

# CEO MONTHLY REVIEW REPORT

## APRIL 2024



Scott Owen CEO

# SUMMARY OF CONTENT

CEO's summary

Safety

Highlights

Workforce profile

Utilisation of council facilities

RADF Grants

Community events

Community engagement

Customer contacts

Regional growth

Significant projects

Economic snapshot

Development activity

# CEO'S SUMMARY

It is with pleasure that I present the consolidated CEO's report for council for the month of April 2024.

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

- The official opening of the first stage of the Finch Hatton Mountain Bike Project was not only a great day very well attended by the community, but also a significant milestone in this major project
- It is not often that we get to host the Prime Minister, so it was pleasing that he was able to make time to visit Mackay in recognition of the investment by the Australian Government in assisting with funding of key Riverside Revitalisation Projects.
- ANZAC Day activities were held throughout the region with large turn-outs for all services and parades. Large thank-you to the range of Council staff who work behind the scenes to make this day a success, with Corporate Communications and Marketing taking the lead in coordination.
- It is pleasing to see the delivery of a range of new Tri-wing mowers for the mowing fleet. These will significantly assist staff in the provision of maintaining the very large areas of open space in tough growing conditions.

# SAFETY

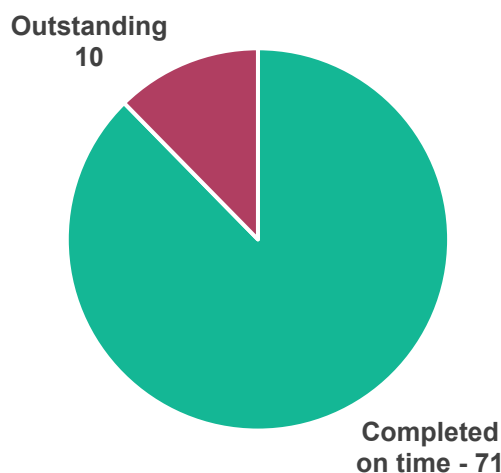
## Engagement activity with safety reps staged

An engagement workshop was held with the council's internal safety representatives in April. Its purpose was to assist safety representatives in sharing information and improving their effectiveness in fulfilling their responsibilities. The event served as a platform for networking, enabling the exchange of ideas for improvement, and addressing challenges. Currently, the Safety team is exploring methods to enhance engagement with the organisation, using safety representatives as a platform to raise safety awareness and foster a safety-learning culture.

## Strategic Safety Committee

The Safety Leadership Team is set to present to the new Strategic Safety Committee. Key agenda items include the Safety Roadmap, detailing crucial priorities and timelines for the next 12 months. The group's primary goal is to ensure alignment in nurturing the desired safety culture and maturity across the organisation.

## Improvement Opportunities Overview



Safety interactions plays a key role in helping to enhance our safety culture. In April, a total of **72 safety interactions** were completed by leaders.



In April, a total of **183 individuals completed inductions**, which included 27 staff members, 131 contractors, 14 volunteers, and 11 individuals on work experience.

# HIGHLIGHTS

## Finch Hatton Mountain Bike Project officially opened

The Finch Hatton Mountain Bike Trails were officially opened with a fun day for the community on Sunday, April 21.

The opening included a community day, with market stalls and food vendors, as well as a free barbecue, inflatable slide and rock-climbing wall. There was also an official opening ceremony.

The trails, built to international standards by World Trail, will place Mackay on the national and international map as a mountain bike destination with massive economic benefits for the entire region. The trailhead site includes a pump track suitable for all ages and riding abilities, plenty of picnic shelters and amenities. The day was successful, with more than 1000 attending.



## PM officially opens Pioneer River Floating Pontoon

Prime Minister Anthony Albanese officially opened the Pioneer River Floating Pontoon a day later on Monday, April 22. As the second project to be completed as part of the Riverside Revitalisation project, the opening included a ribbon-cutting at the pontoon and a tour of River Wharves. The Riverside Revitalisation Project was jointly funded by the Australian Government and Mackay Regional Council.



## Big turn-out throughout the region for Anzac Day

More than 6000 school children marched in Mackay's main Anzac Day parade on April 25, showing the future of this important day is in good hands. Council's Corporate Communications and Marketing team helps organise Mackay's dawn and main parades and services via a community committee, which includes RSL representatives. Council also supports other services throughout the region, including the attendance of councillors and senior staff to represent council.

A big thanks to Parks and Open Spaces for having Anzac service sites, such as Jubilee Park, looking fantastic, as well as Civil Operations and SES for their assistance.



## Freestyle Kings rev up big crowd at BB Print

BB Print Stadium played host to a huge crowd at the Freestyles Kings event on April 6.

The event was managed in partnership with MECC and Events, Freestyle Kings and TEG.

More than 6000 spectators braved the wet weather to watch extraordinary feats performed on motocross jumps on the stadium field, with Freestyle Kings singing the praises of Mackay crowds.



## After-agent surveys rate disaster preparedness

The after-agent survey is used to capture community feedback and sentiment on a specific council service or issue. Each topic selected remains in operation for a three-month period.

The topic for April was Emergency Management. 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 April, 209 surveys were completed.

Question	Average Rating out of 5	Percentage
How prepared do you think the community is for a natural disaster?	3.51	70%
How prepared are you for a natural disaster?	3.82	76%
How do you rate the information provided by council on being prepared for a natural disaster?	3.98	79%

## Tri-Wing mowers join the fleet

Three new tri-wing mowers have recently been received by the Parks and Open Spaces program.

These state-of-the-art mowers are the first step in increasing the size of the existing mower fleet and improving the program's overall cutting capacity.



## Seaforth and Haliday Bay swimming enclosures repaired

The combination of severe weather events and vandalism had rendered the swimming enclosures at both Seaforth and Haliday Bay unsafe. Both had to be closed to the public.

