</b>	
Deliver quality and cost-effective cemeteries and crematoria reflecting the diversity of Brisbane residents	✓

## Performance – Key results and achievements

### 5.1 THRIVING ARTS AND CULTURE

A community that is innovative, creative and provided with opportunities to actively participate in the cultural life of our city.

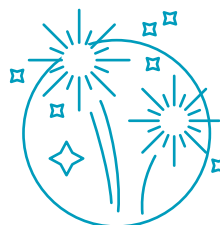
#### KEY RESULTS FOR 2018-19

- Provided funding for 155 signature city, suburban, multicultural and sponsored festivals and events across Brisbane, with more than 1.9 million residents and visitors in attendance.
- Delivered 90 events across Brisbane as part of the BrisAsia Festival 2019, with more than 34,000 attendees.
- The QUBE Effect attracted more than 1700 people and featured 24 live local acts. The People's Choice Award received 3786 online votes.
- Delivered the new Lord Mayor's Children's Concerts during the school holidays, with more than 2100 attendees.
- More than 6700 people enjoyed the Lord Mayor's Christmas Carols at Riverstage.
- Hosted 98 Bands in Parks concerts at parks across Brisbane, with more than 9600 attendees.
- More than 36,000 people enjoyed the weekly Lord Mayor's City Hall Concerts series.
- The Lord Mayor's Seniors Christmas Parties sold out two weeks before opening, with 9600 attendees.
- More than 21,000 people attended the weekly Gathering program in Queen Street Mall, showcasing Aboriginal and Torres Strait Islander arts and cultural performances.
- Participation from 146 seniors in the Lord Mayor's Seniors Cabaret Showcase, with more than 3785 people attending the performances and gala concert.
- Continued to support Brisbane Festival, which hosted more than 1.1 million attendees at 991 events.
- Provided \$414,000 in funding under creative and history grants to 34 applicants. The creative and history grants program includes the Creative Sparks Grants program, Lord Mayor's Young and Emerging Artists Fellowships, Innovation Grants program and Brisbane History Grants.
- Awarded \$180,000 under the new Historical Organisation Assistance Grant program to build the sustainability and capacity of seven community-based, not-for-profit cultural heritage and historical organisations.



**69,917**

people attended Museum of Brisbane CLOCK TOWER TOURS



**>1.1 million**

ATTENDEES across 991 Brisbane Festival events



**9600**

attendees at the SOLD OUT Lord Mayor's Senior Christmas Parties



## 5.2 LIBRARIES FOR AN INFORMED COMMUNITY

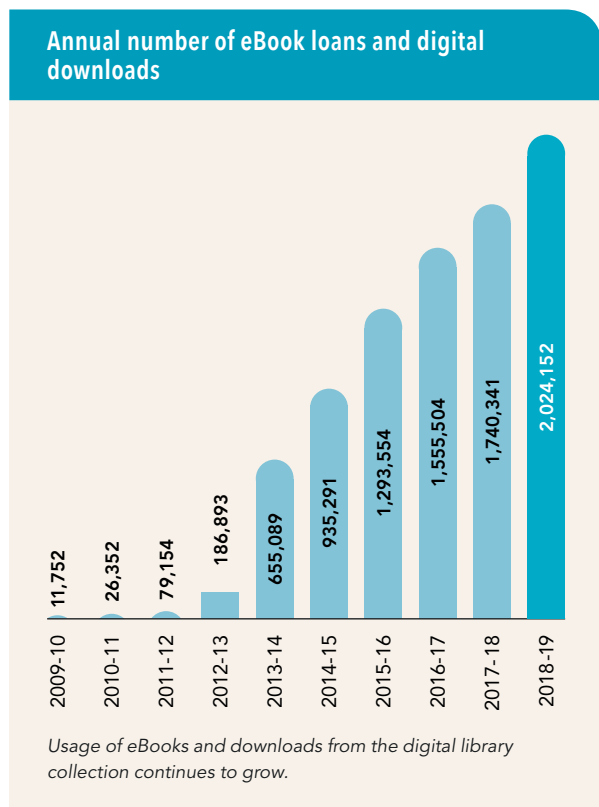
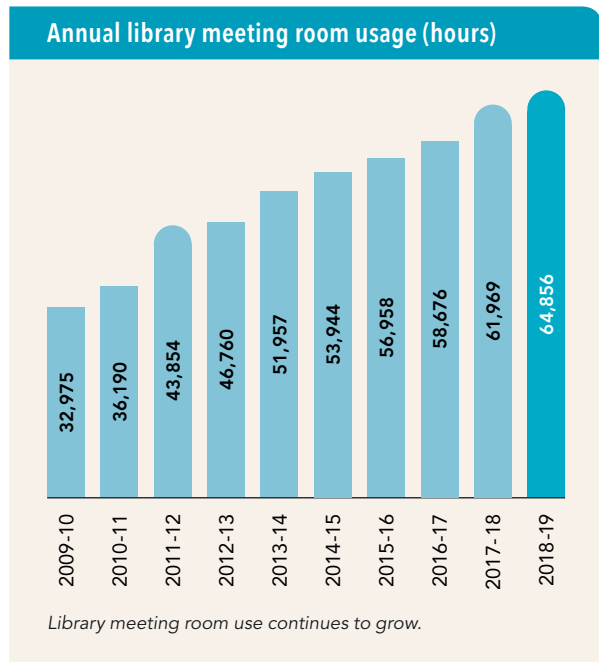
Brisbane’s libraries provide access to information and opportunities for learning, recreational reading and cultural activities. They are integral to a smart thinking, easy living New World City.

### KEY RESULTS FOR 2018-19

- Continued to develop library facilities which meet the 21<sup>st</sup> Century needs of residents through the library refurbishments and enhancements program, refurbishing the Toowong Library and commencing construction of the new Bracken Ridge Library.
- Launched the refurbished New Farm Library and the new, relocated Garden City Library, with more than 10,000 attendees across the two opening day celebrations.
- Completed and launched the Grange Library community garden.
- Facilitated almost 6.3 million visits to Council libraries, with 9.4 million loans.
- More than 616,000 attendees participated in library programs.
- More than 2 million loans and downloads from the digital library collection, representing 16% growth in digital loans and downloads from last year.
- Celebrated 15 years of growing a love of reading in children with the highest annual registrations recorded for the Gold Stars and Little Stars Reading Club. More than 10,000 children participated in the 2018 program.
- More than 9000 attendees at 120 author events as part of the Lord Mayor’s Writers in Residence program featuring high-profile Australian and international authors, the highest annual attendance in the history of the program.



**>6.3 million**  
visits to **COUNCIL LIBRARIES**

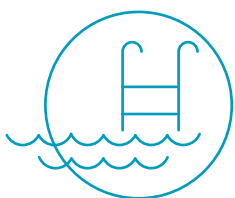


## 5.3 ACTIVE AND HEALTHY COMMUNITY

Brisbane is an active and healthy city with high-quality facilities and programs providing a range of lifestyle and leisure opportunities.

### KEY RESULTS FOR 2018-19

- Delivered 5256 free or low-cost health and fitness activities for people of all ages in more than 100 parks through the Active Parks program, with more than 66,000 participants.
- Continued to deliver the Growing Older and Living Dangerously (GOLD) and GOLD'n'Kids programs to more than 43,000 participants across 2825 activities.
- Delivered 442 school holidays activities to 4700 young people aged up to 17 years under the Chillout program.
- Continued to partner with the Heart Foundation to implement the Heart Foundation Walking program, with more than 16,500 residents taking part in scheduled walks.
- Provided more than \$88,000 through Healthy and Physical Activity Grants to eight community organisations, groups or networks.
- Provided services to local sport, recreation, cultural and not-for-profit community groups across more than 636 community lease sites, representing most national sporting codes and various community organisations, including Scouts, Lions and Rotary Clubs, senior citizen clubs and Meals on Wheels.
- Awarded \$2.5 million under the Building Stronger Communities Grants program to 83 community-based, not-for-profit organisations to help develop or improve their facilities, governance and long-term sustainability.
- Provided \$200,000 in funding under the School Sport and Recreation Facility Upgrade program to nine schools.

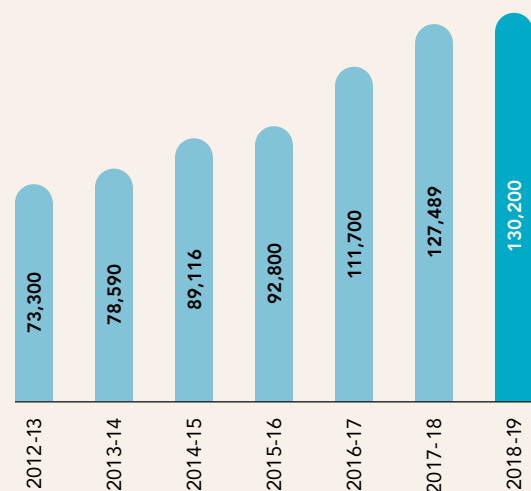


**>3.2 million**  
people visited Council's 22 POOLS



**5256**  
free or low-cost HEALTH AND FITNESS activities in parks, with more than 66,000 participants

Number of Active and Healthy program participants each year



Council's Active and Healthy programs, including the Active Parks program, GOLD, GOLD'n'Kids and Chillout, provide residents with a range of free or low-cost healthy lifestyle activities in parks and venues across the city, with more people participating each year.

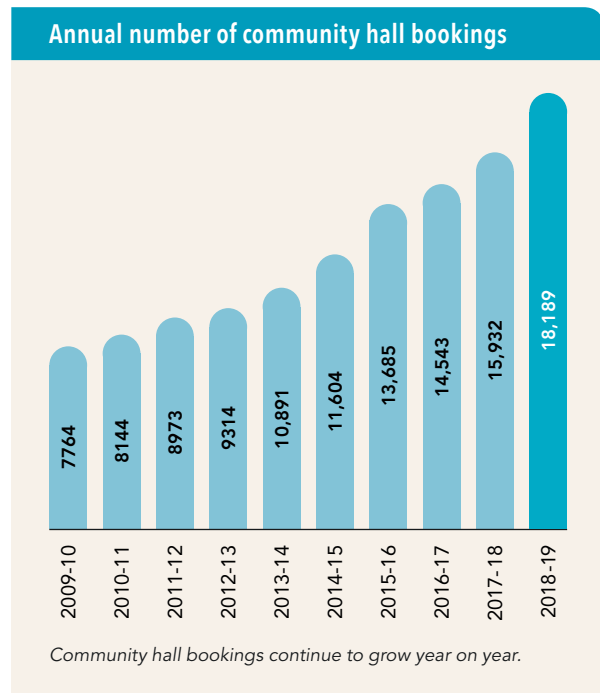


## 5.4 SOCIAL INCLUSION

Brisbane is an inclusive city in which diversity is valued and all Brisbane residents, regardless of ability, background or circumstance, are able to fully enjoy living, working or visiting.

### KEY RESULTS FOR 2018-19

- More than 1200 residents took part in community consultation on Council's draft *Inclusive Brisbane Plan 2019-2029*, between November 2018 and February 2019.
- More than 700 guests attended the Homeless Connect event at Doomben Racecourse on 27 June 2019, where they accessed a range of free services, including health checks, haircuts and meals.
- Supported the delivery of six National Aborigines and Islanders Day Observance Committee (NAIDOC) Week activities during Council's Black History Month 2018, with activities attended by 40,000 people.
- Provided \$130,000 in Community Development Capacity Building Grants to 14 applicants to support the delivery of projects that respond to local and citywide community issues.
- Provided \$80,000 in Men's Shed Grants to 10 applicants to support Men's Shed groups which provide a safe, supportive and friendly environment for men of all ages to gather, volunteer, work and seek fellowship with like-minded people.
- Distributed 12,000 Neighbour Day kits. The kits included tea bags and biscuits with the call to action to 'Share a cuppa with your neighbour'.
- Invested more than \$3.7 million to improve the accessibility of 15 community facilities, including community halls, pools and leased facilities.
- Invested \$600,000 in 16 Access and Inclusion Community Partnership program grants to community organisations to improve the accessibility of community facilities, services or venues.
- More than 53,000 one-way passenger trips were booked through Council Cabs.
- Facilitated Brisbane Youth Week 2019 celebrations, with 67 events attended by more than 8500 young people.



**12,000**

**NEIGHBOUR DAY kits distributed**



**>\$3.7 million**

**invested in 15 community facilities to improve ACCESSIBILITY**

## 5.5 COMMUNITY SPORT, RECREATION AND CULTURAL FACILITIES

Brisbane residents have access to a broad range of well-managed, high-quality community facilities that provide safe and diverse sporting, recreational, social and cultural opportunities.

### KEY RESULTS FOR 2018-19

- 92% of residents agree that Brisbane promotes healthy lifestyle choices with many places for play, sport and exercise.
- Completed construction of the new Bracken Ridge BMX facility in Fitzgibbon and Darra BMX facility in Darra, the largest of their kind in Australia.
- Completed Brisbane Powerhouse New Farm Park improvement works connecting the upgraded CityCat ferry terminal and Brisbane Powerhouse.
- Installed centralised irrigation monitoring systems at 24 sport and recreation clubs to improve water-use efficiency.
- Opened the Seven Hills Hub, a new cultural and community hub in the eastern suburbs. The Council-managed venue includes a 155-seat theatre, an outdoor courtyard with amphitheatre and a local park.
- Contributed funding toward the construction of a new Meals on Wheels facility at Wakerley District Sports Park, Wakerley.
- Undertook aeration at 265 sport fields and condition testing of more than 320 sport fields.
- Contributed funding towards field maintenance works at Elanora Park, Wynnum, field upgrade works at Enoggera Memorial Park and surface rectification works at Hickey Park, Stafford.
- Commenced the Enoggera Creek Sport and Recreation Precinct Plan.
- Completed new synthetic sports fields at Burringbar Park, Chermside and Teralba Park, Everton Park, in partnership with local sporting clubs and organisations as part of the Better Sportsgrounds for Brisbane program.
- Completed major works to rebuild sport fields at North's St Joseph's Junior Rugby League Club, Brothers St Brendan's Rugby League Club and St Catherine's United Football Club, and upgraded drainage and turf at Mt Gravatt Australian Football Club.

## 5.6 CITY ICONS

Council's iconic City Hall is fundamental to the city's identity, government, cultural and community life. City Hall is a heritage building Council has preserved for current and future generations.

### KEY RESULTS FOR 2018-19

- Brisbane City Hall and King George Square hosted more than 407 civic and community events, including Christmas Light Projection and Parade, Brisbane Comedy Festival, Big City BBQ and Anzac Day Parade.
- Museum of Brisbane held 1435 City Hall tours, with 15,238 people attending.
- Museum of Brisbane held 10,048 Clock Tower tours, with 69,917 people attending.
- Completed phase one installation of the vehicle mitigation system at King George Square.



## 5.7 CITY VENUES

Brisbane's city venues provide the community with access to a range of cultural and recreational facilities that contribute to the active, cultural and educational lives of Brisbane residents.

### KEY RESULTS FOR 2018-19

- The estimated patronage to Riverstage has increased by 27% due to an increased number of ticket sales for commercial events and an increased number of community events.
- Riverstage hosted three music festivals, 23 commercial and seven community or corporate events attended by more than 220,000 patrons.
- Received more than 18,189 individual bookings for the 24 hireable community halls across the city, an increase of 14% from the previous year.
- Welcomed Sunnybank Community Centre, Grange Community Hall and St Lucia Community Hall into the hireable spaces portfolio.
- Completed the refurbishment of the Ironside Scout Hall and opened the facility as the St Lucia Community Hall in November 2018.
- Installed air conditioning at four community halls, including Sunnybank, Toombul Shire, Wynnum Municipal and Upper Kedron Community Hall.
- More than 3.2 million people visited Council's 22 pools. This included more than 955,000 people participating in Learn to Swim, squads and school programs.
- Opened the new Ferny Grove Aqua Park in December 2018.
- Completed a major upgrade of the digital projection system at the Sir Thomas Brisbane Planetarium in May 2019.
- Launched two new Planetarium shows, *Edge of Darkness* and *Experience the Aurora*.
- Hosted more than 77,000 golfers at Victoria Park Golf Complex and St Lucia Golf Links.

## 5.8 BRISBANE CITY CEMETERIES

Operate cemeteries, crematoria, non-denominational chapels, memorial walls and gardens.

### KEY RESULTS FOR 2018-19

- Continued to maintain and manage 199.2 ha of lawns and gardens across 12 cemeteries.
- Delivered a pedestrian ramp linking Mt Coot-tha Road to Toowong Cemetery, supported by two self-guided historical walks within the cemetery.
- Installed new memorial niche walls at Balmoral and Toowong Cemeteries, with rest shelters and viewing platforms.
- Completed extensions to the Pinnaroo Cemetery and Crematorium, including the opening of a new lawn burial area and Customer Service Centre.
- Installed a new Missing Persons Memorial in Pinnaroo Cemetery and Crematorium.
- Continued work on a plaque and lawn remediation program at Pinnaroo Cemetery and Crematorium and Mt Gravatt Cemetery.
- Installed a new cremator at Mt Gravatt Cemetery which provides additional service functionality and includes a new charge bier and ashes processor.
- Hosted the Australasian Cemeteries and Crematoria Association Annual Conference, welcoming 203 delegates, both national and international, across three days.

## Challenges

### INCLUSIVE BRISBANE – A CITY FOR EVERYONE

Council's vision for Brisbane is a city where everyone can live, work and relax, regardless of age, ability or background. A liveable city is more than just generous green spaces, a robust economy and improved roads – it's a place where people feel they belong.

While residents are better able to participate in their local communities than ever before, our city continues to change. Ten years ago, one in six residents were over the age of 60, and by 2029 it's expected to be one in five. In 2008, one in four residents were born overseas, and in 2016 it was one in three. Currently, one in five of us will experience disability in our lifetime and this generally increases as our population ages.

These changes bring great opportunities to learn from older residents, benefit from diverse experiences and abilities, and celebrate cultures that collectively make our city unique, but they also present challenges in ensuring the city and services are positioned to meet the needs of our evolving community.

### CEMETERIES FOR THE FUTURE

Toowong Cemetery is the largest and most iconic cemetery in Brisbane. Aside from limited land availability and family reuse of plots, the cemetery has largely been closed to new burials since the late 1970s. The cemetery was heritage listed in 1999.

Despite this, Council continues to receive enquiries regarding the availability of land in Toowong in order for family to be buried together. The demand for burials at Council's historic cemeteries appears to be on the rise due to the community's increasing interest in ancestry searches.

The availability of cemetery land for burial and memorialisation is a key issue for Council, given nine of the current 12 cemeteries are historical and therefore largely closed for new burial areas.

To respond to these changing demographics in our city, Council has developed *A City for Everyone: Draft Inclusive Brisbane Plan 2019-2029*. This draft plan updates Council's commitment and details practical strategies and possible actions to reach our goals as a city. It complements Council's other social inclusion strategies that support young people and indigenous communities.

The Inclusive Brisbane Board (made up of external experts that focus on social inclusion) provided guidance on the draft plan that articulates a city for all ages, abilities and cultures to more easily connect, work, live, enjoy and engage with all the city has to offer. Community consultation between November 2018 and February 2019 involved more than 1200 residents on ideas that could create a more inclusive Brisbane. Council is considering the feedback toward the release of a final plan where regardless of ability, age or background, Brisbane will be a city where everyone feels they belong.

Combined with the increasing cremation rate in Australia, a priority for Council is the increasing need for desirable memorial areas to offer choice to residents.

In 2018-19, the construction of two columbarium walls at Toowong Cemetery, including decks, viewing platforms and a space for the presentation of historical information were completed. The construction of the two columbarium walls provided more than 600 additional ashes sites and an option for families to be placed together at Toowong Cemetery.







## World-class BMX tracks for our suburbs

Creating more to see and do in a clean and green Brisbane means creating more opportunities to enjoy Brisbane's beautiful climate and connect with family and friends in the places that make our city great.

In 2018-19, Council delivered two world-class BMX facilities in Bracken Ridge and Darra to meet the growing demand for one of Australia's fastest growing sports. The new BMX facilities are part of Council's commitment to improve the quality of life for residents in these suburbs and surrounds, while ensuring our city has the services and infrastructure to meet the needs of future generations.

The competition-grade \$2.3 million Bracken Ridge BMX facility opened to residents in September 2018. One of the largest tracks of its kind in Australia, the BMX facility is conveniently located near Council's existing skate park and the Emily Seebohm Aquatic Centre, creating a multi-purpose recreational precinct in Brisbane's northern suburbs for all to enjoy.

The Bracken Ridge BMX facility caters for riders of all ages and skill levels, from young children and beginners to professional riders. It offers the city's first purpose-built asphalt BMX track, including several freestyle jumps and tracks for both junior and advanced BMX riders, along with an artwork installation by two local artists, Cezary Stulgis and Benjamin Reeve.

The \$3.1 million Darra BMX facility opened to residents in May 2019. Designed by a specialist team with input from the local community, the facility boasts a 2000 m<sup>2</sup> track for all skill levels. Surrounded by shady trees and picnic tables, the new Darra facility offers a range of lifestyle and leisure opportunities for residents and visitors.

These recreational facilities were built for future generations to enjoy, with purpose-built asphalt tracks used by Council offering a longer lifespan and less maintenance requirements, leading to cost efficiencies.

The BMX facilities also deliver on key priorities of Council's *Youth Strategy 2014-2019*, helping to make Brisbane an active and healthy city for young people.

Both BMX facilities are free to use and are well lit for evening use. These facilities are two of more than 20 parks offering BMX facilities in Brisbane.



## Program 6

# CUSTOMER SERVICE

Council is recognised as a customer-focused organisation that is dedicated to the health, safety and amenity of the Brisbane community.

### What we do

- > Animal management
- > Community health
- > Public safety and crime prevention
- > Community engagement
- > Customer service delivery
- > Understand and improve customer experience

### Overview

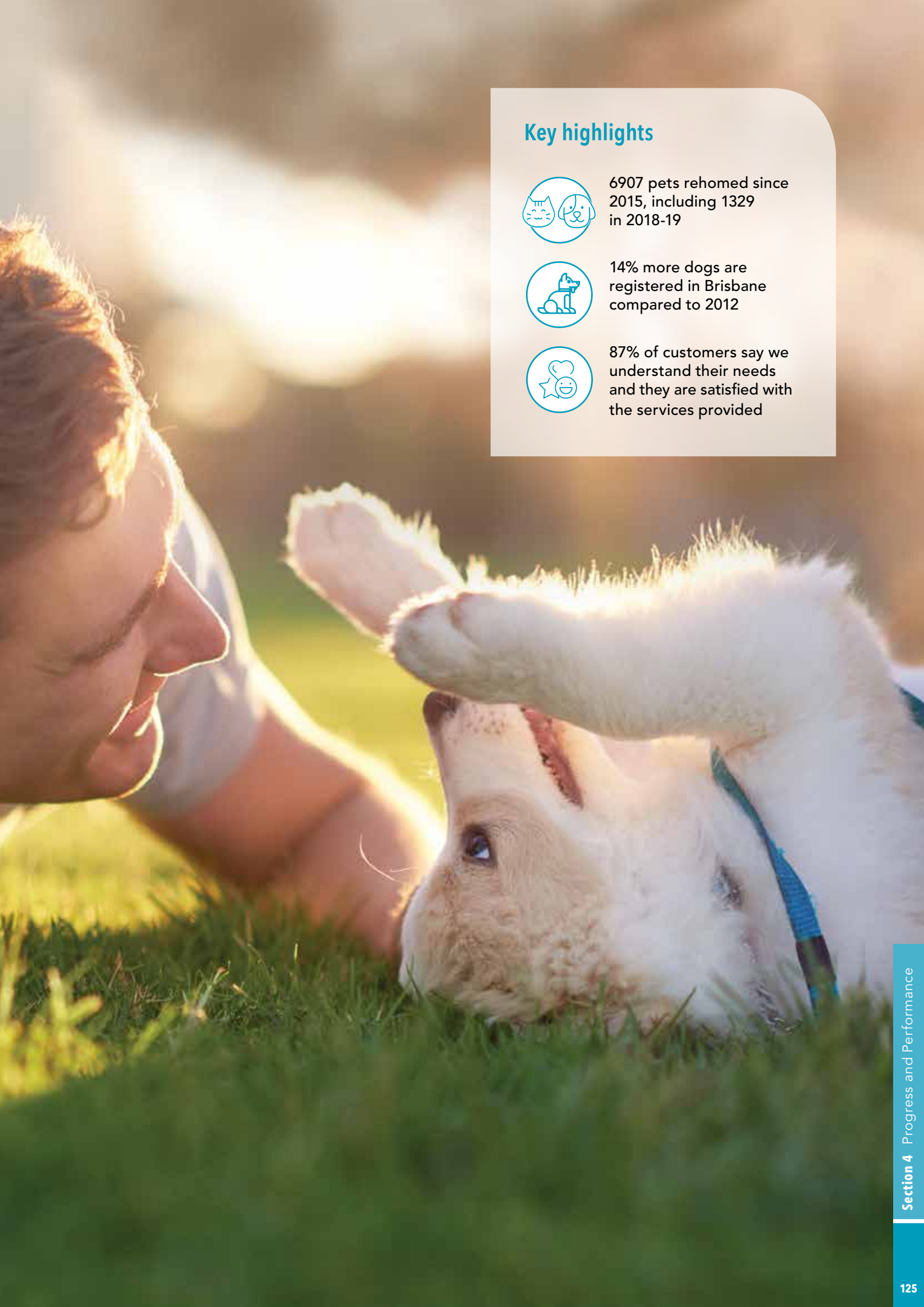
Keeping residents and visitors healthy and safe is of great importance to Council. To achieve this, the Customer Service program offers a diverse range of services, including immunisation for infants, children and seniors, crime prevention and food safety initiatives, as well as amenity and safety programs in our public spaces and facilities.

The program also delivers best practice graffiti reduction activities and administers animal management legislation to promote responsible pet ownership.

In a subtropical climate like Brisbane's, effective programs to control mosquitoes and other pests that can carry disease which affect humans are essential. Council delivers numerous pest management services to improve the community's enjoyment of Brisbane's outdoor, recreational lifestyle.

The program delivers on commitments made in Council's Customer Charter and is responsible for driving a customer-focused culture, setting customer service standards and guiding community engagement. The program monitors customer satisfaction to identify service problems and help work units to address them.





## Key highlights



6907 pets rehomed since 2015, including 1329 in 2018-19



14% more dogs are registered in Brisbane compared to 2012



87% of customers say we understand their needs and they are satisfied with the services provided



## CORPORATE PLAN SCORECARD

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Medium-term (five-year) objective	Status
<b>6.1 Managing Animals</b>	
Improve community health and safety outcomes by increasing the number of registered dogs.	✓
<b>6.2 Community Health</b>	
Reduce the risk of transmissible diseases in the community by providing accessible vaccination services for Brisbane's at-risk population.	✓
Minimise vector-borne disease by treating all identified mosquito and pest breeding areas.	✓
Assess more than 1400 properties with a regulated swimming pool for compliance with pool safety laws every year.	✓
Maintain a 24/7 response capability for urgent matters of public health and safety.	✓
Licence, audit and educate all food businesses, including promotion of their Eat Safe rating, to provide food safety information to the community.	✓
<b>6.3 Public Safety</b>	
Maintain a high-level of safety in the community through safety audits and educational activities.	✓
Graffiti incidents will be removed in five business days and offensive graffiti removed within 24 hours.	✓
<b>6.4 Community Engagement</b>	
Residents rate Council as being good or excellent in providing residents with opportunities to participate in consultation about issues affecting Brisbane.	✓
Council provides the community with information on its programs, plans, policies and activities, and provides good quality information that meets the needs of the community.	✓
<b>6.5 Customer Service Delivery</b>	
85% of businesses and residents surveyed agree that it is easy to get in contact with Council.	✓
Council meets the service standards of our Customer Charter.	✓
83% of residents and businesses surveyed are satisfied with Council's service delivery (across all channels of contact).	✓
<b>6.6 Customer Experience</b>	
The community believes that Council understands their needs.	✓
Residents and businesses feel that Council is dedicated to customers.	✓

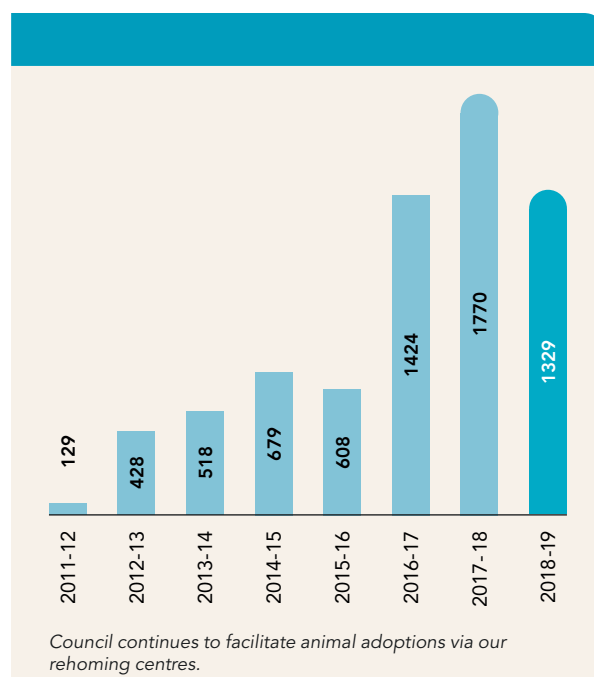
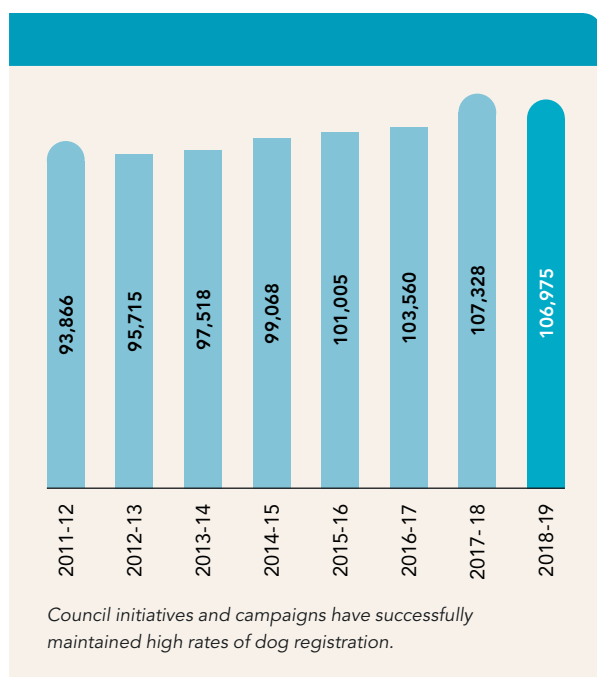
## Performance - Key results and achievements

### 6.1 MANAGING ANIMALS

Council will facilitate and promote responsible pet ownership across Brisbane.

#### KEY RESULTS FOR 2018-19

- Provided pet management services to support responsible pet ownership, including:
  - registered 106,975 dogs
  - reunited 2411 lost pets with owners at Council's two animal rehoming centres, in Willawong and Bracken Ridge.
- Provided sponsorship to the RSPCA's Operation Wanted initiative and Animal Welfare League Queensland's Getting to Zero program to subsidise the cost of desexing cats and dogs in Brisbane.
- Provided proactive educational and community initiatives, including:
  - delivered the Pets and People Education program sessions in partnership with the Australian Veterinary Association to 4523 students at 87 schools
  - held two Pet Fairs and attended 82 community events to promote responsible pet ownership and foster community participation, with 126 treatments such as vaccinations, flea treatments and worming.





## 6.2 COMMUNITY HEALTH

Council will protect and enhance the health of Brisbane's residents.

### KEY RESULTS FOR 2018-19

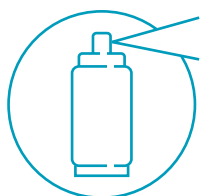
- Responded to 864 food-related public health and safety complaints.
- Conducted 4500 inspections of Brisbane food businesses, resulting in 53 successful prosecutions of *Food Act 2006* breaches.
- Responded to 65 requests for health-related permits or technical advice for personal appearance services such as beauty salons, and tattoo and body piercing studios.
- Celebrated the 10th anniversary of Eat Safe Brisbane, with 89% of licensed food businesses rated three stars or above (out of five).
- Carried out 2430 inspections on 1567 properties for compliance with pool safety laws.
- Delivered an extensive immunisation program, providing convenient vaccination services and reducing incidence of disease, including:
  - administered more than 36,400 free vaccinations to 23,683 students across 110 schools through the School Immunisation program
  - delivered 595 free community immunisation clinics, with 7048 infants vaccinated.
- Monitored and managed more than 2449 ground-based mosquito breeding sites and treated 18,199 ha of saltmarsh breeding sites through 12 aerial treatments to reduce the risk of mosquito-borne illness.

## 6.3 PUBLIC SAFETY

This service supports Council to make Brisbane a city that is safe for residents, businesses and visitors.

### KEY RESULTS FOR 2018-19

- Managed and mitigated risks to public safety, including:
  - provided front line responses via the Rapid Response Group to 23,310 high-risk community complaints and incidents
  - scheduled the response to more than 95,713 complaints relating to city safety.
- Responded to more than 1982 amenity complaints on issues such as waste bins, shopping trolleys and unkept properties.
- Conducted more than 55 safety audits and inspections using Crime Prevention Through Environment Design Principles to improve safety and deter anti-social behaviour.
- Celebrated the 10th anniversary of Taskforce Against Graffiti, Council's graffiti management response, including:
  - removed 39,210 graffiti incidents, with more than 1 million tags removed since the project's commencement in 2009
  - provided intelligence to Queensland Police Service for the prosecution of 142 offenders for 2396 graffiti and vandalism-related offences
  - delivered 28 graffiti education events to 3156 school students.
- Facilitated 13 personal safety seminars at various locations across Brisbane, with 755 attendees.



>1 million

GRAFFITI TAGS removed since establishment of the Taskforce Against Graffiti



>36,400

FREE VACCINATIONS administered to more than 23,683 students across 110 schools

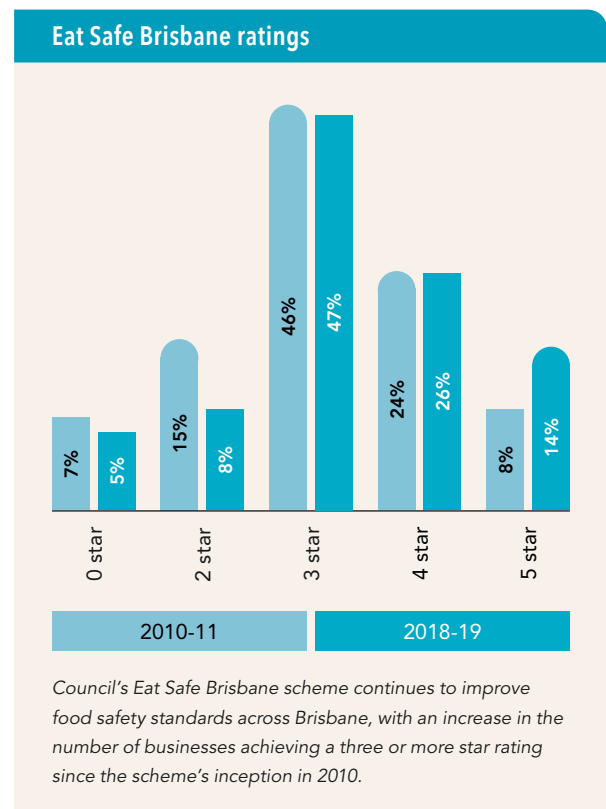
## 6.4 COMMUNITY ENGAGEMENT

Council will engage with customers to better understand their needs and provide opportunities for residents to actively and meaningfully participate in decisions that affect their lives and the future of Brisbane.

Council recognises the importance of engaging with customers and the community to understand who they are, what they want and how they value Council's products and services.

### KEY RESULTS FOR 2018-19

- Supported the planning, facilitation and delivery of 65 community and stakeholder engagement activities and events, engaging more than 17,500 people through face-to-face and online community engagement. Key projects included:
  - Adelaide Street Bus Stop Precinct Improvements trial
  - Centenary Bus Services Community Research project
  - Davies Park improvement project
  - Draft Inclusive Brisbane Plan 2019-2029
  - Enoggera Creek Sport and Recreation Precinct Draft Plan
  - Move Safe – Pedestrian Safety Review, receiving more than 5000 online interactions and 7800 unique visits
  - Stones Corner precinct – Hanlon Park project
  - Woolloongabba Bikeway intercept survey project.
- Facilitated community engagement as part of the Village Precinct projects in Aspley, Gaythorne, Inala and Wavell Heights.
- Facilitated online community engagement as part of the Character Design Forum, with more than 5000 unique online visits.
- Facilitated community engagement at three Talk to a Planner sessions, with 1200 people attending.
- Continued to provide Council's online engagement tool, Your City Your Say, encouraging the community to get involved and engage with Council, with:
  - 28,300 unique online visits
  - 935 new registrations
  - more than 35,500 participants identified as aware, informed and/or engaged in Council projects.





## 6.5 CUSTOMER SERVICE DELIVERY

Council will provide multiple ways to meet customer needs and bring benefits to businesses and residents of the city.

### KEY RESULTS FOR 2018-19

- Received high satisfaction ratings from customers, including:
  - 94% overall satisfaction with the service provided by Contact Centre consultants
  - 98% of people who used the service believe Contact Centre consultants provide courteous service and 95% agree the consultants are knowledgeable with the information they provide.

## 6.6 CUSTOMER EXPERIENCE

The Customer Focus Vision will be achieved by developing Council-wide customer-focused processes and culture aligned to customer needs and expectations.

### KEY RESULTS FOR 2018-19

- 89% of customers received a resolution for their enquiry with their initial contact with Council.
- 70% of customers agree it was easy or very easy to get an outcome for an issue.
- 80% of customers achieved an outcome they were seeking when contacting Council.
- Delivered Customer Focus Awareness training to 6176 Council employees.
- Launched Council's first post-call survey, giving customers an opportunity to provide feedback on Council staff.
- Engaged more than 22,000 customers through focus groups, online surveys and face-to-face interviews on a number of projects, ensuring customers are at the forefront of all we do.



**>17,500**  
online and face-to-face  
COMMUNITY ENGAGEMENTS



**94%**  
OVERALL SATISFACTION with  
the service provided by  
Contact Centre consultants

## Challenges

### ABANDONED TROLLEYS – MAINTAINING THE VISUAL AMENITY WITHIN SHOPPING PRECINCTS

Keeping Brisbane clean, green and sustainable, and ensuring community health and public safety, is a key focus of Council's customer service. Council proactively engages with industry and community to achieve compliance with Health Safety and Amenity Local Law (HSALL) legislation, to ensure that Brisbane suburbs are free of litter and unsightly objects, and the visual amenity is upheld.

One of HSALL's provisions prohibits trolleys being removed from shopping precincts and left in community areas. Not only are they eyesores, but trolleys left in community areas can often obstruct footpaths and roads, causing safety hazards, as well as pose environmental risks when dumped in waterways by causing a build-up of debris and restricting water flow.

In the first quarter of 2018-19, an escalating number of complaints regarding shopping trolleys abandoned in suburban areas were

received by Council. Over a four-week period in one Council ward, Council officers identified 2400 instances of shopping trolleys littering suburban streets.

Council's Suburban Amenity and Litter team commenced a campaign in September 2018 to target suburbs most impacted by the increasing amount of abandoned trolleys.

In doing so, Council engaged with key retailers and accommodation providers regarding the increasing concerns raised by residents to identify voluntary compliance solutions. The success of the initial trolley campaign will inform future compliance activity across the city where abandoned trolleys have impacts. Strategies have been identified to minimise abandoned trolleys and the impact they have on the amenity, safety and environment of our clean, green suburbs.

### THE CUSTOMER EXPERIENCE

Customers are more empowered than ever when engaging with organisations such as Council. According to research company Forrester, government organisations can benefit from this customer experience evolution. Even a small improvement in customer experience can boost the number of customers who trust the organisation, engage proactively, action advice and speak well of the organisation. Ultimately, a better customer experience helps government organisations to save money and run smoothly.

This also means customers have a greater reach using new channels. Historically, a dissatisfied customer would share their experience with between nine and 15 people, while a satisfied customer would tell half as many. With online platforms, both satisfied and dissatisfied customers can reach thousands of people with very little effort. Customers' expectations of the end-to-end service are rapidly changing and Council needs to stay ahead of these expectations.

Customer expectations are driven by their best experiences, which they compare across industries. By developing a robust and detailed

view of our customers' expectations of Council, we are taking the next step in our customer service evolution.

We continue to work collaboratively with our community to gain a better understanding of our customers' needs. Customers have told us they want their experiences to be easy and have quality outcomes and for their requests to be resolved in a timely and responsive way. They also want to receive a different service experience depending on whether their request affects them, their property or their family, or if their request is for the benefit of Brisbane as a whole. This includes how they engage with Council, and how they would like to be kept up-to-date.

Council is well known for delivering great customer service and we have come a long way in creating a customer-focused organisation. Having a clear and in-depth understanding of our customers means we can design our services with them in mind and predict what services they'll need in the future to create outstanding customer experiences and a better Brisbane.





## Lighting up Brisbane

Creating a city of lights is one way Council is boosting tourism and the local economy by creating a unique identity for our city and maximising the use of our assets to create more to see and do for residents and visitors.

Every evening, Council lights up assets, trees and iconic structures, making Brisbane a living canvas to promote and raise awareness of not-for-profit organisations, social issues, and to celebrate and promote community, sporting and cultural events and achievements.

Iconic locations such as the Story Bridge, Brisbane City Hall, Sandgate Town Hall, Mt Coot-tha Botanic Gardens' Tropical Display Dome, Victoria Bridge, William Jolly Bridge and Reddacliff Place are among the places and structures aglow at night. On nights when no light ups are scheduled, the structures are lit up in gold and blue, reflecting our city's colours as displayed in the City of Brisbane's Coat of Arms.

Council is continuously seeking to reduce its energy consumption, and by using LED lighting to brighten the city skyline, less maintenance is required. This minimises the energy consumed when activating the city through Light-Up Brisbane's innovative imagery and lighting.

In 2018-19, Council lit up its assets in support of more than 136 events, not-for-profit organisations and campaigns. Highlights included light ups for Domestic Violence Prevention, the Matilda's first match in the 2019 FIFA World Cup, Queensland Women's Week and Anzac Day commemorations.

Each light up sparks significant activity on social media with residents and visitors sharing photos with the hashtag #viewsofbrisbane. The light ups are regularly featured in local news, communicating the purpose and message of each activation further.



## Program 7

# ECONOMIC DEVELOPMENT

Council is building Brisbane's economy and creating new and innovative jobs, while strengthening the city's reputation as a global lifestyle, business and investment destination.

The program will focus on implementing the *Brisbane Economic Development Plan 2012-31*; *Brisbane 2022 New World City Action Plan*; *Smart, Connected Brisbane*; and *Brisbane's Global Precincts Vision*.

### What we do

- > Attract investment and jobs to Brisbane
- > Support local precincts and small-to-medium business activities
- > Provide precinct management for the CBD and Fortitude Valley
- > Implement the *Brisbane Economic Development Plan 2012-2031* and the *Brisbane 2022 New World City Action Plan*
- > Ensure the long-term economic development of Brisbane
- > Promote Brisbane as a desirable place to work, study and operate a business
- > Promote Brisbane both nationally and internationally as Australia's New World City
- > Support the development and delivery of a Smart, Connected Brisbane
- > Ensure Council is friendly and efficient to do business with



Enjoying entertainment at Melbourne Street Green, South Bank





## Key highlights



12% growth in international students



350 one-on-one small business meetings



With 72 new datasets, 204 datasets are now available in the Open Data Portal



## Overview

The Economic Development program drives the city's economic development and is responsible for implementing the *Brisbane Economic Development Plan 2012-2031* and the *Brisbane 2022 New World City Action Plan* to ensure Brisbane is prepared for future economic growth and has the infrastructure to support it.

The *Brisbane Economic Development Plan 2012-2031* addresses five key priorities:

- building Brisbane's global reputation as Australia's New World City
- productive Brisbane
- talent attraction global connections
- lifestyle city
- leadership, engagement and implementation.

The program helps Brisbane achieve its full potential by showcasing the city's investment strengths alongside the lifestyle benefits for workers, international students and visitors through initiatives including Study Brisbane and campaigns to encourage digital uptake among businesses.

Targeted marketing and inward-bound investment campaigns promote Brisbane to professional services and education, mining and tourism sectors, and encourage investment and development.

Through Economic Development, Council supports and facilitates opportunities for Brisbane's small businesses and regularly engages with them through:

- the Business Hotline 133 BNE (133 263)
- a dedicated business section on the corporate website
- the *Business in Brisbane* newsletter
- a program of business forums and masterclasses
- Local Business Partnership Initiatives.

Economic Development provides economic advice to the community, all tiers of government and private sector partners. During the year, the program delivers demographic and economic data to inform business decisions and monitor Brisbane's economic performance.

Brisbane Marketing, the city's economic development board funded by Economic Development, is responsible for growing Brisbane's economy, creating jobs and delivering a higher quality of life for residents.

This is achieved by undertaking activities to attract visitors, students, business events and investors from outside the city. Brisbane Marketing plays a key role in the identification and development of industries and precincts with the greatest potential to make Brisbane prosper.

## CORPORATE PLAN SCORECARD

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council's long-term community plan, *Brisbane Vision 2031*. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

### WE USE A THREE TIER RATINGS SYSTEM:

- ☆ **Delivered:** objective is achieved or completed.
- ✓ **On track:** work is continuing as planned and budgeted.
- **Action required:** work has stopped or progress is insufficient to achieve the objective.

Medium term (five year) objective	Status
<b>7.1 Growing Brisbane's Economy</b>	
Brisbane will be a city where it is easy to do business and will be responsive to business needs.	✓
Brisbane will support the growth and longevity of small and medium enterprises.	✓
<b>7.2 Enabling Economic Growth</b>	
Capital investment will support Brisbane's projected growth.	✓
Brisbane will have the necessary digital capability to support a growing digitally-enabled economy.	✓
<b>7.3 A City of Many Skills</b>	
Skilled workers think that Brisbane is a desirable place to work.	✓
Continue to support Brisbane's intake of international students.	✓
<b>7.4 Deliver World Class Economic Precincts</b>	
Brisbane will have a vibrant, world-class city centre which is the retail epicentre of the city and an attractive destination for residents, workers and investors.	✓
<b>7.5 Delivering the <i>Brisbane 2022 New World City Action Plan</i></b>	
Brisbane will strive towards being Australia's New World City and be a globally significant, regionally connected and vibrant metropolis.	✓
Grow the number of major events to bring increased delegate visitor days to the city.	✓
Brisbane will provide support and opportunities for small and medium-sized enterprises.	✓
<b>7.6 Developing Brisbane's Export Profile</b>	
Brisbane businesses have improved access to economic information for decision-making.	✓
Brisbane businesses receive support to grow their business linkages and export opportunities in Asia.	✓



## Performance – Key results and achievements

### 7.1 GROWING BRISBANE'S ECONOMY

Facilitate strategies and activities to attract new business investment and generate new and innovative jobs for Brisbane.

#### KEY RESULTS FOR 2018-19

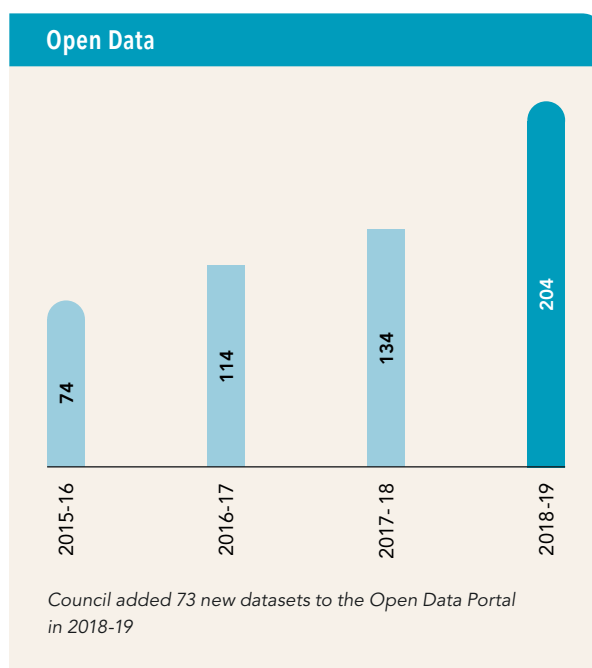
- Achieved ISO 37120 platinum certification from the World Council on City Data, allowing Brisbane to be accurately benchmarked against other cities.
- Delivered eight Lord Mayor's Small Business Forums and four Lord Mayor's Business Excellence workshops.
- Produced a range of business publications and articles, including quarterly key economic fact sheets and *Business in Brisbane* (a quarterly print newsletter featuring the Brisbane Economic Snapshot).
- Expanded *Opportunity Brisbane*, an online business prospectus for local business areas and global precincts.

