

#### **Our vision**

To become the best region for liveability and livelihood.

### Our values

We are a values-led organisation. Our values underwent a major refresh in 2021 with exceptional input from staff.

# Safety and Wellbeing Respect We all work safely and actively We embrace diversity and care for each other's behave with integrity and Our values Integrity Working Together Working together for our region and community. Service Excellence Understanding our client and community needs to deliver best possible outcomes.



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# A message from the Mayor

It is an honour to present our new 2022-2027 Corporate Plan on behalf of the elected members, the CEO, and employees of the Mackay Regional Council.

Although this important strategic document is the Mayor and Councillors' Corporate Plan, we have developed it as a team effort with our leadership teams and staff. Most importantly, the community has also given feedback in its formation.

Council extended the 2016-2021 Corporate Plan for 12 months while we undertook a comprehensive planning exercise for this new and invigorated blueprint.

The 2022-2027 Corporate Plan builds on the previous work of council and sets an exciting and innovative strategic direction for the next five years. This new plan underpins council's vision and purpose.

# Our purpose is: Create opportunity to thrive.

# Our vision is: To become the best region for liveability and livelihood.

Outlined in our Corporate Plan are the key themes and projects for the next five years to deliver that purpose and vision. We have also adopted indicators to measure our success against the goals we have set. Our 2022-2027 Corporate Plan has three **outward** facing pillars:

- Invest and work
- Live and visit
- Community and environment.

There are two **inward facing** pillars for the Mackay Regional Council organisation:

- Financial strength
- Operational excellence.

Although the Corporate Plan is a legislative requirement for local government, we believe it is an extremely important document outlining the way council will budget for programs and services for the next five years.

Many of our key projects are already under way, such as the Mackay Waterfront Priority Development Area (PDA); the Pioneer Valley Mountain Bike Trail; the Northern Beaches Community Hub; and Mirani Community Precinct.

As a result of the huge community consultation for this new plan (more than 1400 citizens gave us feedback), other exciting projects are sure to follow when we apply the community expectations to the outward facing pillars to deliver over the next five years.

We firmly believe that we are on the way to creating Australia's best region to live in, to work in, and to play in. This Corporate Plan will help guide that journey for council for the next five years.

Mayor Greg Williamson

# Our vision for reconciliation

cognise and riginal and Torres ag relationships that create Strait Islander communities and gion.

Mackay Regional Council's vision is to recognise and respect the cultures and histories of Aboriginal and Torres
Strait Islander peoples, and to build strong relationships that create harmony between Aboriginal and Torres Strait Islander communities and the broader community in the Mackay region.

Mackay Regional Council respects the traditional custodians of the lands that make up our region, the Yuwi and Widi people. We also acknowledge all other Aboriginal and Torres Strait Islander people who call our region home.

# Mackay Regional Council elected members



Left to right: Cr Justin Englert, Cr Laurence Bonaventura, Cr Alison Jones, Cr Belinda Hassan, Cr Pauline Townsend, Mayor Greg Williamson, Cr Fran Mann, Deputy Mayor Karen May, Cr Michelle Green, Cr Russell Seymour, Cr Martin Bella.



Spanning more than 7600 square kilometres, the Mackay region boasts Australia's longest stretch of sub-tropical rainforest, 31 pristine beaches, and about 40 unique communities. With the Pioneer Valley, a strong recreational fishing industry and a well-established and thriving agricultural and resource industry, the Mackay region is positioned to benefit from all the best the coast and land has to offer for its residents, businesses, and visitors.

In this region with endless opportunity, Mackay Regional Council is proud to work with the community to create an environment where families, individuals and business are supported and empowered to thrive. As a council, we are committed to creating a safe, healthy, connected, and sustainable community, where opportunities are realised, and lifestyle is second to none.

As our region grows, we acknowledge that we need to grow too. In growing we understand the importance of investment in our social infrastructure, our sporting facilities, regional connectivity, and technology all while ensuring affordability for our community and continued support and investment in our local businesses.

