Part A.
Background

What is sustainability?

Sustainability, in the way we use the term in relation to cities, towns, regions and communities is about ensuring the way that we live today doesn't reduce the quality of life of future generations or degrade the quality of the environment they will live in.

Growth and development of communities in line with these principles is often referred to as 'sustainable development'.

Leading practice councils pursue sustainability by balancing economic, community and environmental priorities directly through their strategic plans, planning schemes and policies, corporate operations and indirectly through government, industry and community partnerships.

This 'triple bottom line' approach is a recognised pathway for local governments seeking to strengthen their corporate sustainability performance and facilitate sustainable development for their communities.

Sustainability for Mackay Regional Council means we are committed to integrating sustainability principles across our organisation and into our way of thinking and acting as opposed to achieving a specific end point or goal.

Why is sustainability important for the Mackay region?

As a prominent local environmental manager and community leader, council recognises sustainability as a core business priority which underpins our region's prosperity, liveability and lifestyle.

By embedding sustainability principles into council operations and partnerships, we will optimise resource use and capabilities to deliver better services for our community while protecting our environment.

Innovative sustainability initiatives will deliver financial savings for council operations through continuous improvement and efficiency gains - particularly in relation to energy use.

Effective climate change adaptation will strengthen community resilience over time and identify emerging challenges and opportunities for our region.

How is council approaching sustainability?

Mackay Regional Council is committed to a healthy, connected and sustainable community and aims to minimise environmental impact by achieving a balance between our built infrastructure and the conservation of our natural resources.

Council puts sustainability into practice through its corporate commitments, governance arrangements, planning scheme, operations and community partnerships which work to protect and enhance our region's natural assets, biodiversity and respond to climate change.

Council's approach to sustainability is demonstrated through our membership to the world's leading organisation for local governments dedicated to sustainable development (ICLEI – Local Governments for Sustainability).

Our ICLEI membership helps to build genuine partnerships and bring leading practice experience of other local governments across Australia and internationally to benefit our region.

In late 2016, council resolved to adopt ICLEI's internationally acclaimed sustainability framework to guide development of this strategy and further integrate sustainability principles into council's operations, plans and strategies.

Elements of ICLEI's framework have been adapted to reflect our regional priorities and used to shape this strategy's nine 'Strategic Outcomes' (**Figure 1**).

Figure 1. 'Strategic Outcomes' guiding this strategy

Environmental sustainability – this strategy's focus

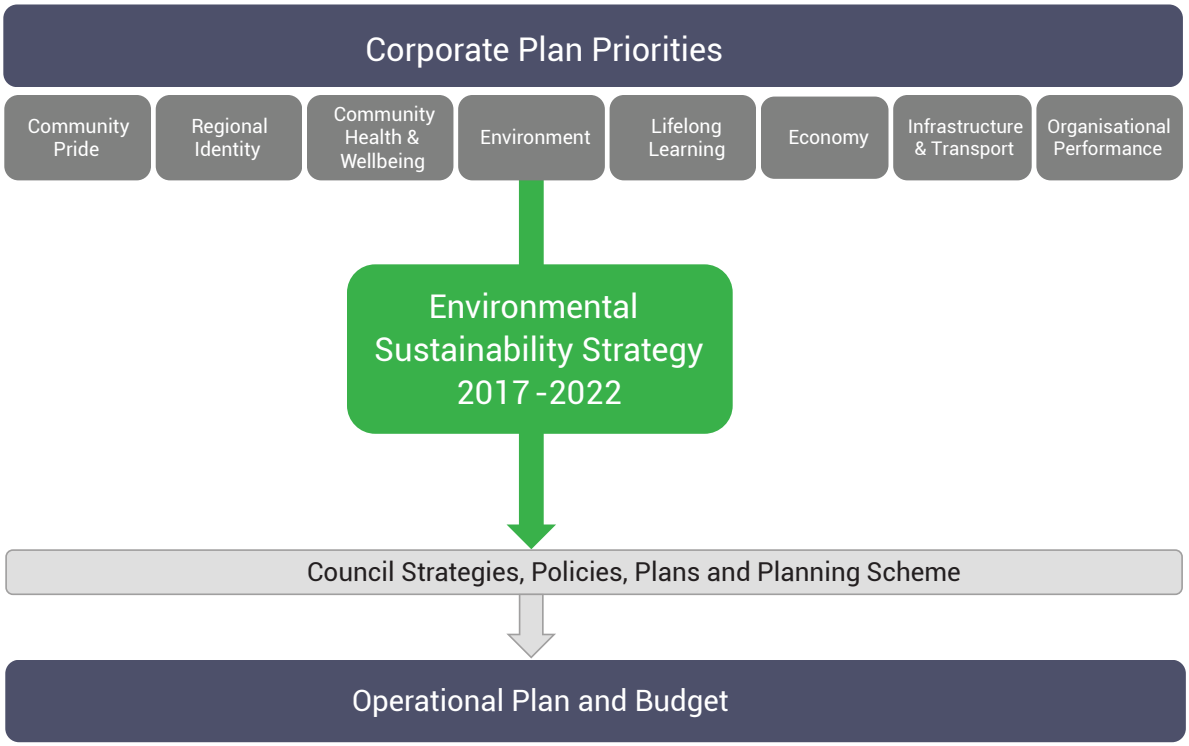
Council pursues 'triple bottom line' sustainability through a suite of strategies that respond separately to economic, community and environmental drivers in our region.

It is important to highlight that this strategy pursues environmental sustainability outcomes with economic and community outcomes pursued through other strategic documents (**refer Appendix 2**).

Over time, it is intended that 'triple bottom line' sustainability outcomes will be enhanced through broad incorporation of this strategy's strategic outcomes across council's policies, strategies, plans and planning scheme.

This strategy acts as an important bridge between our Corporate Plan commitments to environmental sustainability and the implementation of environmental sustainability initiatives through the Operational Plan and will work with existing plans and programs to firmly embed environmental sustainability principles into the core business of council (**Figure 2**).

Figure 2. This strategy acts on council's Corporate Plan commitments to environmental sustainability by exerting broad influence over our strategies, policies, plans, planning scheme and day-to-day operations.



Purpose of this strategy

The purpose of the strategy is to exert broad strategic influence in the area of environmental sustainability over important council functions such as planning, service delivery, law-making and enforcement, policy development and advocacy.

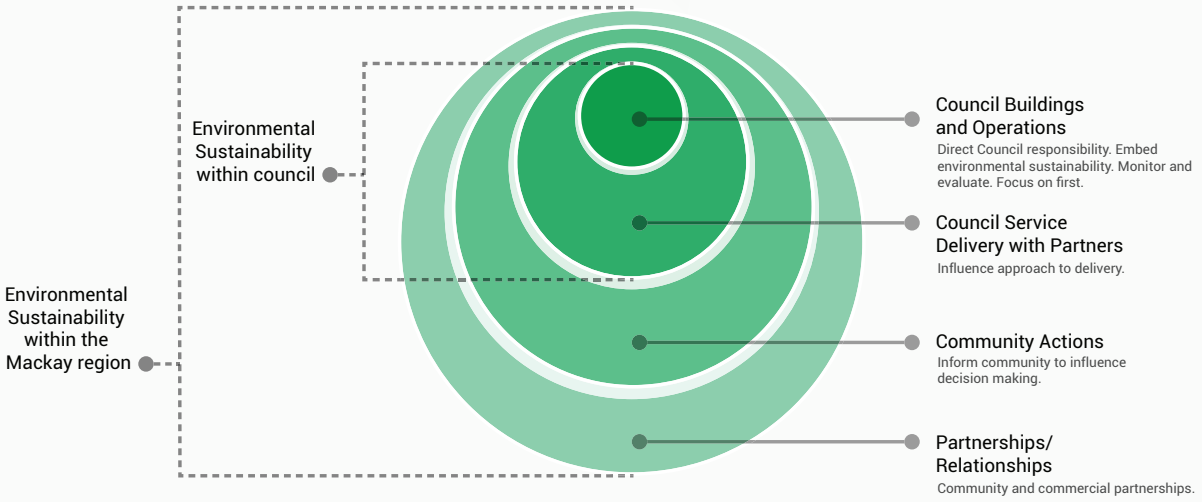
This strategy will:

- assist in identifying and responding to organisational and regional drivers for environmental sustainability
- embed guiding principles for environmental sustainability into council operations
- promote our strategic outcomes as a framework for advancing 'triple bottom line' sustainability outcomes
- identify funding streams and partnerships for environmental sustainability projects
- influence environmental levy expenditure and provide a basis to support grant funding applications
- align council's environmental sustainability goals with state and federal policy
- work with but not duplicate other environmental plans and strategies identified in **Appendix 2**.

Actions implemented under this strategy will be limited to council's operations as a local government organisation or to those programs council delivers in partnership with the community.

Our efforts will focus primarily on activities council has direct control over, can influence significantly, or advocate for (**Figure 3**).

Figure 3. Council's ability to influence environmental sustainability outcomes within the Mackay region



Part B

Environmental Sustainability in the Mackay Region

Part B.

Environmental Sustainability in the Mackay Region

About our region

The Mackay region is located midway between Brisbane and Cairns, nestled between the Great Dividing Range and Great Barrier Reef.

Covering 7,622 square kilometres, our region boasts rainforests and National Parks, 30 townships, 320 kilometres of mainland coastline, 31 beaches and more than 70 tropical islands.

Our region represents 1.8% of the 42 million hectare Great Barrier Reef catchment area and for aboriginal people who identify with the region, the land and sea is rich with cultural heritage, providing them with their identity and opportunities for traditional and contemporary practices.

The Mackay region forms part of the Wet Tropics Natural Resource Management cluster and experiences a tropical climate with average annual rainfall of 1,585mm per year, received largely during the months from December through to March with the driest months being August & September.

Average maximum temperatures range from 30°C in summer to 23°C in winter with average minimums ranging from 23°C to 11°C.

30
Townships

7,622km²
Area of Region

>1.5m
Rainfall per Year

31
Beaches

1.8%
Great Barrier Reef Catchment Area

70
Tropical Islands

320km
Mainland Coastline

62
Mammal species

350
Bird species

95
Reptile species

31
Frog species

10%
of these are rare or threatened species

>250
Fish species

Our Natural Environment and Biodiversity

Preserving and enhancing natural systems and ecological values is essential for maintaining the long-term prosperity, liveability and lifestyle of our region.

Major regional economic activities such as mining, agriculture, fishing and tourism are supported by our marine and terrestrial flora and fauna, coastal ecosystems, scenic landscapes, wildlife corridors and habitats, wetlands and waterways.