### 7.2 ENABLING ECONOMIC GROWTH

Supporting projected growth in employment, population, exports and investment, Council will ensure that appropriate infrastructure projects are identified and sequenced, and that Council's regulatory frameworks are responsive and enabling.

#### KEY RESULTS FOR 2018-19

- Expanded the free public Wi-Fi service to include parts of Spring Hill and Nundah.
- Provided technical advice on economic development matters to internal and external stakeholders.
- Provided research and support to Neighbourhood Planning and Urban Renewal, and Design Brisbane.
- Released 72 new datasets through Council's Open Spatial Data Portal.
- Sponsored three events to support emerging technology in Brisbane, including World of Drones Congress 2018 and Automate 2019.
- Delivered a publicly-accessible LoRAWaN network, with coverage spanning approximately 200 km<sup>2</sup>, to support Council and civic innovation.
- Hosted Brisbane Innovate 2018, where more than 300 members of industry, academia and the community came together to solve city challenges relating to waste, neighbourhoods and social isolation.
- Seed-funded trials of new technology that improve business processes and deliver better customer services. This included software that delivers a better experience for people using a screen reader on Council's corporate website.



## 7.3 A CITY OF MANY SKILLS

Support job growth by ensuring Brisbane businesses have access to a trained and skilled workforce, and that business operators have access to training and skills to support their business, and business premises that meet their needs.

### KEY RESULTS FOR 2018-19

- Sponsored 25 social entrepreneurs in a business accelerator program.
- Sponsored four Youth Employability forums to help 17 to 25 year olds find employment.
- Small Business Liaison Officers held more than 350 one-on-one sessions with small business owners.
- Encouraged 800 children to learn how to code through the CoderDojo program.
- Facilitated a 12% growth in the Brisbane international student market through the Study Brisbane program.
- Held four Lord Mayor's International Student Friendship Ceremonies attended by more than 2000 international students, and appointed 42 international student ambassadors from 28 countries.

## 7.4 DELIVERING WORLD CLASS ECONOMIC PRECINCTS

Support Brisbane's key high economic growth locations by facilitating the strategic planning and activation of these key precincts to maximise their potential for economic success.

### KEY RESULTS FOR 2018-19

- Delivered a new multi-tiered water feature in Queen Street Mall.
- Commenced the Queen Street Mall Public Realm improvements to create a more open, free-flowing, vibrant, flexible and green retail centre and attractive destination.
- Continued to deliver farmers markets in the CBD, appointing a new market operator for Reddacliff Place and Cathedral Square.
- Continued to support the Albert Street Traders Group with the delivery of marketing initiatives and events to activate, promote and support local businesses.
- Delivered and supported more than 1000 events and more than 2400 performances in the CBD and Queen Street Mall, including City Sounds, a live music program and Australia's largest program of its kind.
- Partnered with other Council programs to facilitate:
  - the 2018 Christmas program, including Lighting of the Christmas Tree, Gold Lotto City Hall Lights, Santa's Stable and the Christmas Parade presented by David Jones
  - more than 50 events in the Fortitude Valley precinct and Valley Malls, including Lunar New Year and Chinese Moon Festival
  - a new Valley Fiesta activation model in 2018, consisting of free theatre, cabaret, visual arts and music performances across five days
  - more than 420 events at South Bank and Roma Street Parklands, which were attended by more than 1.5 million people.



>2400

performances supported in the  
CBD and Queen Street Mall



>350

one-on-one sessions with  
small business owners



## Economic impact for Brisbane



436

**NEW JOBS**  
generated from capital  
investment

\$848m

in economic impact and  
attracted \$325 million  
in capital investment

\$165m

via events including Brisbane  
Cycling Festival, NRL Magic  
Round and Curiosity Brisbane

### 7.5 DELIVERING THE BRISBANE 2022 NEW WORLD CITY ACTION PLAN

Deliver key economic priorities as outlined in the *Brisbane Economic Development Plan 2012-2013* and the *Brisbane 2022 New World City Action Plan* to drive employment and economic growth across Brisbane.

#### KEY RESULTS FOR 2018-19

- Continued to deliver the Wynnum Central Beach Volleyball program to activate the local economy.
- Launched the Innovation Lab to identify and solve economic and civic challenges and identify opportunities for the benefit of residents and businesses.
- Released the Brisbane Tourism Investment Guide, which outlines the city's potential to generate an extra \$6.5 billion in new visitor expenditure.
- Continued to implement the Digital Brisbane 2.0 Strategy to empower residents and businesses to thrive in a globally-connected, digitally-enabled world.
- Supported small businesses through the Power-Up Small Business program.
- Provided \$130,000 in grants through the Lord Mayor's Global Entrepreneur program and the Lord Mayor's Convention Trailblazer Grant program to support start-ups, up-and-coming researchers and professionals.
- Continued to promote Brisbane as a leading Asia Pacific hub through delivery of the 12th Asia Pacific Screen Awards.
- Undertook destination marketing campaigns in Sydney, Melbourne, Brazil, Chile, China, Colombia, India, Indonesia, Japan, New Zealand, Peru, South Korea, Thailand, United States of America, United Kingdom and Vietnam.

### 7.6 DEVELOPING BRISBANE'S EXPORT PROFILE

Grow Brisbane's out-of-region exports to maintain living standards, incomes and employment growth.

#### KEY RESULTS FOR 2018-19

- Provided technical advice on Brisbane growth and economic development matters to internal and external stakeholders.
- Supported the development and monitoring of the Brisbane's Global Precincts strategy, including releasing a Statement of Opportunity for the Upper Mt Gravatt/Eight Mile Plains area.
- Distributed Census and other Australian Bureau of Statistics data to support Council program areas in decision-making.
- Developed detailed industry cluster mapping for internal and external stakeholder use to help Council identify and understand key export markets.

## Challenges

### SUPPORTING SMALL BUSINESS AND SUBURBAN RETAIL PRECINCTS

As Brisbane attracts new businesses and empowers small business and start-ups, Council needs to consider how to support the sustainability of small businesses through changing technological, social and economic landscapes.

Brisbane's employment forecast estimates employment reaching around 1.5 million in the metropolitan area by 2031. As part of the *Brisbane Economic Development Plan 2012-2031*, it is integral that Council supports the growth and innovation of small businesses to thrive in a New World City and be viable options for employment.

With the popularity of online shopping and competition with major centres, small businesses face many challenges to remain competitive, particularly in our local precincts. Council recognises that small businesses are a vital part of Brisbane's economy and has been working directly with local business owners through Local Business Partnership Initiatives (LBPI) to help navigate these challenges.

The LBPI enables business owners and operators to collaborate with Council to identify opportunities that will improve investment and create sustainable local economies. Council collaborates with local businesses through a process of online surveys and ongoing consultation sessions.

During 2018-19, Council worked with Nundah and Moorooka local business owners to develop destination action plans. Council previously delivered LBPIs and destination plans in Stones Corner, Wynnum and Sandgate. Each business area is unique, and Council has provided other support including business skills workshops, the installation of wayfinding signage, free Wi-Fi and heritage trails.

In addition, Council and Brisbane Marketing support small business with programs and services, including the dedicated Business Hotline (133 263), one-on-one sessions with our Small Business Liaison Officers and various events and training sessions.

### ADDRESSING CIVIC CHALLENGES

In a globally competitive economy, it is essential for New World Cities such as Brisbane to seek solutions to complex civic and economic challenges to build future resilience. As a Smart, Connected Brisbane, our goal is to explore how innovation, technology and data can help accelerate the city's progress towards achieving our broader city goals of liveability, sustainability and prosperity. As Brisbane continues to grow, we need to harness opportunities to achieve cutting-edge, cost-effective and successful smart city outcomes by encouraging open dialogue and innovation between Council, business, industry and residents.

Brisbane Innovate is the city's flagship open innovation event, bringing together local business, residents, institutions, entrepreneurs and innovators to collaboratively solve citywide challenges and make Brisbane an even better place to live, work and relax.

In its third year, Brisbane Innovate 2018, saw three challenges released for collaborative problem solving; how to: unlock the value of waste, tackle social isolation, and build proud and vibrant local neighbourhoods. A new warm-up event was introduced to foster collaboration, followed by a popular summit event held at the Brisbane Convention and Exhibition Centre. Participants heard from Queensland's newly appointed Chief Entrepreneur, Leanne Kemp, on creating a circular economy, and gained insights into creative funding models for new projects. Additionally, Brisbane's Chief Digital Officer, Cat Matson, led participants through a design-thinking workshop to brainstorm solutions to the three challenges.

The issues and challenges of today will not necessarily be the issues of tomorrow. Council will need to continue to look forward and explore, alongside the community and industries, new and innovative ways to respond to these challenges into the future.





**brisbane**  
GROW YOUR SMALL BUSINESS

Grow your small business  
with Digital Brisbane's FREE  
online resource centre.

LEARN  
KIND

Google for Entrepreneurs  
Partner Network



## Feature Story

### BACKING SMALL BUSINESSES IN BRISBANE

Council is committed to backing Brisbane's small businesses with more support in the suburbs, including events, workshops, Small Business Liaison Officers and a 24/7 business hotline.

The Lord Mayor's Small Business Forums are a key part of Council's business events calendar. Held in suburban locations across the city, the forums give small businesses access to industry leaders, business experts and successful business operators. Along with gaining business insights, the forums provide business owners with unique networking opportunities.

More than 4700 people have attended the forums since they began in 2012, with positive feedback and attendance continuing to grow. In 2018-19, Council held eight forums with highlight speakers including Emma-Kate Rose, General Manager of Food Connect, Deb Wilks, Executive Director of Cluster Arts and Charlie Cush, CEO of Brisbane Festival.

The Lord Mayor's Small Business Forums also provide an opportunity for small and medium-sized businesses to connect with Council representatives on topics such as planning, development, permits, licensing and general business enquiries. Brisbane's Small Business Liaison Officers are also on hand at these forums.

The Lord Mayor's Business Excellence workshops were developed following the success of the small business forums. They offer operators a practical opportunity for businesses to learn how to nurture and grow their small business. Council held four workshops in 2018-19 in Wynnum, Upper Mt Gravatt, Carseldine and Red Hill.

Council also nurtures innovation and supports emerging businesses with digital programs, events and start-up spaces, and partners with local businesses to identify opportunities to grow the local economy, while improving the amenity of local retail villages with better paths, trees, seating and lighting.

By backing small businesses and nurturing innovation, Council is building our local economy while creating new and innovative jobs right across Brisbane.



## Program 8

# CITY GOVERNANCE

Council is accountable, transparent and efficient. Through strategic planning, sound financial management, quality communication, strategic partnerships and effective corporate services, the City Governance program helps Council deliver value-for-money community outcomes aligned to achieving the *Brisbane Vision 2031*.

### What we do

- > Support for elected representatives
- > Local laws maintenance
- > Regional and international networks and alliances
- > Strong financial planning and management
- > Asset management
- > Support services to enhance Council business
- > Internal and external communication services
- > Information and technology services
- > Disaster response and recovery

### Overview

The City Governance program aims to ensure Council is an accountable, effective and transparent local government that practises strong financial management to deliver outcomes which serve Brisbane's community.

The program provides effective city governance by developing an organisation that is flexible, adaptive and future-focused, in which employees have the commitment and capability to deliver cost-effective community and customer services.



Inside the Main Auditorium at City Hall





## Key highlights



Financially sustainable, with a strong credit rating and neutral outlook



74% satisfaction with information provided on preparation for natural hazards



Awarded Gold Employer Status for our commitment to LGBTI workplace inclusion



## CORPORATE PLAN SCORECARD

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Medium term (five year) objective	Status
<b>8.1 Civic Administration and Governance</b>	
Council is committed to being an effective and transparent government.	✓
Council will consult widely and openly with the community.	✓
<b>8.2 Regional and International Activities</b>	
Foster international relationships that offer economic development opportunities.	✓
Work with other governments and organisations for the benefit of the local community, city and region.	✓
<b>8.3 Strong and Responsible Financial Management</b>	
Remain a financially sustainable organisation.	✓
Ensure Council's programs and services meet the current and future needs of the community.	✓
<b>8.4 Value for Money Support Services</b>	
Ensure that Council's plans, practices, processes and the capabilities of its people are aligned to deliver the long-term community plan, <i>Brisbane Vision 2031</i> and Corporate Plan.	✓
Council will have a cost-effective, adaptable and capable workforce to implement the vision for the city.	✓
Council will be a responsible, inclusive and attractive employer.	✓
Reduce procurement costs while maintaining value.	✓
Drive value through the supplier base via the Strategic Partnering Initiative.	✓
Provide effective risk management.	✓
Protect Council assets, people and the environment.	✓

Medium term (five year) objective	Status
<b>8.5 Corporate Communication</b>	
Align corporate communication with Council's plans.	✓
Maintain or increase Brisbane residents' awareness that Council has a vision for the future of the city.	✓
Maintain and improve employee satisfaction via consistent internal communication.	✓
<b>8.6 Information and Communications Technology</b>	
Council's business performance will be supported and improved through ICT.	✓
Increase organisational satisfaction with ICT service delivery.	✓
<b>8.7 Disaster Response and Recovery</b>	
Ensure Council remains compliant with the <i>Disaster Management Act 2003</i> .	✓
Build a more resilient city and community.	✓
Council has a flexible, scalable and comprehensive approach to respond to all hazards that may impact the city and community.	✓
Maintain capacity to respond to disaster events with State Emergency Service (SES) membership of more than 1000 members.	✓



## Performance – Key results and achievements

### 8.1 CIVIC ADMINISTRATION AND SUPPORT

Deliver effective and open government through implementation of legislation, support for elected representatives and community participation in transparent, fair and accessible elections.

#### KEY RESULTS FOR 2018-19

- Provided ongoing administration support to 26 ward offices, 33 Council meetings and 175 committee meetings.
- Engaged with the community by responding to more than 9000 pieces of Lord Mayoral correspondence.
- Hosted 145 civic events, including eight citizenship ceremonies, a 100+ Club Morning Tea and a Freedom of Entry to the City of Brisbane parade.
- The Lord Mayor's Multicultural Round Table provided 50 business scholarships and mentoring placements to assist residents from a multicultural background to obtain business qualifications in Brisbane.
- Continued to focus on multicultural communities and fostering diversity by:
  - hosting 300 attendees at the Lord Mayor's Refugee Welcome Ceremony
  - publishing the quarterly *One Brisbane many cultures* e-newsletter in 10 languages or dialects, reaching 7263 subscribers.

### 8.2 REGIONAL AND INTERNATIONAL ACTIVITIES

Advance the community's interests by developing and maintaining strong regional and international relationships that offer economic development opportunities for the city.

#### KEY RESULTS FOR 2018-19

- The Lord Mayor led the 2018 Lord Mayoral Business Mission with a delegation of 26 Brisbane businesses to Shenzhen, Hong Kong, Semarang and Singapore from 18 to 27 July 2018 to showcase business opportunities in Australia's New World City. The resulting opportunities for Brisbane included:
  - profiling Brisbane and business and investment opportunities to a total of 500 business and government leaders at Brisbane Business and Investment Forums across the four cities
  - international media exposure for Brisbane, with more than 34 online, print and media articles
  - promotion of the 2019 Asia Pacific Cities Summit (2019APCS) and Mayors' Forum
  - approximately \$150 million of business created for Brisbane businesses
  - more than 400 introductory business meetings with business and government representatives for Brisbane businesses throughout the visit
  - a commercial Memorandum of Understanding between a Brisbane company and a Hong Kong business
  - a Memorandum of Understanding between a Brisbane university and a Semarang based organisation.
- Hosted 18 international delegations, including representatives from Brisbane's sister cities, which visited Council to exchange knowledge and learn best practice.
- Planned and prepared for the 2019APCS and Mayors' Forum in Brisbane.

### 8.3 STRONG AND RESPONSIBLE FINANCIAL MANAGEMENT

Provide sound financial management and planning to deliver community services, infrastructure and leadership that will support Council to achieve the *Brisbane Vision 2031*.

#### KEY RESULTS FOR 2018-19

- Delivered a balanced budget for the 2018-19 financial year.
- Completed a detailed zero-based budgeting review of Council's core and recurring projects with the Lord Mayor's Expenditure Review Committee.
- Continued development of the Enterprise Performance Management Framework, including strategic planning and investment prioritisation.
- Facilitated 22 successful grant applications, securing a total of \$33.9 million in external funding for Council projects.

#### E-rates

More than 85,200 customers registered to receive quarterly rates notices by email. This is equivalent to:



**1.9 million**  
pieces of PAPER SAVED  
each year



**274,170**  
litres of WATER SAVED  
from avoided paper  
production



**1 tonne**  
of waste to LANDFILL  
REDUCED each year

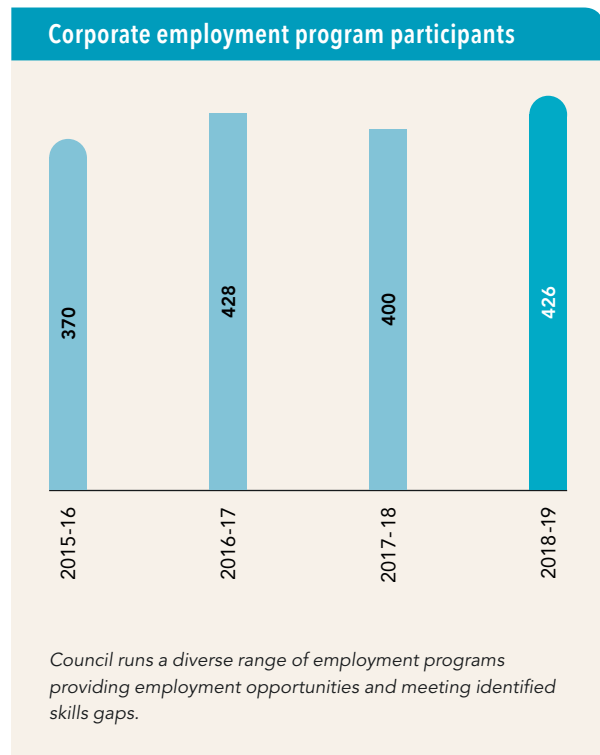


## 8.4 VALUE FOR MONEY SUPPORT SERVICES

Council responsibly manages ratepayers' money expended in its businesses, and this outcome provides effective, value-for-money transactional and operational services essential for program delivery, including procurement, business support services, risk management, legal expertise, human resources support and data analytics.

### KEY RESULTS FOR 2018-19

- Successfully delivered employment programs to 403 participants in traineeships, pre-trades work experience, cadetships and tertiary work experience (domestic and international students), graduates, apprenticeships and talent pathways programs.
- Delivered wellness information education sessions to 5130 employees to improve their knowledge and health behaviours.
- Certification and implementation of Council's enterprise bargaining agreement (EBA9), after successful negotiation with 11 unions.
- Managed approximately 471 supplier arrangements and 1275 supplier contracts with an external value of more than \$1.1 billion.
- Coordinated Council's tendering process, with 297 tenders and quotes published through Council's supplier portal.
- Continued the Better Brisbane Proposals initiative, with 74 received, 11 trials undertaken and five successfully implemented.
- Established a new social enterprise panel increasing the external value of procurement with social enterprises of \$5.6 million.
- Established a regular program of supplier forums across the city to enhance engagement opportunities with the local supplier communities.



## FREE WI-FI

expanded public network across Nundah and 20 ferry terminals



## 155,000

subscribers to Council's **EARLY WARNING** Alert Services

## 8.5 CORPORATE COMMUNICATION

Council's communication is strategically aligned with its organisational goals, objectives and priorities and delivers maximum impact and value for both the community and Council.

### KEY RESULTS FOR 2018-19

- Delivered and implemented more than 200 communication campaigns and initiatives to raise awareness of Council programs and services for residents.
- Created 384 accessible online forms for Council's website, including a new online application form to receive Council rates notices by email.
- Council's Instagram following increased by 38%, reaching approximately 429,000 people per month.
- Monthly organic Twitter impressions grew by 357%, from a monthly average of 335,210 last year to a monthly average of 1,145,492 in 2018-19.
- Increased Council's Facebook following by more than nine per cent and the What's On BNE Facebook page following by more than 25% since last year.
- The #viewsofbrisbane hashtag, where followers are invited to share their favourite images of Brisbane, received more than 144,000 posts.
- Continued to engage with residents through the *Living in Brisbane* publication, with 90% of readers recognising the publication as belonging to Council, 86% agreeing it is a useful way to communicate with residents and 76% saying they learnt something new.
- Engaged with close to 6 million users through Council's website. Website content focused on delivering more than 46 dedicated landing pages/experiences, including 'Things to see and do in Brisbane', 'Clean and Green Brisbane' and 'Getting you home quicker and safer'.
- Promoted Council's sponsorship of 69 projects and events, which helped deliver *Brisbane Vision 2031* in partnership with the community.
- Extended the reach of communication with Brisbane's Culturally and Linguistically Diverse (CaLD) community through a multi-faceted approach, including:
  - 173 pieces of CaLD communication, distributed in 13 languages
  - 495,817 impressions on CaLD social media channels
  - 167,798 page views across five translated pages on Council's website.



**38%**

**increase in Council's  
INSTAGRAM FOLLOWING**



**>1.1 million**

**monthly average of Council's  
TWITTER IMPRESSIONS**



**173**

**pieces of CALD communication  
were distributed in 13 languages**



## 8.6 INFORMATION AND COMMUNICATIONS TECHNOLOGY

Utilise information and communications technology (ICT) effectively to improve business functions and deliver benefits to the community.

### KEY RESULTS FOR 2018-19

- Implemented a new development assessment online lodgement form which provides improved data collection and efficiencies for Council, as well as improved customer experience.
- Continued Council's commitment to improving access to information, through publication of 22 flood studies on the open data website and the implementation of new open spatial data website.
- Deployed Council's new Parking Permit System, which enables residents to pay for residential parking online, over the phone, in person and through mail applications.
- Upgraded the FloodWise Information System environment to provide faster data processing and added functionality.
- Expanded Council's free public Wi-Fi service to Nundah and 20 ferry terminals.
- Assisted program partners to roll out a new mobile-friendly solution which enables customers to access Council's *Brisbane City Plan 2014* interactive mapping on their mobile device or tablet.
- Delivered major upgrade to Council's Resource and Recovery Weighbridge System at the Chandler, Ferny Grove, Nudgee, Rochedale and Willawong Resource Recovery Centres.
- Led Council's involvement in the Queensland University of Technology Capstone initiative, where IT undergraduates work with business units across Council to explore potential IT innovation around real-world problems.

## 8.7 DISASTER RESPONSE AND RECOVERY

Council contributes to a safe and resilient community through prevention, preparedness, response and recovery activities for disaster management.

### KEY RESULTS FOR 2018-19

- More than 5000 new subscribers signed up to Council's Early Warning Alert Service, now reaching a total subscriber audience of 155,000.
- Seventy-four per cent of residents feel Council does a good job of providing information about being prepared for severe weather.
- Delivered 84 face-to-face engagements regarding disaster preparedness with identified vulnerable communities across Brisbane.
- The Brisbane City State Emergency Service Unit (BCSESU) assisted Queensland Police with 23 civic events, including the Anzac Day Dawn Service and the Anzac Day Parade, the Bridge to Brisbane fun run and the Christmas Parade in the CBD.
- Delivered a revised and updated Local Disaster Management Plan for Brisbane.
- The BCSESU managed and deployed members to assist residents in Gympie, Gold Coast, Agnes Waters, Townsville and Mackay in times of need.
- BCSESU embraced Council's ban on single-use plastics and implemented a unit-wide water replenishment program, with SES bike teams using refillable water containers to deliver water to SES members at all civic events in the CBD.
- Delivered 139 training sessions to 1170 employees to ensure Council's disaster management workforce is capable and ready to respond to any disaster event in Brisbane.
- Delivered a multi-agency disaster management exercise to evaluate the effectiveness of Council's new emergency plans for a dam spill event.

## Challenges

### ENGAGING THE COMMUNITY THROUGH SOCIAL MEDIA

Social media continues to transform how Council delivers information about services, events and community initiatives, and helps to facilitate a connected, engaged and informed community.

As more residents turn to social media as a primary method of communication, it is essential Council maintains a relevant and active social media presence. By customising content and tailoring user experience, platforms such as Facebook and Instagram help Council communicate with residents and businesses in a creative and engaging way.

Aside from distribution channels, social media has shifted the way the community interacts with Council and provides new opportunities for community participation.

While this impacts the way Council structures and delivers its services, Council recognises the need to meet the changing needs of the community through the adoption of digital channels for customer engagement.

As social media continues to evolve, it is essential Council ensures digital content is positioned for a diverse demographic and is responsive to the 24/7 communication channels and lines of enquiry.

### ENSURING LONG-TERM FINANCIAL SUSTAINABILITY FOR A GROWING CITY

Planning for the city's long-term financial sustainability is fundamental to Council making sure the Brisbane of tomorrow is even better than the Brisbane of today. Council aims to strike the right balance between minimising the burden on ratepayers while providing the financial capacity to continue investing in the infrastructure and services that benefit the city.

As the largest local government in Australia, Brisbane City Council is unique compared to other Australian capital city councils due to the significant number of major roads which are maintained, renewed and expanded, as well as the scale of investment in major infrastructure projects, public transport and clean and green initiatives.

Over the past decade, Council has invested more than \$7 billion as part of the largest combination of major infrastructure projects ever initiated by a local government in Australia. More recent public transport investments for Brisbane Metro and five new green bridges, as well as maintaining the ongoing subsidy of public transport operations, are substantial long-term financial commitments.

This investment in the city's future represents Council's ongoing commitment to strong financial management to withstand drought, natural disaster and economic challenges, as well as align with legislative and compliance requirements.

Council also continues to maintain a broad range of assets including footpaths, bikeways, traffic lights, parks, buildings, pontoons, pools, golf courses, car parks, cemeteries, buses, CityCats, 33 libraries and more than 5760 km of roads.

Managing an asset base as broad and diverse as Council's requires significant coordination and planning. Council has an overarching governance structure and management plans which underpin a robust and comprehensive long-term financial sustainability model. We are continuously seeking ways to improve financial outcomes through reviewing and benchmarking financing arrangements to ensure that the underlying funding is suitable for the asset class and that Council is achieving competitive pricing.

Through strong financial management and planning, Council will continue to be able to deliver value for money for ratepayers from investments in services and infrastructure to support our growing city.





## Building resilient future generations

Severe weather is a natural part of living in Brisbane's beautiful subtropical climate. Council works with residents, local communities and other agencies to make sure we are as prepared as we can be. It plays a major role in managing the impacts of disasters within its boundaries, offering a range of tools, information and education programs to help residents prepare for severe weather and build resilience.

Council's My Resilient Schools program was developed with feedback from the Australian Institute of Disaster Resilience, primary schools, SES members and Queensland Fire and Emergency Services to provide a standardised resource to the community.

In 2018-19, Council and SES volunteers delivered workshops to more than 2717 students at 43 primary schools. The program has more than doubled its reach since starting in 2017, with 1248 students participating across 15 schools.

Designed for primary school students in grades five and six, My Resilient Schools includes two 40-minute workshops teaching students how to sandbag properties, prepare their homes for emergency events, identify different weather warnings and create emergency plans.

Through the program, students learn about the natural hazards that may occur in their local area and develop strategies to prepare for, and respond to, these hazards in the lead up to storm season. This complements core curriculum studies on natural hazards.

Council gives participating students a take-home pack and encourages them to share their new skills and learnings with friends and family to build resilient communities across the city.

The program is a great way to foster resilience in young Brisbane residents through early engagement, and helps create safe and resilient communities into the future that are prepared for and recover well from severe weather.



# Business Unit

## CITY PARKING

City Parking's objective is to meet customer needs and contribute to both liveability and economic outcomes by delivering accessible and reliable parking services.

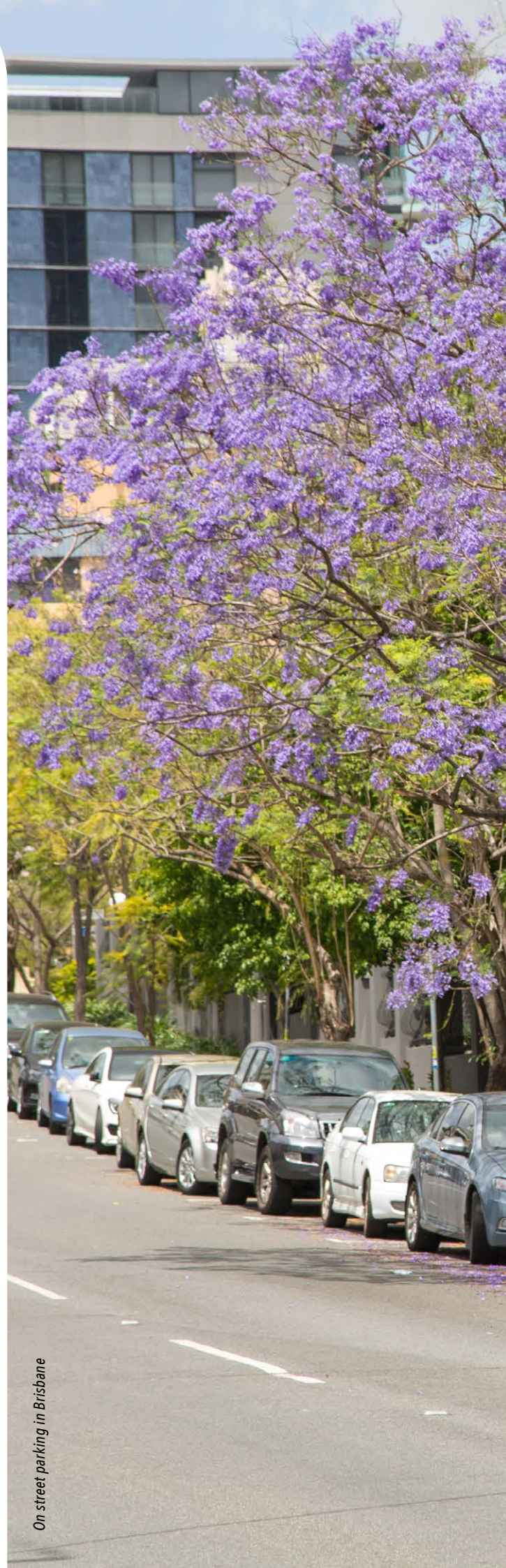
### What we do

- > Manage Council-owned car parks
- > Manage all metered on-street parking across metropolitan Brisbane
- > Provide secure car park facilities that are well maintained, clean and reliable
- > Provide competitive parking rates, including free options and discounted options
- > Implement and manage advanced parking management systems
- > Manage temporary and event parking to support major events

### Overview

Parking is a key element in managing transport outcomes for the city by encouraging visitors to consider their options for visiting the inner city. City Parking ensures options are available to customers to meet their needs, offering parking time and price incentives with consideration of public and active transport options.

Parking management supports the city's economic viability, reinvesting revenue into Brisbane infrastructure, and is contributing to Council's Smart City initiatives.



On street parking in Brisbane







## CORPORATE PLAN SCORECARD

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council's long-term community plan, *Brisbane Vision 2031*. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

### WE USE A THREE TIER RATINGS SYSTEM:

- ★ **Delivered:** objective is achieved or completed.
- ✓ **On track:** work is continuing as planned and budgeted.
- **Action required:** work has stopped or progress is insufficient to achieve the objective.

Medium term (five year) objective	Status
Provision of the best car parking facility that is easily accessible at the right price with the latest equipment.	✓
A car park that is clean, well-presented, energy efficient and safe.	✓
Provide a quality car park that offers the best customer service, price and easy access within the CBD.	✓
Provide equipment of the highest standard and operating features, setting the benchmark for other organisations and car parks.	✓

### Financial and non-financial targets

- Net surplus before tax as stated in Budgeted Financial Statement.
- Average number of vehicles per bay per day in King George Square Car Park (2.2).
- Average number of vehicles per bay per day in Wickham Terrace Car Park (1.03).

### Notional capital structure and surpluses

After the application of the requirements of the tax equivalent regime (TER), surpluses and income tax for City Parking are reported in the Annual Financial Statements.

### Changes to the annual operational plan

In 2018-19 there were no changes to City Parking's annual operational plan that would impact the financial position, operating surplus or deficit or prospects of the business unit.

### Decisions from Council

In 2018-19 Council did not provide any directions to City Parking that would alter the operations of the business unit.

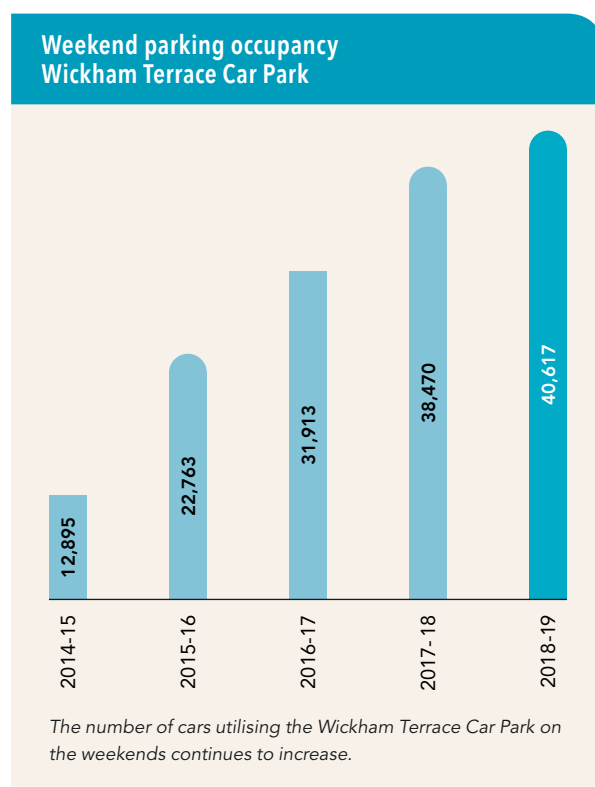
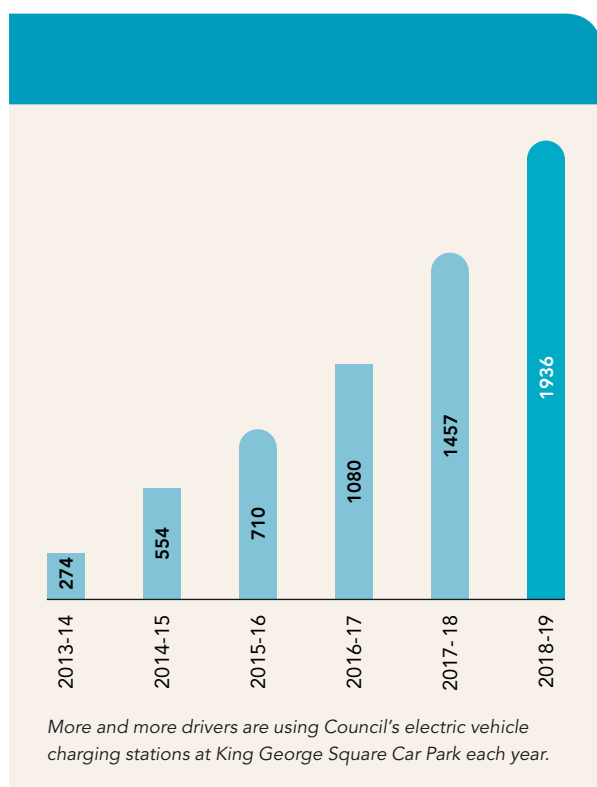
## Annual Performance Report

- The number of vehicles using the weekend special parking tariff in Wickham Terrace Car Park was 40,617.
- Provided parking to 630,575 vehicles at King George Square and Wickham Terrace car parks.
- Around 5.2 million parking meter transactions recorded at 7990 on-street spaces.
- More than 15,000 customers have taken up the new digital parking permit system that provides flexibility and real-time permit updates.
- Wickham Terrace Car Park provided parking for eight film and photo shoots.
- Successfully managed three temporary parking events at Victoria Park.
- The free electric vehicle charging stations in King George Square Car Park were used by 1936 customers, an increase of 32.9% on last year.
- Commenced contract renewal project for parking technology. Council is seeking an agreement that will deliver improved customer service and enhance our asset management capabilities.
- Installed a third electric vehicle charging unit in King George Square Car Park to meet growing demand.
- Continued to upgrade on-street parking technology and improve meter reliability through better solar and battery management.

### Service quality

City Parking will provide accessible, reliable and competitive services.

- **Parking accessibility**
  - Maintained a customer satisfaction rating of 97% for Council's parking services and parking facilities.
- **Parking reliability**
  - Maintained information systems to alert customers of parking availability and reduce vacancy rates.
- **Competitive services**
  - Proactively managed parking schedules to ensure competitive rates.
  - Continued to review technologies and expand on service offering, including additional electric vehicle charging at King George Square to meet growth in demand.







## Challenges

### ENHANCING PARKING MANAGEMENT

Parking management is a key element in managing transport outcomes for the central business district (CBD) and inner-city areas. Parking management includes the planning, regulation and compliance of kerbside parking, as well as the management, maintenance and collection of on-street and off-street paid parking from King George Square Car Park, Wickham Terrace Car Park and Brisbane's 860 parking meters.

Every day, Brisbane commuters choose whether to drive and park, take public or active transport, or a combination of these, to travel around Brisbane. Convenience, availability, accessibility and cost are contributing factors in decision-making. Council seeks to assist and inform commuters to plan their journey and make travelling easier.

The availability of parking affects the flow and use of private vehicles which, in turn, affects road traffic volumes and congestion. More vehicles on our roads introduces health, social and sustainability issues, as well as impacting street amenity and the movement of pedestrians and cyclists. Cities around the world manage parking in various ways, through regulated time-limits, vehicle limits, and with associated parking fees. When allocating kerbside space, a fair balance is sought between specialised uses such as bus zones, taxi zones, loading zones, clearways or bicycle lanes, and the availability of parking for those who need it.

As a result, kerb space is a shared community asset for which demand regularly exceeds supply, particularly in areas including:

- the CBD
- high density residential areas
- traffic areas surrounding sporting and entertainment venues
- public transport hubs
- amenities such as retail, schools, hospitals and workplaces.

In 2014, Council established the independent Brisbane Parking Taskforce (the Taskforce), to advise Council on how to respond to parking issues and how to best manage on-street parking in the future. The Taskforce conducted a citywide review of parking, which culminated in 55 recommendations to balance the competing needs for kerbside space across Brisbane over the long-term. Prior to this review, Council's approach to on-street parking management had developed incrementally over many years.

Of the 55 recommendations, only eight remain to be completed, through the Parking Management Solutions series of projects. Future initiatives in making parking management easier include:

- update and renewal of online information in preparation for the CBD On-Street Parking Planner, which will assist residents and visitors in planning and understanding on-street parking options in Brisbane's CBD
- release and promotion of new parking permits for carers, health and community organisations, fleet vehicles and vessel occupiers on the Brisbane River
- ongoing support of traffic management research to improve the cost effectiveness and quality of Council's parking services
- replacement of on-street parking payment infrastructure over the next three to four years
- off-street parking equipment
- integration of data management systems for improved service delivery
- further growth of electronic payments as a cost effective and convenient alternative to cash
- improved monitoring and compliance with parking regulations through new technology and analytics.





## Electric vehicles charge up at King George Square

Keeping Brisbane clean and green is all about making our city liveable and sustainable while ensuring our city has the services and infrastructure to meet the needs of future generations, as outlined in *Brisbane. Clean, Green, Sustainable 2017-2031*.

The plan features goals across nine sustainable themes, with 41 priority actions for Council to deliver clean and green outcomes across the city, including cleaner air.

For more than 20 years, Council has been a leader in air quality and a strong advocate for new fuels and vehicle technologies, contributing to a steady decline in air pollutants. One of these initiatives in 2018 included expanding Council's offering of free electric vehicle recharging at the city's only vehicle recharging facility at King George Square Car Park.

Demand and use of electric vehicles continues to grow, with 1936 residents using Council's King George Square electric vehicle recharging station in 2018-19, a 32.8% increase on the previous financial year.

As the only car park in the city offering an electric vehicle recharging station, Council's King George Square Car Park has added a third additional recharging station and doubled the number of recharge bays from four to eight, to meet current demands and future needs, and added new paint and signage to enhance its visibility.

The 22 kw vehicle recharge unit provides Type 2 electric vehicles with a rapid charge and Type 1 vehicles with a standard charge, with Council also offering electric and hybrid vehicle drivers 50% off the standard parking rate at King George Square as a further incentive.

It's these ongoing clean and green achievements that show Council is committed to making sure the Brisbane of tomorrow is even better than the Brisbane of today with clean, healthier air.



## Business Unit

# FIELD SERVICES

As a quality-endorsed business, Field Services' objective is to enhance Brisbane's liveability by providing services to Council that meet customer expectations in productivity, availability and value for money.

### What we do

- > Civil construction
- > Quarry and civil construction products
- > Asphalt production, transport and laying
- > Road resurfacing, road maintenance and line marking
- > Waste and resource recovery management
- > Open space maintenance
- > City cleansing and graffiti removal
- > Pest and mosquito management
- > Signs maintenance and installation
- > Fleet, plant and equipment servicing, procurement and disposal
- > Maintenance of civil assets across Brisbane
- > Fire management

### Overview

Field Services is the key interface between asset owners, program partners and customers through the delivery of waste and resource management, civil construction, cleansing and urban maintenance services, in conjunction with the high-level management of service contracts.

Field Services fosters an innovative, motivated and dedicated team-based workforce that drives operational excellence through improvement initiatives that deliver productivity savings to Council and value to customers. Field Services works across Council's eight programs.



Night works to build smoother streets







## CORPORATE PLAN SCORECARD

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Medium term (five year) objective	Status
Provide high-quality, innovative and value-for-money services to Council.	✓
Deliver programmed services on time and within scope and budget that enhance Brisbane's liveability.	✓
Field Services' workforce will have a uniform focus on safety and wellbeing as a critical business enabler.	✓
Field Services will have an engaged, adaptable and highly skilled workforce.	✓

# Annual Performance Report

## KEY RESULTS FOR 2018-19

### Waste and resource recovery management

- Commenced new contracts including waste, recycling and green waste collection, and waste disposal recycling and green waste processing. This included the delivery of a new collections and disposal fleet.
- To support service delivery and improve customer service, Waste and Resource Recovery Services, in partnership with Information Services, updated both the collections and disposal of waste IT systems.
- More than 164,500 residents visited the recycling sheds at Council's four Resource Recovery Centres.
- More than 17,200 tonnes of recyclables collected at Council's Resource Recovery Centres.
- Collected and processed more than:
  - 86,530 tonnes of domestic recyclables
  - 24,400 tonnes of green waste through the fortnightly green waste recycling services
  - 290,023 tonnes of domestic waste.

### Open space maintenance

- Completed a grass cutting contract improvement process delivering a net saving of more than \$2 million per annum, and greater clarity for contractors on service expectations.
- Celebrated the 30th anniversary of the Downfall Creek Bushland Centre, Council's first environment centre.
- Delivered 48 playground upgrades and installed six new playgrounds.
- Conducted more than 4511 inspections of public power and light poles across the city, resulting in the repair and replacement of 27 poles.
- Upgraded 11 parks to provide improved access and play opportunities for people of all abilities.
- Completed more than 45,600 horticultural maintenance services in parks, with a customer positive satisfaction rating of 91%.
- Planted more than 12,000 trees in parks and along streets.
- Delivered park servicing across 2135 parks and urban areas:
  - delivered more than 121,220 cleans of public barbecues
  - refurbished seven electric barbecues
  - performed more than 117,544 toilet cleaning services on more than 238 public toilets
  - refurbished seven existing toilet blocks to meet accessibility requirements.
- Partnered with the Clean, Green and Sustainable City program to welcome 128,430 visitors to Boondall Wetlands Environment Centre, Downfall Creek Environment Centre and Karawatha Forest Discovery Centre, and engaged 21,207 people in environment centre activities and programs.
- More than 4210 Habitat Brisbane community volunteers completed 46,306 hours of work to support, protect and restore bushland, with more than 58,390 native plants planted.
- Cut 78,174 ha of grass in parks (60,903 ha) and along roads (17,271 ha).
- Welcomed more than 1.2 million visitors to Brisbane Botanic Gardens Mt Coot-tha, including more than 289,100 visitors to the Mt Coot-tha Visitor Information Centre.
- Delivered five major events at Brisbane Botanic Gardens Mt Coot-tha, with more than 22,500 attendees.
- Delivered more than 4248 guided walks at City Botanic Gardens and Brisbane Botanic Gardens Mt Coot-tha.



>58,390

**NATIVE PLANTS** planted by  
volunteers with Habitat Brisbane



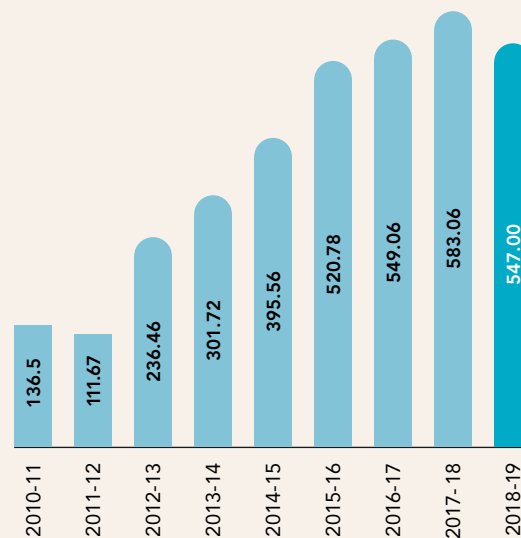
## Hazard prevention

- Replaced or relined more than one kilometre of drainage works at 19 locations across Brisbane to manage the risk of flooding.
- Completed 44 stormwater and rehabilitation drainage works, and constructed 262 stormwater gullies to reduce the impact of storm events on the drainage network.
- Continued to manage bushfire risk for more than 9761 ha of bushland across the city, including:
  - delivered nine hazard reduction burns on Council bushland across approximately 94 ha as part of bushfire risk mitigation
  - responded to 23 wildfires on Council-owned bushland across 20.6 ha to reduce the potential impacts on the community, critical infrastructure, Council assets and the environment.
- Monitored and managed more than 2449 ground-based mosquito breeding sites in partnership with the Customer Services program, including:
  - aerial treatment of 18,199 ha of saltmarsh mosquito breeding sites
  - conducted 12 saltmarsh aerial mosquito spray treatments
  - removed more than 70,600 graffiti tags across the city.

## Road resurfacing and maintenance

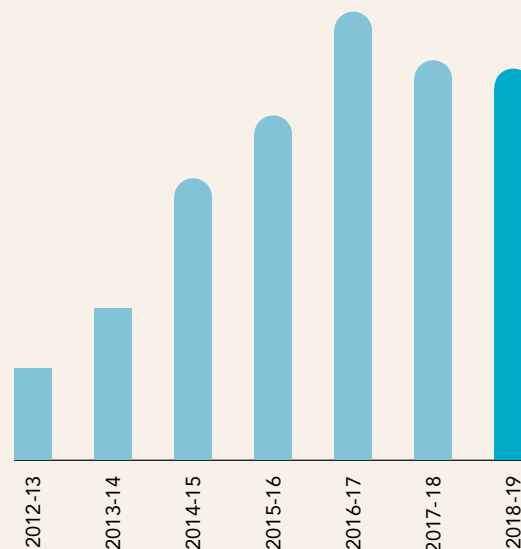
- Produced more than 1.37 million tonnes of high-quality civil construction materials.
- Repaired more than 68,900 potholes.
- Resurfaced more than 1.1 million m<sup>2</sup> of road pavement using more than 145,000 tonnes of asphalt and granular pavement recycled from road resurfacing projects.
- Completed 24.7 km of kerb and channel works as part of the Road Resurfacing program.
- Conducted street sweeping across 177 suburbs.
- Produced more than 408,000 tonnes of hot mixed asphalt.

