

# Engineering Services Highlights and Significant Issues Report

November and December 2012

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## OVERVIEW

### **Civil Projects**

November and December saw the completion of contract works on the Mangrove Road and Hill End Road projects and substantial completion of the rehabilitation of Victoria Street and Tennyson Street. Day works crews successfully completed shoulder widening and drainage improvement works in the West Mackay area and upgrade of streets in Slade Point. The overland drain between Kellys Road and the Bold Hill culverts was also completed. The fine weather over the period has allowed good progress.

### **Civil Operations**

Routine Maintenance activities were on target and in line with budget allocations. The predominantly dry weather during the two months enabled good progress to be achieved.

The natural disaster restoration program supported by Natural Disaster Relief and Recovery Arrangements (NDRRA) remains a high priority with significant effort applied to ensure that approvals are obtained, compliance demonstrated, and progress maintained so that the program can be completed by the deadline of June 2014. This includes maintaining close liaison with the Queensland Reconstruction Authority.

### **Technical Services**

Ongoing delivery of design works for Capital Works Program and NDRRA projects continues on-time. The Transport and Main Roads' Deed of Agreement and Annual Works Program for the Active Towns Program was finalised. This will allow the commencement of design and construction works associated with this program.

### **Parks & Environment**

Regular maintenance activities intensified in the lead up to the Christmas period. A diverse range of customer requests attended to and Christmas decorations installed. Capital works projects were completed on time and within budget.

The first meeting of Open Space Strategy Working Group was held and the Parks Long Term Capital Works Plan (20 years) and the Priority Parkland Development Plan were completed.

A Regional Development Australia funding application for the upgrading of Edward Lloyd Park was submitted.

Fencing of Blacks Beach Spit and St Helens campground was completed and a site selection investigation for future cemetery land was undertaken.

### **Emergency Management**

The main focus of November and December was on preparing for the Cyclone season with a number of community education events being held. Cyclone Saturday was held at Caneland Central on 10 November which was an overwhelming success. A further community education day was held at the Northern Beaches Porters Centre.

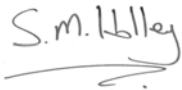
Operationally, the focus was response to and recovery from the Greenfields fire. The Emergency Coordination Centre was activated in response to this event and an evacuation centre established to receive displaced residents. Temporary bund walls were installed on the day to prevent runoff from the site going into Gooseponds Creek and over a million litres of contaminated water was removed and transported offsite from the sediment dam.

The cyclone shelter, located at the new Mackay Northern Beaches High School is due for practical completion in late January 2013. Mackay Regional Council is expected to take responsibility for the operation of the shelter should it need to be activated by the Local Disaster Management Group. The Council is preparing for this by developing an Operations Sub-Plan in consultation with relevant stakeholders.

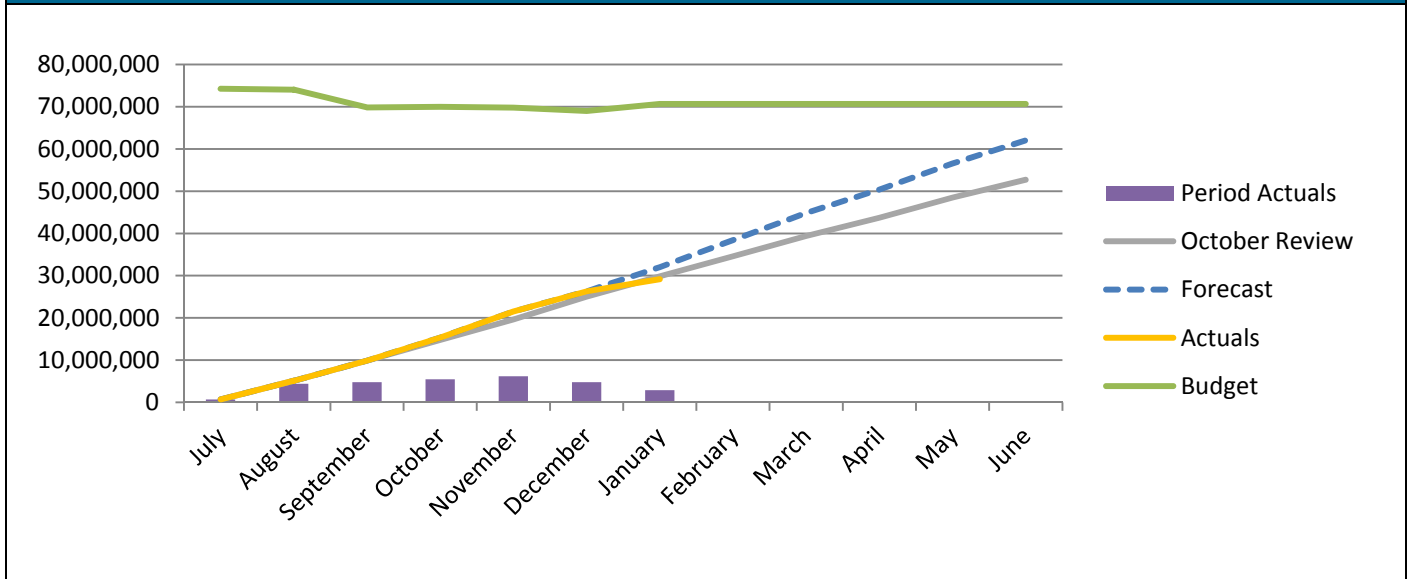
**Program Support**

A new business improvement framework was implemented by Engineering Services. This involved the establishment of a cross-program business improvement team to provide overall leadership. Whilst still early in the implementation phase, business improvement projects which have already commenced include: establishing improved community engagement processes; streamlining the administration of cemeteries; undertaking a feasibility study into in-house soil testing; and streamlining the contract administration of labour hire.

A good result was achieved from customer feedback surveys with customer satisfaction levels exceeding the target.

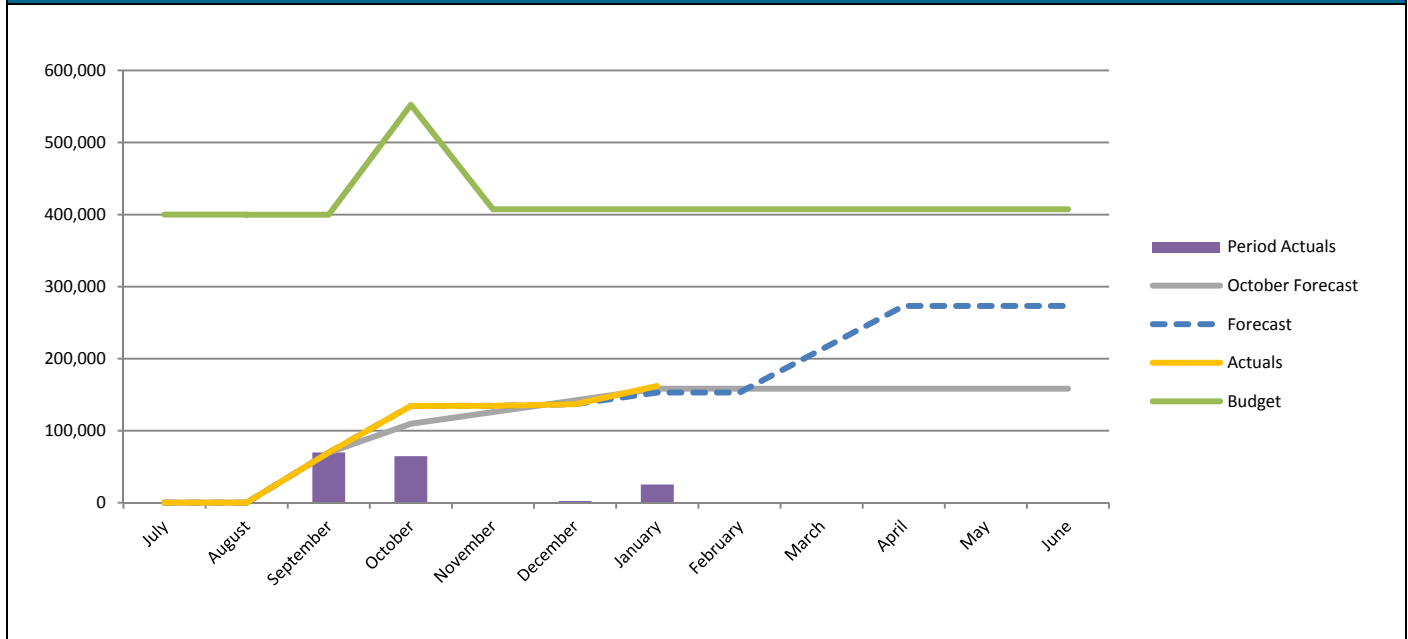


**Stuart Holley**  
**Director Engineering Services**


**CIVIL PROJECTS**
**Overall Program**

**Comments**

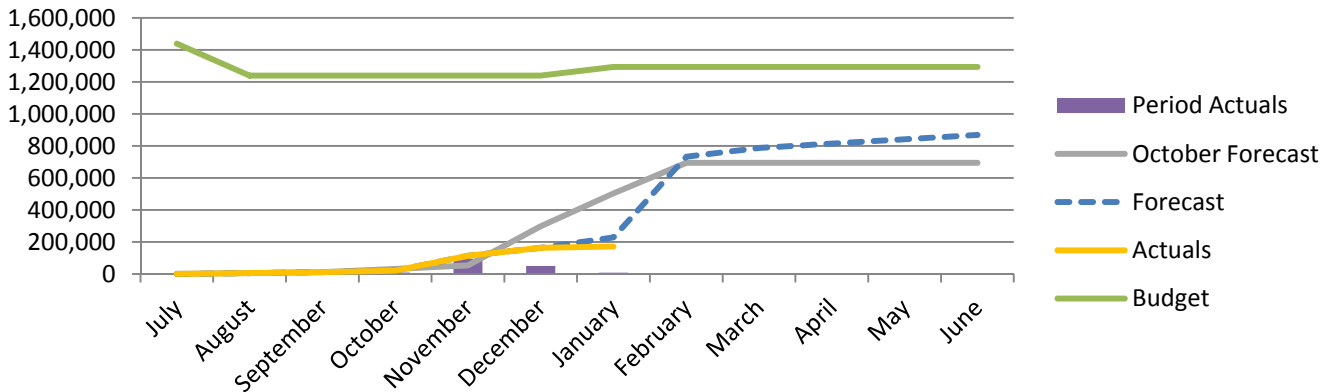
The overall program is tracking well with current forecast predicting 87% expenditure.

\$7.5M of this under expenditure is in Trunk roads with \$2.4M relating to Connors road and \$1.7M to Sugar Shed road. The forecasts are considered conservative for these projects with the Contractor making good progress on Connors Road and Councils own day labour workforce programmed being adjusted to bring forward works on Sugar Shed Road.

**Bus Shelters**

**Comments**

Council has been working with DTMR on a subsidised program for delivery of both long distance bus shelters and adjusting existing shelters to be DDA compliant. Completion of the Eton long Distance shelter and 6 shelters at Slade Point are the only remaining works. Savings were achieved.

**Boat Ramps**



**Comments**

Constant creek is substantially complete with the new ramp expect to be in use by the end of January. The change from Main Street to Carpet Snake Creek has delayed the completion of design and at this stage construction this FY of this project is unlikely.

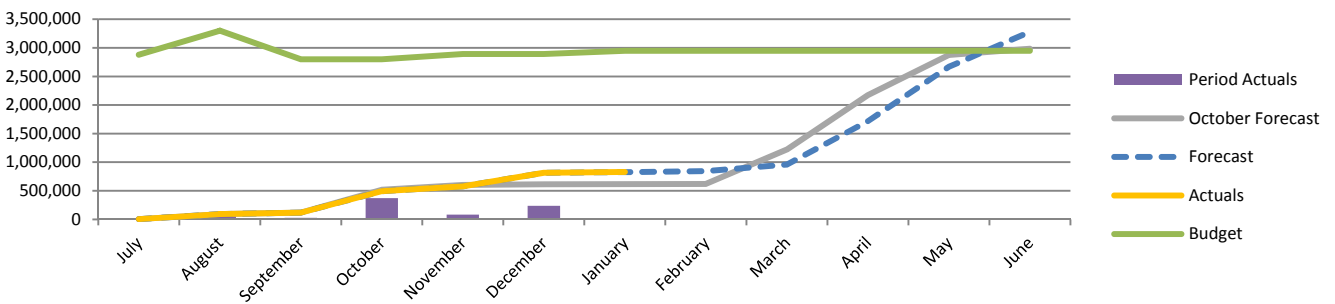
**Car Park Area with Ramp on top right**



**Looking down stream, top of Ramp**



**Bridges**

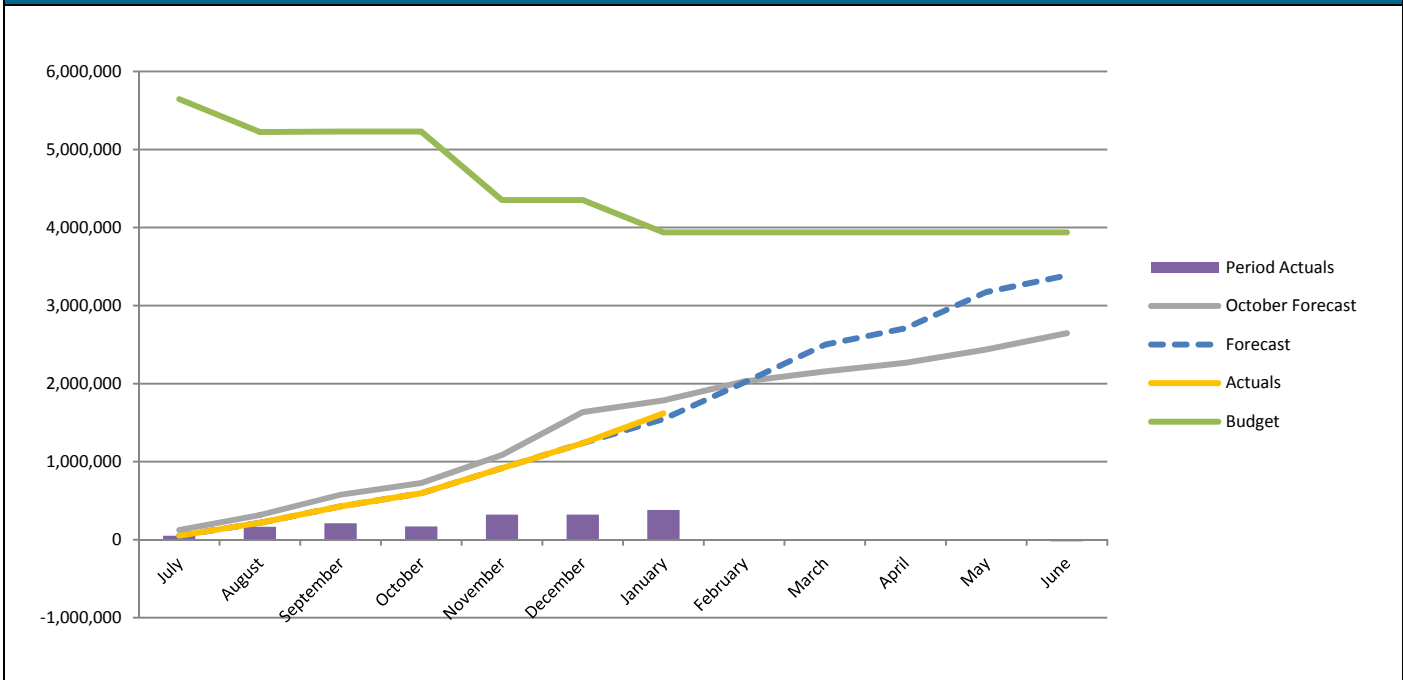


**Comments**

Tendering for East Funnel Creek bridge replacement has been delayed whilst Environmental permits and platypus habitat plans are finalised. We expect to still substantially deliver this project this FY. Capellos bridge is being constructed by Council day labour crew and is programmed for commencement in March.



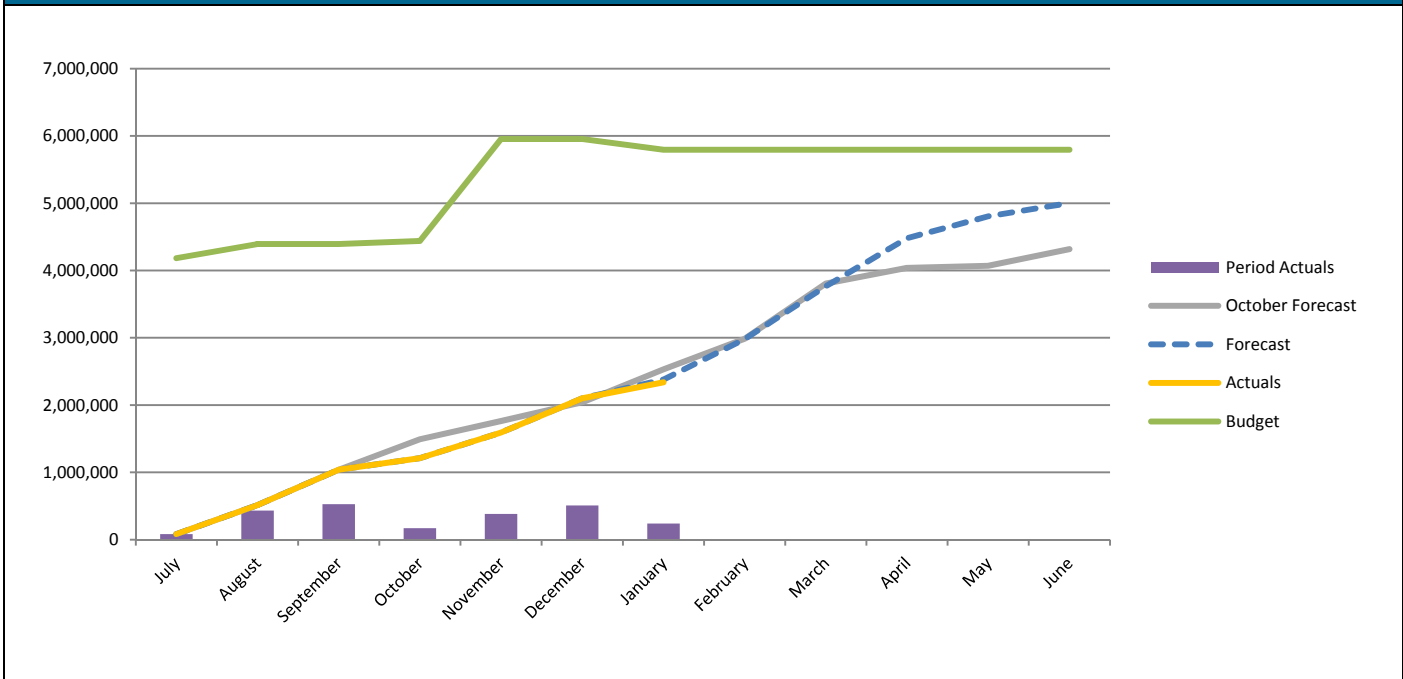
### Drainage



**Comments**

The majority of drainage projects will be completed this FY. Projects that are currently not forecast relate to works downstream of the recently completed Bold Street culverts. This area stays wet for extended periods and it is not expected that its will be suitable for construction until July.