The Mackay region is recognised as one of the most biodiverse in the Great Barrier Reef catchment area and home to a wide diversity of animals, including 62 mammal species, 350 birds, 95 reptiles, 31 frogs and over 250 fish species.

About 10 per cent of these animals are listed as rare, threatened or vulnerable under the Queensland Nature Conservation Act 1992, including the Flatback Turtle, Mangrove Mouse, many species of waders and shorebirds, Rufous Owl, Powerful Owl, Glossy Black Cockatoo, Ghost Bat, Squirrel Glider, Estuarine Crocodile and Beach Stone-curlew.

Key challenges for council and our environment

Population Growth

Our region's population is predicted to grow to 171,000 by 2036 from its current population of around 123,000. The focus of that growth will be in urban areas, particularly Mackay, Sarina, Marian, Mirani and Walkerston.

As our community grows, we need careful planning to prevent adverse impacts on our natural environment while also encouraging more sustainable living practices to reduce dependency on our natural resources.

Water Quality

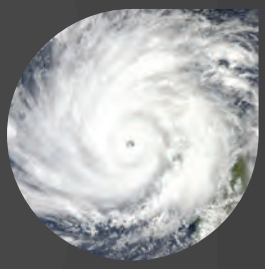
The health of our waterways and the Great Barrier Reef is directly linked to population growth, land use, development and the quality of water within the catchment.

As a Reef Guardian Council and member of the Healthy Rivers to Reef Partnership Mackay-Whitsunday, we are an important partner for regional stakeholders and natural resource management groups responding to water quality concerns within our region and delivering collaborative projects to protect and enhance the health of our freshwater and marine environments.

Water Resources

We rely on both surface and groundwater resources to provide a reliable and safe water supply for our communities. Challenges facing council in managing our water resources include:

- influencing water use culture in the community
- managing demand to ensure sustainable use of our water resources.



Waste Management

Waste management remains a critical service provided by council to the community that can impact our environment. Our challenge is to look for opportunities to restructure production and distribution systems to prevent waste being produced in the first place and ensure council waste disposal facilities continue to implement leading practice methods to minimise environmental impacts.

Pests and Disease

Like many regional councils, our agricultural industries and natural areas are vulnerable to invasive plants, introduced pests and exotic diseases. Council's challenge is to work with our community partners to implement comprehensive measures to protect our economy, environment and community against current and emerging biosecurity threats.

Climate Change

Climate change presents both challenges and opportunities for the future of our region.

Many of the challenges for our environment are likely to be exacerbated by changes in climate over time and council is committed to using the best scientific information and local climate projections as a basis for climate change mitigation and adaptation planning decisions.

Modelling shows that over time, the Mackay region will be exposed to:

- increases in average temperatures
- more hot days and warm spells
- increased intensity of extreme rainfall events
- mean sea level rise and increases in the height of extreme sea level events
- fewer but more intense tropical cyclones.

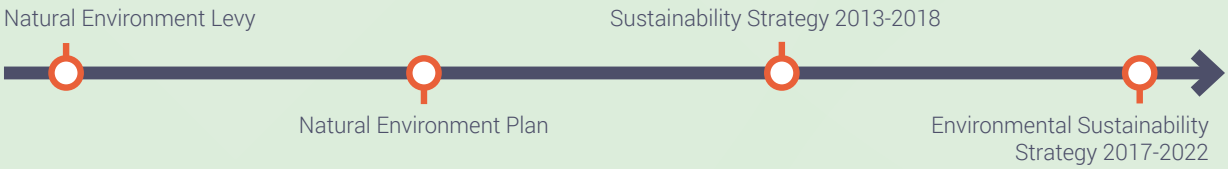
As climate change continues, council has a leading role to play in identifying and responding to climate risks through our operations and strategic planning processes.

Key drivers for corporate sustainability

Corporate sustainability is a key focus for this Strategy. It is an area over which council has direct control and can provide leadership as a significant and influential organisation within the Mackay region. A focus on corporate sustainability is driven by council's desire to:

- pursue a triple bottom line approach to sustainability
- showcase leading practice to our community
- reduce operational costs through improved efficiency
- respond to increasing costs of fuel, water, energy and waste disposal
- encourage technological innovation and attract emerging industries and partners to our region
- reduce and manage risk associated with extreme weather events and climate change
- take advantage of state and federal government incentives for environmental sustainability initiatives
- reduce regulatory costs and liabilities
- strengthen regional collaborations for environmental sustainability
- enhance the health of natural areas that underpin our prosperity, liveability and lifestyle
- govern ethically by ensuring economic growth enhances environmental values and reduces carbon emissions
- prepare for growth by identifying strategic land for environmental purposes
- deliver positive environmental outcomes for current and future residents of the Mackay region.

Environmental sustainability - our journey so far



Council's commitment to environmental sustainability is evident through the Natural Environment Levy which was introduced in 2003 to fund environmental projects.

The levy is an essential source of funding to support community partnerships and natural resource management initiatives in our region. The Sustainability and Environmental Advisory Committee (formerly the Natural Environment Advisory Committee) provides advice to council regarding appropriate use of levy funds for environmental projects.

A key achievement for the scheme was the acquisition of Blacks Beach Spit in 2012 using levy funding. This 42 hectare site is now under the management of council and boasts substantial natural values, sustaining important marine and terrestrial natural resources and supporting wildlife populations of national and international significance.

The Natural Environment Plan

Council's Natural Environment Plan provides management direction to ensure the maintenance and improved condition of the natural environment in the Mackay region.

The plan provides reliable, scientifically robust information about the region's natural assets and their values, key threats and priority areas for council investment.

The Sustainability Strategy 2013-2018

Council's first Sustainability Strategy was endorsed in 2013 to integrate sustainability into the core business of council. The strategy played an important role in advancing sustainability outcomes across council in areas such as:

- sustainable planning and infrastructure
- preservation of the natural environment and biodiversity
- energy, carbon emissions and climate change
- water and waste management.

Environmental Sustainability Strategy 2017-2022

This strategy is the refreshed framework that will build on previous efforts and guide council initiatives in the area of environmental sustainability over the next five years.

Part C

Environmental Sustainability Approach

Our Vision

Our region's prosperity, liveability and lifestyle is underpinned by a healthy and sustainable environment managed through council, industry and community partnerships.

Our Mission

To advance environmental sustainability within council and across our region.

Guiding principles for environmental sustainability

Acting on our mission to advance environmental sustainability within council and across our region, it is important to have a strong set of guiding principles and processes to apply consistently through all initiatives delivered under this Strategy. They will guide our behaviours, the decisions we make and the way our decisions will be implemented.

Sustainable Region (our vision)

- Our region's prosperity, liveability and lifestyle is underpinned by a healthy and sustainable environment managed through council, industry and community partnerships.

Low Carbon Region

- Council operations and our region become low carbon to minimise our contribution to climate change.

Resource-Efficient and Productive Region

- Consumption of our natural resources is sustainable to protect and enhance environmental sustainability in our region.
- Sustainable local production systems are supported to reduce consumption and reliance on non-renewable resources from outside our region.

Resilient Region

- Effective planning for climate change enhances the resilience of council and the capacity of our communities, infrastructure and natural areas to recover from stresses while maintaining function and identity.

A Sustainable Natural Environment

- The sustainability of our region is dependent on our ability to preserve and enhance natural infrastructure and ecological values, while benefiting from the products and services provided by our natural environment.

Smart Region

- New and emerging technologies will improve council's service delivery and environmental sustainability performance.

Sustainable Transport

- Connected, active, electric and shared transport options reduce carbon emissions and energy consumption while improving air quality and use of public spaces.

Sustainable Procurement and Local Economy

- The purchase of products and services achieves value for money and generates environmental, community and economic benefits for our region.

Regional and Community Partnerships

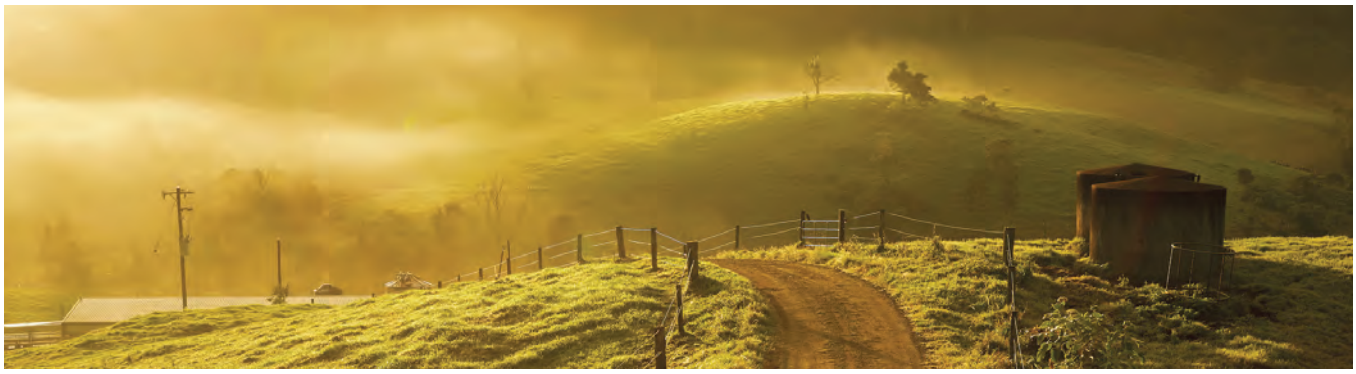
- Regional cooperation will strengthen influence at the national level to improve environmental sustainability outcomes for our region.
- Community partnerships make the best use of finite resources and avoid duplication of effort or missed opportunities.

Strategic outcomes and targets

Council seeks to achieve nine strategic outcomes through implementation of this strategy.

A practical mix of short term, baseline establishment targets and longer term environmental condition related targets will guide specific action under this strategy.

An interim review of strategy targets will occur in 2019 in response to baseline data collected during the initial stages of implementation with a full review of this strategy to occur in 2022.



1.
Sustainable Region (Our Vision)

Guiding principle:

› Our region's prosperity, liveability and lifestyle is underpinned by a healthy and sustainable environment managed through council, industry and community partnerships.

Outcome:

› Council operations integrate principles for environmental sustainability and recognise this strategy's nine strategic outcomes as a framework for the sustainable development of our region.

How we will get there:

Our efforts will focus on:

› integrating principles for environmental sustainability into council strategies, policies and plans
› strong and effective governance arrangements for strategy implementation
› monitoring and evaluation of environmental sustainability performance
› leading by example through our actions, engagement and community support for sustainable living practices and behaviours
› engagement, knowledge sharing and capacity building leveraged through council's ICLEI membership
› active participation in ICLEI programs to accelerate action toward strategy outcomes.

