

CEO MONTHLY REVIEW REPORT

FEBRUARY – MARCH 2024



Scott Owen CEO

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CEO'S SUMMARY

It is with pleasure that I present the consolidated CEO's report for council for the months of February and March 2024.

Whilst each is further detailed in the report, items of note include the below:

- The opening of the initial mountain bike trails of the Finch Hatton MTB project were a highlight for the quarter, with the remaining Stage 1 trails to be open for the official opening on April 21.
- Commencement of work on the Northern Beaches Community Hub (Stage 1A) is also a significant milestone for a key Council project.
- Adding to project delivery, the Pioneer River pontoon is now fully installed and operational. Tenders are in progress for potential commercial operators to utilise the pontoon.
- Feedback from the community is critical in directing services and resources for Council, so it is pleasing to see the focus on after-agent surveys as an easy means of gauging community satisfaction.
- Trainees and apprentices are critical to Council's operations, and in a wider view helps train the workforce of the future. Therefore, it was very pleasing to see the latest intake for Council on boarded.
- Sarina Sugar Shed continues to be recognised, with the latest accolade being Best Tour in 2023 at the Grey Nomad Awards.

SAFETY

Program Activities

- Psychological Safety delivery plan in development, 56% of actions completed to date.
- Expressions of interest issued to vendors for the Safety & Wellbeing Expo in September 2024.
- Risk management material for E-Bike use at the mountain bike trail for new work activity.
- The newly established WHS Strategic Advisory Committee is scheduled to meet on May 2 2024.

Key Safety Improvements and Drivers

Key Improvement	Driver
Refresh of Evacuation practices across various MRC sites	Annual review required for Code of Practice Compliance
Completion of chemical manifest for aquatic facilities and treatment plant	

Training & Development

- Refresh of Elev8 to upskill supervisory staff in a full day session on safety. Enhancements to physical safety content and inclusion of psychosocial safety.
- Development of Contractor Management Training in progress.

Critical Incidents

	February	March
Critical Incident Investigations		
- Traffic related near miss (16 corrective actions defined)	2	0
- Uncontrolled release of chemical (under investigation)		

HIGHLIGHTS

NRL trial match at BB Print Stadium creates excitement

The program delivered 18 successful events in March. A highlight of the month was the almost 6000 fans roaring with excitement as their beloved Queensland teams, the Brisbane Broncos and NQ Cowboys, battled it out in a thrilling NRL trial match at BB Print Stadium. It was an action-packed day loaded with rugby league entertainment like no other, delivered in collaboration with the Mackay Cutters and NRL.



Riders enjoying Finch Hatton MTB Trails thrills

More than half of the trails at the Finch Hatton MTB were opened in February. A mix of easy, intermediate and expert trails are available. These initial trails are the first to be accessible in stage one, with the remaining trails and the trailhead to be unveiled prior to the official opening on April 21. Carparking, toilets and the pump tracks are also available.

Off Camber, the official shuttle service, also began operating on February 24.



Finch Hatton MTB website launched

The Finch Hatton MTB full website was launched in February. The website and social media platforms have received positive engagement results. Some key highlights include 997 website views, 836 new social media followers and 3900 engagements across the digital platforms.

Northern Beaches Community Hub construction under way

Council has awarded a \$10.2M tender to Fergus Builders for Stage 1A and associated works of the Northern Beaches Community Hub.

Stage 1A includes an undercover multi-purpose court, adjoining kitchen and store, nature play and picnic spaces, as well as landscaping, pedestrian links, and a parking area.

Construction began in March 2024 and is expected to be completed in late May 2025, weather permitting. Major planning and extensive civil works have previously been undertaken on the greenfield site. This project is jointly funded by the Australian Government and Mackay Regional Council.



Water Networks teams lead industry engagement

The Water Network Team undertook an Industry Engagement Session during March, providing feedback to local industry leaders on a wide range of topics.

The session targeted external plumbers, builders, hydraulic consultants and property developers. The purpose was to proactively work with the industry to identify opportunities to streamline processes and inform the industry about some of the common issues council is experiencing. It was also a great opportunity for attendees to provide feedback around council's processes.

Feedback from attendees was extremely positive and the Water Network team plans to run these sessions on a quarterly basis, discussing various topics. The sessions will assist in creating a more informed and engaged industry and establish a collaborative approach to improving outcomes for customers.

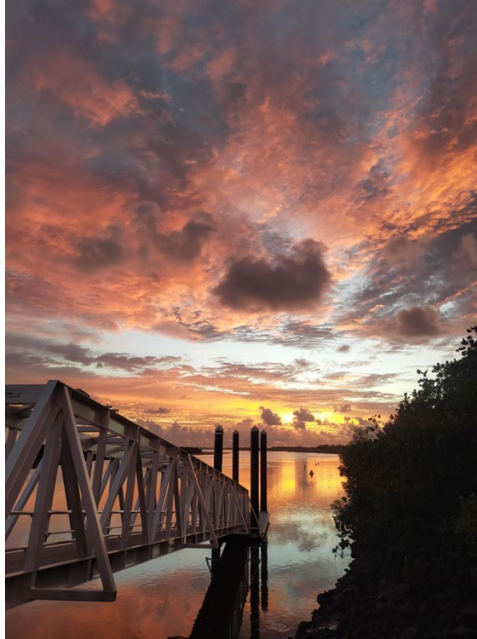
Sarina Sugar Shed is 'Best Tour Experience'

The Sarina Sugar Shed has won Best Tour in 2023 at the Grey Nomad Awards on 8 March, winning Gold after a rigorous assessment by a panel of esteemed industry judges.

The Sarina Sugar Shed also won Silver in the new category of Best Foodie Experience for its Tasting Tour.

Pioneer River pontoon now open

Construction of the Pioneer River pontoon was completed in February. The Pontoon can be accessed via a gangway from the Brisbane Street fishing pier next to the Bluewater Quay. Tenders have also closed for businesses interested in running a commercial operation from the pontoon. The applications are now being assessed. This project is jointly funded by the Australian Government and Mackay Regional Council.



Invest Mackay initiative making its mark

Three events funded under council's Invest Mackay Events and Conference Attraction Program were held in March, including:

- World Wakeboarding Association (WWA) Aussie Triple Crown Series on March 16 to 17 at Wake House Australia.
- Great Barrier Reef Arena GIFT, held on March 23, at the Great Barrier Reef Arena, Harrup Park. An estimated 1500 people attended the inaugural event.
- Country Fest, held on March 30 to 31, at Dittman's Bull Pit, Bloomsbury.