### General Road Works



**Comments**

We have brought forward the 2<sup>nd</sup> stage of the Hill End Road Project (Highway to Davies) and will have that completed this FY.

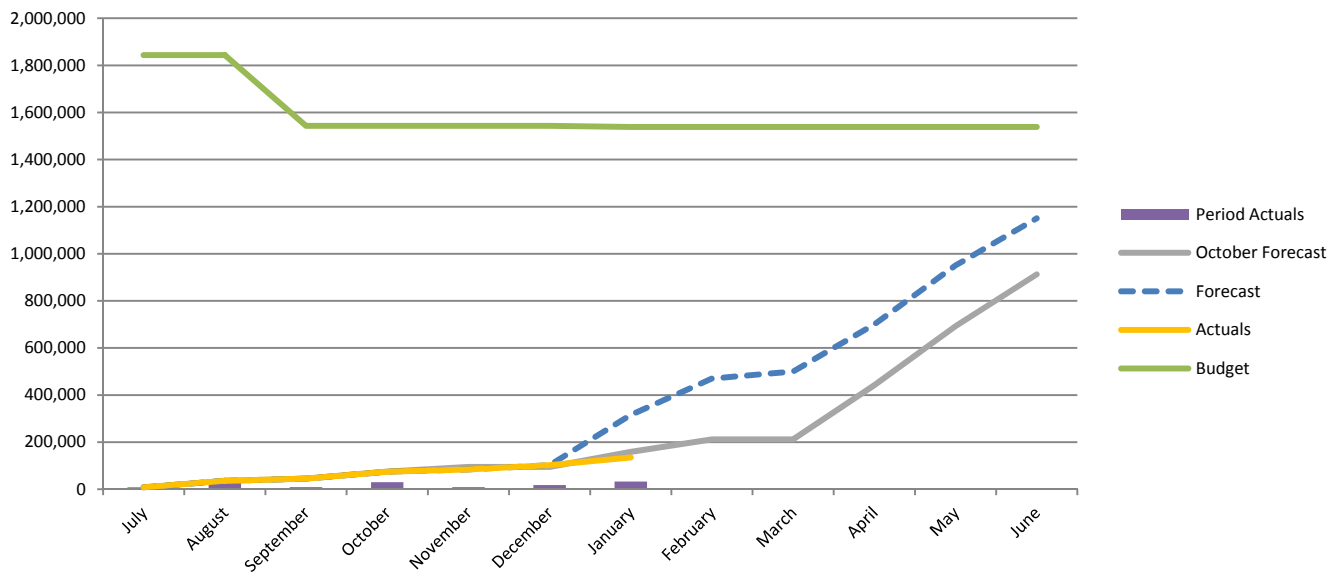
**Mogford Street prior to works**



**Completed works**



**LATM's**



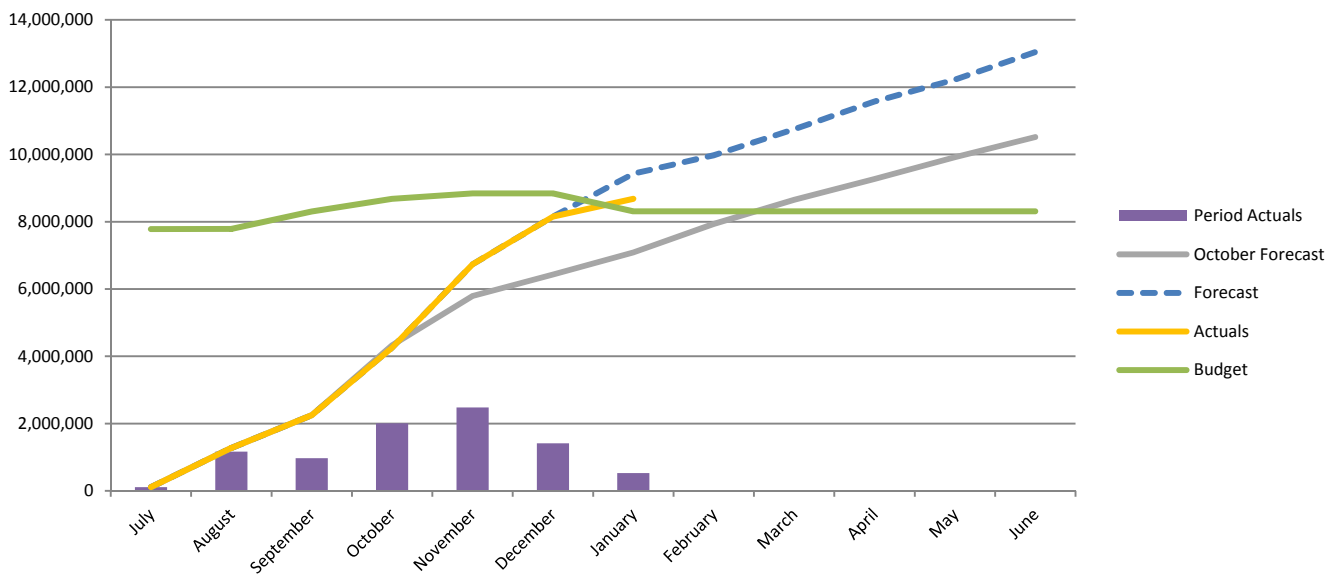
**Comments**

The River Street / Nelson Street roundabout has been delayed due to an adjacent private development needing to install a deep sewer main along River Street through the project area. This works will commence this FY but \$300,000 has been forecast as carry over due to this delay.





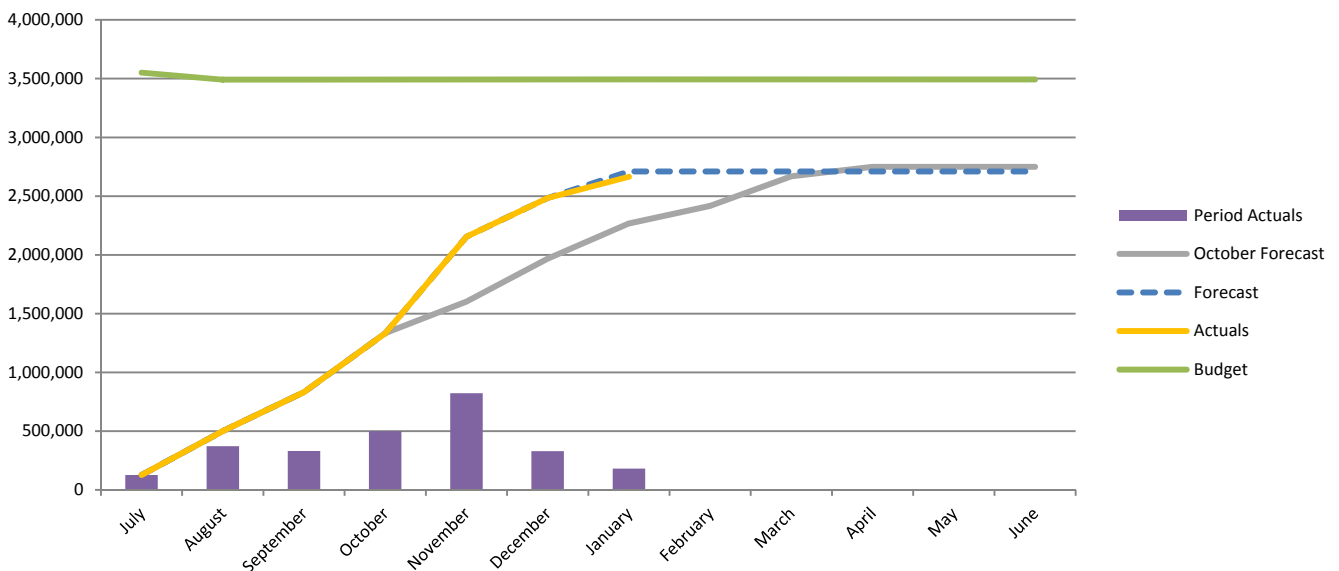
### Pavement Improvement



#### Comments

Program is on schedule. Additional income from NDRRA is to be added to the Budget however this income will not be shown until approval is received.

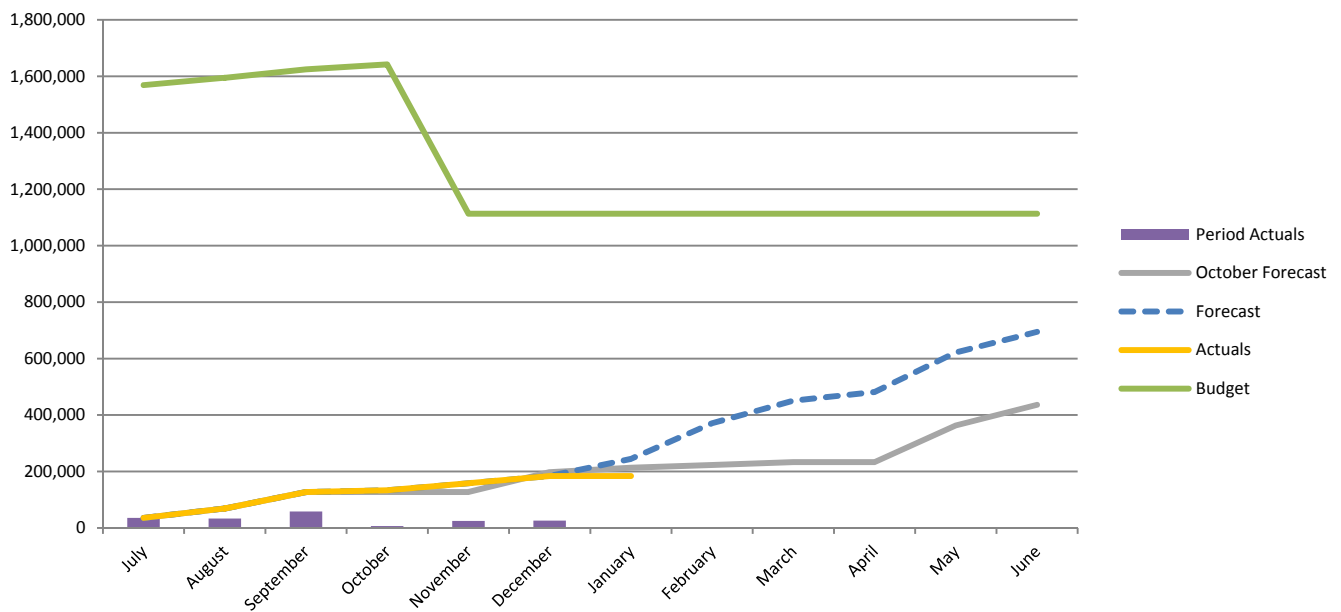
### Shoulder Sealing



#### Comments

Delivery of this program has been highly efficient and successful. It is expected that savings in the order of \$300,000 will be achieved over this sub program.

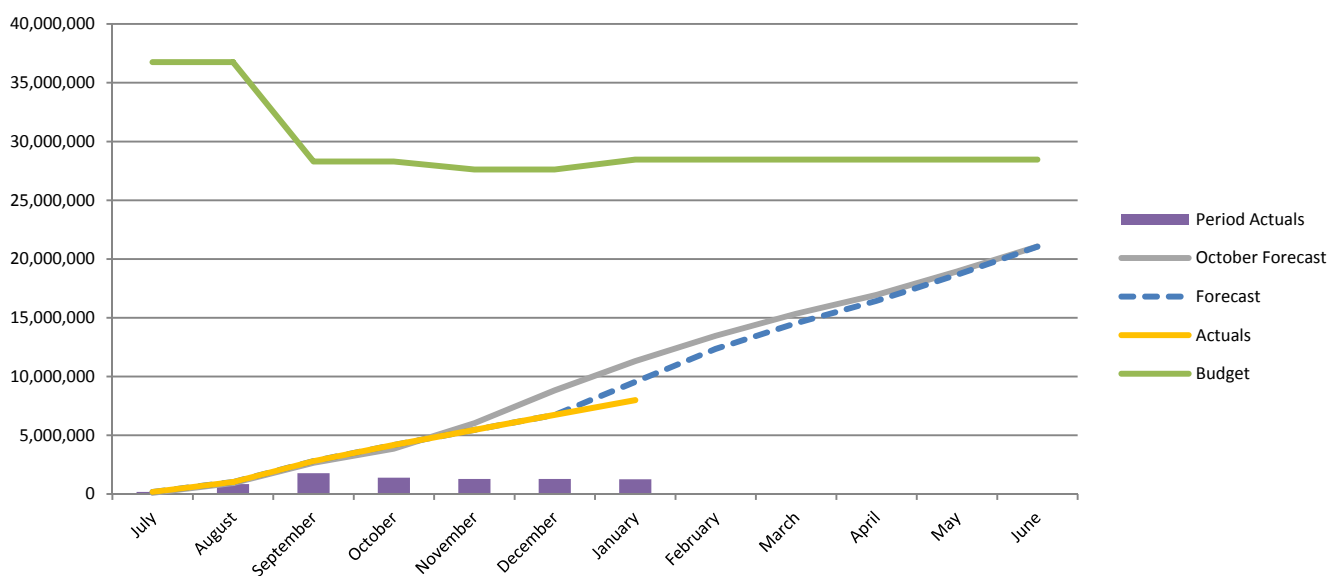
### Traffic Lights



#### Comments

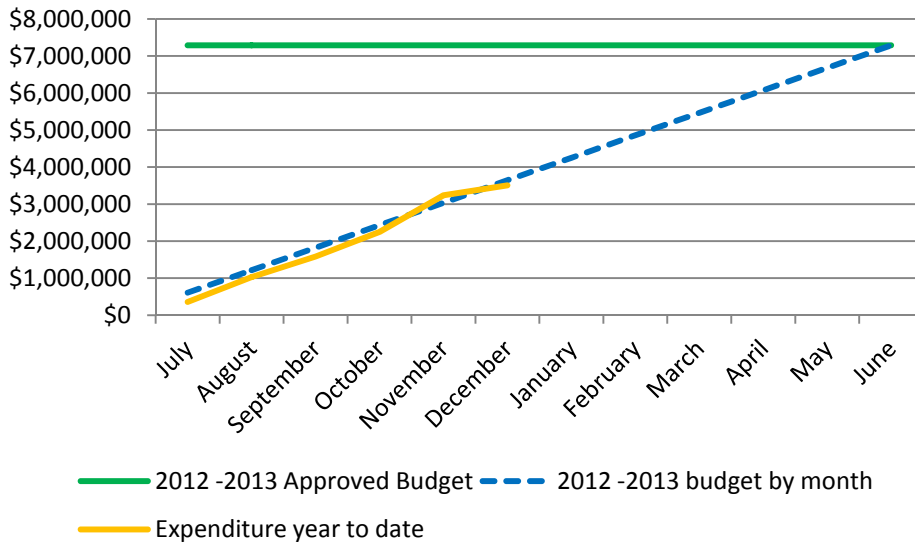
Funding for this program has now been transferred to Civil Operations which has responsibility for its delivery.

### Trunk Roads



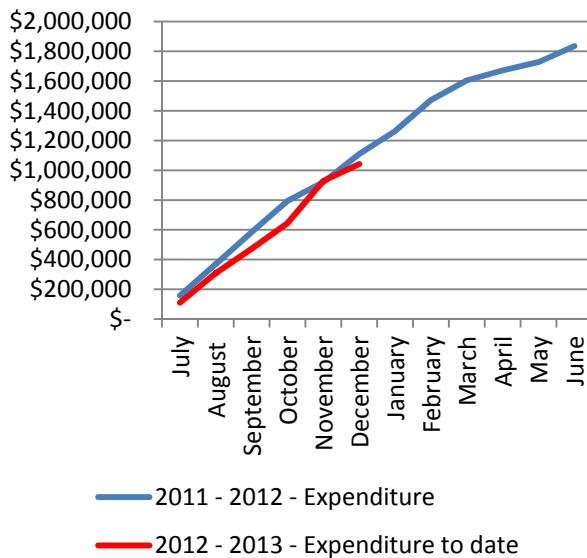
#### Comments

\$7.5M of this under expenditure in Trunk roads relates \$2.4M on Connors road and \$1.7M on Sugar Shed Road. The forecasts are considered conservative for these projects as the contractor is making good progress on Connors Road and Council's day labour workforce program has been adjusted to bring forward works on Sugar Shed Road.


**CIVIL OPERATIONS**
**Sealed Council Road Maintenance**

**Comments**

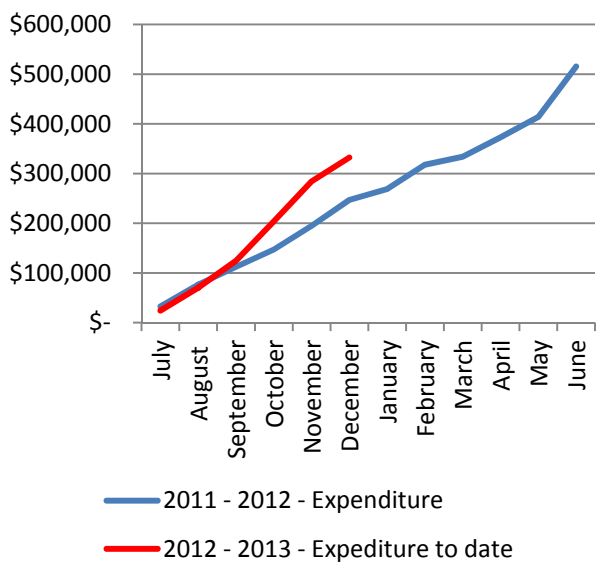
Sealed road maintenance expenditure is tracking in line with budget year to date.

All sealed road maintenance activities are on target, taking advantage of the continued fine weather.