How progress will be measured:

Our targets:

1. Embed guiding principles for environmental sustainability into council strategies, plans, policies and reporting frameworks.

2.
Low Carbon Region

Guiding principle:

› Council operations and our region become low carbon to minimise our contribution to climate change.

Outcome:

› Council operations and our region become low-carbon regardless of size and growth trends.

How we will get there:

Our efforts will focus on:

› promoting energy and carbon management as a strategic priority for council
› preparing baseline assessments of energy consumption and carbon emissions
› participation in ICLEI climate and energy programs
› leading practice sustainable building design and minimum energy efficiency standards for council
› consideration of low carbon electricity options for council
› consideration of electrification and fuel switching options for council
› consideration of non-energy emissions and opportunities for carbon sequestration in our region.

How progress will be measured:

Our targets:

2. Embed energy management and net zero emissions as strategic priorities for council and the Mackay region.

3.
Resource-efficient and Productive Region

Guiding principles:

- Consumption of our natural resources is sustainable to protect and enhance environmental sustainability in our region.
- Sustainable local production systems are supported to reduce consumption and reliance on non-renewable resources from outside our region.

Outcome:

- Council and our community use resources as efficiently as possible and support new sustainable local production systems.

How we will get there:

Our efforts will focus on:

- preparing baseline assessments of corporate water consumption and waste generation
- leading practice corporate water efficiency and waste management standards
- paperless offices at council and use of smart devices for electronic data management and reporting of field activities
- leading practice sustainable event management standards for council
- value add waste management initiatives that present economic benefit through producing material for reuse and reduce the impact on the environment
- influencing water use culture in the community and managing demand.

How progress will be measured:

Our targets:

3. Council to lead by example and promote a circular regional economy for waste.
4. Embed corporate water management as a priority for council.
5. Achieve and maintain NIASA and Eco-Hort accreditation at all council nurseries.

4.
Resilient Region

Guiding principle:

› Effective planning for climate change enhances the resilience of council and the capacity of our communities, infrastructure and natural areas to recover from stresses while maintaining function and identity.

Outcome:

› Council uses the best available science and sub-regional projections to identify and respond to the risks associated with climate change to enhance the resilience of our organisation and natural areas.

How we will get there:

Our efforts will focus on:

› taking action to embed climate change adaptation and risk management as core components of council planning functions including:
  » coastal and inland flood/stormwater management
  » land use and infrastructure planning
  » conservation / management of the natural environment and biodiversity
  » asset management
  » risk management
  » biosecurity.

How progress will be measured:

Our targets:

6. Improve council's ability to manage climate risk and deliver adaptation projects as part of the Queensland Climate Resilient Council Program.
7. Participate in the Queensland Coastal Council Adaptation Taskforce (CCAT).
8. Improve community resilience during/after storm and flood event

5.
A Sustainable Natural Environment

Guiding principle:

› The sustainability of our region is dependent on preserving and enhancing natural systems and ecological values, while benefiting from the products and services they provide.

Outcome:

› Essential elements of our natural environment including landscapes, waterways, wetlands, coastal areas, native plants, animals and their habitats are well managed, healthy, resilient and valued by our community.

How we will get there:

Our efforts will focus on:

› identifying priority areas that will maintain and improve ecological functionality and connectivity at a whole of landscape scale

› preserving and enhancing natural waterways and wetlands to support healthy and diverse aquatic habitats and species

› preserving the natural values and function of our coastal and nearshore marine environments

› partnering with property owners to protect and enhance regional biodiversity and water quality values

› managing biosecurity threats and promoting use of non-invasive plants throughout our region

› adopting environmentally friendly weed control methods for council operations

› investigating options to expand council's Natural Environment Centre as a community education facility for environmental sustainability

› participation in the Great Barrier Reef Marine Park Authority Reef Guardian Council Program

› participation in ICLEI biodiversity programs.

How progress will be measured:

Our targets:

9. Review council's Natural Environment Plan, incorporating strategic targets linked to the Natural Environment Network Blueprint metrics.
10. Update council's Biosecurity Plan.
11. Progressively increase the number of local native plants established by council and property owners in our region.
12. Reduce council herbicide use by adopting alternative weed control methods.
13. Contribute to achieving regional ecosystem condition and water quality targets (refer Mackay, Whitsunday, Isaac Water Quality Improvement Plan).
14. Participate in the Healthy Rivers to Reef Partnership Mackay-Whitsunday.
15. Participate in the Reef Guardian Council Program.

6.
Smart Region

Guiding principle:

› New and emerging technologies will improve council's service delivery and environmental sustainability performance.

Outcome:

› Council builds a reputation for the uptake of innovative technology becoming increasingly efficient and environmentally sustainable.

How we will get there:

Our efforts will focus on:

› identifying innovative pilot projects aimed at improving efficiency, reducing cost, energy, natural resource consumption and carbon emissions.

How progress will be measured:

Our targets:

16. Integrate smart city technology into council operations to improve efficiency, service quality and environmental sustainability outcomes.

7.
Sustainable Transport

Guiding principle:

› Connected, active, electric and shared transport options reduce carbon emissions and energy consumption while improving air quality and use of public spaces.

Outcome:

› Council employees and our community have access to a range of sustainable transport options as alternatives to private vehicle use.

How we will get there:

Our efforts will focus on:

› preparing baseline assessments for council employee use of sustainable transport modes
› incorporating sustainable transport planning into council strategies, plans and policies
› promoting the uptake of sustainable transport modes by council employees and the community
› advocate for better public transport and work with the state government to increase the frequency and number of public transport services
› work with the State Government to implement relevant actions from the Regional Transport Plan.

How progress will be measured:

Our targets:

17. Increase in the use of sustainable transport modes by council employees and the community.

8.
Sustainable Procurement and Local Economy

Guiding principle:

› The purchase of products and services achieves value for money and generates economic, community and environmental benefits for our region.

Outcome:

› Council makes smart procurement decisions that reduce negative environmental impacts, meet financial requirements, encourage innovation and support a local, sustainable economy.

How we will get there:

Our efforts will focus on:

› establishing leading practice, sustainable corporate procurement standards that consider life cycle costs and environmental externalities in the costs of materials and service provision

› implementing an enabling policy, legal and financial framework to support and sustain our local economy.

How progress will be measured:

Our targets:

18. Integrate sustainable procurement principles into council's procurement policy and contracts.

9.
Regional and Community Partnerships

Guiding principles:

- Regional cooperation will strengthen influence at the national level to improve environmental sustainability outcomes for our region
- Community partnerships make the best use of finite resources and avoid duplication of effort or missed opportunities.

Outcome:

- Council partners with industry, all tiers of government and community groups to enhance environmental sustainability in our region.

How we will get there:

Our efforts will focus on:

- working with key industry organisations and businesses to show case leading environmental sustainability practices in the region
- aligning council priorities with state and federal government policy to take advantage of funding opportunities that support investment in environmental sustainability projects
- building regional partnerships that strengthen influence at the national and state level to improve environmental sustainability outcomes in areas such as public transport, energy generation, resource management, food systems and urban/regional planning
- working with Natural Resource Management Groups to address regional priorities and minimise duplication of effort
- promote sustainable living practices within our community
- collaborative research projects with local universities
- strengthening partnerships and funding arrangements with our community and environmental groups
- encouraging the expansion of environmentally sustainable industries in the region.

How progress will be measured:

Our targets:

19. Implement an external Strategy Communication and Engagement Plan.

Implementation arrangements

Implementation of this Strategy will be supported by a number of governance, planning, reporting and partnership arrangements. These implementation arrangements will be reviewed on an annual basis.

Sustainability Executive Group

A Sustainability Executive Group (SEG) will oversee delivery of the strategy with a specific focus on core governance and organisational change initiatives to be implemented through an annual action plan (**Figure 4**). Reporting directly to the Strategic Leadership Performance Team, this group will meet quarterly and be chaired by the Director - Development Services.

Membership will comprise a core group of directors, managers and governance staff.

Additional members may be appointed to the group on an 'as needed basis' to oversee delivery of specific projects relevant to the annual action plan.

Sustainability Team & Sustainability Working Groups

Supporting the Sustainability Executive Group will be a Sustainability Team positioned within the Parks, Environment and Sustainability program. This team will act in a coordination role to guide strategy implementation through action plan development, project delivery and reporting.

The Sustainability Team will convene Sustainability Working Groups to deliver specific projects included in the annual action plan.

Sustainability Working Group membership will depend on project requirements and be approved by the Sustainability Executive Group. Other working groups and committees may operate alongside or replace specific Sustainability Working Groups to minimise duplication of effort.

Figure 4. Environmental Sustainability Strategy Governance Framework

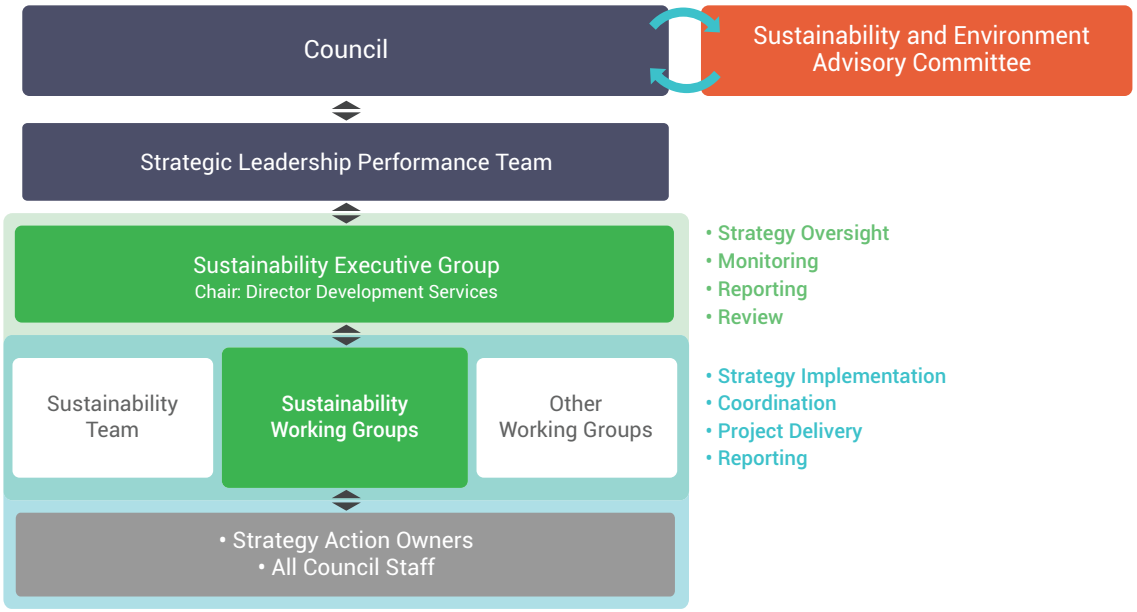


Figure 5. Strategy Planning and Reporting Framework

Planning & Reporting Framework

Reporting of strategy operational activity will be integrated into council's quarterly operational plan and annual reporting framework (**Figure 5**). Key to this approach will be development of a draft annual action plan each November outlining proposed projects for the following financial year.