We strive for operational excellence as a council and will continue to deliver strong corporate and financial governance. We are excited to partner with our community, and to drive and attract investment opportunities to become the best region for liveability and livelihood. By leading and engaging our workforce to care for and serve our community we will deliver efficient and effective outcomes for the community through five key themes:



**Invest and work** 



Live and visit



**Community and environment** 



Financial strength



**Operational excellence** 

### Key meanings

#### **Sustainability**

Focusing on meeting present community needs and creating a sustainable and resilient region, so future generations can meet their needs.

Sustainability is a principle that council will use to influence our decisions to maintain and enhance our quality of life, now and in the future. It requires an integrated consideration of economic, environmental and community factors.

#### **Ethical**

Our values are underpinned by our ethical principles – our frame of reference when making decisions and responding to challenges.

Our ethical principles include:

- Integrity and impartiality
- Promoting the public good
- Commitment to the system of government
- Accountability and transparency.

#### **Accessibility**

Accessibility for the whole community, encompasses not only people with permanent or temporary disabilities, but also people with mobility and accessibility concerns, such as older persons and parents with prams.

Our goal is to make information, activities and our spaces and places as usable as possible for as many people as possible.

Council taking on this wider view of accessibility will ensure that we plan for the whole community.

# Role of local government in the community

Local government is the people's tier of government and is referred to as council. The community votes in council elections to choose councillors, who will represent their voice.

Local governments play a key role in provision of infrastructure and also a key advocacy role in facilitating local economic and social development that meets the community's needs.

Local governments facilitate growth, job creation and investment opportunities.

Council can create an environment instrumental to economic growth and community wellbeing by harnessing its key areas of influence:

- Attract new business and events
- Advocate for the community's interests and investments from the Queensland and Australian governments
- Facilitate future growth by working with the community and development industry
- Partner with adjoining jurisdictions and organisations
- Deliver community services by providing a range of services to the community, such as planning regulations and development, public health, local roads and footpaths, parks and playing fields, libraries, local environmental issues, waste management, water, sewerage, transport and drainage, and other community services
- Collaborate with the private sector and community organisations, creating mutually beneficial partnerships to deliver diverse initiatives.

### Community Engagement

Community engagement played a major role in helping shape and finalise the 2022-2027 Corporate Plan.

Council, through its Corporate Communications and Marketing and Community Engagement team, conducted a major community consultation and engagement process in preparation of the new plan.

The response to the consultation was an outstanding success, with 1400 people providing feedback submissions, in stark contrast to only three submissions during public feedback for the previous plan's refresh.

The first phase of consultation was a phone poll, conducted by consultants Taverner Research Group during September 2021 on key themes in the new plan.

More than 400 residents took part in this phone poll with the online version (available on connectingmackay.com.au) attracting 173 responses.

A second five-year vision survey was then conducted, via the Connecting Mackay website, between October 22 and November 1, 2021.

The vision survey was also available to residents at event pop-up stalls, including Global Grooves,



Cyclone Saturday and the Mackay Twilight Christmas Markets.

In addition, five-year vision ideas walls, including weekly topics and themes, were available at the region's libraries. There were also weekly polls shared via council's social media platforms.

Internal workshops were conducted, with about 100 council staff participating. They followed previous workshops to refresh council's values. Those refreshed values are included as an important part of this new plan.

Feedback from the community, including staff, has been incorporated into the new Corporate Plan 2022-2027.

CONSULTATION METHODS	PARTICIPANTS
Community Attitudes/Corporate Plan phone poll	402
Community Attitudes/Corporate Plan online survey	173
Five-year vision survey	126
Five-year vision ideas wall	247
People voting in Facebook polls	352
Council staff attendance at internal workshops	100
TOTAL	1400

# Strategy at a glance



**Purpose:** Create opportunity to thrive.

**Vision:** To become the best region for liveability and livelihood.

Values: Respect, Safety and Wellbeing, Working Together, Service Excellence and Integrity.