After encountering considerable challenges in engaging a suitably qualified contractor, it is pleasing to confirm that the repair works at both the Seaforth and Haliday Bay swimming enclosures have now been successfully completed.

Both swimming enclosures are once again open for use by the public.



## ‘Make Your Place’ Grant Events draw good crowds

Three Mackay Waterfront "Make Your Place Grant" funded events were held in April and were a great success. The Deli Nook Sunday Graze in the City was held on Sunday, April 14, and involved a small road closure of part of Macalister Street, allowing guests to spill out onto the street to enjoy live music and platters.

The River of Life Festival was held on Saturday, April 20, and was a free music and cultural community festival stretching from the Bluewater Quay to River Wharves, activating the riverfront.

The Mudskippa Learn2Fish Clinics were also held throughout April and hosted more than 60 kids and families from the Bluewater Quay fishing platform and the Pioneer River Floating Pontoon.



# WORKFORCE PROFILE

## Staff Contingent

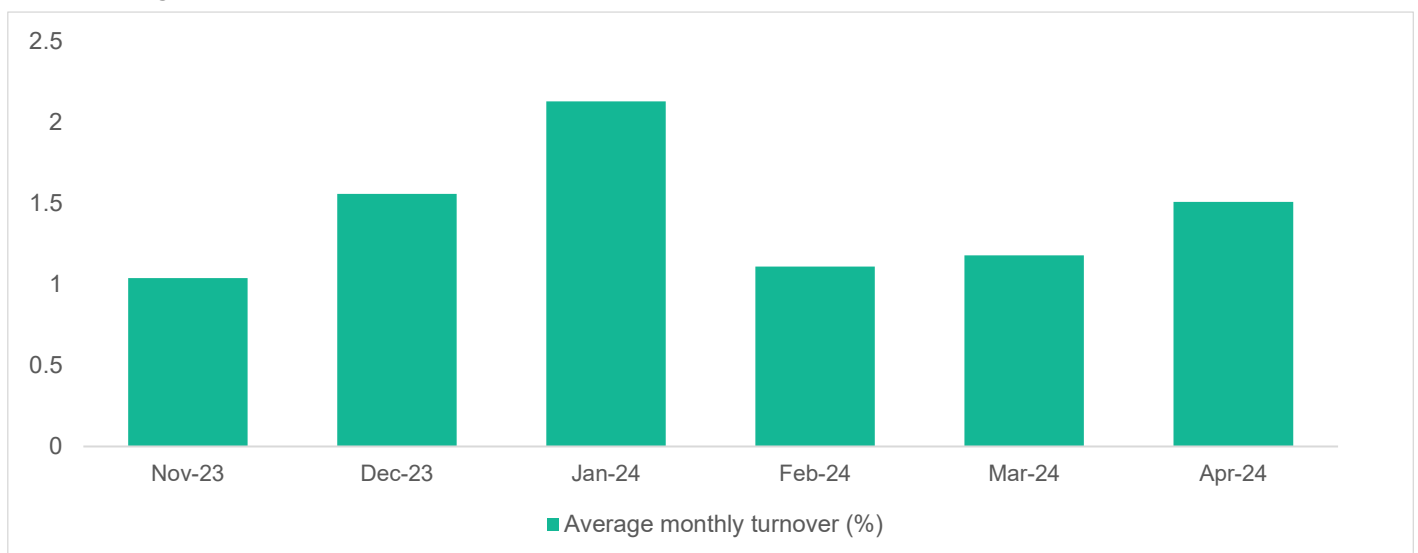
The current make-up of council's workforce is below. Of note, more than 80 per cent of staff are permanently employed. The number of active vacancies remains relatively consistent.

	COMS	CORS	IO	OCR	PGS	TOTAL	Prev. month
Casual	81	3	4	0	8	96	95
Contract	5	5	12	5	4	31	30
Permanent Full Time	108	140	539	35	39	861	863
Permanent Part Time	27	28	9	2	5	71	73
Permanent Job Share	3	2	1	0	0	6	6
Temporary Full Time	22	22	44	1	13	102	94
Temporary Part Time	9	3	3	0	1	16	15
Temporary Job Share	2	2	2	0	0	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