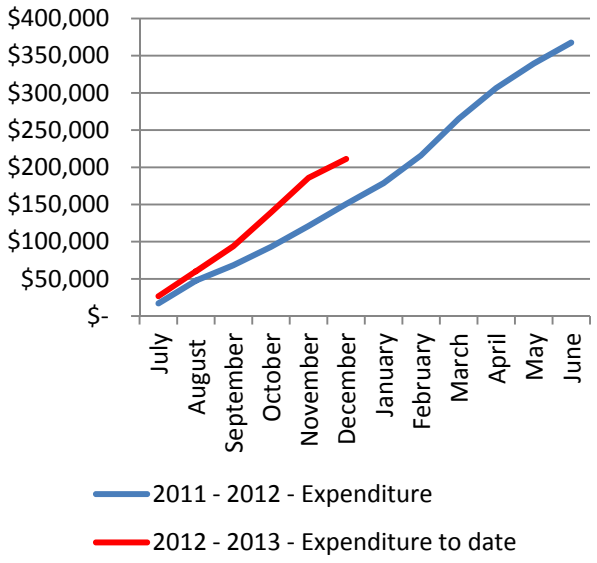
**Road Patching**

**Comments**

Road patching has been undertaken in the following areas :-  
 Balberra – Homebush –  
 Oakenden – Bloomsbury –  
 Midge Point – Te Kowi –  
 Mackay – Slade Point – Paget –  
 Mirani – McEwen’s Beach –  
 Grass Tree Beach –  
 Wallingford – Sunnyside –  
 Homebush – East Mackay –  
 Pindi Pindi – Mt. Pelion –  
 Calen – Pleystowe –  
 Alexandra



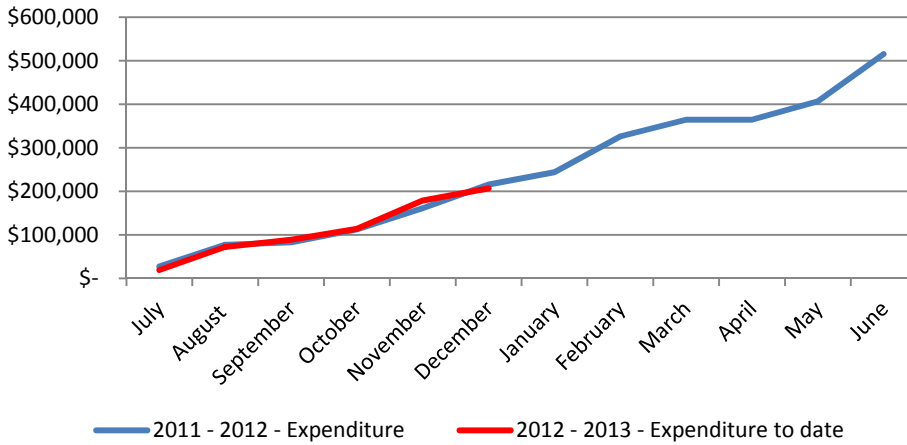
Linemarking	
	Comments
 <p style="text-align: center;"> <span style="color: blue;">—</span> 2011 - 2012 - Expenditure  <span style="color: red;">—</span> 2012 - 2013 - Expenditure to date                 </p>	<p>Line marking is progressing well with re-marks in the Western / Pioneer Valley area. Major upgrades on Bee Creek Road &amp; Dalrymple Road, Eungella. These upgrades included line marking and the installation of Raised Reflective Pavement Markers (RRPM's). In total there was approximately 8km of white single solid centre line remarked on those two roads and the installation of in excess of 2,400 two-way yellow RRPM's either side of the newly remarked centre line. The completion of these works will significantly increase travel path visibility on the affected roads during rain and fog periods.</p> <p>The removal of edge line on a section of Bridge Road between Nebo Road &amp; Field Street and the re-mark of parking bays in the same area has been undertaken to reduce parking confusion for visitors and customers.</p>



Signage Installation	Comments																																							
 <p>The graph displays monthly expenditure for signage installation. The y-axis represents expenditure in dollars, ranging from \$0 to \$400,000 in increments of \$50,000. The x-axis lists months from July to June. Two lines are shown: a blue line for '2011 - 2012 - Expenditure' and a red line for '2012 - 2013 - Expenditure to date'. The 2012-2013 expenditure is only visible from July to December, showing a steady increase from approximately \$25,000 in July to \$210,000 in December. The 2011-2012 expenditure continues from January to June, reaching approximately \$370,000 by June.</p> <table border="1"> <caption>Estimated Expenditure Data</caption> <thead> <tr> <th>Month</th> <th>2011 - 2012 - Expenditure (\$)</th> <th>2012 - 2013 - Expenditure to date (\$)</th> </tr> </thead> <tbody> <tr><td>July</td><td>25,000</td><td>25,000</td></tr> <tr><td>August</td><td>50,000</td><td>50,000</td></tr> <tr><td>September</td><td>75,000</td><td>75,000</td></tr> <tr><td>October</td><td>100,000</td><td>100,000</td></tr> <tr><td>November</td><td>125,000</td><td>125,000</td></tr> <tr><td>December</td><td>150,000</td><td>210,000</td></tr> <tr><td>January</td><td>175,000</td><td></td></tr> <tr><td>February</td><td>200,000</td><td></td></tr> <tr><td>March</td><td>250,000</td><td></td></tr> <tr><td>April</td><td>300,000</td><td></td></tr> <tr><td>May</td><td>350,000</td><td></td></tr> <tr><td>June</td><td>370,000</td><td></td></tr> </tbody> </table>	Month	2011 - 2012 - Expenditure (\$)	2012 - 2013 - Expenditure to date (\$)	July	25,000	25,000	August	50,000	50,000	September	75,000	75,000	October	100,000	100,000	November	125,000	125,000	December	150,000	210,000	January	175,000		February	200,000		March	250,000		April	300,000		May	350,000		June	370,000		<p>During November additional names blades commemorating fallen soldiers were installed in preparation for remembrance day.</p> <p>Signage improvements were undertaken in the Paget industrial area to coincide with additional line marking of street parking.</p>
Month	2011 - 2012 - Expenditure (\$)	2012 - 2013 - Expenditure to date (\$)																																						
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### Verge Mowing

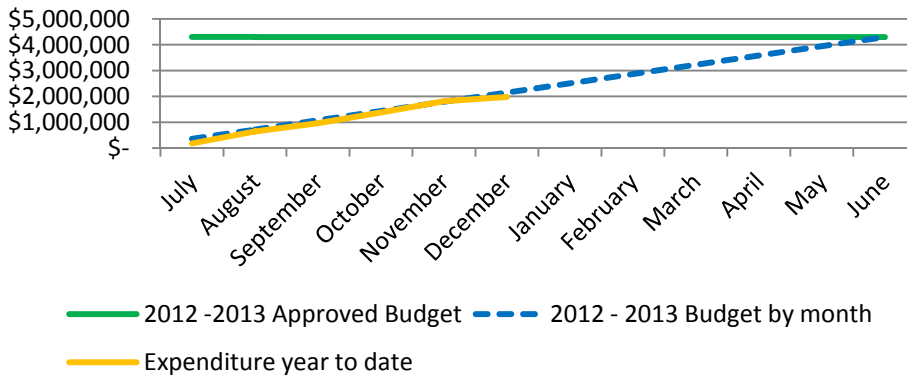


#### Comments

Mowing was completed in the following areas – Racecourse - Te Kowai - Palmyra – Walkerston – Greenmount – Marian – Victoria Plains – Seaforth – Habana – Bloomsbury – Midge Point – Yalbaroo – St. Helen’s.

Mowing on some northern roads areas was ceased due to dry conditions and associated fire risks.

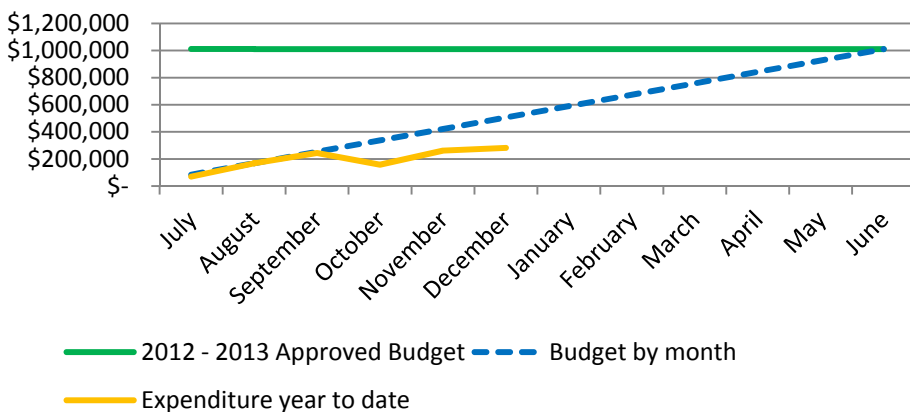
### Unsealed Council Road Maintenance



#### Comments

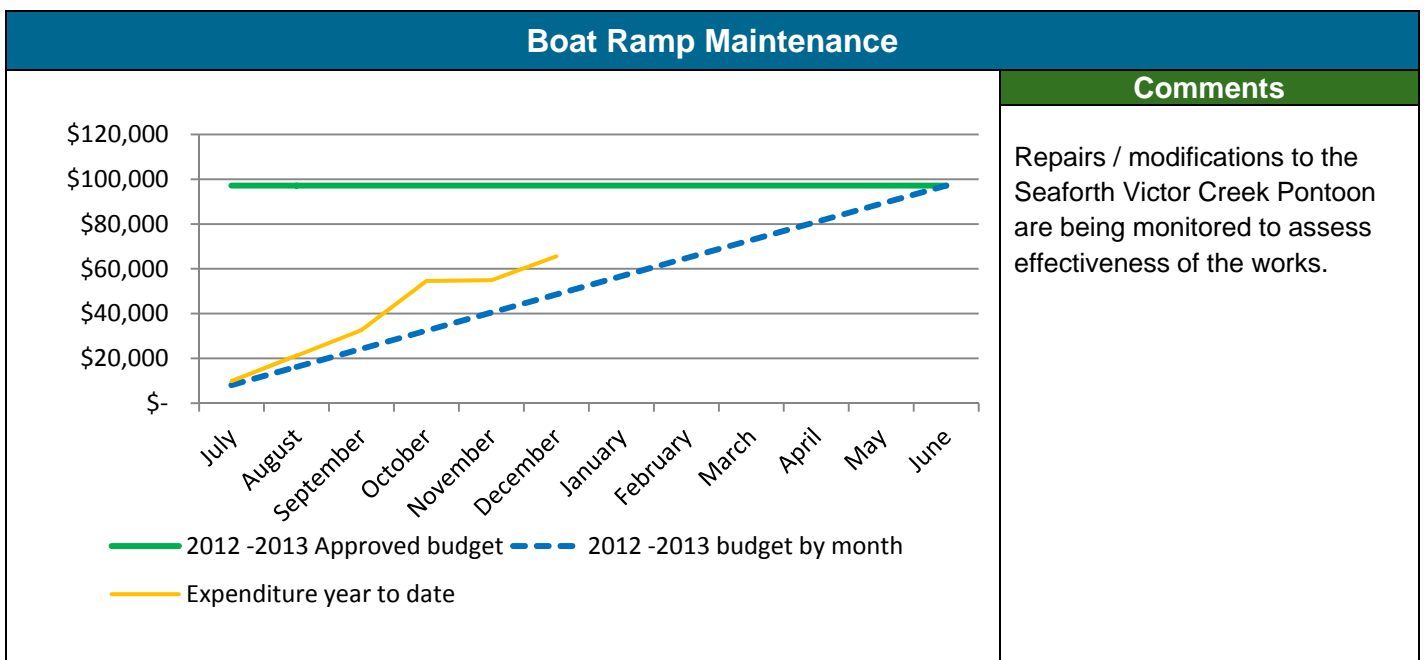
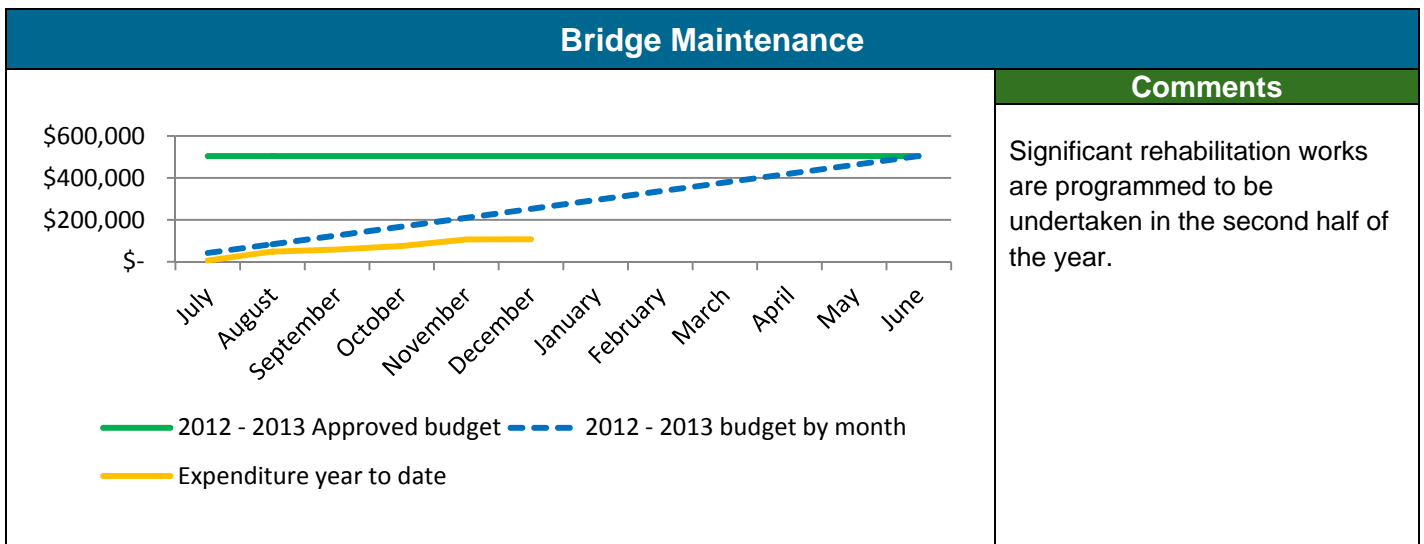
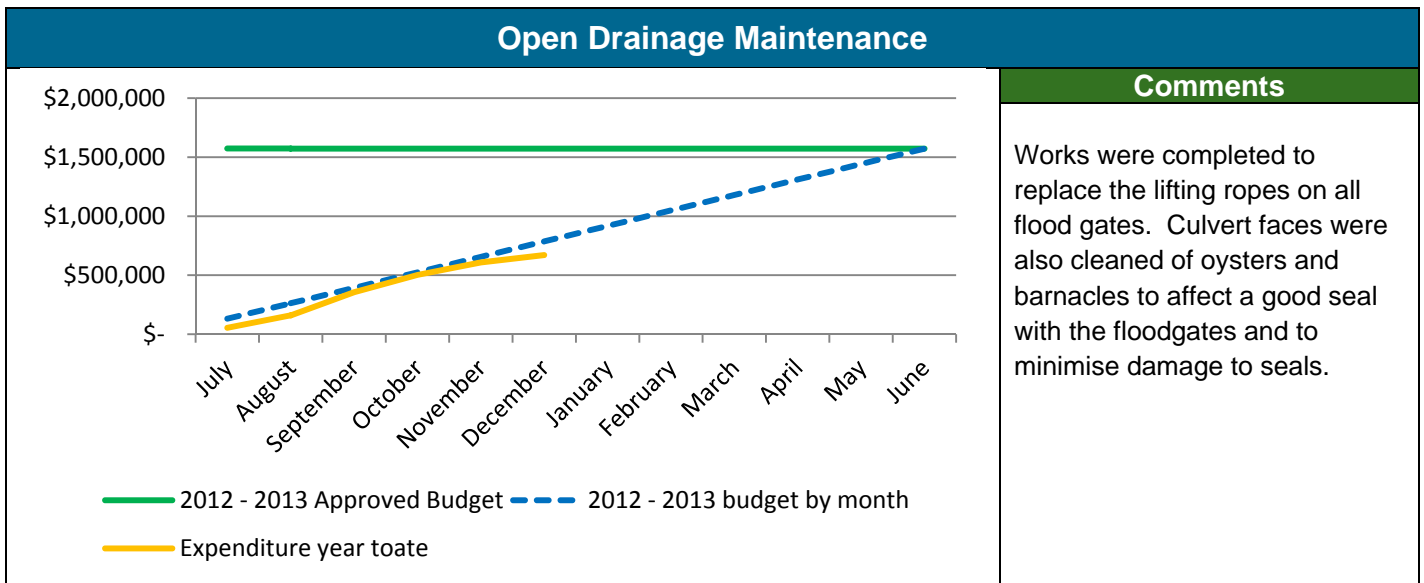
Unsealed road maintenance has been undertaken in conjunction with NDRRA restoration works with priority being given to restoration works in a significant effort to have all approved sites repaired within eligible timeframes.

### Street Cleaning



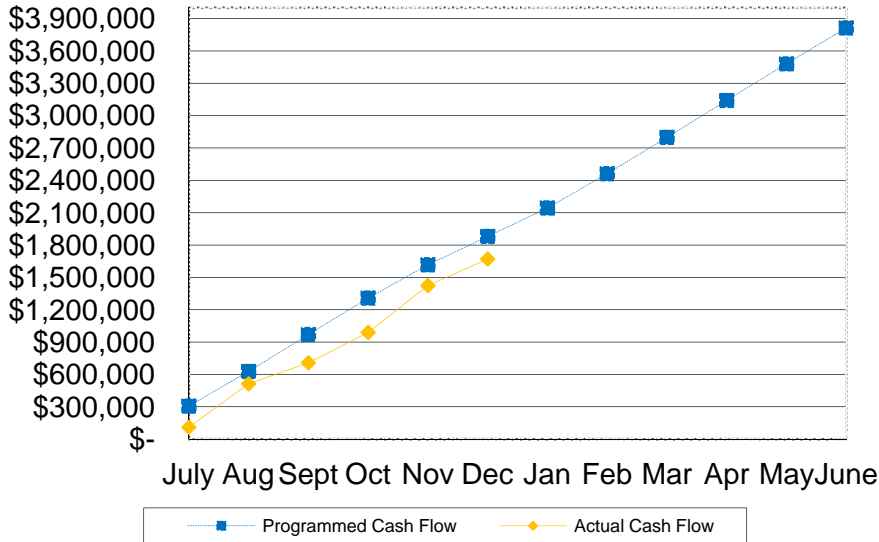
#### Comments

Regular street cleaning is continuing as per program with particular emphasis on the Mackay City Centre.



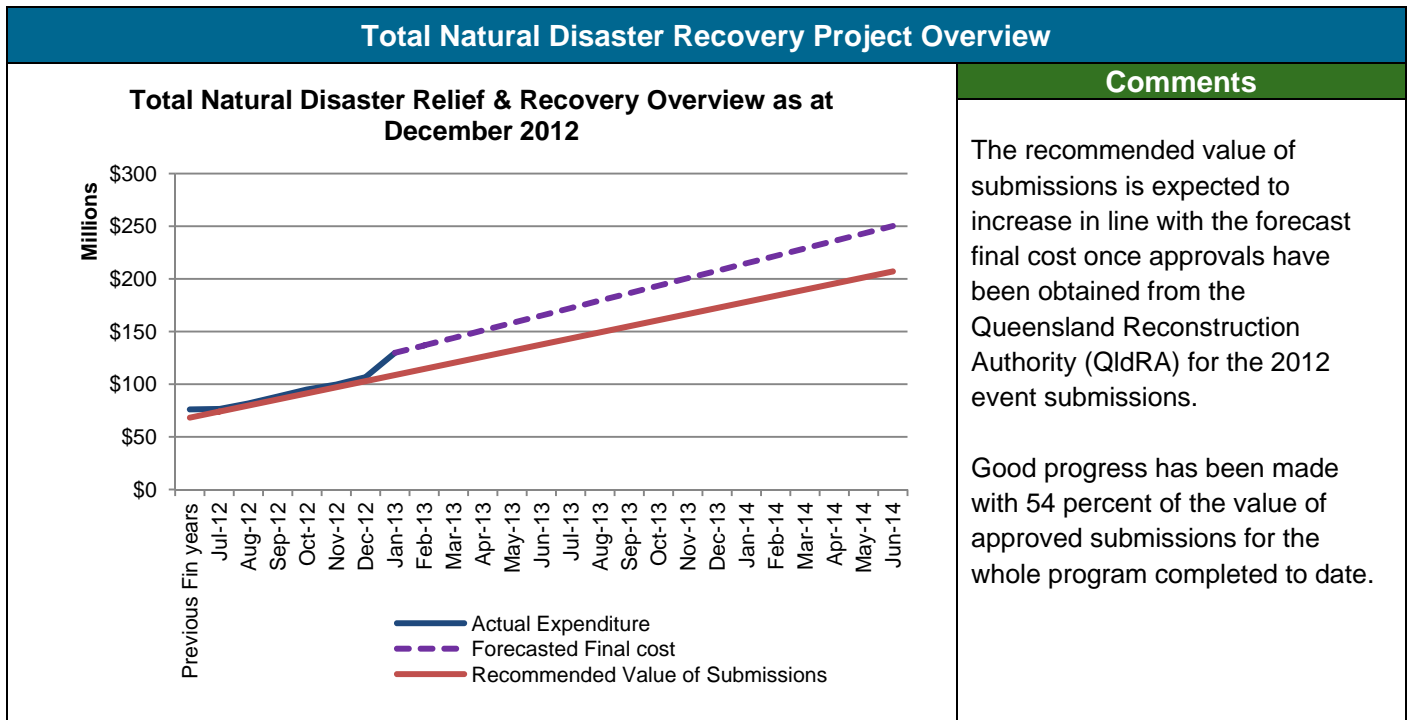
**Road Maintenance Performance Contract (RMPC) with Department of Transport and Main Roads**

**Comments**



The actual expenditure is marginally below the target in order to provide for anticipated works associated with the upcoming wet season. Good liaisons being maintained with the department.