The annual action plan will be finalised and approved by the Sustainability Executive Group. Capital and operational funding for projects endorsed by the group will be incorporated into individual program budgets for the following financial year through council's normal budget cycle.

Monitoring & Review

Monitoring our progress is critical to achieving the Strategy outcomes over the five year implementation horizon. Progress towards achieving individual targets will be reviewed at each Sustainability Working Group and Sustainability Executive Group meeting.

Action owners will provide project updates as requested by the Sustainability Team and Sustainability Executive Group for inclusion in council's quarterly and annual operational reports.

Engagement & Community Partnerships

A strategy communication and engagement plan will be implemented and reviewed annually by the Sustainability Team to ensure council employees, relevant stakeholders and partners are adequately engaged during the life of the strategy. The plan will also identify key strategic partnerships to be pursued under the strategy.

Local Government Leading Practice Partnerships

Participation in leading practice local government sustainability programs will benefit our region by drawing on national and international experience in delivering specific sustainability initiatives.

The following mix of existing and new programs will be considered to collectively accelerate action toward our nine strategic outcomes for environmental sustainability.

ICLEI Local Governments for Sustainability

LAB Local Action for Biodiversity AN ICLEI – IUCN PROGRAMME

CITIES POWER PARTNERSHIP

Q CRC Queensland Climate Resilient Councils

HEALTHY RIVERS TO REEF PARTNERSHIP MACKAY-WHITSUNDAY

GLOBAL COVENANT of MAYORS for CLIMATE & ENERGY

green building council australia

reef guardian council

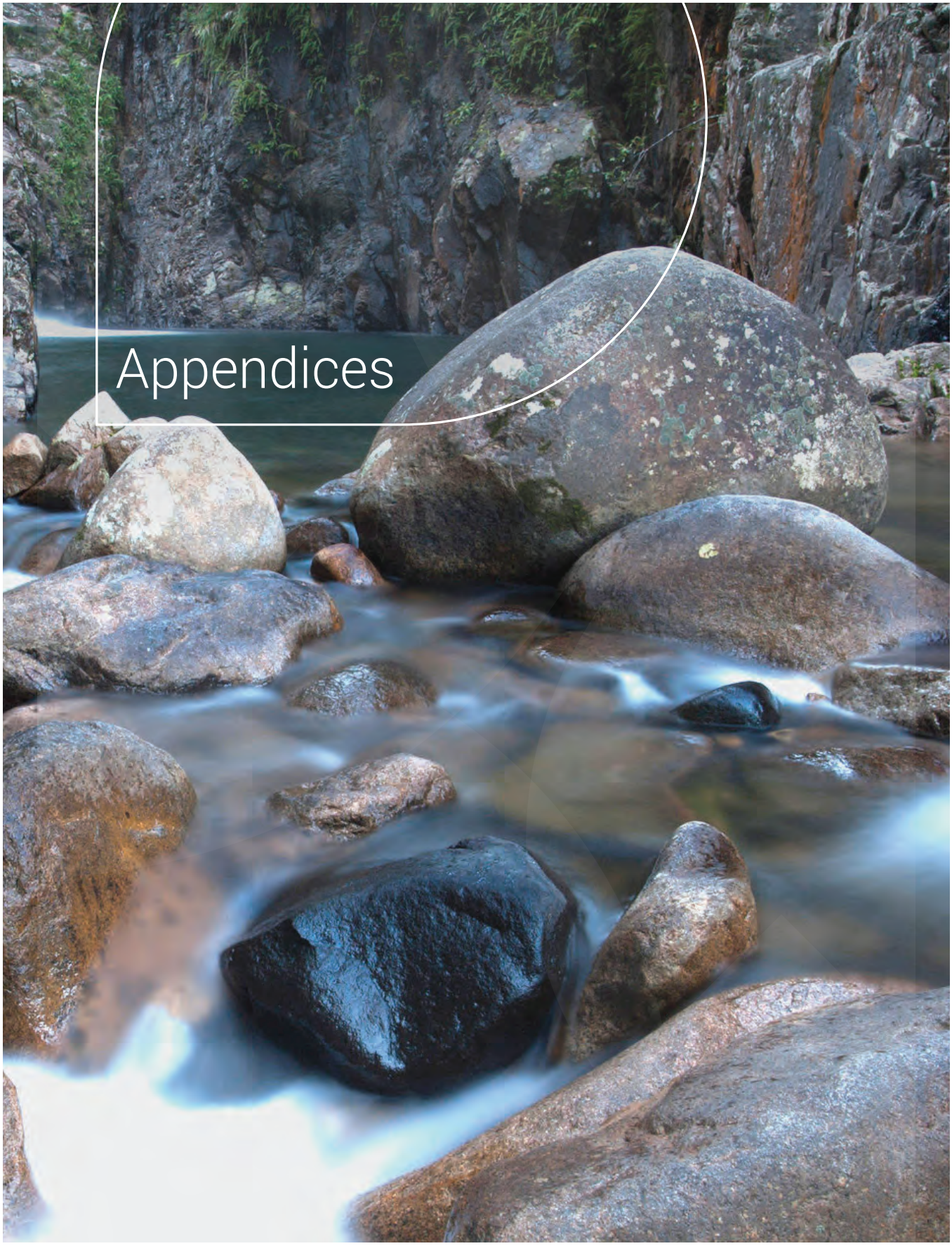
CRC for Water Sensitive Cities

Part D

Environmental Sustainability Action Plan

This strategy will be implemented through the attached annual action plan that will be reviewed each financial year.

By reviewing our progress regularly, we will ensure practical and achievable progress towards our nine strategic outcomes over the five-year implementation horizon.


Appendices

Appendix 1. Glossary of terms

Biodiversity:
The variety of all life forms including the different plants, animals and micro-organisms, the genes they contain, and the ecosystems of which they form a part.

Built Environment: Places and spaces created or modified by people including buildings, parks, facilities, infrastructure services and transportation systems.

Climate Change:
The observed century-scale rise in the average temperature of the Earth's climate system and its related effects.

Climate Change Adaptation: Proactively managing risks associated with climate change through a planned approach that takes into consideration the best available science and local climate projections.

Climate Change Mitigation:
Activities to reduce the extent of human induced climate change, primarily through eliminating or reducing carbon emissions entering the atmosphere.

Conservation Estate:
The collection of state, council and private lands managed for conservation within a region (including national parks). The conservation estate consists of both legally protected and voluntary conservation areas that:

- protect biodiversity, enhance environmental values and ecological functionality
- contribute to landscape connectivity and assist to consolidate habitat areas
- contribute to the landscape and character of the region.

Ecosystem Services:
Essential services provided by the natural environment such as the provision of clean air, soil, drinking water and the ability to assimilate contaminants and waste.

ICLEI – Local Governments for Sustainability:
The world's leading organisation for local governments dedicated to sustainable development. Globally, ICLEI has over 1,200 members from 84 countries including more than 40 Australian members. ICLEI provides its members with a wide range of resources and access to global programs to support to accelerate action toward their sustainable development goals.

Liveability:
Liveability is the combination of factors that lead to a community's quality of life now and into the future. Important factors affecting liveability include the built and natural environments, economic prosperity, social stability and wellbeing, equity and access, education, cultural and recreation opportunities.

Natural Environment:
The physical and biological surroundings in which plants, animals and people live and interact. It encompasses water, soil, air, plants, animals and the ecological and physical processes that affect them.

Natural Environment Levy:
Introduced by council in 2003 to fund environmental projects in the Mackay region. Ratepayers contribute to the levy yearly via their rates. The aim of the levy is to fund projects that address the following broad objectives:

- Protect, manage and enhance ecologically significant areas on public and private land and encourage leading practice in native vegetation and waterway management
- Monitor health of native vegetation, water quality and ecosystems
- Provide a range of types and styles of projects including pilot projects
- Ensure an integrated catchment management focus to ensure multiple benefits (i.e. for biodiversity, land degradation, water quality, community wellbeing, economic and commercial gains).

Sustainability and Environment Advisory Committee:
Established to make recommendations to council about appropriate environmental projects that may be funded via the Natural Environment Levy or other funding mechanisms.

Prosperity:
Refers to a state of abundant opportunity, good fortune and social status. Prosperity often encompasses wealth but is underpinned by other factors independent of wealth such as happiness and the health of the natural environment.

NRM organisations:
Natural Resource Management (NRM) organisations provide an important link between governments and communities. They work collaboratively with volunteer and grass-roots organisations (e.g. Landcare), rural industry groups and landholders.

Reef Catchments is the NRM group for the Mackay Whitsunday Isaac region, working to effectively manage and preserve the region's critical natural assets for future generations.

Resilience:
The capacity of individuals, communities and environmental systems to survive, adapt, and grow despite experiencing chronic stresses and acute shocks. Resilient communities turn vulnerabilities into opportunities – particularly in relation to the current and emerging challenges presented by climate change.

Smart Technology:
Integrated information gathering and communication technologies such as sensors, data and real time monitoring used to connect people, businesses, communities and the environment to improve liveability and sustainability outcomes.

Sustainability:
Ensuring the way that we live today doesn't reduce the quality of life of future generations or degrade the quality of the environment they will live in. Sustainability for local governments can be defined as an ongoing commitment to integrating sustainability principles and processes into council operations as opposed to achieving a specific end point or goal.

Triple Bottom Line Sustainability:
A concept adopted by leading practice councils that effectively balance the integration of economic, social and environmental sustainability principles, both directly through their corporate operations and indirectly through government, industry and community partnerships.

UNESCO Great Barrier Reef World Heritage Area:
The Great Barrier Reef (GBR) is the world's most extensive coral reef ecosystem, a globally outstanding and significant entity which was inscribed as a World Heritage Area in 1981. The GBR World Heritage Area covers 348,000 square kilometres, stretching from the low water mark along the mainland coast up to 250 kilometres offshore.
This includes vast shallow inshore areas, mid-shelf and outer reefs, and beyond the continental shelf to oceanic waters over 2,000 metres deep. The Mackay region represents 1.8% of the 42 million hectare Great Barrier Reef catchment area.

Appendix 2. Relevant Legislation, Strategies and Plans

National Legislation

- Biosecurity Act 2015
- National Greenhouse and Energy Reporting Act 2007
- Environmental Protection and Biodiversity Conservation Act 1999.