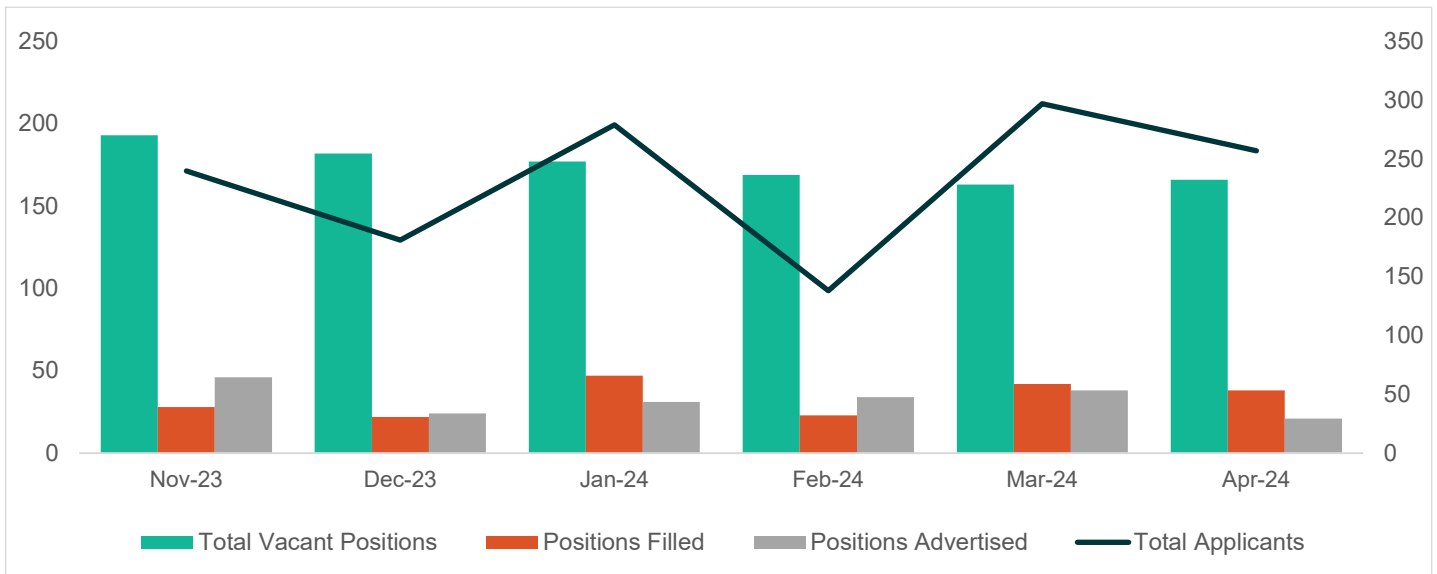


STAFF TURNOVER



The monthly turnover for April was **1.51%**.

## Monthly Recruitment



+



In the month of **April**, there were **166** vacant positions, **21** positions were advertised, resulting in **257** applications and **38** positions were filled.

+

0

## Key Workforce Initiatives

- Council attended the Mackay Jobs Fair at CQU with representatives from Organisational Development, Parks & Open Spaces, Field Services and Civil Operations providing job specific information. The event was well attended, and MRC's stand received a high volume of enquiries with several job applications submitted on the day.
- The Learning & Development Project Coordinator is currently working with the Qld Water Directorate to coordinate Micro-credential learning opportunities for Qld Water teams in Local Government. Four introductory sessions are being presented in May as a sample to the full courses to be delivered later in the year.
- Information Services has introduced a new easy self-service option that makes it faster and simpler for staff to get devices. This allows staff to pick up mobile devices and accessories from three convenient locations. Device set up is quick with step-by-step instructions and online guides. Staff will have access to the latest operating systems, and the 'Company Portal' enabling the installation of applications anywhere, anytime.

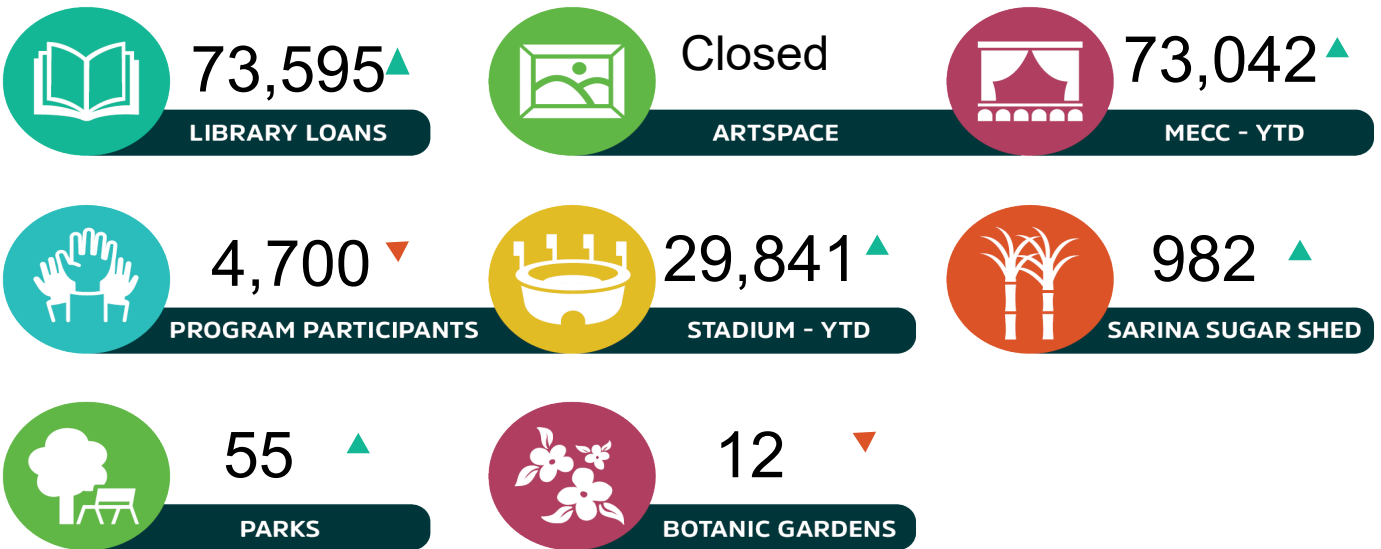
# UTILISATION OF COUNCIL FACILITIES APRIL 2024

## Aquatic Facilities



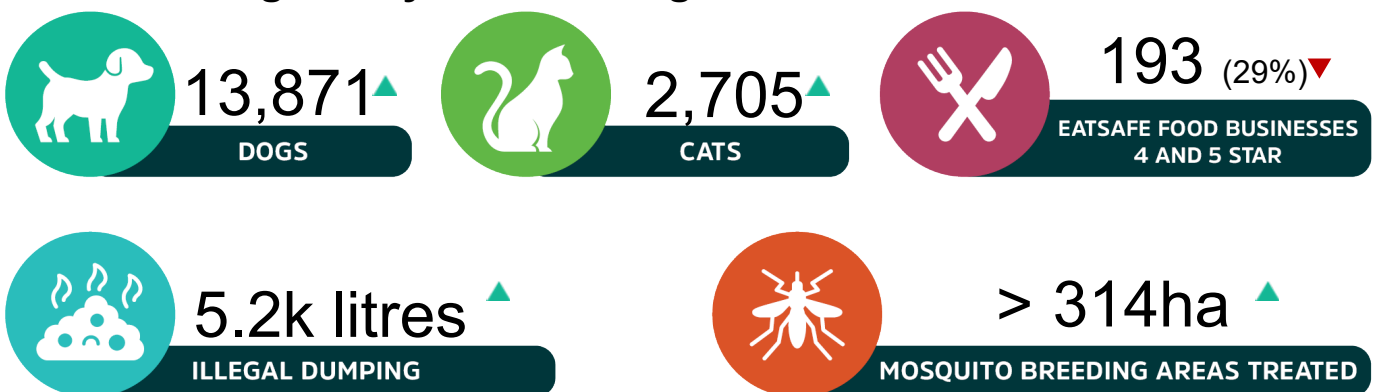
^ Closed from 28 March 2024  
• Closed from 15 April 2024