**NDRRA Restoration Works**

**Overview**

Expenditure rates are continuing to increase with the current rate at \$1.6M/week.

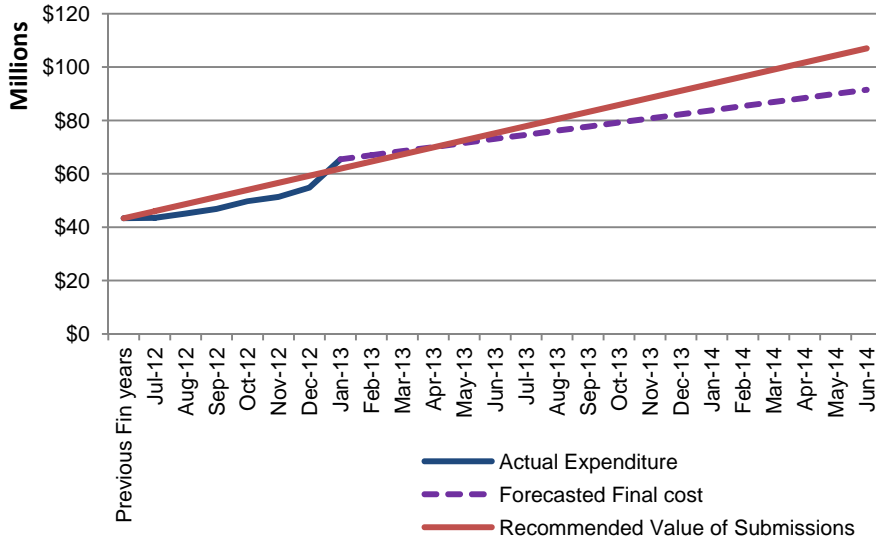
Flushing seals have caused a myriad of issues regionally with the unseasonal hot dry climatic conditions however, corrective actions and adjustments to the seal design methodology has this problem under control.

The QldRA's whole of program review conducted on the 3<sup>rd</sup>/4<sup>th</sup> December identified several areas of improvement specifically with Form 9 report data integrity, variation management, alignment between the Form 9 report and the works program, and spend rate required to achieve program targets.

Compliance and reporting requirements are increasing steadily resulting in more resources being required by the NDRRA team to meet the Authority requirements and standards – this is being addressed.

The NDRRA team are currently working on compliance, reporting, audit and submission lodgement.

The NDRRA program is 54% complete with regard to approved submissions. Subject to weather conditions and no further declared events, it is envisaged that the program will reach practical completion in March 2014 with final acquittals completed by September 2014.

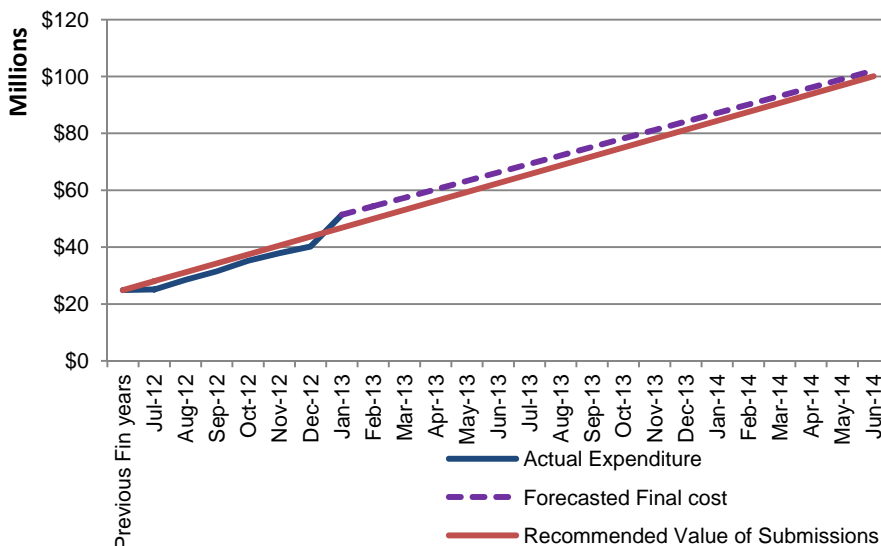
**2010 Event Natural Disaster Recovery Status**
**2010 Natural Disaster relief & recovery event - December 2012**

**Comments**

Forecast cost to complete is lower than the recommended value (approved funding) of the submissions due to economy of scale savings returned from current market rates sourced through competitive tender processes and packaging 2010 and 2011 works to reduce site establishment costs.

QldRA are working closely with the Commonwealth to ensure Mackay Regional Council obtains extension of time approval prior to the end of February 2013.

Estimated surplus of \$15.1M.

85% complete at submission level.

**2011 Event Natural Disaster Recovery Status**
**2011 Natural Disaster Relief & Recovery event - December 2012**

**Comments**

Estimated deficit of \$634K has improved from the October 2012 forecast.

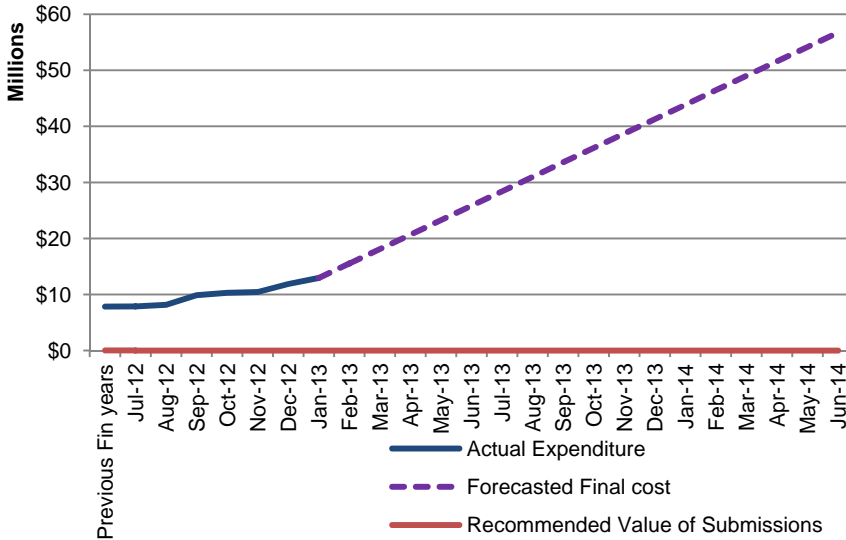
The deficit is due to the Authority reducing original estimates in the 2011 submissions up to 33%.

This distorts the economy of scale savings being achieved by packaging the 2011 and 2010 NDRRA restoration works.

34.1% complete at submission level.

**2012 Event Natural Disaster Recovery Status**

**2012 Natural Disaster Relief & Recovery event - December 2012**

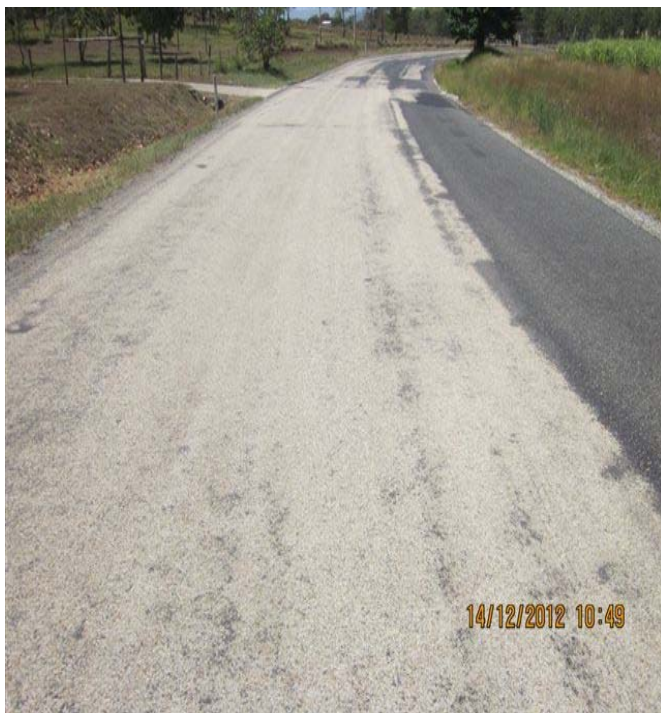


**Comments**

Once approvals are obtained for the 2012 submissions from the Authority the recommended value (approved funding) will be depicted and bring the whole of program outcomes into perspective.

14% complete at program level.

**Gilsabind Trial Nebia-Conningsby Road**



**Kowari Gorge Causeway Restoration**





## TECHNICAL SERVICES

- Development and design of projects for saturation damage projects throughout the Council area for 2011 & 2012 events.
- Initial preparation of projects under the 2012 NDRA saturation claim.
- Development and design of projects within Capital Works Programme for 12/13, 13/14 & 14/15.
- Discussions with service providers to streamline design and construction processes.
- Implementation of TMR specifications and estimates for all Council projects
- Participation in provision of briefing to Council in relation to Engineering Departmental activities, NDRRA Complementary Works, CBD RDA grant application, Budget Review and Indicative 13/14 and 14/15 Capital Works Programs.
- Report to Council on partial road closure Ward Esplanade, Ball Bay, Traffic Advisory Committee meeting, Walking and Cycling Advisory Committee Terms of Reference and membership and Indicative 13/14 & 14/15 Capital Works Program.
- Attendance at meetings in relation to: Program Managers Meeting, Strategic Planning Internal Stakeholders, IT Mobile Computing project, WRRG Technical Committee, RRG Level 2 Bridge Inspection report by Ausspan, Land and Road Use Committee, Traffic Advisory Committee, Asset Management Steering Committee and Working Group, Corporate Change Workshop, IAP2 Training, Management Forum, City Centre RDA grant application, Ring Road Alignment, Nearpoint training, RRG Netrisk workshop, Technical Services Supervisor's meeting, Open Space Strategic Plan discussions, WRM Flood studies update, Private Realm Landscape Guidelines discussions, CBD parking modification discussions, Connors Road South and Stockroute connection road form, Paget Intersections Traffic Study, Wallmans Road upgrading proposals and Milton / Bridge Airport land acquisition.
- Lead role in the development of the "Active Towns" strategy.
  - Deed of Agreement Formalised
  - Annual Plan approved
  - Construction Plans generated or under design for BWT (BWQ to River St Ramp), Cross City Link, Gooseponds link to Magpies, PCYC Refurbishment, Memorial Bike Cage
  - Design brief issued for Signage Master plan and Evaluation Program proposal submissions

## Survey Services

### Overview

- Surveys completed for 35% of 2013/14 CWP projects
- All surveys completed for 2012 NDRRA projects
- Survey plans complete for: Cappellos Road and East Funnel Creek Road
- Cadastral surveys in progress for: Kuttabul Mt Jukes Road Road Opening (three sections), Street Helens Camping Reserve, and Mulherin Dr Overflow Carpark

### DCDB

- Bloomsbury field work 100% & plotting 22%
- Bakers Creek to Alligator Creek DCDB complete and sent to DNR&M. The update will be available in the next monthly extraction.
- Koumala DCDB rectification awarded to Terrex Spatial

### AHD

- Data collected at all eight sites for Geoid model adjustments to improve GPS heights in the region. Currently coordinating with DNR&M to include these data in a State-wide GPS height adjustment project.



## Design Services

### Capital Works Program (CWP)

- 2 of 214 2008/9 and 2009/10 construction projects to be completed. Malcomson/Greenfields intersection & Bridge Road footpath adjacent Hospital.
- 110 projects in 2010/11 CWP for Design. 105 complete including those requiring design only input (96%). 5 remaining.
- Projects are design only require land acquisitions, valuations, input from service authority's etc delaying completion. 114 projects in 2011/12 CWP for Design. 109 complete to date (96%)
- 98 projects in 2012/13 CWP for Design. 72 complete to date (73%)
- 88 projects in 2013/14 for design, 14 complete to date (16%)

### Natural Disaster Relief and Recovery Arrangements (NDRRA)

- Detail design 2010/11 NDRRA 80% complete. Program extended to increase project numbers to 23. Geotech, Survey complete & design commenced.
- 2012 NDRRA Program assessed and 6 design projects identified. Preliminary survey and geotech works commenced.

### Major Projects for delivery next month

- Kuttatubul-Mt Jukes Road NDRRA Rehabilitation Project
- Midge Point Road NDRRA Rehabilitation Project
- Walters Avenue Reconstruction (Waverley to Bucasia Esplanade)

### Landscape Issues

- Detail Design for Bluewater Trail sections – BWQ to River St Boat Ramp – Stages 1,2 & 3 – due to funding availability
- Detail design Bluewater Trail – Bridge Road from Leisure Court to Milton Street.
- Completion of detail design on Active Towns Cycleway projects including shared pathways at Gooseponds (Hicks Rd and section near Magpies Sports Fields) & Cross City Link (Bridge to Milton)
- Detail estimates for Master Plan Edward Lloyd Park in conjunction with footway extension from Melba House to Kennys Road
- Ongoing design for Pioneer River Link Master Plan (Marian to Mirani) by Hywell Jones Landscape Architects
- Brief preparation DDA Access Audit 12/13 North Mackay and Northern Beaches commercial and educational precincts
- Brief preparation for Public Realm Guidelines and detail design plans for CBD
- Detail design for Capital Works landscaping for projects including Paradise/Henman roundabout & Archibald/Paradise Roundabout
- Queens Park tender assessment and recommendations


**Traffic and Investigation Issues**

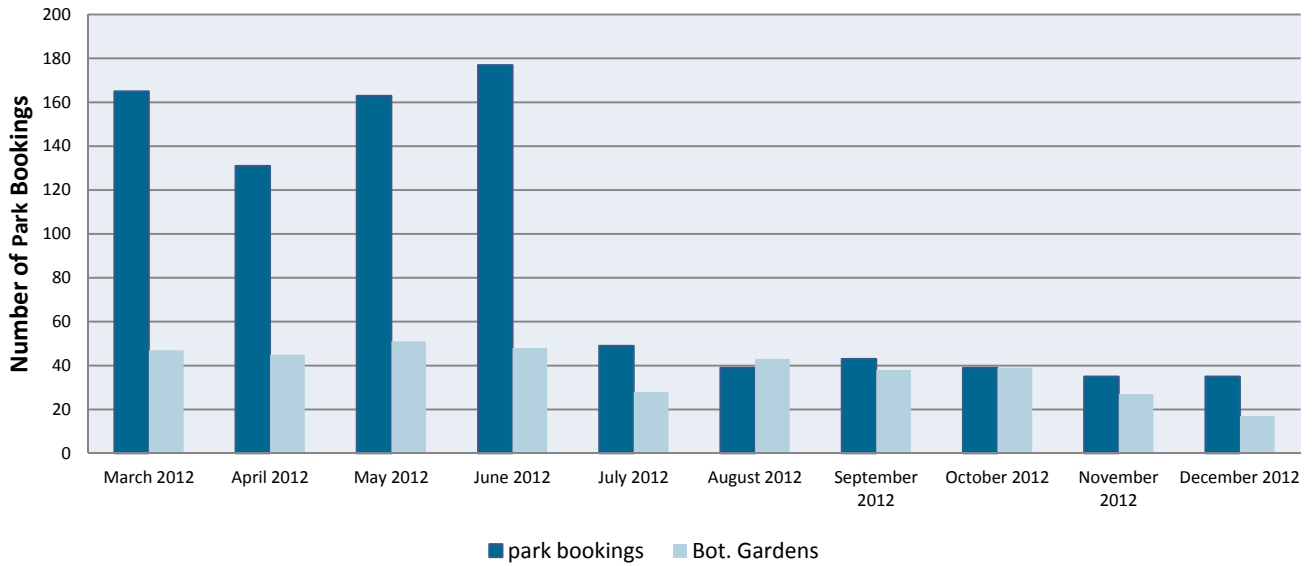
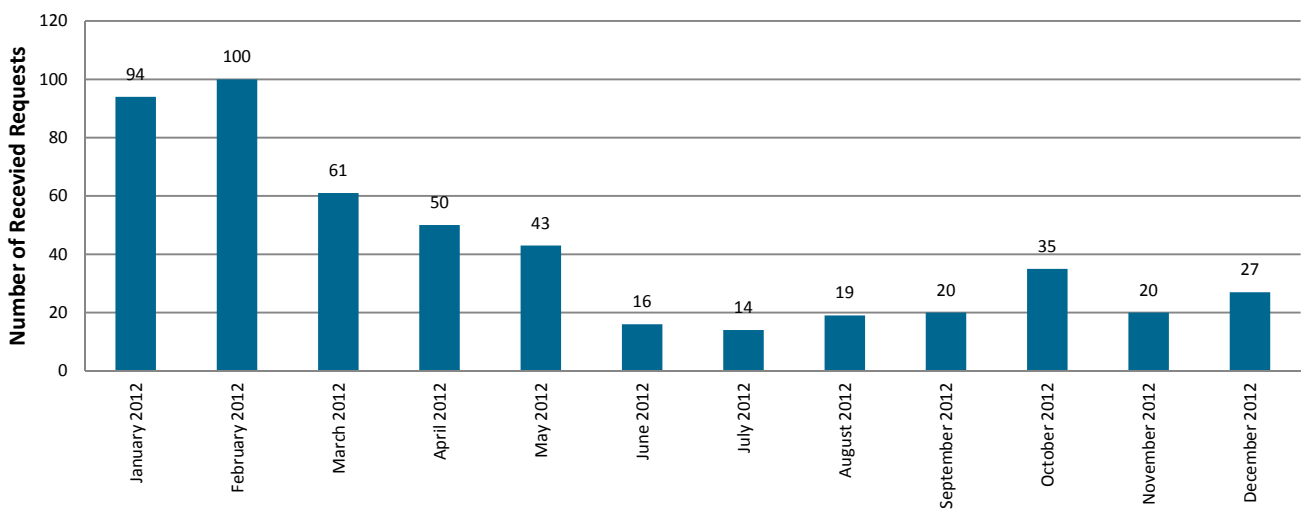
- LATM Mackay. Public Survey Complete. Data analysed and issues prioritised. Presentation for Public Meeting prepared.
- Active Towns Program:
  - Terms of Reference for Walking and Cycling Advisory Committee finalised. First meeting set for Monday 11<sup>th</sup> February, 10am-12pm.
  - Active Towns marketing plan drafted.
  - Mackay City Centre walking groups Expression of Interest underway.
  - Draft Survey Plan prepared to gather baseline data as part of reporting requirements for the Active Towns Program.
  - Initial consultation with CQ University for possible volunteer labour to perform survey.
- Rotation of 47 traffic counters and maintenance of 28 permanent traffic counter sites. Completed installing Traffic Counters at Mackay Regional Council Boat Ramps to collect data for the Christmas Holiday Period.
- Assessment of major works for Ergon High Voltage network and approval of service alignments.
- Assessment of NBN network and approval of service alignments.
- Flooding and Drainage Investigations for Lazarus Court, Blacks Beach. Currently developing concept treatment for future Capital Works Program.
- Flooding and Drainage Investigation for Newbury Mount Vince Road. Currently waiting on planning to advise on future easements. On receipt of advice a concept treatment will be prepared for future Capital Works Program.
- Street Light Audit's. Ongoing audit of street lighting. Beginning survey of southern beaches.
- Ergon Works on Roads applications considering LV and major HV routes including Norris Road to Harbour upgrade, Stotts Road to Connors Road upgrade, Crichtons Road to Interlink Court, Shoal Point Road, Mt Hayden Reservoir Road, Sarina Beach. Jeff Wickins, Glenella – Farleigh, Stotts Rd – Greenmount Rd – Formosas Rd, Deveroux Creek Rd.
- Stormwater Drainage Issues - Blacks Beach Road, investigation and preliminary design completed & 26 Youngs Lane, Walkerston.

