

COMMUNITY SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – AUGUST 2012

Author: DIRECTOR COMMUNITY SERVICES

Purpose

To review Community Services Department highlights and significant issues for the month ending 31 August 2012

Background and Discussion

Highlights and Significant Issues for August 2012 are as follows: -

COMMUNITY SERVICES HIGHLIGHTS

- Sarina high tea was held on 22 August at a Sarina café. Fifteen new residents attended the event to meet others from the community to start developing social networks. Feedback from the event was positive and those in attendance identified activities in which, as newcomers to the community, they would be interested in participating. They also indicated the type of information they would like to have, to help them more successfully settle and integrate into the Sarina community.
- Mackay Regional Council has been registered with Reconciliation Australia as having an interest in developing a Reconciliation Action Plan. Work on the development of the plan will commence in the near future.
- **Looking Forward, Looking Back** (the Sesquicentennial in house curated Artspace exhibition) generated much interest in the local community, with many schools and community groups taking advantage of professional guided tours. A highly successful workshop project involved 5 schools, 500 students and 5 local tutors in art workshops inspired by artist Danie Mellor.
- Mackay Regional Council appointed DPAdvertising as the new Mackay City Centre marketing consultant following the process of a public tender. DPAdvertising will take the responsibility for devising marketing strategies to promote the Mackay City Centre.

COMMUNITY SERVICES MANAGEMENT

- Attended Mackay / Isaac Tourism Awards Dinner at Nebo where the MECC and Sugar Shed received awards.
- Attended deputations with the Premier and Minister's at the Whitsunday Community Cabinet regarding the Northern Beaches High School and Football Mackay relocation project.
- Participated in City Centre Stakeholders lunch with the Mayor and Cr's Bonanno and Martin.
- Participated in several Coal to Coast committee meetings in preparation for the event on 8 September.
- Participated in LGAQ – University of Adelaide forum on the role of local government in addressing homelessness.

- Chaired CQU Engagement reference sub group meeting looking at ways to make Mackay a more student friendly town and also participated in Study Mackay board meeting.
- Held teleconference with Professor Victor Callan from QUT regarding Cultural Change project and chaired meeting of Service Enhancement group which initiated this project.
- Attended first meeting of the LGAQ Regional and Economic Development Advisory Group to discuss LGAQ economic development priorities.

COMMUNITY DEVELOPMENT AND LIBRARIES

Management

- Attended Supervisor Training Program workshop
- Attended launch of Healthy Rural Communities Mackay (HRCM) at Mirani
- Attended AIM Luncheon meeting – Dealing with Change
- Matsuura Student group arrived. Involved in activities throughout the week.
- Guest Speaker at QCWA AGM and 90th anniversary.
- Attended REDC Breakfast – Why Philanthropy?
- Attended Walkerston Book Week Parade – approximately 800 children were involved in this annual Book Week event.
- Attended LGMA Conference at Longreach
- Attended Mackay Museum’s 40th Birthday celebrations

Community Development

- The newly formed Calen Camera Club is planning a 2 day photography workshop with photographer Rowan Bestmann. Utilising the skills learned from the workshop participants are planning to document community assets in the Calen area.
- The Mackay Sleep out was held on 7 August at the St Pauls Uniting Church hall. This event was held to raise awareness around the homelessness / rough sleeping issue in Mackay. Donations from this event will go towards the opening of a Drop In Centre for the homeless being established at 308 Shakespeare St.
- Representatives from 5 community groups in the Northern Localities area recently completed Council’s Food-Handling Course. Having completed the training, the groups will be able to add to their fund raising activities by having food stalls at community events.
- Community Development staff will be on the steering committee for “Ripple”, a Crossroad Arts project centred on the deep attachment local people have with the Pioneer River. It will also bring the Indigenous and non Indigenous communities together to explore how a sense of place is pivotal to people’s identity, health and well-being. The project will use the arts of photography, music, print making, cane weaving and painting to create a stronger connection between health and well being and a sense of place, and break down social isolation in disadvantaged communities.
- An Information stall was held at Canelands on 3 August to promote and provide information to members of the public on the carpooling initiative. Information will also be provided at the Northern Beaches Community day in September.
- The first round of the community grants program was made available to the community with the round closing on 3 August. Fifty eight applications were received requesting \$218,113.90.

Locality Development

- Northern Beaches’ community brochure has been updated and will be launched at the Northern Beaches Community Day, Sunday 2 September.

Multicultural Partnership Program

- Lease arrangements for the establishment of a welcome centre in the Town Hall have been finalised. The centre will be officially opened on 15 November.

Multicultural CAMS

- Planning has begun for activities during 2013 that celebrate and recognise the contribution of Australian South Sea Islanders over the past 150 years.
- On Saturday 25 August, Multicultural CAMS worker attended Recognition events held in Rockhampton. The weekend commenced with a market day at the Rockhampton ASSI Community Hall, followed by a dinner in the evening.
- Multicultural CAMS Officer has been involved in discussions with the Australian South Sea Islander communities in Innisfail and Rockhampton about community events to mark the ASSI 150 Anniversary. A further meeting is to be held in Innisfail on 28 September with key community representatives.

Healthy Rural Communities Mackay Project

- The official launch of the Healthy Rural Communities Mackay project was held on 9 August at the Mirani Community hall. 50 people attended and participated in the 'come and try' activities. Following the launch, a 5 week Tai Chi Activities program has commenced at Mirani with attendance numbers remaining high.
- A cooking and physical activity demonstration was held at Seaforth Community Hall, which has resulted in 8 people registering for next three sessions of balance, fitness, food and fun to be held from 29 August.
- Physical activity providers and nutritionists are now able to express their interest in being a part of the Healthy Rural Communities Mackay project by registering their details on Healthy Rural Communities Mackay project page on Council's website. For those already registered, information sessions on the program will be held on 13 September 3pm – 5pm or 5.30pm – 7.30pm. The information sessions will be held at the Regional Social Development Centre.

Community Resilience Project

- The photographic History of Natural Disasters Display will be launched at 12 noon on 11 September at Mackay City Library. The exhibition can be viewed at the City Library from 12 – 29 Sept or at the Gordon White Library for 4 weeks during October.
- The recyclable preparedness shopping bags project will be launched on 6 September at Coningsby State School at 11am. Following the launch approximately 8,000 bags will be distributed through to the youngest child in the family in all schools in the region. The remaining bags will be distributed through various Council frontline services and handed out at supermarkets.
- Community Development staff members have worked with the Disaster Management team to identify and appoint volunteer Emergency Liaison Officers in Eungella, Seaforth and Midge Point. Training for the eight volunteers will be held during September to prepare them for the coming storm season.