- Diversified economy
- Industries, jobs and growth
- Region of choice
- Skills, training and education
- Technologically advanced region

# Q Live and visit

- Live, visit and play
- Eco-tourism adventure and leisure
- Enhance liveability
- Places and spaces
- Community participation and active lifestyles

### © Community and environment

- Safe, healthy and engaged region
- Arts, culture and heritage
- Sustainable practices
- Integrated social services
- First nations people

# S Financial strength

- Affordable living
- Ethical decision-making and good governance
- Resilient and agile economy
- Optimised asset management
- Planned capital and forecasting



#### **Operational excellence**

- Customer/community focus
- Our people and culture
- Process and systems



# Commercialised business units

- Waste services
- Water services



We will attract investment, create educational opportunities, develop partnerships that drive growth and increase connectivity and digital access in the region.

We know attracting investment and working with businesses in the region is essential to maintaining a thriving economy. As a council, we are committed to growing and diversifying our region's economy through targeting industries, such as sport, tertiary education, health, tourism, agribusiness, biofutures industry, and the Mining Equipment, Technology and Services sector (METS), including required supporting infrastructure and connectivity. Diversifying our economy will create jobs, attract investment and lead to greater innovation across the region.

As our region diversifies and grows, we recognise the importance of education and skills training across the region through formal tertiary and vocational institutions, as well as work-based training opportunities that facilitate opportunity for our community to thrive in current and future employment. Council is committed to working with educational institutions and business to drive future skills, training, and educational opportunities for the Mackay region. By supporting a productive economy through targeted investment and partnership our region will attract and retain skilled workers.

Council is committed to exploring options to promote an increasing number of dwellings in the Mackay region and understanding how council can encourage affordable housing. Specifically, what council can do to improve housing affordability and support those who are struggling in the housing market.

We are also harnessing opportunities to leverage technology and data to achieve a cost-effective and connected region by ensuring innovation is at the forefront of everything we do and encouraging open dialogue with business, industry and residents.



#### **Diversified economy**

We have a diversified economy that attracts new and emerging industries, such as sport, tertiary education, health, tourism, agribusiness, biofutures industry, and the Mining Equipment Technology and Services (METS) sector.



#### Industries, jobs and growth

Our core industries are growing and prosperous, encouraged to innovate, create jobs, and drive growth.



#### **Region of choice**

We are recognised as Australia's best region for attracting, retaining, and developing a skilled workforce.



#### Skills, training and education

The Mackay region offers world-class educational and vocational opportunities for current and future careers.



#### Technologically advanced region

We harness technology to support business and the economy.

KEY STRATEGIES AND POLICIES IN THIS SPACE:	<ul> <li>Economic Development Strategy</li> <li>Facilitating Development in the Mackay Region Policy</li> <li>Mackay Isaac Whitsunday Regional Water Strategy</li> <li>Greater Whitsunday Future Skills Roadmap</li> <li>MIW Region Digital Infrastructure Study Report and Roadmap</li> </ul>
KEY INITIATIVES IN THIS SPACE:	<ul> <li>Mackay Waterfront Priority Development Area (PDA)</li> <li>Mayor's Olympics 2032 Taskforce</li> <li>Sport facility master planning projects</li> <li>Facilitating industry growth areas</li> </ul>
INDICATOR:	<ul> <li>Community surveys</li> <li>GDP growth / GRP growth</li> <li>Number of registered businesses</li> <li>Employee vacancy rates</li> <li>Value of residential and non-residential construction</li> </ul>



Council is committed to improving the lifestyle of Mackay region residents by delivering infrastructure, services, travel options and accessibility improvements. We will advocate for greater access to public transport and increase the number of walkable and cyclable neighbourhoods, creating an inclusive region for people of all ages, abilities and backgrounds.

Social infrastructure is at the heart of our community. It brings our community together to share and experience all that our region has to offer. As a council, we are committed to not only maintaining what has been built, but continuing to expand our footprint of open accessible spaces, family friendly parks, as well as sporting and community facilities, to enhance the liveability of our region.