**Customer Requests for the Month of November 2012**

- 116 Cemetery Requests - 52hr processing time.
- 60 Works on Roads Requests - 27hr processing time.
- 53 Q100 Requests - 15hr processing time.
- 61 Plan Searches (COPSEW) - 27hr processing time.
- 180 Excess Dimension Load Approvals - 30hr processing time.
- 14 Temporary Road Closure Approvals - 27hr processing time.
- 122 Heavy Vehicle Parking letters issued for the year to date in response to 24 complaints.

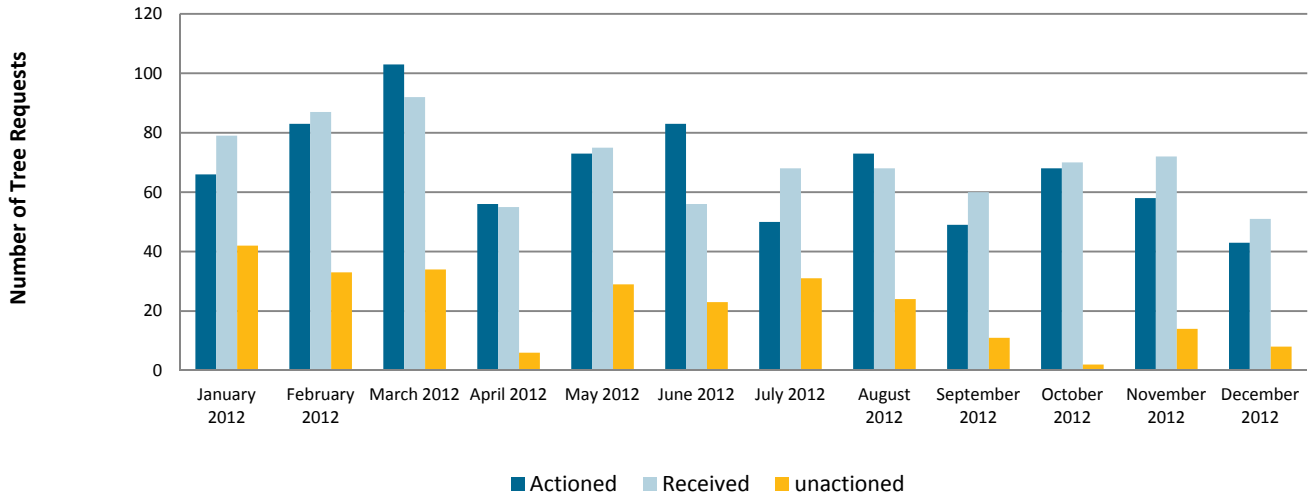
**Customer Requests for the Month of December 2012**

- 39 Works on Roads Requests - 20hr processing time.
- 30 Q100 Requests - 10hr processing time.
- 57 Plan Searches (COPSEW) - 24hr processing time.
- 75 Excess Dimension Load Approvals - 13hr processing time.
- 24 Temporary Road Closure Approvals - 29hr processing time.
- 1 Heavy Vehicle Parking letters sent to residents and property owners in response to 1 complaint. All issues resolved. - 1 hr processing time. Total of 123 letters issued for the year to date in response to 25 complaints. 100% of issues resolved to Customer Satisfaction.


**PARKS AND ENVIRONMENT**
**Administration - Park Bookings**

**Comments**
**Grass Mowing Requests**
**Grass Mowing Requests Received**

**Comments**

Arboriculture

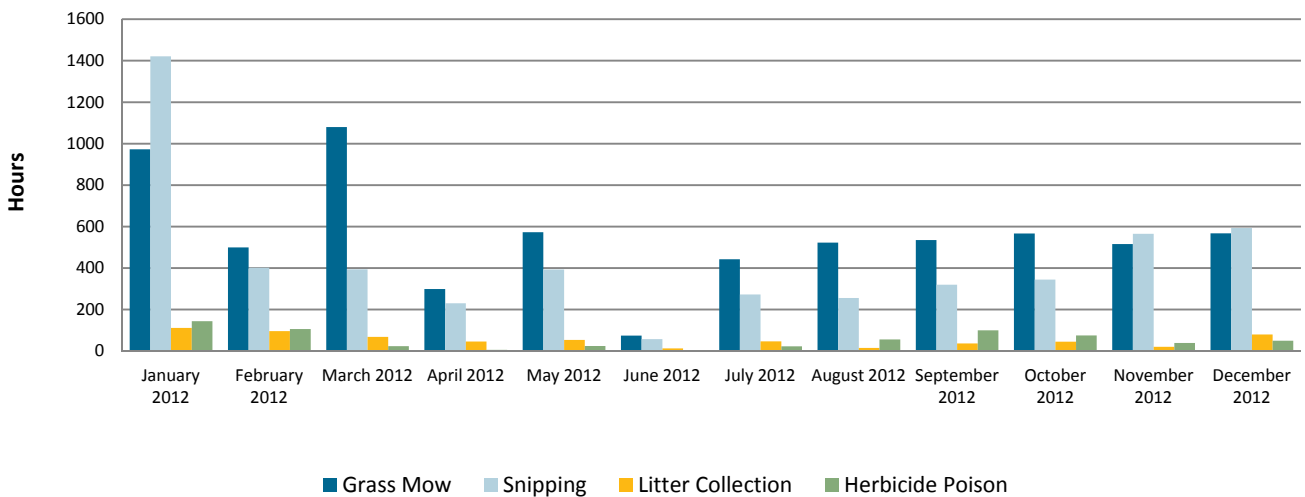
Tree Requests



Comments

Parks Maintenance

Parks Maintenance Activities



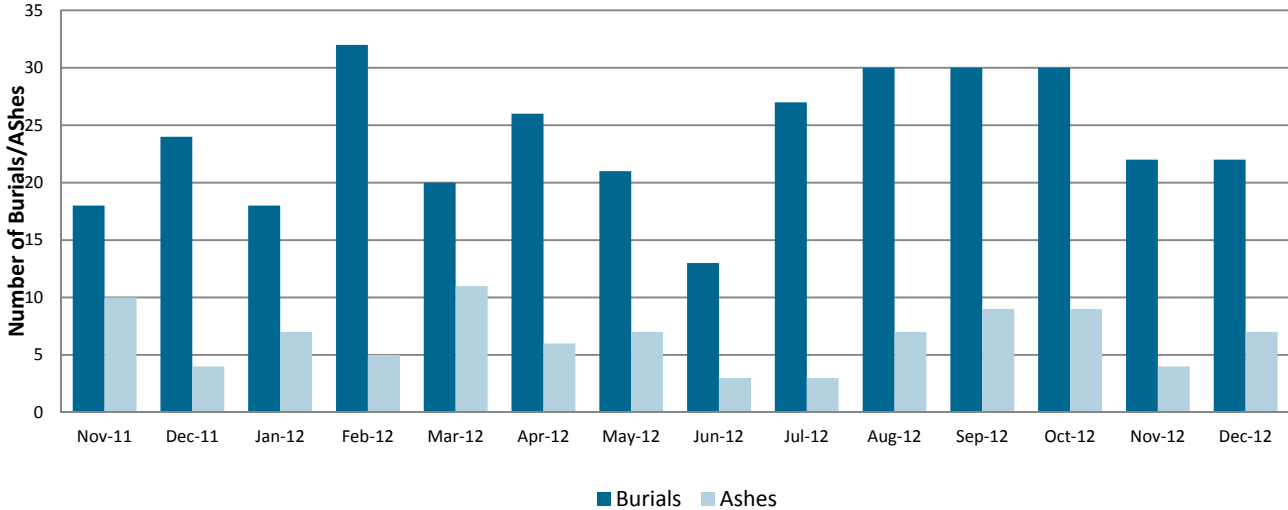
Comments

Maintenance in these past two months has been steady as there has been little or no rain. This has given staff the chance to spray herbicide for grass control and to spray mould inhibitor on paths that become slippery in the wet.



**Cemeteries**

**Burials/Ashes in Mackay Region**



**Comments**

**Horticulture**

General ongoing maintenance has been the focus for November and December with priorities revolving around irrigation and weed control. Horticultural staff have been busy monitoring the non irrigated areas with the focus on plant survival. The dry conditions have contributed to some plant loss and staff have prepared beds and organised for more drought tolerant species to be planted. The new Leading Hand for irrigation maintenance was appointed in December and has been kept busy with upgrading and maintaining systems.

**Orchid House**

The Orchid House averaged 10 visitors per day over November and December, with one couple from Germany only coming to Mackay to visit the Orchid House. Volunteer staff were treated to lunch at the Shamrock Hotel before Christmas, to show appreciation for a job well done. Palm Bookings for school graduation ceremonies were popular. Volunteers will start back about mid year when it gets a bit cooler.


**Natural Environment and Marine Beach Activities**
**Volunteer and community activities**
**Conservation Volunteers Australia**
**November**

- Two days were undertaken in Sandfly Creek Environmental Reserve, with a total of 7 volunteers undertaking watering and weedcontrol and cleaning up over 650kg of rubbish from the mangrove area between Iluka Park and River Street.

**Community activities**
**November**

- Working bees were held at Morag McNichol Reserve on Saturday 10<sup>th</sup> and 31<sup>st</sup> November.
- Pioneer Catchment and Landcare group (PCL) held their regular native plant propagation sessions at the Swayne St Nursery Site and have been assisted by Society for Growing Australian Plants members to sort out the seed bank, disposing of any non-viable seed and cataloguing the remaining seed. They also helped to control Cat's Claw Creeper in Reliance Creek National Park.
- Sarina Landcare Catchment Management Association held their regular Wednesday morning nursery volunteer sessions.

**December**

- Friends of Morag McNichol Reserve held thier AGM and Christmas break up celebrations on Sunday 2<sup>nd</sup> December.
- Pioneer Catchment and Landcare nursery volunteers continued with plant propagation sessions before finishing up for the Christmas break.
- Sarina Landcare Catchment Management Association held a free coastal field trip during CoastCare week to showcase the work occurring at the Sarina beaches. Funding for the trip was provided through the BMA Community Partnerships Program.
- Local volunteers attended Sarina Landcare Catchment Management Association's nursery mornings to propagate local native plants and attended site visits to collect seed. Over the past 12 months, 887 volunteer hours have been provided.

**Coasts and Communities activities**
**November**

- Volunteers watered and undertook weed control at Ball Bay on Saturday 17<sup>th</sup> November.
- A working bee was held at Blacks Beach on Saturday 17<sup>th</sup> November, where local volunteers removed weeds and watered newly-planted seedlings.

**December**

A hugely successful event was held on 1<sup>st</sup> December to celebrate 'CoastCare week' and to thank volunteers for thier efforts over the past 12 months. CoastCare week activities included:

- 22 volunteers planted nearly 500 trees at Bucasia Beach
- 5 volunteers planted 120 trees at Holiday Bay
- Free bbqs were held after each working bee and were attended by over 40 people
- Volunteers recieve giveaways such as coastcare hats and tshirts, cups, environmentally-friendly shopping bags and native seedlings
- Interactive displays asking coastal volunteers why they love the coast
- Library displays including interactive displays about why people love the coast, with the winner recieving a coastal gift pack
- Media coverage about the week and activities
- Production of an achievements poster for 2012 which highlighted the number of native plants planted (3,343), the number of volunteers participating (nearly 100) and the number of truck loads of rubbish and marine debris removed from our beaches (27 truck loads).

All Coasts and Communities activities including Coastcare week activities were delivered in partnership with Reef Catchments as part of the Mackay Coastal Program. Photos below are courtesy of Reef Catchments.


**Volunteers at Bucasia Beach celebrate Coastcare week**

**Why we love the coast display at the City Library**

**The winner of the beach pack – Paula Thomson of Blacks Beach**

**Volunteers plant trees at Bucasia Beach as part of Coastcare week celebrations**

**Natural Environment Plan implementation**
**Coastal priority projects**

- Weed control completed at Keeley's Road Wetlands.
- Wetland weed control 75% completed at Slade Point Reserve.
- Weed control 40% completed at Blacks Beach.
- 7 weed control projects and 1 revegetation project have been contracted to Reef Catchments to deliver.

**Waterways priority projects**

- Significant planning and research has been undertaken for the Mackay City catchment management area project, with stormwater nets due to be installed in January 2013 to manage and record stormwater outlet debris
- 6 projects representing \$80,000 of funding have been contracted to Reef Catchments to deliver.
- Work is progressing on identifying priorities for the Lagoons Creek riparian restoration and fish barrier removal project.

**Plains priority projects**

- The identification of Council owned plains land with significant natural environmental values project is 50% complete.
- The washdown facility scoping project has been contracted to Reef Catchments to deliver.

**Ranges priority projects**

- The identification of Council owned ranges land with significant natural environmental values project is 50% complete.
- Work is progressing identifying requirements and options for the pest information database.
- Contracts have been awarded to Pioneer Catchment and Landcare (PCL) and Sarina Landcare Catchment Management Association (SLMA) to deliver the Land for Wildlife Project.
- The fire risk assessment project has been contracted to Reef Catchments to deliver.



### Habitat restoration team activities

- Plants were watered at Lamberts Beach, Bucasia, Blacks Beach, Slade Point Reserve and Sandfly Creek Environmental Reserve.
- Weed control was undertaken at Blacks Beach, Bucasia, Sandfly Creek Environmental Reserve, Blue River Trail, Morag McNichol Reserve.
- Fencing was undertaken at Blacks Beach, gates were installed and fencing and gates were repaired at Blacks Beach.

### Marine Beach teams (Sarina and Mackay) activities

- Plants were watered at Bucasia, Holiday Bay, Blacks Beach, Shoal Point, Finlaysons Point, Plane Creek, Grasstree Beach.
- Fencing work was conducted at Bucasia Beach and fencing repair work was undertaken at Mackay Harbour, Midge Point, Finlaysons Point and Louisa Creek.
- Inspections and repairs were conducted at all four swimming enclosures.
- Teams attended several marine strandings and buried approximately 10 turtles.
- Beach signage was installed at various beach locations as part of the capital-funded project.
- Sandladders were repaired at Sarina Beach.

### Environmental Ranger activities

- Investigation of tree damage and removal at Lamberts Beach and Eimeo, including preparation of media releases
- Investigation of cars, motorbikes and quad bikes at various sites including Slade Point Reserve, Shoal Point Beach, Iluka Beach, McCready's creek and Blacks Beach
- Investigation of illegal dumping at various sites including Riverside Drive, Annie Wood Park, Alsley Way boat ramp, Tropical Avenue, Malabar Crt park, McCready's Creek and O'Brien Esplanade
- Regular patrols conducted at various sites including Sandfly Creek Environmental Reserve
- Security cameras installed at various sites to monitor illegal activities.

### Other Projects

#### November

- Liason with Department of Primary Industries and Fisheries regarding repair and maintenance of local fishways
- Met with Ideal Placements to discuss opportunities to work in partnership
- Clearing of firebreak on north eastern edge of Slade Point Reserve
- Completion of fencing at Blacks Beach Spit

#### December

- Natural Environment Working Group meeting
- Business Services Improvement meeting
- Natural Environment Advisory Committee meeting
- Mackay Fire Management Group meeting
- Sarina Landcare Catchment Management Association purchased hand tools, gardening gloves, folding chairs and a cement mixer for mixing potting mix at the community nursery site through a Natural Environment Levy grant.
- Investigation of break in and theft of tools and equipment at North Mackay Depot.

