



Time to get our recycling right

"Placing the wrong items in your recycling bin causes contamination, resulting in recyclables being sent to landfill." – Cr Laurence Bonaventura.

With waste generation currently exceeding the growth rate of our region, it's time we all do our bit and clean our act up.

Since 2007, the amount of waste being landfilled at Hogan's Pocket has increased by about 7 per cent each year – figures which are literally unsustainable.

Waste, Health and Regulatory Services portfolio councillor Laurence Bonaventura said the impact of excessive

amounts of landfilled waste was significant on both council's operating costs and the environment.

"It's time to take action and reduce our waste, and it all starts at home," he said.

"Try buying items with less packaging, think about how items can be reused and recycle what you can. Paper, cardboard, steel and aluminium cans, glass jars and bottles, and plastics with a recycling code from

numbers one to six are the only items that should be placed in yellow-lidded recycling bins."

Garden waste, clothes and other types of plastics outside of the coding system, including plastic bags, cannot be recycled.

Dangerous items also cause damage to the plant and are a danger to staff. Cr Bonaventura stressed it's imperative for the community to understand the



Waste Services Coordinator Mark Goodman displays dangerous contaminants disposed of by residents in yellow-lidded recycling bins.

importance of recycling right.

"Placing the wrong items in your recycling bin causes contamination, resulting in recyclables being sent to landfill. We all produce waste

and have a responsibility to dispose of it correctly."

"Recycling is one simple thing we can all do with little effort that will make a huge difference."



>> To learn more about how to recycle right, make sure to visit council's website at mackay.qld.gov.au/recycle, or phone 1300 MACKAY (622 529).



Taneesha Counsell, Courtney Davies, Neve Munro, Skye McBride, Anja Arbeithuber, Hannah Penner, Bayden Barrett, Ella Jarvis and Jordyn Cantoni will visit Matsuura.

Mackay - Matsuura Silver anniversary celebrated

From what began in 1989 as a strong economic alliance, the Mackay community has developed a strong cultural relationship over the past 25 years with our Japanese sister city, Matsuura. Chair of the Sister City Advisory Committee and Community Development portfolio councillor Alison Jones said this important relationship provided endless opportunities for both parties.

"Hundreds of Mackay residents and local students

have travelled to Matsuura and we've welcomed many of their citizens here to our region over the past 25 years," she said.

"A wealth of information and cultural awareness is exchanged on these visits."

Cr Jones said Mackay was surrounded by elements of our sister city's culture from Matsuura Drive to Japanese garden displays at the botanic gardens.

In September, nine Mackay

students will take off on an adventure of a lifetime, visiting Matsuura as part of a two-week tour.

Our region will also welcome groups from Matsuura in July and August.

Cr Jones thanked the members who dedicate their time to the Sister City Advisory Committee as well as Sister Cities Mackay, a group of local residents committed to enhancing this significant cultural relationship.

>> For more information visit council's website at mackay.qld.gov.au.

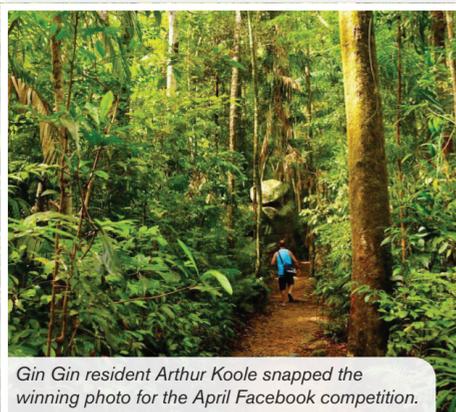
News only a quick click away

You don't need to spend money to stay in touch with all the latest council news thanks to the wide range of eNewsletters available on council's website.

With almost 8000 residents currently subscribed to council's eNewsletters, they continue to grow in popularity.

Artspace Mackay, the libraries, Mackay Regional Botanic Gardens and Council Connect eNewsletters are favourites among residents, with recent additions such as the City Centre Revitalisation Project attracting interest with those who want to stay up-to-date on what's happening in Mackay's hub.

>> To have all the latest news sent directly to you via email, subscribe to council's eNewsletters at mackay.qld.gov.au/enewsletters.



Gin Gin resident Arthur Koole snapped the winning photo for the April Facebook competition.

Stamp your way through the Valley

Entries are coming in thick and fast for council's Pioneer Valley passport initiative.

Residents from across the region have been exploring their own backyard by collecting passport stamps at a range of Pioneer Valley destinations.

These potential winners have

the opportunity to score the ultimate Valley Getaway worth a whopping \$2500 (including a \$1000 fuel voucher). Entries close on Monday, June 2, so if you have a half-finished passport at home or want to get started – then May is your last chance to get out to the Valley and get stamping!

>> For more details visit mackay.qld.gov.au/passport.

Residents get connected at the library

Council's libraries are not just about borrowing books – from Game of Thrones DVDs to Mills and Boon eBooks and even the regular bedtime story – they have it all!

Council's friendly library staff provide a wide variety of exciting programs and resources to advance knowledge, foster creativity, encourage the exchange of ideas and enhance the quality of life for our community. We at Council Connect caught up with several return visitors to see what they love most about the library (see right).