## Annual tonnes of disposed items diverted from landfill and reused via tip shops



Since the Southside Tip Shop (Acacia Ridge) opened in 2010 and the Northside Tip Shop (Geebung) in 2012, more than 2800 tonnes of quality used, recycled and second-hand products have been diverted from landfill.

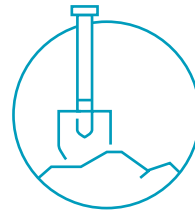
## Visitors to Council's environment centres



Council has three environment centres, Boondall Wetlands Environment Centre, Downfall Creek Bushland Centre and Karawatha Forest Discovery Centre. Each centre is unique and provides opportunities for visitors to relax and play in a natural setting with family and friends.

## Asset management and maintenance

- Introduced new software for Electrical Compliance Audits, which assists in managing the lifecycle of electrical assets and collecting data.
- Maintained three major malls and 51 Village Precinct projects.
- Negotiated additional savings of \$364,557 or 1.9% off tenders submitted during the 2018-19 financial year.
- Implemented a process to use new software to monitor trends and patterns for fleet maintenance, procurement and disposal.
- Delivered new or upgraded footpaths for 142 streets, with 24,251 m<sup>2</sup> of concrete for new footpaths.
- Delivered more than 2233 m<sup>2</sup> of concrete to replace existing bikeways and construct new bikeways.
- Delivered 590 newly resurfaced streets as part of the Lord Mayor's 2000 Smoother Suburban Streets initiative, ensuring the \$360 million four-year commitment is on track.
- Maintained 206,138 gullies to ensure Brisbane's stormwater system can respond to rain events.
- Responded to more than 89,300 community requests for maintenance.



**1.1 million**  
SQUARE METRES of  
road resurfaced

## Challenges

### LOVE FOOD HATE WASTE

Food waste is the largest volume of avoidable material that goes into Brisbane landfill every year. Processing the estimated 78,000 tonnes of food waste each year presents significant challenges for Council's few landfill sites and our achievement of clean and green outcomes for the city. There is currently a strong national agenda towards rethinking food waste, and its many social, environmental and economic impacts.

Council's Love Food Hate Waste program was developed to help residents recoup some of the \$3800 worth of food being thrown away in the average household annually, and to support our community to become more green and sustainable in their treatment of food waste.

The program looks at both food waste avoidance (minimising the amount of good food that is thrown away), and food waste disposal (composting or other means of processing food waste to prevent unnecessary landfill).

Celebrity chefs and athletes such as Matt Golinski, Dominique Rizzo and Sam Thaiday have participated in Council events to raise awareness of the issue and encourage the community to stop and think before throwing good food away.

Council also engaged Laura Geitz as a Love Food Hate Waste ambassador and developed the Six-week Food Waste Challenge vlog series. The challenge guides residents step-by-step through the many strategies they can employ as a means of reducing their household food waste. This includes menu planning, tips to ensure we shop and cook mindfully, and how to store food correctly so that it lasts as long as possible. The challenge encourages residents to get creative and have some fun with their food to use up leftovers in new and interesting ways.

Through these initiatives, food waste has gone from making up 31% of the average household wheelie bin contents to 24%, which is great evidence of the program's success, but there's still a long way to go. Council will continue to explore new technologies, engage with residents and businesses and plan new services to continue to reduce food waste.





## Drawing the line on safety

Council is committed to delivering road safety initiatives to make Brisbane's city and suburban streets safer. This aligns with Council's *Transport Plan for Brisbane – Strategic Directions* to implement local safety improvements in residential neighbourhoods, school zones and high pedestrian activity areas.

As part of this, Council is continuing to improve efficiency in its road line marking maintenance program on more than 5500 km of roads across the city by implementing a range of modifications.

The team continuously evaluates different products used in line marking application and liaises with technical staff and contractors to develop more efficient application techniques to minimise costs.

For example, new techniques for maintenance of thermoplastic lines have reduced the requirement for line removal by grinding, resulting in less disruption to residents and road users, as well as delivery of a more sustainable service, with less dust created in the environment.

Improving maintenance processes and focusing on revitalising existing lines to extend their life also enables the proactive maintenance work teams to move more quickly, quietly and efficiently through the suburbs, while raising the overall standards of the work.

These new processes have increased efficiency and reduced the cycle time of reviewing and maintaining line work in Brisbane, resulting in a 65% reduction in Contact Centre line maintenance requests and a significant reduction on reactive maintenance costs in the last financial year.

Increasing efficiency of line marking ensures Field Services can assist in the on-the-ground delivery of programs such as Safer Schools and local traffic improvements.



## Business Unit

# TRANSPORT FOR BRISBANE

Transport for Brisbane is one of the largest bus operators in Australia and Brisbane's major provider of public transport with the objective to provide frequent, reliable and safe services, more often, and at the most comfortable standard possible for our passengers.

The business aims to deliver high-quality public transport services with a focus on customer service and sustainable transport options.

### What we do

- > Scheduled network passenger bus services
- > District services
- > Charter and special event services
- > CityCat and Cross River ferry services
- > CityCycle
- > Personalised Public Transport

### Overview

World-class public transport means more buses for the suburbs, fewer cars on the road, quicker, more comfortable trips and more travel options for residents. Transport for Brisbane's services help Council meet social and environmental objectives, and help facilitate economic growth.

In addition to bus, ferry and CityCycle services, Personalised Public Transport connects residents to key locations where scheduled services are operated. The introduction of new express services also allows passengers to travel faster between more popular destinations.

Transport for Brisbane services are delivered under contracts with TransLink, a division of the Queensland Government Department of Transport and Main Roads. Under these contracts, fares are set by the Queensland Government, and all fare revenue belongs to TransLink.

To meet its community service obligations and provide better service to Brisbane ratepayers, Council subsidises the Queensland Government for these services.



CityFerry delivering short-cross river services







## CORPORATE PLAN SCORECARD

This scorecard summarises progress in achieving the medium-term objectives of the Corporate Plan. This is central to achieving Council's long-term community plan, *Brisbane Vision 2031*. Overall performance is determined by measuring our achievements against key performance indicators and the progress of major initiatives.

### WE USE A THREE TIER RATINGS SYSTEM:

- ☆ **Delivered:** objective is achieved or completed.
- ✓ **On track:** work is continuing as planned and budgeted.
- **Action required:** work has stopped or progress is insufficient to achieve the objective.

Medium term (five year) objective	Status
Continue to meet customer needs, contribute to congestion reduction, improve our environment, as well as enhance accessibility by delivering frequent, reliable and safe services.	✓

### Financial and non-financial targets

- Achieved an average customer satisfaction rating of 6.8 out of 10 (target 6.5).
- Took delivery of 60 new rigid equivalent buses (target 60).

### Notional capital structure and surpluses

After the application of the requirements of the tax equivalent regime (TER), surpluses and income tax for Transport for Brisbane are reported in the Annual Financial Statements.

### Major investments

In 2018-19, Transport for Brisbane added 60 new rigid equivalent buses to the fleet. This allowed 59 ageing vehicles to be retired. The bus fleet is now comprised of vehicles that are no more than 19 years old.

### Changes to the annual operational plan

In 2018-19, there were no changes to Transport for Brisbane's annual operational plan that would impact the financial position, operating surplus or deficit or prospects of the business unit.

### Decisions from Council

In 2018-19 Council did not provide any directions to Transport for Brisbane that would alter the operations of the business unit.

## Annual Performance Report

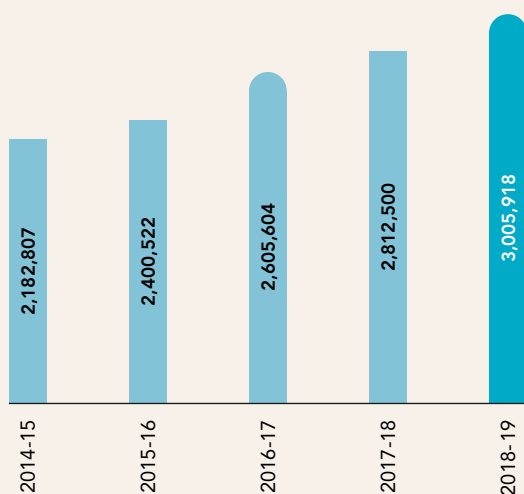
- Registered 736,461 CityCycle trips.
- Added 60 rigid equivalent, new low-floor buses, and remain on track to deliver 240 new rigid equivalent buses as part of a four-year commitment (March 2016 – March 2020).
- Transported more than 79 million passengers on bus services.
- Continued bus operator training, and delivered additional safety and security measures on board and across the network. This includes the implementation of Mobileye, an advanced driver assistance system which actively monitors the road to the front of the vehicle and alerts drivers to potential hazards.
- Transported more than 5 million passengers on ferries.
- Provided six enhanced western bus routes with faster travel times, with the construction of the new westbound on-ramp enabling outbound operation through Legacy Way.
- 92% of the bus fleet is now Enhanced environmentally-friendly vehicles.
- Delivered driver training and education to 3057 driver participants.

## Service quality

Transport for Brisbane will provide exceptional customer service with a commitment to Zero Harm. The organisation strives to be a consistently high performing transport provider through a culture which is positive, professional and performance driven.

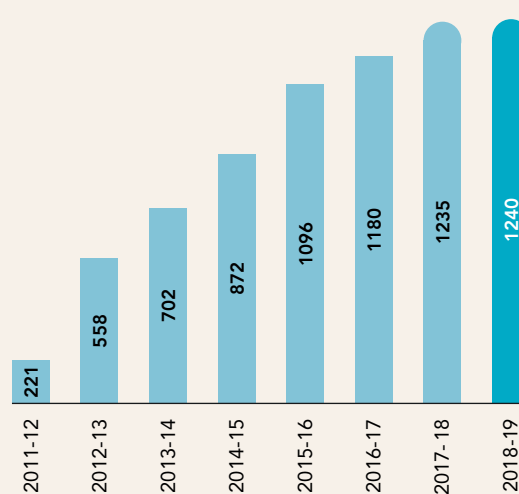
- **Driver training and education**
  - Introduced customer service observations to improve overall customer experience.
  - Introduced a program of Driving On-road Excellence training with a focus on the application of road safety strategies, reducing road harm, accident prevention and maintaining situational awareness.
- **Driver safety improvements**
  - Introduced driver barriers to reduce work place injury and health and safety related absenteeism.
  - Introduced a Driver Assistance System which alerts drivers of potentially dangerous situations and enables drivers to take corrective action.
- **Customer satisfaction**
  - Achieved a 12-month average customer satisfaction rating of 6.8 out of 10.

### Blue CityGlider patronage



38% growth on the Blue CityGlider service over the past four years reflects the number of new residential developments in the West End to Teneriffe corridor

### Transport fleet fitted with CCTV - buses and CityCats



Council has undertaken a rolling program of fitting CCTV to its public transport fleet to improve driver and passenger safety, now 100% of buses and CityCats have CCTV surveillance





## Challenges

### STRIKING A BALANCE BETWEEN TRANSPORT SERVICES

Council continues to explore solutions to make active and public transport more accessible with more travel options for Brisbane residents to get home quicker and safer. In creating this accessibility, Transport for Brisbane faces ongoing challenges to deliver convenient, reliable and cost-effective transport services, while considering opportunities to improve and expand delivery to Brisbane residents.

Demand Responsive Transport (DRT) is one of the options being explored to tackle these challenges. DRT is a user-orientated form of public transport characterised by flexible routing and timetabling of services targeting certain demographics. It is one-way transportation that can support an accessible and socially inclusive society as it aligns transport resources to the needs of passengers in environments where mass transport is not cost effective or available. It aims to match the travel requirements of individuals in the same area wanting to travel at similar times.

Some forms of DRT in some cities have evolved to include booking options through an app. Other developments have included dynamic scheduling. While the personalised nature of journeys provided by DRT is an important element of a transport network, there are challenges around delivering this cost effectively and ensuring efficient use of resources.

The use of DRT regularly to complement a mass transport network, especially to provide first mile and last mile services, has been trialled both nationally and internationally with mixed success.

DRT remains an expensive form of transport, but it can be more cost effective than mass transport in some circumstances. The more personalised nature of the service means it will not always be efficient to use with other forms of transport.

Conventional forms of DRT often face the same challenges as fixed route services offering low frequency and span of hours, making it difficult to stimulate sustainable demand. Some of the forms of DRT being developed or trialled appear to be efforts to explore the concept without a clearly defined purpose or sustainable financial model. Various options need to be considered and further developed to improve the delivery and sustainability of DRT.

In Brisbane, other solutions trialled to combat the challenges of waiting times saw a number of bus services provide the first mile/last mile options either through specific feeder services or providing integration at points along a longer route. In some cases, these have experienced very low patronage.

Council also offers Personalised Public Transport and Council Cabs. However, with the introduction of the Brisbane Metro, Council will need to explore all types of feeder options to effectively service the new transport system. This includes options such as connecting ferry trips, rail stations, CityCycle, walking and electric scooters in addition to DRT.

These kinds of services will not replace mass public transit because of constrained road space and parking limitations on the city road network, but may become an important element of the transport network. Striking the right balance between mass transit and shared transport services is an important aspect of planning for these kinds of shared services. Ensuring priority remains with mass transit will maximise the efficiency of Brisbane's transport network and infrastructure, supplemented by DRT to support the individual needs of the community.





T2820

brisbane, australia's new world city.

CityGlider

T2820

## 'Gliding' on high-frequency services

Council is getting you home quicker and safer with more travel options, less congestion and a greater public transport network.

Council's two CityGlider bus services are a key part of Brisbane's inner-city transport network and continue to grow in popularity. In 2018-19, Council updated the Blue CityGlider fleet, wrapping 19 new buses in new-look livery.

The new livery is designed to improve visibility for passengers by reducing the window coverage. The new buses also feature USB charging ports for passenger convenience and dual rear doors for improved accessibility and reduced passenger boarding and disembarking times. Council's bus fleet is 100% low-floor accessible and 100% air-conditioned.

The Blue CityGlider provides high-frequency transport from West End to Teneriffe. The Blue CityGlider's first full year of operation was 2010-11, with 1.71 million passengers stepping on board.

Bus patronage on this service has increased by 38% over the past four years, in line with continued development and population growth along the corridor, which has significantly outstripped the growth in the rest of the network over this period. Patronage increased by 6.86% in 2018-19, to more than 3 million passengers.

Council's Maroon CityGlider service provides high-frequency transport from Ashgrove to Coorparoo Square, via Suncorp Stadium, The Gabba and Stones Corner. The Maroon CityGlider services a growing corridor of high density development. Patronage increased by 8.46% in 2018-19, with more than 1.38 million passengers.

Residents get home quicker on CityGlider services with pre-paid ticketing, front and rear door boarding, and a fast and frequent timetable with 24-hour service on Friday and Saturday, and 18-hour service from Sunday to Thursday. Both services link to Council's CityCycle bike hire scheme, CityCats and CityFerry services. Passengers can also make convenient connections at busway and rail stations to transfer to other high-frequency services on the bus network which provides a greater range of travel options to explore the CBD and suburbs.

Taking coordinated action to fix traffic congestion while creating more travel options means residents spend less time on the road and more time doing what they love.



5

**CORPORATE  
GOVERNANCE**







View over the river towards the CBD and South Bank

## IN THIS SECTION

Assurance Services

Ethical Standards

Risk management

Corporate Security

Brisbane City Council Audit Committee

Complaints management

National Competition Policy

Right to Information and  
Information Privacy access requests

Code of Conduct

### Overview

Effective corporate governance helps ensure Brisbane's sustainability and liveability. For Council, this involves open and transparent adherence to legislation, policies, processes and practices to ensure effective direction-setting and decision-making, efficient delivery of services, and sustainable development and management.

Council recognises transparent, accessible and timely reporting as a key element of good governance. The *City of Brisbane Act 2010* and the *City of Brisbane Regulation 2012* also place obligations on Council to disclose particular matters and to report on Council's performance through its Annual Report, a key mechanism of corporate governance.



## Assurance Services

Assurance Services delivers Council's internal audit function. It provides independent assurance that Council's policies, operations, systems and procedures meet appropriate standards of effectiveness, efficiency, propriety, regulatory requirements and good business practice, while adequately recognising and managing risk and complying with internal policies.

Assurance Services operates in accordance with the Brisbane City Council Internal Audit Charter, which was endorsed by the Audit Committee in 2018-19 in accordance with the *City of Brisbane Act 2010* and *City of Brisbane Regulation 2012*. The Charter authorises appropriate access to all functions, records, property and personnel within Council, as well as direct access to the Chair and independent members of the Audit Committee.

Assurance Services provides a broad range of functions in line with international standards for the Professional Practice of Internal Auditing and best practice, including:

- operational reviews
- financial reviews
- compliance reviews
- change management reviews
- information systems and security reviews
- data analysis
- comprehensive program of continuous assurance.

Assurance Services applies a risk management approach to strategic planning, assignment planning, fieldwork and reporting, and works closely with the corporate risk management function to ensure appropriate coverage across Council.

Assurance Services has a three-year Internal Audit plan that is reviewed and updated annually and flexible throughout the year to the changing needs and risks as they arise within Council. During 2018-19, Assurance Services completed 28 internal audit reviews across all divisions and provided advice to managers on a range of matters.

Overall, the reviews undertaken by Assurance Services in 2018-19 noted sound control procedures with risk areas of concern being addressed by management. Recommendations were made to further develop and enhance the respective governance, risk management and control processes. These recommendations were accepted by management and progress on their implementation reviewed on an ongoing basis by the Audit Committee.

Accordingly, based on the work performed by Assurance Services and other information available, the Chief Internal Auditor concluded that there was an effective system of internal control across Council's operations in 2018-19.

In accordance with international standards for the Professional Practice of Internal Auditing, a Quality Assessment Review of Assurance Services is carried out on a five-yearly basis. The review conducted in 2019 found that Council's Internal Audit function is operating professionally and generally conforms with the International Standards for the Professional Practice of Internal Auditing. This is the highest rating that can be achieved.

## Ethical Standards

Ethical Standards (ES) provides proactive advice and assistance to Council management on the control of fraud and corruption via Council's Fraud and Corruption Control Plan. ES investigates reported or suspected instances of fraud and other serious crime and misconduct in Council and maintains a focus on raising awareness of Council values and fostering ethical behaviour.

ES received a total of 443 individual matters during the period 1 July 2018 to 30 June 2019. Following assessment, 25 complaints were considered to be Crime and Corruption Commission-related. Of the 443 individual matters, 299 required advice or assistance from ES, while the remaining 144 matters were deemed to require formal investigation by ES.

In 2018-19, ES continued to work closely with Employee Relations to ensure a collaborative,

proactive approach to driving Council's ethical standards. This included the delivery of information sessions on Council's Code of Conduct across the organisation, while also providing information as part of Council's executive inductions.

In 2018-19 ES proactively enhanced relevant Council policies and procedures through considered, holistic advice.

## Risk management

Council's risk management practices contribute to the city's liveability and sustainability by avoiding, minimising and managing risks that may affect the community and visitors.

Effective risk management practices also contribute to the city's economic growth by aiding the successful delivery of major infrastructure projects.

Council has developed a set of risk management tools to assess enterprise risks, as well as the risks associated with particular activities such as community events or environmentally sensitive works.

Council's risk management framework is based on International Standard ISO 31000:2018. Council continually updates its risk management plans. These include plans for operations and new business ventures, and for major initiatives such as infrastructure and ICT projects.

Each Council division has a business risk profile with strategies to minimise and manage identified issues. These profiles inform twice-yearly reviews of Council's corporate risk profile. The corporate risk profile provides the foundation for effective risk management.

In high-risk matters, Council maintains programs with measures in place to ensure compliance with Queensland and Australian Government legislation and standards, as well as with internal policies, procedures and guidelines. These compliance programs are measured against the elements of the Australian Standard for Compliance AS 3806 and results are reported to the Corporate Risk Management Committee.



## Corporate Security

Corporate Security is Council's centre-led security office and asset owner of Council's physical security asset portfolio. It provides security risk management advice, governance and support to all areas of Council, covering security strategies, planning, project delivery and staff security awareness.

Corporate Security is responsible for advising management on Council's preparedness to meet changes in technology, alongside local and global threats related to the security of the organisation's physical assets and personnel. Among its network of private and public sector agencies, Corporate Security works closely with the Queensland Police Service and Queensland and Australian Government departments.

Corporate Security is responsible for the design and implementation of security solutions for

Council facilities, significant facility refits and for managing Council's security-related contracts and physical security inspections.

In 2018-19 Corporate Security continued with the consolidation of asset ownership for Council's security portfolio and enhancements to the Security Operations Centre's capabilities, alongside ensuring Council's systems meet the needs of today and the future.

## Brisbane City Council Audit Committee

Council's Audit Committee oversees the organisation's audit, control and risk management functions. The main responsibilities of the Audit Committee are to help the organisation ensure:

- management maintains adequate internal controls to achieve operational and strategic goals and to ensure compliance with laws, regulations, internal policies and financial reporting obligations
- Council entities, business systems and processes operate with economy, efficiency and effectiveness
- key business risks are effectively managed
- the annual Internal Audit Plan is sufficiently comprehensive to assess major risks and internal controls
- internal and external audit processes are effective.

The Chair of the Audit Committee is independent of Council. As at 30 June 2019, the Audit Committee membership comprised:

- Paul Shipperley, independent chair
- Mitchell Petrie, independent member
- Peter Mahler, independent member
- Carolyn Barker, representative of Transport for Brisbane Advisory Board.

A representative of the Queensland Audit Office has a standing invitation to attend committee meetings.

In addition, the following Council officers have standing invitations to attend each Audit Committee meeting as management representatives:

- Colin Jensen, Chief Executive Officer, Brisbane City Council
- Pip Hold, Divisional Manager, City Administration and Governance
- Felicity Cooper, Chief Internal Auditor, Assurance Services, City Administration and Governance
- Paul Oberle, Chief Financial Officer, Corporate Finance, Organisational Services.

Ordinary meetings of the Audit Committee are held on a quarterly basis and additional meetings are convened at appropriate times each year to focus on risk management and draft Annual Financial Statements. The committee maintains close communication with the Audit and Risk Management Committees of Council's subsidiary entities, including the City of Brisbane Investment Corporation Pty Ltd and Brisbane Marketing Pty Ltd.

The Brisbane City Council Audit Committee undergoes an annual structured self-assessment as part of its strategy for maintaining the highest standards of professional practice.

## The Queensland Audit Office

The Queensland Audit Office (QAO) continued to provide independent audit services to Council during 2018-19. The QAO supports the Queensland Auditor-General in providing parliament with an independent assessment of the financial management of public sector entities. The Auditor-General certifies Council's Annual Financial Statements and, in order to do so,

continuously reviews and assesses the internal control environment surrounding Council's financial practices.

The QAO liaises closely with Council's Assurance Services as well as Corporate Finance and provides advice to the Brisbane City Council's Audit Committee.

## Complaints management

In excess of 1.19 million contacts were made with Council over the course of the 2018-19 financial year. Of these, a small proportion may be classified as complaints – about roads, footpaths, neighbourhood issues, transport timetables, library hours, infringement notices and similar, or the performance of Council in addressing such complaints.

Council is committed to managing customer feedback and ensuring all complaints are dealt with in the most effective and efficient manner. Council has developed processes for dealing with complaints in key areas which, together with the Complaints Management Policy, form Council's complaints management framework. Council deals with complaints at the local level where possible and, in some cases, provides an avenue for independent review.

Council's Complaints Management Policy does not preclude customers approaching any of Council's political representatives directly with a complaint, or with any other kind of feedback. Council's customers may also, at any time, refer their matter of concern to an external agency, such as the Queensland Ombudsman or the Crime and Corruption Commission.

A copy of the complaints management policy is available on Council's corporate website, [brisbane.qld.gov.au](http://brisbane.qld.gov.au)

### Administrative action complaints

Council has developed a procedure for dealing with and resolving administrative action complaints. A copy of this procedure is available on Council's corporate website. This not only ensures consistency and fairness in treating complaints about administrative actions, but also enhances the community's confidence in Council's complaint handling process.

Section 179 of the *City of Brisbane Regulation 2012* requires Council to report on its performance in resolving administrative action complaints.

At the start of the 2018-19 financial year, 256 administrative action complaints were carried over from the previous year, of these zero remain open at the end of 2018-19. A total of 3928 administrative actions were received during the 2018-19 financial year. Of this combined figure of 4184, the number of administrative action complaints resolved during the financial year was 3850. This leaves only 334 complaints still to be resolved.

### Office of the Disputes Commissioner

The Office of the Disputes Commissioner is an independent office within Council that reviews appeals about infringement notices issued by Council. The Office is responsible for ensuring fair outcomes without the need for appeals to progress to court.

The Office of the Disputes Commissioner also contributes to the improvement of Council services by identifying systemic issues and making recommendations to the relevant areas of the organisation.

The Office of the Disputes Commissioner has the ability to waive or uphold infringement notices regarding parking, malls, animals, pools, signage, environment, vegetation and water.

During 2018-19, 2413 appeals were lodged with the Office of the Disputes Commissioner. A total of 2707 appeals were processed within the 2018-19 financial year, including appeals carried over from 2017-18.

There are 68 appeals to be carried forward to 2019-20.



## National Competition Policy

In April 1995, the Australian Government and all states and territories agreed to the implementation of a National Competition Policy (NCP). The NCP represents a commitment from governments to reduce restrictions to competition to enhance the overall efficiency of Australia's economic performance. At the local government level, the underlying philosophy is to improve service delivery efficiency and reduce costs to both government and the community through competitive neutrality, while removing any competitive advantage enjoyed by Council purely due to its nature.

Business activities identified as significant under thresholds set by legislation need to be either commercialised or have full cost pricing applied to them, under the NCP principles.

In addition, the Code of Competitive Conduct needs to be applied to smaller business activities.

### Competitive neutrality complaints

Complaints may be made only about business activities to which competitive neutrality reforms apply, such as where business activities have been subjected to corporatisation, commercialisation, full-cost pricing or the Code of Competitive Conduct. Only competitors or prospective competitors may make complaints.

Under the *City of Brisbane Regulation 2012*, complaints may be made in writing to Council or to the Queensland Competition Authority (QCA). If Council receives a complaint, it must pass the complaint on to the QCA. The QCA must investigate and report on the complaint.

The report must be given to Council, and Council must decide by resolution whether to implement the recommendations in the QCA report.

Council is not aware of any competitive neutrality complaints received in 2018-19.

### Annual review of business activities

Each year, Council is required to identify significant activities which may be subject to the NCP, undertake public benefit assessments and consider the application of reform options.

As required under the *City of Brisbane Act 2010*, an annual review of Council's larger business activities was conducted. No new significant business activities were identified.

### Annual resolution

After its review, Council resolved to apply the following:

Commercialisation to:

- Transport for Brisbane
- City Parking.

Full-cost pricing to these services as part of Field Services in Council:

- Waste and Resource Recovery Services
- Civil Construction and Maintenance Operations
- Urban Amenity.

Code of Competitive Conduct to:

- Brisbane City Cemeteries
- City Projects Office
- Golf Courses
- Riverstage
- Asset Portfolio Management.

### Significant business activities and application of competitive neutrality principle

Council's Annual Financial Statements for 2018-19 contain details in relation to Council's significant business activities and the application of the competitive neutrality principle.

### Tax equivalents

Transport for Brisbane and City Parking completed returns under the State Tax Equivalents regime as commercialised business activities of Council.

## Right to Information and Information Privacy access requests

Processing of Right to Information (RTI) and Information Privacy (IP) access applications is prescribed by the *Right to Information Act 2009*, the *Right to Information Regulation 2009* and/or the *Information Privacy Act 2009* and the *Information Privacy Regulation 2009*.

In the 2018-19 financial year, Council received 481 RTI and IP access applications. The estimated salary cost for processing these applications is \$476,095.71.

This includes \$457,576.22 in labour costs for RTI unit employees, plus \$18,519.49 for other officers throughout Council who have searched for and provided documents.

## Code of Conduct

In accordance with the *Public Sector Ethics Act 1994*, Council's Code of Conduct was refreshed in 2014. The Code of Conduct includes the Queensland Public Sector ethics principles and values for public sector entities and public officials.

It is available to all employees on Council's corporate intranet and in hard copy on request.

Council employees are supplied with a copy of the Code of Conduct with their letter of offer and terms and conditions of employment. As part of the induction process, employees receive initial training and education in ethics principles and values for public officials, as well as their obligations under the Code of Conduct.

Ongoing training is provided via an online Code of Conduct training module and face-to-face sessions are provided on request by work areas, or in response to an identified need.

Employees are required to undertake compulsory Code of Conduct refresher training every two years.

Council's Code of Conduct is available for inspection and printing by members of the public on Council's corporate website.

Council's administration procedures and management practices are prepared by officers having proper regard to the *Public Sector Ethics Act 1994*, the ethics obligations of public officials, and the Code of Conduct.



6

# DISCLOSURES







Walking the trails at Brisbane Botanic Gardens Mt Coot th

## IN THIS SECTION

Councillor remuneration

Councillor expenses reimbursement

Councillor attendance, suspensions, conduct and complaints

Executive remuneration

Overseas travel

Registers kept by Council

Grants to community organisations

Lord Mayor's Suburban Initiative Fund 2018-19



## Background

The Annual Report describes Council's achievements, performance and financial position for the past financial year. It also discloses a body of governance and statutory material.

Council is committed to transparency, openness and accessibility.

The *City of Brisbane Act 2010* and *City of Brisbane Regulation 2012* reinforce Council's commitment to transparency in disclosure of matters regarding Councillors, remuneration of Councillors and executives, overseas travel, grants to community organisations and application of Lord Mayor's Suburban Initiate Fund 2018-19.

## Councillor remuneration

The base rate for a Councillor is set in accordance with the Councillor Remuneration Policy (Council Resolution 17/2013-14) and, as at 30 June 2019, is \$160,938. This base rate is used to calculate the differential rates of salary as awarded to the different classes of office.

### Councillor remuneration as at 30 June 2019

Position		Relativity to base	Salary	Other benefits (includes superannuation)	Total fixed remuneration (salary plus superannuation)
Councillor	17	100%	\$160,938.00	\$32,187.60	\$193,125.60
Leader of the Opposition	1	110%	\$177,031.00	\$35,406.20	\$212,437.20
Chair of Council	1	125%	\$201,172.00	\$40,234.40	\$241,406.40
Committee Chair	6	125%	\$201,172.00	\$40,234.40	\$241,406.40
Deputy Mayor	1	130%	\$209,218.00	\$41,843.60	\$251,061.60
Lord Mayor	1	165%	\$265,549.00	\$53,109.80	\$318,658.80

- Superannuation contributions for Councillors must at least meet prevailing Federal superannuation guarantee legislation, set at 9.5% in 2018-19.
- Councillors received an additional 10.5% superannuation.
- The Lord Mayor receives an Expense of Office allowance of \$99,767.
- The Leader of the Opposition and Chairs each receive an Expense of Office allowance of \$20,320.
- Councillors are entitled to the use of a Council vehicle with a recommended retail price of up to and including \$44,000.
- The Leader of the Opposition and Chairs are entitled to the use of a Council vehicle with a recommended retail price of up to and including \$50,000.
- The Lord Mayor is entitled to the use of a Council vehicle with a recommended retail price of up to and including \$72,000.

Information on Council's committees, including committee membership and key responsibilities, is available by visiting [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

## Councillor expenses reimbursement

Section 178 of the *City of Brisbane Regulation 2012* requires that the Annual Report contain information concerning Councillors' expenses and facilities. Council's Councillor Expenses Reimbursement Policy (AP032) describes these.

## AP032 COUNCILLOR EXPENSES – REIMBURSEMENT POLICY

### Overview

This document outlines Council's policy concerning:

- a) payment of reasonable expenses incurred, or to be incurred, by Councillors for discharging their duties and responsibilities as Councillors, and
- b) provision of facilities to Councillors for that purpose.

### Applicability

This policy applies to all Brisbane City Council Councillors. This policy is supported by Authorised Ward Budget Guidelines.

### Principles

This policy is consistent with the local government principles of:

- transparent and effective processes and decision-making in the public interest
- good governance of, and by, local government
- ethical and legal behaviour of Councillors and local government employees.

## POLICY

### General

Councillors should be equipped with adequate and appropriate facilities to enable them to represent their ward and the City of Brisbane.

Additionally, Councillors should not be financially disadvantaged when carrying out the requirements of their role and should be fairly and reasonably reimbursed in accordance with statutory requirements and community expectations.

Any party political activities undertaken by Councillors or their staff will not be reimbursed. AP176 Councillors Publicity Material Policy and CC026 Marketing, Communication and Advertising Policy provide definitions and guidance on this topic.

Failure to comply with this policy and with the policies, guidelines and procedures referred to in this policy may constitute inappropriate conduct, misconduct or official misconduct.

### Payment of expenses

The payment and/or reimbursement of expenses shall be for the actual cost of items or services required for legitimate Council business use only.

Spouses, partners and family members of Councillors are not entitled to reimbursement of expenses, or to the use of facilities, allocated to Councillors.

Responsibility and accountability for all Council business-related expenditure rests with the Councillor who incurred the expense. It is the responsibility of Councillors to ensure that all proposed expenditure meets the following Council policies, guidelines, and procedures:

- AP061 Travel
- AP181 Entertainment and Hospitality Policy
- AP176 Councillors Publicity Material Policy
- AP043 Councillors Business Card Procedure
- CC026 Marketing, Communication and Advertising Policy.

Councillors shall immediately provide information on their expenditure upon request from:

- a. The Lord Mayor, or
- b. Chair of Finance and Administration Committee, or
- c. Council and Committee Liaison Office, City Administration and Governance, or
- d. Chief Executive Officer, or
- e. Divisional Manager, City Administration and Governance.

All Councillor expenses will be published in Council's Annual Report as per the requirements of section 178 *City of Brisbane Regulation 2012*.



## **Facilities**

Councillors will be provided with an appropriately equipped ward office, distinct from their residence, in which to conduct their work on behalf of Council and their constituents. Standard equipment will be provided for each office.

All Councillors will be provided with a fully maintained Council vehicle. Additionally, the Lord Mayor will be provided with a chauffeur-driven vehicle.

### **Office facilities - Councillors**

Council will provide a ward office in every Council ward. Council will provide an area or areas external to, and close to, the Council Chamber for use by all Councillors.

### **Office facilities - Committee Chairs**

In addition to a ward office, Council will provide a Committee Chair's Office.

### **Office facilities - Leader of the Opposition**

In addition to a ward office, Council will provide a Leader of the Opposition's Office.

### **Office facilities - Deputy Mayor**

If the Deputy Mayor is not a Committee Chair, then, in addition to a ward office, Council will provide a Deputy Mayor's Office.

If the Deputy Mayor is a Committee Chair, then he or she will occupy the Committee Chair's Office.

### **Office facilities - Lord Mayor**

Council will provide an appropriate suite of rooms for the Lord Mayor.

A Committee Chair's Office, the Leader of the Opposition's Office, the Deputy Mayor's Office (in the case where the Deputy Mayor is not a Committee Chair) and rooms for the Lord Mayor will be located either in the public office of Council, or in Brisbane City Hall, or in such other building as may be occupied by the Council Chamber.

## Councillor attendance at 2018-19 Council meetings

Ward	Councillor	Meetings attended out of meetings held	Comments
Lord Mayor	Cr Graham Quirk	23/23	Resigned 7 April 2019
Bracken Ridge	Cr Amanda Cooper	33/33	
Calamvale	Cr Angela Owen	30/33	
Central	Cr Vicki Howard	33/33	
Chandler	Cr Adrian Schrinner	33/33	Including 10 as Lord Mayor
Coorparoo	Cr Ian McKenzie	23/25	Resigned 10 May 2019
Coorparoo	Cr Fiona Cunningham	8/8	Commenced 14 May 2019 via appointment of Council
Deagon	Cr Jared Cassidy	33/33	
Doboy/Chandler	Cr Ryan Murphy	31/32	Resigned 11 May 2019 as Councillor for Doboy. Commenced 14 May 2019 as Councillor for Chandler via appointment of Council
Enoggera	Cr Andrew Wines	32/33	
Forest Lake	Cr Charles Strunk	33/33	
Hamilton	Cr David McLachlan	30/33	
Holland Park	Cr Krista Adams	32/33	
Jamboree	Cr Matthew Bourke	32/33	
MacGregor	Cr Steven Huang	33/33	
Marchant	Cr Fiona Hammond	30/33	Formerly known as Cr Fiona King
McDowall	Cr Norm Wyndham	27/28	Resigned 31 May 2019
McDowall	Cr Tracy Davis	5/5	Commenced 4 June 2019 via appointment of Council
Moorooka	Cr Steve Griffiths	31/33	
Morningside	Cr Kara Cook	32/33	
Northgate	Cr Adam Allan	33/33	
Paddington	Cr Peter Matic	33/33	
Pullenvale	Cr Kate Richards	33/33	
Runcorn	Cr Kim Marx	30/33	
Tennyson	Cr Nicole Johnston	32/33	
The Gabba	Cr Jonathan Sri	33/33	
The Gap	Cr Steven Toomey	33/33	
Walter Taylor	Cr Julian Simmonds	24/24	Resigned 11 April 2019
Walter Taylor	Cr James Mackay	9/9	Commenced 7 May 2019 via appointment of Council
Wynnum Manly	Cr Peter Cumming	33/33	



## Orders made about Councillors' conduct during Council or Committee meetings

Councillor	Date	Suspension period	Reason
Nicole Johnston	21 August 2018	Noted in the minutes	Disorderly conduct
Nicole Johnston	4 September 2018	Noted in the minutes	Disorderly conduct
Nicole Johnston	4 September 2018	Noted in the minutes	Disorderly conduct
Kara Cook	16 October 2018	Noted in the minutes	Disorderly conduct
Julian Simmonds	23 October 2018	Noted in the minutes	Disorderly conduct
Steve Griffiths	16 March 2019	Noted in the minutes	Disorderly conduct

## Councillor conduct

The *City of Brisbane Act 2010* (CoBA 2010) sets out the process to be followed if Council receives a complaint about the conduct or performance of a Councillor in carrying out their official duties. This process assists in providing transparency and accountability through good governance. It holds Councillors accountable for upholding standards of behaviour.

Section 178 of the *City of Brisbane Regulation 2012* requires Council to report on the following each financial year:

Councillor conduct	
Number of orders and recommendations made under section 183(2) or (4) of the CoBA 2010.	5
Number of orders made under section 186A of the CoBA 2010.	0
Number of complaints where no further action was taken as the complaint was assessed by the CEO as being frivolous or vexatious or lacking in substance under section 180(2) of the CoBA 2010.	16
Number of complaints assessed by the CEO as being about misconduct or inappropriate conduct and referred to the Brisbane City Council Councillor Conduct Review Panel under section 180(3) of the CoBA 2010.	4
Number of complaints assessed by the CEO as being about corrupt conduct under the <i>Crime and Corruption Act 2001</i> .	0
Number of complaints heard by the Brisbane City Council's Councillor Conduct Review Panel.	3
Number of complaints assessed by the CEO as being about another matter under section 180(5) of the CoBA 2010.	3

Councillors for whom an order or recommendation was made under section 183 of the CoBA 2010 were:

Councillor	Description of the misconduct or inappropriate conduct or disorderly conduct	Summary of the order or recommendation
Nicole Johnston	Councillor Johnston engaged in misconduct by failing to pay outstanding penalties following orders made by the Councillor Conduct Review Panel.	<ol style="list-style-type: none"> <li>1. No action to be taken in relation to the non-payment of \$1,540.</li> <li>2. Pay to Council an amount of the monetary value of five penalty units (\$652.75).</li> <li>3. Pay to Council an amount of the monetary value of five penalty units (\$652.75).</li> </ol>
Jonathan Sri	Councillor Sri engaged in inappropriate conduct and abused his position as a Councillor by encouraging members of the public to protest outside of the Lady Cilento Children's Hospital and in doing so impeded access to a life-saving facility.	Receive counselling by the CEO in relation to his inappropriate conduct.
Jonathan Sri	Councillor Sri engaged in misconduct by stalking and harassing the complainant and attempting to involve himself in tenancy disputes between the complainant's business and certain tenants.	Receive counselling by the CEO in relation to the misconduct. Letter of apology to the complainant.

## Executive remuneration

The associated data indicates the total fixed remuneration being paid to senior officer and executive service employees as at 30 June 2019.

Total fixed remuneration for these employees represents the sum of salary and superannuation.

The total fixed remuneration for all 148 executive service employees for 2018-19 is \$34.349 million.

Range (\$)	
100,000-199,999	65
200,000-299,999	69
300,000-399,999	6
400,000-499,999	6
500,000-599,000	1
600,000-699,999	0
700,000-799,999	1



## Overseas travel

In 2018-19, the overseas travel below was taken by Councillors or Council employees.

Name	Position	Destination	Purpose	Cost
Nicole Andronicus	International Relations Manager	Hong Kong, Semarang, Shenzhen, Singapore	Business Mission	Airfares: \$6111.80 Accommodation: \$2054.51 Meals: \$60.06 Personal allowance: \$450 Travel doctor: \$334.95
Greg Bowden	Director, Strategy and Communications	Hong Kong, Semarang, Shenzhen, Singapore	Business Mission	Airfares: \$6111.56 Accommodation: \$2333.16 Meals: \$62.36 Personal allowance: \$450 Travel doctor: \$367.61
John Cowie	Manager, Lord Mayor's Administration and Engagement	Kaohsiung, Taiwan	Global Harbor Cities Forum 2018	Meals/Train fare: \$131.25 Personal allowance: \$150.00
Garth Henderson	Team Leader, International Relations	Hong Kong, Semarang, Shenzhen, Singapore	Business Mission	Airfares: \$6111.80 Accommodation: \$2054.51 Meals: \$39.70 Personal allowance: \$450 Travel doctor: \$434.45
Frank Henry	Service Delivery Manager, Pollution Control	Bogota, Colombia	International Nocturnal Cities Conference	Accommodation: \$110.40 Air train: \$37.00 Meals: \$33.20 Personal allowance: \$350 Travel doctor: \$410.30
Colin Jensen	Chief Executive Officer	Auckland, New Zealand	Local Government Chief Officer Group Conference	Airfares: \$1478.62 Accommodation: \$445.94 Meals: \$49.64 Conference fees: \$712.47 Car Hire: \$390.30 In-flight Wi-Fi: \$25.98
Sarah Leach	Principal Coordinator, Smart Connected Brisbane	Vietnam	11th World Technopolis Association General Assembly Hi-Tech Fair	Airfares: \$4226.78 Personal Allowance: \$250 Taxi fares: \$155.95 Visas: \$139.20 Immunisations: \$70
Graham Quirk	Lord Mayor	Hong Kong, Semarang, Shenzhen, Singapore	Business Mission	Airfares: \$6108.10 Accommodation: \$2333.16 Meals: \$73.57 Personal allowance: \$450 Travel doctor: \$327.32
Scott Stewart	Divisional Manager, Brisbane Infrastructure	Johor Bahru, Malaysia	Exercise BOSS LIFT 2019 (Australian Defence Force employer engagement activity)	Personal allowance/Misc costs: \$100 Travel Allowance: \$250
Bernadette Stone	Chief Information Officer	Las Vegas, United States of America	7th Annual Amazon Web Services re:Invent Conference	Airfares: \$7522.32 Accommodation: \$1664.65 Meals: \$216.67 Personal allowance: \$400
Gary Winsen	ICT Enterprise Architecture Manager	Las Vegas, United States of America	7th Annual Amazon Web Services re:Invent Conference	Airfares: \$7522.32 Accommodation: \$2709.24 Conference fees: \$2362.90 Meals: \$70.38 Personal allowance: \$400 Taxi fares: \$59.90 Airport transfers: \$39.46 Hotel fees: \$425.60 Visa: \$19.75

## Registers kept by Council

Council maintains the following registers.

### ***Animal Management (Cats and Dogs) Act 2008***

- Dog registry.

### ***Building Act 1975 and Building Regulation 2006***

- Register of budget accommodation buildings for which development approval has been given and a random inspection conducted every three years.
- Register of exemptions granted from fencing outdoor swimming pools.
- Register of section 251 notices given.
- Register of designated floor hazard areas.

### ***City of Brisbane Act 2010 and City of Brisbane Regulation 2012***

- Reportable and material loss register.
- Register of cost-recovery fees.
- Asset register.
- Local laws register.
- Roads map and register.
- Delegations register.
- Register of business activities to which the competitive neutrality principle applies.
- Register of interests (maintained by the CEO) of (a) Councillors, (b) senior contract employees, and (c) a person who is related to a Councillor or senior contract employee.
- Register of interests (maintained by the Lord Mayor) of (a) the Chief Executive Officer, and (b) a person who is related to the CEO.

### ***Environmental Offsets Act 2014***

- Register of offset conditions.

### ***Environmental Protection Act 1994***

- Section 540 register.

### ***Land Protection (Pest and Stock Route Management) Act 2002***

- Register of pest control and entry control notices issued.

### ***Planning Act 2016 and Planning Regulation 2017***

- Register of designations made by Council.
- Register of exemption certifications.
- Adopted Infrastructure Charges register.

### ***Plumbing and Drainage Act 2002***

- Register of installed onsite sewerage and greywater use facilities.

### ***Queensland Heritage Act 1992***

- Register of local heritage.

### ***Standard Plumbing and Drainage Regulation 2003***

- Register of testable backflow prevention devices.

### ***Statutory Bodies Financial Arrangements Act 1982***

- Register of Treasurer approvals.

### ***Sustainable Planning Act 2009 (repealed)***

- Register of development applications made to Council under the repealed *Sustainable Planning Act 2009*.
- Register of requests for compliance services under the *Sustainable Planning Act 2009*.
- Adopted Infrastructure Charges register.

## LOCAL LAWS

### ***Animals Local Law 2003***

- Register of impounded animals.

### ***Meetings Local Law 2001***

- Register of attendance at Council meetings.

### ***Natural Assets Local Law 2003***

- Register of protected vegetation.

To view any of the above listed registers, contact Council on (07) 3403 8888.



## Grants to community organisations

Council's extensive grants program supports a range of community organisations. Grants included are:

- Sports and recreation grants
- Art and history grants
- Community facility improvement and organisational development grants
- Access and inclusion grants
- Community development grants
- Community environmental and sustainability grants
- Community conservation and assistance program
- Housing support grants
- Men's shed grants
- Seniors grants.

Additionally, the Lord Mayor's Suburban Initiative Fund is an allocation of discretionary funding for each Councillor to support eligible activities within their ward.

In 2018-19, more than \$5 million worth of grants were allocated to the city's community groups to help them build on Brisbane's lifestyle.