## Public Programs and Facilities



Library loans increased in April, with the March total being 68,281.

## Health and Regulatory Services registrations and statistics



The mosquito breeding areas treated increased. Illegal dumping complaints increased by 48 per cent, with 42 received compared to 22 in March 24. This increase may be attributed to the recent illegal dumping media campaign. EatSafe ratings of 4 and 5 star decreased by two. Out of 658 licensed food businesses, 193 were rated 4 and 5 Star (5 Star being the highest rating) under the EatSafe program.

# GRANTS AWARDED

## Community Grants

37 applications received  
 Total value of applications \$404,398.84  
 15 applications were funded  
 Total value of funded applications  
**\$153,332.89**

## Small Equipment Grants

18 applications received  
 Total value of applications \$26,080.49  
 16 applications were funded  
 Total value of funded applications  
**\$22,002.45**

Organisation	Project	Approved amount
Galaxy Netball Club In	Purchase of two laptops to be used at games	\$1498
YIRS One Stop Youth Shop Inc	Purchase of IdeaPad Chromebook and an iPhone 11	\$1500
Mackay Community Gardens	Purchase of a gardening equipment and art supplies for Bush Kids.	\$1500
North Mackay Cricket Club	Purchase of a two iPads for use during games for scoring.	\$1500
Magpies Basketball Mackay	Purchase of sporting equipment for 5 kit bags	\$1500
Bucasia State Primary School P&C Association	Purchase of a coffee machine to increase income for the P&C	\$1500
Sunset Bay Outrigger Canoe Club	Purchase of Personal Floatation Devices.	\$1500
Homebush State Primary School P&C Association	Purchase of festoon lighting.	\$1101.90
St Helen's Beach Progress Association	Purchase of defib machine and cabinet to store the machine.	\$1500
With One Voice Mackay	Purchase of an iPad to record member attendance.	\$702
Mackay and District Kart Club	Purchase of laptop	\$1144.55
Mackay Veterans Support Group Inc	Purchase of a laptop	\$1412
Mackay Pet Rescue Incorporated	Purchase of a Catio cat enclosure, pet crates and a freezer	\$1364
Kidney Support Network	Purchase of vacuum cleaners for four Community Op Shops.	\$1500
Mackay Venturer Unit, Banksia Scout Group	Cast Iron cooking gear set, additional camp oven, Potjie Pot, gas bottle and campfire Billy cans	\$1500
Queensland Country Women's Association: Eton/Eton North Branch	Purchase of a fridge/freezer	\$1280
Finch Hatton Progress Association	Final phase of the Finch Hatton Art Trail	\$5376
Mackay Children's Contact Service Inc	Purchase of furniture and resources to create a space for users of the service who experience sensory disorders.	\$7500

Organisation	Project	Approved amount
<b>Clontarf Foundation</b>	L-2-P Driving Program to support young Aboriginal and Torres Strait Islander men	\$7500
<b>Pioneer River Orchid &amp; Plant Association</b>	Support the delivery of a Field Day to showcase local plant and orchid growers.	\$5035.85
<b>Mackay City Heart Collective</b>	Purchase resources to supporting the future of the Bee Corner Project.	\$4891.20
<b>Mackay City Rollers</b>	Support the delivery of RADfest – a junior roller derby bootcamp and intensive training weekend.	\$6000
<b>Film &amp; Arts Mackay I</b>	Funds to support the delivery of the 2024 Mackay International Film Festival.	\$7500
<b>Mackay Lions Soccer Club</b>	Support to replace existing dug outs that are a safety hazard due to rusting	\$18,736
<b>Mackay Filipino-Australian Community Inc.</b>	Funds to support the delivery of the 2024 Friendship Games – bringing together regional Filipino communities for a weekend of cultural and sporting events.	\$7500
<b>Bakers Creek Tigers AFC</b>	Purchase and installation of electronic scoreboard.	\$30,000
<b>East Mackay Australian Football Club</b>	Funds to install storage shed.	\$30,000
<b>Eungella Parents &amp; Citizens Assn</b>	Support the delivery of the Ceilidh a Scottish Country Dance event in Eungella.	\$4800
<b>Greater Whitsundays Communities</b>	Support the delivery of the Camilleri Skate Park activation project	\$7500
<b>Mackay Musical Comedy Players Inc</b>	Support to purchase resources to support the growth of the group – a ladder, Macbook, Water Fountain.	\$3493.84
<b>Bravehearts Foundation Inc</b>	Resources to support the provision of resources to schools and childcare centres within the region.	\$7500