State Legislation

- Planning Act 2016
- Waste Reduction and Recycling Act 2011
- Local Government Act 2009
- Water Act 2000
- Vegetation Management Act 1999
- Coastal Protection and Management Act 1995
- Environmental Protection Act 1994
- Fisheries Act 1994
- Nature Conservation Act 1992
- National Strategies
- Climate Sustainability Plan 2016 - 2020 (Mackay, Whitsunday, Isaac)
- Australia's Biodiversity Conservation Strategy 2010 - 2030
- National Strategy for Ecologically Sustainable Development 1992.

State Strategies

- Queensland Waste Management and Resource Recovery Strategy 2019
- Queensland Climate Transition Strategy - Pathways to a clean growth economy
- Queensland Climate Adaptation Strategy 2017 - 2030 - Pathways to a climate resilient Qld.

Council Strategies and Plans

- Mackay Region Community Plan 2011- 2031
- Strategic Risk Register
- Corporate Plan 2016 - 2021
- Economic Development Strategy 2015 - 2020
- Community Development Strategy 2018 - 2021
- Mackay Region Planning Scheme 2017
- Waste Management Strategic Plan 2014 - 2018
- Water Services Business Plan 2016 - 2021.

Mackay REGIONAL COUNCIL

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Part D
Environmental
Sustainability
Action Plan

Part D.
Environmental Sustainability Action Plan

This action plan was updated during 2020 and lists remaining initiatives to be delivered under the Environmental Sustainability Strategy 2017-2022. Completed actions are summarised at the bottom of the document. Capital and operational funds required to deliver this action plan will be incorporated into individual program budgets or approved using council's Enterprise Project Management Framework.

As a member of the Reef Guardian Council Program, council is committed to addressing key threats to the Great Barrier Reef such as climate change, coastal development, land-based run-off and direct human use. Council's Reef Guardian Action Plan 2020-2022 incorporates many actions from the Environmental Sustainability Strategy and is attached as appendix 1 to highlight the positive actions being taken to improve the health of the reef.

1. Sustainable Region (Our Vision)

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
1. Embed guiding principles for environmental sustainability into council strategies, plans, policies and reporting frameworks.	1.1 Review council's Enterprise Project Management Framework business case assessment criteria to strengthen alignment with Policy 064 (Corporate Environmental Sustainability Policy).		Parks Environment & Sustainability Governance and Safety	X	
	1.2 Review Policy 084 - Corporate Strategies to strengthen alignment with the Environmental Sustainability Strategy and Policy 064 (Corporate Environmental Sustainability Policy).		Parks Environment & Sustainability Governance and Safety	X	X
	1.3 Develop corporate and community sustainability reporting frameworks.		Parks Environment & Sustainability	X	
	1.4 Implement an internal Strategy Communication and Engagement Plan to embed environmental sustainability within council.		Parks Environment & Sustainability Corporate Communications and Marketing	X	X
	1.5 Develop a business case for implementing an ISO14001 Environmental Management System.	reef guardian council	Parks Environment & Sustainability Governance and Safety		X
	1.6 Review council's Water and Waste Services Strategic Plans to strengthen alignment with Policy 064 (Corporate Environmental Sustainability Policy) and incorporate environmental sustainability performance reporting.	reef guardian council	Parks Environment & Sustainability Waste Services Water Services	X	X

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
	1.7 Develop a business case that considers merging council's Community Development, Economic Development and Environmental Sustainability strategies into a longer-term 'Sustainable Development Strategy'.		Parks Environment & Sustainability		x

2. Low Carbon Region

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
2. Embed energy management and net zero emissions as strategic priorities for council and the Mackay region.	2.1 Develop a corporate Energy and Carbon Management Plan that establishes a responsible net zero emissions pathway.	reef guardian council	Parks Environment & Sustainability	x	x
	2.2 Develop a community Emissions Management Plan to support a responsible net zero emissions pathway for the Mackay region.	reef guardian council	Parks Environment & Sustainability		x
	2.3 Consider membership to ICLEI's Global Covenant of Mayors for Climate and Energy program.	reef guardian council	Parks Environment & Sustainability Sustainability & Environment Advisory Committee		x

3. Resource-Efficient and Productive Region

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
3. Council to lead by example and promote a circular regional economy for waste.	3.1 Develop and implement a corporate Waste Management Plan.	reef guardian council	Parks Environment & Sustainability Waste Services	x	x
4. Embed corporate water management as a priority for council.	4.1 Develop and implement a corporate Water Management Plan.		Parks, Environment & Sustainability Water Services		x
5. Achieve and maintain NIASA and Eco-Hort accreditation at all council nurseries.	5.1 Achieve Eco-Hort accreditation at the Mackay Natural Environment Centre nursery.		Parks Environment & Sustainability		x
	5.2 Achieve NIASA accreditation at the Botanic Gardens nursery.		Parks Environment & Sustainability		x
	5.3 Achieve Eco-Hort accreditation at Botanic Gardens nursery.		Parks Environment & Sustainability		x

4. Resilient Region

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/21	2021/22
6. Improve council's ability to manage climate risk and deliver adaptation projects as part of the Queensland Climate Resilient Council Program.	6.1 Review council's strategic risk register to ensure environmental and climate risks (acute, chronic and transitional) are adequately assessed.	reef guardian council	Parks, Environment & Sustainability Governance and Safety	x	x
	6.2 Identify publicly available corporate documents requiring a statement about climate risk and update these during their next review cycle to improve public disclosure.	reef guardian council	Parks, Environment & Sustainability Governance and Safety	x	x
	6.3 Undertake a climate risk training needs analysis for council staff and develop a program to increase staff capacity to manage climate risk and deliver adaptation related projects.	reef guardian council	Parks, Environment & Sustainability People and Culture	x	x
	6.4 Embed climate risk management as a focus area in all program business plans until mainstreamed.	reef guardian council	Parks, Environment & Sustainability Governance and Safety	x	x
	6.5 Consider applying for LGAQ grant funding to develop a pilot Climate Risk Management Strategy.	reef guardian council	Parks, Environment & Sustainability Governance and Safety	x	x
7. Participate in the Queensland Coastal Council Adaptation Taskforce (CCAT).	7.1 Consider participation in the CCAT Cooperative Research Centre for Thriving Coasts.	reef guardian council	Parks, Environment & Sustainability Strategic Planning		x
8. Improve community resilience during/ after storm and flood events.	8.1 Develop council's Storm Smart Strategy.	reef guardian council	Strategic Planning	x	x
	8.2 Implement council's Flood and Stormwater Management Strategy.	reef guardian council	Strategic Planning	x	x
	8.3 Develop a Regional Shoreline Erosion Management Plan.	reef guardian council	Parks, Environment & Sustainability Strategic Planning	x	x

5. A Sustainable Natural Environment

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/21	2021/22
9. Review council's Natural Environment Plan, incorporating strategic targets linked to the Natural Environment Network Blueprint metrics.	9.1 Integrate the Natural Environment Network Blueprint overlays into council's geographical information system (MADI).		Parks Environment & Sustainability Geographical Information Systems	x	
	9.2 Establish an internal working group to develop a 'Shared Roadmap' and guide the review of council's Natural Environment Plan.	reef guardian council	Parks Environment & Sustainability Strategic Planning Health & Regulatory (Pest Management)	x	x
	9.3 Develop/review and implement leading practice Local Coastal Plans for our region.	reef guardian council	Parks, Environment & Sustainability	x	x

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/21	2021/22
10. Update council's Biosecurity Plan.	10.1 Review council's Biosecurity Plan, improving alignment with council's Natural Environment Plan.		Health & Regulatory (Pest Management) Parks Environment & Sustainability	x	
11. Progressively increase the number of local native plants established by council and property owners in our region.	11.1 Continue the Free Native Plant Giveaway program with the aim to distribute 12,000 plants per year and educate residents on the benefits of local native plants.		Parks, Environment & Sustainability	x	x
	11.2 Develop a marketing plan for the Mackay Natural Environment Centre nursery to raise awareness of the availability of local native plants for projects within the region.		Parks, Environment & Sustainability	x	x
	11.3 Develop a local native plant policy for council parks, gardens and non-recreational areas.		Parks, Environment & Sustainability		x
12. Reduce council herbicide use by adopting alternative weed control methods.	12.1 Investigate increasing the use of steam weed control and/or other non-chemical weed control techniques at council-managed sites.	reef guardian council	Parks, Environment & Sustainability	x	x
	12.2 Develop a herbicide / insecticide application policy for sensitive public/ environmental areas.	reef guardian council	Parks, Environment & Sustainability		x
13. Contribute to achieving regional ecosystem condition and water quality targets (refer Mackay, Whitsunday, Isaac Water Quality Improvement Plan).	13.1 Review the Urban Stormwater Quality Management Plan.	reef guardian council	Parks Environment & Sustainability Strategic Planning Development Engineering Development Assessment	x	x
	13.2 Construct and maintain priority fishways.	reef guardian council	Parks, Environment & Sustainability	x	x
	13.3 Install and maintain gross pollutant traps within the urban footprint.	reef guardian council	Parks Environment & Sustainability Civil Operations	x	x
14. Participate in the Healthy Rivers to Reef Partnership Mackay-Whitsunday.	14.1 Provide technical and financial support to the Healthy Rivers to Reef Partnership Mackay-Whitsunday.	reef guardian council	Parks, Environment & Sustainability	x	x
15. Participate in the Reef Guardian Council Program.	15.1 Take action to address key threats to the reef through implementation of the Reef Guardian Council Action Plan (appendix 1).	reef guardian council	Parks, Environment & Sustainability	x	x

6. Smart Region

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
16. Integrate smart city technology into council operations to improve efficiency, service quality and environmental sustainability outcomes.	16.1 Establish a working group to consolidate council's approach to trialling and integrating smart city technology across the organisation.		Organisational Services (ICT) Strategic Planning Parks, Environment & Sustainability	x	x

7. Sustainable Transport

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
17. Increase in the use of sustainable transport modes by council employees and the community.	17.1 Implement the Mackay Region Integrated Transport Strategy.	reef guardian council	Strategic Planning	x	x

8. Sustainable Procurement and Local Economy

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
18. Integrate sustainable procurement principles into council's procurement policy and contracts.	18.1 Update relevant procurement policies, and contract templates to improve sustainable procurement outcomes (align with corporate Waste, Energy and Emissions targets).		Parks Environment & Sustainability Procurement & Plant	x	x

9. Regional and Community Partnerships

Target	Action	Reef Guardian Action	Responsible Program	Financial Year	
				2020/ 21	2021/ 22
19. Implement an external Strategy Communication and Engagement Plan.	19.1 Implement an external Strategy Communication and Engagement Plan to advance environmental sustainability across the region.		Parks Environment & Sustainability Corporate Communications & Marketing	x	x