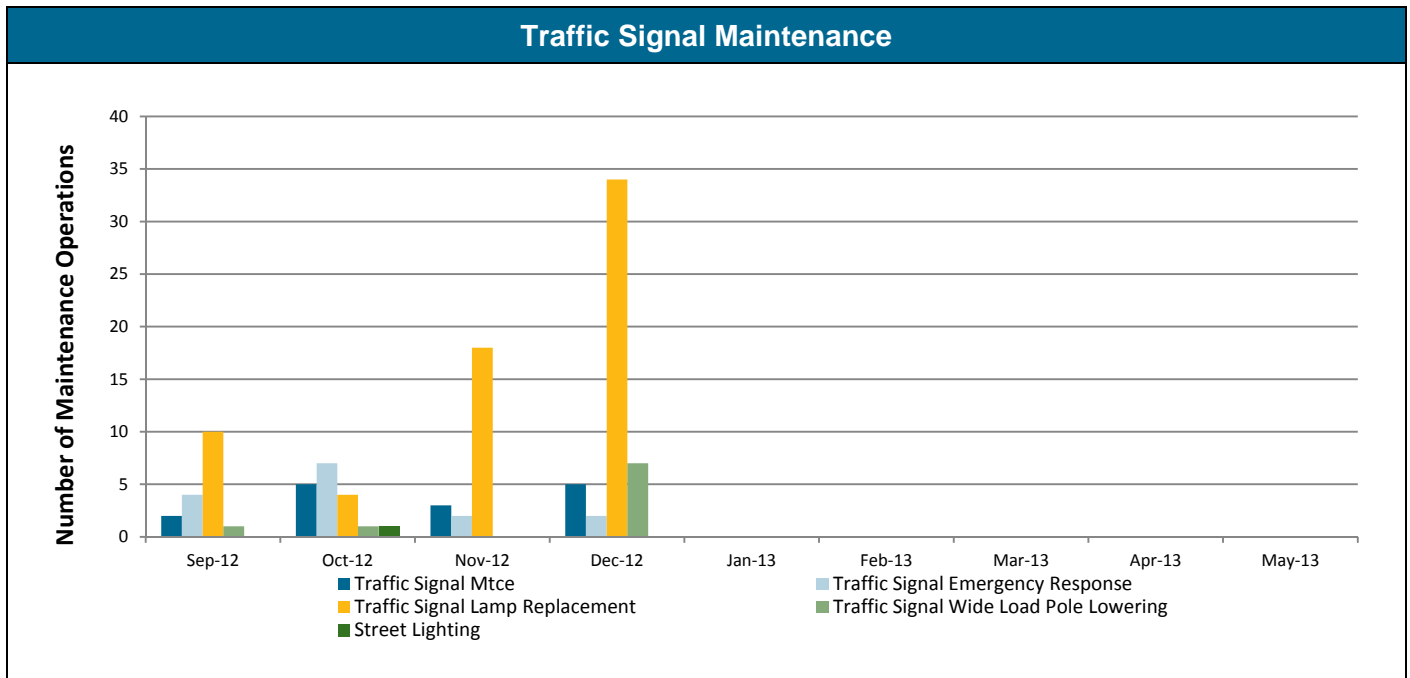


**Fencing completed at Blacks Beach Spit**

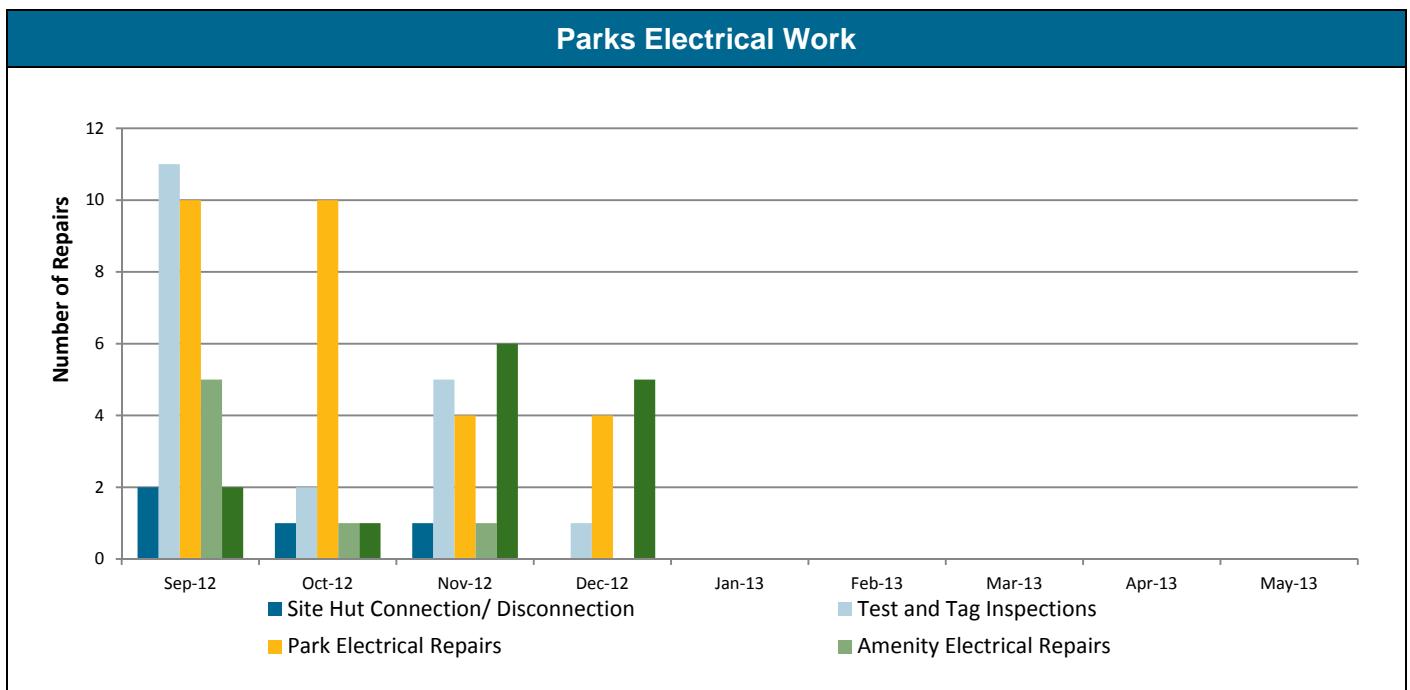


**SLCMA volunteers with the new cement mixer purchased through a Natural Environment Levy Grant**



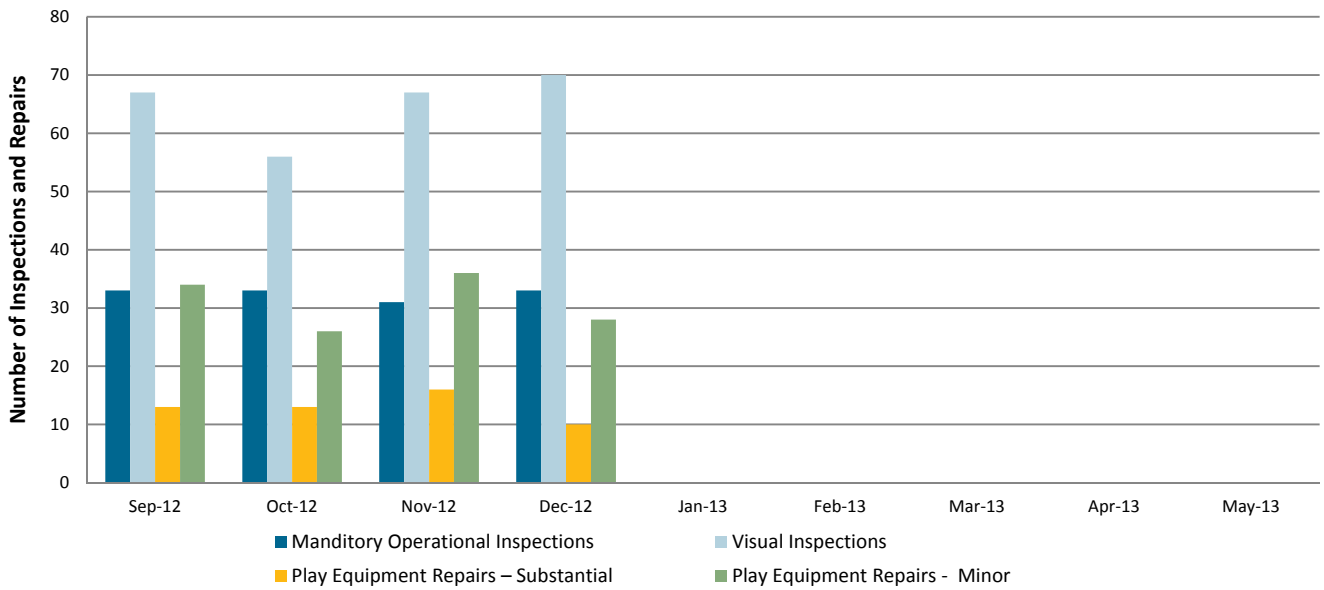
**Parks Building Services Activities**

**Comments**

There was a marked increase in the number of lamp replacements due to rain and increased humidity following a lengthy dry period. Lowering of traffic light poles to allow the passage of oversize loads increased and with continual mines development is likely to continue.


**Comments**

Other electrical work included the setting up of connections and installation for Christmas trees in Walkerston, Calen, Mirani, Sarina and Mackay. The removal and rewiring of electrical pumps in the Civic Centre Fountain and the lamp replacement of the Gregory Street Car Park were also completed.

**Play Equipment Inspection and Maintenance**



**Comments**

The main focus during this period was staying on top of repairs and rotary hoeing and topping up sand soft fall in all playgrounds so that they were of the highest possible standard for the school holidays. Mandatory Inspections are on target.

**Replacement Slide Griffin Park**



**Replacement Train Panels Plantation Palms**




**Built Asset Maintenance**
**Public Amenities**

- Damaged soffit repaired and subsided section of concrete path replaced at Vic Bridger amenities, Calen.
- Dry rot in soffit at Hens and Roosters amenities Marian repaired. The external walls were painted and local artists have redone the murals on the front of the building. A vandalised door to one of the cubicles was also replaced.
- Door and hinges to the disabled access cubicle at Walkerston amenities were repaired and the amenities were repainted.
- Two indicator bolts replaced at Bucasia Esplanade amenities.
- Door lock to Queens Park Orchid House amenities replaced.
- Concrete block privacy wall at Louisa Creek amenities was demolished after being damaged by a truck. A new wall was constructed and the amenities given a full external paint.
- Two sharps containers replaced at Wilson Park and one at John Breen amenities.
- A door and cracks to concrete block walls were repaired at Seaforth Campground amenities.
- Two sharps containers replaced at Mulherin Park amenities.
- Amenities at George Johnstone park Mirani were gurnied and painted.
- Graffiti was removed at Gillham Park, Wilson Park, Campwin Beach and Norris Rd amenities.

**Park Furniture**

- New signage and return box for swipe cards installed at Seaforth Campground.
- Picnic shelter and picnic settings cleaned repaired and painted at George Johnstone Park.
- Graffiti was cleaned and repainted at Pollock St Lookout and on the bridge side panels at Northview Park.
- Shelter at Mt Bassett Cemetery was cleaned and painted.
- Rotunda at George Johnstone Park cleaned and painted.
- A picnic setting was installed adjacent to the Gargett amenities.
- Replaced rotten post and corroded footing bracket on picnic shelter at Seaforth Swimming enclosure.
- Replaced drinking fountain, beach shower and concrete slab at Illuka Park.
- Five picnic settings repaired and painted at Pioneer Park Mirani.
- Installed No Motorbike signs at Wayne St Park Walkerston.
- Cleaned graffiti off The Promenade, River St. and off of tables and chairs at the Rver St Boat Ramp Park.
- Twenty four repairs to park log fencing and gates were completed acrosss the region.
- New park sign installed Northview park.

**Other Work Completed - City heart, Blue Water Quay and Blue River Trail**

- A cleanup of the river bank from Canelands Park to the Blue Water Quay was conducted prior to Christmas, 13 bags of rubbish and 15 shopping trolleys were removed.
- 10,000Sqm of concrete and path was cleaned with a blower in November and 15,000sqm in December.
- 5,000Sqm of and path was washed with water blaster in November and 8,000 Sqm in December.
- 527 rubbish bin empties for the two months.
- 3 rubbish bin/ enclosure repairs.
- 122 rubbish bin cleans.
- 6 repairs to city Heart Furniture.
- 33 Street Umbrella cleans.
- Christmas decorations including street garlands and christmas trees were placed and erected prior to Christmas.





Rebuilt Concrete block Wall Louisa Ck. Amenities



Christmas Tree City Heart



Capital Works Projects completed:

**Downing St Park Play Equipment**



**Comments**

New playground equipment also included the construction of a solid roofed shade structure concrete edging, drainage and seating.

**Nautilus Park Picnic Shelter**



**Comments**

The previous metal framed shelter had corroded very rapidly. The new replacement shelter is constructed of hardwood and marine grade stainless fittings.


**Mulherin Park Play Equipment**

**Comments**

Upgrade involved the replacement of many small parts and fittings of the original equipment, which were prone to corrosion, with stainless steel and high density plastic. Also the installation of a new item of equipment, a "Comet".

**Mulherin Park Play Equipment**

**Comments**

Existing ship shape combo with new stainless steel rails and High density plastic panels. The unit will be now far more resistant to corrosion. The lower half of the playground received new rubber soft fall.



**St Helens Campground Fencing**



**Comments**

A new log fence was constructed to define the area and size of the grounds and also to prevent the gradual sprawl of the grounds in to the adjacent National Park.

**Mt Bassett Cemetery Amenities – Old Sections**



**Comments**

Full replacement of the toilets which are located at the older sections of Mount Bassett Cemetery.

**Gargett Township Park**



Three new shade trees were planted in the centre of the road. Concrete kerbing was constructed to help protect the trees and define parking bays.


**Mackay Regional Botanic Gardens**
**Horticulture**
**Myrtle Rust**

- Possibly due to the late start to the wet season, Myrtle Rust has been recorded in very limited outbreaks on existing specimens throughout the Mackay Regional Botanic Gardens (MRBG). No new major recordings have been reported from the wider Mackay region. Staff undertook regular monitoring and ongoing outbreaks were in mainly in irrigated areas.

**Horticulture Works**

- An extensive bed of the weed species Snake Plant, Mother-in-Law Tongue *Sansevieria trifasciata* cultivars that had been planted to showcase dryland species in the initial design of the MRBG'S Malta Garden and had for some time been discussed as a plant to remove in the long term - was manually removed, along with large specimens of an *Agave* sp. that were also proving to be both weedy and having spines unsuitable for their path-side location. This will require follow up removals of root suckers in early-mid 2013 prior to replanting mid year.
- Due to the very dry conditions, limited planting occurred throughout and was limited to well irrigated and shaded area. Plantings occurred in the Tropical Shade Garden and a reorganising of some gardens for interpretive display occurred throughout.
- Site-wide cleaning of waterways and drains was undertaken prior to the start of wet season. Rock drains were cleared of any debris, weeds, etc. that may block water flow and repairs made where needed. Waterway gardens were given a general tidying and pit drains etc. checked and cleared where needed.
- All concrete paths around the admin building were pressure cleaned.
- Younger gardens within the stage 2 development received extra general maintenance in regards to weeding, pruning etc.
- Works continued in the main Cremorne Carpark and feature carpark tree plantings of Silvery Aglaia *Aglaia eleganoidea* – a species found nearby at Mt Basset and not in general cultivation were planted in December.

**Community Activities**
**Exhibitions and events at the Gardens**

- Moments in time: Celebrating 150 years of Mackay: November 7 – December 2 was an exhibition that showed the community snap-shots of how lives were lived, and the events that influenced people, from the opening of the Mackay Harbour in 1939, to the visit of Queen Elizabeth II and Prince Philip in 1954, cyclones, floods and family days out. These photographs served to remind us of the strength and resilience of people then as now, and the pioneering spirit that shaped our city. The photographs / exhibition were from Mackay Regional Council's Local History collection and Artspace Mackay.
- Celebrating the beauty and transformation of the district - Creative Shots Photo Club members had been out and about discovering both an iconic look of Mackay and subjects in the Mackay area that have a special place in their hearts. The combination of images made for an exciting exhibition that was on display from December 5 to January 20 at the Lagoons Gallery.
- Families came in their hundreds to this very popular Christmas event on Saturday December 15 from 5.30 to 8.30pm on the Tropical Sun Garden lawn adjacent to the Café on the Lagoon. Christmas in the Gardens featured well-known local entertainers for an evening of family enjoyment - Hullabaloo, Karen Bonham and Hot, Hot, Hot. The evening was hosted by Kim Kleidon from ABC Tropical North – event media sponsors. Children especially enjoyed the songs, dancing and performing in an area near the stage.
- The 'Friends of the Gardens' had their ever-popular raffles, glow candles, bracelets, and Christmas songbooks for sale. Sales were a great success. Money raised will be used to fund a botanic art calendar and book launch for the Botanic Gardens 10 year Birthday celebrations in 2013.

**Guided Walks**

- These are available to the community by appointment during the warmer months (November – March).
- Community groups have been making arrangements to take their members on specific walks. These groups include "World Cafe" George Street Neighbourhood Centre migrant clients, TAFE Migrant English and Curator Dale Arvidsson led an early morning session for Sunrise Rotary on December 14.


**Garden Friends activities**

- Saturday November 10 was the Garden Friends Guided 'Heritage and High Tea' Walk from 3.00pm - 5.00pm. 23 Friends indulged in the delicious food and range of different teas. Thank you to local historian Mrs Berenice Wright for hosting the guided walk about the historic gardens behind the themed Heritage Gardens. Mrs Wright provided new information after extensive research into the first plants trialled in the gardens operated by the State Acclimatisation Society in the 1800's – now the site of the Meadowlands section of the MRBG.
- 34 Garden Friends gathered on Saturday 24th November for the Friends Christmas party at the Cafe on the Lagoon to celebrate the achievements of the year. Isobel Gillman was presented with the 2012 Shiny Shovel Award for attendance at working bees from the Friends and SGAP Mackay and essential follow up watering of plants that has kept many new plantings alive during the long dry.
- The emblem of the Mackay Regional Botanic Gardens, the threatened in the wild Mount Blackwood Holly *Graptophyllum ilicifolium* has recently been found in three populations on private acreage of Garden Friends, Maya and Kevin Jackson at Mount Blackwood. As this plant is categorised as Vulnerable to Extinction and has limited populations, a plant collection day with Garden Friends (pictured below right) Irene Champion, Meryl Ritchie, Maya Harrison and Curator Dale Arvidsson was conducted on December 5. Cuttings collected on the day have since produced a 100% strike rate. The collecting of plants from the wild is imperative to add to the MRBG Living Collection to encourage genetic diversity and especially as the next stage of the Meadowlands sector of the MRBG will have all the plants in the collection of known provenance and native to the Central Queensland Coast Bioregion.

**Dancing at Christmas in the Gardens**

**Collecting Mt Blackwood Holly cuttings**

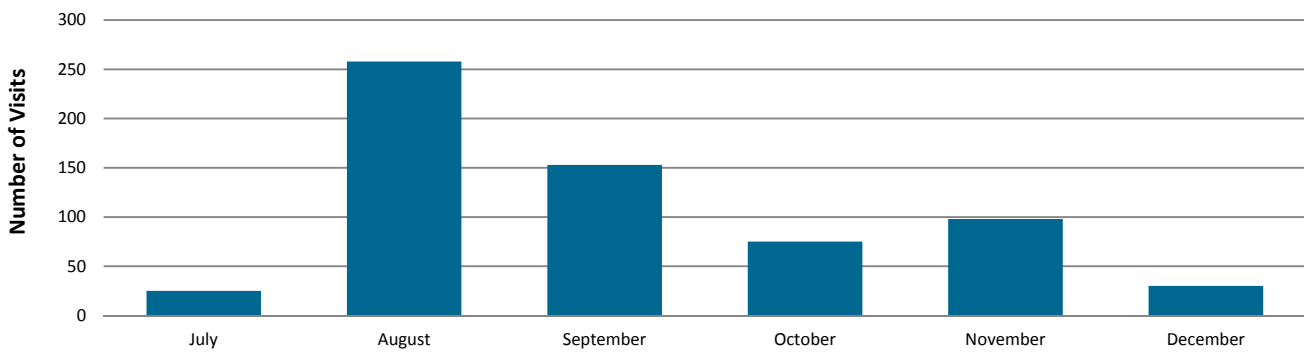

## Community Activities

### Society for Growing Australian Plants (SGAP Mackay) Joint Projects

- The final Herbarium day for 2012 was held on November 6. Duplicates of several recently collected and dried specimens were mounted and another 10 specimens were extracted from their bundles. Queensland Herbarium Identification sheets inserted before being packed ready for posting to Brisbane. This bundle includes a *Pandorea* sp. collected from Eungella that has different flower and leaf feature to the typical *Pandora pandorana*). Work completed prior to this session included the update of the electronic Accession Register and the list of specimens that are still in need of collection site data.
- Planning commenced on the upcoming tours by Australian Native Plant Society members, post the National Conference and bus tours to be held in August. The MRBG will jointly host these tours for the Mackay component at the Gardens and nearby natural attractions such as Eungella National park, with SGAP Mackay. New planting, signage and park furniture will be installed in the areas first planted by SGAP Mackay in the mid-late 1990's either side of the railway line at the MRBG to enhance this older and more established section of the MRBG.
- The Legacy Way road and tunnel project in Brisbane has allowed a new Queensland Conservation Garden to be planned at the Mt Coot-tha Botanic Garden, with the request to supply of plants by the MRBG via the SGAP Mackay Propagation Group - grown from propagules supplied by the MRBG. MRBG Landscape Architect Lawrie Smith and others have worked on the design which includes a focus on the state's rare and threatened species. SGAP Mackay have agreed to supply five local native vulnerable species: Koumala Range *Actephila Actephila championiae*, Ornate Fruited *Neisosperma Neisosperma kilneri*, Mt Blackwood Holly *Graptophyllum ilicifolium*, Tree *Omphalea Omphalea celata* and the undescribed *Lepiderema* sp. (Impulse Creek) from the Whitsundays.
- Plans to establish a three-way Memorandum of Understanding between the MRBG, SGAP Mackay and the Tasmanian Arboretum, specifically for the Managing Climate Change initiative under guidelines established by Botanic Gardens Conservation International (BGCI), have commenced. One of the MRBG's core roles is growing and working with other botanic gardens to house species from the Eungella plateau that may be lost with any increase in temperatures due to predicted climate change. The Tasmanian Arboretum in Eugenana near Devonport focuses on Tasmanian and international temperate collections and is interested in growing high altitude species from Eastern Australia adding to their larger collections from southern Australia. A similar MOU already occurs between the MRBG/SGAP Mackay and the Australian National Botanic Gardens in Canberra which houses plants sources from the MRBG in its living collection.