## Lord Mayor's Suburban Initiative Fund 2018-19

Lord Mayor's Office		
Organisation	Project	Amount Approved
Australia Jiangsu Association	Performance uniforms and transport for multicultural exchange event	\$275.00
Australian Earth Laws Alliance	People's Tribunal and community workshop for Rights of Nature Australia celebration	\$1000.00
Australian Scottish Community (Qld) Inc.	Audio equipment hire for 23rd International Tartan Day	\$1500.00
Brisbane Central First Aid Volunteers Inc.	Purchase of a first aid scoop stretcher and first aid trauma response kit	\$1870.00
Brisbane Malayalee Association	Hire of fairy floss and popcorn machines for Onam Movie in the Park, Boyd Park, Nundah, August 2018	\$992.50
Brisbane Super Kings Cricket Club Inc.	Purchase of cricket balls for 6th Annual Multicultural T20 Cup	\$550.00
Brisbane Tool Library Inc.	Repairs to tools	\$2000.00
Brisbane's Living Heritage Network Ltd	Reprinting of 'The Heritage Guide' booklet	\$2080.91
Canossa Kindergarten	Installation of a sensory wall	\$1000.00
Community Plus Queensland Inc.	Toilet hire for Brisbane Community Picnic	\$1300.00
Drug Awareness and Relief Foundation (Australia)	Movie day for underprivileged/special needs children 2019	\$1800.00
Enoggera District Stamp Club Inc.	Meeting room hire	\$299.20
Friends of Brisbane Independent School Association Inc.	Stage hire and merchandise for 50th Anniversary celebration	\$1800.00
Gumdale State School P&C Association	DJ hire for fashion parade	\$1175.00
Hear and Say – Centre for Deaf Children Ltd	Loud Shirt Day trivia event	\$1262.00
Hillsdon Kindergarten Association Inc.	Ride hire for Fete 2019	\$1000.00
Indooroopilly Men's Shed Inc.	Purchase of a home theatre system	\$1522.00
Iranian Society of Queensland	Union via Colours: Children's painting competition and Yalda Meets Christmas	\$1963.64
Junction Park Stamp Club Inc.	Venue hire and stationery for May Day Stamp Fair	\$907.50
Kenmore District Kindergarten and Preschool Association Inc.	Family Fun Day	\$1805.00
Latin House Inc.	Stage and audio equipment hire for the Latin Bazaar – Mexican Festival	\$2000.00
Mainland Chinese Society of Queensland Inc.	Sports uniforms and lunch boxes for the 2018 Queensland Chinese Table Tennis Game	\$1820.00
Mainland Chinese Society of Queensland Inc.	Catering for the 16th Brisbane Chinese Culture and Arts Festival	\$2000.00
Malayee Association of Qld Inc.	Catering for Onam 2018	\$750.00
Metropolitan Districts Netball Association Inc.	Entertainment for 45th Anniversary celebrations	\$1750.00
Moorooka Salisbury Parish	Equipment hire for repainting church building	\$2000.00
Mt Gravatt Environment Group	Printing and laminating A3 posters for Pollinator Link project	\$500.00

Organisation	Project	Amount approved
Mt Gravatt Junior Athletics Club Inc.	Purchase of portable discus cage	\$1600.00
Newmarket Primary P&C Association	DJ hire for Community Disco	\$400.00
Northey Street City Farm Association Inc.	Stage design plan for community performances	\$1500.00
Northside Christian Football Club Inc.	Purchase of portable soccer goal posts with nets	\$2000.00
Older Women's Network Qld Inc.	Forum for Older Women	\$850.00
Oxley State School P&C Association	Stage and audio equipment hire for Fete	\$1000.00
Parkinson's Fighters United Inc.	Parkinson's Education Seminar	\$1034.00
Polish Song and Dance Company of Brisbane "Obertas" Inc.	Purchase of belts for the Krakowiak – national dance costume	\$272.28
Punjabi Cultural Association of Queensland	Vaisakhi Festival celebrations	\$1100.00
Queensland Asian Business Weekly	Venue hire for the Sing! China Audition Brisbane Region	\$2000.00
Queensland Bluelight Association Inc.	2019 Disadvantaged Children's Movie Day Brisbane	\$1800.00
Radio4EB Tamil-Oli	Printing for annual meetup and Health Awareness workshop	\$440.00
Rainbow Families Qld	Launch of Rainbow Families Queensland	\$565.00
Rainbow Families Queensland	First annual fundraiser day	\$854.54
Reason to Thrive Inc.	Horse hire for Equine Assisted Learning programs for children with disabilities	\$800.00
Reclink Australia	Community Connections Carnivale	\$2000.00
Rotary Club of Toowong Inc.	2019 Underprivileged Children's Movie Day	\$1800.00
Rotary Club of Toowong Inc.	Rotary Junior Community Awards Ceremony	\$1345.56
Royal Brisbane and Women's Hospital Foundation	Royal Run for Research	\$885.00
Scripture Union Queensland	Super Sports Camp 2019	\$400.00
Serenata Singers Inc.	Purchase of the West Side Story medley sheet music and song book	\$412.77
Spanish Socio-Cultural Association	Purchase of equipment for cultural programs	\$1572.30
St James Coorparoo P&F Inc.	2019 Fete	\$2200.00
St Vincent's Private Hospital Brisbane	Art cart making for Outside In Arts in Healthcare Festival	\$900.00
Stones Corner Kindergarten	Native beehive education sessions	\$600.00
The Australian Spanish Socio-Cultural Association	Radio for All program to facilitate communication and broadcasting training for up to 32 members of the Spanish community	\$960.00
The Filipino Australian Foundation of Qld Inc.	One World One Spirit Philippine Festival	\$1234.00
University of Queensland Canoe Club	Purchase of portable sports equipment	\$701.80
University of Queensland Union – Singaporean Students' Society	Programming, marketing, decorations and photo booth for Singapore National Day celebration	\$1550.00
Varnam Cultural Society (QLD) Inc.	Decorations and lamps for Festival of Lamps	\$1100.00
World Arts & Multi-Culture Inc.	2019 Brisbane International Arts Festival	\$2000.00
Zonta International District 22 Ltd	Printing and installation of anti violence campaign signs	\$2200.00



Bracken Ridge Ward		
Organisation	Project	Amount approved
Aspley Camera Club Inc.	Replacement of club equipment	\$2000.00
Aspley East Kindergarten and Preschool Association Inc.	Playground redevelopment	\$3317.85
Aspley Memorial Bowls Club	Purchase of ride-on mower	\$3000.00
Bald Hills Pensioners and Superannuants' League	Purchase and installation of a Public Address System for the Bald Hills Memorial Hall	\$4805.10
Bracken Ridge Baptist Church	Bracken Ridge Christmas Festival	\$3000.00
Bracken Ridge District Cricket Club Inc.	Purchase of a Super Sopper water removal machine	\$1870.00
Bracken Ridge Kindergarten Association	Family Fun Day	\$1500.00
Bracken Ridge Swimming Club Inc.	Electronic timing system	\$7000.00
Bracken Ridge Ward Office	BMX Facility Opening celebration	\$788.18
Bracken Ridge Ward Office	Rats of Tobruk Social Group Christmas Lunch	\$250.00
Bracken Ridge Ward Office	2019 Citizenship Ceremony	\$1137.64
Bracken Ridge Ward Office	Banner for 2019 Backyard Bonanza	\$530.00
Bracken Ridge Ward Office	Event management of 2019 Backyard Bonanza	\$9090.91
Bracken Ridge Ward Office	Youth stage for 2019 Backyard Bonanza	\$700.00
Brisbane Malayalee Association Inc.	2019 Onam Festival celebration	\$1100.00
Fitzgibbon Community Centre Ltd (Community Garden)	Catering for community open day and compost hub launch	\$300.00
Golden Downs Residents, Sports and Social Association Inc.	Computer software upgrade	\$2000.00
Guide Dogs for the Blind Association of Queensland	Open Day 2019	\$7000.00
Hindu Society of Queensland Inc.	2019 Grand Musical Night	\$1500.00
Hindu Society of Queensland Inc.	2018 Festival of Lights celebration	\$2000.00
Jabiru Community Youth and Children's Services Association Inc.	Zillmere Festival	\$2000.00
Lions Club of Bracken Ridge Central Inc.	40th Anniversary celebration	\$1100.00
Plural Theatre Inc.	Drama workshop program for Museum of Me	\$2000.00
Punjabi Cultural Association of Queensland	Vaisakhi Festival celebrations	\$3000.00
Sandgate Cinema Club	Sandgate Film Gala	\$1000.00
Society of Women Writers Queensland Inc.	2018 Sandcliffe Writers Festival	\$1500.00
St Paul's School (Bald Hills) Supporters Association Inc.	Purchase of reusable cups for fundraising to extend the revegetation of the Koala Corridor project	\$1182.50
The Bald Hills Memorial Hall Committee Inc.	Upgrade of toilet facilities	\$5000.00
The Bald Hills Memorial Hall Committee Inc.	Installation of gateway barrier to hall car park	\$1386.00
The Creche and Kindergarten Association Limited	Installation of an air conditioner at Carseldine Centre	\$1941.82
Zonta Club of Northside Inc.	Rebranding and purchase of materials	\$2000.00

Calamvale Ward		
Organisation	Project	Amount approved
Acacia Ridge Meals on Wheels	Volunteers Christmas Luncheon	\$250.00
Algester Girl Guide District	Christmas Lights Bus Tour	\$400.00
Algester State School P&C Association	Algester Multifest	\$3000.00
Algester Swimming Club	Purchase of timing equipment	\$1291.42
Brisbane Super Kings Cricket Club Inc.	6th Annual Multicultural T20 Cup	\$3300.00
Brisbane Super Kings Cricket Club Inc.	2019 Kids Summer Cricket Blast	\$1000.00
Calamvale Ward Office	Teddy Bear's Picnic 2018	\$715.98
Calamvale Ward Office	Purchase of coffee machines for community groups	\$1360.91
Calamvale Ward Office	Purchase of marquees for community groups	\$2661.63
Calamvale Ward Office	Safely Home project	\$2065.00
Calamvale Ward Office	Citizenship ceremonies, 15 September 2018	\$6485.25
Calamvale Ward Office	Citizenship ceremonies, 16 September 2018	\$5818.44
Calamvale Ward Office	Legacy Lunch	\$2600.00
Calamvale Ward Office	Parkinson Aquatic Centre 2nd birthday celebrations	\$2994.55
Calamvale Ward Office	Halloween in the Park 2018	\$5641.27
Calamvale Ward Office	Christmas in the Park	\$3532.05
Calamvale Ward Office	Launch of Calamvale Neighbourhood Watch	\$500.00
Calamvale Ward Office	Community Safe Day	\$758.50
Calamvale Ward Office	Teddy Bear's Picnic 2	\$715.98
Calamvale Ward Office	International Yoga Day	\$1134.50
Damini Women's Association of Qld Inc.	International Women's Day	\$250.00
Divya Jyoti Jagrati Sansthan Qld Inc.	Bhartiya Nav Varsh (Indian New Year)	\$1200.00
Federation of Sri Lankan Organisations of Qld Inc.	Carnival of Cricket	\$2161.50
Fiji Senior Citizens Association of Qld Inc.	Annual Seniors Multicultural Dinner	\$300.00
Gujarati Community of Queensland Inc.	Diwali celebration 2018	\$3300.00
Kairali Brisbane Inc.	Community Onam Festival	\$2500.00
Kairali Brisbane Inc.	Venue hire for Christmas and New Year celebrations	\$2500.00
Malayee Association of Qld Inc.	Cleaning services, bins and software hire and partial funding of shuttlecocks for Badminton Indian Open 2019	\$2000.00
Malayee Association of Qld Inc.	Venue hire for fundraising badminton tournament	\$800.00
National Seniors Association Calamvale	Purchase of printer	\$550.00
National Seniors Association Calamvale	Christmas Lights Tour	\$440.00
Punjabi Welfare Association of Australia Inc.	Christmas in July fundraising dinner 2018	\$1100.00
Punjabi Welfare Association of Australia Inc.	Christmas in July fundraising dinner 2019	\$1100.00
Rockley Swim Team Inc.	Purchase of a Dolphin Wireless Timing System	\$5355.00
Stretton Gardens Residents Committee	Christmas Lights bus tour	\$440.00



Organisation	Project	Amount approved
Sunnybank Hills Probus Club	Christmas Lights bus tour	\$440.00
The Federation of Indian Communities of Queensland Inc.	Performers and security for Australia-India Day celebrations 2019	\$1000.00
The Filipino Australian Foundation of Qld Inc.	Fundraising dinner for Educational Assistance program	\$1800.00
The Rotary Club of Forest Lake Inc.	Rotary Park Riverfire Community BBQ	\$1804.00

Central Ward		
Organisation	Project	Amount approved
Access Arts Inc.	Leaps and Bounds Masterclass series and performance	\$2000.00
Advance Toastmasters	Speech contests	\$750.00
Brisbane Central State School P&C Association	Purchase of barbecue	\$944.90
Brisbane Central State School P&C Association	Movie Night	\$2091.65
Brisbane Cheese Awards Inc.	Cheese to Please Festival	\$1500.00
Brisbane Pride Festival Inc.	Brisbane Pride Queer Formal	\$1000.00
Brisbane Queer Film Festival	Brisbane Queer Film Festival	\$1000.00
Brisbane's Living Heritage Network Ltd	Purchase and installation of desktop computer	\$1000.00
Canticum Chamber Choir Inc.	Venue hire for Hopes of Heaven Concert	\$1100.00
Central Ward Office	Together Fiesta support	\$250.00
Central Ward Office	Rainbow Rhapsody 2018	\$300.00
Central Ward Office	Central Ward Seniors Week	\$909.09
Central Ward Office	Green Square Art Assist	\$460.00
Central Ward Office	Ward Christmas visits to nursing homes	\$840.55
Central Ward Office	Christmas hampers for locals in hardship	\$900.00
Central Ward Office	St Michael Church and Open Doors Art support	\$250.00
Central Ward Office	New Farm State School Fete support 2019	\$250.00
Chaplain Watch Inc.	Catering for Night 4 Chaplain Watch event	\$1000.00
Community Queensland Ltd	Handball Festival	\$500.00
Gay and Lesbian Welfare Association Inc.	Catering for Diverse Voices Volunteer Thank You Dinner	\$1000.00
German Honorary Consul	Catering for Brisbane German Week 2018	\$1000.00
Global Organization of People of Indian Origin	India Day Fair	\$2000.00
Hare Krishna Food For Life Group Inc.	Festival of Chariots	\$500.00
Holy Spirit Catholic School New Farm P&F Association	Ride hire for Spring Fair 2018	\$4400.00
JDRF Australia	Petting zoo and audio equipment hire for Brisbane One Walk 2018	\$1000.00
Latin House Inc.	Colombian Independence Day Festival	\$2000.00
Latin House Inc.	Latin Bazaar Market	\$1000.00
Lions Club of Teneriffe	Purchase of equipment	\$2000.00

Organisation	Project	Amount approved
Lyceum Club Brisbane	Venue hire for Centenary celebratory dinner	\$2000.00
New Farm Bowls Club Inc.	Replacement of New Farm Bowls Club automatic doors	\$2000.00
New Farm State School P&C Association	Catering for the Hats & Heels Lunch	\$4400.00
QCWA Branch Brisbane City Nights	Purchase of cooking and other kitchen equipment	\$1500.00
Queensland AIDS Council Inc.	Venue hire for Trans Awards Night	\$1000.00
Queensland AIDS Council Inc.	Trans Fair Day	\$900.00
Queensland Film Festival	Queensland Film Festival 2018	\$2000.00
Queensland Shelter Inc.	Catering for Anti-Poverty Day event	\$887.00
Rotary Club of New Farm	Stage, lighting and sound equipment hire for Community Carols in New Farm Park	\$5500.00
Rotary Club of New Farm	Purchase of art materials for New Farm Neighbourhood Centre Arts program	\$550.00
Rotary Club of New Farm	Citizenship ceremony	\$550.00
Scandinavian Festival Inc.	Hire of a marquee and umbrellas for Scandinavian Festival 2018	\$2000.00
Spoken N Heard	Theatre production of The Grass is Dead on the Other Side	\$500.00
St Michael's Anglican Church New Farm	Installation of a historical plaque	\$1500.00
Thai-Australian Association of Queensland Inc.	Equipment hire for Brisbane Thai Festival 2018	\$3000.00
The Board of Trustees of Newstead House	Purchase of cafe tables for On the Veranda with Anna Wickham	\$2550.00
The Creche and Kindergarten Association Limited	Purchase of two multi-seat strollers for the QUT Gardens Point Care Centre	\$600.00
The Macedonian Community of Brisbane	Road closure permit, traffic control and rock climbing for Ilinden Street Festival	\$3000.00
The National Trust of Australia (Queensland)	Venue and audiovisual equipment hire, and catering for One Heritage talk	\$2500.00
The Planet Spins	Iranian Film Festival Australia	\$2000.00
The Queensland Women's Historical Association	Tree pruning	\$1000.00
The Royal Historical Society Of Queensland	Purchase of computer	\$998.00
The Uniting Church in Australia Property Trust (Q) represented by Wesley Mission Queensland	Event banner, equipment hire and art installation for Art from the Margins – Outsider Art Awards	\$1000.00
Wear it Purple	Hire of stage for Wear Purple Day	\$1000.00

#### Chandler Ward

Organisation	Project	Amount approved
Anglican Church of Australia Parish of Carindale	St Gabriel's Community Spring Fair	\$990.00
Belmont State School P&C Association	Ride hire for Belmont Showtime Carnival 2019	\$1000.00
Belmont State School P&C Association	ARTrageous fireworks presentation	\$1000.00
Belmont State School P&C Association	Fireworks display at Carols on the Oval	\$1500.00



Organisation	Project	Amount approved
Brisbane Gun Club	Purchase of clay target trap	\$3636.36
Brisbane Southside Masters Swimming Inc.	Short Course Swim Meet	\$550.00
Brisbane Rifle Club Inc.	Purchase of equipment for annual competition	\$2000.00
Brisbane Super Kings Cricket Club Inc.	Officiating costs for 6th Annual Multicultural T20 Cup	\$1000.00
Carindale Districts Junior Australian Football Club Inc.	Installation of field lighting	\$5000.00
Chandler Swimming Club Inc.	Venue hire for Chandler LC Prep Meet 2018	\$650.00
Chandler Ward Office	Official naming celebration for Ron Woolley Place	\$409.09
Chandler Ward Office	Belmont Tramway history signage	\$1637.00
Chandler Ward Office	Replacement of cloth canopies for portable shade structures	\$970.00
Chandler Ward Office	Free Mansfield Day Movie in the Park, Broadwater Picnic Grounds, Mansfield, 2019	\$4797.33
Citipointe Christian College Parent Connect	Bush Dance 2018	\$1663.99
Citipointe Seniors	Citipointe Seniors Christmas Lunch	\$500.00
Czechoslovakian Club in Queensland Inc.	Traditional Santa event	\$715.00
Eastern District Orchid Society Inc.	Venue hire and signage for annual Spring Show	\$3000.00
Gateway Church	Purchase of laptop for music department	\$1908.18
Global Care Australia	Purchase of food items for Christmas hampers	\$4545.45
Gumdale and Districts Progress Association Inc.	Retiling of bathroom	\$3000.00
Gumdale State School P&C Association	Lighting for fashion parade	\$1000.00
Gumdale State School P&C Association	Fireworks for Day on the Oval	\$1500.00
Hoopstars Inc.	Purchase of laptop	\$790.00
Jewish Educational Institute Chabad House Brisbane Inc.	Chanukah at Westfield	\$750.00
Lions Club of Brisbane Camp Hill Carindale Inc.	Citizenship ceremony	\$275.00
Mackenzie 4156 Neighbourhood Watch	Ride hire for Mackenzie Day	\$3000.00
Malayee Association Of QLD Inc.	Soccer ground booking, waste bin management and catering for Community Soccer Carnival	\$1000.00
Mansfield State School P&C Association	Band, jumping castle and food equipment hire for Twilight Markets	\$1500.00
Modern Pentathlon Queensland	Modern Pentathlon Australia National Titles event	\$2500.00
New Heart Baptist Church	Audio equipment hire for Carols in the Park Rochedale	\$2000.00
Queensland Rifle Association Inc.	Entertainers and fireworks for Carols on the Range	\$4545.45
Quota International of Carindale Inc.	Brisbane Craft & Gift Fair	\$5005.00
Red Frogs Australia	Annual Gala Corporate Appeal Dinner	\$1953.45
Rochedale Neighbourhood Watch Inc.	Rochedale Community Day	\$275.00
Rochedale State School P&C Association	Annual Fete 2018	\$1000.00
Rotary Club of Carindale	Purchase of shade cover	\$2293.14
Rotary Club of Port of Brisbane	Audio, lighting and stage equipment hire for the 2018 Wakerley Rotary Carols	\$3636.36
St Peters P&F Association	Ride hire for Fete 2018	\$1500.00

Coorparoo Ward		
Organisation	Project	Amount approved
Annerley Recreation Club	Replacement of the junior clubhouse gas hot water system	\$2463.64
Annerley-Stephens History Group Inc.	Stories of Stephens II Conference 2019	\$3080.00
Australian Medical Students' Orchestra	Administration of fundraising concert	\$2750.00
Brisbane Metro Touch Association	Light replacement	\$5070.00
Brisbane Super Kings Cricket Club Inc.	Ground hire for 6th Annual Multicultural T20 Cup	\$2134.00
Buranda State School P&C Association	Buranda Fest Fete 2018	\$3309.90
Camp Hill Kindergarten and Preschool Association Inc.	Band for Bush Dance	\$940.00
Celtic Council of Australia (Queensland) Inc.	Pan Celtic Christmas Gathering	\$550.00
Celtic Council of Australia (Queensland) Inc.	Awards ceremony	\$880.00
Coorparoo and Districts Heritage Group	Printing of The Belmont Tramway: 1912-1926	\$742.50
Coorparoo and Districts RSL Sub Branch Inc.	Purchase of computer equipment	\$2133.00
Coorparoo Bowls Club Inc.	Purchase of outdoor furniture	\$1265.44
Coorparoo Primary P&C Association	Family Camp Out and Community Movie Night	\$4296.87
Create Annerley	Junction Fest	\$1000.00
Federation of Sri Lankan Organisations of Qld Inc.	Carnival of Cricket 2018	\$1342.00
Fiji Senior Citizens Association of Qld Inc.	Annual Seniors Multicultural Dinner	\$1815.00
Greenslopes State School P&C Association	Spanish Group Outdoor Movie Night	\$1270.00
Harty Street Community Kindergarten and Pre-School	Purchase and installation of three toilets	\$2000.00
Holland Park Hawks Football Club Inc.	Purchase of security equipment	\$2100.00
Holland Park Junior Cricket Club	Activity and ride hire for Community Recognition Day	\$2750.00
Hytac Netball Club Inc.	Catering and fitness instructor for NetSetGo Presentation Day	\$1265.00
Junction Park State School P&C Association	Kids' place spaces, speedy bins and security hire for Fete 2019	\$2674.10
Kannada Sangha Queensland	Venue hire for Combined Diwali and Rajyotsava function	\$1177.00
Kannada Sangha Queensland	Audio system, stage decorations, photography/video equipment and venue hire for Ugadi Festival celebration	\$2167.00
Malayee Association of QLD Inc.	Venue hire, flowers and catering for Onam 2018	\$2596.00
National Servicemen's Association of Australia (Queensland) Inc.	Installation of a memorial stone for National Servicemen's Day 2019	\$3000.00
Niue Nukututaha Association Queensland	Kaufakalataha End of Year celebration	\$1100.00
Queensland Telugu Association	Venue and audiovisual equipment hire, decorations and catering for Vijaya Dashami, Deepavali and Christmas celebrations	\$2805.00
Queensland Telugu Association	Ugadi, Easter and Srirama Navami celebrations	\$1100.00
Samskruthi Queensland Inc.	Tables, chairs, audiovisual equipment and transport hire for Onam Lunch	\$1254.00



	Project	Amount approved
Scripture Union Camp Hill State School Local Chaplaincy Committee	Audio and lighting equipment hire for Community Christmas Carols	\$1000.00
Southside Community Craft Circle	Purchase of craft supplies	\$495.00
St James (Coorparoo) P&F Inc.	Animal farm stall for Fete 2018	\$715.00
Stones Corner Community Kindergarten Inc.	Possum proofing the lower activity area	\$1100.00
The Creche and Kindergarten Association Limited	Installation of air conditioner	\$2206.00
The Creche and Kindergarten Association Limited	C&K Arnwood Place Community Open Day	\$839.55
Varnam Cultural Society (Qld) Inc.	Photographer and videographer for the Festival of Lamps	\$1100.00
Women's Creative Centre Inc.	Purchase of craft supplies	\$1100.00
Woodturners Society of Queensland Inc.	Replacement of section of roof	\$2984.00
Wynola District Girl Guides	Replacement of damaged staircase and handrail at the Wynola Girl Guide Hut	\$2430.00

Deagon Ward		
Organisation	Project	Amount approved
All About Living Inc.	Air conditioning of the disability-accessible reception area	\$2430.00
Boondall State School P&C Association	Purchase of barbecue	\$900.00
Boondall Synchronized Ice Skating Club Inc.	Springtime Gala	\$390.00
Brighton District Soccer Club Inc.	Gala Day Fireworks 2018	\$2500.00
Brighton Roosters Junior Rugby League Club Inc.	Purchase of three outdoor heaters	\$447.00
Brighton State School P&C Association	Family Movie Night	\$500.00
Brisbane Bramble Bay Lions Club Inc.	Purchase of two marquees	\$1598.00
Deagon Ward Office	Pennies By The Sea	\$483.64
Deagon Ward Office	Gardening at the Gate	\$1130.91
Deagon Ward Office	Free Family Movie Screening, Sandgate Town Hall	\$800.00
Deagon Ward Office	Purchase of portable PA system	\$1695.45
Deagon Ward Office	Free Holiday Movie Screening, Sandgate Cinema Club	\$1110.00
Deagon Ward Office	Australia Day by the Bay 2019	\$2933.64
Deagon Ward Office	Movie in the Park – Zillmere State School oval, February 2019	\$955.00
Deagon Ward Office	Sandgate Mural project	\$4545.45
Deagon Ward Office	Sandgate – Forever Great video	\$1570.00
Hawks Sporting Club Inc.	Catering and entertainment for 75th Anniversary function	\$2522.57
Jabiru Community Youth and Children's Services Association Inc.	Zillmere Festival	\$3000.00
Keep Sandgate Beautiful Association Inc.	Ramsar Anniversary Habitat Planting at Dowse Lagoon	\$2342.28

Organisation	Project	Amount approved
Multitude Choir Inc.	Band fees for Music Fusion concert at Sandgate Town Hall	\$1000.00
North East Community Support Group Inc.	Purchase of safety equipment	\$1256.58
North Star Football Association Inc.	Purchase of ride-on mower	\$2500.00
Ocean Crusaders Foundation Ltd	Paddle Against Plastics on Cabbage Tree Creek	\$1870.00
Pass on the Fire Aboriginal and Torres Strait Islander Corporation	The Boss boxing program	\$4909.70
Punjabi Cultural Association of Queensland	Vaisakhi Festival	\$3000.00
Queensland Police Citizens Youth Welfare Association (PCYC) – Sandgate Branch	Rock Under the Clock	\$909.90
Sandgate and District Aquatics Inc.	Purchase of a thermal pool blanket	\$3660.00
Sandgate and Districts Chamber of Commerce	Stage hire for Bluewater Festival	\$4000.00
Sandgate Art Society	Expressions Art and Pottery Show	\$1820.00
Sandgate Bowls Club Inc.	Bare Foot Bowls Carnival	\$1000.00
Sandgate Cinema Club	Sandgate Film Gala	\$1200.00
Sandgate Hawks Netball Club Inc.	Season launch event	\$1000.00
Sandgate Primary P&C Association	Carnivale by the Sea	\$1000.00
Sandgate Sunset Run Inc.	Road closure for Sandgate Sunset Run 2018	\$4000.00
Sandgate Theatre Inc.	Yarrageh Festival	\$1450.00
Shorncliffe Primary P&C Association	Spring Fling Community Day	\$1469.11
Society of Women Writers Queensland Inc.	2018 Sandcliffe Writers Festival	\$1100.00
St Kieran P&F Association	Ingredients and supplies for Cake and Sweets Stall at Fete 2018	\$1000.00
St Vincent de Paul Society Queensland	Christmas hampers	\$1000.00
Tonga Wesleyan Methodist Church Virginia	6th Annual South Pacific Islander Christmas in the Park Festival 2018	\$4000.00

Doboy Ward		
Organisation	Project	Amount approved
All Gauge Model Railway Club Inc.	Club Open Day	\$1568.00
All Gauge Model Railway Club Inc.	Club Table Sale	\$1071.00
All Gauge Model Railway Club Inc.	Venue hire and catering for Christmas Party	\$500.00
Balmoral Cycling Club Inc.	Purchase of junior bikes, roller trainers and travel boxes	\$1100.00
Bayside Uniting Church	Christmas Carols and Candles	\$1818.00
Brisbane Super Kings Cricket Club Inc.	Venue hire for 6th Annual Multicultural T20 Cup	\$2145.00
Briswest Care Association Inc.	TRACTION Spotlight Sessions, Murarrie Skate Park Under Lights	\$8156.00
Carina Senior Citizens Club Inc.	Signage installation	\$2369.00
Doboy Ward Office	Belmont Tramway History signage	\$1637.00
Eastern District Orchid Society Inc.	Advertising for Spring Show	\$1848.00



Organisation	Project	Amount approved
Hemmant Community Hall Inc.	Purchase and installation of bathroom facilities	\$490.00
Horses in Mind Inc.	Family Fun Day	\$2000.00
Lions Club of Brisbane Camp Hill Carindale Inc.	Citizenship ceremony	\$275.00
Mossvale on Manly Residents Association	Community Movie in the Park, Torrens Crescent Park, Wakerley, June 2019	\$687.50
Quota International of Carindale Inc.	Brisbane Craft and Gift Fair	\$550.00
Rotary Club of Port of Brisbane	Wakerley Rotary Carols 2018	\$5454.55
Sixty and Better Cannon Hill Association Inc.	Design and printing of The History of Cannon Hill School of Arts	\$3000.00
The Sunlight Centre NFP Ltd	Music hire and advertising for Cannon Hill Music and Family Fun Day	\$1100.00
The Sunlight Centre NFP Ltd	Anonymous Art exhibition	\$3000.00
The Sunlight Centre NFP Ltd	Purchase of reusable cups	\$4758.00
Tingalpa Model Aero Club Inc.	2018 Annual Hobby Expo	\$3712.00
Wynnum and District Horse and Pony Club Inc.	Event ribbons	\$644.00
Wynnum Manly District Cricket Club	Catering and venue hire for 2018 Trivia Night	\$1225.00

Enoggera Ward		
Organisation	Project	Amount approved
Brisbane Bunya Lions Club Inc.	Carols in the Park	\$6000.00
Brisbane Maharashtra Mandal Inc.	Lord Ganesh Festival	\$2500.00
Centenary of Railway Extension to Mitchelton	Anniversary event	\$1100.00
Downey Park Netball Association Inc.	Purchase and installation of three sun-safe grandstands	\$10000.00
Enoggera District Stamp Club Inc.	The Northside Stamp Fair	\$352.00
Enoggera State School P&C Association	Community Movie Night	\$2000.00
Enoggera Ward Office	Wilston Village Christmas Festival	\$4825.87
Everton Park Roosters Old Boys and Supporters Club	50th Anniversary celebrations	\$3000.00
Flipside Circus Association Inc.	Flipside Circus Fiesta 2018	\$1500.00
Grovely State School P&C Association	Big Spring Thing 2018	\$3300.00
Mainland Chinese Society of Queensland Inc.	2018 Queensland Chinese Table Tennis Tournament	\$3670.00
Marist College Ashgrove Foundation Limited	Art panel hire for art show	\$1252.00
Mitchie Day Club	Exercise program for seniors	\$2500.00
Multicultural Community Centre	Technicolour Multicultural Festival 2018	\$5000.00
Oakleigh State School P&C Association	STEAM Showcase	\$3000.00
Our Lady of Dolours P&F Association	Active School Travel program	\$1100.00
Our Lady of the Assumption Enoggera P&F Association	Community Festival 2019 – Celebrating 100 Years	\$3300.00
Rotary Club of Ashgrove/The Gap Inc.	Ashgrove/The Gap Rotary Carols by Candlelight	\$3000.00
Rotary Club of Ashgrove/The Gap Inc.	First aid for Ashgrove/The Gap Rotary Carols by Candlelight	\$500.00

Organisation	Project	Amount approved
St Columba's Primary School P&F	Ride hire for 2018 biennial Fete	\$3300.00
The Hills and Districts Chamber Commerce	Annual awards and fundraising dinner	\$5000.00
The Rotary Club of Mitchelton Inc.	Halloween celebration	\$5500.00
Windsor State School P&C Association	Windsorfest	\$3300.00

Forest Lake Ward		
Organisation	Project	Amount approved
Brisbane Performing Arts Challenge Inc.	Brisbane Performing Arts Challenge	\$3300.00
Brisbane South First Aid Volunteers	Purchase of equipment	\$1651.05
Brisbane Super Kings Cricket Club Inc.	Ground fees for 6th Annual Multicultural T20 Cup	\$2200.00
Citipointe Church West	Purchase of food items for Christmas hampers	\$1000.00
Doolandella Neighbourhood Watch Group (Inala 10)	Doolandella Community Christmas Carols	\$1999.10
Elevate Church	Light Party and Christmas Lunch	\$2900.00
Forest Lake 50 Plus Club Inc.	Forest Lake Over 50s Expo	\$5500.00
Forest Lake 50 Plus Club Inc.	Assistance for members who are unwell	\$825.00
Forest Lake Junior Australian Football Club Inc.	End of season presentation day	\$2960.28
Forest Lake Men's Shed Inc.	Builder project management of new shed construction	\$5500.00
Forest Lake Netball Club Inc.	Purchase of coaching resources and equipment	\$1357.84
Forest Lake State School P&C Association	Audio equipment and stage hire for Spring Fest	\$1818.18
Forest Lake RSL Sub Branch Inc.	20th Anniversary Christmas Dinner	\$1700.00
Forest Lake Ward Office	Catering for end of year community celebration	\$1363.64
Hakka Association Of Queensland Australia	2019 Parkinson Multicultural and Dragon Boat Festival	\$1100.00
Inala and District Senior Citizens Club Inc.	Catering and purchase of materials for events and activities	\$880.00
Inala Arts Inc.	Preparation and Painting of Art Gallery facade	\$2400.00
Inala Community House	Purchase of tables and chairs	\$2500.00
Inala Community Kindergarten Inc.	Garden Party and 50th anniversary event	\$1000.00
Inala Meals on Wheels Inc.	Purchase of computer	\$1500.00
Inala Pensioner League Inc.	Morning tea fundraiser for Cancer Council	\$330.00
Inala Place – By PresCare	Purchase of beds for night program	\$3900.00
Inspirations Artistic Roller Skating Club Inc.	Come & Try – Learn to Skate program 2019	\$1100.00
Lakers Netball Club Inc.	Presentation Day	\$1101.66
Lakes Swimming Club Inc.	Software upgrades	\$741.00
Lions Club of Forest Lake Inc.	25th Anniversary function	\$3025.00
Malayee Association of QLD Inc.	Venue hire for community engagement events	\$1751.80
National Seniors Australia Ltd	Seniors community events	\$1640.00
Queensland Tamil Mandram	Ragasyam Parama Ragasyam performance	\$500.00



Organisation	Project	Amount approved
Richlands, Inala and Suburbs History Group Inc.	Printing of Inala – A short history from 1953 to 2018 booklets	\$1100.00
South West Brisbane Community Legal Centre Inc.	Establishment of a Multicultural Women’s Sewing Circle	\$716.00
South West Progress Association Inc.	Welcoming the Babies event	\$5000.00
South West Progress Association Inc.	Queensland Day Awards for Volunteers	\$1500.00
Sri Lanka Buddhist Monastery (Brisbane Inc.)	Prathibha Sandhayawa cultural and talent show	\$2500.00
The Inala Youth Care Community Inc.	Community carols and school holiday activities	\$2500.00
The Serbian Orthodox Church-School Congregation 'Sveti Nikola'	Purchase of ride-on mower	\$1225.00
The Vietnamese Seniors Association Qld Inc.	Catering for monthly gatherings	\$2904.00

Hamilton Ward		
Organisation	Project	Amount approved
Ascot Hendra Neighbourhood Watch	Production and printing of newsletters and Annual Safety Event Expo 2019	\$4213.00
Ascot State School P&C Association	Ascot Art Show and Family Day 2018	\$3189.47
Ascot State School P&C Association	Ascot’s Big Day Out Fete 2019	\$5000.00
Brothers Rugby Club	Provide portable disability access ramps	\$2570.00
Crosby Park Meals on Wheels Inc.	Purchase of a vegetable preparation machine	\$1832.91
Eagle Junction State School P&C Association	Kalinga Dash Fun Run 2018	\$6000.00
Growl Theatre	Purchase of chairs for auditorium	\$8833.00
Growl Theatre	Lighting truss	\$5874.00
Hamilton Ward Office	Christmas Carols in Oriel Park	\$2645.45
Hamilton Ward Office	Australia Day Citizenship Ceremony 2019	\$2325.00
Meningococcal Australia Ltd – Queensland	Catering and supplies for community walk barbecue	\$507.74
Our Lady Help of Christian Primary School P&F Association	Active School Travel	\$330.00
Paws and Relax Pty Ltd	2019 Paws-Fest	\$1941.43
Racecourse Rd Hamilton Events Inc.	Up In Lights project	\$5000.00
The Community Place Inc.	Purchase of flip tables and a trestle table trolley	\$4610.00
The Corporation of the Synod of the Diocese Brisbane trading as Hamilton Anglican Parish	Landscaping project	\$1457.50
The Corporation of the Synod of the Diocese Brisbane trading as Hamilton Anglican Parish	St Augustine’s Christmas Carols	\$3718.18
The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	Road closure for Centenary Mass of St Agatha’s Parish Clayfield	\$1094.87
The Jane Austen Society of Australia Inc. – Brisbane branch	Speakers’ fees for interstate guest speakers program	\$250.00
The Queensland Herb Society Inc.	Herb Awareness Expo	\$3388.00
Three Saints Feast Brisbane Inc.	2019 Three Saints Festival	\$5000.00

Organisation	Project	Amount approved
Windsor Croquet Club Inc.	Purchase of solar inverter	\$1274.90
WWILD SVP Association Inc.	Purchase and installation of a removable pergola and outdoor bench seat	\$3944.55

#### Holland Park Ward

Organisation	Project	Amount approved
Annerley-Stephens History Group Inc.	Website modernisation project	\$1100.00
Brisbane Multiple Birth Association (Southside) Inc.	Venue hire for weekly playgroup	\$1254.00
Brisbane Seinendan Inc.	Matsuri Brisbane Fun Day 2018	\$3025.00
Carers Queensland Ltd	High tea for National Carers Week 2018	\$800.00
Cavendish Road State High School P&C Association	Projector and sound equipment hire and movie licence for Community Movie Night	\$3000.00
Celtic Council of Australia (Queensland) Inc.	Catering and entertainment for Friendship Day 2019	\$1100.00
Fiji Senior Citizens Association of Qld Inc.	Annual seniors multicultural dinner	\$500.00
Girl Guides Queensland – Algester District	Purchase of a hot water urn and hand beaters	\$259.00
Griffith Sport Swimming Club	Purchase of a start pistol and stop watches	\$880.00
Holland Park and District Meals on Wheels Inc.	Volunteer lunch	\$2720.00
Holland Park State School P&C Association	Community Christmas event	\$1636.36
Holland Park State School P&C Association	Active School Travel Breakfast	\$400.00
Holland Park Ward Office	Movie in the Park, CB Mott Park, Holland Park, August 2018	\$2540.00
Holland Park Ward Office	Movie in the Park, Seville Road State School, November 2018	\$2540.00
Holland Park Ward Office	Movie in the Park, Shaftesbury Street Park 2019	\$2540.00
Holland Park Ward Office	Movie in the Pool, Mt Gravatt East	\$2455.00
Lions Club of Brisbane Holland Park	Audio equipment hire for 50th Anniversary celebrations	\$440.00
Lions Club of Brisbane MacGregor Inc.	Harmony Day event	\$1198.16
Lions Club of Brisbane MacGregor Inc.	Printing of information booklets for Health and Wellbeing Expo for Seniors	\$2000.00
Marshall Road State School P&C Association	Mobile stage hire for 2019 Fete	\$1500.00
Mott Park Kindergarten Association Inc.	Purchase of laptop	\$1099.00
Mott Park Kindergarten Association Inc.	Replacement of sensor lights	\$887.00
Mt Gravatt East State School P&C Association	Family Fun Day and Bush Dance	\$1425.00
Mt Gravatt East State School P&C Association	Dive in Movie	\$330.00
Mt Gravatt East State School P&C Association	Purchase and installation of three wildlife nest boxes	\$530.38
Mt Gravatt High P&C Association	Fundraising sausage sizzle	\$500.00
Mt Gravatt Kindergarten and Preschool Association Inc.	2018 Bush Dance	\$1000.00



Organisation	Project	Amount approved
Mt Gravatt Kindergarten and Preschool Association Inc.	60th Birthday celebrations	\$500.00
Mt Gravatt State School P&C Association	Installation of fan for school hall	\$5000.00
Mt Gravatt District Historical Association	Printing of Mt Gravatt Then and Now (Volume 4) booklets	\$2200.00
Southside Philatelic Society (Inc.)	Promotional materials for 2018 Annual Stamp Fair	\$1100.00
St Agnes Netball Club Inc.	Purchase of equipment	\$1452.00
St Agnes P&F Association	Mini Mudder Fundraiser 2018	\$954.80
St Agnes P&F Association	Community Bush Dance	\$1000.00
St Elizabeth's Ekibin P&F Association	Catering for Active Travel New Day Launch	\$1056.00
St Joachim's Parents & Friends Association	Biennial School Fete 2018	\$1650.00
St Marks Uniting Church Mt Gravatt	Community Carols	\$1700.00
Swara Mohini Inc.	Strings of India 2018	\$1400.00
Tarragindi Scout Group	Barbecue for Movie in the Park, Shaftesbury Street Park, Tarragindi, February 2019	\$1000.00
Tarragindi War Memorial Kindergarten	Ride hire for Fete 2019	\$1200.00
The Brisbane Orchid Society Inc.	46th Annual Charity Orchid Show	\$440.00
The Creche and Kindergarten Association Limited	Installation of air conditioning at the Mt Gravatt West Childcare Centre	\$1739.00
The Creche and Kindergarten Association Limited	C&K Mt Gravatt East Kindergarten Open Day	\$634.55
The Girls' Brigade Australia Incorporated – 45th Brisbane Brigade	Purchase of wheelie bin for Containers for Change program	\$275.00
The Rotary Club of Mt Gravatt Inc.	Carols by Candlelight	\$5592.25
The Rotary Club of Sunnybank Hills Inc.	Venue hire for Charity Car Show and Family Day	\$1000.00
The Scout Association of Australia Queensland Branch Inc. – Victor Scout Group	Community movie night	\$1000.00
The Tarragindi Churches Tigers Sporting Association Inc.	Purchase and installation of removable aluminium poles	\$1000.00
Wellers Hill State School P&C Association	Equipment hire for Japanese Bunkasai Fair	\$1320.00
Wellers Hill State School P&C Association	Equipment hire for Community Movie Night	\$1127.50
Wellers Hill State School P&C Association	Family Fun Night	\$3000.00

Jamboree Ward		
Organisation	Project	Amount approved
A Touch of Compassion Inc.	Purchase of two rice cookers	\$980.00
Amayda NFP Inc.	Anti-bullying programs	\$4000.00
Brisbane Portuguese Family Centre	Portugal Day commemoration	\$2652.10
Brisbane Super Kings Cricket Club Inc.	Grounds fees for the 6th Annual Multicultural T20 Tournament	\$1000.00
Brisbane Tamil School Association Inc.	Catering for Annual Sports Meet	\$750.00

Organisation	Project	Amount approved
Centenary and Districts Chamber of Commerce	Purchase of projector, screen and PA system	\$893.20
Centenary Branch Little Athletics Centre Inc.	Replacement of hurdles equipment	\$1500.00
Centenary High P&C Association	Fireworks for Science Showcase	\$1454.55
Centenary Soccer Inc.	Provide partitioning in two dressing rooms	\$2500.00
Corinda State School P&C Association	Festival of the Nations 2019	\$550.00
Darra and District RSL Sub Branch Inc.	Security improvements at the Darra ANZAC Memorial Wall	\$1530.00
Darra Jindalee Catholic School P&F Association	Darra Country Carnival	\$2500.00
Darra Uniting Church	2018 Christmas lights display	\$2000.00
Good News Lutheran School P&Friends Association	Amusement ride hire for Book Fair	\$2500.00
Jamboree Community Kindergarten Inc.	Presentation about Torres Strait Island	\$250.00
Jamboree Heights State School P&C Association	Screen, sound and lighting equipment hire for Family Movie Night	\$1000.00
Jamboree Heights State School P&C Association	Ride hire for 2019 Fete	\$2500.00
Jamboree Heights State School P&C Association	Purchase of canvases for Community Jazz, Art and Wine Night	\$500.00
Jamboree Heights Swimming Club Inc.	Purchase of microphone and speaker system	\$2200.00
Jamboree Ward Office	4074 Family Fun Day	\$736.36
Jamboree Ward Office	Movies in the Park	\$2726.89
Jindalee Bowls Club Inc.	Purchase of a modem router, laptop and tablet	\$2000.00
Jindalee Neighbourhood Watch	Centenary Volunteers in Policing Over 50's Expo	\$2200.00
Jindalee State School P&C Association	Fireworks display for 2018 Fete	\$3000.00
Jindalee State School P&C Association	2019 Jindalee State School P&C Movie Night	\$2250.00
Kiwanis Club of Brisbane Inc.	Jindalee Swimathon	\$499.89
Kiwanis Club of Brisbane Inc.	Purchase of two marquees	\$2678.29
Kiwanis Club of Brisbane Inc.	Movies in the Park	\$5267.90
National Servicemen's Association of Australia (Queensland) Inc.	National Servicemen's Day 2019	\$1500.00
Normanby-Centenary Junior Rugby League Football Club Inc.	2018 Presentation Day	\$477.75
Oxley Bowls Club Inc.	Ride hire for Australia Day celebrations	\$1000.00
Rocks Community Garden Inc.	Purchase of art supplies for botanical art workshops	\$2200.00
Rotary Club of Brisbane Centenary	Timing mechanism hire for The Rotary Fun Run	\$5000.00
St Catherine's Anglican Church	Installation of safety railings for ramp access to Garden of Memories	\$734.00
St Vincent de Paul Society Queensland	Purchase and installation of a shade sail	\$1000.00
Tamil Association (Qld) Inc.	Sports carnival	\$750.00



Organisation	Project	Amount approved
The McLeod Country Golf Club	Purchase of equipment and coaching costs for the Brisbane Invitational Golf Tournament	\$1250.00
The Rotary Club of Jindalee Inc.	Australia Day Citizenship event	\$5000.00
Western Districts Baseball Club Incorporated.	Security improvements for clubhouse	\$500.00
Wolston and Centenary Catchments Inc.	Audit fees, GPS device for weed mapping, Geckoes wildlife show and catering	\$932.25
Wolston Park Centenary Cricket Club Inc.	Purchase of chairs and clothing tote bags	\$492.82
Wolston Park Golf Club Inc.	Purchase of maintenance tools and equipment	\$1544.00

MacGregor Ward		
Organisation	Project	Amount approved
Access Arts Inc.	Art exhibition	\$1500.00
Australia Shandong Association Inc.	Promotion and advertising for the Lunar New Year celebration	\$1100.00
Australia Shandong Association Inc.	Hire of SunPAC for community crime forum	\$2200.00
Brisbane Chinese Line Dance Inc.	New costumes for SunPAC Summer Fest	\$1141.80
Brisbane Chinese Line Dance Inc.	Purchase of portable speaker	\$1154.00
Brisbane Super Kings Cricket Club Inc.	Catering for 6th Annual Multicultural T20 Cup	\$500.00
Cancer Council Queensland	Brisbane Relay For Life	\$2500.00
Carers Queensland Ltd	National Carers Week 2018 high tea	\$800.00
Clairvaux MacKillop College P&F Association	2018 Battle of the Rock Bands	\$1895.00
Clairvaux MacKillop College P&F Association	2019 Battle of the Rock Bands	\$2666.00
Clairvaux Soccer Club Incorporated	Purchase of training equipment for Under Fives Squirts program	\$1900.00
ESA International Beta Omicron Branch Sunnybank Inc.	Australia's Biggest Morning Tea and fashion parade event	\$671.00
Friends of Australasian Youth Association Inc.	Newspaper advertising, lighting hire, flowers and certificate printing for International Vocal Open competition	\$1000.00
Wishart Outlook Neighbourhood Watch	Carols by Candlelight	\$1842.50
Lions Club of Brisbane MacGregor Inc.	Art Extravaganza Cocktail and Awards evening	\$376.30
Lions Club of Brisbane MacGregor Inc.	Printing of advertising flyers for Seniors Health and Wellbeing Expo	\$1000.00
Lions Club of Brisbane MacGregor Inc.	Citizenship Ceremony	\$454.55
Lions Club of Brisbane MacGregor Inc.	Art Extravaganza	\$1382.00
MacGregor Netball Association Inc.	Purchase of a defibrillator	\$2000.00
MacGregor State School P&C Association	Hire of sound and stage equipment for Mayfest 2019	\$4000.00
MacGregor Ward Office	SunPAC Summerfest	\$1482.18
Mt Gravatt Bowls Club Inc.	Catering for Ladies six-a-side competition	\$1000.00
Mt Gravatt Environment Group	Printing of Pollinator Link flyers	\$1425.45
Multicap Limited	Carols@Multicap	\$1920.00