# COMMUNITY EVENTS

## Recent and upcoming events

Date	Event	Location
11/5/24	Mayor's Charity Ball	MECC
11/5/24	Zach Mach	Pioneer Valley
11/5/24	Sarina Sugar Shed fine dining event	Sarina Sugar Shed
13/5/24	Citizenship Ceremony	Mackay Showgrounds
15/5/24	Sarina candle lighting ceremony	Sarina Field of Dreams Parklands
25/5/24	Botanic Gardens Open Day	Mackay Regional Botanic Gardens
1/6/24	Legends on the Lawn	GBRA
1-10/6/24	PGA Mackay Golf Pro AM	Various
2/6/24	Mackay Volunteers Expo	Mackay Showgrounds
2/6/24	BMA Mackay Marina Run	Mackay Marina
8/6/24	The Flackyard at Sarina Sugar Shed	Sarina Sugar Shed
18-20/6/24	Mackay Show	Mackay Showgrounds
6-7/7/24	Between the Tides	Cape Hillsborough or Seaforth Beach TBC



# COMMUNITY ENGAGEMENT

## **Finch Hatton MTB (consult and inform)**

The official opening of Finch Hatton MTB was on Sunday, April 21. Engagement occurred with a wide variety of internal and external stakeholders to bring this opening to fruition. This event was well attended by dignitaries, business representatives and the community.

## **ANZAC Day 2024 (Inform)**

Engagement was undertaken with schools, residents and businesses along the parade path. They were informed about the event via direct notification letters and widespread advertising. More than 6000 students marched in this year's parade – a new record for Mackay Regional Council.

## **Sydney and River Street Intersection works (consult)**

Meetings were held with businesses in Sydney and River streets to discuss the upcoming intersection works. Feedback was recorded and will be included in the construction tender document.

## **Woodlands District Park stage one phase two (inform)**

In April, council announced the beginning of the Woodlands Track works. Notification letters were sent to surrounding residents and the works were publicised via a media release, social media post, Connecting Mackay web page update and a project update email. Local schools and daycare centres were also informed about the works.

## **Hamilton Street rising main (inform)**

Local residents and businesses were informed about the works via a notification letter and a dedicated Connecting Mackay webpage. Information was also sent to the local childcare centre for distribution.

## **Bluewater Lagoon maintenance works (inform)**

Notification letters were sent to surrounding businesses and residents and the works were publicised via a media update, social media post and dedicated Connecting Mackay webpage. Regular construction updates will be provided to the surrounding residents and businesses.

## **Homebush dam survey works (inform and consult)**

Identified properties located downstream of Homebush Dam were engaged through letters, phone calls and emails to gain approval for surveying works in their property to measure "plinth levels". Plinth levels are a requirement of the State Government to ascertain levels of all residential buildings downstream of referable dam.

## **Pioneer River Northbank Shared Pathway Stage 4 (inform & consult)**

Stakeholder meetings were undertaken ahead of works, as well as a letter box drop to nearby businesses and a mail out to surrounding residents. The works were also publicised on council's Connecting Mackay website.




# CUSTOMER CONTACTS

## Top Five Customer Requests

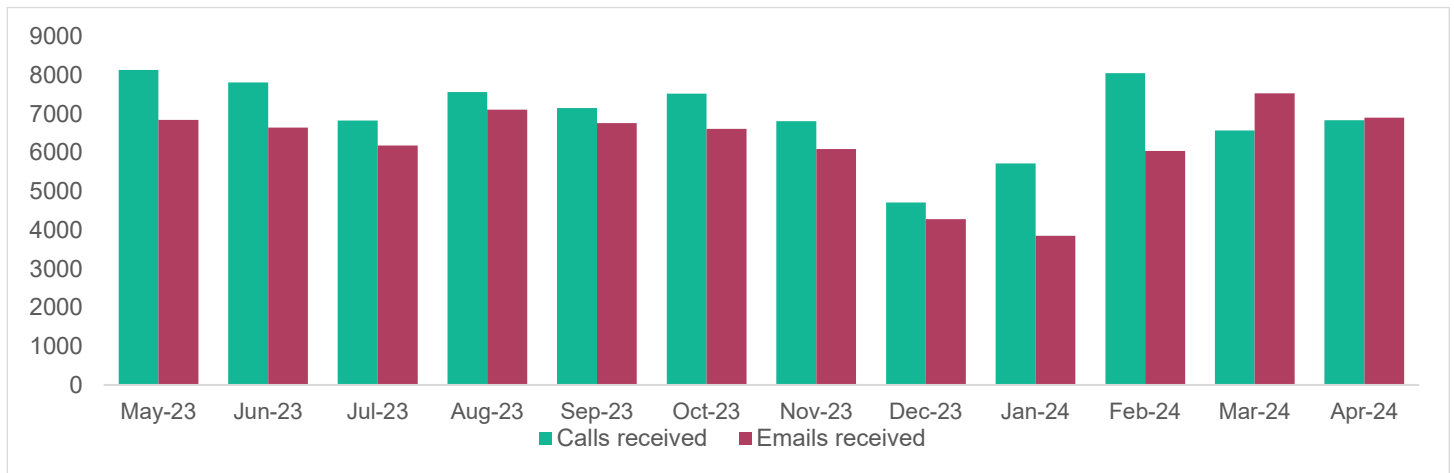
Pathway requests lodged – APRIL 2023	Volume	% of total requests
Replace wheelie bin	635	14%
Phone Message	423	10%
Damaged wheelie bin	226	5%
Water Leak (Public Area)	153	3%
Planning Advice Enquiries	148	3%

+



Across council, in April 2024, **78%** of customer requests were responded to on time.