Completed Actions 2017-2020

Strategic outcome	Action	Date completed
Sustainable Region	Developed council's corporate Environmental Sustainability Policy.	2018
	Reviewed council's Climate Adaptation Policy.	2018
	Reviewed the EPMF concept criteria to incorporate Environmental Sustainability principles*.	2020
Low Carbon	Implemented an energy management system (Azility).	2018
	Developed a corporate carbon emission inventory (Climate Active Standard)**.	2017/18, 2018/19
	Developed a community carbon emission profile (GPC Compliant)***.	2017/18
	Joined the Cities Power Partnership.	2018
Sustainable Natural Environment	Conducted NIASA audits of council nurseries****.	2018
	Achieved NIASA accreditation at the Mackay Natural Environment Centre nursery.	2018
	Completed the Natural Environment Network Blueprint report.	2019, revised 2020
	Commenced the Free Native Plant Giveaway Program.	2019
	Established a baseline for reducing council chemical herbicide use.	2019
Resilient Region	Joined the Queensland Climate Resilient Council program.	2017
	Council briefed by LGAQ climate experts.	2017
	Completed a climate adaptation governance assessment.	2018
Sustainable Transport	Established a baseline for staff use of sustainable transport modes.	2017/18

* Mackay Regional Council Enterprise Project Management Framework
** The Australian Government's carbon neutral certification standard (formerly the National Carbon Offset Standard)
*** Global Protocol for Community-Scale Greenhouse Gas Emission Inventories
**** Nursery Industry Accreditation Scheme

Appendix 1
Mackay Regional Council Reef Guardian Action Plan (2020 - 2022)

REEF GUARDIAN COUNCIL VISION: Reduce land-based impacts on the Great Barrier Reef through collaboration, education and targeted action.

1. Key Threat: Climate Change

Action	MRC Reference*	Description	Resource Commitment	Partnerships	Lead Program	Project Status
1. Develop a corporate Energy and Carbon Management Plan.	ESS 2.1	Develop a corporate Energy and Carbon Management Plan that establishes a responsible net zero emissions pathway for council.	Council Budget	All council programs	Parks, Environment & Sustainability	Planned
2. Develop a community Emissions Management Plan.	ESS 2.2	Work with external stakeholders to explore a responsible net zero emission pathway for the Mackay region.	Council Budget	Industry & Community Stakeholders	Parks, Environment & Sustainability	Planned
3. Consider membership to ICLEI's Global Covenant of Mayors for Climate and Energy Program.	ESS 2.3	Council to ensure community emission reduction initiatives align with global science-based targets.	Council Budget	Industry & Community Stakeholders	Parks, Environment & Sustainability	Planned
4. Review council's strategic risk register to improve climate risk management.	ESS 6.1	Improve assessment of acute, chronic and transitional climate risks.	Council Budget	Governance & Safety Program	Parks, Environment & Sustainability	Planned
5. Identify and update corporate documents requiring a statement about climate change.	ESS 6.2	Improve disclosure of acute, chronic and transitional climate risks.	Council Budget	Governance & Safety Program	Parks, Environment & Sustainability	Planned
6. Undertake a climate risk training needs analysis for council staff.	ESS 6.3	Improve staff capacity to manage climate risk and deliver adaptation projects.	Council Budget	People & Culture	Parks, Environment & Sustainability	Planned
7. Establish climate risk as a focus area in program business plans.	ESS 6.4	Improve program capacity to manage climate risk and deliver adaptation projects.	Council Budget	All council programs	Parks, Environment & Sustainability	Planned
8. Consider applying for LGAQ grant funding to develop a pilot Climate Risk Management Strategy.	ESS 6.5	Improve council's ability to manage climate risk and deliver adaptation projects.	Council Budget	LGAQ	Parks, Environment & Sustainability	Planned
9. Consider participation in the CCAT's proposed Cooperative Research Centre for Thriving Coasts.	ESS 7.1	Explore opportunities for climate change research programs and partnerships.	Council Budget	CCAT Members	Parks, Environment & Sustainability	Planned
10. Develop council's Storm Smart Strategy.	ESS 8.1	Improve community resilience during/after storm events.	Council Budget	Industry & Community Stakeholders	Strategic Planning	In progress
11. Implement council's Flood and Stormwater Management Strategy.	ESS 8.2	Improve community resilience during/after flood events.	Council Budget	Industry & Community Stakeholders	Strategic Planning	In progress
12. Develop a Regional Shoreline Erosion Management Plan.	ESS 8.3	Improve community resilience during/after storm and flood events.	Council Budget	Industry & Community Stakeholders	Parks, Environment & Sustainability	Planned

2. Key Threat: Coastal Development

Action	MRC Reference*	Description	Resource Commitment	Partnerships	Lead Program	Project Status
13. Review council's Water and Waste Services Strategic Plans.	ESS 1.6	Strengthen alignment with the council's Environmental Sustainability Policy.	Council Budget	Industry & Community Stakeholders	Waste Services Water Services	Planned
14. Develop a corporate Waste Management Plan.	ESS 3.1	Council to lead by example and promote a circular economy for waste through its operations.	Council Budget	Waste Services Property Services	Parks, Environment & Sustainability	In Progress
15. Review council's Natural Environment Plan.	ESS 9.2	Incorporate strategic targets linked to the Natural Environment Network Blueprint metrics.	Council Budget	Strategic Planning	Parks, Environment & Sustainability	Planned
16. Develop and implement Local Coastal Plans for our region.	ESS 9.3	Establish a coordinated approach to coastal management across the region.	Council Budget	Community Stakeholders	Parks, Environment & Sustainability	In Progress
17. Implement the Mackay Region Integrated Transport Strategy.	ESS 17.1	Increase the use of sustainable transport modes.	Council Budget Queensland Government Funding	Industry & Community Stakeholders	Strategic Planning	In Progress
18. Participate in the Mangrove Watch program.	N/A	Monitor the condition of mangrove ecosystems in the Mackay region.	Council Budget	Mangrove Watch	Parks, Environment & Sustainability	In Progress

3. Key Threat: Land-based Runoff

Action	MRC Reference*	Description	Resource Commitment	Partnerships	Lead Program	Project Status
19. Participate in the Reef Council Wastewater Stewardship Strategic Assessment (Regional Nutrient Offset Program).	N/A	The main driver of this project is to offset the nutrient load for the Mackay North Water Recycling Facility. One co-benefit of the project is to improve resilience in raw water quality upstream of the Dumbleton weir.	Council Budget (in kind) Office of the Great Barrier Reef	Community Stakeholders Qldwater LGAQ	Water Services	Planned
20. Develop a business case for implementing an ISO14001 Environmental Management System.	ESS 1.5	Improve council's ability to manage environmental risk.	Council Budget	All council programs	Parks, Environment & Sustainability	Planned
21. Review Council's Urban Stormwater Quality Management Plan.	ESS 13.1	Improve urban stormwater quality.	Council Budget	Strategic Planning	Parks, Environment & Sustainability	Planned
22. Trial alternative weed control techniques.	ESS 12.1	Investigate alternative weed control methods.	Council Budget	Relevant Programs	Parks, Environment & Sustainability	In Progress
23. Develop a herbicide application policy for sensitive public/environmental areas.	ESS 12.2	Reduce chemical herbicide use in sensitive areas.	Council Budget	Relevant Programs	Parks, Environment & Sustainability	Planned
24. Design, install and maintain priority gross pollutant traps.	ESS 13.3	Improve urban stormwater quality.	Council Budget Queensland Government Funding	Civil Operations Strategic Planning	Parks, Environment & Sustainability	In Progress

4. Key Threat: Direct Human Use

Action	MRC Reference*	Description	Resource Commitment	Partnerships	Lead Program	Project Status
25. Construct and maintain priority fishways across the region.	ESS 13.2 RFS 1.2.5	Remove barriers to fish migration.	Council Budget Queensland Government Funding	Reef Catchments	Parks, Environment & Sustainability	In Progress
26. Support to the Healthy Rivers to Reef Partnership Mackay-Whitsunday.	ESS 14.1	Provide technical, management and financial support.	Council Budget	Reef Catchments Industry & Community Stakeholders	Parks, Environment & Sustainability	In Progress
27. Educate recreational fishers about the voluntary code of conduct, compliance measures and good fishing practices.	RFS 1.1.2	Educate recreational fishers about good fishing practices.	Council Budget Queensland Government Funding	Recreational Fishing Sector	Economic Development	In Progress
28. Investigate opportunities with Sunwater to reinstate the Dumbleton Weir Fish Lock.	RFS 1.2.1	Remove barriers to fish migration in the Pioneer River.	Council Budget Queensland Government Funding	Sunwater, Reef Catchments	Economic Development	Planned
29. Seek funding for a project to re-oxygenate the Gooseponds – upstream to downstream.	RFS 2.3.3	Promote responsible boating and fishing practices.	Council Budget Queensland Government Funding	Reef Catchments	Economic Development	Planned

Action	MRC Reference*	Description	Resource Commitment	Partnerships	Lead Program	Project Status
30. Use planning instruments to support maintenance and enhancement of marine environments.	RFS 2.4.2	Improve strategic management of the local marine environment.	Council Budget	Recreational Fishing Sector	Economic Development Strategic Planning	Planned

5. Reef Heritage and Social Values

Action	MRC Reference*	Description	Resource Commitment	Partnerships	Lead Program	Project Status
31. Stretch Reconciliation Action Plan 2017-2022 Specific RAP actions.	SRAP	Strengthen cultural knowledge and understanding, initiate cultural projects and events and provide a framework across council to influence the development of reconciliation values and ideas.	Council Budget	Community Stakeholders	Community Lifestyle	In Progress
32. Install interpretative materials to celebrate and share cultural heritage information.	N/A	Work with traditional owners to install interpretative signs at key sites across the region.	Council Budget	Community Stakeholders	Parks, Environment & Sustainability	Planned
33. Undertake and support cultural heritage awareness / education / celebration programs – art, public appreciation, research in relation to the natural, social, economic and cultural systems.	N/A	Provide community grants to support delivery of public art and cultural education programs.	Council Budget	Community Stakeholders	Community Lifestyle	Planned

*MRC References: ESS Environmental Sustainability Strategy 2017-2022
RFS - Recreational Fishing Strategy 2017-2022
SRAP - Stretch Reconciliation Action Plan 2019-2022

11.5. ENGINEERING AND COMMERCIAL INFRASTRUCTURE

11.5.1. ENGINEERING & COMMERCIAL INFRASTRUCTURE - TRANSPORT & DRAINAGE MONTHLY REVIEW - DECEMBER 2020

Author	Executive Assistant (Robyn Smith)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	MRR - T & D
Attachments	1. ECI - Transport Drainage Monthly Review - December 2020 [**11.5.1.1** - 15 pages]

Purpose

Attached is a copy of the Engineering & Commercial Infrastructure – Transport & Drainage Monthly Review Report for the month of December 2020.