Our young people are important to us, and providing the spaces and places for youth to aspire to learn, grow, live and thrive is a key priority for council. Through our excellent sporting and cultural facilities, as well as through attracting more educational and skill-based opportunities, we will create an environment that offers our youth the opportunity to realise their potential.

Mackay region has a rich history and celebrates its traditional owners and our multicultural community. Through investment in the arts and culture of our region, the Mackay region is able to provide an inclusive and informative environment while showcasing through our infrastructure and events our diverse range of cultural backgrounds.

With so much on offer in the eco-tourism, sporting and recreational space, it is time for the region to proudly share all it has with both interstate and international tourists. With a growing interest in hosting festivals and sporting events on a community, national and international scale, and the development of high-quality retail and dining precincts, the Mackay region will be a key destination.

We understand that the liveability of our region relies on a well-designed transport network and diverse mix of housing to accommodate a range of lifestyle choices. Council is working to create options and opportunities for our residents to be more connected and have greater accessibility, affordability and quality of housing for greater liveability in our region.



#### Live, visit and play

We have a diverse mix of accessible spaces to live, visit and play.



#### **Eco-tourism adventure and leisure**

We are a world-famous tourism destination, providing eco, adventure and water-based sport, recreation, and leisure opportunities.



#### **Enhance liveability**

We have a range of housing and social infrastructure options that supports a great quality of life and wellbeing in our community.



#### **Places and spaces**

We provide well planned and designed places, facilities and infrastructure that meet the needs of our residents and visitors.



#### **Community participation and active lifestyles**

Our region is vibrant and culturally rich, home to a wide variety of events, experiences and attractions.

#### KEY STRATEGIES AND POLICIES IN THIS SPACE:

- Economic Development Strategy
- Mackay Region Events Strategy
- Recreational fishing and tourism related strategies
- Facilitating Development in the Mackay Region Policy
- Tourism Destination Plan (through Mackay Isaac Tourism)
- Recreational Open Space Strategy
- Park Asset Masterplans
- Mackay Regional Botanic Gardens Masterplan

# KEY INITIATIVES IN THIS SPACE:

- Northern Beaches Community Hub
- Pioneer Valley Mountain Bike Trail
- Mirani Community Precinct
- Seaforth Esplanade redevelopment
- Woodlands District Park development
- Sarina Sugar Shed
- Invest Mackay Event and Conference Attraction Program
- Development of strategic promotion and marketing plan for the Mackay region

#### INDICATOR:

- Community surveys
- Number of visitors or number of nights stayed and money spent
- Number of major events attracted
- Population growth



We are committed to creating a safe, connected and resilient community, with a focus on protecting and enhancing the Mackay region's natural environment.

We are a proud region with a diverse history, which should be known, acknowledged, and celebrated. As a council, we proactively engage our indigenous and multicultural community to discover and showcase the story of our region.

Preserving and maintaining our natural environment is a strong priority of the council and broader region. We have a diverse ecosystem across our region, which attracts visitors and enhances the liveability for our community. Council recognises the importance of not only maintaining, but leading the sector in creating a sustainable economy, environment and community.

Ensuring a safe and healthy environment for communities to live, work and play in is essential to

the liveability and continued prosperity of our region. Council is committed to working with the community to create a supportive and safe environment for residents. Council promotes positive local connections by facilitating partnerships between local businesses and community organisations.

Volunteers are an integral part of our community. Volunteering helps build and create communities, develops skills, strengthens networks and provides a sense of belonging and connection. Council recognises the unique talents, skills, knowledge and experience that volunteers contribute and seeks to engage more volunteers across a suite of programs and activities.

The Mackay region is a resilient community. The council will continue to prepare and enable our community to withstand, adapt and recover from future challenges.



#### Safe, healthy and engaged region

Our region is a safe and resilient community, with services that support high standards of public health, and extends friendship and support to each other through both good and challenging times.



#### Arts, culture and heritage

We invest in the Mackay region's arts and culture and protect the rich cultural heritage and history of our region in line with council's Arts and Cultural Development Policy.



