

CEO MONTHLY REVIEW REPORT APRIL 2023



Scott Owen CEO

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CEO'S SUMMARY

It is noted that this is the first council meeting under the new monthly cycle arrangement, as well as the presentation of newly formatted reports, being this CEO's monthly report (replacing previously presented individual departmental reports), as well as a new Mayor's Monthly Report.

Items of note -

- The Mackay district was heavily involved in Anzac Day events (25 in total). Acknowledgement to all of the Council staff involved in preparations for the day
- It was pleasing to be able to attend council's Workplace Health and Safety Representatives Forum. These staff volunteer as WHS representatives and are passionate about safety.
- Higher than normal staff turnover is not something unique to council in the current climate, but is still a focus area, with planning looking at opportunities to enhance the attractiveness of council as an employer. In particular, there is a challenge to focus on flexible employment options, something that is now a standard expected by employees in considering employers.
- A recent Pioneer Valley Mountain Bike community update session at Finch Hatton Showgrounds was well attended by locals, It was also a good opportunity to inspect first-hand the start of works, highlighted in this report, for stage one site works.

SAFETY

WHS Representatives Forum

- Forum held on 3 May as an opportunity for all MRC WHS representatives to meet, discuss issues, and receive professional development.
- CEO presented reinforcing position of the importance of safety when delivering projects.
- One of the focus sessions for the Forum was gathering ideas for the planning of an MRC Safety Day, proposed to be held to align with Safe Work Month (October) 2023. This will be a Council focused day involving presentations by key industry bodies and suppliers relevant to Council operations.
- Another key item of the day was an opportunity to consult on the focus of Safety Committee meetings and refocus their intent. The outcome of the session being a refreshed Safety Committee Agenda to guide to ensure best outcomes.

ICAM (Incident Cause Analysis Method)

- Investigation is undertaken for all notifiable and major incidents. The outcomes of these are focused on learnings and improvements.
- An ICAM was recently presented to ELT following a reported incident from a Flail Mower. Outcomes include updates to Standard Operating Procedures (SOPs), training, investigation of equipment used by other industries, and a review of alternative options.
- Two (2) WHS Advisors undertook ICAM training, as part of a program to ensure all WHS Advisors are fully trained, therefore providing extra resourcing to undertake these key learning exercises.

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•  This month there were **38** safety interactions, **28** site safety inspections across council, and **21** random drug and alcohol tests were undertaken

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HIGHLIGHTS

Container Refund Scheme Expanded

The Container Refund Scheme will be expanded to include glass wine and pure spirit bottles from November 2023. From this date, all glass wine and pure spirit bottles will be eligible for a 10-cent refund when returned to a Container Refund Point in Queensland.

Opportunity to Support Papua New Guinea Waste Team

Waste Services is currently investigating the opportunity of assisting the Port Moresby Waste Services Team after an approach at a recent Local Authority Waste Management Action Committee (LAWMAC) Meeting.

MECC hosts CQ University Graduation Ceremony

More than 140 graduates received their testamurs at the Mackay Entertainment and Convention Centre (MECC), supported by proud family members, friends, teachers, and peers. The ceremony was opened by the Chancellor Mr Graeme Innes AM, who acknowledged the achievements of the graduates in front of almost 600 guests. The ceremony was followed by a Civic Reception, hosted by Mayor Greg Williamson.

Mackay Anzac Day march and parade

A record number of marchers, including more than 6000 school children, as well as supporters, lined the streets for Mackay's main Mackay Anzac Day parade. With a new route this year to help accommodate for the growing numbers, marchers made their way from Caneland Central along Victoria, Wellington and Alfred streets into Jubilee Park for the Anzac Day ceremony. Coordinated by Corporate Communications and Marketing, a number programs and directorates across council played a key role in making the 25 services across the region a success last month.