Organisation	Project	Amount approved
Mt Gravatt Hawks Soccer Club Inc.	Ride hire for end of season club day	\$1500.00
Our Lady of Lourdes School – Sunnybank	Volunteers morning tea	\$580.45
Phoenix Netball Club	Purchase of barbecue supplies for sausage sizzle fundraiser	\$909.95
Punjabi Welfare Association of Australia Inc.	Chair covers for Christmas in July	\$900.00
Queensland Chinese Communities Inc.	Cultural and fun day for seniors	\$2197.80
Queensland Chinese Co-operation and Friendship Association Inc.	2018 LESI Multicultural Children's Charity Concert	\$861.45
Queensland Chinese Forum Inc.	2019 Chinese New Year celebration	\$1654.00
Queensland Chinese Photographic Society Inc.	Purchase of projector	\$1500.00
Queensland Chinese United Council	Multicultural festival	\$3300.00
Queensland Netball Association Brisbane South Branch Inc.	Catering for awards presentation and luncheon	\$1500.00
Queensland Police-Citizens Youth Welfare Association – PCYC Mt Gravatt	Future Elders Forum and leadership development	\$600.00
Queensland Police-Citizens Youth Welfare Association – PCYC Mt Gravatt	Hire of a climbing wall for Youth Week 2019	\$1000.00
Soroptimist International of Brisbane South Inc.	Christmas break-up lunch	\$275.00
St Catherine's P&F Association	Father's Day Breakfast	\$1650.00
Sunnybank RSL Sub Branch	Catering for fundraising dinner	\$500.00
Swara Mohini Inc.	Purchase of amp, cables and accessories for community concerts	\$781.00
The Ausoriental Inc.	Ticket printing for Australia and China Cultural Exchange Concert	\$550.00
The Federation of Indian Communities of Queensland Inc.	Australia-India Day celebration 2019	\$1500.00
The Filipino Australian Foundation of Qld Inc.	Annual fundraising dinner	\$1980.00
The Happy Seniors Club of Brisbane	Catering for celebration of golden and diamond wedding anniversaries	\$1000.00
The Lions Club of Brisbane Chinese Inc.	Autumn Family Fun Day	\$3278.00
The Rotary Club of Wishart Inc.	Purchase of outdoor audio equipment	\$1317.80
The Rotary Club of Wishart Inc.	Citizenship Ceremony	\$2530.00
Upper Mt Gravatt Neighbourhood Watch Number 1	Coffee with a Cop and Neighbourhood Watch	\$330.00
Upper Mt Gravatt State School P&C Association	Hire of a movie package for Community Movie Night	\$2629.00
Upper Mt Gravatt Kindergarten	Family Fun Day	\$1035.00
Upper Mt Gravatt Kindergarten Association Inc.	Family Fun Day	\$1000.00
Wishart State School P&C Association	Hire of Ran Tan Bush Band for Bush Dance	\$620.00
World Arts & Multi-Culture Inc.	2018 Moon Festival Gala Dinner	\$650.00
World Arts & Multi-Culture Inc.	Citizenship ceremony	\$946.00

Marchant Ward		
Organisation	Project	Amount approved
All Saints Anglican Church Chermside	Purchase of food items for soup kitchen and food pantry	\$1000.00
Aspley Art Group Inc.	Venue hire for Art Show	\$770.00
Brisbane Malayalee Association	Light and sound hire for Onam-cultural celebrations	\$2000.00
Brisbane Malayalee Association	Multicultural Taste of the World Festival	\$5000.00
Craigslea State Primary School P&C	Printing of 2018 Year 6 Community Book	\$800.00
Fortitude Valley Rugby League Football Club Inc.	Valleys Diehards Champagne High Tea fundraiser	\$800.00
Gibson Park Committee Inc.	Installation of eSwitch Sports Lighting Controller	\$2500.00
Geebung, Zillmere, Bald Hills, Aspley RSL Sub Branch	Repairs to Memorial Forecourt	\$2500.00
Grange Bowls and Community Club Inc.	Installation of community notices screen	\$778.00
Help Enterprises Limited	Purchase of a laptop	\$1315.45
Kurbingui Youth Development Ltd	Tickets for Elders to attend Brisbane Northside Elders Annual Gala	\$545.45
Marchant Park Kindergarten Association Inc.	Family Fun Day	\$714.25
Marchant Park Kindergarten Association Inc.	Purchase of laptop	\$725.09
Marchant Ward Office	Purchase of hampers for community organisations, July 2018	\$454.55
Marchant Ward Office	Purchase of hampers for community organisations, October 2018	\$909.10
Marchant Ward Office	Purchase of small Christmas cakes for Marchant Seniors Christmas Parties	\$1800.00
Marchant Ward Office	Entertainment for Marchant Seniors Christmas Parties	\$1925.00
Marchant Ward Office	Purchase of Lions Christmas Cakes for community organisations	\$400.00
Marchant Ward Office	Seniors Christmas Morning Tea, December 2018	\$545.45
Marchant Ward Office	Catering for Marchant Seniors Christmas Parties	\$1536.36
Marchant Ward Office	Singers for Seniors Morning Tea, December 2018	\$900.00
Marchant Ward Office	Sausage sizzle at dog off-leash event	\$500.00
Marchant Ward Office	Silicone dog folding bowls for dog off-leash event	\$852.00
Marchant Ward Office	Dog waste bag dispensers for dog off-leash event	\$768.00
Marchant Ward Office	Purchase of marquee for Geebung RSL	\$1989.29
Marchant Ward Office	Animal farm and ponies at Marchant May Fair 2019	\$1181.82
Marchant Ward Office	Aboriginal dancers at Marchant May Fair 2019	\$1500.00
Marchant Ward Office	Entertainment at Marchant May Fair 2019	\$6110.00
Marchant Ward Office	Toilet hire for Marchant May Fair 2019	\$801.84
Marchant Ward Office	Aussie Aussie Aussie Entertainment for Marchant May Fair 2019	\$1200.00
Marchant Ward Office	Movie in the Park, Marchant May Fair 2019	\$2390.00
Marchant Ward Office	Flyer distribution for Marchant May Fair 2019	\$421.30



Organisation	Project	Amount approved
Marchant Ward Office	Printing of flyers and corflutes for Marchant May Fair 2019	\$901.45
Marchant Ward Office	Purchase of popcorn and fairy floss machine for Somerset Hill State School P&C	\$2935.00
Marchant Ward Office	Funding and facilitation of Grange Thistle Soccer Club's Girls Secondary Schools Cup	\$2000.00
Marchant Ward Office	Support for Aspley Little Athletics Lighting project	\$1200.00
Multicap Limited	Kids Be You Christmas Holiday program 2019	\$1000.00
Napoleons Cricket Club Inc.	Multicultural softball tournament	\$500.00
Queensland Chinese Communities Inc.	2019 Chinese Lunar New Year celebrations	\$1500.00
Samaritans Group Kedron	Volunteer Christmas Break Up Party	\$770.00
Scripture Union Queensland	Building Hope Chaplaincy Dinner	\$1500.00
St Alphonsa Catholic Community Inc.	Equipment hire for Darshanam 2018 Multicultural Festival	\$1500.00
St Anthony's School P&F Association Inc.	Community Bush Dance	\$940.00
St Clements on the Hill Anglican Church Stafford	First aid training and woodworking classes for Stafford Men's Shed	\$2110.00
St Dympnas School P&F Association	Hire of rides for fair	\$2500.00
St Kevin's P&F Association	Hire of amusement rides, animal farm and a portable ATM for Mayfair	\$2000.00
Stafford Garden Club Inc.	Friendship Day event	\$660.00
The Samaritans Kedron Parish	Purchase of defibrillator	\$1850.60
Wilston Grange Kindergarten and Preschool Association Inc.	Architectural plans for kindergarten entrance	\$3000.00
Wilston-Grange Australian Football Club Inc.	Terraced seating for Hickey Park	\$2500.00

McDowall Ward		
Organisation	Project	Amount approved
Aspley Art Group Inc.	Art Show	\$847.00
Aspley State School P&C Association	Twilight Pop Up Garage Sale and Movie Night	\$1325.00
Australian Karen Organisation (Qld Branch)	Karen New Year celebration	\$1450.00
Bengali Society Of Queensland	Stage hire for Durga Puja festival	\$1650.00
Bridgeman Baptist Community Church	Shift Youth Festival 2018	\$4000.00
Bridgeman Baptist Community Church	Advertising and stage hire for Christmas Lights event	\$4000.00
Brisbane Brass Music Association Inc.	Installation of solar panels	\$5000.60
Brisbane Malayalee Association Inc.	Multicultural Taste of the World Festival 2019	\$1650.00
Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	Entertainment for Christmas Festival	\$4000.00
Everton Districts Cricket Club Inc.	Replacement of park seating and tables	\$3500.00
Everton Park Bowls and Community Club Inc.	Renovation and rejuvenation of bowling green grass	\$2000.00
Everton Park Kindergarten Association Inc.	Open Day	\$1149.00

Organisation	Project	Amount approved
Everton Park Primary P&C Association	Good Vibes Festival	\$3259.66
Everton Park Primary P&C Association	Barbecue for McDowall Ward Community Movie Night	\$660.00
Everton Park Primary P&C Association	Purchase of timing system for swim club	\$6492.37
Everton Park Scout Group Committee	Purchase new signage	\$693.00
Lions Club of Brisbane Bunya Inc.	Walk for an Aussie Kid	\$825.00
Lions Club of Brisbane Bunya Inc.	Catering for Bush Neighbour program May 2019	\$440.00
McDowall State School P&C Association	Hire of portable stage for Carols by Glowstick	\$1870.00
McDowall Ward Office	Movie in the Park, Streisand Drive Park, December 2018	\$2660.00
McDowall Ward Office	Cancellation fee for rained out Movie in the Park, February 2019	\$470.00
McDowall Ward Office	Movie in the Park, Bangalow Street Park, May 2019	\$2660.00
McDowall Ward Office	Movie in the Park, Streisand Drive Park, November 2019	\$2390.00
McDowall Ward Office	Movie in the Park, Bangalow Street Park, February 2020	\$2390.00
Neighbourhood Watch Albany Creek No 6	Sausage sizzle for Council Movie in the Park	\$330.00
Nexus Church	Christmas Community Festival	\$1363.64
Northern Suburbs Pony Club Inc.	Fencing Cross Country Stage 3	\$2377.10
Northside Christian Football Club Inc.	Purchase of defibrillator	\$3970.67
Our Lady of the Rosary Guild	Christmas function	\$330.00
Queensland Art Collective Association Inc.	Art Show	\$847.00
Queensland Chinese Communities Inc.	Be Active, Eat Well and Stay Healthy campaign	\$1100.00
Ridley Road Community Men's Shed	Christmas Party	\$300.00
Scripture Union Queensland	Fundraising dinner	\$500.00
St Vincent de Paul Society Queensland	Vinnies Spring Vibes at Everton Park Bowls Club	\$500.00
Stafford and District Meals On Wheels	Purchase and installation of CCTV cameras	\$1755.00
Stafford Heights Kindergarten Association Inc.	Purchase of two native beehives	\$1000.00
Stafford Heights Neighbourhood Watch	Purchase of identification banners	\$440.00
Stafford Heights Neighbourhood Watch	Purchase of marquee	\$891.36
Stafford Heights Neighbourhood Watch	Sign writing and branding on marquee	\$413.60
Stafford Scouts Group	External doors replacement	\$3500.00

Moorooka Ward		
Organisation	Project	Amount approved
Acacia Ridge Community Support Inc.	Community Christmas celebrations	\$1000.00
Acacia Ridge Community Support Inc.	Musical and performance sessions during Harmony Week 2019	\$1500.00

Organisation	Project	Amount approved
Acacia Ridge Football Club Inc.	Soil testing for future training lights	\$700.00
Acacia Ridge Meals on Wheels	Volunteers Christmas lunch	\$250.00
Acacia Ridge Presbyterian Church	Community Christmas Carols	\$250.00
Acacia Ridge State School P&C Association	Community Christmas celebration	\$1000.00
AEIOU Foundation	Purchase of tandem trike set for Nathan Centre	\$599.98
Afghan Students' Association	Social sport program	\$1120.00
Annerley-Stephens History Group Inc.	Improvements of current computer database	\$1100.00
Arya Pratinidhi Sabha of Queensland Inc. – Brisbane	Catering and food for Diwali celebrations 2018	\$500.00
Australian International Islamic College P&C Committee	Annual fete 2018	\$1000.00
Brisbane Christian College P&F	Stage and sound equipment hire for Spring Festival	\$1000.00
Brisbane Oxley/Sherwood Lions Club Inc.	Children of Courage awards	\$275.00
Brothers St Brendan's Rugby League Football Club Inc.	Fireworks for Trophy Day	\$1000.00
Chrome Street Fiesta Inc.	Printing and delivery of flyers, stage, lighting, sound effects and road and traffic management for Chrome Street Fiesta 2019	\$8000.00
Damini Women's Association of Qld Inc.	International Women's Day 2019	\$500.00
Durack Inala Bowls Club Inc.	Farmers fundraiser	\$250.00
Food Connect Foundation Limited	Purchase of chairs	\$2000.00
Hope Brisbane Christian Church Inc.	Jumping castle hire for Christmas 4 Kids event	\$270.00
Inala Community House	Pothole maintenance within centre	\$250.00
Joining the Dots International	Welcome Dinner project – Community Connection	\$500.00
Koala Park Community Garden	Purchase of weld mesh shadehouse	\$1440.00
Kyabra Community Association Inc.	Murri Kids in the Park	\$1000.00
Kyabra Community Association Inc.	Murri Kids in the Park	\$400.00
Moorooka District Community Choir	Purchase of electric keyboard, promotional material and venue and choir leader hire	\$700.00
Moorooka State School P&C Association	Stage hire and sound operator for Harmony Fete 2018	\$1000.00
Moorooka State School P&C Association	Printing of 2018 Moorooka Community Movie Night flyer	\$1194.00
Moorooka State School P&C Association	Community barbecue after Clean Up Australia Day 2019	\$250.00
Moorooka Ward Office	Purchase of marquee	\$566.74
Moorooka Ward Office	Craft supplies for Forest Place Residents Club	\$250.00
Moorooka Ward Office	Community Book Shop sign	\$309.09
Moorooka Ward Office	Salisbury Community Movie, February 2019	\$3090.00
Moorooka Ward Office	Beautification of Energex Cabinet	\$1130.00
Moorooka Ward Office	Oxley Community Movie, March 2019	\$2540.00
Moorooka Ward Office	Catering for St John's Oxley Men's Shed Neighbour Day	\$250.00
Moorooka Ward Office	Acacia Ridge State School Active School Travel Breakfast	\$300.00



	Project	Amount approved
Moorooka Ward Office	Toohey Forest Community Koala Survey and Wildlife Workshop BBQ	\$250.00
Moorooka Ward Office	Active School Travel Breakfast/s for St Pius X School	\$300.00
Moorooka Ward Office	Moorooka Community Movie, 29 February 2019	\$2700.00
Neighbourhood Watch Mt Ommaney No 13	Catering for sausage sizzle for Neighbour Day	\$275.00
Omega International Church	Carols in the carpark	\$5000.00
Our Lady Of Fatima School P&F Association	Christmas community fireworks	\$1000.00
Oxley and District Garden Club Inc.	Christmas lunch	\$250.00
Oxley Bowls Club Inc.	Australia Day celebrations	\$5000.00
Oxley State School P&C Association	City Meets Country Fete 2019	\$1000.00
Pallara State School P&C Association	Trivia Night fundraiser	\$1000.00
PresCare	Purchase of equipment for PresCare Day Therapy Centre	\$500.00
Queensland Living History Federation Inc.	Billboard advertising for History Alive: A Journey Through Time	\$500.00
Returned & Services League of Australia (Qld Branch) South Eastern District Ltd	Printing and publication of Anzac Day historical booklet	\$250.00
Rikki Bailey Park Bushcare Group	Catering for local knowledge events	\$250.00
Salisbury Bowls Club Inc.	Purchase of defibrillator	\$2500.00
Salisbury State School P&C Association	Purchase of heaters for Salisbury Scorpions Swim Club	\$1000.00
Salisbury RSL Sub Branch Inc.	Maintenance and beautification of Memorial Park	\$2015.00
Salisbury Scout Group	Salisbury Community Movie in the Park – Russ Hall Park, Salisbury, February 2019	\$1250.00
Share Shed Inc.	Strategic Planning Day	\$500.00
South Community Hub Inc.	Equipment hire for Moorooka Saturday Markets	\$1000.00
Southside Community Craft Circle	Purchase of craft supplies	\$250.00
St Brendan's Moorooka P&F Association	2018 Fete	\$1000.00
St David's Neighbourhood Centre	Autumn Fest	\$750.00
St Pius X Primary School P&F Association	Movie and Trivia nights	\$1000.00
St Pius X Primary School P&F Association	Ride hire for Fete 2019	\$1000.00
The Creche and Kindergarten Association Limited	C&K Salisbury Family Fun Day 2018	\$480.00
The Creche and Kindergarten Association Limited	C&K Acacia Ridge Family Fun Day and 50th Anniversary celebration	\$416.10
The Creche and Kindergarten Association Limited	C&K Moorooka Community Kindergarten's Art and Music Festival	\$400.00
The Lions Club of Brisbane Moorooka Inc.	Moorooka Family Fun Day 2018	\$2500.00
The Ridge YMCA	Community Movie Night	\$900.00
The Rotary Club of Archerfield Inc.	Citizenship Morning Tea	\$500.00
The Scorpions Soccer Club Inc.	Children's disco for Scorpions break-up party 2018	\$400.00
Toastmasters International – District 69 – Eastern Division	Catering for Toastmasters D69 Area 26 Conference	\$260.00
Uniting Church Oxley Darra Parish	Oxley Community Carols	\$1118.18

Morningside Ward		
Organisation	Project	Amount approved
Amayda Nfp Inc.	Anti-bullying programs	\$1500.00
Beelarong Community Farm Association Inc.	Catering for Sunday Afternoon at the Farm	\$550.00
Bulimba Community Events Inc.	Hocus Pocus in the Park	\$5000.00
Bulimba Memorial Bowls and Community Club Inc.	Patron Day Bowls	\$250.00
Bulimba Primary P&C Association	Hire of dance floor for Trivia Night	\$500.00
Bulimba District RSL Sub Branch Inc.	Anzac Parade	\$1100.00
Bulimba Senior Citizens and Community Centre	Website design and development	\$550.00
Bulimba Uniting Church	Lighting of the Christmas tree	\$1000.00
Bulimba Uniting Church	Cooking classes	\$250.00
Bulimba Women's Hockey Club	Purchase of face masks and junior helmets for girls	\$1133.00
Camp Hill Community and Sporting Club Inc.	River Fire celebration	\$1000.00
Camp Hill State Infant and Primary School P&C Association	Stage hire for Camp Hill Fair 2018	\$1363.63
Cannon Hill Kindergarten and Community Preschool Association Inc.	Purchase of catering supplies for sausage sizzle fundraiser	\$250.00
Cannon Hill Primary P&C Association	Purchase of books and materials for anti-bullying seminars	\$1000.00
Care Kits for Kids Qld	High tea fundraiser	\$500.00
Coorparoo Cricket Club	Inaugural women's cricket match	\$275.00
Dragons Abreast Brisbane Inc.	National Paddle Come and Try Day	\$1000.00
Easts Rugby Union Inc.	Junior Presentation Day	\$1000.00
Faith Works	Christmas Carols Under the Stars	\$795.00
Fishability Qld Inc.	Community fish-off at Bulimba Riverside Park	\$1500.00
Lourdes Hill College P&F Association	Purchase of eskies and drink coolers for community events	\$1000.00
Merthyr Bowls Club	Bowl for Mobility event	\$990.00
Morningside Australian Football Club Limited	Purchase of Indigenous-designed football jumpers for Indigenous and Inclusion Game Day	\$1000.00
Morningside Australian Football Club Limited	Respect Community Fun Day	\$250.00
Morningside Neighbourhood Watch Group	Picnic in the Park	\$579.99
Morningside School of Arts Inc.	Purchase of vacuum cleaner	\$550.00
Morningside Scout Group	Purchase of marquee	\$1650.00
Morningside State School P&C Association	Fangtastic Fete 2018	\$2000.00
Morningside Ward Office	Photography at Skate Park Opening	\$250.00
Morningside Ward Office	Free Community CPR Sessions, July 2018	\$2305.17
Morningside Ward Office	Bulimba Movies in the Park, September 2018	\$1669.32
Morningside Ward Office	Photography at Morningside Festival	\$300.00
Morningside Ward Office	Seniors Lunch, August 2018	\$1514.52

Organisation	Project	Amount approved
Morningside Ward Office	Pop-up Play in the Park	\$2566.35
Morningside Ward Office	Free community CPR Sessions, September 2018	\$1895.00
Morningside Ward Office	Stop Domestic Violence Walk	\$1497.01
Morningside Ward Office	Movies in the Park, Perth Street Park, November 2018	\$4777.00
Morningside Ward Office	Belmont Tramway signage	\$1639.71
Morningside Ward Office	Magic show	\$1594.55
Morningside Ward Office	Princess and Pirates Day	\$3869.57
Morningside Ward Office	Hawthorne Movies in the Park, January 2019	\$3690.00
Morningside Ward Office	Movies in the Park, Perth Street Park, March 2019	\$4014.90
Morningside Ward Office	Seniors Lunch, May 2019	\$1270.81
Morningside Ward Office	Environmental Talk, May 2019	\$790.38
New Heart Baptist Church	New Heart Balmoral Turns Five	\$320.00
Norman Park Playgroup	Christmas and Graduation Party	\$352.00
Norman Park State School P&C Association	Bush Dance	\$350.00
Parish of Sts Peter and Paul	Christmas Carols	\$1000.00
Returned & Services League of Australia (Qld Branch) National Servicemen's Sub Branch Inc.	Remembrance Day Dinner	\$873.00
Riverside Rebels Rugby Union Club	Marquee hire for 2018 Ladies Day Fundraiser	\$500.00
Scripture Union Camp Hill State Infants and Primary School Local Chaplaincy Committee	Sound and lighting equipment hire for community Christmas Carols	\$1000.00
Southside Artists Inc.	Purchase of equipment for Multicultural Art Festival	\$1496.00
Southside Artists Inc.	Paints and brushes for Bulimba Memorial Park pole painting	\$550.00
Southside Eagles Soccer Club Inc.	Purchase of training balls for junior football development	\$1000.00
Southside Pony Club Inc.	Fencing repairs	\$500.00
Sts Peter and Paul's Fete Committee	Biennial Fete	\$1000.00
Support for Jarvis Association Inc.	Trivia Night fundraiser	\$880.00
The MND and Me Foundation Limited	Family Fun Fair	\$1000.00
The Queensland Sporting Club Inc.	Purchase of outdoor furniture	\$500.00
The Sunlight Centre NFP Ltd	Purchase of barbecue supplies for the Cannon Hill Music and Family Day	\$1100.00
Tugulawa Early Education Inc.	A Magical Evening of Family Fun	\$300.00

Northgate Ward		
Organisation	Project	Amount approved
Banyo District Community Group Inc.	Banyo Carols in the Park 2018	\$1100.00
Banyo District Community Group Inc.	Banyo Queensland Day celebrations and Citizenship Ceremony 2019	\$1045.00
Banyo Kindergarten Association Inc.	Upgrade of signage	\$1600.00



Organisation	Project	Amount approved
Banyo RSL Sub Branch Inc.	Anzac Day 2019	\$2022.00
Brisbane Cantonese Christian Church	Food, catering, cooking equipment and decorations for Kedron Community Carols.	\$700.00
Brisbane Malayalee Association	Movie hire for Movie in the Park, Boyd Park, Nundah, August 2018	\$1000.00
Brisbane North Fever Netball Club	Purchase of sporting equipment	\$593.74
Burnie Brae Ltd	Marketing for Positive Ageing Journey Exhibition 2019	\$2000.00
Community Living Association Inc.	Props and costume materials for All Aboard	\$1000.00
Cystic Fibrosis Queensland Limited	Purchase of Christmas hampers for the volunteers at Nundah Cystic Fibrosis Queensland Bookshop	\$850.00
Earnshaw State College P&C Association	Purchase of equipment for community swimming club	\$324.46
Earnshaw State College P&C Association	2019 Halloween Festival and Fireworks	\$2938.20
Hendra Pony Club Inc.	Formal Gymkhana to celebrate 60th Anniversary	\$1097.80
Hendra Pony Club Inc.	Contribution to a three-bay garage	\$2150.00
Mayne Junior Australian Football Club	Family Fun Day 2018	\$970.00
Mayne Junior Australian Football Club	Purchase of sporting equipment and a freezer	\$2985.93
Mummy's Wish Inc.	Giving Day Fundraising event	\$766.00
North Brisbane Rugby Union Club Inc.	Repair of Hugh Courtney Oval	\$3000.00
North-East Baptist Church	Community Christmas Carols	\$1700.00
Northern Districts Horticultural Society Inc.	23rd Annual Open Horticultural Show	\$875.05
Northern Suburbs Bowls Club Inc.	Purchase of pot plants to beautify grounds	\$500.00
Northern Suburbs Bowls Club Inc.	Painting of clubhouse	\$3976.00
Northern Suburbs District Cricket Club	Battle of Buckland – Nundah Cricket Showcase	\$3500.00
Northgate East Neighbourhood Watch Hendra 21	Family Fun Day	\$1881.00
Northgate Low Vision Support Group Nundah	Monthly Bus Trips in Northgate Ward	\$660.00
Northgate Ward Office	Nundah Festival Fireworks and Movie in the Park, September 2018	\$4367.27
Nudgee Meals on Wheels Inc.	Queensland Day sausage sizzle fundraiser	\$700.00
Nundah Northgate RSL Sub Branch Inc.	PA system hire for Battle of Milne Bay Memorial Service	\$256.40
Nundah Northgate RSL Sub Branch Inc.	PA system hire and operator for Remembrance Day 2018	\$450.00
Nundah Northgate RSL Sub Branch Inc.	Sound system and chair hire for Anzac Day Services	\$2202.55
Nundah Now Inc.	Nundah Film Festival	\$2922.00
Nundah State School P&C Association	2019 Spring Fair	\$4850.00
Nundah-Northgate Scout Group	Catering for Northgate Ward Movie in the Park, Boyd Park, Nundah, September 2018	\$2500.00
Seikukan Karate Club Wavell Heights Brisbane Inc.	John Halpin Memorial Tournament	\$1016.60
St Alphonsa Catholic Community Inc.	Fireworks display for Darshanam 2018 Multicultural Festival	\$2200.00
St Oswald's Anglican Church	Annual community Fete 2018	\$698.00
The Creche and Kindergarten Association Limited	Installation of shed and shelves at Banyo Station Child Care Centre	\$1477.00

Organisation	Project	Amount approved
The Wavell Slimmers Club	Purchase of toiletries for people in need	\$275.00
Toombul Bowls Club Inc.	Farmyard animals and children's activities for the Australia Day Community Breakfast	\$910.00
Toombul Croquet Club Inc.	Top dressing for courts	\$700.00
Toombul District Cricket Club	Seniors net upgrade	\$3000.00
Virginia Golf Club	Amenity improvements	\$3000.00
Virginia United Football Club Inc.	Installation of an eSwitch	\$3000.00
Wavell Heights Kindergarten Association Inc.	Family Fun Day	\$690.00
Wavell Heights State School P&C Association	Community Arts Evening	\$550.00

Paddington Ward		
Organisation	Project	Amount approved
Bardon Community Kindy Inc.	Bardon Kindy Fair	\$500.00
Brisbane City Sounds Chorus Inc.	A Capella Christmas Concert	\$500.00
Brisbane Multiple Birth Association Westside Inc.	Community Christmas event	\$500.00
Brisbane West Senior Citizens Centre	Catwalk hire for Africa in Paddington event	\$550.00
Brisbane West Senior Citizens Centre	Paddington Christmas Fair 2018	\$850.00
Community Queensland Ltd	Free yoga classes for supporters of Asylum Circle program	\$942.50
Friends of Toowong Cemetery Association Inc.	The 22nd International Tartan Day	\$1425.00
Iranian Society of Queensland	Union via Colours, children's painting competition	\$500.00
Iranian Society of Queensland	Yalda Meets Christmas	\$250.00
Milton State School P&C Association	Carols by Candlelight	\$500.00
Milton State School P&C Association	Ride and amusement hire for Fair on the Green	\$3000.00
Montessori Children's House Limited	Replacement of turf	\$1000.00
Paddington 4064 Ltd	Lights of Paddington	\$2500.00
Paddington 4064 Ltd	Advertising for Paddington Christmas Fair	\$394.90
Paddington Ward Office	Rainbow Carnival	\$508.18
Paddington Ward Office	Fair on the Green	\$3595.91
Paddington Ward Office	Christmas Extravaganza, November 2018	\$7590.18
Paddington Ward Office	Movie in the Park, Frew Park, Milton, November 2018	\$4179.81
Paddington Ward Office	Paddington Christmas Fair, November 2018	\$1282.30
Paddington Ward Office	Bardon Christmas Carols	\$2614.49
Paddington Ward Office	Movie in the Park, Gregory Park, March 2019 and Jubilee Park, April 2019	\$9411.87
Paddington Ward Office	Movie in the Park, EE McCaskie Park, April 2019	\$4019.29
Petrie Terrace State School P&C Association	150th Anniversary celebration	\$2000.00
PTS Foundation Limited	Printing and distribution of flyers for Post Traumatic Stress Awareness Day	\$1563.40

Organisation	Project	Amount approved
St Vincent de Paul Society Queensland	125th Anniversary event	\$1000.00
The Lions Club of Brisbane Bardon Inc.	Venue hire for Christmas in July	\$2500.00
The Rotary Club of Paddington Inc.	Australia Day Citizenship ceremony	\$2002.00
The Rotary Club of Paddington Inc.	Toowong Hands and Hearts Fair	\$2080.00
Toowong State School P&C Association	Toowong Hands and Hearts Fair	\$3286.60
Toowong RSL Sub Branch Inc.	Remembrance Day and the Centenary of Armistice event	\$4879.44
Toowong RSL Sub Branch Inc.	Printing and delivery of brochures for Anzac Day 2019 Memorial Service	\$5073.82
Village Church Kelvin Grove (Mitchelton Presbyterian Church)	Kelvin Grove Community Carols and Christmas Markets	\$2000.00
Village Mosaix (Mitchelton Presbyterian Church)	Open House Community Meals	\$500.00
Wavell Heights Kindergarten Association Inc.	Installation of awning	\$1000.00
Western Districts Youth Club	2018 Celebration Carnival and Awards Presentation	\$500.00

#### Pullenvale Ward

Organisation	Project	Amount approved
Australian Red Cross Western Suburbs Branch	Printing and binding of recipe books for fundraising	\$250.00
Bellbowrie Neighbourhood Watch	Installation of solar lighting on Bellbowrie Police Beat Sign, high-visibility vests and A4 perspex flyer holders	\$920.80
Floral Art Society of Queensland Inc.	Mt Coot-tha Auditorium hire for Floral Arts Charity Show	\$466.00
Kenmore and District Historical Society Inc.	Book publication and library display	\$1164.70
Kenmore Districts Rugby Club Inc.	Purchase and installation of an external three-phase power socket	\$2806.67
Kenmore Park Preschool and Kindergarten Association Inc.	50th Anniversary Family Fun Day	\$1218.18
Kenmore Presbyterian Church	Kids Club and Community Carols	\$500.00
Moggill Creek Catchment Management Group Inc.	Kids Day at the Cottage 2019	\$900.00
Moggill Historical Society Inc.	Restoration of Moggill Cemetery monuments	\$888.00
Moggill Pony Club	Upgrade of equipment	\$3400.00
Mt Crosby Playgroup	Family Fun Day	\$800.00
Pullenvale Progress Association Inc.	4069 Business Expo	\$350.00
Pullenvale Progress Association Inc.	Dance floor, portable PA system, generator and cold room hire for Pullenvale on a Platter	\$1620.00
Pullenvale Ward Office	Charter bus service for Pullen Vale Folk Festival 2018	\$7942.51
Pullenvale Ward Office	Promotion, event music curation and volunteer management for Pullen Vale Folk Festival 2018	\$8084.00
Pullenvale Ward Office	Musicians, audio production and toilet hire for Pullen Vale Folk Festival 2018	\$4477.32
Pullenvale Ward Office	Toilet hire for Hack Day, Moggill Pony Club	\$295.47



Organisation	Project	Amount approved
Pullenvale Ward Office	Movie in the Park, Akuna Oval, October 2018	\$835.56
Pullenvale Ward Office	Halloween Family Movie, Kenmore Village Shopping Centre	\$4069.20
Pullenvale Ward Office	Stage and audio equipment hire for community Christmas Carols	\$7772.26
Pullenvale Ward Office	Entertainment at community Christmas Carols	\$6386.42
Pullenvale Ward Office	Geckoes Wildlife at Australia Day Citizenship Ceremony	\$340.91
Pullenvale Ward Office	Musicians, video and still photos for the Pullen Vale Folk Festival 2019	\$5895.00
Pullenvale Ward Office	Music curation for the Pullen Vale Folk Festival 2019	\$7000.00
Pullenvale Ward Office	Purchase of three camping chairs, medic esky and gloves for the Pullen Vale Folk Festival 2019	\$267.20
Rotary Club of Kenmore Inc.	50th Anniversary celebrations	\$1560.00
Rotary Club of Kenmore Inc.	Australia Day Citizenship Ceremony	\$463.00
Society for Sculptors Queensland Inc.	Brisbane Sculpture Festival	\$250.00
University of Queensland Football Club (UQFC) Inc.	Fireworks display for Junior Club Presentation Day	\$1000.00
Viva La Musica	Music curator for Community Christmas Carols	\$3000.00

Runcorn Ward		
Organisation	Project	Amount approved
Australia Queensland Shandong Association	Lunar New Year celebration	\$600.00
Australia Queensland Shandong Association	SunPAC venue hire for Crime Forum	\$1055.00
Australian Red Cross Society	Hands on Care	\$250.00
Cazna Gardens Retirement Village	Cazna Show days	\$1430.00
Northwestern Chinese Association of Queensland Inc.	2018 Christmas event	\$1000.00
Northwestern Chinese Association of Queensland Inc.	Printing material and launch event of Safety Talk short video series	\$700.00
OzHarvest Ltd	Purchase of scales for community groups	\$1240.00
Queensland Asian Business Weekly	2019 Sing China (Brisbane region)	\$3000.00
Queensland Chinese Communities Inc.	Mother's Day celebration	\$1595.00
Queensland Chinese Philharmonic Choir Inc.	Hall hire for practices	\$500.00
Runcorn Christian Church	Community celebration barbecue	\$700.00
Runcorn Heights Primary P&C Association	Community Christmas concert, barbecue and cake stall	\$500.00
Runcorn Horse and Pony Club Inc.	End-of-year Break-up and Trophy Presentation	\$1320.00
Runcorn Primary P&C Association	Barbecue for the local community	\$350.00
Runcorn Ward Office	Runcorn Family Fun Day	\$4378.82
Runcorn Ward Office	Purchase of garden equipment	\$1125.05
Runcorn Ward Office	Movies in the Pool, October 2018	\$1363.09

Organisation	Project	Amount approved
Runcorn Ward Office	Wheelie bin speed signs	\$937.50
Runcorn Ward Office	Australians of Indian Heritage War Memorial Fundraiser	\$550.00
Runcorn Ward Office	Printing of Runcorn History Brochure	\$1240.00
Runcorn Ward Office	Purchase of chattels within Sunnybank Bowls Club	\$3636.36
Runcorn Ward Office	Purchase of marquee for Taiwanese Women's League	\$955.00
Runcorn Ward Office	Australia Day Citizenship Ceremony	\$524.78
Runcorn Ward Office	Movies in the Park, March 2019	\$6456.72
Runcorn Ward Office	Purchase of marquee for Sunnybank Scouts	\$1485.50
Runcorn Ward Office	Purchase of marquee for Indians baseball	\$962.00
Runcorn Ward Office	Artwork for Family Fun Day	\$840.00
Runcorn Ward Office	Jumping castle hire at Easter hunt event	\$525.00
Runcorn Ward Office	Community memorial bench dedication event	\$342.91
Runcorn Ward Office	Table for fundraising dinner	\$545.45
Runcorn Ward Office	Purchase of gift cards for community groups	\$250.00
Scripture Union Queensland	Karawatha Chaplaincy Trivia Night Fundraiser	\$1800.00
Southside Community Craft Circle	Purchase of yarn to make clothes, toys, blankets and craft items for children in care	\$250.00
Sunnybank and District Pensioners Club	Venue hire and catering for Seniors Week celebration	\$350.00
Sunnybank District Baptist Church	Carols Under the Stars 2018	\$2000.00
Sunnybank District Community Men's Shed	Purchase of kitchen cupboards, sink, benchtop and fittings	\$1321.12
Sunnybank District Community Men's Shed	Purchase of wood fire pizza oven	\$1340.24
Sunnybank Hills Hurricanes Basketball Club Inc.	Purchase of uniforms	\$2000.00
Sunnybank Hills Probus Club Inc.	Purchase of computer items and audio visual equipment	\$1783.61
Sunnybank Hills State School P&C Association	Fireworks for Multifest 2018	\$2050.00
Sunnybank Parish Care and Concern	Catering for Thank You Volunteers Morning Tea	\$580.45
Sunnybank Saints Soccer Club Inc.	Purchase of tables, chairs and curtains	\$4545.00
Sunnybank Special School P&C Association	Catering for community end-of-year concert and barbecue	\$363.64
Sunnybank State School P&C Association	Fireworks Fiesta 2018	\$2000.00
Sunnybank Swimming Club Inc.	Barbecue at the Annual Transition Meet	\$1000.00
Sunnybank Uniting Church	Stage, amusements, toilet hire and flyers for Cultural Family Festival	\$3157.76
Sunpac Brisbane Pty Ltd	Hanmaum K-Pop Showcase	\$500.00
Taiwan Women's League Of Queensland (Australia) Inc.	Catering for International Women's Day and 26th Anniversary Dinner	\$2000.00
The Ausoriental Inc.	Hire of SunPAC for Australia and China Cultural Exchange Concert	\$1000.00
The Federation of Indian Communities of Queensland Inc.	Catering for Australia-India Day celebration 2019	\$1000.00
The Filipino Australian Foundation of Qld Inc.	School hall hire for One World – One Spirit Philippine Festival 2019	\$2000.00

Organisation	Project	Amount approved
The Rotary Club of Sunnybank Hills Inc.	Rotary Show and Shine Family Day	\$1000.00
UQ TAISA	Fireworks for Taiwan Festival	\$2000.00
World Arts & Multi-Culture Inc.	Venue hire for Australian Citizenship Ceremony 2018	\$300.00
World Arts & Multi-Culture Inc.	Venue hire for Australian Citizenship Ceremony 2019	\$300.00

Tennyson Ward		
Organisation	Project	Amount approved
Annerley Church of Christ	Purchase of fridge/freezer	\$1000.00
Annerley Conference of the Society of St Vincent de Paul	Food for Christmas hampers	\$990.00
Annerley-Stephens History Group Inc.	Stories of Stephens II Conference 2019	\$1100.00
Benarrawa Community Development Association Inc.	Purchase of lawn mower	\$1128.00
Brisbane Canoeing Inc.	Purchase of outboard motor	\$1000.00
Brisbane Rugby League Referees Association Inc.	Facility improvements at JF O'Grady Park	\$1000.00
Chelmer Station Community Kindergarten Inc.	Annual Lantern Parade	\$500.00
Chelmer-Graceville Kindergarten Inc.	Playground improvement project	\$1000.00
Christ the King School P&F Association	Community Fun Run	\$500.00
Christ the King School P&F Association	Ride hire for Fete 2019	\$1100.00
Community Plus Queensland Inc.	Establish office and storage area for Yeronga Community Gardens	\$1200.00
Community Plus Queensland Inc.	Yeronga Community Centre art program and morning teas	\$1250.00
Corinda Christian Kindergarten and Preschool Association Inc.	Purchase of classroom resources and equipment	\$500.00
Corinda Graceville Catholic Women's League	Catering for the luncheon to celebrate the 60th Anniversary of Annual General Meeting	\$350.00
Corinda Ladies Bowling Club	President's Gala Day	\$500.00
Corinda State High School P&C Association	Community Movie Night	\$710.00
Corinda State School P&C Association	Band hire for Spring Festival	\$550.00
Corinda State School P&C Association	Festival of Nations 2019	\$1100.00
Create Annerley	Junction Jumble Festival	\$750.00
Ethnic Broadcasting Association of Queensland Ltd	Purchase of studio equipment	\$250.00
Fairfield Christian Family	Christmas in the Park	\$2140.00
Friends of HEAL Foundation	Audio and lighting equipment for the Community Choir project	\$500.00
Friends of Oxley Creek Common Inc.	Purchase of a brush cutter and a metal A-frame sign	\$1100.00
Graceville Croquet Club Inc.	Centenary celebrations	\$1500.00
Graceville State School P&C Association	Ride hire for Fete 2018	\$1260.00



Organisation	Project	Amount approved
Guides Queensland	Purchase of gardening tools and supplies for Sherwood Support Team	\$1000.00
Junction Fest Planning Group	Junction Fest promotions and entertainment	\$750.00
Junction Fest Planning Group	Entertainment for Annerley Junction Fest	\$500.00
Junction Park State School P&C Association	Equipment hire for Fete 2019	\$825.00
Kurilpa Scout Group	Purchase of mobile barbecue	\$1000.00
Milpera State High School P&C Association	Community Breakfast Club	\$825.00
Oxley Bowls Club Inc.	Australia Day celebrations	\$1000.00
Oxley United Sporting Club Inc.	Hire of football coaches for holiday junior coaching clinic	\$1100.00
PresCare	Purchase of a banner to promote the Sherwood Respite Centre	\$1000.00
PresCare Sherwood Place	Purchase of curtains for activity room and Seniors Week activities	\$1400.00
Queensland Braille Writing Association	Jumping castle hire and sausage sizzle for the 2019 Braille House Community Fete	\$1000.00
Rainbow Families Queensland	Entertainment or ride hire for fundraising event	\$450.00
Riverside Christian Church Limited	Christmas Carols and Markets	\$1500.00
Riverside Christian Church Limited	Big Community Movie Nights	\$500.00
Sailability Graceville Inc.	Purchase and installation of an Automated External Defibrillator	\$1250.00
Sherwood 1 Neighbourhood Watch	Annual barbecue	\$605.00
Sherwood Afternoon Stamp Society Inc.	Annual Stamp Fair 2018	\$660.00
Sherwood Community Festival Association Inc.	Sherwood Community Festival	\$2500.00
Sherwood Community Festival Association Inc.	Sherwood Community Festival	\$770.00
Sherwood Community Kindergarten Inc.	Purchase of data projector	\$500.00
Sherwood Neighbourhood Centre Inc.	Purchase of gardening equipment for community garden	\$627.79
Sherwood State School P&C Association	Stage and audio equipment hire for Fete 2019	\$1000.00
Souths Rugby Union Club Inc.	Purchase of freezer	\$1000.00
Southside Community Craft Circle	Purchase of craft supplies	\$495.00
St Joseph's Catholic School Corinda P&F Association	Stage hire for 2018 Fete	\$1100.00
St Joseph's Catholic School Corinda P&F Association	Stage hire for 2019 Fete	\$1100.00
St Sebastian's Catholic Primary School P&F Association	Art and Design Showcase	\$550.00
Staverton Kindergarten	75th Anniversary Gala	\$450.00
Stephens Croquet Club Inc.	Paving of barbecue area	\$1100.00
Stephens RSL Sub Branch Inc.	Anzac Day Memorial Service 2019	\$1100.00
Tennyson Residents Association Inc.	Catering for Annual General Meeting	\$275.00
Tennyson Ward Office	Yeronga Dog Park Pawty	\$2015.49
Tennyson Ward Office	Yeronga Movie in the Park, St Sebastian's Catholic Primary School, October 2018	\$2540.00

Organisation	Project	Amount approved
Tennyson Ward Office	St Sebastian's Catholic Primary School Active School Travel City Hall presentation	\$482.72
Tennyson Ward Office	Dog Park Catch Up	\$286.36
Tennyson Ward Office	Graceville State School Active Travel Breakfast, November 2018	\$657.09
Tennyson Ward Office	Corinda Movie in the Park, November 2018	\$3160.00
Tennyson Ward Office	Fairfield Movie in the Park, January 2019	\$1710.01
Tennyson Ward Office	Oxley Australia Day Citizenship Ceremony	\$605.21
Tennyson Ward Office	Sherwood State School Active Travel Breakfast, February 2019	\$605.59
Tennyson Ward Office	Graceville State School Active Travel Breakfast, March 2019	\$418.31
Tennyson Ward Office	Purchase of litter clean-up equipment for Yeronga State School	\$454.81
Tennyson Ward Office	Seniors Afternoon Tea for residents of Corinda, Oxley and Sherwood	\$345.42
Tennyson Ward Office	Sherwood State School Active Travel Breakfast, May 2019	\$500.00
Tennyson Ward Office	Yeronga Dog Park Catch Up	\$484.09
Tennyson Ward Office	Valentine's Day Movie in the Park, Robinson Park, Fairfield, February 2020	\$3014.00
The Graceville Bowls Club Inc.	Centenary 2019 Launch Function	\$1000.00
The Half Dozen Group of Artists Inc.	Upgrade of toilet facilities and new garden bench	\$1100.00
Toastmasters Area 33	Area 33 Club Contests	\$275.00
Uniting Church Graceville	Our World ARTFEST	\$681.82
Western Districts Netball Association Inc.	Purchase of smoothie machine for canteen	\$1199.90
Yeronga Meals on Wheels Inc.	Catering for Volunteer Christmas Lunch	\$700.00
Yeronga Park Kindergarten Association Inc.	2018 Fete	\$750.00
Yeronga Primary P&C Association	Toilet hire for 2019 Fete	\$1000.00

The Gabba Ward		
Organisation	Project	Amount approved
Abhinaya Inc.	Venue hire of BEMAC for Abhinaya Festival 2019	\$1500.00
Access Arts Inc.	Arts Stall at the South Bank Christmas Markets	\$300.00
AEIOU Foundation	Let's Get Awesome for Autism – Community Fun Day	\$1200.00
Australian School of Meditation and Yoga	Catering for Shri Krishna Janmashtami Festival	\$1000.00
Backbone Youth Arts	The Grass is Dead on the Other Side theatre production	\$660.00
Barracudas Water Polo Club Inc.	Catering for end-of-season Presentation Day	\$250.00
Brisbane Jazz Club Inc.	Design, printing and distribution of promotional material for the Brisbane Vocal Jazz Festival	\$1000.00
Brisbane Tongan Community Inc.	Purchase of resources for the Tongan Language School	\$2561.50
Brisbane Tool Library Inc.	Waste reduction and community inclusion workshops	\$1500.00