Libraries

Parent Ready Reader Workshops

- A collaborative project with State Library of Queensland and Education Queensland, the workshops provided a wonderful opportunity for parents, carers and educators of young children to learn how to encourage their child's reading development. The program explored:
 - A wide range of literacy experiences that happen on a daily basis and how these can provide opportunities for learning in exciting ways
 - The knowledge that effective readers draw upon when reading

- Ways to engage your child with reading
 - Strategies for supporting reading
- Four workshops were held with 47 in attendance.



Parent Ready Reading Workshop held at Sarina 7th August.

Mackay Regional Council ecoMackay Expo Sunday 12 August 10.00am – 2.00pm

- Young People's Services provided eco-friendly craft activities which were well attended by the community.



Children's Book Week "Champions Read" 18 - 24 August 2012

- *Teddy Bear's Picnic, Wednesday 22 August, Gordon White Library*
Over 70 children brought their teddy bears to our Book Week Storytime session and picnic. A wonderful time was had by all. A photographic collage of the event was featured in the Daily Mercury.
- *Picnic in the Park, Thursday 23 August, Mackay City Library*
60 children and their grown-ups enjoyed a picnic and stories in the park in front of the Mackay City Library.
- *Bedtime Stories, Thursday 23 August, Gordon White Library*
Several families attended this special evening session at the Gordon White Library. Many Dads were in attendance and expressed their appreciation at being able to enjoy Storytime with their children, most of whom usually come with Mum's or carers to our regular day time sessions.
- *Walkerston Book Week Parade, Friday 24 August*
Over 800 students participated in this year's parade with a wonderful array of colourful and imaginative costumes on display. The Walkerston community involvement in this event is evident by the numbers of participants and spectators in attendance and the support received from local businesses and community groups.



- *Baby Bounce, Saturday 25 August, Mackay City Library*
A well attended session by not only our usual Mums but many Dads and grandparents as well.
- *Saturday Storytime, Saturday 25 August, Gordon White Library*
This weekend session proved popular with families, especially those who work during the week and are unable to attend our regular Storytime sessions.
- *Tony Bones Entertainment "No Bears" Performance, Monday 27 August*
Tony Bones Entertainment is a Victorian based nationally touring theatre and entertainment company, owned and operated by qualified teachers. The performances were based on the Children's Book Council of Australia shortlisted 2012 Picture Book of the Year "No Bears" by Meg McKinlay and 200 students from 3 local schools (Eimeo Road State School, St Francis Xavier and Hampden State School) attended the 2 free sessions.
- *Book Week Colouring In Competition:* over 700 entries were received from across the 6 library branches and 26 prizes (library pack including a \$10 book voucher) were awarded for effort and outstanding artwork.
- *School Tours:* all students from St John's and Walkerston State School (Prep – Year 7) visited the Walkerston Library in the weeks leading up to Book Week. Over 700 students were introduced to the shortlisted titles and enjoyed a Storytime and information session.
- *Book Week Book Hunt Competition:* over 50 entries were received from across 5 of our branches and 14 prizes (library pack including a \$10 book voucher) were awarded.

Event	Previous year	Current year
Storytime	791	1312
Baby Bounce	175	207

- Several young adults enjoyed an afternoon of Wii games, Minecraft (online game) and some old fashioned dominoes using deleted library stock. Staff and customers alike were impressed with the clever formations snaking their way around the library stacks!



Community Services

- Many Cultures Storytime on 3 August entertained 15 children and 13 parents.
- Mackay City Home Library Service provided 606 loans and 52 reservations to our 102 Home Library Customers. FOML travelled 51 kms and 44 telephone enquiries were fielded by our Mackay City Home Library Services providers.
- The Community Services Librarian led two library tours for 22 TAFE AMEP students and their teacher. Several were already members and we gained 11 new memberships from the tours. Cookery books and DVDs were of particular interest to both groups.
- A display of information from Australian Hearing to help celebrate Seniors Week 2012 was held at Mackay City Library. Free hearing screenings were advertised in the library foyer and held at Australia Hearing.
- Positive feedback was received from a Sikh library member regarding the Punjabi LOTE books in the LAL collection.

Statistics

Computer Use and Classes	Previous year	Current year
Discover IT Classes (participants)	44	54

Membership and loan statistics

- New members

Library Branch	Previous Year	Current Year
Gordon White Library	178	199
Mackay City Library	160	372
Mirani Library	12	31
Mobile Library	18	30
Sarina Library	36	25
Walkerston Library	8	21

- Loans

Library Branch	Previous Year	Current Year
Gordon White Library	32222	27195
Mackay City Library	24607	21849
Mirani Library	2768	2528
Mobile Library	3406	3486
Sarina Library	4864	4486
Walkerston Library	2559	2061

- Bolinda Digital eAudiobooks

Month	Users	Loans
June	628	435
July	632	357
August	636	390

- Visitors

Library Branch	Previous Year	Current Year
Gordon White Library	12552	NA
Mackay City Library	12368	11784
Mirani Library	1782	1941
Mobile Library	807	1680
Sarina Library	3968	3696
Walkerston Library	3602	3079

Museums

Pioneer Valley Museum at Mirani

Visitor Numbers

- 16 visitors during the month

Greenmount Homestead

- 4 new volunteers inducted
- 1 wedding held
- Museum Coordinator attended 2 Museum AGM's
- Also attended Mackay Museum 40th Birthday celebrations

Visitor Numbers

- Total visitors to Greenmount = 181 including 1 school group and 2 group visits

Mackay Historical Society and Museum Inc.

- Assisted in the provision of photographs for the *150 years of Resilience – Mackay Natural Disasters* exhibition.
- Loaning some items to Mount Pleasant Shopping Centre to assist with their M150 display
- Provided information to Mackay High School for their 100th Anniversary book. They will send the Museum a copy of the book upon completion
- The website has seen an average of 350 visitors per day this month
- Assisted ABC Radio with information on past beach horse racing events

Visitor Numbers

- 30 adults visited the Museum during August – not including the Open Day on 5th.