'Cactus Masterclass' makes it mark

A "Cactus Masterclass" was held at Mirani and attended by members of Mackay Regional Council's Pest Management and Natural Environment teams, staff from Isaac and Whitsunday shire councils, and others from QPS, Landcare Australia, Department of Transport and Main Roads, and Kleinfelder Environmental. A range of subjects were covered, including identification, compliance, history, and control of cactus in Australia.

Draft Standard Development Conditions under view

Industry consultation in relation to draft standard conditions for development approvals has been completed, with three submissions received from the local development industry. Amendments will be made in response to the submissions with implementation scheduled in June. This initiative will result in a suite of standard conditions that are contemporary and consistent, with greater transparency of development conditions for developers and their consultants.

Facilitating Development in the Mackay Region Policy amended

Following a review of the policy, council has adopted amendments to the Facilitating Development in the Mackay Region Policy. To support the development of more affordable housing types across the region, Council has endorsed an increase to the incentives in *Schedule 7 – Housing diversity*, from 50 per cent up to 100 per cent for up to \$500,000. This is a significant incentive applicable to eligible applicants, to bring alternative housing products to the market to increase supply and diversity of choice in the current market.

Parks works schedules under review for greater efficiency

With the assistance of Assetic, Parks officers are reviewing current schedules and refining their delivery to optimise fleet and labour usage. Assetic allows for a high visibility of works scheduling and provides an "in the field" works management system for Team Leaders and Supervisors, providing costings, frequency, and the ability to store operational forms, such as pre-starts and distribution sheets on the work order. Scheduled maintenance through Assetic allows for reactive maintenance to be implemented at a suitable time in the run, minimising drive time and complementing the prescribed approach. The data gathered from Assetic will better inform budgeting, scheduling and parks planning strategies moving forward.

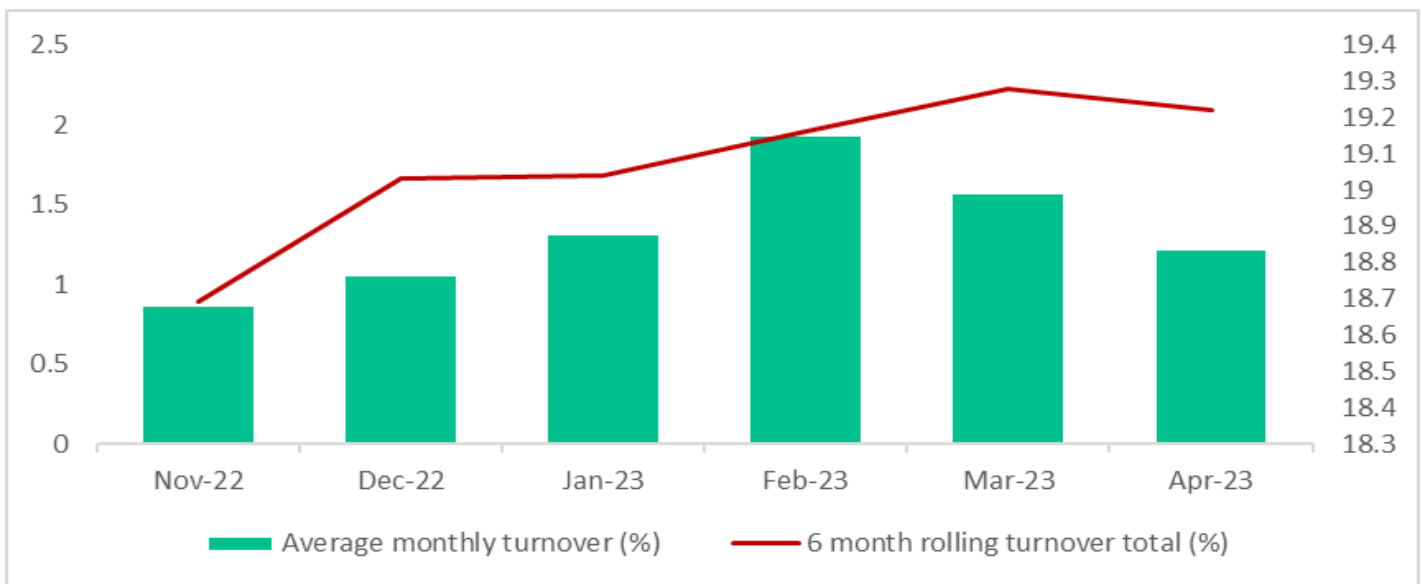
WORKFORCE PROFILE

Staff Contingent

The current make-up of Council's workforce is below. Of note, 80% of staff are permanently employed. The number of active vacancies is slightly reduced from the previous month, with overall staff numbers remaining consistent.