Organisation	Project	Amount approved
BURN Arts Inc.	Building of a solar trailer	\$4999.99
Community Queensland Ltd	Diverse Identities Gather (DIG)	\$470.00
Community Plus Queensland Inc.	Brisbane community picnic	\$1700.00
Down Syndrome Association of Queensland Ltd	Entertainment at Step Up for Down Syndrome event	\$250.00
Fishability Qld Inc.	Boat hire for fishing excursions	\$1500.00
Friends of HEAL Foundation	Artist, accompanist and arranger fees for community choir project	\$2200.00
Gallery of Children's Art Limited	In Conversation – starting young at the Gallery of Children's Art	\$500.00
Gold Coast Art Festival Inc.	Operational improvements for Urban Paradise Gallery and Studios	\$3540.00
Green the Street	Vergefest 2019	\$1379.27
Iranian Society of Queensland	Yalda Meets Christmas	\$250.00
Iranian Society of Queensland	Catering for the International Women's Day event	\$1000.00
Iranian Society of Queensland	Workshops for the Nowruz Multicultural Festival	\$250.00
Kurilpa Futures	Revitalisation of the gardens in the People's Park, West End	\$1500.00
Murri Watch Aboriginal and Torres Strait Islander Corp	Purchase of art materials, gardening tools and plants	\$2500.00
Murri Watch Aboriginal and Torres Strait Islander Corp	Purchase of commercial washing machine and dryer	\$2550.00
Original Music Group	Photography, videography and part sound engineering for the Outmoshyama Festival	\$1000.00
Plastic Free West End	West End Boomerang Bags	\$1631.85
Queenslanders with Disability Network Limited	Changing Lives Changing Communities	\$1500.00
Rainbow Families Queensland	Administration and catering for launch	\$820.00
Rainbow Families Queensland	Fundraising event	\$363.64
Serbian Orthodox Church Community	Ride hire for Brisbane Serbian Festival	\$1650.00
Signal Flare Inc.	Barbecues for the homeless and others in need	\$3630.00
South Bank Baptist Church	Community Carols 2018	\$1200.00
South Brisbane Men's Shed Inc.	Purchase of equipment for Artisan workshop	\$1650.00
Spanish Socio-Cultural Association	Venue booking fee and catering for Spanish Festival	\$250.00
Tangara Retirement Village Residents Committee	Purchase of books for library	\$330.00
The Gabba Ward Office	Community planting day	\$1004.55
The Gabba Ward Office	Multicultural events	\$3600.00
The Gabba Ward Office	Restorative Justice workshops and forums	\$6500.00
The Gabba Ward Office	Purchase of large projector, two laptops and a lockable cabinet for Jagera Hall	\$2521.63
The Gabba Ward Office	CtrlAltDel Pop-Up Art Exhibition	\$2326.58
West End Community Association	Audio, theming and vision for West End Film Festival 2019	\$5000.00
Woolloongabba Business Association Inc.	The End of the Line Festival	\$5000.00



The Gap Ward		
Organisation	Project	Amount approved
Ashgrove Baptist Church	Christmas at Ashgrove	\$500.00
Ashgrove Citizens Anzac Day Commemoration Committee	Ashgrove Remembers 2019 Anzac Day commemoration march and service	\$3300.00
Ashgrove Golf Club	Purchase of junior golf equipment	\$1200.00
Ashgrove Golf Club	Junior golf lessons over two school terms	\$1800.00
Ashgrove Memorial Kindergarten Inc.	Replacement of shade structure	\$1000.00
Ashgrove State School P&C Association	Purchase of waste bins and sausages for outdoor movie night	\$583.00
Ashgrove State School P&C Association	Tables and chairs hire for Fete 2019	\$500.00
Ashgrove West Preschool Centre Inc.	Purchase of outdoor furniture	\$599.90
Balaangala Community Group Inc.	Purchase of materials to make a storage box	\$500.00
Bardon Bowls Club Inc.	Installation of artificial grass	\$8000.00
Bardon Community Kindy Inc.	Ride hire for fair	\$500.00
Bardon Latrobe Football Club Inc.	Water management project	\$5020.00
Bardon RSL Sub Branch Inc.	Catering for Anzac Day 2019	\$550.00
Bardon State School P&C Association	Hire of cold rooms and portable toilet for Mayfair 2019	\$652.90
Brisbane Indigenous Cricket Indigenous Corporation	Purchase of sports equipment	\$330.00
Ferny Grove and Districts Junior Australian Football Club Inc.	Purchase of defibrillator	\$2612.50
Hear and Say – Centre for Deaf Children Ltd	Hear us Raw events	\$2319.72
Hilder Road State School P&C Association	Long Table Dinner	\$825.00
Lions Club of Ashgrove The Gap Inc.	Catering for community welcome dinner	\$1100.00
Payne Road State School P&C Association	National Tree Day Fete 2018	\$1200.00
Rotary Club of Ashgrove/The Gap Inc.	Carols by Candlelight	\$2200.00
Rotary Club of Ashgrove/The Gap Inc.	Australia Day Citizenship Ceremony 2019	\$1815.00
Saint Finbarr's P&F Association	Fashions on Parade	\$550.00
Save Our Waterways Now Inc.	Book launch for SOWN 25th Anniversary History	\$1500.00
Shed Happens for Men (The Gap/Ashgrove) Inc.	Community Shed Night	\$825.00
St Andrew's School P&F Association	Ride hire for fair	\$550.00
St Joseph's Catholic Primary School Bardon P&F Association Inc.	Trivia Night	\$781.38
St Paul's Anglican Church	Community Fair	\$620.00
St Peter Chanel School P&F Association Inc.	Glasses and warming oven hire for community Gala Dinner Dance	\$665.32
The Brisbane Tramway Museum Society	Children's Face Painting at 50th Anniversary celebrations	\$500.00
The Brisbane Tramway Museum Society	50th Anniversary of the last tram trip in Brisbane event	\$2700.00
The Gap Amateur Swimming Club Inc.	50th Anniversary celebration	\$1287.10

Organisation	Project	Amount approved
The Gap Branch Little Athletics Centre Inc.	Purchase of athletic equipment	\$2557.68
The Gap Junior Australian Football Club Inc.	NAB Auskick Awareness program 2019	\$3960.00
The Gap Pioneer and History Group Inc.	10th Anniversary of the 2008 Gap Storm Reflections	\$715.00
The Gap RSL Sub Branch Inc.	Anzac Day 2019 Commemorative Services	\$2576.64
The Gap RSL Sub Branch Inc.	The Gap Stomp Challenge	\$2200.00
The Gap Ward Office	The Gap Bark-B-Q Breakfast	\$4035.95
The Gap Ward Office	Bardon Community Carols	\$1363.64
The Gap Ward Office	Movies in the Park, Wittonga Park, April 2019	\$4883.49
The Gap Ward Office	Purchase and installation of habitat boxes for Enoggera Creek, Ashgrove	\$799.09
The Scomodro Voce Singers	Purchase of sheet music for annual concerts	\$550.00
The Uniting Church in Australia Property Trust (Q) – The Gap Uniting Church	Skip and utility hire for Autumn Fair	\$500.00
Voices of Birralee Inc.	2019 Queensland Youth Music Awards	\$3650.00

#### Walter Taylor Ward

Organisation	Project	Amount approved
Amayda NFP Inc.	Anti-bullying programs	\$1100.00
Anglican Parish of Indooroopilly	Hire of carousel for free Kid's Fun Fest	\$500.00
Anglicare Southern Queensland	Purchase of children's books for Play and Grow Library	\$550.00
Anglicare Southern Queensland – EM Tooth Memorial Home	Purchase of iPad	\$469.00
Brisbane HB#4	Hire of Schonell Theatre for Homeward Bound Movie Night and Presentation	\$618.18
Chapel Hill State School P&C Association	Annual Fete 2018	\$2000.00
Chapel Hill State School P&C Association	End of year community concert	\$2600.00
Chinese Christian Church Brisbane St Lucia District Branch Inc.	English classes in Walter Taylor Ward	\$2550.00
Fig Tree Pocket State School P&C Association	Holt Bolt Community event	\$1560.00
Hillsdon Kindergarten Association Inc.	Ride hire for Fete 2018	\$2800.00
Hillsdon Kindergarten Association Inc.	Disco/DJ hire for Fete 2019	\$595.00
Indian Australian Society of Queensland Inc.	PA system hire for Diwali and Christmas celebration	\$300.00
Indooroopilly Kindergarten	Entertainment for 2018 Children's Art Show	\$330.00
Indooroopilly Senior Citizens Club Inc.	Purchase and installation of air conditioning system	\$2222.00
Indooroopilly State School P&C Association	Community Movie Night	\$2000.00
Indooroopilly State School P&C Association	Dog's Breakfast Fundraiser	\$2500.00
Indooroopilly State School P&C Association	Purchase of oven for Community Kitchen	\$3219.00
Ironside State School P&C Association	Solar-powered community project	\$500.00
Ironside State School P&C Association	Commemorative boulder and plaque	\$500.00

Organisation	Project	Amount approved
Kenmore Park Preschool and Kindergarten Association Inc.	Fifty years of Rainbows at Kenmore Park Kindy	\$539.64
Probus Association of Queensland Inc.	Information morning tea for promotion of Probus to Seniors in the ward	\$550.00
Probus Club of Taringa Inc.	Purchase of portable PA system	\$415.25
Queensland Jewish Kindergarten Association Inc.	Purchase and installation of air conditioner	\$2000.00
Queensland Jewish Kindergarten Association Inc.	30th Anniversary celebration	\$971.82
St Ignatius P&F Association	Band hire for 2018 Goldicott	\$2750.00
St Lucia Bowling Club Inc.	Come & Try program	\$1500.00
St Lucia Bowling Club Inc.	Purchase of bowl bags to facilitate participation of new bowlers	\$409.09
Taringa Rovers Soccer Football Club Inc.	Family Fun Day	\$2000.00
Taringa Rovers Soccer Football Club Inc.	Purchase of football equipment	\$993.00
The University of Queensland Cricket Club	Purchase of cricket equipment	\$2300.00
Trustee of Edmund Rice Education Australia – Ambrose Treacy College	Jazz by the River	\$1000.00
Walter Taylor Ward Office	Movies in the Park at Kenmore, October 2018	\$870.00
Walter Taylor Ward Office	Postage for Remembrance Day service flyer	\$1039.17
Walter Taylor Ward Office	A Very Mia Christmas	\$2540.92
Walter Taylor Ward Office	Anzac Park Dog's Breakfast	\$2047.27
Walter Taylor Ward Office	Printing and distribution of the 2019 Anzac Day service flyer	\$1563.83
Walter Taylor Ward Office	Christmas Movie in the Park, Perrin Park, December 2018	\$6290.24
Walter Taylor Ward Office	Australia Day Citizenship Ceremony 2019	\$2458.18
Walter Taylor Ward Office	Launch the reopening of the streetscape at the neighbourhood shopping precinct on Whitmore Street, Taringa	\$2140.92
Walter Taylor Ward Office	Movie in the Park, Guyatt Park, March 2019	\$4427.81
Walter Taylor Ward Office	Purchase of wheelie bin stickers for constituents May 2019	\$1204.55
Walter Taylor Ward Office	Purchase of wheelie bin stickers for constituents July 2019	\$2331.82
Walter Taylor Ward Office	Purchase of gardening/park equipment for Community and Bushcare groups	\$2502.74
Walter Taylor Ward Office	Purchase of eskies for Community groups	\$270.88
Walter Taylor Ward Office	Purchase of gardening equipment for Community and Bushcare groups	\$436.10
Walter Taylor Ward Office	Purchase of BBQ and BBQ equipment for Community groups	\$424.04
Walter Taylor Ward Office	Purchase of games for Community groups and constituents	\$324.55
Western Suburbs Meals on Wheels Inc.	National security checks	\$2080.00



Wynnum Manly Ward		
Organisation	Project	Amount approved
Bayside Creeks Catchment Group Inc.	Purchase of litter pickers and handihoods for Bayside Clean Up Crew	\$2324.85
Bayside United Sports and Recreation Club Inc.	Purchase of PA system	\$1166.50
Brisbane Bayside State College P&C Association	Twilight Carnivale	\$1000.00
Brisbane Multiple Birth Association (Southside) Inc.	Multiple Birth Awareness Week event	\$1447.60
Ethnic Broadcasting Association of Queensland Limited	Annual meetup and Health Awareness workshop	\$500.00
Fort Lytton Motocross Club Inc.	Purchase and installation of solar panels	\$5949.00
Guardian Angels School P&F Association	Ride hire for Fete 2018	\$1000.00
Help Enterprises Limited	Purchase of laptop and tablets for training	\$1500.00
Lions Club of Moreton Bay Inc.	Fence installation and purchase of trolley	\$506.00
Make it Home Safely Inc.	Purchase of water bottles	\$2007.50
Manly Community Kindergarten Association Inc.	Installation of directional signage for kindergarten	\$603.64
Manly Dragon Boat Club Inc.	Purchase of personal flotation devices	\$5000.00
Manly Harbour Village Chamber of Commerce Inc.	Road closures for the Manly Harbour Village Halloween Street Party 2018	\$5000.00
Manly West State School P&C Association	Hire of amusement rides for 60th Anniversary Spring Fair	\$1000.00
Manly-Lota Presbyterian Church	Bayside Swap Until You Drop event	\$422.80
Moreton Bay College P&F Association	Family Fun Day 2018	\$1000.00
Probus Club of Wynnum and Manly Inc.	Purchase of laptop computer	\$1416.80
Rotary Club of Port of Brisbane	Australia Day Community Breakfast 2019	\$9000.00
Rotary Club of Wynnum and Manly	International Women's Day Breakfast	\$603.45
The Scout Association of Australia Queensland Branch Inc. – Manly-Lota Scout Group	Installation of two new Honour Boards	\$1200.00
The Scout Association of Australia Queensland Branch Inc. – Wynnum Scout Group	Purchase of camping equipment	\$2700.00
Waterloo Bay Leisure Centre	40th Birthday celebrations	\$5334.00
Winnam Aboriginal and Torres Strait Islander Corporation	Winnam NAIDOC Kunjil event	\$3475.50
Wynnum Bayside Camera Club Inc.	Photographic Society of Queensland Annual Convention event	\$480.00
Wynnum Bowls Club Inc.	Installation of boundary fence	\$7715.00
Wynnum Manly Community Gardens Group Inc.	Garden edging project	\$419.81
Wynnum Manly District Cricket Club	Catering and venue hire for 2018 Trivia Night	\$1225.00
Wynnum Manly Junior Rugby League Football Club Limited	Fireworks display for Spring Fair	\$1000.00
Wynnum Manly Ward Office	Australia Day Community Breakfast 2019	\$8181.82
Wynnum Manly Ward Office	Park permit for Chamber of Commerce New Year's Eve Movie in the Park, Little Bayside Park, Manly	\$351.73
Wynnum Manly Ward Office	Wynnum Manly Seafood Festival	\$1000.00



# 7

# ANNUAL FINANCIAL STATEMENTS





Wrecks at Moreton Island

## IN THIS SECTION

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Detailed financial reports



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**Brisbane City Council**  
**Statements of comprehensive income**  
for the year ended 30 June 2019

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Revenue</b>					
Rates and utility charges	3(a)	1,121,499	1,063,801	1,121,741	1,064,124
Contributions, donations, subsidies and grants	3(b)	273,123	298,265	273,123	298,668
Fees and charges	3(c)	191,680	194,432	191,807	194,559
Public transport revenue	3(d)	340,564	331,360	340,564	331,360
Interest	3(e)	20,578	28,757	19,312	24,207
Other revenue	3(f)	273,133	243,145	408,668	381,287
		<b>2,220,577</b>	<b>2,159,760</b>	<b>2,355,215</b>	<b>2,294,205</b>
<b>Expenses</b>					
Employee costs	4(a)	730,887	689,137	729,568	687,810
Materials and services	4(b)	831,598	793,544	830,442	784,529
Depreciation and amortisation	11, 12	334,211	313,093	334,211	313,093
Finance costs	4(c)	94,304	99,361	93,508	99,191
Loss on disposal of property, plant and equipment and intangibles	4(d)	33,376	64,470	33,466	68,539
Other expenses	4(e)	62,387	60,172	62,346	60,088
		<b>2,086,763</b>	<b>2,019,777</b>	<b>2,083,541</b>	<b>2,013,250</b>
Share of profit from associate	9	192,730	215,760	-	-
<b>Increase in operating capability</b>		<b>326,544</b>	<b>355,743</b>	<b>271,674</b>	<b>280,955</b>
<b>Other comprehensive income</b>					
<b>Items that will not be reclassified to operating capability</b>					
Increase in asset revaluation surplus	17	49,299	548,850	31,572	543,726
Remeasurement of defined benefit plan	24	(1,537)	4,262	(1,537)	4,262
<b>Items that may be reclassified subsequently to operating capability</b>					
Net change in available-for-sale financial assets		-	1,974	-	1,974
		<b>47,762</b>	<b>555,086</b>	<b>30,035</b>	<b>549,962</b>
<b>Total comprehensive income</b>		<b>374,306</b>	<b>910,829</b>	<b>301,709</b>	<b>830,917</b>

The above statements should be read in conjunction with the accompanying notes and significant accounting policies.

**Brisbane City Council**  
**Statements of financial position**  
as at 30 June 2019

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Current assets</b>					
Cash and cash equivalents	5	399,453	626,715	391,647	544,565
Receivables	6	66,835	83,042	65,749	81,415
Inventories		19,917	33,244	18,804	16,532
Other	7	106,891	120,633	107,085	120,997
Assets classified as held for sale	8	42,734	88	2,734	88
		<u>635,830</u>	<u>863,722</u>	<u>586,019</u>	<u>763,597</u>
<b>Non-current assets</b>					
Investment in associate	9	2,923,976	2,849,631	2,158,143	2,158,143
Other investments	10	61,409	58,060	197,029	193,681
Property, plant and equipment	11	20,474,569	19,837,864	20,219,186	19,664,648
Intangibles	12	240,598	261,395	240,579	261,395
Superannuation defined benefit plan	24	16,568	17,852	16,568	17,852
Other		1,726	2,158	-	-
		<u>23,718,846</u>	<u>23,026,960</u>	<u>22,831,505</u>	<u>22,295,719</u>
<b>Total assets</b>		<u>24,354,676</u>	<u>23,890,682</u>	<u>23,417,524</u>	<u>23,059,316</u>
<b>Current liabilities</b>					
Payables	13	290,157	274,333	285,764	271,341
Other financial liabilities	14	68,429	79,591	68,429	79,591
Provisions	15	239,060	209,684	239,060	209,684
Other	16	71,153	39,107	70,098	39,050
		<u>668,799</u>	<u>602,715</u>	<u>663,351</u>	<u>599,666</u>
<b>Non-current liabilities</b>					
Payables		3,047	3,932	-	-
Other financial liabilities	14	1,777,860	1,821,826	1,757,860	1,821,826
Provisions	15	88,127	50,147	88,127	50,147
Other	16	20,168	1,368	20,168	1,368
		<u>1,889,202</u>	<u>1,877,273</u>	<u>1,866,155</u>	<u>1,873,341</u>
<b>Total liabilities</b>		<u>2,558,001</u>	<u>2,479,988</u>	<u>2,529,506</u>	<u>2,473,007</u>
<b>Net community assets</b>		<u>21,796,675</u>	<u>21,410,694</u>	<u>20,888,018</u>	<u>20,586,309</u>
<b>Community equity</b>					
Asset revaluation surplus	17	10,168,907	10,119,608	9,906,259	9,874,687
Fair value reserves	1(g)	-	7,606	-	8,145
Accumulated surplus	18	11,627,768	11,283,480	10,981,759	10,703,477
<b>Total community equity</b>		<u>21,796,675</u>	<u>21,410,694</u>	<u>20,888,018</u>	<u>20,586,309</u>

The above statements should be read in conjunction with the accompanying notes and significant accounting policies.



**Brisbane City Council**  
**Statements of changes in equity**  
**for the year ended 30 June 2019**

<b>Consolidated for the year ended 30 June 2019</b>		<b>Asset revaluation surplus (note 17) \$000</b>	<b>Fair value reserves (note 1(g)) \$000</b>	<b>Accumulated surplus (note 18) \$000</b>	<b>Capital (note 18) \$000</b>	
	<b>Note</b>	<b>Total \$000</b>				
Balance as at 1 July		21,410,694	10,119,608	7,606	11,283,480	-
Adjustment on initial application of AASB 9		-	-	(7,606)	7,606	-
Share of associate's AASB adjustment	9	11,675	-	-	11,675	-
<b>Adjusted opening balance</b>		<b>21,422,369</b>	<b>10,119,608</b>	<b>-</b>	<b>11,302,761</b>	<b>-</b>
Increase in operating capability		326,544	-	-	326,544	-
Other comprehensive income		47,762	49,299	-	(1,537)	-
<b>Balance as at 30 June</b>		<b>21,796,675</b>	<b>10,168,907</b>	<b>-</b>	<b>11,627,768</b>	<b>-</b>

<b>Consolidated for the year ended 30 June 2018</b>		<b>Asset revaluation surplus (note 17) \$000</b>	<b>Fair value reserves (note 1(g)) \$000</b>	<b>Accumulated surplus (note 18) \$000</b>	<b>Capital (note 18) \$000</b>	
		<b>Total \$000</b>				
Balance as at 1 July		20,499,865	9,570,758	5,632	1,161,106	9,762,369
Increase in operating capability		355,743	-	-	355,743	-
Other comprehensive income		555,086	548,850	1,974	4,262	-
		<b>21,410,694</b>	<b>10,119,608</b>	<b>7,606</b>	<b>1,521,111</b>	<b>9,762,369</b>
Transfer to (from) capital and accumulated surplus		-	-	-	9,762,369	(9,762,369)
<b>Balance as at 30 June</b>		<b>21,410,694</b>	<b>10,119,608</b>	<b>7,606</b>	<b>11,283,480</b>	<b>-</b>

The above statements should be read in conjunction with the accompanying notes and significant accounting policies.

**Brisbane City Council**  
**Statements of changes in equity**  
**for the year ended 30 June 2019**

Council for the year ended 30 June 2019	Total	Asset revaluation surplus (note 17)	Fair value reserves (note 1(g))	Accumulated surplus (note 18)	Capital (note 18)
	\$000	\$000	\$000	\$000	\$000
Balance as at 1 July	20,586,309	9,874,687	8,145	10,703,477	-
Adjustment on initial application of AASB 9	-	-	(8,145)	8,145	-
Adjusted opening balance	20,586,309	9,874,687	-	10,711,622	-
Increase in operating capability	271,674	-	-	271,674	-
Other comprehensive income	30,035	31,572	-	(1,537)	-
<b>Balance as at 30 June</b>	<b>20,888,018</b>	<b>9,906,259</b>	<b>-</b>	<b>10,981,759</b>	<b>-</b>

Council for the year ended 30 June 2018	Total	Asset revaluation surplus (note 17)	Fair value reserves (note 1(g))	Accumulated surplus (note 18)	Capital (note 18)
	\$000	\$000	\$000	\$000	\$000
Balance as at 1 July	19,755,392	9,330,961	6,171	977,201	9,441,059
Increase in operating capability	280,955	-	-	280,955	-
Other comprehensive income	549,962	543,726	1,974	4,262	-
	20,586,309	9,874,687	8,145	1,262,418	9,441,059
Transfer to (from) capital and accumulated surplus	-	-	-	9,441,059	(9,441,059)
<b>Balance as at 30 June</b>	<b>20,586,309</b>	<b>9,874,687</b>	<b>8,145</b>	<b>10,703,477</b>	<b>-</b>

The above statements should be read in conjunction with the accompanying notes and significant accounting policies.

**Brisbane City Council**  
**Statements of cash flows**  
**for the year ended 30 June 2019**

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Cash flows from operating activities</b>					
Receipts					
Rates and utility charges		1,121,086	1,062,755	1,121,086	1,062,755
Fees and charges		203,407	180,097	203,407	180,097
Public transport revenue		371,525	361,483	371,525	361,483
Subsidies and grants		85,764	86,552	85,764	86,552
Contributions		799	401	799	401
GST received from Australian Taxation Office		81,045	88,502	81,045	88,502
Interest		22,829	29,848	20,906	24,141
Dividends and participation returns received		151,763	160,704	171,395	180,310
Other		283,808	235,357	268,541	210,062
		<u>2,322,026</u>	<u>2,205,699</u>	<u>2,324,468</u>	<u>2,194,303</u>
Payments					
Employee costs		(711,629)	(684,707)	(711,629)	(684,707)
Materials and services		(935,611)	(951,713)	(936,561)	(955,526)
Finance costs		(93,689)	(99,424)	(93,508)	(99,191)
Other		(53,259)	(53,943)	(52,251)	(52,670)
		<u>(1,794,188)</u>	<u>(1,789,787)</u>	<u>(1,793,949)</u>	<u>(1,792,094)</u>
<b>Net cash from operating activities</b>	19(a)	<u>527,838</u>	<u>415,912</u>	<u>530,519</u>	<u>402,209</u>
<b>Cash flows from investing activities</b>					
Proceeds from disposal of property, plant and equipment		41,553	53,953	41,553	36,320
Payments for property, plant, equipment and intangibles		(889,387)	(864,044)	(795,588)	(795,183)
Payment for available for sale investment		-	19	-	-
Receipts for capital contributions, donations, grants, subsidies and other revenue		145,726	174,707	145,726	174,707
Loans repaid		2,136	16,652	-	-
<b>Net cash used in investing activities</b>		<u>(699,972)</u>	<u>(618,713)</u>	<u>(608,309)</u>	<u>(584,156)</u>
<b>Cash flows from financing activities</b>					
Proceeds from borrowings		20,000	12,300	-	-
Repayment of borrowings		(74,924)	(89,148)	(74,924)	(75,803)
Repayment of finance lease liability		(204)	(96)	(204)	(96)
<b>Net cash used in financing activities</b>		<u>(55,128)</u>	<u>(76,944)</u>	<u>(75,128)</u>	<u>(75,899)</u>
<b>Net decrease in cash and cash equivalents held</b>		<u>(227,262)</u>	<u>(279,745)</u>	<u>(152,918)</u>	<u>(257,846)</u>
Cash and cash equivalents as at 1 July		626,715	906,460	544,565	802,411
<b>Cash and cash equivalents as at 30 June</b>	5	<u><b>399,453</b></u>	<u><b>626,715</b></u>	<u><b>391,647</b></u>	<u><b>544,565</b></u>

The above statements should be read in conjunction with the accompanying notes and significant accounting policies.



**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

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**1 Significant accounting policies**

**1(a) Reporting entity**

Brisbane City Council is constituted under the *City of Brisbane Act 2010* and is domiciled in Australia.

**1(b) Basis of preparation**

These general purpose financial statements are for the period 1 July 2018 to 30 June 2019 and have been prepared in compliance with the requirements of the *City of Brisbane Act 2010* and the *City of Brisbane Regulation 2012*.

These financial statements have been prepared under the historical cost convention except as stated.

**1(c) Statement of compliance**

These financial statements have been prepared in accordance with all Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB).

Council is a not-for-profit entity and the Australian Accounting Standards include requirements for not-for-profit entities which are inconsistent with International Financial Reporting Standards (IFRS). Therefore in some instances these financial statements do not comply with IFRS. The main impacts are the offsetting of revaluation gains and losses within a class of assets and the timing of recognition of non-reciprocal grant revenue.

**1(d) Basis of consolidation**

Council and its controlled entities together form the economic entity which is referred to in these financial statements as the consolidated entity. The financial statements of controlled entities are included in the consolidated financial statements where material by size or nature, from the date when control commences until the date when control ceases.

The City of Brisbane Investment Corporation Pty Ltd (CBIC) has been consolidated in Council's accounts as it is material. Information about controlled entities that have not been consolidated because they are not considered material is included in note 10.

Transactions with CBIC have been eliminated when preparing consolidated accounts. In addition, the accounting policies of CBIC have been adjusted on consolidation where necessary, to ensure the financial report of the consolidated entity is prepared using accounting policies that are consistent with those of Council.

In addition, participation rights in the Central South East Queensland (SEQ) Distributor-Retail Authority, trading under the business name Queensland Urban Utilities (QUU), are accounted for in the consolidated balances using the equity method to reflect Council's significant influence on the Authority (refer note 9).

**1(e) Date of authorisation**

The financial statements were authorised for issue on the date they were submitted to the Auditor-General for final signature. This is the date the Statement by Councillors and management is signed.

**1(f) Rounding and comparatives**

Amounts included in the financial statements are rounded to the nearest thousand (\$000) unless otherwise stated. Consequently rounded balances in the notes may not exactly agree to the primary statements.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

**1(g) New and revised accounting standards**

**AASB 9 *Financial Instruments***

Council has applied AASB 9 *Financial Instruments* for the first time in 2019. AASB 9 replaces AASB 139 *Financial Instruments: Recognition and Measurement* and applies to the recognition, classification, measurement and impairment of financial assets and liabilities. Implementing AASB 9 has resulted in a change to the way Council calculates impairment provisions, which are now based on expected credit losses instead of incurred credit losses.

Council has not restated comparative figures. This means the new impairment rules are reflected in the receivables balance at 30 June 2019, but not at 30 June 2018.

**1 Significant accounting policies (continued)**

**1(g) New and revised accounting standards (continued)**

**AASB 9 Financial Instruments (continued)**

On 1 July 2018 (the date of initial application), Council reassessed the classification, measurement category and carrying amount of each financial instrument (listed below) in accordance with AASB 9. There were some changes to classification, but this did not result in changes to measurement categories. Carrying amounts were also unchanged.

<u>Financial asset/liability</u>	<u>Measurement category</u>
Cash and cash equivalents	Amortised cost (unchanged)
Receivables	Amortised cost (unchanged)
Other investments	Fair value/cost (changed)
Payables	Amortised cost (unchanged)
Other financial liabilities	Amortised cost (unchanged)

Council's investment with the Queensland Investment Corporation (QIC) has been reclassified from fair value through other comprehensive income to fair value through profit and loss. The related fair value reserve of \$8.1 million was transferred to accumulated surplus on 1 July 2018. The impact of the fair value adjustment on the consolidated entity is \$7.6 million.

**Standards issued but not yet effective**

The impact and effective date of Australian Accounting Standards and Interpretations that have been recently issued or amended but are not yet effective and have not yet been adopted by Council for the year ended 30 June 2019 are outlined below.

**AASB 15 Revenue from Contracts with Customers, AASB 1058 Income of Not-for-Profit Entities and AASB 2016-8 Amendments to Australian Accounting Standards - Australian Implementation Guidance for Not-for-Profit Entities** 1 July 2019

AASB 1058 clarifies and simplifies the income recognition requirements that apply to not-for-profit (NFP) entities, in conjunction with AASB 15 and AASB 2016-8. These Standards supersede the majority of income recognition requirements relating to public sector NFP entities, previously in AASB 1004 *Contributions*.

Identifiable impacts at the reporting date are provided below.

Some grants received by Council will be recognised as a liability, and subsequently recognised progressively as revenue as Council satisfies its performance obligations under the grant. At present, such grants are recognised as revenue upfront.

Grants that are not enforceable and/or not sufficiently specific will not qualify for deferral, and continue to be recognised as revenue as soon as they are controlled. Council receives several grants from the Commonwealth Government and Queensland Government for which there are no sufficiently specific performance obligations. These are expected to continue being recognised as revenue upfront assuming no change to the current grant arrangements.

Prepaid rates will not be recognised as revenue until the relevant rating period starts. Until that time these receipts will be recognised as a liability (unearned revenue). There will be no impact upon the recognition of other fees and charges.

Based on Council's assessment, it is expected that the first-time adoption of the new standards for the year ending 30 June 2020 will have the following impacts.

- There would be a reduction in the reported opening equity of \$14 million due to an increase in unearned income from prepaid rates by \$14 million.
- Net result may be lower or higher on initial application as a result of prepaid rates balance movement.
- No significant impact is expected on grants revenue because most grants are not sufficiently specific and most capital grants for specific projects have already been spent.

## 1 Significant accounting policies (continued)

### 1(g) New and revised accounting standards (continued)

**AASB 15 Revenue from Contracts with Customers, AASB 1058 Income of Not-for-Profit Entities and AASB 2016-8 Amendments to Australian Accounting Standards - Australian Implementation Guidance for Not-for-Profit Entities (continued)**

Transition method

Council intends to apply AASB 15, AASB 1058 and AASB 2016-8 initially on 1 July 2019, using the modified retrospective approach. Therefore, the cumulative effect of adopting these new revenue standards will be recognised as an adjustment to the opening balance of accumulated surplus at 1 July 2019, with no restatement of comparative information.

Council will not apply the practical expedient available for contracts or transactions where all of the revenue has been recognised under AASB 1004. Council will apply the practical expedient for short-term or low-value licences, registrations and permits and will continue to recognise income immediately when received.

#### **AASB 16 Leases**

1 July 2019

Council has assessed the impacts that initial application of AASB 16 will have on its consolidated financial statements, however, the actual impacts may differ as the new accounting policies are subject to change until Council presents its first financial statements that include the date of initial application.

AASB 16 introduces a single, on-balance sheet lease accounting model for lessees. A lessee recognises a right-of-use asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments. There are recognition exemptions for short-term leases and leases of low-value items. Lessor accounting remains similar to the current standard i.e. lessors continue to classify leases as finance or operating leases.

Leases in which Council is a lessee

Council will recognise new assets and liabilities for its operating leases of land, property, plant and equipment, and other assets (refer note 20). The nature of expenses related to those leases will now change because Council will recognise a depreciation charge for right-of-use assets and interest expense on lease liabilities. Previously, Council has recognised an operating lease expense on a straight-line basis over the term of the lease, and recognised assets and liabilities only to the extent that there was a timing difference between actual lease payments and the expense recognised.

No significant impact is expected for Council's finance lease.

Based on Council's assessment, it is expected that the first-time adoption of AASB 16 for the year ending 30 June 2020 will have the following impacts.

- Lease assets and financial liabilities on the statements of financial position will increase by \$560 million and \$701 million respectively (based on the facts available to Council at the date of assessment).
- There will be a reduction in the reported equity as the carrying amount of lease assets will reduce more quickly than the carrying amount of lease liabilities.
- Net result will be higher on initial application as depreciation and the lease liability interest will be initially lower than operating lease expenses previously recorded.

No significant impact is expected for leases held by CBIC.

Leases in which Council is a lessor

No significant impact is expected for other leases in which Council is a lessor.



## 1 Significant accounting policies (continued)

### 1(g) New and revised accounting standards (continued)

#### **AASB 16 Leases (continued)**

##### Peppercorn Leases

Council is the lessee of a number of leases, for which no or little lease payments are made. These have been identified as peppercorn leases which are currently not recognised in Council's financial statements. Council does not intend to elect applying the fair value measurement requirements to these leases until such time as this requirement is mandated.

##### Transition method

Council intends to apply AASB 16 initially on 1 July 2019, using the modified retrospective approach. Therefore, the cumulative effect of adopting AASB 16 will be recognised as an adjustment to the opening balance of accumulated surplus at 1 July 2019, with no restatement of comparative information.

Council will not apply the practical expedient for the definition of a lease on transition. This means Council is required to reassess whether existing contracts do and do not contain leases. All other practical expedients permitted under this transition method will be applied.

#### **AASB 1059 Service Concession Arrangements: Grantors**

1 July 2020

AASB 1059 was released in July 2017, with the application date later deferred by the AASB by one year. This Standard addresses the accounting for service concession arrangements by a grantor that is a public sector entity by prescribing the accounting for the arrangement from the grantor's perspective. Council has assessed the applicability of AASB 1059 to its arrangements and determined the service concession assets and corresponding grant of a right to the operator liabilities relating to Legacy Way Tunnel, Go Between Bridge and Clem Jones Tunnel will be recognised on Council's statements of financial position. The statements of comprehensive income will include depreciation of the service concession assets and revenue recognition through reduction of liabilities. Council is currently verifying independent valuations for the current replacement cost for each asset. At this stage it is anticipated that the service concession assets recognised on the statements of financial position will total approximately \$3.8 billion. The value of the liability and therefore any resulting net increase to opening accumulated surplus as at 1 July 2020 is currently being analysed. Any future developments in AASB 1059 will be monitored for any potential impacts on Council's application of the standard.

### 1(h) Use of estimates and judgements

The financial statements are subject to the use of estimates and judgements. The estimates and judgements that have a risk of causing an adjustment to the carrying amounts of assets and liabilities relate to:

- valuation of property, plant and equipment including depreciation rates, asset useful lives and residual values (note 11)
- provisions - workers' compensation self insurance, organisational restructure, land resumptions and restoration (note 15)
- contingencies - assets and liabilities (note 21)
- employee benefits - annual leave, long service leave and superannuation - defined benefit plan (notes 13, 15 and 24)
- receivables - impairment (notes 6 and 27)
- financial instruments and liabilities (note 27).

### 1(i) Taxation

Income of local government bodies and public authorities is exempt from income tax. However, Council is subject to Fringe Benefits Tax (FBT), Goods and Services Tax (GST) and payroll tax on certain activities. The net amount of GST recoverable from or payable to the Australian Taxation Office is shown as an asset or liability respectively.

## **2 Analysis of Council results by program**

### **2(a) Program goals**

#### *Transport for Brisbane*

The goal of this program is to deliver Australia's most modern public and active transport, including the Brisbane Metro for efficient and sustainable movement of people.

#### *Infrastructure for Brisbane*

The goal of this program is to enable the efficient and sustainable movement of people, freight and services and continue to build smoother streets and tackle traffic congestion.

#### *Clean, Green and Sustainable City*

The goal of this program is for Brisbane to be recognised as a sustainability leader that is clean, green and sustainable, ensure Brisbane's open spaces and waterways are accessible and valued now and for future generations and that our built form supports clean, green and sustainable outcomes.

#### *Future Brisbane*

The goal of this program is to provide planning and growth management to ensure our city remains prosperous, well-designed, with a distinctive subtropical character.

#### *Lifestyle and Community Services*

The goal of this program is to provide opportunities for all residents, workers and visitors to participate in cultural and recreational activities which foster inclusion and stronger communities.

#### *Customer Service*

The goal of this program is to be recognised as a customer focused organisation that is dedicated to the health, safety and amenity of the Brisbane community.

#### *Economic Development*

The goal of this program is to implement the *Brisbane Economic Development Plan 2012-31*, *Brisbane 2022 New World City Action Plan*, *Smart Connected Brisbane* and *Brisbane's Global Precincts Vision*.

#### *City Governance*

The goal of this program is for Council to be accountable, transparent and efficient through strategic planning, sound financial management, quality communication, strategic partnerships, and effective corporate services.

#### *Field Services - Business Activity*

The goal of this business activity is to enhance Brisbane's liveability by providing waste management, civil construction, cleansing and urban maintenance services to Council.

#### *Transport for Brisbane - Business Activity*

The goal of this business activity is to provide frequent, reliable and safe services, more often, and at the most comfortable standard possible for our passengers.

#### *City Projects Office - Business Activity*

The goal of this business activity is to provide professional services across project management, built and natural environment and engineering disciplines.

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**2 Analysis of Council results by program (continued)**

**2(b) Summary of revenues, expenses and assets by program**

<b>2019</b>	<b>Recurrent subsidies and grants \$000</b>	<b>Capital subsidies and grants \$000</b>	<b>Other income \$000</b>	<b>Total revenue \$000</b>	<b>Expenses \$000</b>	<b>Increase in operating capability \$000</b>	<b>Total assets by program \$000</b>
Transport for Brisbane	48	12,017	55,865	67,930	182,408	(114,478)	1,459,874
Infrastructure for Brisbane	174	22,036	214,833	237,043	450,602	(213,559)	9,128,803
Clean, Green and Sustainable City	25,175	5,540	309,011	339,726	466,242	(126,516)	8,255,414
Future Brisbane	24	-	57,881	57,905	90,083	(32,178)	101,151
Lifestyle and Community Services	5,006	171	29,121	34,298	183,447	(149,149)	767,698
Customer Service	1,102	-	19,779	20,881	74,261	(53,380)	40,566
Economic Development	-	47	14,685	14,732	47,335	(32,603)	3,524
City Governance	43,626	-	1,176,677	1,220,303	220,246	1,000,057	3,350,817
Business Activities	144	-	362,253	362,397	368,917	(6,520)	309,677
	<b>75,299</b>	<b>39,811</b>	<b>2,240,105</b>	<b>2,355,215</b>	<b>2,083,541</b>	<b>271,674</b>	<b>23,417,524</b>

<b>2018</b>	<b>Recurrent subsidies and grants \$000</b>	<b>Capital subsidies and grants \$000</b>	<b>Other income \$000</b>	<b>Total revenue \$000</b>	<b>Expenses \$000</b>	<b>Increase in operating capability \$000</b>	<b>Total assets by program \$000</b>
Transport for Brisbane	-	3,527	37,797	41,324	170,016	(128,692)	1,355,309
Infrastructure for Brisbane	57	25,013	182,203	207,273	419,000	(211,727)	8,858,807
Clean, Green and Sustainable City	24,584	7,492	329,102	361,178	446,343	(85,165)	8,071,611
Future Brisbane	306	200	64,228	64,734	90,795	(26,061)	71,571
Lifestyle and Community Services	5,609	614	22,801	29,024	174,145	(145,121)	768,027
Customer Service	1,238	-	19,788	21,026	73,127	(52,101)	47,157
Economic Development	-	206	14,288	14,494	46,444	(31,950)	1,906
City Governance	44,352	-	1,156,608	1,200,960	254,317	946,643	3,613,359
Business Activities	105	-	354,087	354,192	339,063	15,129	271,569
	<b>76,251</b>	<b>37,052</b>	<b>2,180,902</b>	<b>2,294,205</b>	<b>2,013,250</b>	<b>280,955</b>	<b>23,059,316</b>

Consolidated balances are not provided because program results only apply to Council.



**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**3 Revenue**

Revenue is recognised at the fair value of consideration received or receivable, on the basis it meets the recognition criteria set out below.

**3(a) Rates and utility charges**

Revenue for rates and utility charges is recognised upon issue of the levies within the respective rating period or, where earlier, upon receipt of the rates and utility charges.

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Rates				
General	891,664	850,868	891,906	851,191
Environmental management and compliance levy	44,908	42,978	44,908	42,978
Bushland preservation levy	31,454	30,032	31,454	30,032
Special rates and charges	11,006	10,745	11,006	10,745
Utility charges				
Waste disposal	184,700	171,650	184,700	171,650
Total rates and utility charges	<u>1,163,732</u>	<u>1,106,273</u>	<u>1,163,974</u>	<u>1,106,596</u>
Less:				
Discounts given	14,507	14,212	14,507	14,212
Pensioner and other remissions	27,726	28,260	27,726	28,260
Total discounts and remissions	<u>42,233</u>	<u>42,472</u>	<u>42,233</u>	<u>42,472</u>
	<b><u>1,121,499</u></b>	<b><u>1,063,801</u></b>	<b><u>1,121,741</u></b>	<b><u>1,064,124</u></b>

**3(b) Contributions, donations, subsidies and grants**

Contributions, donations, subsidies and grants that are non-reciprocal in nature are recognised as revenue when Council obtains control over them, which is usually upon receipt of the funds. Contributions that have not yet been received and where the revenue recognition criteria has been satisfied, are recognised as accrued revenue.

Infrastructure assets, including non-trunk infrastructure, contributed to Council from developers, or assets donated to Council, are recognised as revenue when Council obtains control of the assets and the values of the assets can be reliably measured. Recognition as either non-current assets or expense is according to Council's threshold for recognition of non-current assets.

Local government infrastructure is categorised as either trunk infrastructure (i.e. higher-level infrastructure that is shared between multiple developments) or non-trunk infrastructure (i.e. infrastructure that is not shared with other developments and is generally internal to a development site). Examples of trunk infrastructure include major roads, some parks, land for community facilities and major stormwater infrastructure.

Capital revenue includes grants and subsidies received which are tied to specific projects for the replacement or upgrade of existing non-current assets and/or investment in new assets, and infrastructure assets contributed by developers. All other revenue is classified as operating.

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**3 Revenue (continued)**

**3(b) Contributions, donations, subsidies and grants (continued)**

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Contributions</b>					
Infrastructure charges (cash)		99,060	133,575	99,060	133,977
Infrastructure charges (contributed assets)		12,302	4,707	12,302	4,707
Developer contributions (non-trunk infrastructure)		39,582	26,627	39,582	26,627
Other contributions (cash)		1,635	6,692	1,635	6,692
For operating purposes		800	401	800	401
		<b>153,379</b>	<b>172,002</b>	<b>153,379</b>	<b>172,404</b>
<b>Donations</b>					
For capital purposes		4,614	12,926	4,614	12,926
For operating purposes		20	34	20	35
		<b>4,634</b>	<b>12,960</b>	<b>4,634</b>	<b>12,961</b>
<b>Subsidies and grants</b>					
For capital purposes	2(b)	39,811	37,052	39,811	37,052
For operating purposes	2(b)	75,299	76,251	75,299	76,251
		<b>115,110</b>	<b>113,303</b>	<b>115,110</b>	<b>113,303</b>
		<b>273,123</b>	<b>298,265</b>	<b>273,123</b>	<b>298,668</b>

**3(c) Fees and charges**

Fees and charges are recognised upon unconditional entitlement to the funds. This is generally upon lodgement of the relevant applications or documents, issuing of the infringement notice or when the service is provided.

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Licences, permits and parking fees	48,759	45,078	48,759	45,078
Penalties	47,770	46,330	47,770	46,330
Building application, development and town planning and property connection fees	44,657	50,565	44,657	50,565
Refuse fees	14,391	13,537	14,391	13,537
Other fees and charges	36,103	38,922	36,230	39,049
	<b>191,680</b>	<b>194,432</b>	<b>191,807</b>	<b>194,559</b>

**3(d) Public transport revenue**

Revenue received from public transport activities is recognised when due, based on contractual arrangements with TransLink as a division of the Department of Transport and Main Roads.

**3(e) Interest revenue**

Interest received on short-term investments is accrued over the term of the investment.

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Short-term investments	18,284	26,696	17,018	22,146
Overdue rates and utility charges	2,294	2,061	2,294	2,061
	<b>20,578</b>	<b>28,757</b>	<b>19,312</b>	<b>24,207</b>

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**3 Revenue (continued)**

**3(f) Other revenue**

Dividends are recognised when they are declared. Tax equivalent revenue is recognised when the right to receive payment is established. The sale of materials is recognised when the customer has taken delivery of the goods.

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
Dividends and participation returns		888	664	150,582	161,213
Tax equivalents from QUU	22	87,626	98,053	87,626	98,053
Sale of materials		29,409	28,281	29,409	28,281
Lease and rental revenue		34,257	32,033	26,450	27,512
Advertising		23,716	15,896	23,716	15,896
Project costs recovered		8,215	17,148	8,215	17,148
Commission		3,904	3,305	3,904	3,305
Investment income		3,579	2,350	3,579	2,350
Construction and maintenance revenue		1,503	1,742	1,503	1,742
Property development sales		6,409	17,730	-	-
Other revenue - operating		22,653	23,343	22,710	23,187
Other revenue - capital		50,974	2,600	50,974	2,600
		<b>273,133</b>	<b>243,145</b>	<b>408,668</b>	<b>381,287</b>

**4 Expenses**

**4(a) Employee costs**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Wages and salaries	527,663	506,747	526,541	505,633
Annual, sick and long service leave benefits	103,906	88,580	103,897	88,564
Superannuation	76,027	72,621	75,930	72,529
Other employee related expenses	23,291	21,189	23,200	21,084
	<b>730,887</b>	<b>689,137</b>	<b>729,568</b>	<b>687,810</b>

Employee costs exclude costs that have been capitalised as part of asset construction.

**4(b) Materials and services**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Services and contract costs	311,736	269,805	311,735	269,804
Operating leases	89,183	102,733	99,319	113,166
Maintenance	57,195	61,841	53,203	58,282
Raw materials and consumables	50,112	38,045	50,112	38,045
Minor asset purchases	43,806	37,474	43,667	37,371
Fuel	43,239	39,071	43,239	39,071
Contractor and consultancy costs	43,673	35,290	42,811	34,900
Agency staff costs	38,977	53,327	38,883	53,166
Plant and equipment and vehicle hire	37,779	36,107	37,775	36,102
Cost of inventories	28,129	36,654	22,319	21,665
Communication costs	12,652	12,716	12,643	12,706
Legal costs	11,359	10,388	11,244	10,379
Security	9,486	9,369	9,486	9,369
Other costs	54,272	50,724	54,006	50,503
	<b>831,598</b>	<b>793,544</b>	<b>830,442</b>	<b>784,529</b>

Materials and services exclude costs that have been capitalised as part of asset construction.



**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**4 Expenses (continued)**

**4(c) Finance costs**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Finance costs charged by the Queensland Treasury Corporation	88,926	95,390	88,926	95,390
Interest on finance leases	3,769	3,780	3,769	3,780
Other interest and charges	1,609	191	813	21
	<b>94,304</b>	<b>99,361</b>	<b>93,508</b>	<b>99,191</b>

**4(d) Loss on disposal of property, plant and equipment and intangibles**

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
Proceeds from sale		41,643	58,486	41,553	40,705
Less carrying amount of assets sold		41,487	52,100	41,487	38,388
		156	6,386	66	2,317
Less carrying amount of assets written off		33,532	70,856	33,532	70,856
	19(a)	<b>33,376</b>	<b>64,470</b>	<b>33,466</b>	<b>68,539</b>

Write-offs include the remaining carrying amount of roads and other infrastructure assets that have been upgraded or rehabilitated. In the prior year, asset write-offs included intangibles.