RECREATION SERVICES

Management / Sport and Recreation

- The 2012 BHP Billiton Cannington Mine North Queensland Sports Development Bursaries closed, which will result in two Mackay region applicants under the age of 18 being awarded \$750 towards furthering themselves in their chosen sport and receiving a unique embroidered sports jacket. Twenty three applications were received and two nominees were chosen. The Bursaries are administered by the North Queensland Sports Foundation.
- Award applications were submitted for the Bluewater Trail and Bluewater Lagoon to the World Leisure Organisation and Tourism Queensland.

- Manager Recreation Services and Sport and Recreation Officer attended the Healthy Rural Communities Launch in Mirani coordinated in partnership with Council's Community Development program.
- Manager Recreation Services and CQUniversity representatives met with relevant consultants to start the Detailed Design and Business Planning process associated with a potential sports hub at CQUniversity Mackay Campus.
- Manager Recreation Services and relevant aquatic staff met with Pioneer Swim Club Inc. representative in preparation for the 12/13 swimming season.
- Portfolio Councillor Sports, Recreation & Facilities and Manager Recreation Services met with Sarina Skate Park Committee representatives to progress the Sarina Skate Park project.

Media / PR

Media coverage

- Healthy Rural Communities launch and the urge for residents to become more active.
- Nominations for the NQ Sports Bursaries.
- Council Connect - Learn-to-Swim Program and the Sports Bursaries.
- Relocation of Mackay Football (soccer) grounds.
- Pioneer Valley Sporting Needs Analysis.

Aquatic Facilities

Bluewater Lagoon

- The facility is closed until September 1 for scheduled maintenance work.
- Circulation motors and pump were replaced.
- Soft fall surrounding the kids play area attended to by specialised contractor.
- New Management of Pool Plant Maintenance Services contractors commenced August 1.

Memorial Pool

- Bookings 17 x Sporting Club Bookings
 9 x School Bookings
- The operations team welcomes three new lifeguards.
- Completion of RLSSQ lifeguard refresher training.

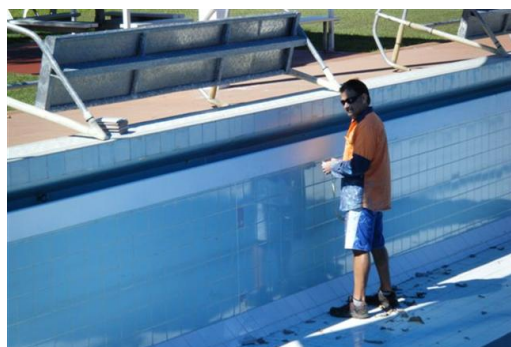


RLSSQ Lifeguard Refresher Training

Pioneer Pool

- The facility is closed until September 3 for scheduled maintenance work.
- Successful completion of remaining maintenance works including pool tiling and expansion joint repairs, aesthetic improvements and plant room works.
- Three newly qualified Swim Teachers and two Swim Teacher Cadetships were offered positions within Council and are scheduled to commence in September.
- Promotional activities took place regarding the inaugural "All Abilities Come & Try Day" scheduled to be held at Pioneer Swim Centre end September.

- Activities and Program staff attended two expos during the month of August; Active in the City and the Shakespeare Child Care Centre's expo.
- Five Activities and Program staff attended the Swimming Queensland Swimmer with Disabilities - Learn to Swim Teachers workshop on August 8.
- Austswim signed off on Activities and Programs Coordinator's Teacher of Swimmer with Disabilities documentation to approve recognised assessor status for the practical component of the Austswim Disabilities course.



Works undertaken at Pioneer Swim Centre

Mirani Pool

- The facility is closed until September 1 for scheduled maintenance work.

Sarina Pool

- The facility is closed until September 17 for scheduled maintenance work.

The following customers have attended the Aquatic Facilities for August 2012:

Memorial Pool**

Type of Customer	Memorial Pool August 2012
Persons 15 years or older	1,085
Children from 3 years to persons under 15 years	449
Pensioner	46
Non-Swimmer	111
School Swimming	124
MRC Access	70
Mission Inflatable Entries	3
Access Card Entries	1
Adult Swim For Fitness	54
Learn to Swim Attendance	4
Squad Memberships	215
General Memberships	640
TOTAL	2,802
Multi Visit Passes Sold (persons 15 years or older)	88
Multi Visit Passes Sold (children)	0
Total Kiosk Revenue	\$3,126.27

** Source: LINKS Software System

Multi-Visit Pass Attendance MSC and PSC - 665 Adult and 1 Child.

Revenue Received:**

Type of Customer	Memorial Pool	
	August 2011	August 2012
Actual Gate	\$5,944.00	\$9,063.50
Season Tickets	\$2,475.00	\$4,185.00
Miscellaneous	\$1,847.30	\$3,330.26
TOTAL	\$10,266.30	\$16,578.77
Multi-visit pass sales component of Actual Gate	\$2,336.00	\$2,816.00

** Source: Monthly Reconciliation Spreadsheet (Microsoft Excel)

PROPERTY SERVICES

Management

- Completed work associated with ensuring that Councils requirements pertaining to the Mackay Harbour Beach Race Day both prior to and post event were achieved.
- Attended workshop with Councillors to present information pertaining to the Ergon Energy building and office accommodation within Council.
- Attended Supervisor Training Program workshop
- Meeting held with the property owners of the GE Money building to discuss leasing options.

Property Services

- Mirani Caravan Park Electrical Upgrade Tender let to Blue Chip Electrical. Works to commence September.
- Ness St Male/Female Amenities Upgrade works underway
- Ness St Records Storage Shed upgrade works underway
- Office upgrade works in Gordon St Admin
- Rear lift upgrade – Gordon St Admin
- Cleaning contract – service review
- Rear entry upgrade 42 Wellington St
- Air Conditioning plant investigate and review – Sarina Library and Artspace
- Slade Pt Hall Glazing complete
- Town Hall Welcome centre fitout
- Foodspace floor repaired

Property Co-ordinations

Leases

Program Staff are currently dealing with 40 leases

- Glenella Hall, Hill End Road – Report in process of being prepared – have received LMP, now in process of preparing report
- Report in process of being prepared for Mackay Touch Association
- Dows Creek Hall – Report finalised and waiting to go to Council
- Eungella Community Progress Assoc – Report in process of being prepared – awaiting Land Management Plan from Association
- Extension of lease area for Dolphins Soccer and Norths Netball to include car parking area
- Report being prepared for Telstra lease renewal at Black Mountain