	CW	CCS	DS	ECI	OM & CEO	OS	TOTAL	Prev. month
Casual	1	73	6	1	1	1	83	84
Contract	4	5	3	8	2	6	28	28
Job Share	0	6	0	1	0	3	10	10
Permanent Full Time	83	116	176	294	24	159	852	838
Permanent Part Time	3	25	8	4	2	34	76	78
Temporary Full Time	5	19	17	16	0	22	79	88
Temporary Part Time	1	7	2	1	0	9	20	18
TOTAL EMPLOYEES*	97	251	212	325	29	234	1148	1144
TOTAL ACTIVE VACANCIES**	19	20	17	35	3	36	130	129

Employee Turnover



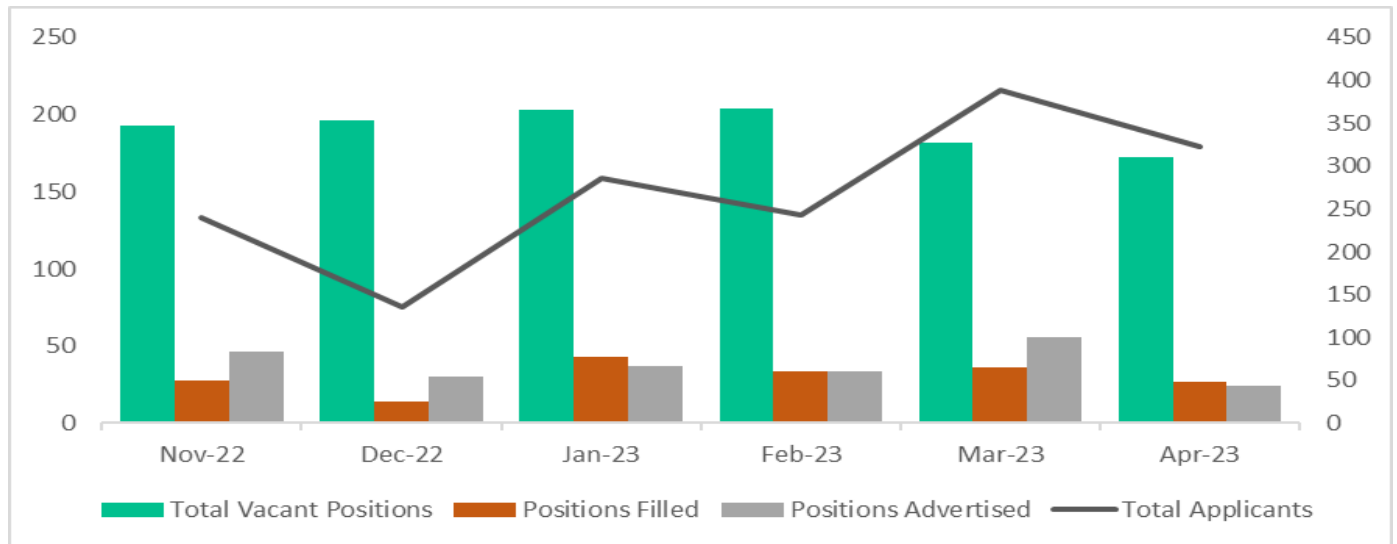
STAFF TURNOVER



12 month rolling average was **19.22%**.
The monthly turnover for April was **1.22%**.

Activities to support staff retention are being prioritised, with future planning including a review of remuneration frameworks, reward and recognition processes, and flexible working arrangements.