**4(e) Other expenses**

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
Grants, subsidies and contributions		35,503	36,919	35,503	36,919
Bad and doubtful debts	6	9,904	7,198	9,865	7,198
Insurance premiums		4,979	4,986	5,100	5,113
Claims settlements		4,810	3,814	4,810	3,814
Penalties waived		3,977	4,984	3,977	4,984
Auditor's remuneration - Queensland Audit Office		598	586	535	525
Other expenses		2,616	1,685	2,556	1,535
		<b>62,387</b>	<b>60,172</b>	<b>62,346</b>	<b>60,088</b>

**5 Cash and cash equivalents**

Cash and cash equivalents include cash on hand, cash on deposit and other cash equivalents which are readily convertible to cash on hand and are used in the cash management function on a day-to-day basis.

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Cash at bank and on hand	11,387	13,128	7,332	7,361
Short-term investments	388,066	613,587	384,315	537,204
	<b>399,453</b>	<b>626,715</b>	<b>391,647</b>	<b>544,565</b>

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**5 Cash and cash equivalents (continued)**

In accordance with the *City of Brisbane Act 2010* and the *City of Brisbane Regulation 2012*, a separate trust bank account and separate accounting records are maintained for funds held on behalf of outside parties. Funds held in the trust account include deposits lodged to guarantee performance and unclaimed amounts. Council performs only a custodian role in respect of these funds and because they cannot be used for Council purposes, they are not considered revenue nor brought to account in the financial statements. Council holds \$32.3 million in trust monies at 30 June 2019 (2018: \$33 million).

Cash funds and liquidity are appropriately managed to ensure sufficient funds are available to meet obligations that are due within the next 12 months. In addition to its current assets, Council has access to a working capital facility of \$550 million.

Cash and cash equivalents at 30 June 2019 includes \$30.1 million received from the Queensland Government to mitigate the direct impacts on households of the State Waste Levy, which comes into effect from 1 July 2019. This money has been set aside to help fund the Council's 2019-20 Levy expense.

**6 Receivables**

Receivables are due for settlement in 30 days and are recognised at the amounts due. The collectability of debts is assessed on an ongoing basis with an allowance being made for impairment. All known bad debts are written off during the year. If an amount is recovered in a subsequent period it is recognised as revenue.

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Current</b>				
Rates and utility charges	20,765	20,109	20,765	20,109
Regulated parking and tolling	16,181	25,120	16,181	25,120
Recoverable works and services	19,514	34,861	19,514	34,861
Loans receivable	-	2,689	-	-
Other debtors	23,645	23,214	22,559	24,276
Impairment	(13,270)	(22,951)	(13,270)	(22,951)
	<b>66,835</b>	<b>83,042</b>	<b>65,749</b>	<b>81,415</b>

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
Movement in impairment:					
Balance as at 1 July		22,951	66,902	22,951	66,902
Amounts recognised	4(e)	9,904	7,198	9,865	7,198
Amounts written off		(19,585)	(51,149)	(19,546)	(51,149)
Balance as at 30 June		<b>13,270</b>	<b>22,951</b>	<b>13,270</b>	<b>22,951</b>

Council applied AASB 9 for the first time in 2019. As a result, Council is now using a lifetime expected loss allowance method to calculate the impairment of receivables. The opening balance of impairment as at 1 July 2018 has been recalculated using this new method and has resulted in an adjustment of only \$0.1 million which was recognised in the statements of comprehensive income in the current year. Council's expected credit loss assessment is detailed in note 27.

In the prior year, an operator led debt management framework was implemented for tolling infringements which resulted in a higher write-off of bad debts.

**7 Other current assets**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Accrued revenue	93,618	106,977	93,668	107,074
Prepayments	13,273	13,656	13,417	13,923
	<b>106,891</b>	<b>120,633</b>	<b>107,085</b>	<b>120,997</b>

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**8 Assets classified as held for sale**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Assets classified as held for sale	42,734	88	2,734	88
	<b>42,734</b>	<b>88</b>	<b>2,734</b>	<b>88</b>

Assets held for sale include commercial properties held by CBIC valued at \$40 million.

**9 Investment in associate**

The *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* established a statutory body called the Central SEQ Distributor-Retailer Authority to deliver water and wastewater services to customers within the local government areas of the five participating councils - Brisbane, Ipswich, Somerset, Lockyer and Scenic Rim. The Authority began trading on 1 July 2010.

Under the Act, governance arrangements for QUU are established in a Participation Agreement. The Agreement provides for participation rights to be held by the participating councils, with Brisbane City Council holding approximately 85% of these rights.

QUU's Board is comprised of independent directors. No individual council has the ability to dominate QUU's decision-making to obtain greater benefit from its activities than any other participant.

**Transactions between the entities**

Transactions between Council and QUU are disclosed in note 22(b).

**Participation rights**

Council's share of QUU's undistributed profit and other comprehensive income at the reporting date is included in the consolidated statements of comprehensive income.

Note	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Balance as at 1 July	2,849,631	2,774,814	2,158,143	2,158,143
Plus 85% share of AASB adjustments	11,675	-	-	-
Plus 85% share of profits	192,730	215,760	-	-
Participation return	22(b) (130,060)	(140,943)	-	-
Balance as at 30 June	<b>2,923,976</b>	<b>2,849,631</b>	<b>2,158,143</b>	<b>2,158,143</b>

	2019 \$000	2018 \$000
<b>QUU financial information</b>		
Revenue	1,377,659	1,348,322
Net profit	226,554	253,281
Other comprehensive income	168	533
Current assets	240,263	332,971
Non-current assets	5,787,505	5,569,303
	<b>6,027,768</b>	<b>5,902,274</b>
Current liabilities	323,086	301,705
Non-current liabilities	2,264,994	2,248,337
	<b>2,588,080</b>	<b>2,550,042</b>
Net assets	<b>3,439,688</b>	<b>3,352,232</b>
Share of net assets	2,923,976	2,849,631

The share of QUU's AASB adjustments of \$11.7 million includes adjustments for donated assets revenue (after tax) as a result of implementation of AASB 15.



**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**10 Other investments**

Other investments are comprised of investments in:

	Consolidated		Council	
	2019	2018	2019	2018
	\$000	\$000	\$000	\$000
Controlled entities (refer note 10(a))	300	300	141,202	141,202
Other entities (refer note 10(b))	510	510	510	510
Other fund investments (refer note 10(c))	60,599	57,250	55,317	51,969
	<b>61,409</b>	<b>58,060</b>	<b>197,029</b>	<b>193,681</b>

**10(a) Investments in controlled entities**

Controlled entities constitute the beneficial enterprises that Council conducted during the financial year as described under section 45 of the *City of Brisbane Act 2010*.

The CBIC group listed below, including its wholly owned subsidiaries, BrisDev Pty Ltd, BrisDev Trust, CBIC Investment Pty Ltd and CBIC Valley Heart Pty Ltd, has been consolidated in Council's accounts.

	Consolidated		Council	
	2019	2018	2019	2018
	\$	\$	\$	\$
City of Brisbane Investment Corporation Pty Ltd	-	-	140,901,651	140,901,651
CBIC Investment Pty Ltd	-	-	-	-
CBIC Valley Heart Pty Ltd (dormant)	-	-	-	-
BrisDev Pty Ltd (dormant)	-	-	-	-
	-	-	<b>140,901,651</b>	<b>140,901,651</b>

Council has 100% interest in the controlled entities listed below and the investments are valued at cost less any impairment. These entities have not been consolidated as their size and nature means that they are not material to Council's operations.

	Consolidated		Council	
	2019	2018	2019	2018
	\$	\$	\$	\$
Brisbane Powerhouse Pty Ltd	300,001	300,001	300,001	300,001
TradeCoast Land Pty Ltd	2	2	2	2
City Parklands Services Pty Ltd	2	2	2	2
Brisbane Marketing Pty Ltd	1	1	1	1
Brisbane Green Heart CitySmart Pty Ltd	1	1	1	1
Museum of Brisbane Pty Ltd	1	1	1	1
Oxley Creek Transformation Pty Ltd	1	1	1	1
OC Invest Pty Ltd (dormant)	-	-	-	-
Riverfestival Brisbane Pty Ltd (dormant)	1	1	1	1
Brisbane Tolling Pty Ltd (dormant)	1	1	1	1
	<b>300,011</b>	<b>300,011</b>	<b>300,011</b>	<b>300,011</b>
	<b>300,011</b>	<b>300,011</b>	<b>141,201,662</b>	<b>141,201,662</b>

Brisbane Powerhouse Pty Ltd and Museum of Brisbane Pty Ltd act as trustees for the Brisbane Powerhouse Foundation and the Museum of Brisbane Trust respectively.

OC Invest Pty Ltd is a wholly owned subsidiary of Oxley Creek Transformation Pty Ltd.

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**10 Other investments (continued)**

**10(b) Investments in other entities**

Investments in entities where Council has 50% interest are considered as joint ventures and valued at cost less any impairment as their size and nature means that they are not material to Council's operations. Investments in the remaining entities do not have a quoted market price in an active market and are also valued at cost less any impairment.

Council's shares in Brisbane Housing Company Ltd (BHC) do not carry the right to receive dividends or participate in the income, profits or surplus of BHC beyond the redemption amount and in the event of winding up, the surplus of BHC are transferred to one or more charitable institutions nominated by the Queensland Government.

	Interest %	Consolidated		Council	
		2019 \$	2018 \$	2019 \$	2018 \$
Brisbane Bus Build Pty Ltd	50.0	1,000	1,000	1,000	1,000
Major Brisbane Festivals Pty Ltd	50.0	1	1	1	1
SEQ Regional Recreational Facilities Pty Ltd	12.5	509,001	509,000	509,001	509,000
Council of Mayors (SEQ) Pty Ltd (2018: 9.1%)	10.0	1	1	1	1
Brisbane Housing Company Ltd	9.1	1	1	1	1
City Super Pty Ltd (dormant)	50.0	1	1	1	1
		<b>510,005</b>	<b>510,004</b>	<b>510,005</b>	<b>510,004</b>

**10(c) Other fund investments**

From 1 July 2018, Council's investment in the Queensland Investment Corporation (QIC) managed fund and CBIC's property trusts have been reclassified from available for sale assets measured at fair value through other comprehensive income to fair value through profit and loss (refer note 1(g)). The fair value of these investments are represented by the net market value advised by QIC and the property trusts.

	Consolidated		Council	
	2019 \$	2018 \$	2019 \$	2018 \$
QIC managed fund	55,317,571	51,968,894	55,317,571	51,968,894
Property trusts	5,281,424	5,281,424	-	-
	<b>60,598,995</b>	<b>57,250,318</b>	<b>55,317,571</b>	<b>51,968,894</b>

**Brisbane City Council**  
**Notes to the financial statements**  
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**11 Property, plant and equipment**

**11(a) Movements**

Consolidated	Land		Buildings		Plant and equipment		Infrastructure		Other assets		Capital work in progress		Total	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Opening gross value	4,544,576	4,367,769	1,428,514	1,347,137	509,614	526,340	16,603,206	15,689,414	99,353	83,874	1,221,019	997,584	24,406,282	23,012,118
Opening accumulated depreciation	-	-	(444,491)	(414,473)	(303,759)	(324,066)	(3,802,497)	(3,514,220)	(17,671)	(16,242)	-	-	(4,568,418)	(4,269,001)
Opening net value	4,544,576	4,367,769	984,023	932,664	205,855	202,274	12,800,709	12,175,194	81,682	67,632	1,221,019	997,584	19,837,864	18,743,117
Additions	63,279	-	29,775	-	-	-	88,065	45,844	-	-	817,508	869,949	998,627	915,793
Transfers	87,125	126,609	(72,430)	80,017	77,739	69,983	608,191	363,764	550	6,141	(687,569)	(646,514)	13,606	-
Reclass to assets held for sale	(3,330)	3,181	(37,360)	-	(70)	(126)	-	-	-	-	-	-	(40,760)	3,055
Disposals and write-off	(3,740)	(11,264)	(729)	(3,507)	(35,598)	(32,452)	(33,531)	(39,140)	(1,316)	(223)	-	-	(74,914)	(86,586)
Revaluations	9,136	58,281	45,355	6,794	(4,594)	1,561	-	474,281	(598)	9,603	-	-	49,299	550,520
Depreciation	-	-	(32,672)	(31,945)	(36,025)	(35,385)	(238,887)	(219,234)	(1,569)	(1,471)	-	-	(309,153)	(288,035)
<b>Closing net value</b>	<b>4,697,046</b>	<b>4,544,576</b>	<b>915,962</b>	<b>984,023</b>	<b>207,307</b>	<b>205,855</b>	<b>13,224,547</b>	<b>12,800,709</b>	<b>78,749</b>	<b>81,682</b>	<b>1,350,958</b>	<b>1,221,019</b>	<b>20,474,569</b>	<b>19,837,864</b>
Comprised of:														
Closing gross balance	4,697,046	4,544,576	1,255,497	1,428,514	499,969	509,614	17,333,215	16,603,206	96,946	99,353	1,350,958	1,221,019	25,233,631	24,406,282
Closing accumulated depreciation	-	-	(339,535)	(444,491)	(292,662)	(303,759)	(4,108,668)	(3,802,497)	(18,197)	(17,671)	-	-	(4,759,062)	(4,568,418)

Council	Land		Buildings		Plant and equipment		Infrastructure		Other assets		Capital work in progress		Total	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Opening gross value	4,543,113	4,359,119	1,258,263	1,227,255	509,614	526,340	16,603,206	15,689,414	99,353	83,874	1,221,018	997,584	24,234,567	22,883,586
Opening accumulated depreciation	-	-	(445,992)	(415,975)	(303,759)	(324,066)	(3,802,497)	(3,514,220)	(17,671)	(16,242)	-	-	(4,569,919)	(4,270,503)
Opening net value	4,543,113	4,359,119	812,271	811,280	205,855	202,274	12,800,709	12,175,194	81,682	67,632	1,221,018	997,584	19,664,648	18,613,083
Additions	4,013	-	1,378	-	-	-	88,065	45,844	-	-	817,508	822,811	910,964	868,655
Transfers	87,125	125,796	(87,219)	33,693	77,739	69,983	608,191	363,764	550	6,141	(687,568)	(599,377)	(1,182)	-
Reclass to assets held for sale	(2,680)	3,181	(729)	(757)	(70)	(126)	-	-	-	-	-	-	(2,750)	3,055
Disposals and write-off	(3,740)	(3,264)	(729)	(757)	(35,598)	(32,452)	(33,531)	(39,140)	(1,316)	(223)	-	-	(74,914)	(75,836)
Revaluations	9,136	58,281	27,629	6,794	(4,594)	1,561	-	474,281	(598)	9,603	-	-	31,573	543,726
Depreciation	-	-	(32,672)	(31,945)	(36,025)	(35,385)	(238,887)	(219,234)	(1,569)	(1,471)	-	-	(309,153)	(288,035)
<b>Closing net value</b>	<b>4,636,967</b>	<b>4,543,113</b>	<b>720,658</b>	<b>812,271</b>	<b>207,307</b>	<b>205,855</b>	<b>13,224,547</b>	<b>12,800,709</b>	<b>78,749</b>	<b>81,682</b>	<b>1,350,958</b>	<b>1,221,018</b>	<b>20,219,186</b>	<b>19,664,648</b>
Comprised of:														
Closing gross balance	4,636,967	4,543,113	1,061,694	1,258,263	499,969	509,614	17,333,215	16,603,206	96,946	99,353	1,350,958	1,221,018	24,979,749	24,234,567
Closing accumulated depreciation	-	-	(341,036)	(445,992)	(292,662)	(303,759)	(4,108,668)	(3,802,497)	(18,197)	(17,671)	-	-	(4,760,563)	(4,569,919)

Asset additions include purchased assets, capitalised expenditure on constructed assets and contributed assets.  
Transfers include transfers out of capital work in progress into the respective asset class for completed projects and any transfers between asset classes.



## **11 Property, plant and equipment (continued)**

### **11(b) Recognition**

Items of property, plant and equipment with a value above \$10,000 (except for cultural and heritage assets and network assets) are capitalised. Network assets are capitalised when the total value of the network is above \$10,000. All cultural and heritage assets are capitalised irrespective of their value. All other property, plant and equipment purchases are expensed in the year of acquisition.

Assets are classified in relevant asset classes and sub-classes and useful lives assigned. Where significant components of assets can be identified, these components are assigned different useful lives where appropriate.

Land under roads and reserve land controlled by the Queensland Government under the *Land Act 1994* or the *Land Title Act 1994* is not recognised in the financial statements.

CBIC recognises property held to earn rental income and/or for capital appreciation, and property that is being constructed or developed for future use, as investment property. CBIC's investment properties are initially measured at cost, with gains or losses arising from changes in fair value recognised in the statements of comprehensive income. These properties are substantially occupied by Council and/or Council's controlled entities, and therefore are reclassified to property, plant and equipment on consolidation, with revaluations included in the asset revaluation surplus.

### **11(c) Measurement**

Property, plant and equipment assets are initially recorded at cost. Cost is determined as the fair value of the asset given as consideration, direct costs incurred, costs incidental to acquisition including a reasonable proportion of overhead expenses, and all other costs incurred in getting the asset ready for use.

Expenditure to maintain the operational capacity or useful life of assets is considered maintenance and expensed. Expenditure related to the replacement of a major component of an asset is capitalised, with the value of the carrying amount expensed (refer note 4(d)). Expenditure that increases the service capacity or extends the useful life of an asset is capitalised and the remaining life of the asset appropriately adjusted.

Contributed items of property, plant and equipment, except reserve land, are recognised as assets and revenue at fair value.

Land, buildings, plant and equipment, infrastructure assets and other assets are measured on the revaluation basis at fair value. Capital work in progress is measured at cost.

### **11(d) Depreciation and impairment**

All assets and/or components of assets, except for quarries, are depreciated over their useful life using the straight line method. Quarries are depreciated using the unit of production method. Useful lives are reviewed regularly to ensure economic benefits are consumed over the period of use. Residual values are determined based on estimated recovery value at the end of the asset's useful life.

Property, plant and equipment is assessed for indicators of impairment on an annual basis. If an indicator of impairment exists, the asset's recoverable amount is determined and any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

**Brisbane City Council**  
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**11 Property, plant and equipment (continued)**

**11(e) Valuation**

(i) Valuation processes

Asset class	2019 useful life (years)	Basis of measurement	Level	2019 revaluation type:	2019 valuation or index supplied by:	Most recent comprehensive valuation	Council closing net value 2019 \$'000	2018 \$'000
Land	Indefinite	Fair value	2 and 3	Comprehensive and index	Independent valuer	20% of class each year	4,636,967	4,543,113
Buildings	4 - 140	Fair value	3	Comprehensive and index	Independent valuer	2019	720,659	812,271
Plant and equipment								
Fleet	4 - 8	Fair value	3	Management	Management	30% of class each year	61,682	60,188
Buses	20	Fair value	3	Management	Management	2018	18,365	23,336
General	2 - 88	Fair value	3	Index	Independent valuer	2018	127,260	122,331
Infrastructure								
Roads network	12 - indefinite	Fair value	3	Index	Independent valuer	2015	8,810,902	8,589,231
Drainage network	50 - 150	Fair value	3	Index	Independent valuer	2015	3,270,924	3,245,505
Flood mitigation network	20 - indefinite	Fair value	3	Index	Independent valuer	2015	164,420	161,940
Wharves, piers and jetties	30 - 50	Fair value	3	Index	Independent valuer	2015	262,584	258,046
Traffic control network	20 - 30	Fair value	3	Index	Independent valuer	2015	139,171	128,685
Bikeways	30 - 80	Fair value	3	Index	Independent valuer	2015	137,339	130,809
Other	5 - 100	Fair value	3	Management	Management	2018	439,207	286,493
Other assets	10 - indefinite	Fair value	2 and 3	Index	Independent valuer	2017	78,749	81,682
Capital work in progress		Cost					1,350,957	1,221,018
							<b>20,219,186</b>	<b>19,664,648</b>

## **11 Property, plant and equipment (continued)**

### **11(e) Valuation (continued)**

#### **(i) Valuation processes (continued)**

The methods used to estimate fair values comprise:

- Level 1 - the fair value is calculated using quoted prices in active markets.
- Level 2 - the fair value is estimated using inputs that are observable for the asset or liability, either directly (as prices) or indirectly (derived from prices).
- Level 3 - the fair value is estimated using inputs for the asset that are not based on observable market data.

Assets measured at fair value are revalued as necessary to ensure the carrying amount does not materially differ from the fair value at year end. Comprehensive revaluations are undertaken at regular intervals of not more than 5 years. These are performed by independent valuers for infrastructure assets, and independent valuers or suitably qualified Council officers for non-infrastructure assets.

In intervening years, a suitable cost index is applied to the assets in each class. For infrastructure assets, the cost index is obtained from independent valuers, and for non-infrastructure assets, the cost index is obtained from independent valuers or management valuations based on contract prices.

Revaluations are assessed by asset class and where the difference between the carrying amount and the fair value is material, a revaluation adjustment is processed.

Any revaluation increment arising on the revaluation of an asset is credited to the appropriate class of the asset revaluation surplus, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense to the extent it exceeds the balance, if any, in the revaluation surplus of that asset class.

#### **(ii) Valuation techniques used to derive fair values**

Fair value for level 3 assets is determined at current replacement cost less accumulated depreciation to reflect the already consumed or expired future economic benefits of the asset. This utilises a number of inputs, all of which require judgement, and are therefore classed as unobservable. Fair value for level 2 assets, comprised of mainly land and some other assets including artworks, is determined using current market value.

##### **Land**

Land is measured with reference to historical sales data for similar properties. Where there is a lack of comparable sales, the valuation is based on the closest comparable sales. Land with a restricted use, such as parkland and environmental land, may have a discount factor applied.

Council's fair value measurement has been either a level 2 or 3, depending on whether the land is subject to restriction as to use and/or sale, and whether there is an active market.

##### **Buildings**

Fair value of buildings are benchmarked by the valuer to externally available and internally generated civil works and building cost data.

##### **Plant and equipment**

Fair value of fleet assets are established by reference to Council contracts, supplier price lists or management valuation.

Buses are valued using management valuation with reference to the current supply contract and remaining useful life.



## **11 Property, plant and equipment (continued)**

### **11(e) Valuation (continued)**

#### **(ii) Valuation techniques used to derive fair values (continued)**

##### **Infrastructure**

Infrastructure assets are comprised of roads network, drainage network, flood mitigation network, wharves, piers and jetties, traffic control network, bikeways and other infrastructure assets.

Council infrastructure assets are valued at fair value using current replacement cost less accumulated depreciation, to reflect the already consumed future economic benefits of the asset. Current replacement cost is derived from average costs at which assets could be constructed, including itemised costs and quantities of materials, services and resources required.

##### *Roads network*

Council records individual roads by street within a suburb and further identifies components as roads (surface, base course and earthworks), footpaths, kerb and channel, medians, fences and retaining walls, and assigns appropriate useful lives.

Significant bridges on the Brisbane River are individually valued according to the material type used for construction, deck area and bridge length.

Smaller bridges are categorised into road and foot bridges and valued based on bridge span and material type.

##### *Drainage network*

Drainage assets consist of pipes, manholes, gullies, inlets and chambers, as well as Stormwater Quality Improvement Devices (SQIDS) and groynes. SQIDS and groynes are valued individually. The remaining network assets are grouped, and assigned useful lives. Drainage assets are located underground and physical inspection is not possible. The age, size, pipe depth and type of construction material, together with current and planned maintenance, are used to determine useful life, estimated remaining life, and current replacement cost.

##### *Flood mitigation network*

The flood mitigation network consists largely of open drains and sea and river walls, which are valued on a unit rate basis.

##### *Wharves, piers, jetties*

Jetties, pontoons, boat ramps and ferry terminals are treated as stand-alone assets and valued independently, as well as boardwalks which are valued on a unit rate basis.

##### *Traffic control network*

The traffic control network is valued using current replacement cost and is dependent on the number of approaches in the intersection.

##### *Bikeways*

Bikeways are stereotyped and valued on a unit rate basis.

##### **Other assets**

Other assets includes heritage and artworks, pools, sports complexes and fields.

Council conducts valuations of heritage assets, including statues, monuments and outdoor artworks based on replacement cost of similar artworks on a five yearly basis.

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**12 Intangibles**

Intangibles with a value above \$10,000 are capitalised at cost and amortised on a straight line basis, generally over a period of between 2 and 20 years. All other intangibles are expensed in the year of acquisition.

Intangible assets and intangibles not yet available for use are assessed for indicators of impairment on an annual basis. If the carrying amount exceeds the recoverable amount, an impairment loss is recognised.

	Consolidated		Intangibles under development		Total	
	2019	2018	2019	2018	2019	2018
	\$000	\$000	\$000	\$000	\$000	\$000
Opening gross value	356,921	350,280	17,080	56,326	374,001	406,606
Opening accumulated amortisation	(112,606)	(91,970)	-	-	(112,606)	(91,970)
Opening net value	244,315	258,310	17,080	56,326	261,395	314,636
Additions	19	-	3,060	3,337	3,079	3,337
Transfers	10,746	41,236	(9,564)	(42,583)	1,182	(1,347)
Disposals	-	(30,173)	-	-	-	(30,173)
Amortisation	(25,058)	(25,058)	-	-	(25,058)	(25,058)
<b>Closing net value</b>	<b>230,022</b>	<b>244,315</b>	<b>10,576</b>	<b>17,080</b>	<b>240,598</b>	<b>261,395</b>
Comprised of:						
Closing gross value	366,552	356,921	10,576	17,080	377,128	374,001
Closing accumulated amortisation	(136,530)	(112,606)	-	-	(136,530)	(112,606)

	Council		Intangibles under development		Total	
	2019	2018	2019	2018	2019	2018
	\$000	\$000	\$000	\$000	\$000	\$000
Opening gross value	356,921	350,280	17,080	56,326	374,001	406,606
Opening accumulated amortisation	(112,606)	(91,970)	-	-	(112,606)	(91,970)
Opening net value	244,315	258,310	17,080	56,326	261,395	314,636
Additions	-	-	3,060	3,337	3,060	3,337
Transfers	10,746	41,236	(9,564)	(42,583)	1,182	(1,347)
Disposals	-	(30,173)	-	-	-	(30,173)
Amortisation	(25,058)	(25,058)	-	-	(25,058)	(25,058)
<b>Closing net value</b>	<b>230,003</b>	<b>244,315</b>	<b>10,576</b>	<b>17,080</b>	<b>240,579</b>	<b>261,395</b>
Comprised of:						
Closing gross value	366,533	356,921	10,576	17,080	377,109	374,001
Closing accumulated amortisation	(136,530)	(112,606)	-	-	(136,530)	(112,606)

Asset additions include purchased assets and capitalised expenditure on constructed assets.

Transfers include transfers out of capital work in progress to intangible assets for completed projects.

**13 Payables**

Accounts payable are recognised when the goods are received or the service is performed at the amount owed. Amounts owing are unsecured and normally settled within 30 days.

Accrued employee benefits comprise annual leave, leave in lieu and accrued salaries and wages. Annual leave and leave in lieu represents the amount which Council has a present obligation to pay resulting from employees' services provided up to the reporting date. The accrual is based on the present value of remuneration rates that will be paid when the liability is expected to be settled and includes related on-costs.

As Council does not have an unconditional right to defer settlement of the annual leave beyond twelve months after the reporting date, annual leave is classified as a current liability.

	Consolidated		Council	
	2019	2018	2019	2018
	\$000	\$000	\$000	\$000
<b>Current</b>				
Trade creditors and accrued expenses	216,078	201,644	211,741	198,699
Accrued employee benefits	74,079	72,689	74,023	72,642
	<b>290,157</b>	<b>274,333</b>	<b>285,764</b>	<b>271,341</b>

**Brisbane City Council**  
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**14 Other financial liabilities**

**14(a) Composition of other financial liabilities**

The consolidated entity's loans payable at the reporting date are measured at amortised cost based on the book value of the principal outstanding. The book value of loans represents the current value of the debt to be repaid over its remaining term.

Council's other financial liabilities comprise of loans from Queensland Treasury Corporation (QTC) and finance leases. No assets have been pledged as security by Council for any liabilities, however all Council's loans are guaranteed by the Queensland Government.

CBIC has drawn down \$20 million from a \$50 million bank loan facility for the acquisition of commercial properties. This facility is secured over a pool of properties.

Where borrowing costs can be attributed to a specific capital project, the costs are capitalised as part of the qualifying asset during construction. Otherwise, borrowing costs are expensed as finance costs when they are incurred.

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Current</b>					
QTC loans					
Portfolio linked loans		67,666	78,868	67,666	78,868
Other QTC loan		763	723	763	723
		<b>68,429</b>	<b>79,591</b>	<b>68,429</b>	<b>79,591</b>
<b>Non-current</b>					
QTC loans					
Portfolio linked loans		1,665,941	1,729,072	1,665,941	1,729,072
Other QTC loan		43,622	44,253	43,622	44,253
Bank loan - secured		20,000	-	-	-
		<b>1,729,563</b>	<b>1,773,325</b>	<b>1,709,563</b>	<b>1,773,325</b>
Finance lease liabilities	14(c)	48,297	48,501	48,297	48,501
		<b>1,777,860</b>	<b>1,821,826</b>	<b>1,757,860</b>	<b>1,821,826</b>
		<b>1,846,289</b>	<b>1,901,417</b>	<b>1,826,289</b>	<b>1,901,417</b>

Council's QTC loan market value at the reporting date is \$2,183 million (2018: \$2,104 million). This represents the value of the debt if Council repaid at that date.

**14(b) Financing arrangements at reporting date**

Facilities available but not utilised as at the reporting date:

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Current</b>				
Bank overdraft	5,000	5,000	5,000	5,000
Credit card	924	922	924	922
QTC working capital facility	550,000	550,000	550,000	550,000
Bank loan facility	30,000	-	-	-
	<b>585,924</b>	<b>555,922</b>	<b>555,924</b>	<b>555,922</b>

**14(c) Finance leases**

Leases of buildings and plant and equipment where Council, as lessee, has substantially assumed all the risks and benefits of ownership are classified as finance leases.

A lease asset and a lease liability are recognised at the commencement of the lease. The asset and liability are valued at the fair value of the lease assets or, if lower, at the present value of the minimum lease payments. Lease payments are allocated between finance charges and reductions of the lease liability. Finance charges are recognised in finance costs in the statements of comprehensive income.



**Brisbane City Council**  
**Notes to the financial statements**  
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**14 Other financial liabilities (continued)**

**14(c) Finance leases (continued)**

A lease asset is depreciated over the useful life of the asset. Other leases, where substantially all the risks and rewards remain with the lessor, are classified as operating leases.

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
Liabilities in relation to finance leases are as follows:					
Within one year		4,072	3,973	4,072	3,973
One to five years		17,332	16,909	17,332	16,909
Later than five years		77,704	82,199	77,704	82,199
Total minimum future lease payments		99,108	103,081	99,108	103,081
Future finance charges		(50,811)	(54,580)	(50,811)	(54,580)
	14(a)	<b>48,297</b>	<b>48,501</b>	<b>48,297</b>	<b>48,501</b>

**15 Provisions**

**Long service leave**

The provision for long service leave represents the present value of the estimated future cash outflows to be made by Council resulting from employees' services provided up to the reporting date. The provision was calculated in 2018 using an actuarial estimate of future obligations taking into account future increases in wage and salary rates, periods of service and pattern of employee departures. The factor tables provided by an actuary in 2018 have been used to calculate the provision in 2019. Related on-costs are also included in the provision.

The long service leave provision has been discounted using discount rates derived from Commonwealth Government bond rates as at the calculation date with a term matching as closely as possible to the term of the long service leave liabilities.

Where employees have met the prerequisite length of service and Council does not have an unconditional right to defer the liability beyond twelve months, long service leave is classified as a current liability. Otherwise it is classified as non-current.

**Workers' compensation self insurance**

Council holds a WorkCover self insurance licence issued by the Workers' Compensation Regulator. Under this licence Council has provided an indemnity towards a financial guarantee to cover liabilities which may remain should the self insurance licence be cancelled and there was insufficient funds available to cover outstanding liabilities. Only WorkCover Queensland may call on any part of the guarantee should the above circumstances arise. Council's maximum exposure to the guarantee is \$8.7 million.

The provision is based on an independent actuarial assessment of the present value of the estimated future cash outflows to be made by Council resulting from workers' compensation claims.

**Organisational restructure**

The provision for organisational restructure represents an estimate of voluntary redundancies and other costs associated with these obligations.

**Land resumption**

Council has the ability to acquire property by resumption under Queensland Government legislation. Where there is uncertainty in the timing or amount of the future expenditure it is classified as a current provision.

**Land restoration**

Council has one open landfill and 156 (2018: 147) closed landfill sites throughout Brisbane. Obligations for future landfill remediation work are determined annually under Council's Closed Landfill and Contaminated Land Management programs, with the nature and extent of work required dependent on condition assessments of the land and any proposed use of that land. Since the obligation to perform work is dependent on regular, ongoing condition assessments and the costs of work required cannot be reliably measured for all sites, a provision for land restoration is recognised where it is probable that the work will be undertaken and a reliable estimate of the cost of works can be made for future financial years.

**Brisbane City Council**  
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**15 Provisions (continued)**

**Land restoration (continued)**

The provision for land restoration is calculated as the present value of anticipated future costs associated with restoring the sites to a useable state at the end of their lives, and will be reviewed annually. Estimates for land restoration costs have been revised during the year based on the latest proposed schedule of works.

**Other provisions**

The *Natural Assets Local Law 2003* provision is for Council to maintain and protect targeted natural environment sites for a period of up to 5 years.

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Current</b>				
Long service leave	131,824	118,168	131,824	118,168
Sick leave	55	60	55	60
Workers' compensation self insurance	3,335	3,140	3,335	3,140
Organisational restructure	2,193	978	2,193	978
Land resumption	87,208	64,205	87,208	64,205
Land restoration	13,442	21,086	13,442	21,086
Other	1,003	2,047	1,003	2,047
	<b>239,060</b>	<b>209,684</b>	<b>239,060</b>	<b>209,684</b>
<b>Non-current</b>				
Long service leave	13,557	12,160	13,557	12,160
Sick leave	498	704	498	704
Workers' compensation self insurance	8,355	7,798	8,355	7,798
Land restoration	62,899	29,485	62,899	29,485
Other	2,818	-	2,818	-
	<b>88,127</b>	<b>50,147</b>	<b>88,127</b>	<b>50,147</b>
	<b>327,187</b>	<b>259,831</b>	<b>327,187</b>	<b>259,831</b>

2019 Consolidated and Council	Workers' compensation self insurance \$000	Organisational restructure \$000	Land resumption \$000	Land restoration \$000	Other \$000	Total \$000
Balance as at 1 July	10,938	978	64,205	50,571	2,047	128,739
Provisions recognised	4,309	1,967	39,118	30,051	1,937	77,382
Payments made	(3,557)	(752)	(16,115)	(5,070)	(163)	(25,657)
Discount rate adjustment	-	-	-	789	-	789
Balance as at 30 June	<b>11,690</b>	<b>2,193</b>	<b>87,208</b>	<b>76,341</b>	<b>3,821</b>	<b>181,253</b>

**16 Other liabilities**

Revenue is classified as unearned if it relates to an obligation to supply specific goods and services in future periods.

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Current</b>				
Refundable deposits	586	658	586	658
Unearned revenue and lease premiums received in advance	40,433	38,449	39,378	38,392
Waste levy refund received in advance	30,134	-	30,134	-
	<b>71,153</b>	<b>39,107</b>	<b>70,098</b>	<b>39,050</b>
<b>Non-current</b>				
Unearned revenue and lease premiums received in advance	20,168	1,368	20,168	1,368
	<b>20,168</b>	<b>1,368</b>	<b>20,168</b>	<b>1,368</b>
	<b>91,321</b>	<b>40,475</b>	<b>90,266</b>	<b>40,418</b>

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**16 Other liabilities (continued)**

The Queensland Government made an advance payment to Council in June 2019 to mitigate the impacts on households for 2019-20 of the State Waste Levy, which takes effect from 1 July 2019. Council will be liable to the Queensland Government for payment of the Levy on most forms of commercial and household waste delivered to its disposal sites from 1 July 2019. The Queensland Government is required to make an annual payment to Council that essentially refunds Council for the portion of the Levy that relates to households. Council will fund the portion of the Levy that relates to commercial waste through charges to commercial users of disposal sites from 1 July 2019. As the receipt from the Queensland Government in June 2019 is for a refund of Council's 2019-20 Levy expense, the full amount has been recognised as a liability at 30 June 2019.

**17 Asset revaluation surplus**

Movements in the asset revaluation surplus mainly include net revaluation increments and decrements arising from the revaluation of property, plant and equipment. Increases and decreases on revaluation are offset within a class of asset. The movement in the land component of the asset revaluation surplus includes an increase in the provision for land restoration costs.

	Consolidated			Council		
	Balance as at 1 July \$000	Movement \$000	Balance as at 30 June \$000	Balance as at 1 July \$000	Movement \$000	Balance as at 30 June \$000
<b>2019</b>						
Land	2,902,134	9,135	2,911,269	2,889,076	9,135	2,898,211
Buildings	245,329	45,356	290,685	144,386	27,629	172,015
Plant and equipment	21,294	(4,594)	16,700	21,294	(4,594)	16,700
Infrastructure	6,777,384	-	6,777,384	6,777,384	-	6,777,384
Other assets	42,547	(598)	41,949	42,547	(598)	41,949
Share of asset revaluation surplus from associate	130,920	-	130,920	-	-	-
	<b>10,119,608</b>	<b>49,299</b>	<b>10,168,907</b>	<b>9,874,687</b>	<b>31,572</b>	<b>9,906,259</b>
<b>2018</b>						
Land	2,843,853	58,281	2,902,134	2,830,795	58,281	2,889,076
Buildings	240,205	5,124	245,329	144,386	-	144,386
Plant and equipment	19,733	1,561	21,294	19,733	1,561	21,294
Infrastructure	6,303,103	474,281	6,777,384	6,303,103	474,281	6,777,384
Other assets	32,944	9,603	42,547	32,944	9,603	42,547
Share of asset revaluation surplus from associate	130,920	-	130,920	-	-	-
	<b>9,570,758</b>	<b>548,850</b>	<b>10,119,608</b>	<b>9,330,961</b>	<b>543,726</b>	<b>9,874,687</b>

**18 Accumulated surplus**

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
Balance as at 1 July		11,283,480	1,161,106	10,703,477	977,201
Adjustment on initial application of AASB 9		7,606	-	8,145	-
Share of associate's AASB adjustment	9	11,675	-	-	-
Adjusted opening balance		11,302,761	1,161,106	10,711,622	977,201
Increase in operating capability		326,544	355,743	271,674	280,955
Other comprehensive income		(1,537)	4,262	(1,537)	4,262
Transfer from capital to accumulated surplus		-	9,762,369	-	9,441,059
Balance as at 30 June		<b>11,627,768</b>	<b>11,283,480</b>	<b>10,981,759</b>	<b>10,703,477</b>

In the prior year, Council transferred the amount in the capital equity account to accumulated surplus as the capital equity account is not relevant for Council's financial reporting.



**Brisbane City Council**  
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**19 Reconciliation of cash flows**

**19(a) Reconciliation of the increase in operating capability to cash flows from operating activities**

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Increase in operating capability</b>		326,544	355,743	271,674	280,955
<b>Non-cash items included in operating result</b>					
Depreciation and amortisation	11, 12	334,211	313,093	334,211	313,093
Non-cash donations, contributions and other capital revenue		(92,143)	(44,260)	(92,143)	(44,260)
Allowance for doubtful debts		(9,681)	(43,951)	(9,681)	(43,951)
Allowance for slow moving and obsolete stores		73	12	73	12
Loss on disposal of property, plant and equipment and intangibles	4(d)	33,376	64,470	33,466	68,539
		<b>265,836</b>	<b>289,364</b>	<b>265,926</b>	<b>293,433</b>
<b>Investing and financing activities</b>					
Fair value (gain) loss on other investments		(3,349)	(2,130)	(3,349)	(2,130)
Capital contributions, donations, grants, subsidies and other revenue		(145,725)	(174,707)	(145,725)	(174,707)
		<b>(149,074)</b>	<b>(176,837)</b>	<b>(149,074)</b>	<b>(176,837)</b>
<b>Changes in assets and liabilities</b>					
Rates and utility charges receivable		(655)	(1,369)	(655)	(1,369)
Other debtors		25,917	26,051	26,002	22,447
Other assets		(44,573)	(54,052)	11,315	7,384
Payables		12,898	604	13,378	(1,315)
Other liabilities		47,524	(1,603)	48,532	(500)
Provision for employee benefits		16,810	1,728	16,810	1,728
Other provisions		26,611	(23,717)	26,611	(23,717)
		<b>84,532</b>	<b>(52,358)</b>	<b>141,993</b>	<b>4,658</b>
<b>Net cash from operating activities</b>		<b>527,838</b>	<b>415,912</b>	<b>530,519</b>	<b>402,209</b>

**19(b) Reconciliation of liabilities arising from financing activities**

	Consolidated			Council		
	Balance as at 1 July \$000	Cash flows \$000	Balance as at 30 June \$000	Balance as at 1 July \$000	Cash flows \$000	Balance as at 30 June \$000
<b>2019</b>						
Loans	1,852,916	(54,924)	1,797,992	1,852,916	(74,924)	1,777,992
Finance leases	48,501	(204)	48,297	48,501	(204)	48,297
	<b>1,901,417</b>	<b>(55,128)</b>	<b>1,846,289</b>	<b>1,901,417</b>	<b>(75,128)</b>	<b>1,826,289</b>
<b>2018</b>						
Loans	1,929,764	(76,848)	1,852,916	1,928,719	(75,803)	1,852,916
Finance leases	48,597	(96)	48,501	48,597	(96)	48,501
	<b>1,978,361</b>	<b>(76,944)</b>	<b>1,901,417</b>	<b>1,977,316</b>	<b>(75,899)</b>	<b>1,901,417</b>

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**20 Commitments**

**Operating lease commitments**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Within one year	96,292	92,813	106,643	102,916
One to five years	351,673	330,006	395,852	374,224
Later than five years	395,699	448,785	514,579	577,952
	<b>843,664</b>	<b>871,604</b>	<b>1,017,074</b>	<b>1,055,092</b>

**Contractual commitments for operating expenditure**

Contractual commitments at the reporting date but not provided for in the financial statements are as follows:

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Within one year	249,427	218,072	248,435	217,090
One to five years	670,392	626,194	669,713	625,099
Later than five years	1,239,739	1,378,944	1,239,739	1,378,944
	<b>2,159,558</b>	<b>2,223,210</b>	<b>2,157,887</b>	<b>2,221,133</b>

**Contractual commitments for capital**

Capital expenditure contracted for at the reporting date but not provided for in the financial statements is as follows:

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Within one year	247,954	280,535	242,871	277,222
One to five years	11,862	88,109	11,862	88,109
	<b>259,816</b>	<b>368,644</b>	<b>254,733</b>	<b>365,331</b>

**Leases as lessor**

Future operating lease rental commitments receivable for property, plant and equipment comprise:

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Within one year	24,136	23,003	16,475	17,447
One to five years	69,893	67,197	43,786	46,227
Later than five years	320,109	173,896	290,354	137,743
	<b>414,138</b>	<b>264,096</b>	<b>350,615</b>	<b>201,417</b>

**21 Contingencies**

**Contingent liabilities**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
Claims	14,234	12,126	14,234	12,126
Land resumptions	18,741	23,223	18,741	23,223
Infrastructure charges	19,143	11,358	19,143	11,358
	<b>52,118</b>	<b>46,707</b>	<b>52,118</b>	<b>46,707</b>

Claims include formal requests or demands received by Council in relation to matters for financial compensation.

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**22 Transactions with related parties**

**22(a) Subsidiaries**

The group consists of Council, its subsidiaries and controlled entities of those subsidiaries (refer note 10). Only one of the subsidiaries is consolidated (refer note 1(d)). The following transactions occurred with subsidiaries.

	<b>2019</b>	<b>2018</b>
	<b>\$000</b>	<b>\$000</b>
<b>Transactions during the year</b>		
Grants, contributions and sponsorships paid by Council	73,200	69,572
Dividends received by Council	20,521	20,000
Land sale and purchase between Council subsidiaries	14,775	739
Rent paid by Council	10,268	11,661
Other revenue received by Council	6,991	-
Goods and services paid for by Council	2,586	-
<b>At the end of the reporting period</b>		
Lease commitments payable by Council	125,021	121,917
Funding commitments payable by Council	36,010	19,327
Lease commitments receivable to Council	5,983	5,762
Payable by Council	269	-
Receivable to Council	19	-

**22(b) Associate**

The following transactions occurred with Council's associate.

	<b>Note</b>	<b>2019</b>	<b>2018</b>
		<b>\$000</b>	<b>\$000</b>
Participation returns paid to Council	9	130,060	140,943
Tax received and receivable	3(f)	87,626	98,053
Reimbursement of capital expenditure		3,093	6,226
Infrastructure charges collected from developers and remitted to QUU		4,068	3,330

**22(c) Key management personnel (KMP) compensation**

KMP are those persons having authority and responsibility for planning, directing and controlling the activities of Council, directly or indirectly. KMP include the Lord Mayor, Councillors, Council's Chief Executive Officer and Council's Executive Management Team.

	<b>2019</b>	<b>2018</b>
	<b>\$000</b>	<b>\$000</b>
Short-term employee benefits	10,565	9,987
Post-employment benefits	1,373	1,337
Long-term benefits	52	37
Termination benefits	153	-
	<b>12,143</b>	<b>11,361</b>

**22(d) Transactions with other related parties**

Details of transactions between Council and other related parties are disclosed below.

	<b>2019</b>	<b>2018</b>
	<b>\$000</b>	<b>\$000</b>
Employee expenses for close family members of KMP	397	550
Professional services expenses	282	453
Other income received	23	29



## 22 Transactions with related parties (continued)

### 22(d) Transactions with other related parties (continued)

Close family members of key management personnel were employed through arm's length processes in accordance with Council's recruitment policies. They are paid commensurate with the requirements of the job they perform. The figures above include all remuneration received by close family members of KMP.

Council employs six staff which are close family members of KMP.

In the current year, the following transactions occurred through arm's length processes under normal terms and conditions.

- A company controlled by a KMP of Museum of Brisbane Pty Ltd provided advertising services to Museum of Brisbane Pty Ltd.
- A close family member of a KMP of Museum of Brisbane Pty Ltd was remunerated for their position on the Board of Brisbane Housing Company Ltd.
- A company controlled by a KMP of CBIC provided strategic communication services to Council, Brisbane Marketing Pty Ltd and QUU.
- A company controlled by a KMP of Council provided design, data processing, print and mail services to Brisbane Green Heart CitySmart Pty Ltd.
- A company controlled by a KMP of Council provided digital advertising services to Council.
- A company controlled by a close family member of a KMP of Council provided venue fitout services to Brisbane Powerhouse Pty Ltd.
- A company controlled by a close family member of a KMP of Council provided sponsorship to Brisbane Powerhouse Pty Ltd.

In the prior year, the following transactions occurred through arm's length processes under normal terms and conditions.

- A KMP of CBIC controlled two organisations that provided professional services to Council.
- Council leased a business premises to a close family member of a KMP.
- Brisbane Marketing Pty Ltd made payments to a third party for the management of a major Brisbane sporting event (Jeff Horn fight). Payments including a success fee were made by a third party to an extended family member of a KMP.

### 22(e) Transactions with related parties not disclosed

On a regular basis ordinary citizen transactions occur between Council and its related parties. Examples include rates, use of Council pools and library borrowings. Council has not included these types of transactions in its disclosure where they are made on the same terms and conditions available to the general public.

## 23 Service concession arrangements

There is no Australian Accounting Standard applicable to the current reporting period that addresses the accounting treatment to be adopted by grantors for capital costs incurred under a service concession arrangement.

In July 2017, AASB 1059 *Service Concession Arrangements: Grantors* was released, with the application date later deferred by the AASB by one year. The standard will apply to annual periods beginning on or after 1 January 2020, and the estimated impact is disclosed in note 1(g).