Mackay Waterfront PDA Development Scheme amended

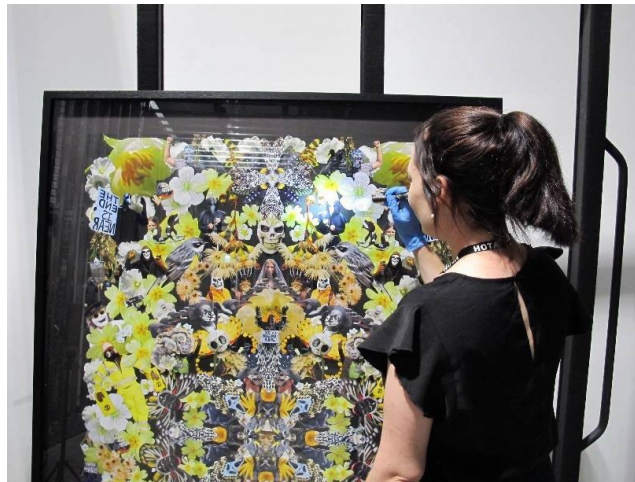
PDA Development Scheme Amendment 1 was adopted on February 27 and took effect on March 1. The purpose of the amendment was to:

- Improve the legibility and workability of development requirements and the 'line of sight' between the strategic framework and development requirements,
- Facilitate new opportunities to ensure the Mackay Waterfront PDA remains competitive and attractive to development,
- Ensure PDA accepted development categories are workable and align with other regulations and update the implementation strategy.

Home of the Arts – Placement

Artspace Mackay Assistant Curator Jamie Wilcox joined the Home of the Arts (HOTA) team at the Gold Coast for her first placement as part of the Museums & Galleries Queensland Mentorship & Internship Program 2022-2024.

Jamie spent time with the Collections, Curatorial and Exhibitions teams, creating industry connections, sharing knowledge and returning with inspiration, tips and ideas for the team back at Artspace. While at HOTA, she condition reported Jemima Wyman’s Flourish 10, an artwork from HOTA’s Collection, which will be loaned for Artspace Mackay’s major Wyman exhibition later this year. Jamie then presented a talk to Artspace staff and volunteers, sharing some insights into HOTA and key takeaways from the experience as part of the Volunteer Engagement sessions during the gallery closure.



After agent survey results highlight disaster preparedness

As of February, Customer Service restructured the after-agent survey to capture community feedback and sentiment on a specific council service or issue. The first topic selected was around Emergency Management due to the region being within our annual storm season. This topic will remain in operation until end of April (three-month period).

Three questions were asked, and customers made their selection of 1-5 on the keypad to note their rating (1 poor, 2 below average, 3 average, 4 good and 5 excellent). For the month of March, 116 surveys were completed.

Question	Average Rating out of 5	Percentage
How prepared do you think the community is for a natural disaster?	3.72	74%
How prepared are you for a natural disaster?	3.89	78%
How do you rate the information provided by council on being prepared for a natural disaster?	4.06	81%

WORKFORCE PROFILE

Staff Contingent

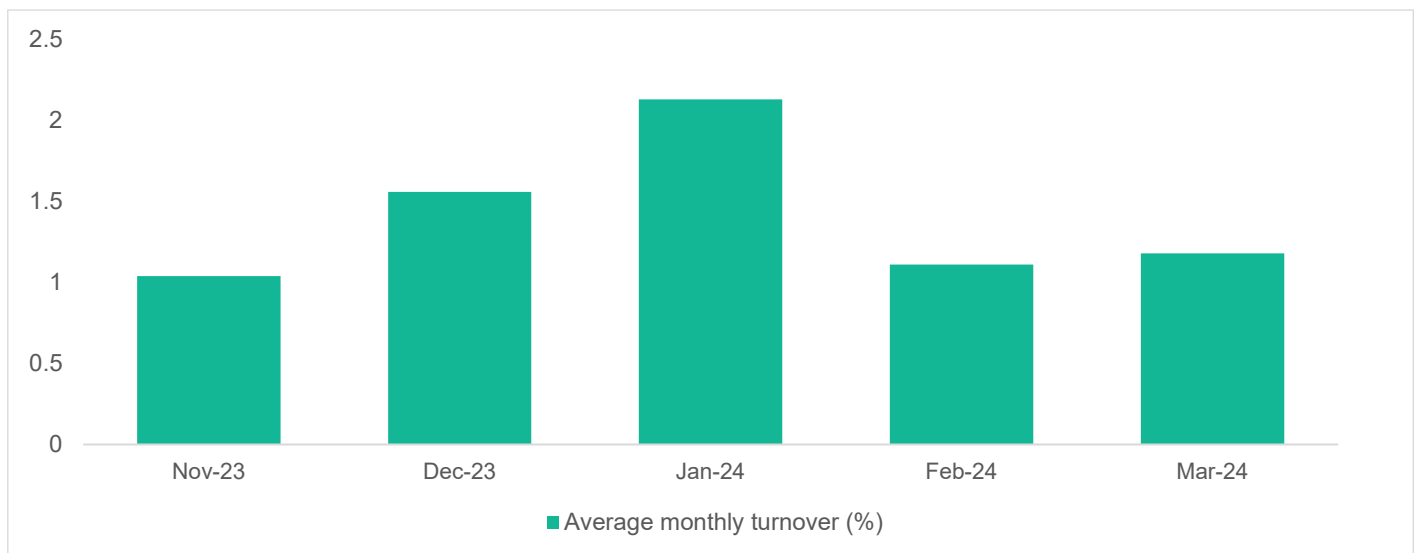
The current make-up of council's workforce is below. Of note, more than 80 per cent of staff are permanently employed. The number of active vacancies remains relatively consistent.

	COMS	CORS	IO	OCR	PGS	TOTAL	Prev. month
Casual	80	3	4	1	7	95	94
Contract	5	5	11	5	4	30	32
Permanent Full Time	108	140	540	37	38	863	848
Permanent Part Time	28	32	9	2	5	73	71
Permanent Job Share	3	2	1	0	0	6	6
Temporary Full Time	23	18	40	1	12	94	96
Temporary Part Time	8	3	3	0	1	15	17
Temporary Job Share	2	1	3	0	1	7	7
TOTAL EMPLOYEES*	257	201	611	46	68	1183	1171
TOTAL ACTIVE VACANCIES**	19	9	62	2	10	102	138