Monthly Recruitment



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This month there were **172** vacant positions, **24** positions were advertised resulting in **322** applicants and **27** positions filled.

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Key Workforce Initiatives

- The award winning, MRC-led *Water Industry Worker project* has successfully secured a tender contract with a Registered Training Provider to deliver national water training packages to nine (9) partnership Queensland Councils with projections for partnership Council participation to grow to 15 in the FY2024 period.
- MRC employees Savannah Vella and Eddie Tiller have been shortlisted for the highly competitive Qld Training Awards – Bob Marshman Trainee of the Year category.
- We celebrate Horticulture trainee Tahni Cross, who completed her traineeship and has secured a permanent Parks Maintenance Officer position at the Botanic Gardens. This was Tahni's dream job that she wanted from the time she commenced her traineeship. Tahni received glowing reports throughout her traineeship and completed her studies early.
- The importance of our employee's health and wellbeing is continuing to be realised, with a significant milestone being achieved in April. 75% of all MRC employees are now actively utilising the free resources provided through our health and wellbeing Platform *Zest4Life*.

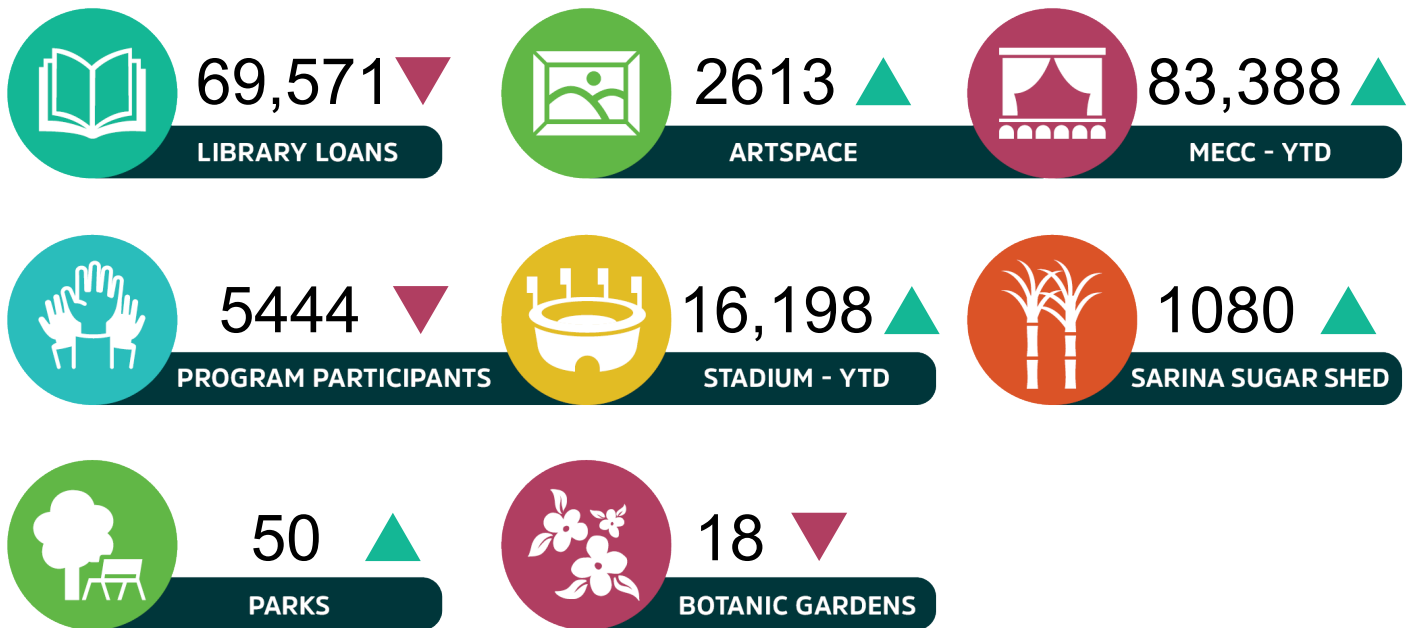
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UTILISATION OF COUNCIL FACILITIES

Aquatic Facilities (total April attendance compared April 2022)



Public Programs and Facilities



Library loans are only down slightly on the March figure of 70,994. Similarly, Community program participants are down from 6533 in March. Botanic Gardens grounds hire bookings only down one from 19 in March.