## Customer Enquiries

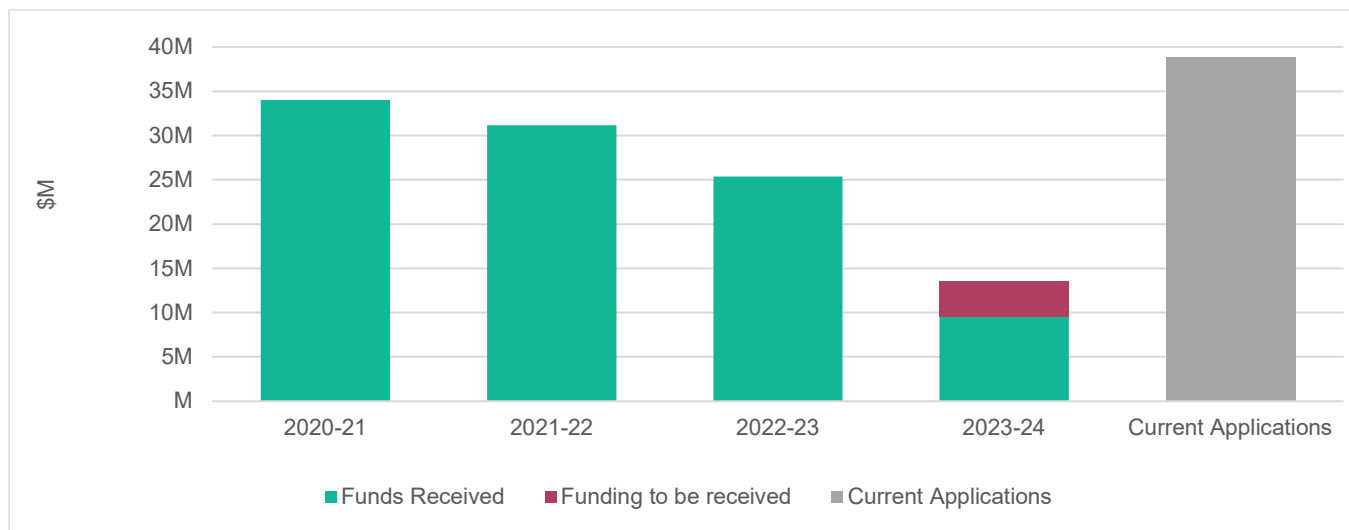


KPI	KPI Description	Target			Result FEB 2024
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
<b>First Contact Resolution (FCR)</b>	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	<b>43%</b>
<b>Abandoned Calls</b>	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	<b>14%</b>



# REGIONAL GROWTH

## External Grant Funding



## Grant Applications Submitted



### April Movements

#### Key Successful funding submissions announced

- Department of Sport and Tourism – Stage 2 of Pioneer Valley Mountain Bike Trail Network - \$150,000

#### Key Applications Submitted

- Department of Industry, Science and Resources – Dome & Dudley Denny City Library HVAC & Solar Energy Efficiency Upgrade - \$1,234,623.00
- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts – Regional Arts Development Fund (RADF) 2024-2028 - \$420,000



**\$19.5M, or 81%, of council spend in April 2024 was with local suppliers.**

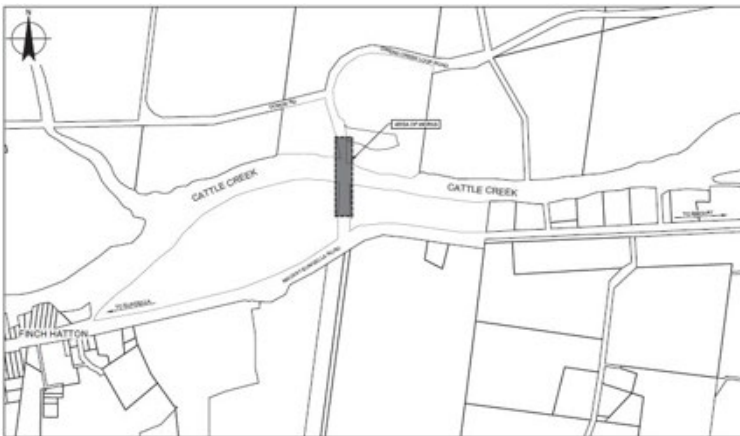
# SIGNIFICANT PROJECTS



## Artspace Facility Upgrade Renewal

**Project Budget:** \$3.01 Million

**Project Status:** Some delays encountered with international shipping logistics of HVAC Chiller equipment. Foodspace Café is expected to open in July 2024 with Artspace anticipated to reopen in August 2024 showcasing a new suite of exhibitions.



## Concrete Bridge Rehabilitation Works

**Project Budget:** \$4.05 Million

**Project Status:** On Track - These works include seven (7) concrete bridge rehabilitation sites across the Mackay Region. The works have been awarded to Freyssinet contractors and they have commenced on site.



## Timber Bridge Package

**Project Budget:** \$4.1 Million

**Project Status:** Slightly delayed - This is a Package of structural repairs to six (6) timber bridges. Three (3) bridges are nearing completion with five (5) of the six (6) bridges to be completed by EOFY. The last bridge will be built in the second half of the year. Delays caused by one site with increased deterioration between initial inspection and commencement of tendered works.

## Sewer and Stormwater Relining Package

### Stormwater

**Project Budget:** \$1.79 Million

**Project Status:** On Track - Works in progress with expected completion end of June 2024.

### Sewer

**Project Budget:** \$1.44 Million

**Project Status:** On Track - Works in progress with expected completion end of June 2024.



## Woodlands District Park

**Project Budget:** \$726,583

**Project Status:** On Track - Construction to commence in May 2024.



## Pioneer North Bank Shared Pathway Stage 4

**Project Budget:** \$1.9 Million

**Project Status:** On track - Possession of site has been granted to Pentacon. Commencing site establishment in May 2024.