Related Parties

N/A

Officer's Recommendation

THAT the Engineering & Commercial Infrastructure – Transport & Drainage Monthly Review Report for the month of December 2020 be received.

Mayor Williamson congratulated the Director of Engineering and Commercial Infrastructure, Jason Devitt, on his achievement of 25 years with Mackay Regional Council.

The Director of Engineering and Commercial Infrastructure, Jason Devitt, spoke to the Report and provided an overview and highlights of the ECI Transport and Drainage Monthly Review Report for December 2020.

Cr Bella queried if items such as glass or rubber were being mixed with gravel as a trial on our roads.

The Director advised that while Council does intend to trail glass mixed with gravel on unsealed roads, this has not occurred as yet. The only trial that has occurred has been on the access road to Hogan's Pocket.

Council Resolution ORD-2021-16

THAT the Engineering & Commercial Infrastructure – Transport & Drainage Monthly Review Report for the month of December 2020 be received.

Moved Cr Mann **Seconded Cr Townsend**

Cr Mann highlighted several items from the report thanking all staff in the program for their commitment to safety, the amount of call outs which had occurred during the recent rainfall, the open drain maintenance and the overwhelmingly positive client survey results which are a great reflection on the staff in the program.

Cr Bonaventura congratulated the Director on the completion of the Dalrymple Road landslip repairs.

Cr Bella noted that the work on the gravel roads in the district and road shoulders on the narrow roads has been outstanding and they have held up well but feels that Council needs to work on reducing the distance that the shoulder is allowed to come down from the bitumen. Cr Bella was pleased that Council will trial glass mixed with gravel, especially as Council has that product available.

CARRIED

Mackay REGIONAL COUNCIL

Engineering and Commercial Infrastructure - Transport & Drainage Monthly Review

December 2020

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OVERVIEW

This report is for Transport and Drainage activities during the period of 1 December 2020 to 31 December 2020. Significant items in this period include:

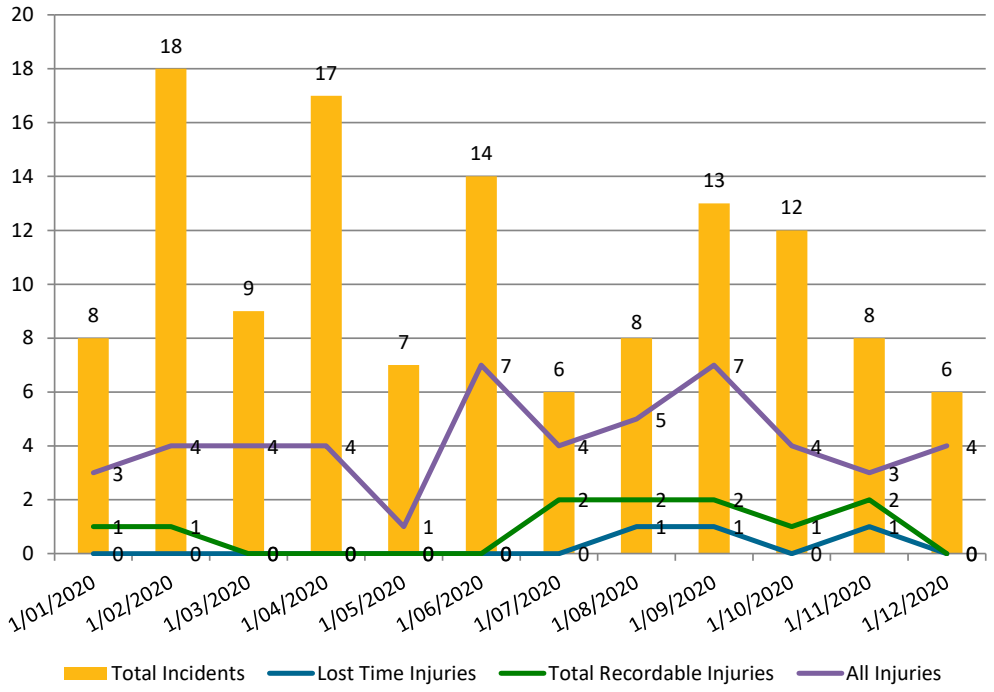
- There were no LTIs during the month of December 2020, however, there were six safety incidents being vehicle incidents, hitting objects with a part of the body, muscular stress, psychological and single exposure to chemical or substance.
- Works Orders actioned in the month were slightly below average due to the closure of operations on 23 December 2020 for the Christmas/New Year period.
- A Civil Operations' skeleton crew worked through the closure period to action urgent Customer Requests and to continue essential maintenance works, e.g., street cleaning and sweeping and drains maintenance. The wet weather experienced during the two-week closure kept the crew extremely busy including with numerous after hours call-outs.
- The October/November 2020 RACAS Condition Assessment results show that the Unsealed Road Network is in good condition with the average condition score being 8 and only 2% of the Road Network predicted to meet or exceed the Intervention Condition Score (of 15) in 3 months' time and 8% of the Road Network predicted to meet or exceed the Intervention Condition Score in 6 months' time.
- Open drain maintenance continued to be a high focus in preparation for the wet season. Reprofiling/removal of sand build up in the Cod Hole Drain Beach Outlet to provide an efficient outlet was undertaken in November 2020.

Director Engineering & Commercial Infrastructure

SAFETY

1.1. Incidents and Injuries

The incident statistic details a summary of the Transport and Drainage safety incident performance. Transport and Drainage aspires to achieve zero harm with a stretch target of zero injuries.

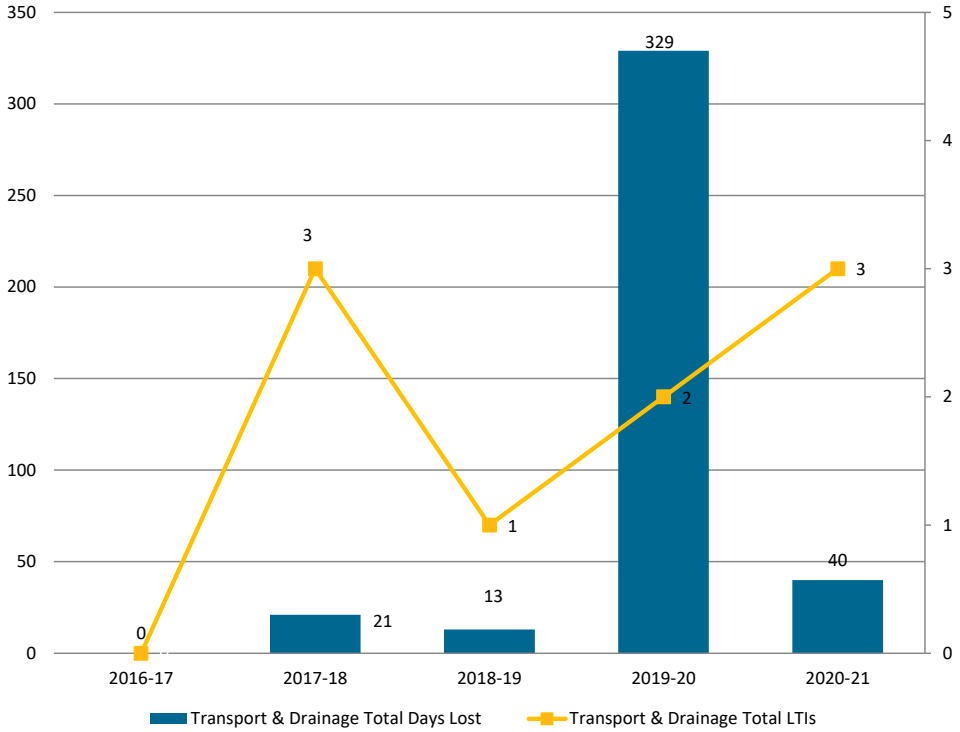


December 2020 Summary:

No. of Incidents	Mechanism of Injury	Injury Type
2	Vehicle Incident	Asset Damage
1	Muscular Stress	First Aid Injury
1	Hitting Objects with Part of the Body	Non-Treatment Injury
1	Psychological	Non-Treatment Injury
1	Single Exposure to Chemical or Substance	Non-Treatment Injury

1.2. Lost Time Injuries & Days Lost

Transport and Drainage aspires to achieve zero Lost Time Injuries by improving safety performance by developing a proactive safety culture and implementing best practice safety management across all business areas.



December 2020 Summary:

Six (6) incidents were reported during December 2020. There has been no Lost Time Injuries for the 2020/2021 year to date.

Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Civil Operations			3	21	1	13	2	329	3	40
Transport & Infrastructure Projects (Field Services/Civil Projects)										
Transport & Drainage Infrastructure Planning										
Asset Management										
Tranport & Drainage			**0**	**0**	**3**	**21**	**2**	**329**	**3**	**40**

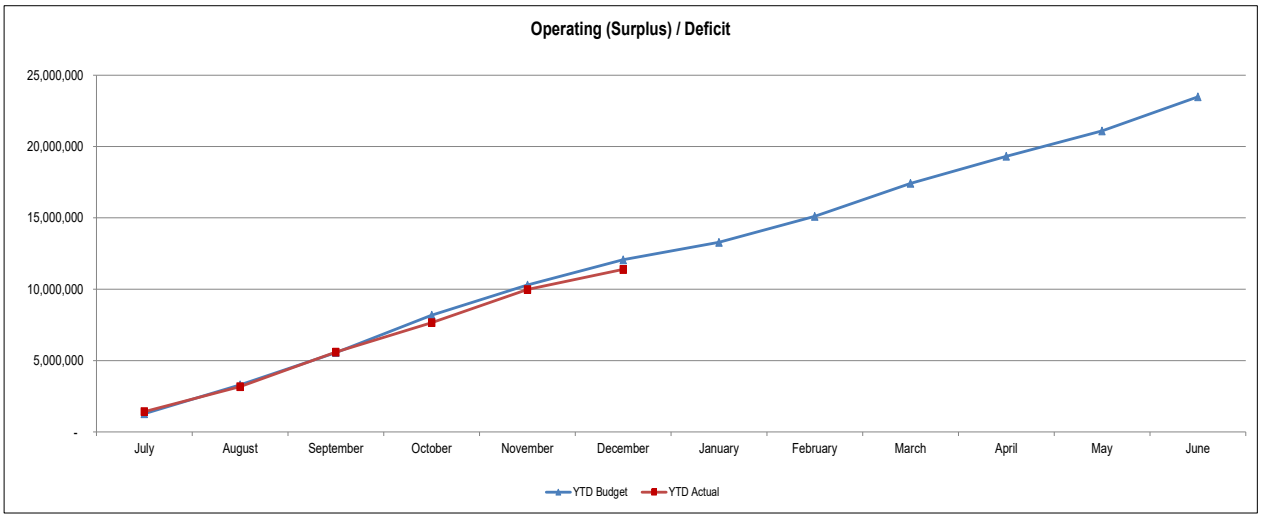
Mackay REGIONAL COUNCIL

Engineering & Commercial Infrastructure
Transport & Drainage Monthly Review > December 2020