Health and Regulatory Services Registrations and Stats



Improved collection of information relating to illegal dumping allows a more comprehensive analysis of the volume (litres) of waste dumped each month and who has cleaned up dumped waste. In April, the volume dumped was down and 15 per cent was cleaned up by the offender, compared to 13 per cent for the YTD.

COMMUNITY EVENTS

Upcoming Events

Date	Event	Location
19/05/2023	Themed guided walk at Mackay Regional Botanic Gardens (to celebrate their 20th birthday)	Botanic Gardens
19/05/2023	PGA Mackay Golf Pro AM	Assorted
19/05/2023	Fire and Ash: Woodfire Pottery of Arthur and Carol Rosser exhibition opening	Artspace
20/05/2023	Legends on the Lawn	GBR Arena
20/05/2023	Composting workshop (to celebrate Botanic Gardens 20th birthday)	Botanic Gardens
22/05/2023	Qld Ballet - Community Engagement Partnership with MECC	MECC
26/05/2023	Themed guided walk at Mackay Regional Botanic Gardens (to celebrate their 20th birthday)	Botanic Gardens
27/05/2023	Botanic Gardens Open Day (to celebrate their 20th birthday)	Botanic Gardens
31/5/2023	National Reconciliation Week activity	Under the fig tree - Civic Precinct
01/06/2023	Guided walk with Councillors and morning tea (to celebrate Botanic Gardens 20th birthday) (9am)	Botanic Gardens
02/06/2023	Guided walk with staff and stakeholders (with Lawrie Smith) to celebrate Botanic Gardens 20th birthday (1pm)	Botanic Gardens
02/06/2023	Themed guided walk at Mackay Regional Botanic Gardens (to celebrate their 20th birthday)	Botanic Gardens
02/06/2023	City Heart Fridays	City Heart incl. locations along Wood, Victoria and Macalister Sts
03/06/2023	SGAP native plant sale, Botanic Gardens Nursery to celebrate Botanic Gardens 20th birthday	Botanic Gardens
04/06/2023	Garden design workshop with Lawrie Smith to celebrate Botanic Gardens 20th birthday	Botanic Gardens
04/06/2023	Mackay Marina Run	Mackay Harbour
06/06/2023	Citizenship Ceremony - QLD Week	MECC
10/06/2023	Don Quixote performed by The Grand Kyiv Ballet	MECC
14/06/2023	Whitsunday Festival of STEM Challenge	MECC
20/06/2023	Council Mackay Show display	Mackay Showgrounds
24/06/2023	BE Social FEST	GBR Arena
30/07/2023	Mackay Festival of Arts (July 1 – July 31)	Mackay
01/07/2023	Pirtek and IMS Mackay Motor Show	Showgrounds

COMMUNITY ENGAGEMENT

Active and upcoming engagement

Accessible Communities Action Plan (consult)

Council is developing a new Accessible Communities Action Plan. Consultants Cred have been engaged to review the existing plan. Consultation will include workshops and a survey that is available online and a hard-copy version in our Libraries and Senior Citizens Centre.

2023 Australian Liveability Census (consult)

National Liveability Census has one month to go. It is open to all community members to provide their feedback. The census is open until June 30.

Mackay Region RV Strategy (inform / consult)

Draft strategy is expected to be ready for public review late May. Consultation will open for a three-week period with an online survey open for feedback.

Bus Station tender (inform)

The tender for stage two of the Bus Station on Mangrove Road was to be released this month. The second stage will focus on the construction of the bus shelter. Caneland Central will look after the construction of the covered walkway from the shopping centre to the new bus stop.