- Issues with Mackay & District Motorcross lease – trustee permit/lease to be drawn up
- Lease expired on RP907578/900 – applying for exemption for tender due to nature of the lease and location (lease is for pumping water from river to household) – report prepared for Council
- Looking at sites as requested by Visionstream for NBN
- D & T Muscat – SP100853/211 – Greenknoll Rd Pleystowe, Lease has expired, have gone out to tender
- HTM require more room and the lease is in the name of Rotary with sub leases to HTM and Yamadi, will look at options to expand and/or move, have had meeting with both organisations to move forward
- CQU Signage – agreement signed
- Mackay Kennel Club – Lease area to be re-negotiated to reflect park surrounds, meeting held with Kennel Club, report to be prepared
- Formalising agreement with Qld Police for antenna at Hicks Road
- Armstrong Beach Area Progress Association – issues with Dept of Community Safety requiring tenure over land for Rural Fire Brigade
- Group tender to be prepared for land that is available to lease

Council Freehold Land Register – in process of preparing presentation on land that was inspected.

Land Dealings

- Lot 9 Slade Point Road – Pump Station Expansion.
- Rostiollas Bridge and approaches.
- Royal Sands Pump Station and Sewer Easement.
- Mirani Caravan Park Ergon Padmount Road Opening.

Property Services are currently dealing with:-

- 19 Road Realignments
- 11 Land Acquisitions of property for Council purposes
- 2 Land Encroachments
- 8 Easements being established

Technical Officer & Depot Coordinator

- Macarthur St units have been occupied
- Depot Operations officer commenced
- Defect liability period for Paget depot has ended. Several items have been extended for an additional 12 months due to ongoing issues (fire system, CCTV, roller doors, automatic gates, BMS)
- Kitchen renovation works completed at both Sarina and Mirani depots
- Quotes being obtained for kitchen replacement at Calen depot
- Numerous minor works completed at Calen depot
- Numerous minor works completed at Eungella depot

Capital Works

- 90051- *Mirani Caravan Park*
The tender has been awarded and works begins there this week. Meetings with residents and a full briefing has been carried out.
- 90060 - *42 Wellington St*
New soffit has been installed to the rear entry. Painting is to commence shortly to complete these works.

- *90123 – Old Town Hall*
Still awaiting quotes for plumbing works. Once this work has been completed internal repairs to ceiling will commence. The building has now been fully re-keyed under our master key system.
- *90127 – Greenmount Homestead*
Carried out Meeting with DERM and consultation. Currently compiling proposal to lodge application to Heritage.
- *90130 - Mackay City Library*
Calling prices to rectify roof damage caused by overhanging trees. Carpet to public entry area is to be arranged now that the new RFID system and building works has now been completed. Continuing modifications due to the RFID system are still underway
- *90131 – Gordon White Library*
Obtained quotes to replace carpet to public areas. RFID installation and building modifications are underway
- *90135 – Mirani Boardroom*
New carpet to the boardroom has now been installed.
- *90135 – Artspace*
Floor repairs to Foodspace have been carried out due to moisture damage. Still obtaining quotes to replace gutters and rectify issues of leaking roof.
- *90148 – Sarina Library*
Meetings have been had to address the issues of overcrowding and limited space. A sketch of the possible resolution is ready to be discussed and decide which way to proceed.
- *90347 - Lagoon Meeting Hut*
Requested assistance of Civil Ops to carry out works to driveway and parking area.
- *90355 - Mirani Railway Station*
Smashed and broken windows are currently being repaired. Quotes to replace roof and rectify leaks have returned far above the budget expectations. Now reviewing options.
- *90356 – Sarina Tourism Arts & Crafts.*
Awaiting quotes to refurbish the existing toilets
- *90374 - Sarina Gallery – Yukan*
Works is to commence shortly to do a full external and internal clean, upgrade the existing toilets, provide new storage for equipment and repair the existing handrails to the deck.
- *90378 – Ness Street Depot*
Building work is extensively underway and nearly complete to the archives store. Works to up-grade the amenities is progressing with builders on site. Drainage and stormwater issues that caused a lot of structural damage have been addressed.
- *90392 – Admin*
Carpet issues have arisen on the second floor where moisture and environmental issues have caused carpet to deteriorate. In one area carpet is to be fully replaced – this work should be completed shortly
- *Welcome Centre*
The Welcome Centre has been fully completed, and partially furnished. The lease has been arranged and the keys provided to the new tenants.
- *Other Maintenance Works*
RFID Installation to City Library and Gordon White Library has been continuing, with building works, significant electrical and data cabling and joinery modifications taking place.
- *Other Contract Services Works*
Collection of all security services continues.

Sarina Sugar Shed

- Although August figures were down on 2011 we had quite a busy time at the Sugar Shed with a Young at Hearts Bus Group dropping in for lunch. This bus group enjoyed their time so much they are going to include our facility in their upcoming 2013 tours. During the last 8 weeks we have had large numbers on most of all of our tours.
- Queensland Tourism Award submissions have now been completed for two categories the Tour/Transport Operators and Distilleries section. Award announcements will be in November.
- Staff and volunteers have been busy crushing cane to produce as much juice/syrup to be stored for 2013 rum production.

MACKAY CONVENTION PRECINCT AND EVENTS

Management

- Attended Mackay / Isaac Tourism Awards Dinner at Nebo and graciously accepted Award for the MECC for "Ice City", which was joint winner in the "Tourism – other" category.
- Interviewed for the position of Assistant Precinct Manager, where no suitable candidate was found. The position will be re-advertised in October / November.
- Met with various stakeholders re Christmas celebrations around the region and facilitated children's artwork competition at Artspace whereby local children will design festive banners for use in the CBD this Christmas.
- Attended Artspace Foundation AGM, which has been reconvened due to administrative processes
- Attended first meeting of Visual Arts Advisory Committee under the chairmanship of Cr Chris Bonanno.
- Met with representatives of Opera QLD regarding Opera QLD's future touring, and also attended the performance of The Mikado at the MECC as a guest of Opera QLD
- Attended Mackay Tourism Ltd Events Committee meeting
- Attended Australian Performing Arts Centre Association (APACA) Annual Conference and Long Paddock programming forum. A feature of the Conference was the annual conference gala dinner where the MECC was awarded runner up for the Australian Performing Arts Centre of the Year
- Accepted the honorary position of QLD APACA representative again, for the forthcoming fiscal year
- Interviewed for the position Head of Staging at the MECC, and the recruitment process for this position is soon to be finalised with the preferred applicant from Melbourne accepting the role
- At the invitation of QLD Arts Minister, Ros Bates, attended a forum to provide advice to the Minister's office on touring funding.
- Following Grinders Corporate Catering giving notice of intention to quit Foodspace, arranged for Expressions of Interest to be advertised for Foodspace, Artspace's retail cafe.