* Total employees excludes Councillors, Mayor & Deputy Mayor

** Total active vacancies are defined as vacant positions which have been approved for and are undergoing recruitment

Employee Turnover

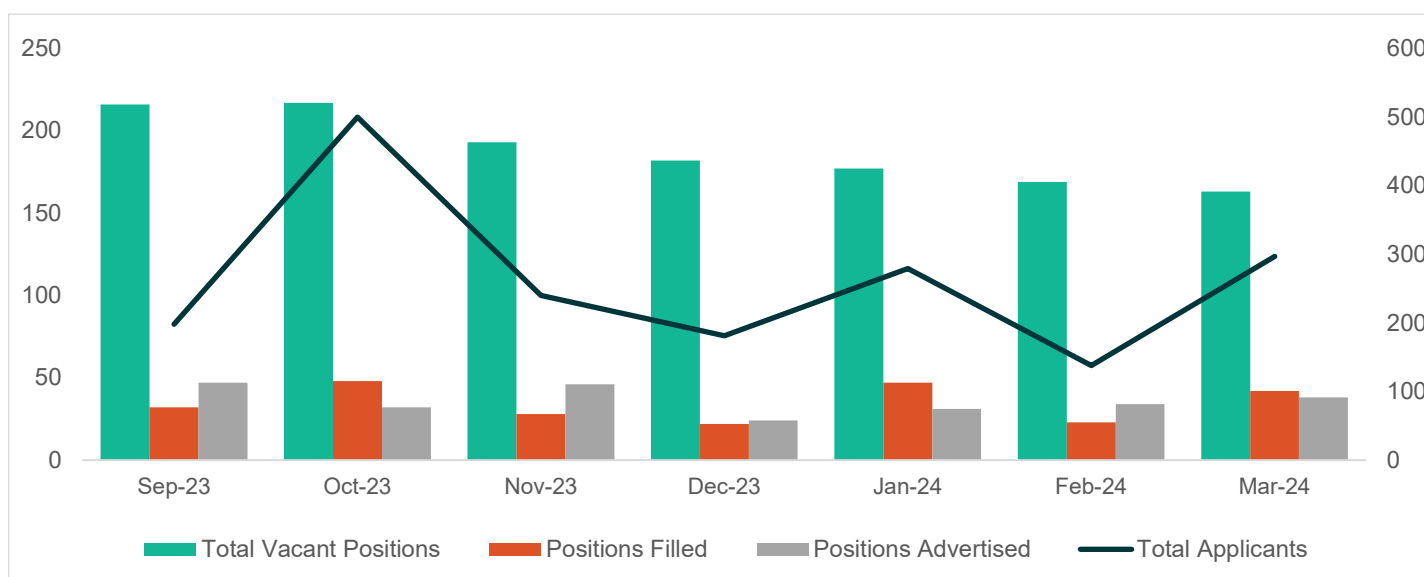


STAFF TURNOVER




The monthly turnover for February and March was **1.11%** and **1.18%** respectively.

Monthly Recruitment



+



In the month of **February**, there were **169** vacant positions, **34** positions were advertised, resulting in **138** applications and **23** positions were filled. In the month of **March**, there were **163** vacant positions, **38** positions were advertised, resulting in **297** applications and **42** positions were filled.

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Key Workforce Initiatives

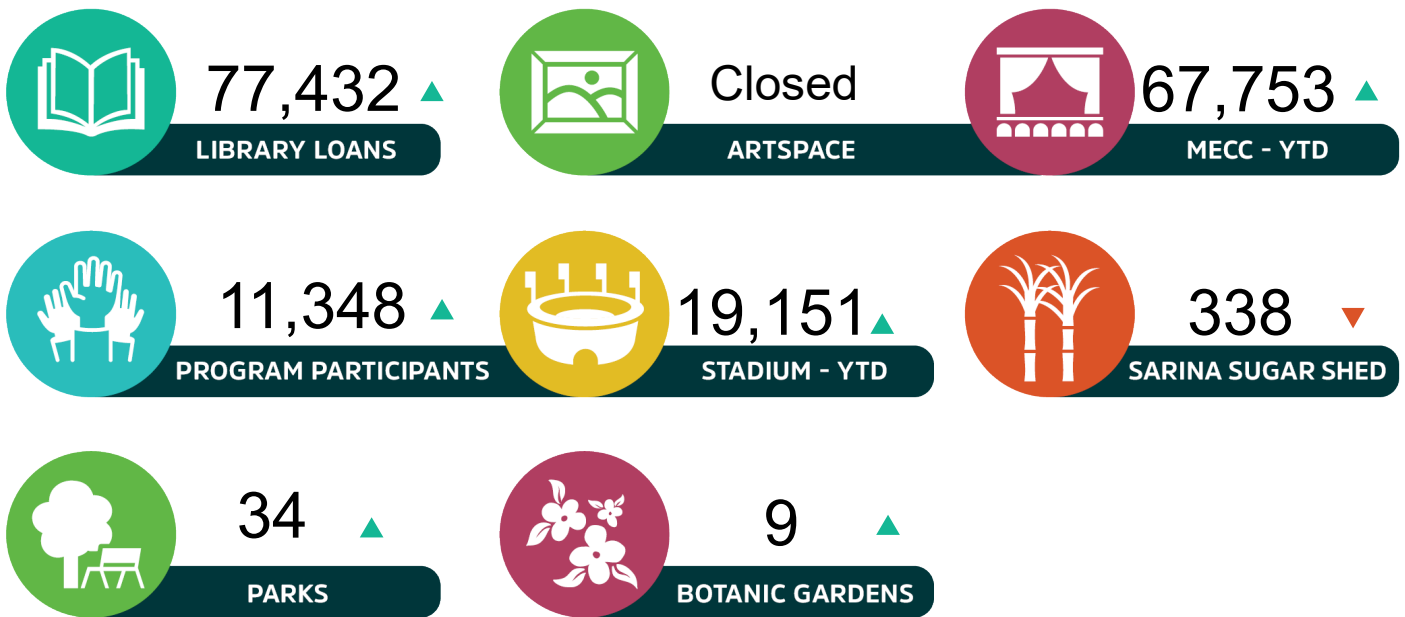
- Councils participating in the Water Industry Worker program are entering the final stages of their training cohorts. Mackay, Townsville and Isaac councils recently completed their face-to-face training and are looking forward to finalising their workplace assessments.
- On boarding of MRC's three new apprentices and eleven new trainees for 2024 continued, with an induction with the Registered Training Organisation and the commencement of their training.
- Council staff were encouraged to take part in Harmony Day during March to celebrate cultural diversity, promoting inclusiveness, respect and a sense of belonging for everyone. During the third week in March, staff came together to share a meal and stories to understand what makes each team unique.
- Elev8 Fundamentals Leadership Program started in March, with 20 new participants across two new cohorts. Programs involved in these cohorts include a diverse range across the organisation, with several coordinators and team leader positions taking part.
- In partnership with Resource Industry Network, the 2024 Mentoring Program has launched, with mentors and mentees introduced to the program and each other. This cohort will see 17 mentors paired with 21 mentees exchanging knowledge, experience, and advice, fostering a mutually beneficial partnership. The program will run until October, with a mid-year networking event open to regional professionals interested in connecting and learning more about our program.

UTILISATION OF COUNCIL FACILITIES FEBRUARY 2024

Aquatic Facilities



Public Programs and Facilities



Library loans are up on Januarys 77150. Program participants are higher than 3340 in January