Bloomsbury water main (inform)

We have been successful in receiving funding for the project. An information session was held at Midge Point Tavern in early May. The tender is expected to be released late May. More information provided to residents on the delivery of this project prior to works starting.

Pioneer Valley Mountain Bike Trails (inform / consult)

Information session was held in early May to detail how the three tenders will be delivered. We had good attendance and more information will be released when the contractors begin in early-June.

Lorne Road and Creek Street reopened to motorists (inform)

Council reopened Lorne Road and Creek Street to motorists in early May. The reconstruction and shoulder widening of these roads are completed and only minor works remain. Council hopes to have these works completed in the coming weeks.

More shared footpaths on the way (inform/consult)

Contractor Vassallo Constructions started two new shared footpaths in early May. Paths are being built along Webberley Street in East Mackay and Heaths Road in Mount Pleasant. Consultation was undertaken with the adjacent business on Heaths Road and information was sent to surrounding residents.

[More information on these and other projects can be found at connectingmackay.com.au](https://connectingmackay.com.au)

CUSTOMER CONTACTS

Top Five Customer Requests

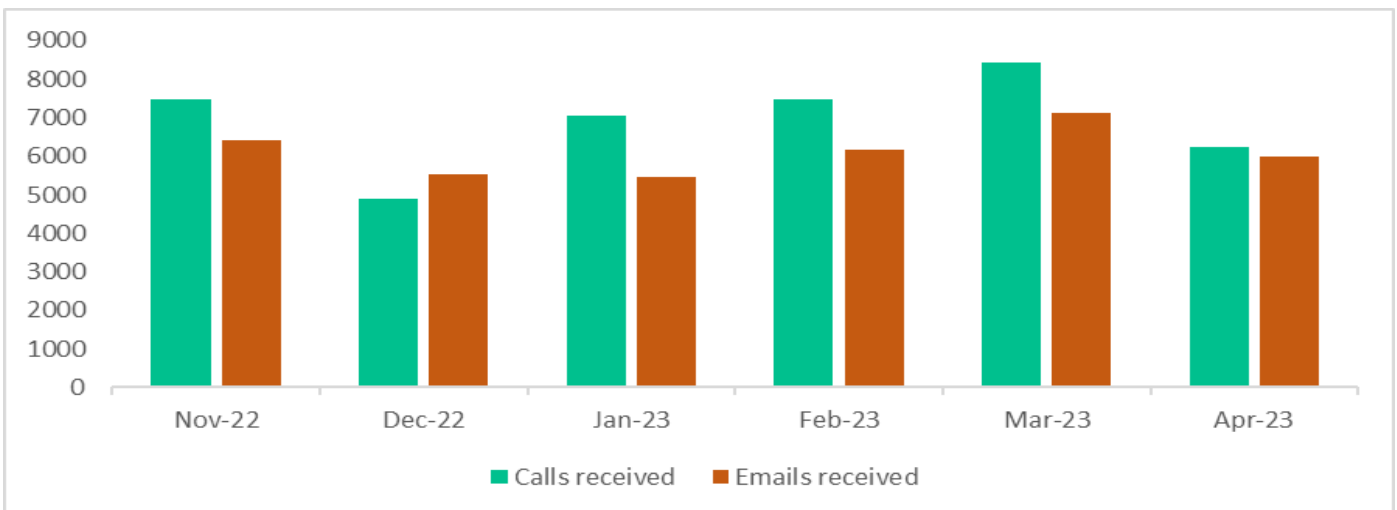
Pathway requests lodged	Volume	% of total requests
Replace wheelie bin	405	11.9
Phone message	257	7.6
Water – leak (public area)	182	5.4
Repair wheelie bin	152	4.5
Tree maintenance	133	3.9

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Across council, **78%** of customer requests were responded to on time.