# ECONOMIC SNAPSHOT

## Economic Indicators (Quarterly)

Indicator	Dec 22	Mar 23	Jun 23	Sep 23	Dec 23	Mar 24
<b>Employment</b>						
Unemployment rate	2.4%	2.7%	3.1%	3.7%	4.4%	NA
Employed persons	70,832	70,070	69,676	69,249	68,046	NA
<b>Real Estate</b>						
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
<b>Residential Lot Supply</b>						
Lots approved	3	215	2	22	NA	NA
Lots registered	28	29	74	75	14	27

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

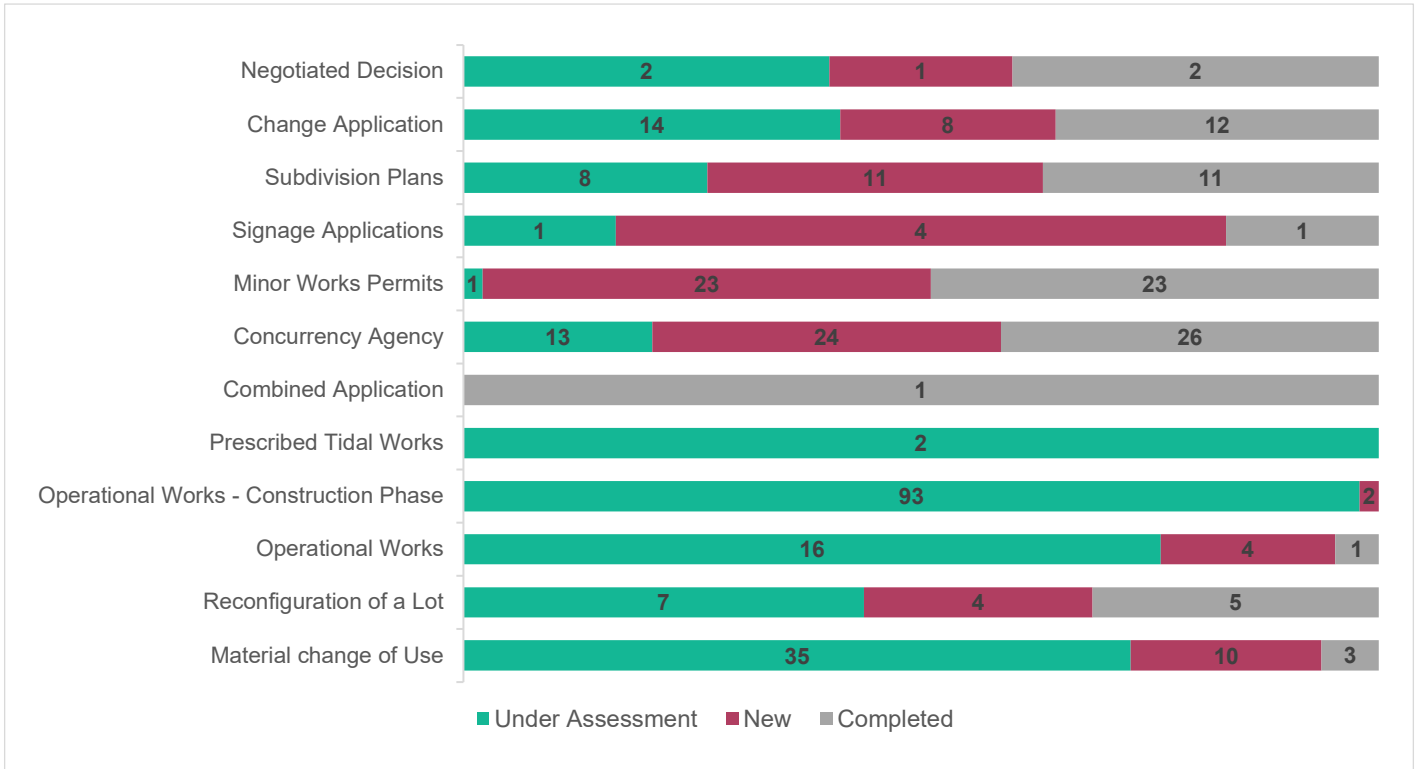
	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24
Mackay Region Joblink Analytic Report Active Users	1,057	1,329	1,343	1,378	1,405	1,420
Internet Vacancy Index (Central Qld) Advertised Jobs*	NA	4,340	4,288	4,321	4,652	NA
SEEK Advertised Jobs**	1,525	1,473	1,262	1,328	1,494	1,446
Sarina Field of Dreams Website Visitation	381	430	258	400	487	618
Hooked on Mackay Facebook	6,550	6,782	6,792	6,847	6,867	483
Hooked on Mackay Instagram	995	982	971	982	999	6,886
Hooked on Mackay YouTube Subscribers	471	486	508	521	526	1,004
Net Free Zone Voluntary Code Sign-ups	716	716	716	716	716	541
Mackay Region Event Organisers Connect Facebook Group Members	160	160	160	161	161	716
Invested in Mackay Subscribers	592	590	582	583	582	161

\*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 MARCH 2024

## Applications received by Development Planning and Engineering

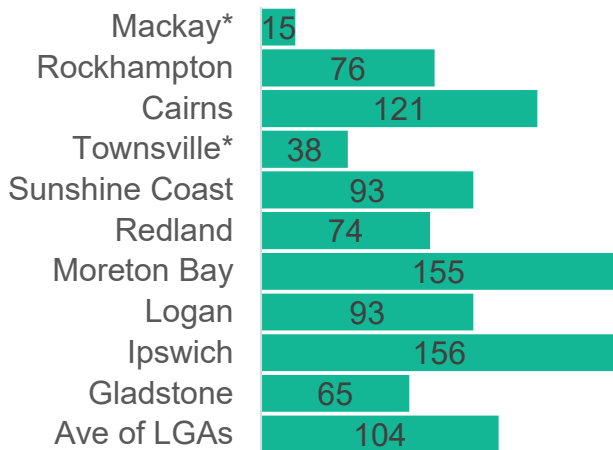


In March **189** building approvals including amendments together with **202** development and **76** plumbing applications were lodged.