Health and Regulatory Services registrations and statistics



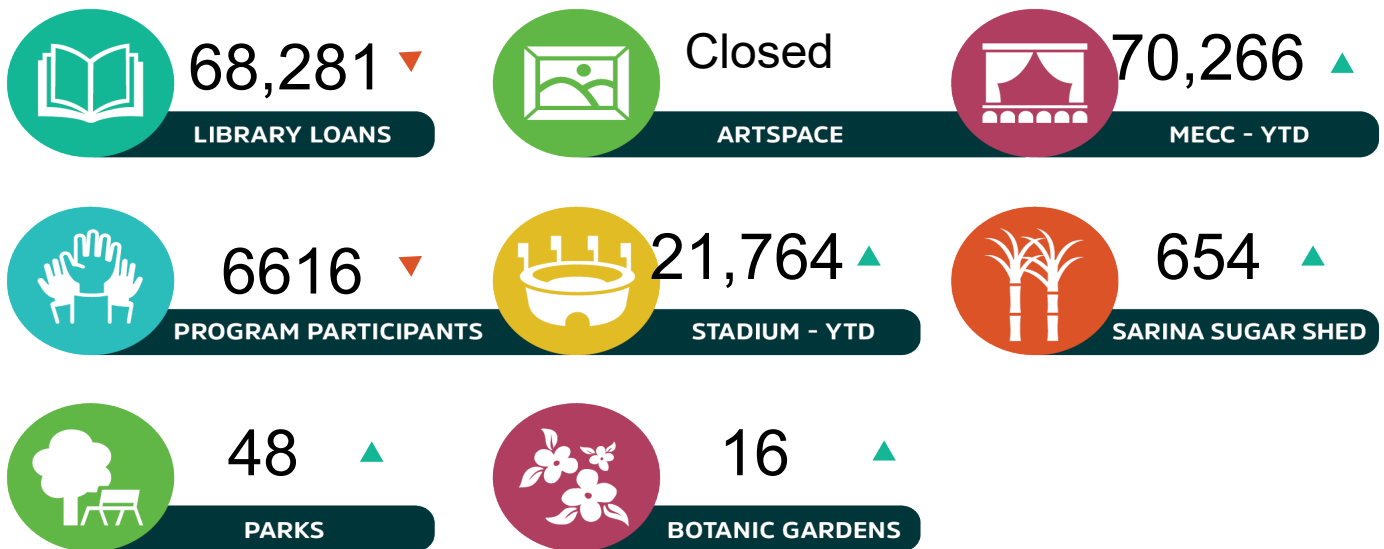
The mosquito breeding areas treated increased due to higher rainfall, resulting in an increased number treatment sites identified. Illegal dumping volumes continued to trend downwards. However, the number of customer requests increased [34]. Out of 655 licensed food businesses, 196 were rated 4 and 5 Star [5 Star being the highest rating] under the EatSafe program.

UTILISATION OF COUNCIL FACILITIES MARCH 2024

Aquatic Facilities



Public Programs and Facilities



Library loans are down on Februarys 77423. Program participants are lower than 11438 in January.

Health and Regulatory Services registrations and statistics



The mosquito breeding areas treated decreased due to high tides and the increased rainfall limited access to treatment sites. Illegal dumping volumes continued to trend downwards, with a decrease in number of illegal dumping customer complaints received [22]. Out of 658 licensed food businesses, 195 were rated 4 and 5 Star [5 Star being the highest rating] under the EatSafe program.

RADF GRANTS

Name	Description	Approved amount
Jayne Delaney	Clay Skills Mentorship with Liz Craven Partnering with Liz Craven to present opportunities for exploring the art of clay building, including glazing and firing techniques.	\$8,000
James Slade	Rhythm & The Reef - Music and Arts Festival 2024 Boutique music, arts & action sports festival. Live art displays & local artists working together with musicians to help protect the great barrier reef and enhance regional tourism.	\$10,000
Pamela Finger	2024 Workshop Program and Website Deliver intermediate to advanced workshops to members and artists from the local community across a variety of mediums. Development of a website to advertise these events and show results.	\$5,195
Bernadette Jakstas	2024 Plein Air Sunday Session Series As local Hibiscus Coast Artists and experienced tutors we propose the delivery of six full day plein air painting workshops throughout the region across mediums to new and established painters.	\$7,878
Max Kingsbury	Fire Safety Program This performance aims to give students tools to remember fire training in an interactive fashion. The messages will follow instruction from QFES training in a never-seen-before way.	\$8,000
Tanya Williams	Mackay West State School Centenary Local historian Lyall Ford researching, editing and design of the centenary book of MWSS. In kind donation of time has been donated however funding is requested for completion.	\$3,000
Matthew Tandy	Matt Tandy EP/PR Matt Tandy is a singer songwriter multi-instrumentalist based in Mackay that is planning on recording and releasing an EP of 5 original songs.	\$6,579
Tracey Johnson	Dreamscape Artists Six multidisciplinary visual artists who have collaborated on art and light installations in the Mackay region would like to spend undertake a concept development process together to create new work.	\$8,260
Leon Namai	Connect and Breathe (Working Title) Creation of new work using drone footage digital imagery of original sand art designs produced during a collaboration with Rebecca Cooper with mentorship provided by Donna Maree Robinson.	\$4,560
Antoinette du Toit	Northern Beaches Community Week A collection of workshops and public art installations in the Northern Beaches as part of a community activation project to bring together residents through engaging activities and vibrant art experiences.	\$6,200
Brooke McReynolds	MEMOIR-WRITING WORKSHOP A weekend (2-day) workshop by a professional writer instructing participants how to write their own memoirs.	\$4,991
Margaret Burgess	OURscape OURscape is an exciting creative project to connect artists and community through the process of making art in public places as a part of the 2024 Festival of Arts Program.	\$7,688
Lauren Turton	Curatorial project: research and exhibition concept development Research and skills development for curatorial writing in aim of developing an exhibition rationale to connect Australian and French contemporary artists.	\$1,389
Lalune Croker	Getting The Wonder Room Experiences ready for touring Building on the concept development grant for touring this interactive art experience, the project now requires a small investment towards the minimal infrastructure needed to successfully deliver the Wonder Room.	\$1,411

COMMUNITY EVENTS

Upcoming events

Date	Event	Location
21/4/24	Official opening of Finch Hatton MTB	Finch Hatton trailhead site
25/4/24	Anzac Day community events	Various locations
1/5/24	Events and conference connect briefing	BB Print Stadium
2/5/24	2024 CQUniversity Graduation	MECC
3/5/24	Barrier Reef Congress Contract Bridge competition	Mackay Showgrounds
4/5/24	QRL Foley Shield Championships	BB Print Stadium
11/5/24	Mayor's Charity Ball	MECC
11/5/24	Zach Mach	Pioneer Valley
1/6/24	Legends on the Lawn	GBRA
1/6/24	PGA Mackay Golf Pro AM	Various



COMMUNITY ENGAGEMENT

Queens Park and Illuka Park maintenance works (inform)

Contractors carried out maintenance works at two popular playgrounds – Queens Park and Illuka Park – in February and March. Corflutes were erected at the parks to advise the public about the works and a media release and social media post was issued to inform the wider community.

Bus stop upgrades (inform)

Contractor Seaforth Civil is upgrading 13 bus stops in the Mackay region to improve accessibility. The works began in February and are expected to be completed by May, weather permitting. Notices were erected at the bus stops to inform patrons, notification letters were sent to nearby residents and businesses and a media update, social media post and a Connecting Mackay webpage were issued to inform the wider community.

Pioneer River Floating Pontoon (inform)

The Pioneer River Floating Pontoon was completed and opened to the public in March. A media release and social media post was issued to inform the public.

Finch Hatton MTB (inform)

Most of the trails at Finch Hatton MTB are now ready to ride. The remaining trails and the trailhead to be completed during April, with the official opening scheduled on April 21. A media update, social media posts and project emails were issued to inform the public.

Bloomsbury water main (inform)

Council is providing treated water from the Midge Point township to the Bloomsbury township with the installation of a new 11km water main, a new booster pump station, storage tanks and chlorination facility along Midge Point Road. Residents were informed about the works, the Connecting Mackay web page was updated, and an article appeared in the Connecting Mackay e-Newsletter.

Timber bridge renewals (inform)

Contractor Timber Restoration Services is completing restoration works on six timber bridges in the region. Engagement has been undertaken with nearby residents as required. Most recent notification included the road closure to Calen-Mt-Charlton Rd for the renewal works at Greens Bridge, Calen.