**Plant-ed Education Program - School visitation – School Holiday**

- Glenden State School visited on November 9 for lunch and activities at ‘Under the Banyan Playgarden’ November 16 saw two school groups utilising the Gardens: 85 prep children from Marian State School participated in creature, birds and signs’ hunts whilst 13 indigenous students were mentored by renowned artist Danie Mellor in capturing elements of the MRBG in their sketches. Danie Mellor had unveiled his two new artworks at Artspace the night before on November 15, and the group attending were the culmination of over 250 children who participated in the special Danie Mellor community funded project organised by Artspace and using the MRBG as inspiration, just as Danie had done.
- On December 18, 19, 20 Children created a decorative ‘Jingle bells mobile’ from gum-nuts, other bell shapes and sparkly bits and pieces. The two hour session also included a search of Nature’s Christmas decorations hidden in the Botanic Gardens as well as a few jingling bells.

**Planted School visits and Christmas holiday program**

**Other**
**Awards**

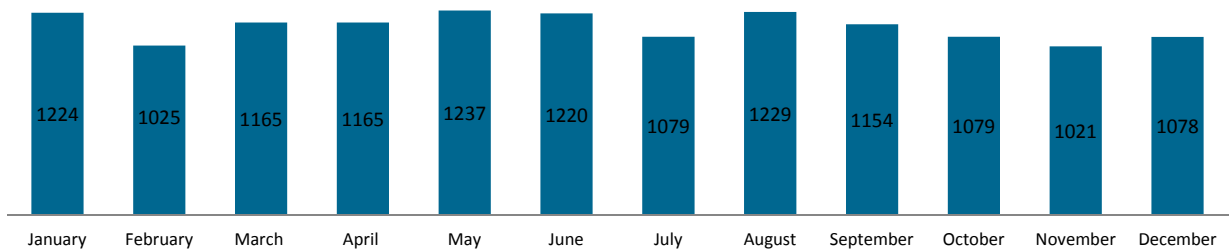
- Our ongoing partnership with Beaconsfield State School was acknowledged when the school won the Keep Australia Beautiful, Green and Healthy Schools Partnerships Award. Mackay Regional Botanic Gardens Curator, Dale Arvidsson presented the award to the delighted students who ran the Kids Teaching Kids Conference this year in Mackay at which the Botanic Gardens had a display.
- Another award involving the Botanic Gardens was the Best Tourism Award presented by the Spinal Injuries Association’s Inclusive Community Champion 2012 Awards. This award was received by the Mayor Deidre Comerford and Parks and Environment Portfolio Councillor Cr. Theresa Morgan.

**Keep Australia Beautiful, Green and Healthy Schools Partnerships Award**

**Spinal Injuries Association’s Inclusive Community Champion 2012 Awards.**

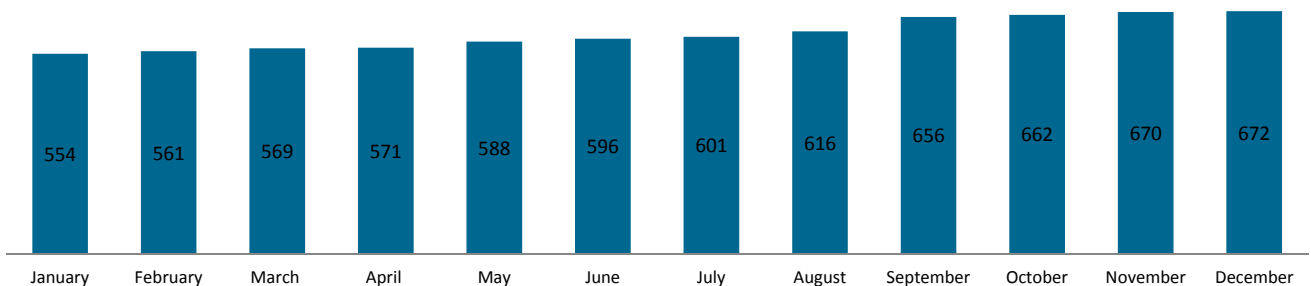




**Botanic Gardens Website**
**Botanic Gardens Website visits**

**Comments**

1078 visits were recorded in December, with the main pages being visited including:

- / Lagoons\_cafe
- / Lagoons\_cafe/opening\_hours
- /home/news/christmas\_in\_the\_gardens
- /functionsbookings/weddings
- /events/school\_holidays\_activities
- /photo\_gallery
- / Lagoons\_cafe/menu
- /home/news/carols\_in\_the\_gardens
- /events/events
- / Lagoons\_cafe/bookings

**Enewsletter subscribers**
**Botanic Gardens eNewsletter subscribers**

**Comments**

Throughout 2012, a steady increase in registered eNewsletter subscribers have seen numbers increase by 118 – with 672 subscribers recorded by the end of December.

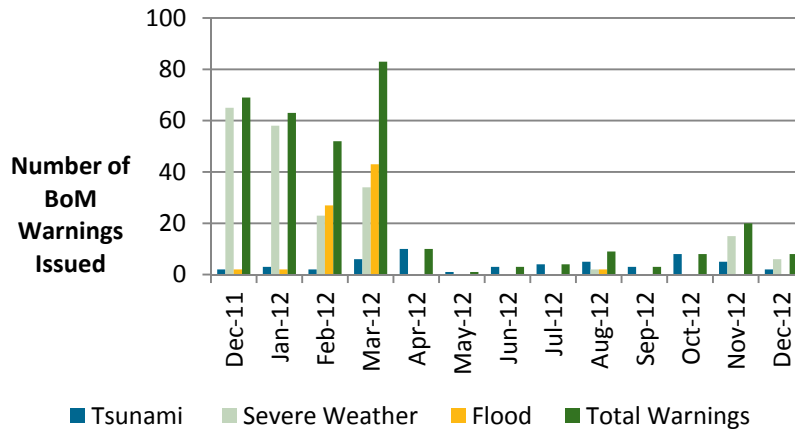
This is the MRBG’s main and most cost-effective method of promoting events within the local community.

## EMERGENCY MANAGEMENT

### BOM Weather / Riveralert Warnings Received

Twenty eight (28) BOM Warning Advices were received in the two months ending 31/12/2012.

- Seven (7) No Threat Tsunami Advices.
- Twenty one (21) Severe Thunderstorm Warnings.



### Community Education

The Emergency Management Section continues to support and promote community disaster awareness education, community preparedness and resilience.

Cyclone Saturday was held on the 10 November 2012 at Caneland Central. Representatives from by Queensland Police Service, Queensland Fire and Rescue, Rural Operations, Emergency Management Queensland, Australian Red Cross, CQ Helicopter Rescue, State Emergency Service and Council staffed the display.

The display was considered an overwhelming success with an estimated 1,500 plus residents attending the display between 9.00 am to 1.00 pm to receive professional advice from the emergency management staff in attendance. Zinc FM conducted an outside broadcast and residents were surveyed in regard to their own emergency preparedness with 161 completed entries going into a draw for an Emergency Kit.

A number of residents at the display indicated they were new residents.

Northern Beaches Cyclone Saturday was held on 8 December 2012 in the Porters carpark. This was an opportunity for the Northern Beaches residents to obtain emergency preparedness information. As part of the event Porters and Food Works Bucasia donated an emergency kit to the value of \$284.00.

### Disaster Coordination Centre

As a part of Council's annual preparations for the Christmas close down the Disaster Coordination Centre was set up and tested. The centre remained set up and in an operational state until mid January 2013.

### Emergency Management Website

The website continues to be updated and maintained by the Emergency Management Staff.

### Review of Queensland Flood Commission of Inquiry Recommendations

The interim recommendations were reviewed by the Local Disaster Management Group on the 3<sup>rd</sup> December 2012 as part of its meeting. Ongoing actions in relation to the recommendations are continuing.

### Mackay Local Disaster Management Group

- The Mackay Local Disaster Management Group met on the 3<sup>rd</sup> December 2012.
- The next scheduled meeting is 25<sup>th</sup> February 2013.



## Operations

### **Greenfield Fire - 10th November 2012**

Emergency Management staff at the request of the Queensland Police Service activated the Emergency Coordination Centre and placed the Local Disaster Management Group on ALERT in response of possible evacuations.

An emergency situation was declared under the Public Safety and Preservation Act and some residents were displaced from their homes during the afternoon.

An evacuation centre was activated and ready to accept evacuees, however the prevailing winds increased dispersing the toxic smoke.

Council works staff under the direction of the Acting Local Disaster Coordinator responded to requests to block the drains to prevent chemical runoff creating an environmental problem in Gooseponds Creek.

In the weeks after the fire Emergency Management staff continued to work with Queensland Police Service.

Queensland Fire and Rescue Service, Department of Environment and Heritage Protection Environmental Officers, Council officers and insurers to continue to protect the environment and public safety by fencing off drainage areas whilst testing on water quality was undertaken. One drainage system was deemed as an unacceptable environmental risk and Council Officers worked with the insurers to obtain an acceptable disposal method for the contaminated water which needed to be pumped out and taken away from the site

In excess of 1 million litres of contaminated water was pumped out of the settlement dam and transported to an existing contaminated site for disposal under the supervision of Council and the Department of Environment, Heritage and Protection.

## Planning - Mackay Local Disaster Management Plan and Operational Plans

### **Mackay Local Disaster Management Plan and Operational Plans**

The Mackay Local Disaster Management Plan (MLDMP) was formally approved by Council on the 14th November 2012 and has been signed off and placed on the website.

Preparation of a Cyclone Shelter Operational Plan has commenced following the recent release of a number of State Government Guidelines regarding recommended shelter operations, maintenance schedules and media messages. Unfortunately the provision of the Cyclone Shelter also brings with it a number of operational issues which need to be worked thru and will require significant media resources to educate the public in the use of the cyclone shelter. At this stage the Cyclone Shelter is expected to be completed early next year.

Work and revision of a number of Operational Plans continues.

The Resupply Operational Plan was endorsed by the Mackay Local Disaster Management Group on the 3<sup>rd</sup> December 2012.

## Projects / Mitigation Strategies

A number of Projects and Mitigation Strategies are currently being either assessed or undertaken.

### Storm Surge Study

The Final Draft Storm Tide Study Report has been completed and is undergoing peer review before final adoption by Council.

### Pioneer River and Gooseponds Flood Studies

The Pioneer River and Gooseponds Flood Studies was presented to Council on 12 December 2012 for adoption.

### Rainfall/ River Height Stations

The river heights and rainfall stations sites have been finalised at Marian (Pioneer River), Sarina (Plane Creek), Rural View (McCready Creek) and Walkerston (Bakers Creek).

Construction is currently being undertaken by Council and Pioneer River Improvement Trust staff and is due for completion by January 2013, weather permitting.

**Training**

A total of seventy seven (77) participants including sixty four (64) Council staff and thirteen (13) agency staff from Queensland Police Service, Queensland Fire & Rescue Service and State Emergency Service attended a two hour training session on Guardian Training held over three days on 19th, 20th and 22nd November 2012.

The session was well received and a number of staff commented on how user friendly the system was and commented on the opportunities the system presented in disaster management.

Further training is planned when staff resources permit.

**Cyclone Saturday - Canelands****Comments**

SES volunteer Sarah Pool showing children the SES boat.

The public were also able to view photos and information on previous natural disasters in the Mackay region.

**State Emergency Service****Local Controller**

The MRU again proved its value as a support agency to the senior services during November's Greenfields fire Event. The MRU's ability to supply seven traffic control points and 30 volunteers in fewer than 40 minutes allowed QPS and QFRS to concentrate on areas of greater concern. The MRU also activated for its sixth out of the last seven Christmas Day weekends in the search for two missing fisherman in Bakers Creek

**Public Safety/Community Education**3 November - Children with Disabilities Christmas Party

Volunteers assisted in the set up of the Christmas Party and the distribution of presents.

10 November - Cyclone Saturday - Canelands

Volunteers attended two events on the same day ensuring a broad delivery of information to the community

14 November - Meritorious Service Medal Presentations

40 Volunteers were awarded National and Meritorious Service Medals.

21 November - Miller House Presentation

The LC gave a talk to indigenous leaders and young people about the roles of the SES and gave details on how to join SES.

24 November - Volunteer Garage Sale

Volunteers held a garage sale and made over \$1000 for their support unit.

8 December - Cyclone Saturday Northern Beaches

Volunteers attended Cyclone Saturday with Council staff and other agencies.

9 December - SES Family Christmas Party

The MRU held its annual Family Christmas Party to say thank you to the volunteers and their families for another 12 months of outstanding work.

**Activations for the Month**10 November - Greenfields Fire

10 SES volunteers were on site at Bunning's Warehouse as part of Cyclone Saturday at the time the fire had started. Once aware of the fire, SES closed their display and headed to the fire area and started evacuating people and vehicles in the immediate area. It became apparent that vehicle congestion would inhibit the entry of QFRS appliances so the SES OIC initiated a traffic management plan to ensure an efficient evacuation from the Greenfields complex. The first QFRS appliance arrived at Greenfields 10 minutes after SES started the complex evacuation. SES OIC reported directly to QFRS Incident Controller, advised of SES actions and submitted SES to his direction. QFRS requested SES continue with evacuation, particularly of the vehicles closest to the fire ground. On the arrival of QPS, SES OIC reported and took further direction to assist QPS with traffic management, diversions and road closures. SES established seven traffic control points as well as crowd control, mapping and additional communications. That evening QPS requested SES Implement its crime scene protection protocols which saw SES on site for the next two nights.

2 December - Test New Flood Boat

EMQ provided a new flood boat for testing by its FB Operators. Feedback was that it was a brilliant watercraft, however it is unsuitable for Mackay area conditions as it had two large a draft (sits to low in the water and can't be used in low tide conditions).

23 – 24 December - Flood Boat Rescue

Activated by QPS and advised two 68 year old males were overdue from putting their crab pots in Bakers Creek. Two flood boats and four operators were deployed and after two hours of searching the creeks and estuaries, the fishermen were heard calling for help in the dense mangroves. Three operators navigated several hundred metres into the mangroves and located the fishermen. They were given water and assisted back to the flood boats. Due to the lowering tide (to shallow for the engines to run) the fishermen were placed into the boats and the operators pushed and pulled the boats over the shallows and sandbanks for over 500 metres. Due to the extreme physical demands it was decided to abandon one boat, place both fishermen in the other and have the four operators pushing the one boat. They were successfully delivered to QPS at 0200 on the morning of 24 December. The abandoned flood boat was recovered the next day without incident.

24 December - RFA Leaking Roof Mackay

Volunteers responded and placed plastic over the leaking area of the roof.

27 December - Missing Person Moranbah

MRU was put on standby to search for a missing person at first light of the 28 December. The missing person was located by Nebo SES and the MRU was stood down.

28 December Technical Large Animal Emergency Rescue (TLAER)

SES has a support role to RSPCA for large animal rescues and has 16 qualified operators in the MRU. Activated by RSPCA, volunteers responded to Crediton near Eungella to assist a cow that had fallen over a steep embankment. On arrival the beast was too startled to be forcibly removed due to its existing stress so volunteers engineered and built a winding walkway that could support its weight and advised the owners that once the stress levels came down it would walk itself out. It walked out by itself the next day.

30 December - Assist Mackay Regional Council Attaching Signs

Requested by Council Building Services, SES used its flood boats to attach no entry signs on the sea side of the condemned wharfs near the River Street Boat Ramp. The MRU accepted this request as the action significantly contributed to public safety.

31 December - RFA Swayne Street Chainsaw Job

Eight volunteers responded to remove a large tree blocking access to the Mackay and District Disability Riders Association. It took four hours to completely remove the tree.

**Greenfields Fire**



**Testing the New Flood Boat**




**Removal of Tree at Swayne Street**

**SES Christmas Party**

**Major Training Events**
**1 November - Area Training Meeting**

Local Controllers and trainers from Mackay, Whitsunday and Isaac met in Mackay to organise a more cooperative approach to regional training. It was agreed that better cooperation between the units would benefit the volunteers and further meeting will be organised to consolidate mutually beneficial training calendars for 2013.

**8 November - Airport Exercise**

SES participated in the annual airport exercise. The main role in such events are to assist in traffic management to aid the flow of emergency service vehicles gaining access in and out of affected areas and to ensure ambulances have a trouble free route to hospitals.

SES set up a traffic management plan that required the management of eight separate locations around the Mackay Airport. This training scenario was invaluable as two days later the MRU was required to implement a very similar plan for the Greenfields fire.

**16 November - Traffic Control Course Mackay**

Eight additional volunteers acquired this qualification.

**22 November - Guardian Training**

Six volunteers attended Guardian training.

**24 November - Advanced Resuscitation Nebo**

Six volunteer first aid instructors attended an Advanced Resuscitation Course held in Nebo to give them a higher level of understanding and improve their training delivery.

**17 December - VR Training Mirani**

Mirani and Mackay completed their periodic competency maintenance.

**18 December - Flood Boat Training Cape Hillsborough**

Mackay completed their periodic competency maintenance.

**30 December - Advanced Flood Boat Training**

Mackay completed advanced training.