Mackay Entertainment and Convention Centre

Overview

The MECC can again boast an impressive client list and a full monthly calendar of diverse bookings.

- Corporate and community clients / bookings include, 2012 Mackay Wedding Expo, NHP Electrical Engineering (staff training), Dept of Transport & Main Roads (seminar), Mackay Telegraph (Excellence Awards), City Impact Church, Jade Corporate 2012 Careers Expo, QLD Master Builders (Awards), Miss Teen Australia – Mackay, Mackay

State High (Centenary Dinner), Downer EDI Mining, Coates Hire, AIM (Management Awards), Mackay Chamber of Commerce, Pacific National and Council with several differing events.

○ *Thank you once again for contributing to a very successful awards night. Your staff were extremely courteous and were most professional in the way they conducted themselves in the lead-up to and on the night of our function. We have received many favourable comments about the food served on the evening and our compliments must go to the chefs. Please accept this as the personal thanks of both myself and Malcolm for a job well done. We look forward to working with you again in 2013.*

QLD Master Builders Assoc. - Mackay

- Performing arts clients include, Opera QLD (The Mikado), Graeme Connors – *North to Now*, Kucom Theatre (The Lion in Winter), The Man in Black, Xavier Rudd and Wakakirri. The entrepreneurial program will be featured later in this report.
- Mackay Tix ticketed for the following external events:
 - Harbour Beach Race Day
 - Cutters vs South Logan Magpies
 - Cutters vs Sunshine Coast Sea Eagles
 - Cutters vs Wynnum Manley Seagulls
 - CQU's performance of Chess at the CQU Conservatorium

Capital Program

- All preparatory works have now been undertaken in relation to the automation of the Convention Centre doors. This includes having fire evacuation system altered and approved by QFRS. Construction work is scheduled to commence in September.

Development/Other Issues

- Centre sales staff have been busy confirming bookings for 2013, with several large conferences / conventions coming to the MECC. The Planning Institute of Australia will be hosting their State Conference at the MECC, and other confirmed bookings include Bowen Mining and Resource Expo, and a number of repeat events. Several large bookings are also being worked on.
- Unfilled positions are still of concern, however it is noted that the MECC is not alone in having several unfilled hospitality and technical positions. Industry competitors and suppliers are experiencing similar predicaments. The position of Head of Staging has been filled, although it will be several weeks until the incumbent successfully relocates to Mackay.

Entrepreneurial

- Four entrepreneurial performances were held this month. Bell Shakespeare's *School for Wives* attracted an audience of over 300, many of whom were students, and the show received excellent attention and feedback. Notably students from Bowen State High travelled to the performance, thanks to funding from BMC's Pathway to Performance grant scheme. *Ladies Night*, starring Australian actors Ken James (Skippy), and Steven Tandy (The Sullivans) delighted an almost exclusively female audience.

As Part of Bell Shakespeare's performance, workshops in acting and English Literature were held, as well as Bell Shakespeare acting auditions where one student chosen from auditions held across Australia will be selected to undertake an internship with the Bell Shakespeare Company. Mackay's auditions were amongst the best attended in Australia, and students from as far as Moranbah attended. The workshops attracted capacity attendances, and local schools are already asking to book for next year's offering *Comedy of Errors*.

- Andrew Veivers, Flamenco guitarist drew a small crowd of guitar aficionados, and also hosted a guitar workshop on the preceding day.

- The second simulcast from Queensland Performing Arts Centre (QPAC), attracted an audience of 350 for the Hamburg Philharmonic Orchestra, and excellent feedback was received. The Friends of the MECC collected gold coin donations at this free event raising nearly \$300 for Headspace Mackay.
- Following the Federal Government's Playing Australia funding announcement, the MECC can almost finalise the 2013 Entertainment Season. February 2013 marks the 25th Anniversary of the Entertainment Centre which opened in February 1988. A Birthday Cabaret on the Centre's actual anniversary will open the Season featuring ex CQU students and past recipients of the Jack Sturgeon Bursary. Highlights next year include a modern version of *Frankenstein*, a kid's cabaret *Cautionary Tales for Children*, the Tjupi Band from the Northern Territory, Katie Noonan, and the theatre show *Sundowner* which features Ms Helen Morse and the Tivoli Lovelies (80 year old tap dancers from Melbourne's Tivoli Theatre).

- *This was nothing short of brilliant. Thank you so so much for bringing this to us. It was more than music. It was more like a journey from despair to new life and hope, conflict to peace, defeat to triumph.*

Ruth Fielder – Hamburg Philharmonic Simulcast

- *The show last night was truly fabulous. My students are still buzzing. THANK YOU SO MUCH FOR ALL YOUR HARD WORK AND DEDICATION TO THIS PROJECT! MECC, You are amazing.*

Mackay State High School – Bell Shakespeare School for Wives

Performance

Type	# of Events	#of Attendances
Awards Evening	3	749
Church Activity	1	1320
Cocktail Party	1	250
Competition	1	184
Concert	8	3222
Conference	1	56
Dinner Dance	2	502
Entrepreneurial	4	1125
Event	3	401
Festival	1	258
Gala Supper	4	539
Meeting	4	125
Performing Arts	1	371
Trade Fair / Expo	3	3350
Training	3	56
Workshop	2	304
	42	12812

THREE YEAR COMPARISONS												
	2012-2013				2011-2012				2010-2011			
	Performances	Events	Attendance	External Ticket Sales	Performances	Events	Attendance	External Ticket Sales	Performances	Events	Attendance	External Ticket Sales
JUL	24	23	9,624	1,772	30	23	13,359	1,260	21	20	17,224	3,204
AUG	12	27	12,812	4,390	20	14	10,693	4,704	11	16	13,573	1,200
SEP					14	37	15,964	0	14	27	23,278	209
OCT					117	13	34,419	1,629	116	23	36,498	2,783
NOV					16	48	23,199	852	13	30	18,261	561
DEC					36	54	12,479	514	10	22	11,379	1,012
JAN					0	167	30,237	0	0	5	1,684	297
FEB					4	15	14,754	8,494	6	21	13,191	0
MAR					13	30	9,691	3,769	4	24	4,879	0
APR					4	23	6,013	2,440	7	18	8,964	1,397
MAY					14	19	10,601	1,484	11	31	13,434	62
JUN					13	13	8,383	11730	11	18	6,261	104
TOTAL	36	50	22,436	6,162	281	456	189,792	36,876	224	255	168,626	10,829

