



COUNCIL - in brief -

40% parking discount in City Centre

It's now only one hour on street parking in the City Centre for Sydney, Wood and Gregory streets between River and Gordon streets. To take advantage of the 40 per cent discount for all-day parking, you must pre-purchase a monthly permit online or at a customer service centre. Visit www.mackay.qld.gov.au for more details.

Active in the City - get fit for free

Have fun, get fit and make new friends at a free active in the city fitness program. There's plenty to choose from including Zumba, swing dancing, aqua aerobics, street SUP (stand up paddle boarding), plus more. To view the full calendar of events including dates and time, visit mackaycitycentre.com.au.

Plan your travel and avoid traffic

Council has developed an interactive mapping system that showcases all the road works occurring within the Mackay region. Each suburb has a map which features details on the types of works happening and estimated completion time. Avoid the traffic and help us keep work sites as safe as possible. Visit mackay.qld.gov.au/roads.

For a job with endless possibilities

We are always looking to fill a wide range of positions including trade qualified and professional roles. If you are wanting a career path with endless possibilities, work-life balance and great benefits - keep an eye out for when suitable positions come available. Interested applicants can view all available positions online.

How to lodge a customer request

With over 1000 staff and the help of 500 volunteers, council delivers a wide range of services to ratepayers from regular wheelie bin collections to ushering services at the Mackay Entertainment and Convention Centre.

Mayor Deirdre Comerford said servicing our community is council's reason for being.

"With a population of about 116,000 people covering an area of 7622km², council is kept busy providing more than 150 different services on a daily basis," she said.

"One service that is high on our priority list is customer service."

A team of 35 forms council's Customer Service department which look after

our three customer service centres, call centre and online communication (faxes, emails and written correspondence).

Cr Comerford said when residents contact council we have standards in place to provide them with defined time lines and levels of service.

For instance, you can lodge a customer request which is a request for council to take some action on your behalf, that can be anything from fixing a pothole to animal

control or noise issues.

Customer requests are lodged a number of ways for convenience and ease for our customers including calling 1300 622 529, submitting a request online at www.mackay.qld.gov.au, writing an email to council@mackay.qld.gov.au or by sending in written correspondence to us.

However, the most popular way to contact council is by phoning our call centre. Last



Employee Sing Wai Lam is always eager to help residents with their customer requests.

financial year, our call centre received over 124,000 phone calls; that's over 300 calls a day which equates to over 10,000 calls a month.

Two additional ways of contacting council for lodging customer requests will soon be available for residents, a SMS and voicemail service. You will be able to advise us of issues by texting us at 1300 MACKAY (622 529)

or alternatively leaving a voicemail message.

Council is always looking at ways to improve business operations, so it's exciting to announce that shortly residents will be able to view full details of their rates online such as transaction history, previous payments and much more. More information on these new services will be released shortly.

Top 10 call centre enquiries:

1. Rates enquiries
2. Neighbourhood issues
3. Wheelie bins
4. Water services
5. Customer assistance
6. Planning
7. Roads and drainage
8. Waste management
9. Water billing
10. Parks

Parking changes at Barbour Park

Wet weather has played havoc with the current \$2 million restoration work on Bridge Road between Milton and Paradise streets, delaying the completion date until end of April.

This means Bridge Road parking is restricted, so to compensate, a short-term management plan has been

put into place including a free shuttle bus service as well as a drop off/pick up zone within Barbour Park car park.

Free buses will run every Saturday from Leisure Court car park to Barbour Park from 8am to 3pm until works are completed. Carpooling where possible is also recommended.

>> Further information, including a detailed map can be found on council's website.

Are you a happy camper?

If you're planning a getaway to the great outdoors these Easter holidays make sure you camp by the rules.

Parks and Environment portfolio councillor Theresa Morgan said it's illegal to set up camp anywhere other than a designated camping area.

Mackay Regional Council operates three camping reserves at Seaforth, Ball Bay and St Helen's Beach, where you can enjoy the fishing, beaches and quiet lifestyle.

If you're camping near the coastline it's also important to remember that driving on beaches in the Mackay region is strictly prohibited as it can cause damage to the coastal environment and our marine life.

Fines apply for camping outside an approved camping area and illegal vehicle access.

>> For more information, phone 1300 MACKAY.



Mayor Deirdre Comerford with new Aussies, Maria and Miguel Clutario of the Philippines.

Events help embrace harmony

Over 70 new citizens will be welcomed tomorrow (Thursday, March 21) at a special Citizenship Ceremony.

Tomorrow marks Harmony Day; a special day where all Australians celebrate our cultural diversity. Why not celebrate with your local community and enjoy a collection of some of the best multicultural Australian stories under the stars at an outdoor film screening this Friday at the Bluewater Quay, River Street. The event is free and starts at 7pm - picnic blankets encouraged.

Did you know?

You can hire a council community hall for local events, functions or workshops. With over 10 halls to choose from they each boast a range of amenities including kitchens, stages and foyers.

>> For more school holiday ideas, visit mackay.qld.gov.au.

Migrants get to make a splash and a splash



Council employee Rhona Westcott (centre) with current swimming participants Homa and Fatemeh.

Thanks to a specialised swimming program, almost 100 migrants have been able to learn a skill for life, swimming.

What's great news is that the number will increase as council has just received an additional \$3000 grant for another Learn to Swim program for residents from different cultural backgrounds.

The Department of Aboriginal and Torres Strait Islander and Multicultural Affairs funding will allow 15 new participants to take part in this potentially life-saving program.

Sport and Recreation portfolio councillor Paul Steindl said being around the water is a big part of our Mackay lifestyle so it's fantastic to be able to see more residents get the

chance to learn how to swim.

To date, adults have been from a variety of nationalities including Filipino, Colombian, Indian, Sudanese, Thai, Sri Lankan, Scottish, Irish and Zimbabwean.

Current participant, Homa Moosavi said learning to swim will allow her to enjoy the water with family and friends.

>> Council's aquatic facilities run a number of classes and programs to teach both kids and adults on how to swim. For details, phone 1300 MACKAY (622 529).

Illegal acts caught on camera

Chances are if you are breaking the law, you are going to be fined.

The odds are even higher now thanks to the installation of surveillance cameras.

Health and Regulatory Services portfolio councillor Laurence Bonaventura said surveillance cameras are proving effective in the fight against vandalism.

Council locates the cameras at known hot spots of illegal activity where vegetation removal or illegal vehicle access has occurred.

The cameras have been used in the Blacks Beach and Ball Bay area. The cameras have resulted in a number of compliance notices being issued for illegal activities.

>> To dispose of rubbish responsibly, visit our waste facilities.



Lailah Teerasuda Martin, Jaden Liang and Bruce Sun love the library.

Get the kids out of your hare

Keeping the kids entertained over the Easter school holidays can be hard work but if anyone can do it, it's The Wiggles.

Don't miss the world's most popular children's entertainers when they perform in Mackay on Saturday, April 13 and Sunday, April 14 at the Mackay Entertainment and Convention Centre.

If your children have a flair for art, pencil them in for a caricature workshop with

Australian King of Cartooning, Dave Hackett who will be beamed in via video link to run these classes at the libraries.

Zumbatomic and Sensory Circus workshops will also be held at the libraries.

These fun fitness sessions will get kids' blood pumping as they learn new dance routines and circus tricks, respectively.

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