#### Sustainable practices

We are responsible and active custodians of our natural environment, with future targets and commitments aimed at driving us towards a cleaner, greener, and more sustainable region. Climate change will continue to be a consideration in forward planning and we will continue to implement sustainability initiatives in council operations.



#### **Integrated social services**

We bring together residents, community organisations, funders, researchers, and regional services to build a connected community. Volunteering is a core part of any community, and council is committed to raising the awareness of volunteering opportunities across the region.



#### **First Nations people**

Mackay Regional Council respects the traditional custodians of the lands that make up our region, the Yuwi and Widi people. We also acknowledge all other Aboriginal and Torres Strait Islander people who call our region home. Council, through our Reconciliation Action Plan, acknowledges the values, history and culture of our Aboriginal and Torres Strait Islander people. Council is committed to developing stronger relationships with the Traditional Custodians of our land and aims to protect and promote our region and celebrate our histories.

#### KEY STRATEGIES AND POLICIES IN THIS SPACE:

- Corporate Emissions Reduction Plan
- Urban Greening Strategy
- Environmental Sustainability Strategy
- Natural Environment Management Plan
- Storm Smart Strategy / Coastal Hazard Adaptation Strategy
- Stormwater Quality Management Plan
- Biosecurity Plan
- Coastal Management Plans
- Renewal of council's Reconciliation Action Plan for 2022 2025
- Council Community Development Roadmap 2022 2025
- Mackay Sewer Strategy
- Mackay Regional Waste Strategy

#### KEY INITIATIVES IN THIS SPACE:

INDICATOR:

- Domestic Violence Taskforce
- Suicide Prevention Taskforce
- Urban Greening SEAC (Sustainability and Environment Advisory Committee)
- Youth Out Loud 1000 (YOL1000) community youth project
- Museum Collection Rationalisation Project
- Integrated Collections Storage Facility
- Pilot Nutrient Offset Program

#### Community surveys

- Number of businesses with RAPs (Reconciliation Action Plans)
- Crime rates
- Healthy waterways scorecard
- Volume of waste and recyclable material per capita

## Financial strength

We will maintain the financial sustainability of the council through good governance and efficient financial management practices. Council is committed to ensuring transparency and education to the community around the provision of council services and facilities.

Mackay Regional Council has a proud history of financial sustainability, which has enabled successful investment in the region.

To ensure the continued success of council in years to come, it is essential we maintain strong asset management, corporate governance, risk management and fiscal management.

As a council, we are committed to being open and transparent with our community, and we will continue to promote greater awareness on council spending and projects.

By continuing to focus on our financial strength, we will ensure the financial security and long-term prosperity of our region.



#### Affordable living

Our rates and charges provide value for residents and are sufficient in providing for required infrastructure, facilities and services.



# Ethical decision-making and good governance

We are committed to keeping our community informed about our activities and performance and employing robust governance policies and procedures to ensure legislative compliance and organisational integrity.



#### Resilient and agile economy

Our long-term vision guides our planning for present and future needs, understanding the future implications of decisions made today.



#### **Optimised asset management**

Our asset spend is aligned with the optimised maintenance, replacement and renewal of our asset base.



# Planned capital and forecasting

Our planned capital and operational projects are delivered with agility in line with our business needs.

#### KEY STRATEGIES AND POLICIES IN THIS SPACE:

- Financial Strategy and Long Term Financial Forecast 2022 2031
- Annual Council Budget
- Asset Management Plans
- Local Government Infrastructure Plan (LGIP)

# KEY INITIATIVES IN THIS SPACE:

- Capital Review
- Long Term Financial Forecast Review
- Budget Review (quarterly)

#### INDICATOR:

- Community surveys
- Delivery of capital program
- QAO sustainability ratios

# Operational excellence

We are a community-focused, values-led council, underpinned by robust decision making, strategic leadership and being responsive to the needs of the community.

We pride ourselves on being an innovative, customer-centric council that meets the community's expectations in relation to transparent organisational performance.

The community is at the centre of everything we do at Mackay Regional Council. We are a customer-focused organisation, providing a connected and timely service to our residents, businesses, visitors and investors in our Mackay region.