*This table includes "maintenance" as events/attendance until March 2011 when it has been excluded from reporting

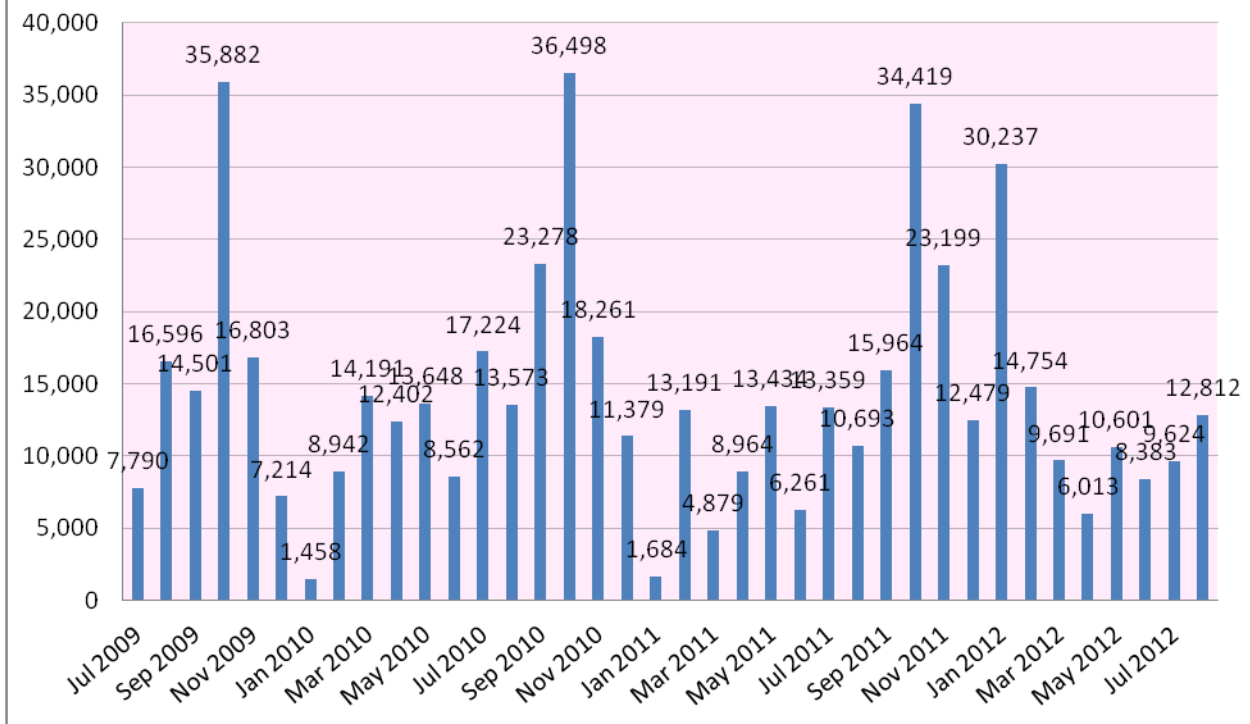
#NOTE: October is Eistedfodd Month

#NOTE: December 2011-Jan 2012 - Ice City

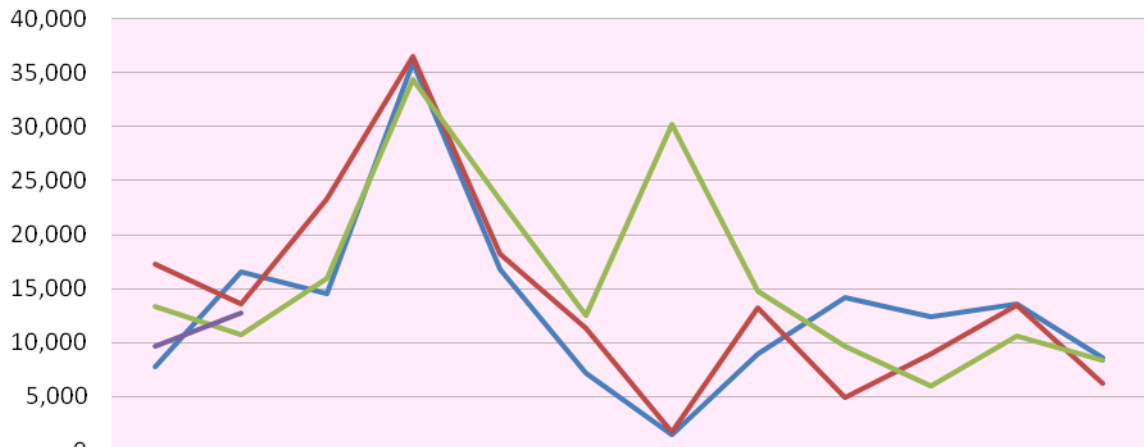
as at AUG 2012

Non-Financial Indicators		Year to date
Number of Performances fully cost recovered	50%	42%
Minimum number of catered functions (excluding performances)	140	34
Average attendance at shows	Auditorium 550 Foyer/space 100 Halls 600 One Hall only 200	Auditorium 434 Foyer/space 92 Halls 285 One Hall only 142
Number of non-utilised days	90	0
Number of Performances at the MECC	200	36
Yearly occupancy of facility	165,610	22,436
Average Response time for Patrons enquiries	<48 hours	<48
Customer Hire Satisfaction	90%	99%
Ratio of Complaints to a sample of Patron Usage	5%	1%
Are adequate range of facilities being provided	70%	100%
Would you use the Centre again	70%	100%

Attendances (38 Months) 538,843



Attendances over Financial Years since 2009



	July	August	September	October	November	December	January	February	March	April	May	June
2009 - 2010	7,790	16,596	14,501	35,882	16,803	7,214	1,458	8,942	14,191	12,402	13,648	8,562
2010 - 2011	17,224	13,573	23,278	36,498	18,261	11,379	1,684	13,191	4,879	8,964	13,434	6,261
2011 - 2012	13,359	10,693	15,964	34,419	23,199	12,479	30,237	14,754	9,691	6,013	10,601	8,383
2012 - 2013	9,624	12,812										

— 2009 - 2010
 — 2010 - 2011
 — 2011 - 2012
 — 2012 - 2013

Festivals and Events

New Year's Eve

- Planning is occurring to have the family New Year's Eve party take place at the MECC from 6 pm to 9.00 pm with fireworks on the Council lawn. An outdoor PA system will be installed so that revellers can listen to the children's entertainment outdoors if they wish. For midnight revellers a concert will take place at Bluewater Quay in partnership with Bridges Cafe. *The Queen of Rock*, a Suzie Quatro tribute band has been booked for the Quay. Fireworks will be let off from the river at midnight.