Seaview shared pathway (inform)

Notification letters were sent to nearby residents and the contractor door knocked the local businesses in the area to advise them about the works and reduce any impacts.

Pavement investigation works, Malcomson Street (inform)

Engagement has been undertaken with the residents and businesses within the works area. The works are expected to take place in late-March, weather permitting.

Northern Beaches Community Hub (inform/consult)

Contractor Fergus Builders has begun construction on stage 1A and associated works of the Northern Beaches Community Hub. Notification was distributed to residents and businesses to announce the beginning of construction. An article appeared in the Connecting Mackay e-Newsletter and the Connecting Mackay website was updated.

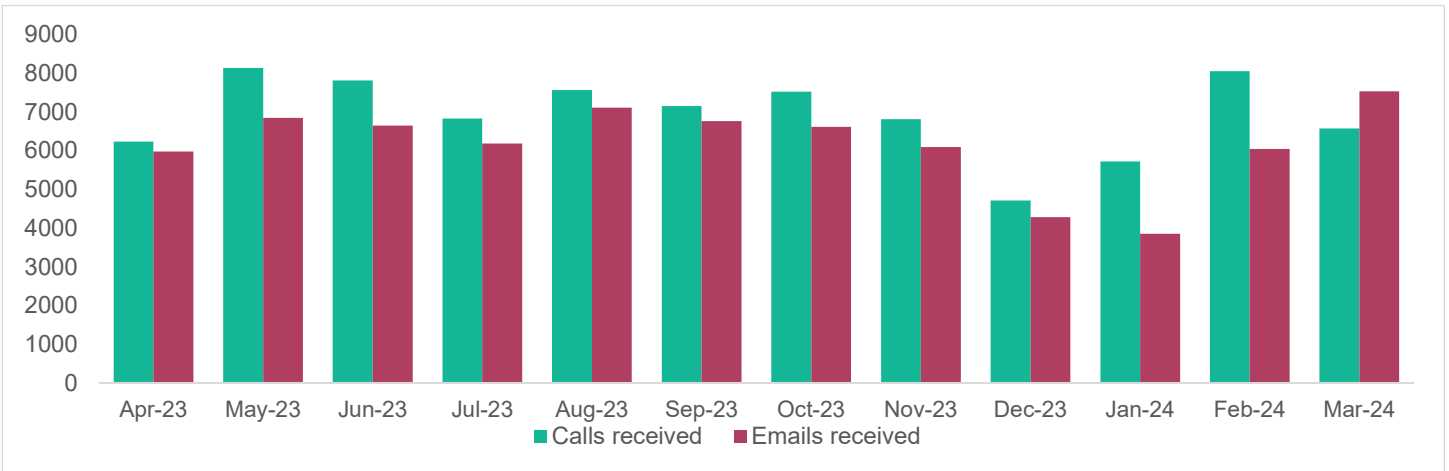
CUSTOMER CONTACTS

Top Five Customer Requests

Pathway requests lodged – FEB 2023	Volume	% of total requests	Pathway requests lodged – MAR 2024	Volume	% of total requests
Replace wheelie bin	745	17.0%	Replace wheelie bin	573	15.6%
Phone Message	318	7.3%	Phone Message	336	9.1%
Damaged wheelie bin	222	5.1%	Tree Maintenance	173	4.7%
Tree Maintenance	201	4.6%	Water Leak (Public Area)	162	4.4%
Roads – General	185	4.2%	Roads – General	130	3.5%


Across council, in February and March 2024, the percentage of customer requests responded to on time were 87% and 78% respectively.

Customer Enquiries

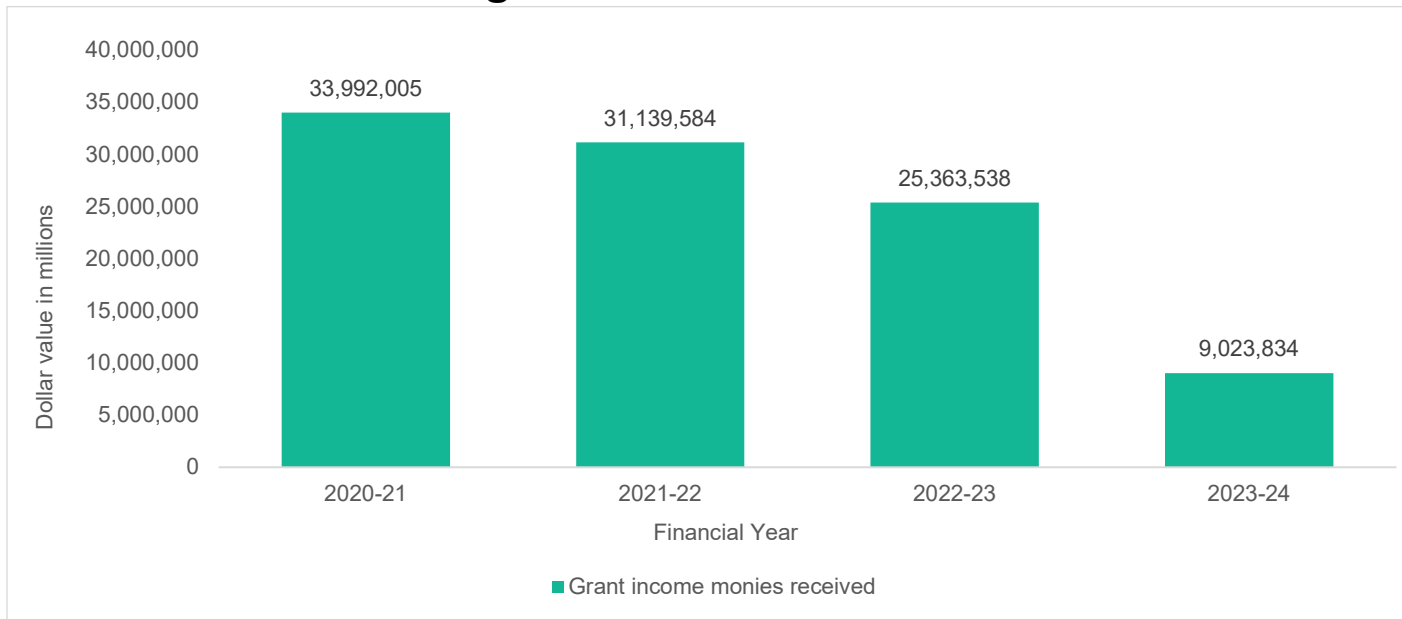


KPI	KPI Description	Target			Result FEB 2024	Result MAR 2024
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)		
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	60%	55%
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	9%	8%



REGIONAL GROWTH

External Grant Funding



Successful funding submissions announced

- Queensland Reconstruction Authority - Reconstruction of Essential Public Assets - Owens Creek Loop Rd Culvert Rehabilitation \$143,468.34.
- Queensland Reconstruction Authority - Reconstruction of Essential Public Assets - Flood Monitoring Systems \$18,410.30.
- Tourism & Events Queensland – Queensland Destination and Events Program – Festival of Arts Marketing \$10,000.
- Department of Transport & Main Roads – School Transport Infrastructure Program (STIP) – Pindi Pindi State School Bus Stop & Shelter \$269,000.
- Department of Transport & Main Roads – School Transport Infrastructure Program (STIP) – Chelona State School Bus Stop & Shelter \$216,000.
- Gordon Darling Foundation – Darling Travel Grant for an Artspace Employee \$3,000.
- Department of Transport & Main Roads – Black Spot Funding – Eversleigh Rd/Sutton Rd Intersection \$95,500.