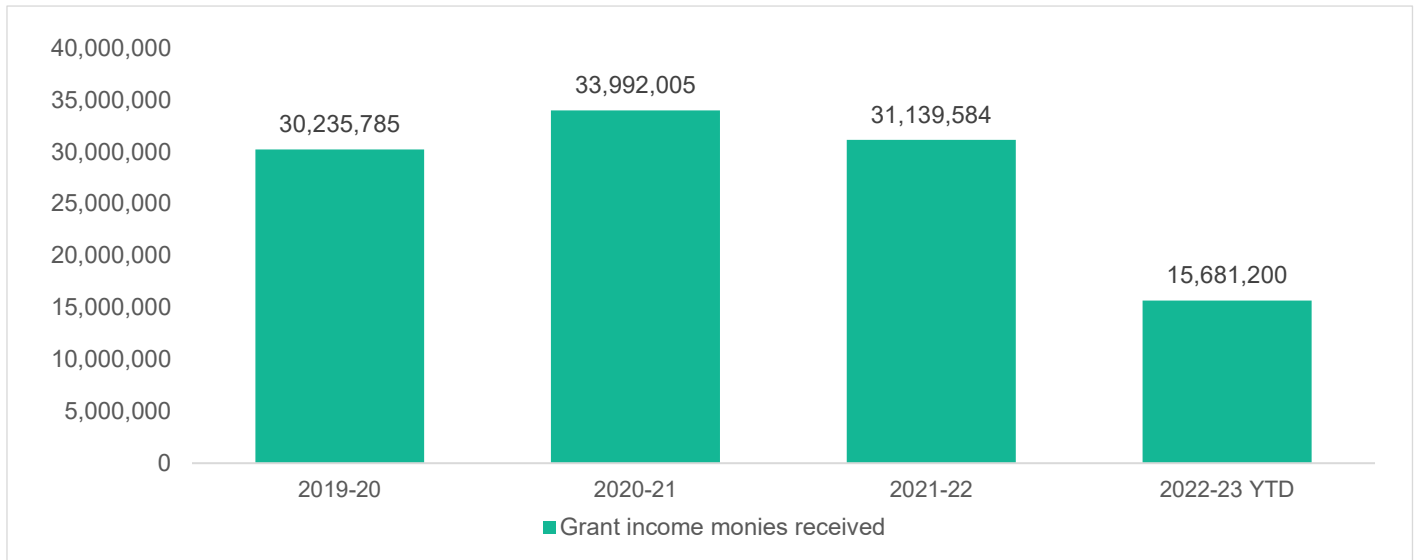
Customer Enquiries



KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	50%
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	11%
Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey.	< 80%	80-85%	> 85%	96%

REGIONAL GROWTH

External Grant Funding



Successful funding submissions announced

- Department of Communities, Housing & Digital Economy – Sarina Neighbourhood Emergency Relief \$6,973.00

Applications Submitted

- Nil

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\$25m, or 87%, of Council spend in April was with local suppliers.

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SIGNIFICANT PROJECTS



Seaforth Esplanade redevelopment construction progress

Seaforth Esplanade Redevelopment

- Construction scheduled from September 2022 to September 2023.
- \$8.6M
- Project status - on schedule.



Shuttle access for stage 1

Pioneer Valley Mountain Bike Trails – Stage 1

- Construction scheduled from February 2023 to December 2023.
- \$8.65M
- Project status - on schedule.



Northern Beaches Community Hub road construction

Northern Beaches Community Hub - J4 Road Construction

- Construction scheduled from November 2022 to January 2024.
- \$6.74M
- Project status – on schedule.



Ron Searle Drive completed bus shelter

Bus Shelters - Passenger Transport Accessible Infrastructure Program

- Construction scheduled from November 2022 to June 2023.
- \$1.9M
- Project status – schedule slightly delayed due to supplier resource constraints delaying installation, now expected early June 2023.

Mackay City and Waterfront Project Update

The Mackay City and Waterfront City Safety Grant was released in April. The City Safety Grant provides commercial businesses and incorporated bodies funding to improve the late-night economy, community safety and connectivity around licensed venues and surrounding areas within the City Centre.

Applications are invited from eligible applicants to receive a grant of up to \$3000 to deliver safety infrastructure such as lighting (security & decorative) and/ or CCTV to improve Safety and amenity within the Mackay City. Submissions are due by Friday, 19 May.