We recognise that excellent customer service starts with a positive organisational culture that promotes continued improvement through strong leadership and an inspired workforce.

With continued good governance, invested leaders and an engaged and enabled workforce, Mackay Regional Council will be an employer of choice for the region.

# KEY INITIATIVES IN THIS SPACE:

- Engagement survey action plans
- HRIS project
- Leadership and staff development
- Business improvement focus
- Cultural collaboration sessions and highlighting council's values

#### INDICATOR:

- Community surveys
- Employee engagement score



# Customer/community focus

Improving community wellbeing is a primary goal of our service to the Mackay region. This encompasses residents, businesses, visitors and investors. Council believes all members of the community play a crucial role in supporting the vision and strategic outcomes and we encourage community engagement.



#### Our people and culture

We have an engaged workforce who work together to ensure the delivery of strategic outcomes. We support our employees by providing a safe and healthy workplace, where self-improvement and innovation are fostered and rewarded. Council also involves a team of community volunteers to assist with its operation.



#### **Process and systems**

We develop and continually improve and innovate to create efficient processes that deliver value for our community. Council will endeavour to make service levels more transparent and harness opportunities for existing and emerging technologies to aid this delivery.



# Commercialised business units

In accordance with the Local Government Regulation 2012 Section 166 c(i) and (ii), council's Corporate Plan is required to contain the following information in relation to its commercial business units:

- an outline of the objectives of the commercial business unit; and
- an outline of the nature and extent of the significant business activity the commercial business unit will conduct.

# Objectives of Waste Services and Water Services

- To achieve excellence in financial, human resource management and work health and safety
- To engage with our community and consistently meet our customer services standards
- To create an engaged and high performing team culture with the aim of having the right people in the right roles with the right skills and knowledge to deliver on the vision
- Manage the income and expenditure in a sustainable way
- To create systems and procedures that assure responsive delivery, quality, and management by fact
- To deliver the best whole of life outcome decisions for the region's assets to meet customer service standards into the future
- To ensure all operations and activities are undertaken in compliance with our regulatory obligations.





#### SIGNIFICANT BUSINESS ACTIVITY - WASTE SERVICES:

- is responsible for the delivery of waste and resource recovery services for the regional community within the Mackay Regional Council Local Government Area
- are committed to minimising waste and achieving sustainable waste management practices through the implementation and management of integrated waste strategies in the Mackay region
- provides a range of waste related services to internal and external customers servicing residential, general waste and recycling bins.



#### SIGNIFICANT BUSINESS ACTIVITY - WATER SERVICES:

- is responsible for the delivery of water and sewerage services for the regional community within the Mackay Regional Council Local Government Area
- is committed to providing high quality, safe and reliable water for business and household needs
- provides collection, treatment, and disposal of wastewater in accordance with our environmental obligations.

# What you can do for your community



### **Get Ready Mackay**

Making decisions in an emergency can be stressful. But being prepared will help in any emergency, whether it be a cyclone, flooding, or bushfire. Make a household evacuation plan now, before disaster strikes.

Grab a copy of council's Emergency Action Guide (available at Customer Service Centres or online at mackay.qld.gov.au). It has all the information you need on how to be prepared, including flooding and storm surge maps. Also check out council's online Emergency Dashboard at disaster.mackay.qld.gov.au. It is a wealth of information during a natural disaster. Council also stages a Cyclone Saturday campaign around November each year to help residents Get Ready for storm season.





### Volunteer

There are many opportunities to volunteer your time for your community, including at various council facilities. You can volunteer to help out with council's museums, libraries, Artspace Mackay, MECC, Natural Environment Centre and Botanic Gardens. There are also opportunities to volunteer to help out on coastal management activities at your local beach.

Volunteers are the backbone of a community and, in our modern, fast-paced society, many residents are time poor. But if you can spare some time to volunteer for council or other community groups, it is a rewarding experience. For more information on volunteering at council's facilities or programs, contact 1300 MACKAY (622 529).







The Mackay community has embraced recycling and is helping to ensure that millions of cans, bottles, jars and newspapers are recycled each fortnight.