Key Applications Submitted

- Department of Tourism, Innovation and Sport - Building Bush Tourism - City Centre and Riverside Precinct Signage and Wayfinding \$200,000.
- Department of Tourism, Innovation and Sport - Active Women & Girls - Sport & Recreation Training & Education \$25,000.
- Queensland Reconstruction Authority - Disaster Ready Fund Round 2 - Region Wide Flood Risk Assessment \$129,740.
- Tourism & Events Queensland - Tourism-Business Capability Subsidy 2024 - Support for Sustainable Tourism Program \$1,830.92.



\$9.73M, or 64%, of council spend in February 2024 was with local suppliers. With \$9.75M or 65% spent in March 2024.

SIGNIFICANT PROJECTS



MULTIPURPOSE COURT

Northern Beaches Community Hub – Stage 1A and Civil Works

Project Budget: \$14.6 Million

Project Status: On track – works awarded to Fergus Builders and works commenced on site.



Pioneer River Floating Pontoon

Project Budget: \$3 Million

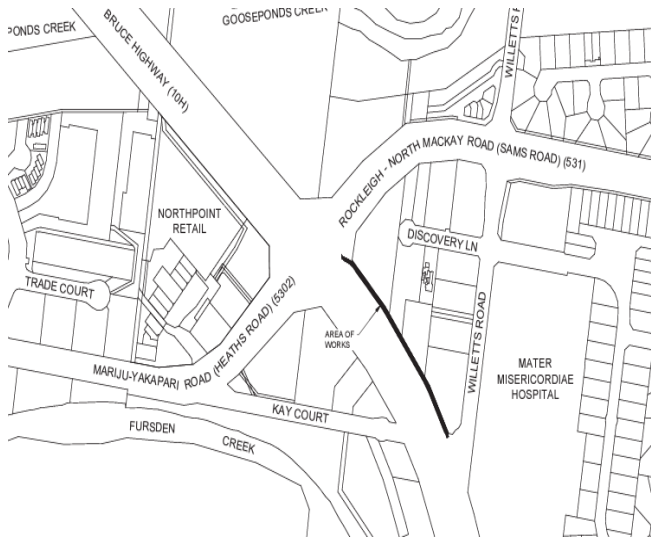
Project Status: Completed and open to public on March 6.



Mountain Bike Project Stage 1

Project Budget: \$16 Million

Project Status: Delayed due to wet weather. Official Opening scheduled for April 21.



Pioneer North Bank Shared Pathway – Stage 4

Project Budget: \$1.8 Million

Project Status: On Track

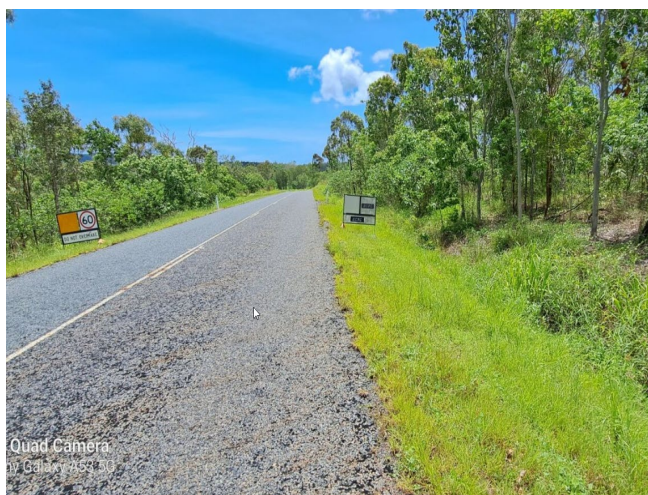


Bus Shelter Program 2022/2023

Project Budget: \$1.8 Million

Project Status: On Track

(Nebo Road bus stop shown)



Bloomsbury Water Supply Scheme

Project Budget: \$7.5 Million

Project Status: On Track – Work awarded to Utilstra. Works to commence in April.

ECONOMIC SNAPSHOT

Economic Indicators (Quarterly)

Indicator	Dec 22	Mar 23	Jun 23	Sep 23	Dec 23	Mar 24
Employment						
Unemployment rate	2.4%	2.7%	3.1%	3.7%	NA	NA
Employed persons	70,832	70,070	69,676	69,249	NA	NA
Real Estate						
Median house sale	\$440,000	\$445,000	\$450,000	\$450,000	\$480,000	NA
Median house rent 3 bed house (12 month ending)	\$450	\$460	\$470	\$480	\$500	\$500
Median rent 2 bed unit (12 month ending)	\$350	\$350	\$360	\$370	\$383	\$400
Res. Vacancy rate	1.0%	1.0%	0.8%	0.5%	0.6%	NA
Residential Lot Supply						
Lots approved	3	215	2	22	NA	NA
Lots registered	28	29	74	75	14	NA

Data relates to the Mackay Local Government Area and is updated on a quarterly basis as it is received by council. There is often a 3-6 month lag from the receipt of data for a previous quarter. The 'employed persons' data does get adjusted retrospectively by the source. This may see quarterly figures change but is a valuable indicator for recognising trends. ^ Queensland Government data (QLD Treasury).

NA = data not yet released.