Easter Laneway Festival

- Direction is to be sought from the City Centre Task Force regarding the future of this event.

River Rock to Mountain Top Festival May 2012

- A very successful festival this year with many new attractions. The committee needed less support from the Festival & Events team as they had funds for a coordinator. It is hoped that the new Councillors whose area portfolios cover the Pioneer Valley will become part of the River Rock to Mountain Top Festival Committee.

Mackay Festival of Arts *Earthly Delights* 7-22 July 2012

- Planning has commenced for 2013 which will acknowledge the 150th Anniversary of the importation of Australian South Sea Islanders to Mackay.

Coal to Coast Festival Saturday 8 September 2012

- This year's Festival is building on last year and should involve more families from the Sarina area. The committee has obtained considerable sponsorship but about \$10 k less than last year. By Management direction, the Festival & Events team has been less involved this year in the hope that this event can become sustainable and managed by a community committee. This year should be a success but it is noted that more of the organisation of this festival is falling to less people.

River 2 Reef Festival Saturday 6 October 2012

- Initial response to sponsorship requests has been positive with Qantas, Canelands (reduced amount), Ergon, ATF Fencing, Mackay Music, Mackay Telegraph, CFT Security and Bridges Cafe all agreeing to come on board. The three main charity events, the Raft Race, Pelican Push and the River 2 Reef Bike Ride are all going ahead. The River Rocks competition thanks to Mackay Music will occur again and unearth new talent. There is a stronger emphasis on using local performers and including more children's events this year. The Festival will be running from 10 am to 6.30 pm this year.

Global Grooves Sunday 28 October 2012

- Initial planning has commenced. It is planned that more dance and music from community groups will be available this year. The Australian South Sea Island Community are going to set up a village area next to the Phillipino Village and they have fundraised to bring the West Ambae dance group to perform at the Festival. Two new cultural groups the Kia Okotai - performing arts & culture from the Cook Islands and the Fijian Indian Community will be performing for the first time. The Kia Okotai - performing arts & culture will be weaving all their own costumes on the day as well as selling homemade arts and crafts from the Cook Islands.

Christmas Tree Lighting Ceremonies in the Mackay Region 1-8 December 2012

- The MECC has been booked for Saturday 1 December for Carols in the City. Regional communities are being encouraged to apply for council community grants to fund their own celebrations in their region.
Mr Kim Kirkman (ex CQU) will make a welcome return to Mackay to orchestrate Carols in the City, and a new Christmas Tree in Victoria Street should delight young and old alike. It is planned that the Mayor will light the Victoria Street tree at the Carols in the City concert, and thanks to technology the lit tree will be beamed into the MECC for the audience to see.

Artspace Mackay

Visitors: 2166 people visited Artspace during August 2012 (including Town Hall)
2,639 people visited Artspace during August 2011 (including Town Hall)

Exhibitions:

McAleese Gallery	31 August-current	Shaun Gladwell: Afghanistan
	14 July – 25 August	Looking forward, looking back: 150 years of Mackay
ASM Foyer	31 August-current	Fiona Foley: Flotsam and Jetsam
	14 July – 25 August	Karl Langer drawings: Mackay's future plan
Cox Rayner Gallery	6 July - current	The Denman Fordyce Collection: A recent donation to Mackay Regional Council Libraries Heritage Collection
Collectors' Cabinet	21 August- current	Knitted high tea: A celebration of the Queens diamond jubilee, by members of Good Shepherd Lodge
Seminar Room	14 July – 25 August	History Lost: The damming of the Connors River

MacAleese Gallery / Foyer / Cox Rayner Gallery

- Shaun Gladwell: **Afghanistan** (MacAleese Gallery)
The Australian War Memorial commissioned internationally acclaimed video artist Shaun Gladwell to travel with the Australian Defence Force through Afghanistan and numerous bases in the Middle East for several weeks as an official war artist. His task was to record and interpret the experiences of Australian servicemen and women who are a part of Operation Slipper. This commission continues a distinguished tradition of official war art, which was established during the First World War. Gladwell's use of the video medium is the first in the history of the scheme.
- **Looking forward, looking back:** 150 years of Mackay (MacAleese Gallery)
This exhibition was put together by Artspace Mackay and local curator Tracey Heathwood as a celebration of Mackay's sesquicentenary. Fifteen local artists have each created a new artwork in response to an historical object significant to Mackay's history. This exhibition asks audiences to reflect on the events and people that have shaped our region.
- Fiona Foley: **Flotsam and Jetsam** (Foyer Gallery)
This exhibition is a series of recent works on paper by Indigenous Australian artist Fiona Foley. In contrast to her public art sculptures along Mackay's Blue Water Trail, Foley's latest work is a collection of colourful gouaches inspired by mangrove habitats and coastal flotsam and jetsam that she witnessed during a visit to her ancestral homeland of Fraser Island.
- Karl Langer drawings: **Mackay's future plan** (Foyer Gallery)
These nine large, hand-coloured drawings by the late architect and town planner Karl Langer were commissioned by the Mackay City Council in 1948 as a review of the 1934 Mackay City Planning Scheme. Langer's proposals for residential Mackay were

visionary, though not taken up by the incoming council of the day. The drawings were 'rescued' from Council's planning department and sent away for restoration work, mounted and framed and were on display in the foyer gallery until 25 August.