Recycling is important, not only for reducing waste that goes to landfill, but also conserving the environment by saving natural resources, such as trees, sand, oil, iron ore and bauxite, which are used to make new products.

Only certain items can be recycled at the Material Recovery Facility in Paget. Anything else is contamination.

#### **Recycling tips**

- Place items loosely in the recycling bin
- Do not tie recyclables up in plastic bags
- Give bottles and jars a quick rinse in used washing up water before placing them in the recycling bin
- Ensure lids are taken off bottles and jars before placing them in the recycling bin (place lids in the general waste bin).

# What you can put in your yellow-lidded recycling bin

- Paper, cardboard, newspapers, magazines and advertising material
- Plastic bottles and containers with the triangular recycling symbol and numbers one to six inside the symbol.
- Aluminium and steel cans and aerosols
- Glass bottles and jars
- Milk and juice cartons.

# What you can't put in your yellow-lidded recycling bin

- Plastic bags, including recyclables tied up in plastic bags
- Ceramics, Pyrex, pottery, china, crockery, ovenware, mirrors, broken mugs, cups and plates
- Clothing
- Disposable nappies
- Garden waste
- Food scraps
- Polystyrene and foam packing material
- Large metal items, pots and pans, car parts
- Electrical items and cords
- Syringes.

#### Recycling, it's not rubbish!



### Be a legendary neighbour

Being a legendary neighbour helps create a sense of community in your suburb.

# Examples of neighbourly activities may include examples such as:

- sharing a meal with neighbours
- offering to help or run errands
- inviting a neighbour over for a cuppa
- offering to check in on neighbours on a regular basis
- offering to bring in a neighbours' bin or mail when they go away
- offering to carpool or drive a neighbour to appointments/shopping
- offering comfort through being friendly, smiling and saying hello
- offering to help before, during or after a serve weather event.





### Don't dump illegally

Dumping of household rubbish, garden waste, building and commercial waste, or other materials at a site other than a council-approved waste disposal facility is illegal. It not only damages the natural environment, including the Pioneer River and natural waterways, but it is unsightly, often dangerous and costs ratepayers unnecessarily.

Every year thousands of ratepayer dollars are wasted cleaning up illegally dumped waste. Dump sites can lower property values and attract other illegal activities.

#### What you can do

It is important to report any incidents of illegal dumping so that it can be investigated and stopped. When you report an incident, your details will remain confidential. Your safety in a situation where someone may be illegally dumping is very important.

- Do not approach the vehicle or individuals who are illegally dumping
- Do not let the illegal dumpers know you are there
- Do not touch the illegally dumped material.

Simply note the necessary details and report it to 1300 MACKAY (622 529) or via a customer request online at mackay.qld.gov.au. Alternatively, littering and illegal dumping involving a vehicle or vessel can also be reported to the State Government's Department of Environment and Science. Request a reporting form to be mailed by contacting 13 QGOV (13 74 68).



# 🝘 Keep your property neat

An overgrown property may be vacant, residential or commercial land which, in the opinion of an authorised council officer, may be:

 likely to be a breeding place or harbouring of vermin because of grass, weeds, plants or other vegetable growth in large quantities

a fire hazard.

Good community citizens are "house proud" and keep their yards presentable. There is more information on council's website, mackay.qld.gov.au regarding overgrown allotments and how to report one.





## Stop dengue fever

Mosquitoes are annoying insect pests which have the potential to carry diseases such as Ross River, Barmah Forest and dengue fever. Council regularly treats the vast majority of mosquito breeding sites across our region, including salt marsh and freshwater swamps near residential areas to help reduce mosquito numbers. However, there are a number of things individuals can do to help reduce the impact of mosquitoes around their home.

#### Steps to eliminate mosquito breeding in areas around the home:

- dispose of all containers which hold water
- keep swimming pools full and properly maintained
- · fill or drain depressions in the ground that hold water
- empty pot plant drip trays once a week or fill them with sand
- maintain drains so that water can flow away within two to three days
- · keep fish ponds stocked with fish and keep the edges of ponds and drains clear of grass
- screen rainwater tanks and ensure guttering is not holding water
- screen all septic tank vents and seal all gaps
- do not over irrigate.