The April City Heart Fridays event was a great success, hosting more than 15 individual activities. The City Heart Fridays concept was also recently entered into the Mainstreet Australia awards 2023, and has been named as a finalist in four categories:

- Best main street place activation, event or initiative – council working with Trader Association, traders, community group etc – activity cost under 100k
- Best traditional /digital marketing – Council/Government
- Best regional main street or town centre; and
- Most sustainable main street or town centre

The award winners will be announced on Friday, 19 May.

Local Government Infrastructure Plan

A five-year review of the Local Government Infrastructure Plan (LGIP) has been completed. Following the review Council has decided to progress an amendment to the LGIP. Preparation of the LGIP amendment will now commence.

ECONOMIC SNAPSHOT

Economic Indicators (Quarterly)

Indicator	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22	Mar 23
Employment						
Unemployment rate	2.6%	2.5%	2.6%	2.6%	2.4%	NA
Employed persons	66,881	67,583	68,335	70,470	70,721	NA
Real Estate						
Median house sale	\$410,000	\$420,000	\$425,000	\$440,000	NA	NA
Median house rent 3 bed house (12 month ending)	\$400	\$420	\$425	\$450	\$450	\$460
Median rent 2 bed unit (12 month ending)	\$320	\$320	\$325	\$340	\$350	\$350
Res. Vacancy rate	0.7%	0.6%	0.5%	0.6%	1.0%	1.0%
Residential Lot Supply						
Lots approved	158	345	21	78	NA	NA
Lots registered	78	99	44	56	26	27

Data relates to the Mackay Local Government Area and is updated on a quarterly basis as it is received by Council. There is often a 3-6 month lag from the receipt of data for a previous quarter. The 'employed persons' data does get adjusted retrospectively by the source. This may see quarterly figures change but is a valuable indicator for recognising trends. ^ Queensland Government data (QLD Treasury).

E-Statistics

	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23
Mackay Region Joblink Analytic Report Active Users	346	188	282	485	389	351
Internet Vacancy Index (Central Qld) Advertised Jobs*	4,555	4,103	4,123	4,145	4,857	NA
SEEK Advertised Jobs**	1,594	1,027	1,552	1,608	1,707	1,728
Sarina Field of Dreams Website Visitation	270	262	285	119	319	325
Hooked on Mackay Facebook	5,729	5,767	5,837	5,889	6,019	6,107
Hooked on Mackay Instagram	868	889	892	904	920	923
Hooked on Mackay Youtube Subscribers	302	312	323	330	346	392
Net Free Zone Voluntary Code Sign-ups	716	716	716	716	716	716
Mackay Region Event Organisers Connect Facebook Group Members	122	124	134	146	150	151
Invested in Mackay Subscribers	586	591	594	594	589	591

*The Internet Vacancy Index (IVI) is the only publicly available source of detailed data on online vacancies, including for around 350 occupations (at all skill levels), as well as for all states/territories and 37 regions. The IVI is based on a count of online job advertisements newly lodged on SEEK, CareerOne and Australian JobSearch during the month. As such, the IVI does not reflect the total number of job advertisements in the labour market as it does not include jobs advertised through other online job boards, employer websites, word of mouth, in newspapers, and advertisements in shop windows. The IVI also does not take account of multiple positions being advertised in a single job advertisement. The data available is broken down as far as Central QLD which includes 9 local Government areas and is calculated on a 3-month moving average.

**SEEK data is captured on the 1st Tuesday of each month.

DEVELOPMENT ACTIVITY

Applications Received by Development Planning and Engineering



This month **146** building approvals incl. amendments together with **71** development and **42** plumbing applications were lodged

Building Applications Lodged with Mackay Regional Council

Class	April 22	April 23	Year to date	Total value of proposed works
Class 1A	43	35	154	\$14,347,033
Other classes	130	84	408	\$4,435,989
Totals	173	119	562	\$18,783,022