- **The Denman Fordyce Collection:** A recent donation to Mackay Regional Council Libraries Heritage Collection (Cox Rayner Gallery)
This exhibition showcases a selection of photographs, diaries, letters, objects and ephemera donated to the library's Heritage Collection. The Denmans and Fordyces are long-time Mackay families and this collection provides a fascinating window into Mackay's past.
- **History Lost:** The damming of the Connors River (Seminar Room)
A group of artists have worked to produce this exhibition to commemorate the history of Collaroy, a property two hours south of Mackay which is being resumed to make way for a large dam.

Collectors' Cabinet

- **Queen Elizabeth's Diamond Jubilee High Tea**
This beautiful knitted and crochet food was created by the residents of Good Shepherd Lodge. Being the year of the Queen's Diamond Jubilee, the challenge was to knit, sew or crochet foods for a "High Tea". The exhibit won first prize in the Craft Section – Senior Citizens over 70 years at this year's Mackay Regional show and will be on display in the foyer of Artspace for the next 2 months.

Public Programs & Education:

7 Aug	BMA Kidspace toddler art program	Seminar room	152 participants
14 Aug	Smith Family Childrens workshops	Seminar room	8
4,11,18 & 25 Aug	Kids artclub	Seminar room	48
2-6th Aug	Danie Mellor Project workshops	Botanic Gardens	500
August	School group tours- Moranbah State School, TAFE, Mercy College, Mackay State High, Matsuura visitors	Cox Rayner and McAleese Galleries	235
Total participants in Artspace public programs in July 2012			943

Management

- **Planning Institute of Australia's (PIA) 2012 Great Place Design Award finalist**
Mackay Regional Council's future vision for the Mackay City Centre has received recognition at state level, after securing a finalist place in the Planning Institute of Australia's (PIA) 2012 Great Place Design Awards.
The finalist nomination validates the planning and design work being carried out by council in partnership with city centre stakeholders and the wider community.
Of the six chosen finalists, all hail from urban South East Queensland with Mackay being the only exception. The finalists, including Mackay, have been published in the Courier Mail and will now be judged by a panel of industry experts.
- **City Centre Stakeholders Lunch**
A 'roundtable' meeting was held with City Centre Stakeholders on Monday, August 6 in the Mackay City Centre to discuss key priorities for the Mackay City Centre including issues that could be targeted within a quick timeframe. City Centre Stakeholders attended the event alongside Mayor of Mackay Regional Council, Deirdre Comerford, Tourism and Economic Development portfolio Councillor Greg Martin, Festivals and Events portfolio Councillor Chris Bonanno, Director of Community Services Gerard Carlyon and Economic Development staff Julie Cardiff, Melina Pavlic and Lassara Reinke. Damian Thompson, of Lat 27 consultants, also attended the event. While quick response matters raised at the 'roundtable' have been referred to the relevant areas of council for action, a full feedback briefing report will be presented to council in September, to assist in planning for the future of our City.
- **Australian Institute of Management Excellence Awards**
In August, local Managers were celebrated at a gala ceremony naming the winners of the AIM awards for excellence. Manager of Economic Development Julie Cardiff had the honour of being selected to be one of the judging panel for the Professional Manager of the Year Award. The Mackay Winner of the AIM Professional Manager of the Year for 2012 is Grant Webb, of the Queensland Government's Department of Education Training and Employment.
Grant, a well deserved winner in a category of highly qualified and experienced entrants, will now go on to compete in the Professional Manager of the Year at state level.
- **Retail "How To" Workshops**
Council through its Economic Development program provided sponsorship and in-kind support for the Mackay Chamber of Commerce Retail How to Workshops held on Tuesday, August 28 and Wednesday, August 29 2012 at the Mackay Entertainment and Convention Centre (MECC.)
Workshop key areas include:
 - Putting together the Social Media Jigsaw; the benefits of social media
 - Get Visible; building your online presence
 - The Science of Shopping; look at your business through your customers eyes
 - Catching and Keeping Customers; find out how customer service excellence can boost your revenue
- **City Centre and Sarina Business visits**
The Economic Development team undertook weekly onsite promotional visits to the City Centre and Sarina businesses during the month of August. Regular visits were conducted to promote business assistance materials available for use. Bulk supplies of promotional items for customer use were offered to visited businesses, including maps, postcards, pens and notebooks, plus items such as stressballs, and water bottles which support the 'Active' and 'Focus' programs. Updates were also provided on future initiatives and events.

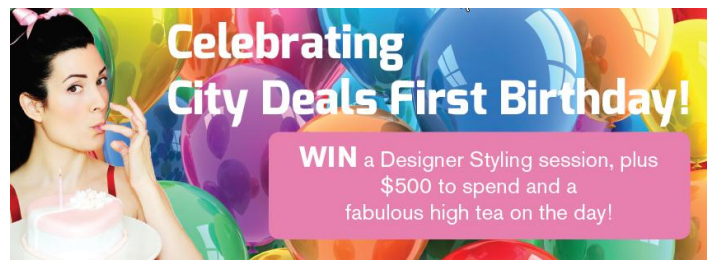
- **City Deals 1st Birthday winner announced**

Mt Pleasant resident Erika Young is set to be pampered and enjoy a City Centre shopping spree as the winner of the City Deals 1st Birthday competition. As part of the competition prize, Ms Young and a friend will enjoy a styling session with Jason Chetcuti, a \$500 shopping spree and a fabulous high tea experience to finish off the day.

The winner was announced by Mayor of Mackay Regional Council, Deirdre Comerford and Tourism and Economic Development portfolio Councillor Greg Martin at council's morning tea on Wednesday, August 15 2012.

This competition has been exceptionally popular with more than 2,260 entries submitted on mackaycitycentre.com.au.

The City Deals 1st Birthday competition was launched to promote the success of City Centre initiatives such as mackaycitycentre.com.au and City Deals.



Council's Business Networks

- City Centre Business Network: 719 (last month 719)
- Regional Focus Business Network: 155 (last month 149)
- Sarina Business Network: 205 (last month 194)

City Deals Club Subscribers: 1,844

City Centre marketing

Web - Mackaycitycentre.com.au

The month of August 2012 produced strong figures for mackaycitycentre.com.au.

- The number of total visits was 9,100 and;
- A total of 28,407 page views
- The Mackay City Centre website continues to offer a powerful platform for communication and promotion, with over 2,200 visitors heading to the web since its inception.

Consultation

There has been consultation with Community Services Program Managers.

Resource Implications

Nil.

Conclusion

All programs are performing well for this stage of the year and meeting the majority of operational plan goals.

Director's Recommendation

THAT this report be received.