

# councilconnect



## Delivering information to our region

**Council is embarking on a new format of delivering information to our customers. Welcome to the first edition of Council Connect - a monthly one page feature in the Sarina & District Advertiser, which provides information on council's projects, activities, initiatives and services.**

The monthly publication is complemented by a weekly e-newsletter which is delivered to your inbox and a fortnightly two-minute television update, which airs on Channel 7 on Monday and Tuesday nights.

Corporate Communications Manager Ken Furdek said the innovative approach is a saving to council and would better service the needs of our residents and ratepayers.

"It is important we provide as much information as we can to keep residents and ratepayers informed," he said.

The new strategy endorsed by council, replaces the production of 48,000 copies of the bi-monthly Infocus

resident newsletter, which was delivered to households across the region.

Finance and Technology portfolio councillor Darryl Camilleri said establishing Council Connect was identified as part of council's Service Level Review.

"The Service Level Review looks to identify savings and find ways to deliver services in the most cost effective way," he said.

"This would ultimately minimise future rate increases."

**>> To view Council Connect television updates, visit council's website.**



Sarina sugar mill site

## Wastewater pump stations upgraded

Mackay Regional Council has spent close to \$1 million upgrading four wastewater pump stations in Sarina.

The wastewater pump stations, situated on Brewers Road, Webb Road, Range Road and the Sarina sugar mill site have been renovated from single-pump stations to dual pump configurations, with the construction of new valve pits and vent poles.

Water and Wastewater Services portfolio councillor Deirdre Comerford said upgrades to the Sarina wastewater pump stations were needed to meet the demand of our ever increasing population.

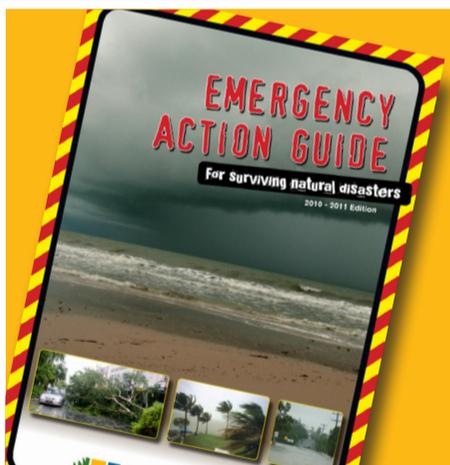
"Increasing the capacity of the sewerage pump stations in Sarina means they are more reliable and up-to-date reducing the risk of environmental incidents during extreme weather events," she said.

The upgrades, are part of council's renewal program ensuring existing assets are upgraded to current best practice whilst also catering for the higher density development that is starting to occur in our existing areas.

## Stay vigilant and be prepared...

The Mackay region has felt the brunt of floods, cyclones and unseasonable rain and this year is no exception with the region already being placed under threat by two tropical cyclones - Anthony and Yasi.

Council's Emergency Action Guide provides valuable information on how to best prepare for the storm season. Storm surge inundation maps are also included; the zones for the region are purple, grey, orange, pink and brown.



Collect a copy from council's Customer Service Centres or download a copy at council's website.

**>>For more information on how to prepare for the storm season, visit our website.**

## Libraries tick all the boxes...

Mackay Regional Council library services recently surveyed 800 customers across all of their six branches in an effort to gauge customer satisfaction in regards to their library experience and the service provided by staff.

As an incentive to complete the survey, residents went into the draw to win a \$100 prize. Congratulations to the lucky winner from the Sarina Library, Mrs Shirley Butler.

Results were extremely positive with 98 per cent of customers satisfied with their local library branch and service. The survey also identified the top five reasons to visit the library which included to borrow items, for internet use, to attend Storytime (2 to 5 year olds stories, song and craft program), to read the newspaper or a magazine.



Libraries Manager Jan Kilbourne and Cr Karen May present Shirley with her prize.

## Project Snapshot - Middle Creek Road



Mackay Regional Council is upgrading a 900 metre gravel section on Middle Creek Road. The upgrade, part of council's 2010-2011 Capital Works Program, includes a culvert upgrade, road widening and bitumen seal.

**Cost - \$450,000**

**Completion date - Early March 2011 (weather permitting)**

**>> For more information on road works and traffic disruptions, visit council's website.**

## Did you know?

**14,600 dogs have been registered with council so far this financial year - that's almost one thousand more than last year.**

**Remember all dogs and cats in the region must be registered.**