Geoff Black:
"I visit the Mackay City Library every day to use the adjustable height computer in the Accessible Technologies area. The staff are always friendly and very good to me."



Madelein Leach:
"It's wonderful to get away from the office and computer at lunch and read a few magazines. The magazines are free to read at the library, and I go back to work feeling rejuvenated."



Kamla Wati Singh:
"It's very nice to see a lot of different cultures coming together and enjoying stories and dance and learning from each other." (at Many Cultures Storytime)



Eva Hobbs:
"Joining book club this year has reignited my love for reading. I love the interaction with other folk who have read the same book. It's also a great place to meet new people." (at City Library Book Club)

>> To discover what's on at your local library, please visit mackay.qld.gov.au/libraries or call 1300 MACKAY (622 529).

WATCH THE FLOW OF YOUR H₂O

To save water, only run your dishwasher and washing machine when full.

Fast tracking road works

To fast-track essential flood-damage repair work in Milton Street, the northbound lane, between Bridge Road and Archibald Street, will remain closed for a few weeks. To ease congestion, it's advisable to plan your trip ahead.

Tips to avoid peak-hour traffic include leaving home earlier and leaving work 15 minutes

later. Keep in mind that some side streets are also undergoing work during this time, so consider using Nebo Road, where possible, when planning your route.

Please make sure to drive slowly and adhere to all signage; your patience is appreciated during these essential works.

>> For details on all council-related road works across the region, visit mackay.qld.gov.au/roads.

Save the date

- > **Sarina Arts Extravaganza**
Saturday, May 17: Art in the Park at Sarina Field of Dreams
Friday, May 23: Extravaganza Opening Night at Sarina Art Gallery.
- > **Creative Power: The Art of George Baldessin**
Friday, May 23, at 6pm – an Artspace Mackay exhibition.
- > **Heritage Fair**
Sunday, May 25, at Greenmount Homestead.
- > **Magic Hour**
June 11 at the MECC
Thought you knew Grimm's fairy tales? Think again. "The Magic Hour" by Vanessa Bates is a wicked retelling of classic bedtime stories.

>> Visit mackay.qld.gov.au for more events.



Call Centre Operators Jodie Scull and Nicole Trone take their role of serving the community seriously.

Service with a smile

Imagine answering your phone 96 times a day ... it's almost unthinkable!

Yet that's precisely the number of calls each of council's call centre operators aims to handle every working day.

In fact, last year alone council's call centres (featuring five fulltime staff and five part-time workers across Mackay, Sarina and Mirani) fielded more than 120,000 enquiries.

Jodie Scull, who's worked in the Mackay call centre for almost a year, can't even comprehend how many calls she's taken in that short period of time.

"It would honestly be in the tens of thousands," she said.

"To do this job you have to love people, want to help them and have a deep desire to serve your community.

"Every person on the end of the phone deserves our utmost level of service; so with each phone call I take I consciously treat the client as if they're the first caller of my day, so I sound fresh, friendly and eager to help."

The top three customer enquiries are rates, local laws and water, which are interchangeable depending on the time of year.

In any given hour of the day, staff can take calls that range across a host of topics, from

Top 10 enquiries

1. Rates
2. Local laws
3. Water
4. Waste
5. Parks
6. Civil operations
7. Credit card payments
8. Planning
9. Change of address
10. Compliance

garbage bins, abandoned vehicles and animal registrations to citizenship ceremonies, libraries and plumbing inspections.

But no matter what the query, council operators continue to take each and every call with a smile, a positive attitude and a friendly tone.

>> Call 1300 MACKAY (622 529) to have your council questions answered or visit mackay.qld.gov.au.

It's great to be a Queensland

From our plentiful beaches and laid back lifestyle to our eight consecutive State of Origin wins, it sure is great to be from the Sunshine State. To celebrate Queensland Week (May 31 to June 8), council will host a Baby Welcoming Ceremony on Sunday, June 1, at the botanic gardens. To register your bundle of joy, visit mackay.qld.gov.au/baby.

Fair: quality, local, unique

These three words describe the array and diversity of displays and stalls at the 2014 Greenmount Homestead Heritage Fair. Taking place on Sunday, May 25, from 9am to 3pm, the free event will be a wonderful opportunity to step back in time, enjoy bush poetry, vintage machinery and even old-fashioned crafts such as woodturning and wool spinning.

Industry news, advice on offer

Council is proud to sponsor the inaugural AG.Trade. Life exhibition at Mackay Showgrounds on May 23 and 24. This Powering the Future event is committed to promoting, celebrating and showcasing all things rural and agriculturally focussed from across the Mackay-Isaac-Whitsunday area. While you're there, be sure to visit council's Economic Development stand for the latest business news, updates and advice from around the region. Adult one day pass are \$6 and are available at the gate. For details visit www.agtradelife.com.au.

Discount tix coming soon

As council and Mackay Entertainment and Convention Centre are busy planning an amazing Festival of Arts for 2014, you can be assured that early bird tickets will be back this year! From May 31, tickets for Festival of Arts will be on sale with most events carrying an early bird discount until June 30. Tickets will be available for purchase from the box office, by phoning 4961 777 or visiting mackaytix.com.au.