People in mosquito-prone areas should also fit insect screens to doors and windows, and when outdoors, cover exposed parts of the body with long sleeves, trousers and hats and use an effective insect repellent.



#### Protect your family from dengue



#### Council encourages all residents to practise responsible pet ownership. Being a responsible pet owner includes:

- providing adequate food, water, shelter and bedding for your pet
- regular exercising and providing toys to control nuisance behaviour (such as barking, digging and straying)
- vaccinating your pets against disease and seeking professional medical care when needed
- clearly identifying your pet through registering and micro chipping
- de-sexing your pet to help stop the spread of unwanted kittens and puppies
- maintaining suitable fences to contain your dog on your property
- walking your dog on a lead as well as scooping the poop!
- properly socialising your dog with other pets
- arranging suitable care for your pet when you go on holiday
- properly securing your pets during storms/fireworks/loud events
- and importantly, choosing the right pet to suit your lifestyle! Factors such as having a small backyard, renting rather than owning a property and spending extended time away from home can impact on your pet's welfare.

#### Registering your pet with council

Under the Queensland Government's Animal Management Act 2008, all dogs over the age of 12 weeks and living in the Mackay region must be registered with Mackay Regional Council. Pet registration is required each financial year and discounts apply when reminder notices are issued. Registration fees pay for council's animal control program (maintaining a pet database, reuniting lost pets with their owners and Animal Management Centre operating costs). You can register your pet online at mackay.qld.gov.au or at council's Client Service Centres in Mackay, Sarina and Mirani.



Remember, your pet, your responsibility





# Be waterwise

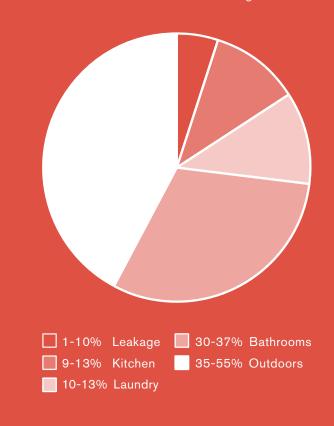
Water is a precious resource, therefore, council has permanent water conservation measures in place.

# Permanent water conservation measures:

- Residents can only water outdoors before 10am and after 4pm on their allocated watering days
- Even numbered properties on Tuesdays, Thursdays and Saturdays
- Odd or unnumbered properties on Wednesdays, Fridays and Sundays
- No watering on Mondays
- Watering is permitted outside the hours of 10am and 4pm daily with a watering can or bucket.

#### Where do you use your water?

In a typical household, nearly half of the water used is consumed on the lawn and garden!



Remember, you can keep track of your water usage and be alerted to water leaks and high consumption by signing up to council's free myh2o website (myh2o.qld.gov.au). This excellent and easy-to-use online tool will help save you money.



As a pool owner you have a responsibility to ensure your pool does not contribute to Australia and Queensland's alarming drowning statistics. To help prevent injuries and death, council is committed to making sure current and prospective pool owners and tenants are aware of their obligations under Queensland legalisation.

Any outdoor swimming pool on residential land must have a development permit. It must also have a compliant pool fence and CPR sign displayed. Failure to comply is an offence and is subject to prosecution and a fine. If council receives a complaint about your pool and/or pool fence, it must conduct an inspection and, if needed, order the owner to conduct immediate rectification of the fence and obtain a Pool Safety Certificate.

#### Inflatable pools

There are also requirements relating to inflatable pools that the general public should be aware of. Unfortunately, each year several lives are lost around Australia due to drowning in pools. Many people are not aware it takes only a small amount of water for a child to drown. Be aware, if an inflatable pool can hold more than 300mm of water or has a filtration device, it will be subject to the pool fencing laws and will require a building application submission to a private certifier. Contact 1300 MACKAY (622 529) for more information.