In 2006, Council entered into a contractual arrangement with the toll road operator to construct, maintain and operate the Clem Jones Tunnel (CLEM7) as a toll road over a concession period of 45 years. The toll road opened in March 2010.

Council opened the Go-Between Bridge (GBB) in July 2010 and Legacy Way (LW) Tunnel in June 2015. In August 2013 the long-term tollway concessions and leases for tolling rights for GBB and LW were transferred to the toll road operator. The concession period for each asset is 50 years, commencing in December 2013 for GBB and June 2015 for LW. At the end of each concession period the operations revert back to Council's control.

CLEM7, GBB and LW are not currently recognised in Council's statements of financial position. This takes into consideration the risks and rewards approach and reflects the transfer of control of the assets to the operator during the concession period. The operator is responsible for all operations and maintenance requirements throughout the concession period.

Council has forecast future revenue of \$97.6 million for LW in 2020. The future revenue received may be higher or lower than these estimates, depending on traffic volumes. Council may receive additional amounts for future revenue share from higher than expected traffic outcomes, or additional refinancing or other contractual benefits.

## 24 Superannuation defined benefit plan

Council has provided a written guarantee to LGIAsuper as trustee of the City Defined Benefits Fund (CDBF). The guarantee commits Council to fund the defined benefits of employees who are members of CDBF.

In accordance with the Superannuation Industry (Supervision) (SIS) Regulation, actuarial assessments are undertaken annually to determine Council's obligations. Actuarial gains and losses are recognised as other comprehensive income in the year in which they occur.

The more significant risks relating to the defined benefits are:

**Investment risk** - The risk that investment returns will be lower than assumed and Council will need to increase contributions to offset this shortfall.

**Salary growth risk** - The risk that wages or salaries will rise more rapidly than assumed, increasing defined benefit amounts and thereby requiring additional employer contributions.

**Legislative risk** - The risk that legislative changes could be made which increase the cost of providing the defined benefits.

The defined benefit assets are invested in the LGIAsuper balanced investment option. The assets are diversified within this investment option and therefore the Fund has no significant concentration of investment risk. The investments include no amounts relating to any of Council's own financial instruments or any property occupied or used by Council.

There were no Fund amendments affecting the defined benefits payable, nor were there any curtailments or settlements during the year.

Consolidated and Council	2019 \$000	2018 \$000
<b>Fair value of Fund assets</b>		
Fair value as at 1 July	70,758	66,815
Fair value as at 30 June	71,242	70,758
<b>Defined benefit obligation</b>		
Present value as at 1 July	52,906	53,322
Present value as at 30 June	54,674	52,906
<b>Net defined benefit asset</b>		
Net asset as at 1 July	17,852	13,493
Net asset as at 30 June	16,568	17,852

Movements in the net defined benefit asset were primarily due to returns on Fund assets, actuarial gains and losses, service costs and employer contributions. The asset ceiling has no impact on the net defined benefit asset. The amount recognised in other comprehensive income arising from the remeasurement of the defined benefit plan was \$1.5 million decrease (2018: \$4.3 million increase). The weighted average duration of the defined benefit obligation is 5 years (2018: 5.6 years).

The defined benefit costs have been determined using estimates of salary and pension escalation rates and a discount rate that reflects current market assessments.

In a report dated 29 November 2018, the financing approach adopted at the 1 July 2018 actuarial investigation of the Fund is to ensure sufficient assets are available to meet benefits as and when they fall due while also to target appropriate coverage of vested benefits. In that investigation, it was recommended that Council contributes to the Fund as follows:

- 14% of members' salaries (inclusive of the 3% occupational contribution) from 1 July 2018 to 31 December 2018
- 0% of members' salaries from 1 January 2019 to 31 December 2021
- 14% of members' salaries (inclusive of the 3% occupational contribution) from 1 January 2022 onwards
- 5.88% of salaries for defined benefit members' contributions made via salary sacrifice.

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**25 National competition policy**

Business activities classified under the *City of Brisbane Regulation 2012* are:

Transport for Brisbane	Commercial business unit
Civil Construction and Maintenance Operations	Significant business activity full cost pricing
Urban Amenity	Significant business activity full cost pricing
Waste and Resource Recovery Services	Significant business activity full cost pricing
City Projects Office	Prescribed business activity code of competitive conduct
Brisbane City Cemeteries	Prescribed business activity code of competitive conduct
City Parking	Commercial business unit
Golf Courses	Prescribed business activity code of competitive conduct
Riverstage	Prescribed business activity code of competitive conduct
Asset Portfolio Management	Prescribed business activity code of competitive conduct

	Transport for Brisbane		City Parking	
	2019	2018	2019	2018
	\$000	\$000	\$000	\$000
<b>Revenue</b>				
Internal Council revenue - Community service obligations	125,328	124,522	-	-
External Council revenue	359,296	358,243	32,553	30,922
	<b>484,624</b>	<b>482,765</b>	<b>32,553</b>	<b>30,922</b>
<b>Expenses</b>				
Administration, overheads and cost of resources	447,821	444,710	11,164	10,513
Depreciation	10,460	8,510	1,019	1,545
	<b>458,281</b>	<b>453,220</b>	<b>12,183</b>	<b>12,058</b>
Surplus (deficit) before tax	26,343	29,545	20,370	18,864
Plus (less) tax equivalent	(8,640)	(7,169)	(107)	(286)
Surplus (deficit) after tax	<b>17,703</b>	<b>22,376</b>	<b>20,263</b>	<b>18,578</b>

**26 Events after the reporting period**

CBIC declared a dividend of \$20 million at the Board meeting on 30 July 2019.



**Brisbane City Council**  
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**27 Financial instruments and financial risk management**

**27(a) Categorisation of financial instruments**

The categories of financial assets and financial liabilities are as follows:

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
<b>Financial assets</b>					
Cash and cash equivalents (at amortised cost)	5	399,453	626,715	391,647	544,565
Receivables (at amortised cost)	6	66,835	83,042	65,749	81,415
Other investments (at cost)	10(b)	510	510	510	510
Other investments (at fair value through profit and loss)	10(c)	60,599	-	55,317	-
Other investments (at fair value through other comprehensive income)	10(c)	-	57,250	-	51,969
		<b>527,397</b>	<b>767,517</b>	<b>513,223</b>	<b>678,459</b>
<b>Financial liabilities</b>					
Payables (at amortised cost)		293,204	278,265	285,764	271,341
Other financial liabilities (at amortised cost)	14	1,846,289	1,901,417	1,826,289	1,901,417
		<b>2,139,493</b>	<b>2,179,682</b>	<b>2,112,053</b>	<b>2,172,758</b>

**27(b) Financial risk management objectives and policies**

Council's principal financial instruments include cash and short-term deposits, investments, loans and various facilities such as working capital and a bank overdraft. The main purpose of these financial instruments is to provide adequate financial capability to support Council's operations, the acquisition of non-current assets and management of its financial market risks. Council has various other financial assets and liabilities such as trade receivables and payables, which arise directly from its operations.

Council's activities expose it to a variety of risks including market risk (such as interest rate risk), credit risk and liquidity risk. Council's financial risk management activities seek to minimise potential adverse effects of the unpredictability of financial markets on financial performance. Derivative products are used when considered necessary to hedge certain risk exposures.

Financial risk management is undertaken as part of Council's treasury operations and its activities are monitored by Council's Financial Risk Management Committee.

**27(c) Market risk**

**Interest rate risk**

Interest rate risk refers to possible fluctuations caused by changes in the value of interest bearing financial instruments as a result of changes in market rates.

Interest rate risk includes long term borrowings such as loans from QTC where repayments vary in accordance with the movement in the underlying borrowing rate.

Council's interest rate sensitivity to an expected 1% maximum fluctuation in interest rates if all other variables are held constant is:

**Increase (decrease) in operating capability and equity**

	Consolidated		Council	
	2019 \$000	2018 \$000	2019 \$000	2018 \$000
1% increase in interest rates	3,841	5,327	3,963	4,506
1% decrease in interest rates	(3,803)	(5,202)	(3,925)	(4,381)

**Brisbane City Council**  
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**27 Financial instruments and financial risk management (continued)**

**27(d) Liquidity risk**

Liquidity risk refers to the ability of the consolidated entity to meet its financial obligations as and when they fall due. The consolidated entity is exposed to liquidity risk through its normal course of business and through its borrowings, and its objective is to maintain adequate access to highly liquid investments, borrowings and other credit facilities. These facilities are disclosed in note 14.

The following table discloses the contractual maturity of the consolidated entity's financial liabilities, calculated based on undiscounted cash flows relating to the liabilities at the reporting date.

Consolidated	Payable in:			
	1 year or less	Over 1 to 5 years	More than 5 years	Total
	\$000	\$000	\$000	\$000
<b>2019</b>				
<b>Financial liabilities</b>				
Payables	290,157	3,047	-	293,204
Loans	153,901	637,268	1,640,103	2,431,272
Finance lease liabilities	322	2,730	45,245	48,297
	<b>444,380</b>	<b>643,045</b>	<b>1,685,348</b>	<b>2,772,773</b>
<b>2018</b>				
<b>Financial liabilities</b>				
Payables	274,333	3,932	-	278,265
Loans	164,975	661,431	1,947,582	2,773,988
Finance lease liabilities	203	2,125	46,173	48,501
	<b>439,511</b>	<b>667,488</b>	<b>1,993,755</b>	<b>3,100,754</b>
<b>Council</b>				
<b>2019</b>				
<b>Financial liabilities</b>				
Payables	285,764	-	-	285,764
Loans	153,071	613,948	1,640,103	2,407,122
Finance lease liabilities	322	2,730	45,245	48,297
	<b>439,157</b>	<b>616,678</b>	<b>1,685,348</b>	<b>2,741,183</b>
<b>2018</b>				
<b>Financial liabilities</b>				
Payables	271,341	-	-	271,341
Loans	164,975	661,431	1,947,582	2,773,988
Finance lease liabilities	203	2,125	46,173	48,501
	<b>436,519</b>	<b>663,556</b>	<b>1,993,755</b>	<b>3,093,830</b>

At 30 June 2019, the current book value owing by Council on QTC loans is \$1,778 million (2018: \$1,853 million). The difference represents the estimated amount of interest that will be payable over the remaining life of the loan based on current interest rates.

**27(e) Credit risk**

The credit risk of financial assets that have been recognised on the statements of financial position is the carrying amount.

Council's short-term investments are held with financial institutions which have a minimum rating of BBB+ based on Standard and Poor's credit rating, and whilst not capital guaranteed, the likelihood of a credit failure is assessed as remote.

**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**27 Financial instruments and financial risk management (continued)**

**27(e) Credit risk (continued)**

**Cash and cash equivalents**

Council and CBIC may be exposed to credit risk through their investments in the QTC Cash Fund. The QTC Cash Fund is an asset management portfolio that invests with a wide range of high credit rated counterparties. Deposits with the QTC Cash Fund are capital guaranteed.

**Other fund investments**

Council has invested in the QIC managed growth fund. The fund is managed to a Strategic Asset Allocation portfolio which allocates investments in global equities, fixed interest financial instruments, a diverse range of asset classes and foreign currency. Council may be exposed to credit risk through this investment. Growth fund movements are recognised through profit and loss.

**Receivables**

Council assesses the credit risk and applies normal business credit protection procedures to minimise the risk before providing goods or services. Council may require bank or directors' guarantees for receivables above certain limits.

At 30 June 2019, the exposure to credit risk for receivables by type of transaction, debtor or customer is as follows:

	Note	Consolidated		Council	
		2019 \$000	2018 \$000	2019 \$000	2018 \$000
Rates and utility charges		20,765	20,109	20,765	20,109
Regulated parking and tolling		16,181	25,120	16,181	25,120
GST recoverable		7,972	8,579	7,972	8,579
Government entities and agencies		5,175	20,095	5,175	20,095
Asphalts and quarries		3,899	4,672	3,899	4,672
Waste services		2,583	2,131	2,583	2,131
Other debtors		23,530	25,287	22,444	23,660
Total gross amount		80,105	105,993	79,019	104,366
Less impairment		(13,270)	(22,951)	(13,270)	(22,951)
Total	6	<b>66,835</b>	<b>83,042</b>	<b>65,749</b>	<b>81,415</b>

No significant concentration of credit risks has been identified, as exposure is spread over a large number of debtors and customers. Council has policies in place to ensure that credit facilities are made to debtors and customers with an appropriate credit history.

A summary of Council's exposure to credit risk for all receivables is as follows:

	Consolidated			Council		
	2019 Not credit- impaired \$000	Credit- impaired \$000	2018 \$000	2019 Not credit- impaired \$000	Credit- impaired \$000	2018 \$000
Current (not past due)	31,444	35	59,544	30,358	35	41,850
Past due 1 - 30 days	2,819	15	7,645	2,819	15	7,645
Past due 31 - 60 days	5,460	288	6,144	5,460	288	6,144
Past due 61 - 90 days	2,493	284	2,208	2,493	284	2,208
Past due more than 90 days	26,701	10,566	30,452	26,701	10,566	46,519
Total gross amount	68,917	11,188	105,993	67,831	11,188	104,366
Loss allowance	(2,082)	(11,188)	(22,951)	(2,082)	(11,188)	(22,951)
	<b>66,835</b>	<b>-</b>	<b>83,042</b>	<b>65,749</b>	<b>-</b>	<b>81,415</b>

At 30 June 2019, credit-impaired balances include regulated parking and tolling receivables that are past due more than 90 days amounting to \$10.3 million.



**Brisbane City Council**  
**Notes to the financial statements**  
**for the year ended 30 June 2019**

**27 Financial instruments and financial risk management (continued)**

**27(e) Credit risk (continued)**

**Expected credit loss (ECL) assessment as at 1 July 2018 and 30 June 2019**

Council uses an allowance matrix to measure the expected credit losses of receivables from individual customers, which comprise a large number of small balances. No loss allowance is recognised on rates and utility charges receivables as Council has a lien over most rateable properties under the provisions of sections 93 to 98 of the *City of Brisbane Act 2010*. GST and other receivables with amounts set aside in trust are also not provided with a loss allowance.

Loss rates are calculated using a roll rate method based on the probability of a receivable progressing through successive stages of delinquency to write-off.

The following table provides information about the exposure to credit risk and expected losses for receivables from individual customers (excluding rates and others) as at 30 June 2019:

2019	Consolidated			Council		
	Weighted average loss rate %	Gross carrying amount \$	Loss allowance \$	Weighted average loss rate %	Gross carrying amount \$	Loss allowance \$
Current (not past due)	4.9%	19,820	971	5.2%	18,734	971
Past due 1 - 30 days	25.8%	2,173	561	25.8%	2,173	561
Past due 31 - 60 days	28.8%	1,650	475	28.8%	1,650	475
Past due 61 - 90 days	33.9%	1,497	507	33.9%	1,497	507
Past due more than 90 days	92.5%	11,623	10,756	92.5%	11,623	10,756
<b>Total</b>		<b>36,763</b>	<b>13,270</b>		<b>35,677</b>	<b>13,270</b>

The loss rates are based on the weighted average loss rate for each receivable category. The ECL rates for the above receivables are based on credit loss history, adjusted for forward looking estimates based on current and forecast economic conditions.

**Brisbane City Council**  
**Statement by Councillors and management**  
**for the year ended 30 June 2019**

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These general purpose financial statements have been prepared pursuant to sections 168 and 169 of the *City of Brisbane Regulation 2012* (the Regulation) and other prescribed requirements.

In accordance with section 202(5) of the Regulation, we certify that:

- (i) the prescribed requirements of the *City of Brisbane Act 2010* and the *City of Brisbane Regulation 2012* for the establishment and keeping of accounts have been complied with in all material respects; and
- (ii) the general purpose financial statements, as set out on pages 2 to 40 present a true and fair view, in accordance with Australian Accounting Standards, of Council's and the consolidated entity's transactions for the financial year and financial position as at 30 June 2019.



Councillor Adrian Schrinner  
**LORD MAYOR**



Colin Jensen  
**CHIEF EXECUTIVE OFFICER**



Councillor Adam Allan  
**CHAIR**  
**FINANCE AND ADMINISTRATION COMMITTEE**



Paul Oberle  
**CHIEF FINANCIAL OFFICER**

13 August 2019

## INDEPENDENT AUDITOR'S REPORT

To the Councillors of Brisbane City Council

### Report on the audit of the financial report

#### Opinion

I have audited the accompanying financial report of Brisbane City Council (the council) and its controlled entities (the group).

In my opinion, the financial report:

- a) gives a true and fair view of the council's and group's financial position as at 30 June 2019, and of their financial performance and cash flows for the year then ended
- b) complies with the *City of Brisbane Act 2010*, the *City of Brisbane Regulation 2012* and Australian Accounting Standards.

The financial report comprises the statements of financial position as at 30 June 2019, the statements of comprehensive income, statements of changes in equity and statements of cash flows, for the year then ended, notes to the financial statements including significant accounting policies and other explanatory information, and the certificate given by the Lord Mayor; Chief Executive Officer; Chair Finance and Administration Committee and Chief Financial Officer.

#### Basis for opinion

I conducted my audit in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of my report.

I am independent of the council and group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General of Queensland Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial report of the current period. I addressed these matters in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.



**Infrastructure assets valuation using current replacement cost (\$12.1 billion)**

Refer to Note 11 in the financial report

Key audit matter	How my audit addressed the key audit matter
<p>Council's infrastructure assets (roads and drainage) were measured at fair value at balance date using the current replacement cost method that comprises:</p> <ul style="list-style-type: none"> <li>▪ gross replacement cost, less</li> <li>▪ accumulated depreciation</li> </ul> <p>Council values the gross replacement cost of its infrastructure assets with reference to the average cost (unit rate) at which it could construct a substitute asset of comparable quality in the normal course of business. Council engaged civil engineering consultants to derive its unit rates in 2014-15, and these rates have been indexed to reflect subsequent changes in construction costs. Unit rates require significant judgements for determining the:</p> <ul style="list-style-type: none"> <li>▪ parts of assets (components) that are replaced at different times in the asset lifecycle, or that have materially different replacement costs due to physical location attributes</li> <li>▪ average project dimensions</li> <li>▪ tasks required for replacing components, excluding those that result in duplication or are ineligible for inclusion in the cost of an asset</li> <li>▪ on-costed labour charges</li> <li>▪ directly attributable service, materials, and plant costs (inputs) for each applicable task</li> <li>▪ indices for measuring subsequent changes in unit rates.</li> </ul> <p>In measuring accumulated depreciation, council's engineers and asset managers use significant judgement for estimating how long components with long lives will last. Asset lives are dependent on a range of factors including construction materials and construction methods, obsolescence, environmental factors, degradation through use, and management intentions.</p> <p>The significant judgements required for gross replacement cost and useful lives are also significant for calculating annual depreciation expense.</p>	<p>My procedures included, but were not limited to:</p> <ul style="list-style-type: none"> <li>▪ Assessing the reasonableness of unit rates by: <ul style="list-style-type: none"> <li>• Obtaining an understanding of the methodology used and assessing its design, integrity and appropriateness with reference to common industry practice.</li> <li>• Enquiring with council management and engineering staff to identify if there had been any significant changes to construction costs resulting from factors such as changed building codes, environmental or safety regulations, or other factors such as changed construction methods and technological advances.</li> <li>• Evaluating the methods by which council determined the movement in unit cost indices and reasonableness of the result. We did this by – <ul style="list-style-type: none"> <li>○ Corroborating council's representations against recent construction activity and asset management plans</li> <li>○ Assessing the competence, capabilities and objectivity of valuers who have provided information on unit cost movements</li> <li>○ Considering evidence of labour rate changes and supplier rates</li> <li>○ Comparison with other publicly available indices</li> </ul> </li> </ul> </li> <li>▪ Assessing the reasonableness of infrastructure assets useful lives by: <ul style="list-style-type: none"> <li>• Reviewing management's annual assessment of useful lives.</li> <li>• Reviewing for evidence of infrastructure obsolescence, failure or disposals that could indicate a remaining useful life less than what is recorded.</li> <li>• Reviewing for evidence that council will use infrastructure assets for longer than the useful lives estimated for valuation and depreciation purposes.</li> <li>• Comparing council's infrastructure useful life assumptions to other local councils.</li> <li>• Considering whether council's asset management plans are consistent with useful lives assigned to infrastructure assets.</li> <li>• Assessing council's processes for performing asset condition assessment and making adjustments in its asset registers and financial systems.</li> </ul> </li> </ul>

### **Other information**

Other information comprises the information included in Brisbane City Council's annual report for the year ended 30 June 2019, but does not include the financial report and my auditor's report thereon. At the date of this auditor's report, the other information was the current year financial sustainability statement and long-term financial sustainability statement.

My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. However, as required by the City of Brisbane Regulation 2012, I have expressed a separate opinion on the current year financial sustainability statement.

In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report and my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this information, I am required to report that fact. I have nothing to report in this regard.

### **Responsibilities of the council for the financial report**

The council is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *City of Brisbane Act 2010*, the City of Brisbane Regulation 2012 and Australian Accounting Standards, and for such internal control as the council determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The council is also responsible for assessing the council's and group's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the council or to otherwise cease operations of the group.

### **Auditor's responsibilities for the audit of the financial report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.



- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for expressing an opinion on the effectiveness of the council's or group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the council.
- Conclude on the appropriateness of the council's and group's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the council's or group's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the council or group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the financial report. I am responsible for the direction, supervision and performance of the audit of the group. I remain solely responsible for my audit opinion.

I communicate with the council regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the council, I determine those matters that were of most significance in the audit of the financial report of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that the matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

### **Report on other legal and regulatory requirements**

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2019:

- a) I received all the information and explanations I required.
- b) In my opinion, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.



16 August 2019

Brendan Worrall  
Auditor-General

Queensland Audit Office  
Brisbane



**Brisbane City Council**  
**Current-year financial sustainability statement**  
**for the year ended 30 June 2019**

Council's performance at 30 June 2019 against key financial ratios:

Measures of financial sustainability	How the measure is calculated	2019 Consolidated	2019 Council
Operating surplus ratio	Net result (excluding capital items) divided by total operating revenue (excluding capital items)	5%	3%
Asset sustainability ratio	Capital expenditure on the replacement of assets (renewals) divided by depreciation expense	87%	87%
Net financial liabilities ratio	Total liabilities less current assets divided by total operating revenue (excluding capital items)	89%	92%

Council borrows to fund future long term infrastructure assets to provide ongoing benefits to the community.

The most recent credit review issued by Queensland Treasury Corporation in October 2018 provided Council with a 'Strong Rating' and 'Neutral Outlook'.

**Note 1 - Basis of preparation**

The current year financial sustainability statement is a special purpose statement prepared in accordance with the requirements of the *City of Brisbane Regulation 2012* and the Financial Management (Sustainability) Guideline 2013 Version 1.1. The amounts used to calculate the three reported measures are prepared on an accrual basis and are drawn from the Council's audited general purpose financial statements for the year ended 30 June 2019.

In determining the asset sustainability ratio:

1. Capital expenditure on the replacement of assets (renewals) refers only to infrastructure assets, which excludes fleet (buses and ferries), plant and equipment, and IT assets.
2. Depreciation expense relates to only infrastructure assets.

The definition for the asset sustainability ratio is as set out in the Financial Management (Sustainability) Guideline 2013 Version 1.1 issued by the Department of Local Government, Racing and Multicultural Affairs.

**Brisbane City Council**  
**Certificate of accuracy**  
**for the year ended 30 June 2019**

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This current-year financial sustainability statement has been prepared pursuant to Section 170 of the *City of Brisbane Regulation 2012* (the Regulation).

In accordance with Section 202(5) of the Regulation we certify that this current-year financial sustainability statement has been accurately calculated.



Councillor Adrian Schrinner  
**LORD MAYOR**



Colin Jensen  
**CHIEF EXECUTIVE OFFICER**

13 August 2019

## INDEPENDENT AUDITOR'S REPORT

To the Councillors of Brisbane City Council

### Report on the Current-Year Financial Sustainability Statement

#### Opinion

I have audited the accompanying current year financial sustainability statement of Brisbane City Council for the year ended 30 June 2019, comprising the statement, explanatory notes, and the certificate of accuracy given by the Lord Mayor and the Chief Executive Officer.

In accordance with section 202 of the City of Brisbane Regulation 2012, in my opinion, in all material respects, the current year financial sustainability statement of Brisbane City Council for the year ended 30 June 2019 has been accurately calculated.

#### Basis of opinion

I conducted my audit in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the current year financial sustainability statement* section of my report.

I am independent of the council in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the statement in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General of Queensland Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Emphasis of matter – basis of accounting

I draw attention to Note 1 which describes the basis of accounting. The current year financial sustainability statement has been prepared in accordance with the Financial Management (Sustainability) Guideline 2013 for the purpose of fulfilling the council's reporting responsibilities under the City of Brisbane Regulation 2012. As a result, the statement may not be suitable for another purpose. My opinion is not modified in respect of this matter.

#### Other Information

Other information comprises the information included in Brisbane City Council's annual report for the year ended 30 June 2019, but does not include the current year financial sustainability statement and my auditor's report thereon. At the date of this auditor's report, the other information was the general purpose financial statements and long-term financial sustainability statement.

My opinion on the current year financial sustainability statement does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. However, as required by the City of Brisbane Regulation 2012, I have expressed a separate opinion on the general purpose financial report.

In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report and my knowledge obtained in the audit or otherwise appears to be materially misstated.



If, based on the work I have performed, I conclude that there is a material misstatement of this information, I am required to report that fact. I have nothing to report in this regard.

**Responsibilities of the council for the current year financial sustainability statement**

The council is responsible for the preparation and fair presentation of the current year financial sustainability statement in accordance with the City of Brisbane Regulation 2012. The council's responsibility also includes such internal control as the council determines is necessary to enable the preparation and fair presentation of the statement that is accurately calculated and is free from material misstatement, whether due to fraud or error.

**Auditor's responsibilities for the audit of the current year financial sustainability statement**

My objectives are to obtain reasonable assurance about whether the current year financial sustainability statement as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this statement.

My responsibility does not extend to forming an opinion on the appropriateness or relevance of the reported ratios, nor on the council's future sustainability.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the statement, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the council.
- Evaluate the overall presentation, structure and content of the statement, including the disclosures, and whether the statement represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the council regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



16 August 2019

Brendan Worrall  
Auditor-General

Queensland Audit Office  
Brisbane

**Brisbane City Council**  
**Unaudited long-term financial sustainability statement**  
 prepared as at 30 June 2019

Measures of financial sustainability	Target	Actuals 2019	Forecasts for the years ending 30 June									
			2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<b>Consolidated</b>												
<b>Operating surplus ratio</b> <i>Net result (excluding capital items) divided by total operating revenue (excluding capital items)</i>	Between 0% and 10%	5%	4%	4%	6%	6%	5%	7%	8%	9%	10%	11%
<b>Asset sustainability ratio</b> <i>Capital expenditure on the replacement of assets (renewals) divided by depreciation expense</i>	Greater than 90%	87%	77%	71%	61%	51%	57%	61%	66%	63%	61%	59%
<b>Net financial liabilities ratio</b> <i>Total liabilities less current assets divided by total operating revenue (excluding capital items)</i>	Not greater than 60%	89%	124%	264%	257%	249%	233%	220%	216%	207%	191%	173%
<b>Council</b>												
<b>Operating surplus ratio</b> <i>Net result (excluding capital items) divided by total operating revenue (excluding capital items)</i>	Between 0% and 10%	3%	2%	1%	4%	4%	3%	5%	5%	7%	8%	9%
<b>Asset sustainability ratio</b> <i>Capital expenditure on the replacement of assets (renewals) divided by depreciation expense</i>	Greater than 90%	87%	73%	68%	58%	49%	55%	58%	62%	59%	57%	56%
<b>Net financial liabilities ratio</b> <i>Total liabilities less current assets divided by total operating revenue (excluding capital items)</i>	Not greater than 60%	92%	133%	277%	269%	260%	244%	231%	227%	217%	200%	181%

Ratios include the estimated implications of Australian Accounting Standards and Interpretations not effective at the reporting date with an expected significant impact in future years.

The significant future impact on the net financial liabilities ratio is due to the implementation of AASB 1059.



**Brisbane City Council**  
**Unaudited long-term financial sustainability statement (continued)**  
prepared as at 30 June 2019

**Financial Management Strategy**

Council measures revenue and expenditure trends over time as a guide to future requirements and to make decisions about the efficient allocation of resources to ensure the most effective provision of services. Council ensures that its financial management strategy is prudent and that its long-term financial forecast shows a sound financial position whilst also being able to meet the community's current and future needs.

Council prepares and adopts, as part of its Annual Plan and Budget, ten year forecasts and associated financial sustainability measures (see previous page) that have been set by the Department of Local Government, Racing and Multicultural Affairs, and medium term comprehensive income, financial position and cashflow statements. Annually, as part of its Annual Plan and Budget, Council prepares and adopts investment, debt and revenue policies. Council's Annual Plan and Budget is consistent with its long term asset management plan and corporate plan. This comprehensive system of financial and strategic planning ensures objectives can be achieved in a financially sustainable manner and delivered in an effective and efficient manner.

Managing Council's budget development ensures Council's financial sustainability. Council's budget process is centred around strategic outcomes and target setting. Budget considerations during the budget development phase include prioritisation of capital and operating expenditure and compliance with credit metrics in the budget year and forecast period.

As part of Council's financial management strategy, Council sets, monitors and ensures compliance with financial policy, processes and performance. Council monitors performance of selected key financial ratios which are reported quarterly at Council meetings. Council also monitors its performance against budget on a monthly basis.

A range of governance policies and arrangements make up the total Council response to financial planning and management. These include Council's contracting principles, business cases and prioritisation reviews, annual asset management planning, and Council's Financial and Accounting Corporate Rules. These policies and arrangements ensure that Council is effective and efficient at achieving its objectives, managing its investments, meeting its financial commitments in the financial year, and keeping debt to manageable levels.

**Brisbane City Council**  
**Certificate of accuracy**  
for the year ended 30 June 2019

This long-term financial sustainability statement has been prepared pursuant to Section 170 of the *City of Brisbane Regulation 2012* (the Regulation).

In accordance with Section 202(5) of the Regulation we certify that this long-term financial sustainability statement has been accurately calculated.



Councillor Adrian Schirner  
LORD MAYOR



Colin Jensen  
CHIEF EXECUTIVE OFFICER

13 August 2019







# 8

## GLOSSARY AND INDEX







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## IN THIS SECTION

Glossary

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# GLOSSARY

## A

**Active Parks program:** Council's Active Parks program offers free or low-cost, accessible recreational activities for people of all ages, abilities and background at more than 50 local parks across Brisbane.

**Active School Travel program:** a program aimed at educating students, parents and teachers about the benefits of leaving the car at home and advocating travel by walking, cycling or using public transport.

**All abilities playground:** playgrounds that provide a variety of play experiences for people of all abilities.

**Annual Plan (and Budget):** each year the Lord Mayor presents and Council adopts an Annual Plan and Budget. The Annual Plan specifies the outcomes Council seeks to achieve, the services Council provides to the community and the projects Council will undertake. The Budget provides authorisation for Council's expenditures and revenue collection.

**Annual Report:** Council's report on its annual performance. The report includes statements about annual performance, financial statements and disclosures required under legislation.

**Asia Pacific Cities Summit (2019APCS) and Mayors' Forum:** a leading regional forum for civic and business leaders, supported by Council.

**Australian Workplace Equality Index:** the definitive national benchmark on LGBTI workplace inclusion which drives best practice in Australia and sets a comparative benchmark for Australian employers across all sectors.

## B

**Better Brisbane Proposals:** an initiative that encourages proposals from residents, entrepreneurs, business owners, not-for-profit organisations or academics that solves a problem, addresses an opportunity or could enhance Council's services.

**Black Spot program:** The Australian Government Black Spot program projects target road locations where crashes are occurring. By funding measures such as traffic signals and roundabouts at dangerous locations, the program reduces the risk of crashes.

**BrisAsia Festival:** annual three-week festival program celebrating the best of Asian art and culture across Brisbane. Includes hands-on artistic workshops, Asian-inspired cooking classes and cultural performances.

**Brisbane 2022 New World City Action Plan:** aims to define the priorities that will drive the city's economic growth.

**Brisbane Canvas project:** an extension of the successful Vibrant Laneways Outdoor Gallery program, the project introduces a rich range of innovative and imaginative commissioned street art to Council and Queensland Government-owned walls, pillars and bridge structures in Brisbane, energising public spaces and celebrating the city's creative scene.

**Brisbane City Plan 2014:** Council's plan for the future development of Brisbane. It guides how land in Brisbane can be used and developed.

**Brisbane Economic Development Plan 2012-2031:** sets out the priorities and actions required to support Brisbane's economic development to 2031.

**Brisbane Greeters:** a voluntary service in which friendly and well-informed local people show visitors the city.

**Brisbane City Council Local Government Area (LGA):** a defined portion of the metropolitan area of Brisbane, Queensland, Australia within the jurisdiction of Brisbane City Council. Unlike LGAs in other mainland state capitals (Sydney, Melbourne, Perth and Adelaide), which generally encompass only central business districts and close neighbourhoods, the Brisbane City Council LGA covers a large portion of the metropolitan area. As a result, it has a larger population than any other LGA in Australia.

**Brisbane Marketing:** a partner in delivering Council's economic development plan for the city. Brisbane Marketing is also the Convention Bureau for Brisbane and the Regional Tourism Organisation for the local governments of the greater Brisbane area.

**Business in Brisbane:** newsletter and e-newsletter giving small businesses and entrepreneurial residents practical tips to help grow, strengthen or develop their business. It features details of the support services Council offers new and existing businesses, and provides information on activities and events taking place throughout the city.

**Business units:** organisational units responsible for best practice delivery of outputs within the commercial framework set by Council. Council's Annual Plan and Budget lists business units and their goals and activities. The Annual Report states their financial and non-financial performance.

**Brisbane Metro:** one of Brisbane's most significant public transport projects. Brisbane Metro vehicles will connect the city to the suburbs with high-capacity Metro services running along dedicated busways.

**Brisbane Metropolitan Transport Management Centre (BMTMC):** the principal transport management centre for the greater Brisbane metropolitan area. The BMTMC provides real-time traffic management updates, safe and secure busway facilities and public transport continuity that contributes to the optimal operation of SEQ's road and public transport network.

**Brisbane Vision 2031 (Brisbane Vision):** Council's long-term community plan for the city. It details the aspirations for Brisbane's future and outlines ideas for achieving this vision.

**Bushland Acquisition program:** uses funds raised from the Bushland Preservation Levy to acquire and maintain property that supports significant ecosystems, plants and animals.

## C

**CityCat:** Council's fleet of catamaran public transport vessels operating along the Brisbane River from the University of Queensland, St Lucia to Northshore Hamilton.

**CityCycle:** a bicycle hire service with stations located at key inner city destinations between the University of Queensland, St Lucia and Newstead.

**CityGlider:** buses which provide high-frequency transport. The Blue CityGlider travels from West End to Newstead. The Maroon CityGlider operates from Ashgrove to Coorparoo connecting major sporting, entertainment, shopping and dining precincts.

**City of Brisbane Act 2010:** provides for the way in which Council is constituted and its responsibilities and powers. It is supported by the *City of Brisbane Regulation 2012*.

**Civic Cabinet:** see Establishment and Coordination Committee.

**CoderDojo:** is a free coding club for young children which teaches children how to code and develop software.

**Congestion Reduction Unit (CRU):** aims to reduce traffic congestion and improve travel times and trip reliability. Its key target is to improve average travel speeds on the top 20-25 roads in Brisbane.

**Corporate Plan 2016-17 to 2020-21 – 2017 Update (Corporate Plan):** specifies the medium-term (five year) strategic objectives Council seeks to achieve. The Annual Plan and Budget delivers to these objectives. Achievement of Corporate Plan objectives over a series of Corporate Plans delivers the Brisbane Vision 2031, Council's long-term community plan.

**Culturally and Linguistically Diverse (CaLD):** refers to the wide range of cultural groups represented in the community. Acknowledges differences in religion and spirituality, ethnicity and language.

**Customer Charter:** is a public statement that reflects Council's commitment to responsibly managing the city on behalf of its residents and provides a clear framework for what residents can expect from Council.

**Cycle2City:** also known as King George Square Cycle Centre, an end of trip facility located in the heart of the city that provides safe and secure bicycle parking, change rooms and a full service bicycle workshop.

**Cycling Brisbane:** a program designed to encourage people of all ages and abilities to cycle.

## D

### **DisABILITY ACTION at WORK program:**

provides paid work experience and career development for people with disability.

### **Disability Discrimination Act 1992 (DDA):**

specifies obligations of public service providers including local government. DDA aims to promote the principle that people with a disability have the same fundamental rights as the rest of the community.

## E

**Early Warning Alert Service:** provides residents in the Brisbane City Council LGA with weather alerts via email, SMS and/or home phone.

**Election:** Council elections are held every four years. The most recent election was held on 19 March 2016. Voting is compulsory for all residents who are Australian citizens over 18 years of age.

**Environment Centre:** Brisbane has three environment centres at Boondall Wetlands, Downfall Creek and Karawatha Forest. People of all ages can attend the centres to learn about the importance of the flora, fauna and urban bushlands in the wider natural area.

**Establishment and Coordination Committee:** makes decisions on a range of matters delegated to it by Council. It is chaired by the Lord Mayor and includes the chairs of Council's seven other standing committees.

**Euro V1 Compliant Bus:** a bus which meets the stringent exhaust emission limits known as the Euro V1 emissions standards.

**Executive Management Team (EMT):** consists of the Chief Executive Officer, divisional managers and executive managers from across the organisation.

## F

**Financial sustainability statements:** contain measures of financial sustainability specified in the *City of Brisbane Regulation 2012*. Council is required to report its performance and forecasts. These are located in the Annual Report with Council's annual financial statements.

**Food Act 2006:** provides for matters relating to handling and selling food etc.

**Full-time equivalent employees (FTE):** the statistic stated in this report is calculated as at 30 June. The FTE statistic states the number of equivalent employees working full-time. For example, two part-time or job share employees, both working half the standard number of full-time hours, will together be counted as one FTE employee. The number cited in this report includes all FTEs paid through the Council payroll system. Excluded are overtime, staff on unpaid leave, workers paid by a third party and supplementary workers not on the payroll system.

## G

**Green Heart:** through this program, Council encourages Brisbane residents to make changes to their everyday lives to help achieve the goal of Brisbane becoming a more sustainable city. The program includes special events and workshops as well as initiatives for residents, businesses and schools.

## H

**Homeless Connect:** brings together business and community groups twice a year to provide free services to people experiencing, or at risk of, homelessness. Brisbane held the first Homeless Connect in Australia in November 2006. Similar events are now held in Perth, Hobart, Adelaide and the Gold Coast.

## I

**Immunisation:** Council provides a free immunisation service through its community immunisation clinics to help protect a range of people against diseases such as measles, whooping cough, polio and tetanus, including international and interstate visitors.



## L

**Leadership Blueprint:** a framework that defines everyday leadership behaviours. It captures the six capabilities that represent and define successful leadership at Council.

**Living in Brisbane:** newsletter that provides residents with information about Council projects, events and activities happening throughout the city.

**Local Government Infrastructure Plan:** ensures that as the city grows Council maintains a high standard of infrastructure, delivered where and when it is needed for the best value for money.

**LoRAWaN:** a wireless communication network, like Bluetooth or WiFi, that is a low power wider area network which specifically facilitates access to data across large areas.

**Lord Mayor's Business Excellence Workshops:** a series of free workshops held to give businesses an opportunity to meet Council officers so questions can be answered and areas for service improvements identified.

**Lord Mayor's Multicultural Round Table:** aims to identify and facilitate opportunities for business and economic development in Brisbane's multicultural community.

**Lord Mayor's Suburban Initiative Fund:** the Annual Plan and Budget allocates this fund for Councillors to employ at their discretion to support local projects and help build stronger communities.

## N

**National Aboriginal and Islanders Day Observance Committee (NAIDOC):** NAIDOC has representatives from most Australian states and territories and makes decisions on national celebrations each year. Council provides assistance to community organisations to run events which celebrate the achievements and culture of Aboriginal and Torres Strait Islander peoples.

**National Carbon Offset Standards:** The National Carbon Offset Standard is a voluntary standard to manage greenhouse gas emissions and to achieve carbon neutrality. It provides best-practice guidance on how to measure, reduce, offset, report and audit emissions for organisations.

**National Competition Policy:** organisational arrangements aligned with Council's obligations under the National Competition Policy.

**Neighbourhood plan:** locally specific statutory plan which guides future development, urban design and land uses.

**New World City:** A term used by economists to benchmark cities with similar traits with potential to leverage a highly desirable quality of life and enhance benefits to the city as they grow.

## O

**Office of the Disputes Commissioner:** an independent office within Council that investigates complaints about infringement notices and makes recommendations to either waive or uphold them.

**One Brisbane many cultures:** a quarterly multicultural publication which provides a snapshot of key Council initiatives and citywide events.

**Our People 2017-2022:** a plan for our future workforce – focusing on how we attract, retain and develop our people in a positive and productive work environment to meet the needs of Brisbane, now and in the future.

**Outdoor Gallery:** Council's Outdoor Gallery transforms Brisbane's laneways and city streets into imaginative and engaging spaces. Comprising light boxes, banners, vitrines and evening projections, the Outdoor Gallery displays art outside in city streets, instead of inside on gallery walls.

## P

**Planning Act 2016:** Queensland's planning legislation, to which the *Brisbane City Plan 2014* responds.

**Program area:** the outcomes that Council plans for are grouped together in program areas. In 2017-18 Council's programs were:

1. Transport for Brisbane
2. Infrastructure for Brisbane
3. Clean, Green and Sustainable City
4. Future Brisbane
5. Lifestyle and Community Services
6. Customer Service
7. Economic Development
8. City Governance.

Council's Annual Plan and Budget lists programs, their outcomes, associated services and projects, and the budgets allocated to them. A specific initiative within these areas may also be referred to as a program.

## Q

**QUBE Effect:** Brisbane's annual contemporary youth music program. Youth Week initiative selecting local acts to perform a 20 minute set to a live audience who are then squeezed into QUBEs (cubes) to play their favourite song for a chance to win \$4000 in The QUBE Effect People's Choice competition.

## R

**Rapid Response Group (RRG):** the response team that provides Council's frontline key safety and amenity response across Brisbane 24 hours a day.

**Resource Recovery Centre:** waste minimisation initiative that provides residents with free disposal of recyclable and reusable materials.

**Riding in Brisbane Guide:** a publication prepared by Cycling Brisbane which features information and resources for cycling around Brisbane including maps of Brisbane bikeways, CityCycle hire, safety advice and information on free workshops.

**River Access Network:** The River Access Network builds on the *River's Edge Strategy* and is an implementation plan for a world-class network of river access infrastructure creating increased recreational leisure and economic opportunities.

## S

**Sister Cities:** Council builds mutually beneficial relationships with other cities around the world, in particular within Asia, to develop economic and cultural ties and promote Brisbane as Australia's New World City. Council has nine sister cities. They are:

- Abu Dhabi, United Arab Emirates
- Auckland, New Zealand
- Chongqing, China
- Daejeon, South Korea
- Hyderabad, India
- Kaohsiung, Taiwan
- Kobe, Japan
- Semarang, Indonesia
- Shenzhen, China.

**Standing Committee:** Council has eight standing committees made up of and chaired by elected representatives. The committees are:

- Establishment and Coordination Committee (Civic Cabinet)
- City Planning Committee
- Environment, Parks and Sustainability Committee
- Field Services Committee
- Finance and Administration Committee
- Infrastructure Committee
- Community, Arts and Lifestyle Committee
- Public and Active Transport, Economic and Tourism Development Committee.

**State Emergency Service (SES):** a volunteer organisation which provides practical support to Queensland communities during emergencies. Council supports Brisbane's SES with resources, training and facilities.

**Study Brisbane:** an initiative driven by Brisbane Marketing, in partnership with government and industry, for the economic, social and multicultural benefits of Brisbane's international education sector.

**Sustainable Planning Act 2009:** Queensland's repealed planning legislation, now superseded by the *Planning Act 2016*.

## T

**Taskforce Against Graffiti (TAG):** a joint initiative of Council and the Queensland Police Service to combat graffiti and associated crime.

**Temporary Local Planning Instrument:** a policy that Council may implement under the *Planning Act 2016* that sets out planning and development assessment policies to protect all or part of a LGA from adverse impacts in urgent or emergent circumstances.

**Tip Shop:** Council's two Tip Shops are operated by the Endeavour Foundation and sell good-quality second-hand products which have been salvaged before going to landfill. The Tip Shops are located at Acacia Ridge and Geebung.

## V

**Village Precinct project:** is a new public realm improvement program supporting Brisbane City Council's commitment to creating a city of neighbourhoods with a primary purpose to create liveable places with vibrant neighbourhood centres.

**Virtual Brisbane:** Virtual Brisbane is an interactive, three-dimensional model of urban development activity in Brisbane. This tool helps shape and plan the future of Brisbane.

## W

**Ward:** a local authority area, typically used for electoral purposes. The Brisbane LGA is divided into 26 wards. Eligible residents in each ward elect a Councillor to represent their ward in Council. All residents elect the Lord Mayor.

**Wayfinding:** technology aimed at supporting movement around the city. For example, 'Step Hear' signs and wrist activators provide audio messages to inform pedestrians with a vision impairment where they are.

**Wipeout Weeds program:** Council's weed, invasive plant and exotic plant species management and identification program.

## Y

**Youth Strategy 2014-19:** an integrated whole-of-Council approach to ensure Council continues to be an organisation that values and includes young people in the life of Brisbane.

**Youth Week:** annual series of activities and events across the city showcasing young people's ideas and talents.

## Z

**Zero Harm:** Council is committed to being a Zero Harm organisation. Council's goal is to create a workplace that is injury, illness and incident free.







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## GENERAL INFORMATION

**Phone:** (07) 3403 8888

**Website:** [brisbane.qld.gov.au](http://brisbane.qld.gov.au)

### For deaf, hearing impaired or speech impaired:

National Relay Service: [relayservice.gov.au](http://relayservice.gov.au)

### TTY:

133 677 then ask for (07) 3403 8888

### Speak and Listen:

1300 555 727 then ask for (07) 3403 8888

### Internet relay:

[iprelay.com.au/call](http://iprelay.com.au/call) then enter (07) 3403 8888 as the phone number you wish to call

### Video Relay Service:

[relayservice.gov.au](http://relayservice.gov.au)

Skype name 'ace.vrs' then ask for (07) 3403 8888

## ADDITIONAL COPIES

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## FEEDBACK

Feedback on this document is welcome. You can write to us at:

**Brisbane City Council** /  
GPO Box 1434  
Brisbane Qld 4001  
or [brisbane.qld.gov.au](http://brisbane.qld.gov.au)

## ACKNOWLEDGEMENTS

Council thanks all those who contributed to the development of the Annual Report 2018-19.

## LANGUAGE ASSISTANCE

For language assistance please call 131 450 then ask for Brisbane City Council on (07) 3403 8888.

### Hindi:

भाषाई सहायता के लिए कृपया 131 450 पर फोन करके ब्रिसबेन सिटी काउंसिल से (07) 3403 8888 पर कनेक्ट किए जाने का अनुरोध करें।

### Vietnamese:

Để được trợ giúp về ngôn ngữ, vui lòng gọi số 131 450 rồi đề nghị được nối máy tới Hội Đồng Thành Phố Brisbane theo số (07) 3403 8888.

### Korean:

통번역 서비스가 필요하시면 131 450 번으로 전화해서 브리스번 시의회 (Brisbane City Council) 에 (07) 3403 8888 번으로 연결해 달라고 요청하십시오.

### Traditional Chinese:

如需語言協助, 請撥打 131 450 並要求撥打 (07) 3403 8888 轉接布里斯本市政府。

### Simplified Chinese:

如需语言协助, 请拨打 131 450 并要求拨打 (07) 3403 8888 转接布里斯班市政府。

### Arabic:

لاصتالاء اءالء مءرءم ءءءاسم ءلع لوءءللل 131 450 سءلءمء ءلءاصءلء بلء مء (07) 3403 8888 .مقرءل ءلع مقرءل ءلع نءبءرء ءنءم







**Brisbane City Council**  
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