**Flood Boat Rescue**



**Airport Training Exercise**



**VR Training Mirani**



**Advanced Resuscitation - Nebo**







## COMMUNITY ENGAGEMENT

In order to progress the implementation of the Council's Community Engagement policy, Engineering Services is has given renewed focus to its approach to community engagement. As part of this, in consultation with the Council's Community Engagement Working Group a business improvement project has been initiated to order to:

- Improve communications and co-ordination of projects within Engineering Services;
- Apply a project management approach to community engagement activities;
- Make our decision-making more transparent by establishing a streamlined and consistent way of communicating internally and externally about projects being led by Engineering Services;
- Provide a 'no-surprises' environment to external stakeholders, and getting them involved and informed in the decision-making process;
- Provide staff with the tools necessary to undertake engagement on projects that will empower them and give them ownership;
- Create an environment of 'one organisation' and 'project team ownership' through streamlining procedures and establishing regular facilitated team meetings for sectors of Engineering Services.

The status of this report is discussed in the Business Improvement section of this report.

Community Engagement activities undertaken in November and December are listed below.

### Civil Projects

- Community Engagement is well underway with regards to the larger projects in the region, including Bridge/Paradise St upgrade, Milton/Paradise St/Henman upgrade, 'The Big 5', Connors Rd. Information flyers have been prepared for 'City Centre to Paget' network improvements, website information has been improved with dedicated pages on our major projects.
- The focus has been on improving engagement with businesses when working in commercial areas, particularly the CBD. This includes closer review of traffic management planning, correspondence with stakeholders has been reviewed and instructions have been provided to contractors (internal and external) to ensure businesses know what's going on and continued work with businesses early and throughout the project.
- Improved liaison with residents has been happening, by working with some of Council's contractors who have brought on specialised community engagement personnel to work with affected parties during the construction process.
- resources/templates have been prepared for the civil projects team project managers to use when informing the community to get consistency across the board.

### Technical Services

- Site meeting with residents regarding proposed upgrading proposals for the Carpet Snake Point Boat Ramp at St. Helens. Presentation of concept to Progress Association meeting 16 December 2012.
- Boundary Road East Reconstruction (Connors to Success) – Commencement of consultation process. Concept plans submitted to MAIN/Strategic Paget for discussion. Intention to follow up with "one on one" discussions with affected property owners to address individual access provisions.
- LATM Public Meeting 4 December 2012. Presented results of Public Survey and Council Traffic Studies. Formed working group.
- Working Group Meeting 13 December 2012. 5 Residents and 3 Council Officers. Discussed principles of Local Area Traffic Management and explained methods of traffic calming and traffic management and limits of treatment. Working Group prioritised issues and outlined areas of treatment and issues to be treated.

**Parks and Environment**

- Letters sent to Bucasia residents (Urari Crescent to Homestead Bay Avenue) in November advising of implementation of beach plan actions (fencing and revegetation works). The Bucasia beach plan was previously developed in consultation with the community.

**Emergency Management**

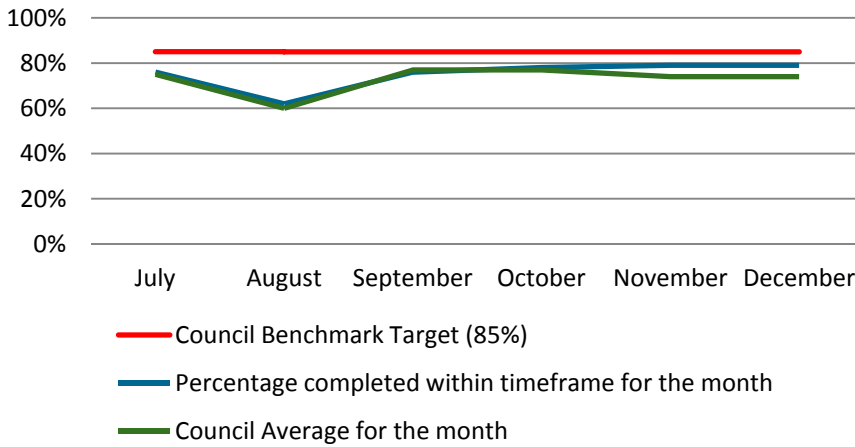
- Cyclone Saturday was held on 10 November 2012 at Caneland Central. Representatives from by Queensland Police Service, Queensland Fire and Rescue, Rural Operations, Emergency Management Queensland, Australian Red Cross, CQ Helicopter Rescue, State Emergency Service and Council staffed the display.
- Northern Beaches Cyclone Saturday was held on 8 December 2012 in the Porters Car Park. This was an opportunity for the Northern Beaches residents to obtain emergency preparedness information. As part of the event Porters and Food Works Bucasia donated an emergency kit to the value of \$284.00.



## BUSINESS IMPROVEMENT

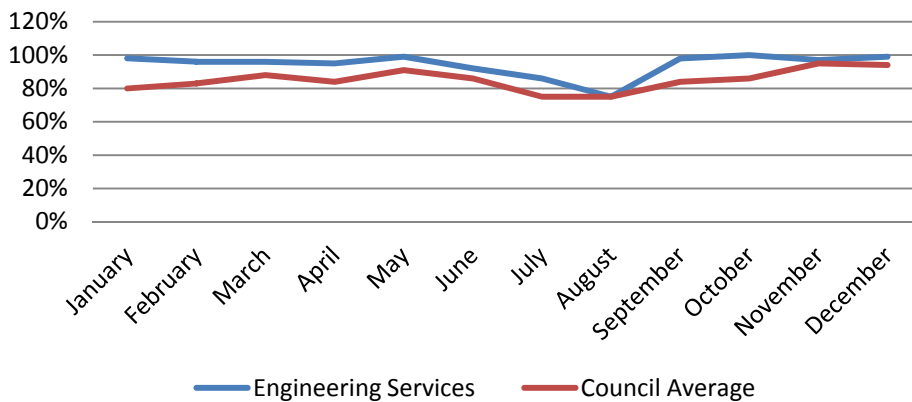
A new business improvement framework was adopted by Engineering Services. This has involved the establishment of a cross-program business improvement team to provide overall leadership by: establishing business improvement processes; working with staff to initiate new proposals; and providing mentoring and coaching to staff undertaking projects following approval of the proposals by the Management Team. A communication plan is being developed to raise awareness of the business improvement initiative and solicit business improvement ideas from staff. Some business improvement projects have already commenced as listed below. Several other proposals are in the planning phase including: implementing a Bridge Management System; Developing a Graduate Engineer Program; Implementing a Road Maintenance Asset Management System; and improving use of technology.

Business Improvement Projects		
Approved Projects Underway	Description	Status
1. <b>Community Engagement</b>	This project aims implement the Council's Community Engagement policy	<ul style="list-style-type: none"> <li>• A Community Engagement workshop was held on 19 December with all Managers in Engineering Services.</li> <li>• One of the outcomes of the Engineering Services workshop was to prepare a 'Generic Engagement Plan' as a guideline for carrying out engagement tasks on a wide range of projects within Engineering Services.</li> <li>• A Draft Engagement Plan (Report) template has been prepared that is based on the existing reports being prepared by Engineering Services – Civil Projects.</li> <li>• A template for Engagement Action Plans has also been prepared, providing project managers/officers with a tool to plan out the engagement necessary on projects (covers project milestones, responsibilities, tasks.</li> <li>• On 17 Jan SLT endorsed the creation of a 3-year Community Engagement position for ES.</li> </ul>
2. <b>Cemeteries Administration</b>	This project is aimed at streamlining administrative processes and to improve customer services for the sale of Cemetery plots.	<ul style="list-style-type: none"> <li>• Research into how other Councils manage cemeteries is being undertaken</li> <li>• the process is being mapped to identify opportunities for improvement</li> <li>• initial drafts of revised documentation have developed</li> <li>• advice has been sought on lowering delegations</li> <li>•</li> </ul>
3. <b>In-House Soil Testing</b>	This project involves undertaking a feasibility study to identify the costs and benefits of establishing a soil testing lab and employing staff to undertake soil testing in-house.	<ul style="list-style-type: none"> <li>• Preliminary cost-benefit analysis undertaken.</li> <li>• More detailed cost-benefit analysis to be undertaken along with consultation with stakeholders.</li> <li>• Discussion to be held with Whitsunday council on their experience.</li> </ul>
4. <b>Administration of Labour Hire Contract</b>	This project is investigating opportunities to streamline the administration of labour hire contracts in Engineering Services.	<ul style="list-style-type: none"> <li>• Meetings held with Plant and Procurement</li> <li>• HR advice to be sought</li> </ul>

**CUSTOMER SERVICE**
**Departmental Customer Requests vs. Council Average**

**Comments**

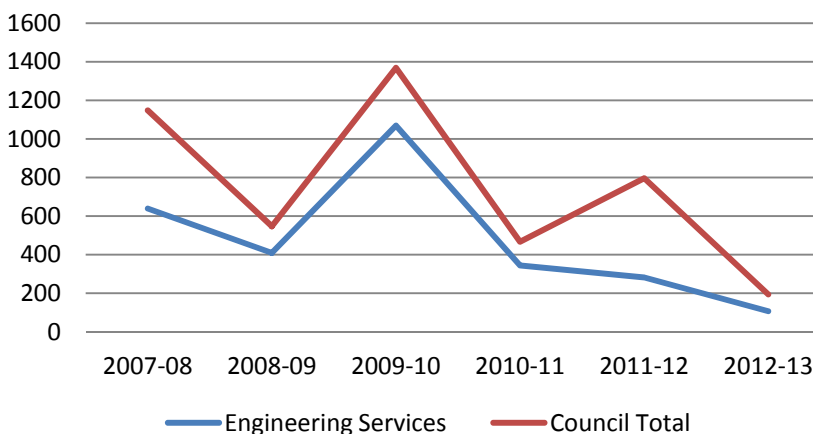
Engineering Services is tracking closely to the Council Average and in most months has exceeded the Council average.

The overall Department is at 79% completed within timeframe for the months of November and December.

**SAFETY**
**SafePlan Statistics**

**Comments**

Engineering Services averaged 97% and 99% completion of SafePlan MAPS respectively for the months of November and December.

The average of completed SafePlan MAPS across Council was 95% and 94% respectively for the months of November and December.

**Lost Time Injury**

**Comments**

There have been 107 lost time injuries for Engineering Services during 2012-13 period as at 31 December 2012.

**QUALITY ASSURANCE**

Quality Assurance at a Glance											
2012	Jan	Feb/ Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
No. of Completed Customer Requests Surveyed for Satisfaction Levels*	185	790	731	423	409	291	477	328	288	339	293
No. of Completed Construction Projects Surveyed for Satisfaction Levels	0	0	0	1	0	2	1	1	0	2	0
No. of Customer Satisfaction Survey Results Finalised	4	3	3	0	3	4	0	1	3	0	3
No. of IMS Documents Reviewed and Updated	26	27	24	18	9	5	21	15	12	14	3
No. of New IMS Documents Commenced	3	4	3	6	1	4	2	3	4	3	0
No. of Work Site Visits	1	5	6	8	6	8	9	7	8	7	4
No. of Internal Quality Audits Conducted	0	0	1	2	3	3	3	3	2	3	0
No. of Staff Training Sessions Conducted	Nil	Nil	Nil	Nil	Nil	Nil	2	3	4	3	0

\*includes surveys undertaken for Water and Waste Services


**Comments**

Compaction of stabilised sand pipe backfill in Danielles Way, Eimeo.

Don Da Rin Perette's construction crew.

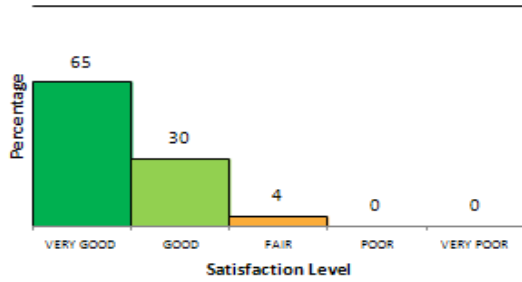
Customer Survey Results:

**REQUESTS FOR MAINTENANCE WORK**

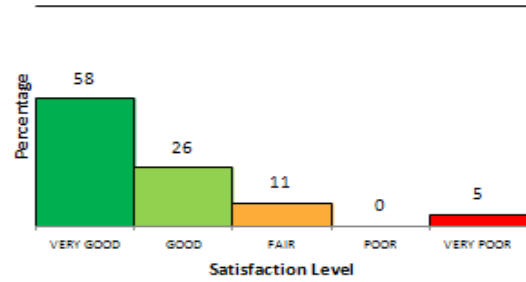
Results of Survey (July '12 - August '12)

**Civil Operations**

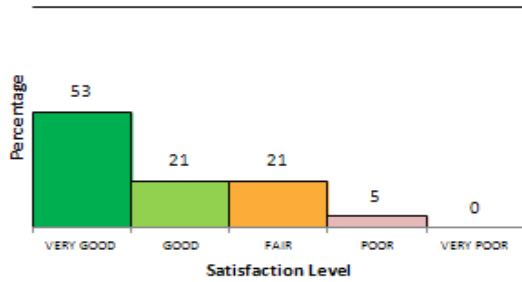
Attitude of staff receiving request



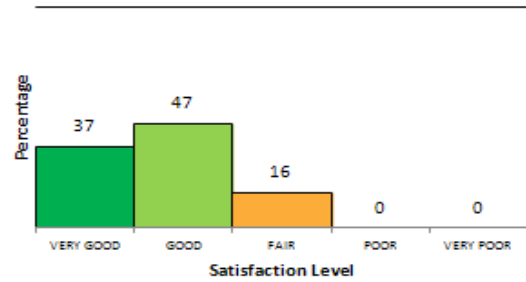
Attitude of staff attending request



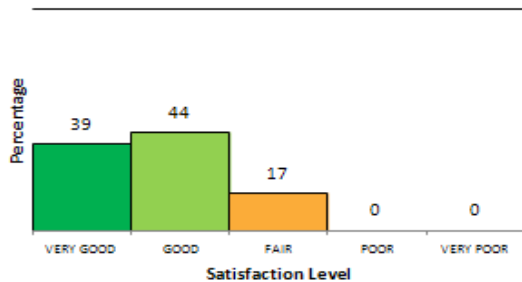
Time taken to address request



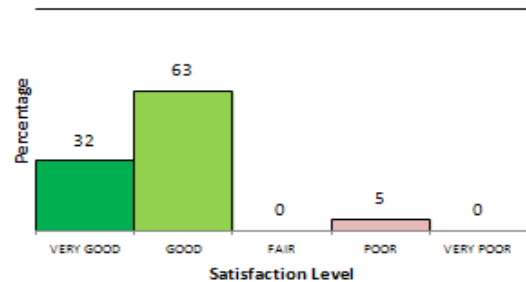
Appearance of completed work



Degree work addresses request



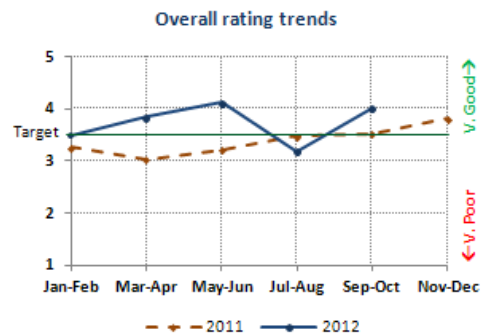
Overall satisfaction with response



**Comments**

- Best job so far.
- Guys on the job were superb.
- Could use better quality road base.
- Very Good Job – Most Impressed.
- I am still waiting for the rest of the roads to be graded.
- I was very pleased and relieved when this issue was acted on in less than 24hrs following my complaint.
- I swept the glass away myself.
- Thank you.

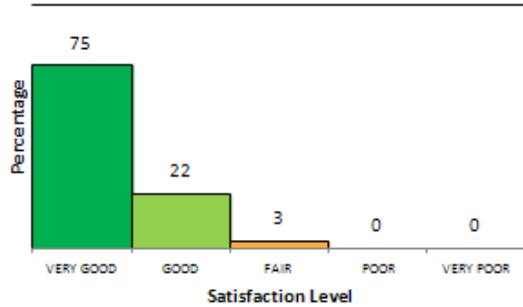
**Trends**



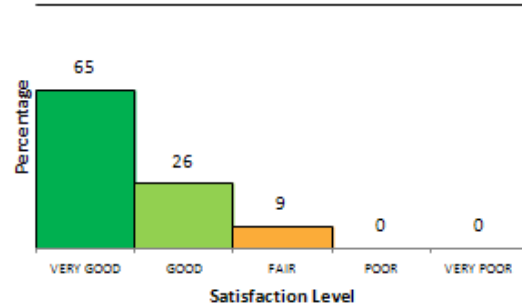
**REQUESTS FOR MAINTENANCE WORK**  
Results of Survey (July '12 - August '12)

**Parks & Environment**

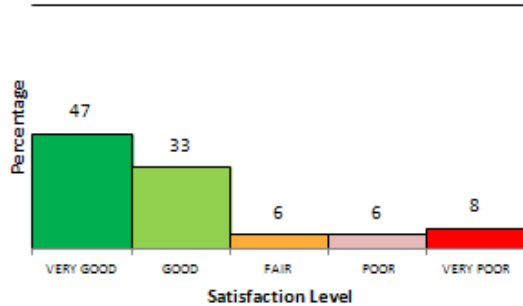
Attitude of staff receiving request



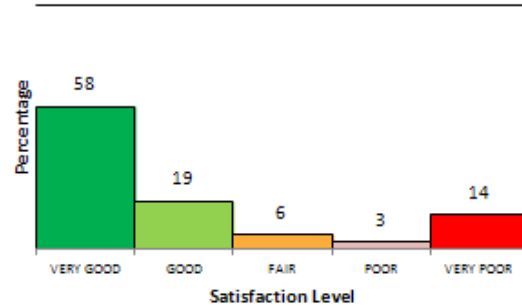
Attitude of staff attending request



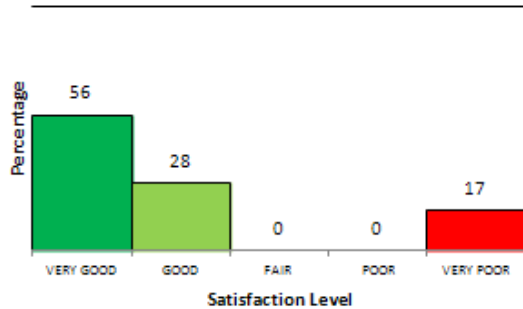
Time taken to address request



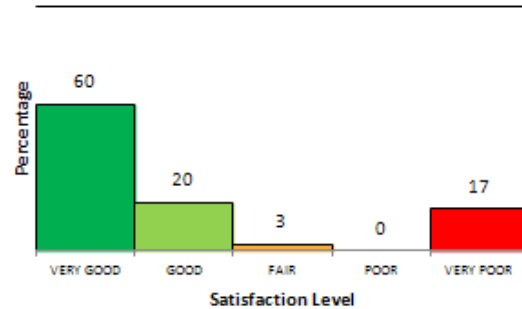
Appearance of completed work



Degree work addresses request



Overall satisfaction with response



**Comments**

- 10 out of 10.
- Thumbs up for Sarina / Mackay Council staff! Five stars! Thank you.
- Seemed rushed and under pressure during call.
- Tree has now several regrowth and is likely to cause problems to services.
- Great.
- Not complete.
- Very helpful and polite.

**Trends**