E-Statistics

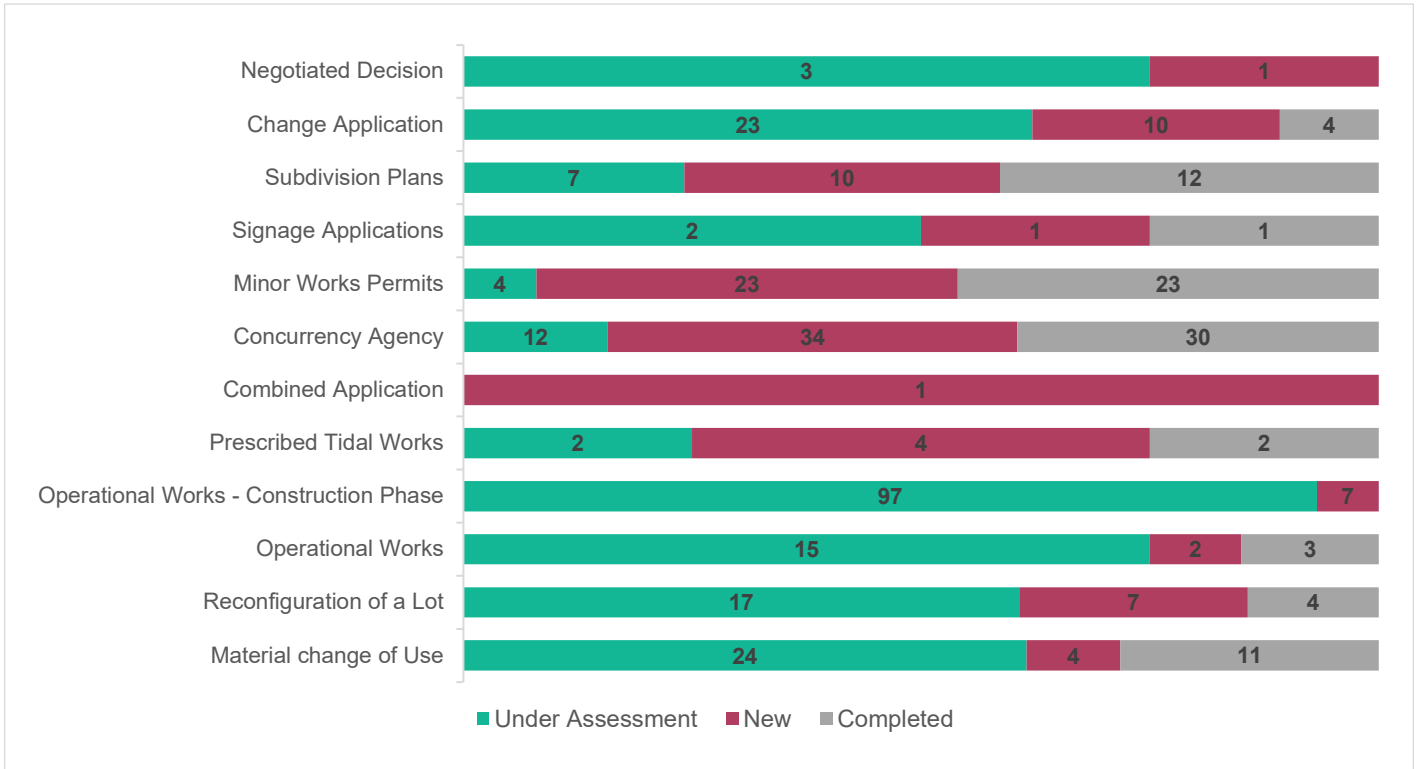
	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Mackay Region Joblink Analytic Report Active Users	512	1,057	1,329	1,343	1,378	1,405
Internet Vacancy Index (Central Qld) Advertised Jobs*	5,212	NA	4,340	4,288	4,321	NA
SEEK Advertised Jobs**	1,604	1,525	1,473	1,262	1,328	1,494
Sarina Field of Dreams Website Visitation	479	381	430	258	400	487
Hooked on Mackay Facebook	6,502	6,550	6,782	6,792	6,847	6,867
Hooked on Mackay Instagram	966	995	982	971	982	999
Hooked on Mackay YouTube Subscribers	462	471	486	508	521	526
Net Free Zone Voluntary Code Sign-ups	716	716	716	716	716	716
Mackay Region Event Organisers Connect Facebook Group Members	160	160	160	160	161	161
Invested in Mackay Subscribers	598	592	590	582	583	582

*The Internet Vacancy Index (IVI) is the only publicly available source of detailed data on online vacancies, for 350 occupations (at all skill levels), and for all states/territories and 37 regions. The IVI is based on a count of online job advertisements newly lodged on SEEK, CareerOne and Australian JobSearch during the month. As such, the IVI does not reflect the total number of job advertisements in the labour market as it does not include jobs advertised through other online job boards, employer websites, word of mouth, in newspapers, and advertisements in shop windows. The IVI does not take account of multiple positions being advertised in a single job advertisement. The data is broken down to Central QLD covering 9 Local Government Areas (including Mackay Regional Council) and is calculated on a 3-month moving average.

**SEEK data is captured on the 1st Tuesday of each month.

DEVELOPMENT ACTIVITY FEBRUARY 2024

Applications received by Development Planning and Engineering



In February **159** building approvals including amendments together with **104** development and **72** plumbing applications were lodged.

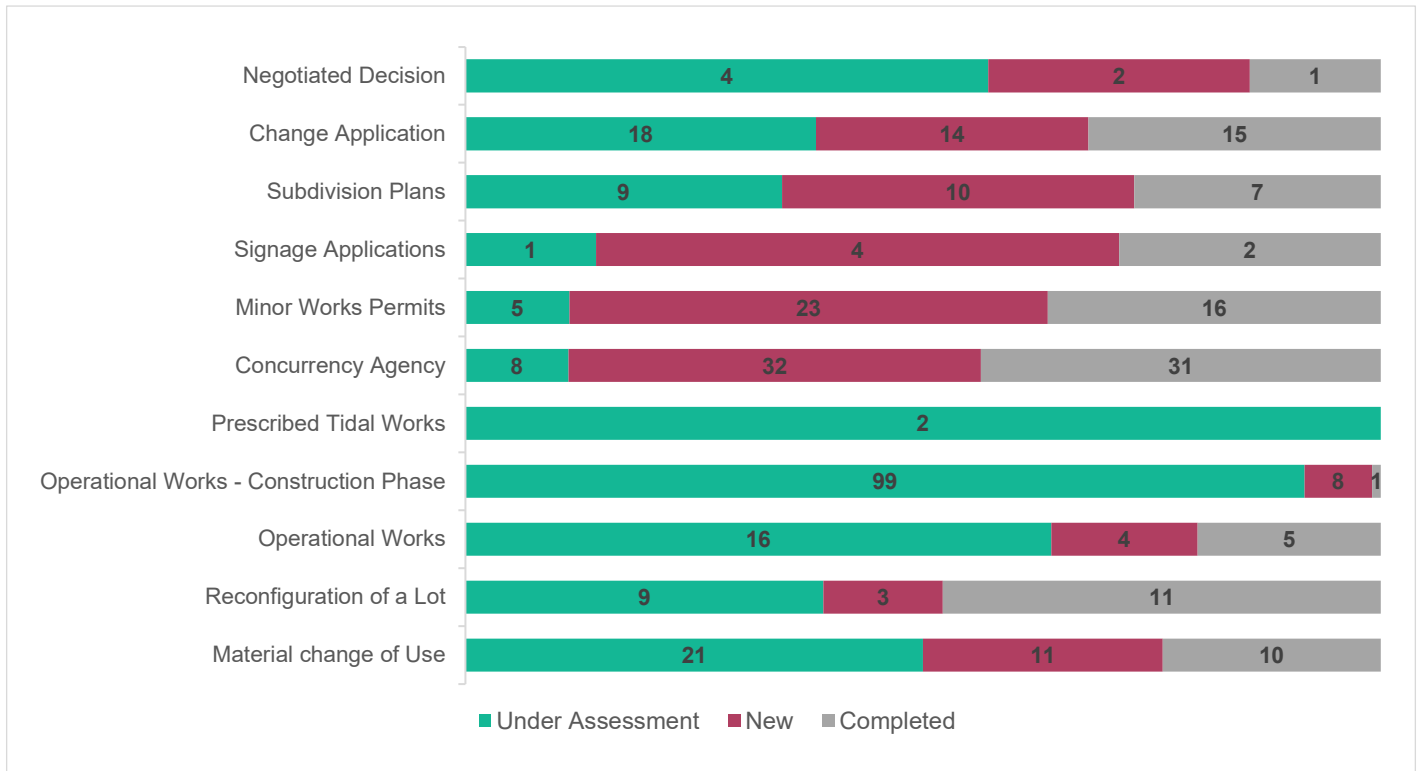
Building applications lodged with council

Class	February 23	February 24	Year to date	Total value of proposed works
Class 1A	41	36	57	\$9,671,346
Other classes	113	113	189	\$19,789,202
Totals	154	149	246	\$29,460,548