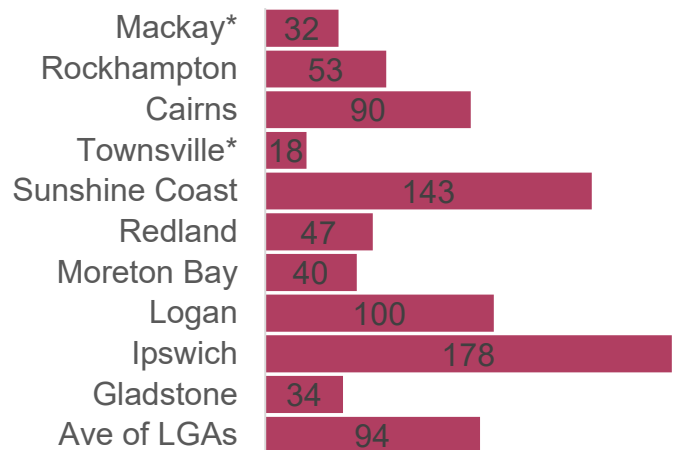
## Building applications lodged with council

Class	April 23	April 24	Year to date	Total value of proposed works
Class 1A	35	55	147	\$17,781,857
Other classes	90	147	448	\$20,542,243
<b>Totals</b>	<b>125</b>	<b>202</b>	<b>595</b>	<b>\$38,324,100</b>

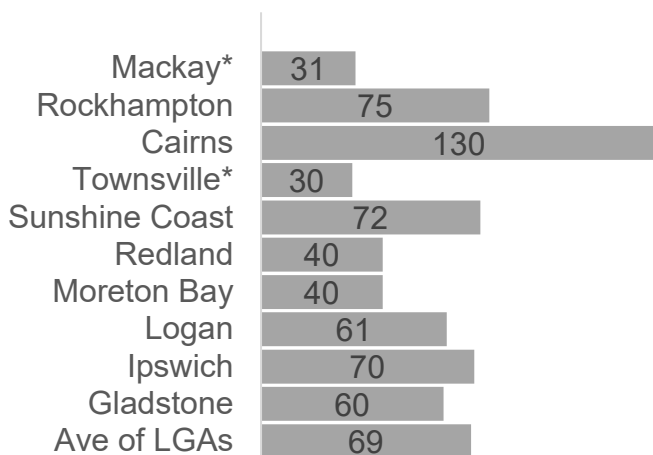
### Material Change of Use



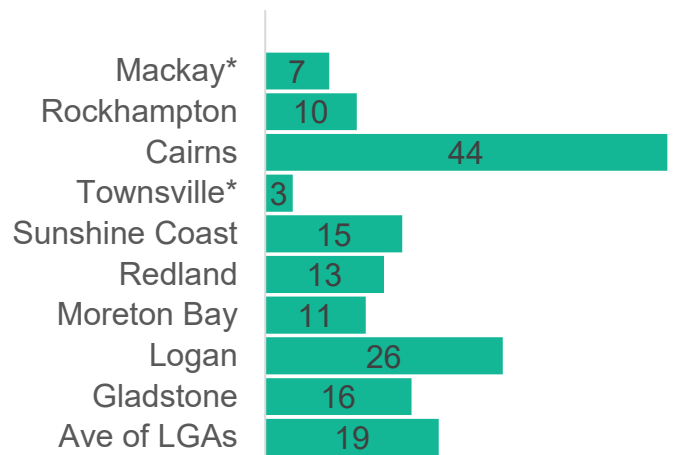
### Reconfiguration of a Lot



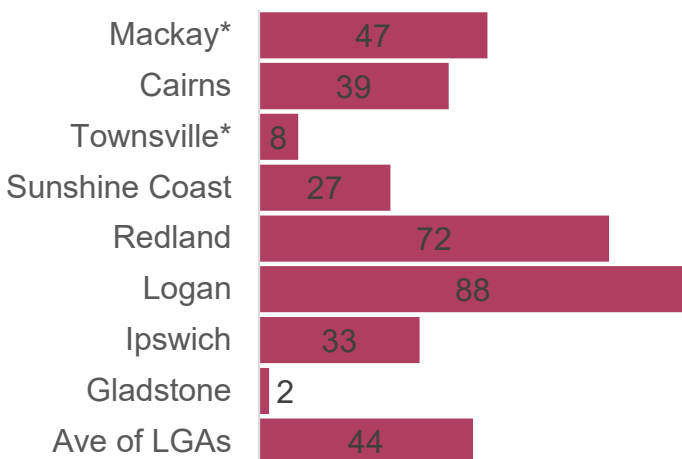
### Operational Works



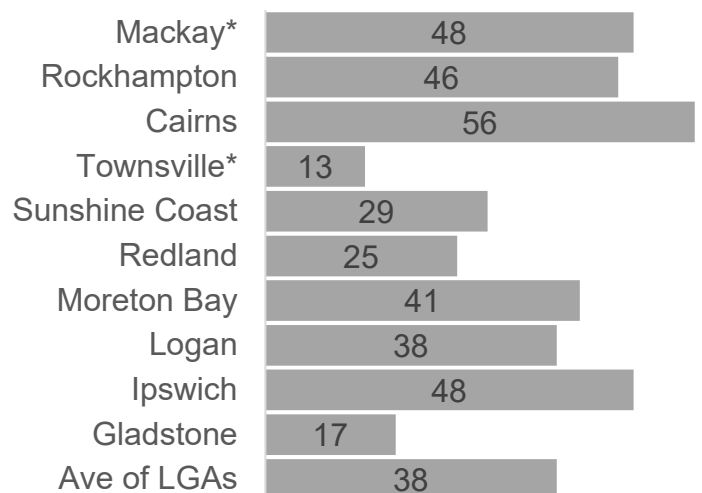
### Concurrence Referrals



### 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.