DEVELOPMENT ACTIVITY

MARCH 2024

Applications received by Development Planning and Engineering

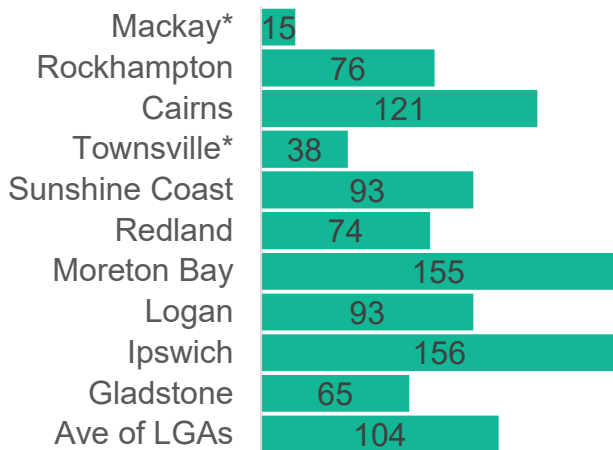


 In March **122** building approvals including amendments together with **111** development and **56** plumbing applications were lodged.

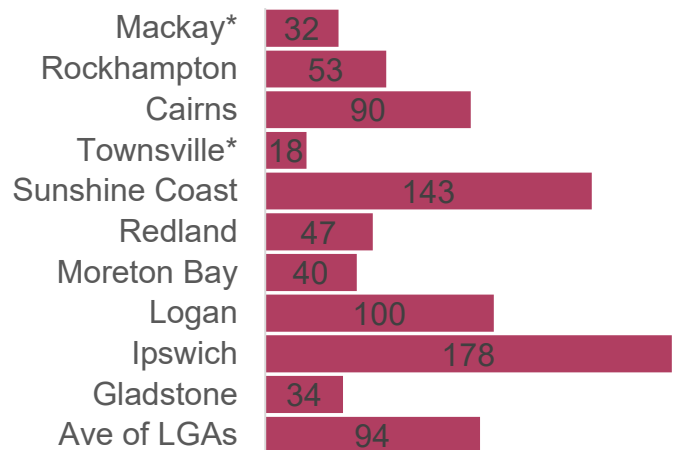
Building applications lodged with council

Class	March 23	March 24	Year to date	Total value of proposed works
Class 1A	53	28	90	\$10,644,349
Other classes	142	99	301	\$19,656,919
Totals	195	127	391	\$30,301,286

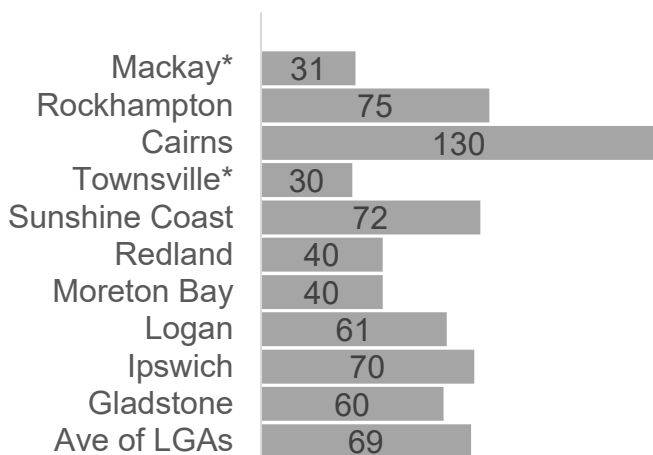
Material Change of Use



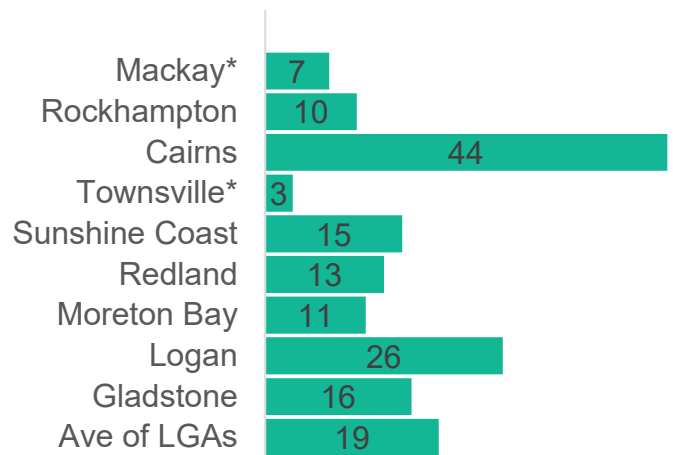
Reconfiguration of a Lot



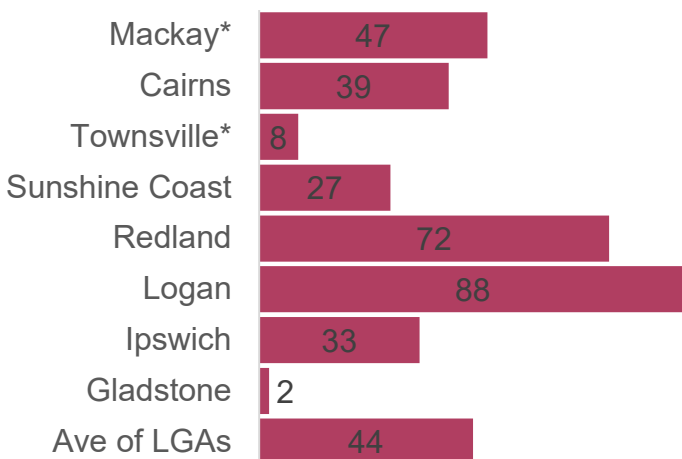
Operational Works



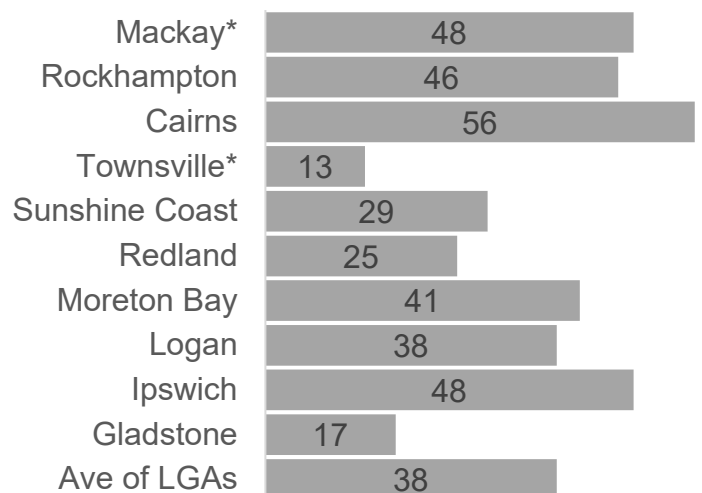
Concurrence Referrals



Negotiated Decisions



Minor Change Development Approvals



The information in these tables is supplied by Urban Development Institute of Australia and updated quarterly.

*Statistics provided by Toowoomba Regional Council (TRC) for MCU, RoL, OPW and BWA reflects decision periods only. Townsville and Mackay are also reporting decision periods only for all categories.