FINANCE

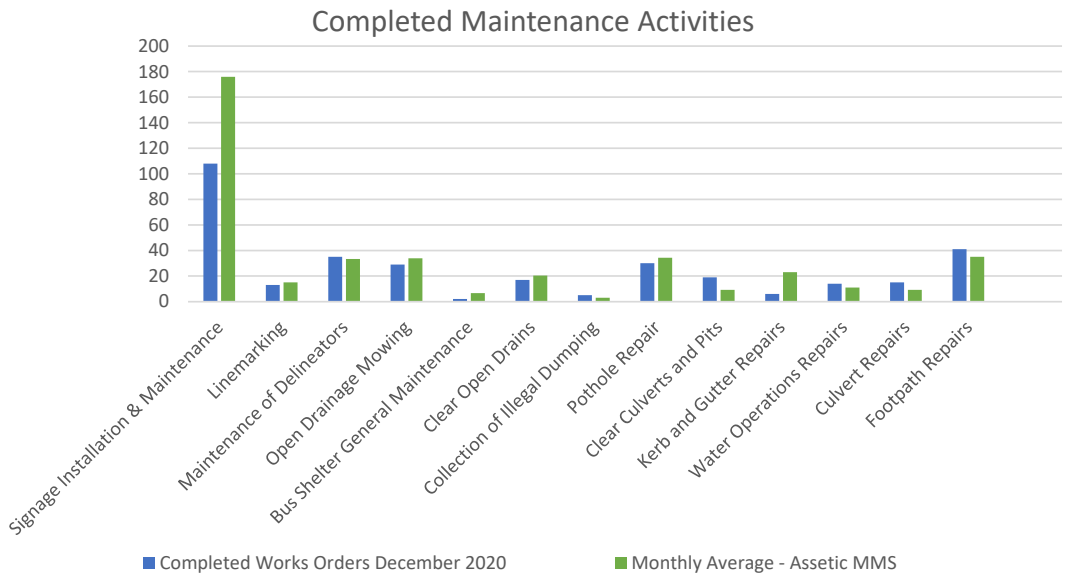
2.1. Operational Financial Report - 1 December 2020 - 31 December 2020

Financial Performance Report Period Covered: 1 July 2020 to 24 December 2020	Engineering Revised Budget	YTD Budget	Actual	YTD Variance	% YTD Variance of YTD Budget YTD Variance favourable of budget YTD Variance unfavourable, between 0% and 5% of YTD Budget YTD Variance unfavourable, more than 5% of YTD Budget Comments
5.01 - Engineering Management	(823,137)	(430,047)	(423,283)	6,764	Expenditure was incurred during the month, earlier than forecast. Will resolve in a future report.
5.02 - Civil Operations	18,385,555	9,956,715	9,254,823	(701,892)	Reduced Unsealed Roads Maintenance work. YTD actuals are lower than forecast in Employee Costs and Materials & Services.
5.03 - Transport and Drainage Infrastructure Planning	4,436,977	1,838,143	1,830,492	(7,651)	YTD Actuals are lower than forecast in Materials & Services.
5.04 - Asset Management	1,484,606	696,588	724,065	27,477	YTD Actuals are higher than forecast in Employeee Costs.
Operating (surplus) / deficit	**23,484,001**	**12,061,399**	**11,386,096**	**(675,303)**	



3.1 Road and Drainage Maintenance Activities

The following chart details maintenance activities completed during the period as recorded in our Assetic Maintenance Management System (MMS), together with the monthly average.

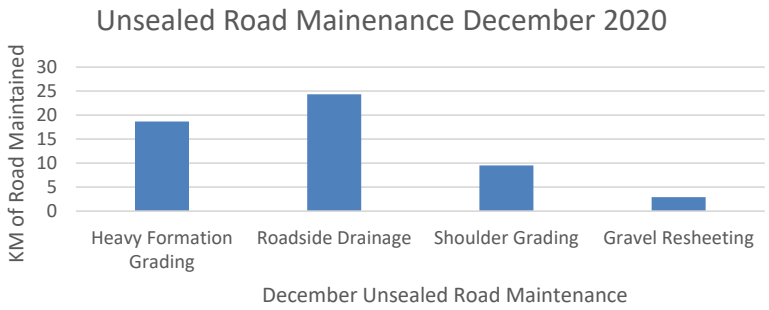


Work Orders actioned in the month were slightly below average due to the closure of operations on 23 December 2020 for the Christmas/New Year period.

A skeleton crew worked through the closure period to action urgent Customer Requests and continue essential maintenance works, e.g., street cleaning and sweeping, in particular in the Mackay City Centre, and drains maintenance. The wet weather experienced during the two-week closure kept the crew extremely busy including with numerous after hours call-outs. At times, it was necessary to mobilise extra resources to assist and supplement the skeleton crew.

The Heavy Patching (pavement repair) Works on sealed roads continued during the period in preparation for planned resurfacing projects and for the wet season. Resurfacing of the failed sections of pavement on Lansdowne and Horse & Jockey Roads, using a polymer modified bitumen, is planned for January 2021, as a protective measure to minimise further deterioration of the pavement until full rehabilitation which is programmed for mid-2022.

3.2 Unsealed Road Maintenance Activities



Unsealed Road Maintenance Grading and Gravelling Works continued during the period, together with Sealed Road Shoulder Maintenance Works.

The October/November 2020 RACAS Condition Assessment results show that the Unsealed Road Network is in good condition with the average Condition Score being 8 and only 2% of the Road Network predicted to meet or exceed the Intervention Condition Score (of 15) in 3 months' time and 8% of the Road Network predicted to meet or exceed the Intervention Condition Score in 6 months' time.

3.3 Open Drainage Maintenance

Open Drain Maintenance continued to be a high focus in preparation for the wet season. Reprofiling/removal of sand build up in the Cod Hole Drain Beach Outlet to provide an efficient outlet was undertaken in November 2020.

Drains Maintenance Teams continued working through the closure period to continue programmed maintenance where and when ground conditions permitted.

3.4 Bridge Maintenance

Minor Bridge Maintenance Works were undertaken during the period, together with providing access assistance to Consulting Engineers, Technocrete, who were engaged by Transport & Drainage Infrastructure Planning (TDIP) to undertake Level 2 Bridge Inspections.

3.5 NQ & FNQ Monsoon Trough Works

The Dalrymple Road Landslips Micropiling Contract Works were completed in late November 2020. The second seal will be undertaken in late January 2021.

Dalrymple Road Landslip Restoration – Site 1

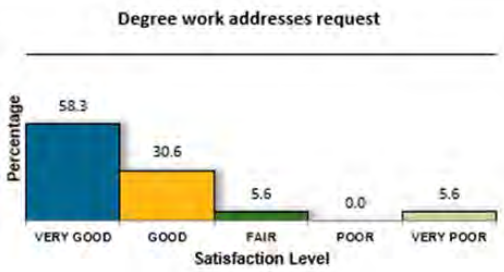
Gravelling works have been completed with total expenditure of $960,000.

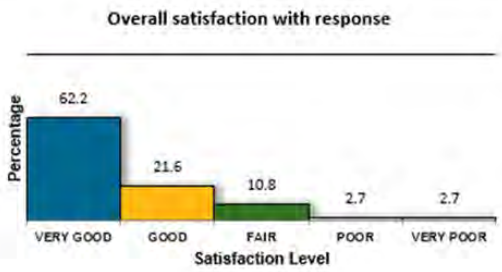
The Armstrong Beach Road Pavement Repairs were completed in December 2020. This completes all minor projects.

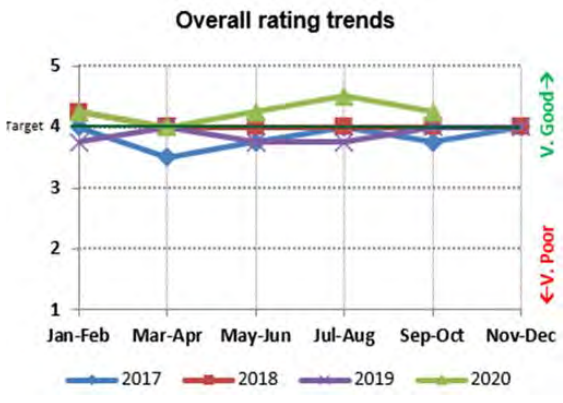
CLIENT SURVEYS

4.1 Requests for Maintenance Work

Results of Customer Survey (September/October 2020)





Representative Comments	Trends
• Your staff are very attentive completed the job very professionally. • *Very good* • A phone message was left advising me that the work would commence on a certain date and it did. • Work carried out within 2 days. • Response time to request was very good • There is a concern that it will open up again once water is in the area where it is. What is council's permeant solution? • Thank you, the drain seems to be working very well. The real test will be when/if we ever get heavy rains again...	

ASSET MANAGEMENT

5.1 Asset Management Program – Strategic Goals

The roles of Team Leader Asset Project Data Cleanse and Asset Project Officer have been recruited. It is anticipated that candidates for the role of Asset Project Co-Ordinator will be interviewed and the successful candidate appointed by the end of January 2021.

The first Asset Management Steering Committee (AMSC) Meeting was held in December 2020 with several topics discussed including:

- MRC's Asset Management Framework
- MRC Maturity and Capability
- Changes to the scope and focus of Asset Management Projects

A significant amount of work is being undertaken to provide MRC with an indication of:

- A Roll-Out Program for maintenance functionality for all MRC
- A current state Assessment of the Data Cleanse Project
- A proposed Program structure that will complement the delivery of projects over the next 5 years

Risk:

A new Corporate Risk has been introduced around Asset Valuations. The responsibility for administration of this Corporate Risk is being shared between the Finance and Asset Management Programs. The controls that will be introduced to better manage or mitigate this Risk include:

- Governance Processes
- Communications Plan (Internal and External)
- Reporting and Financial Processes
- Process Integration - Functional

Governance:

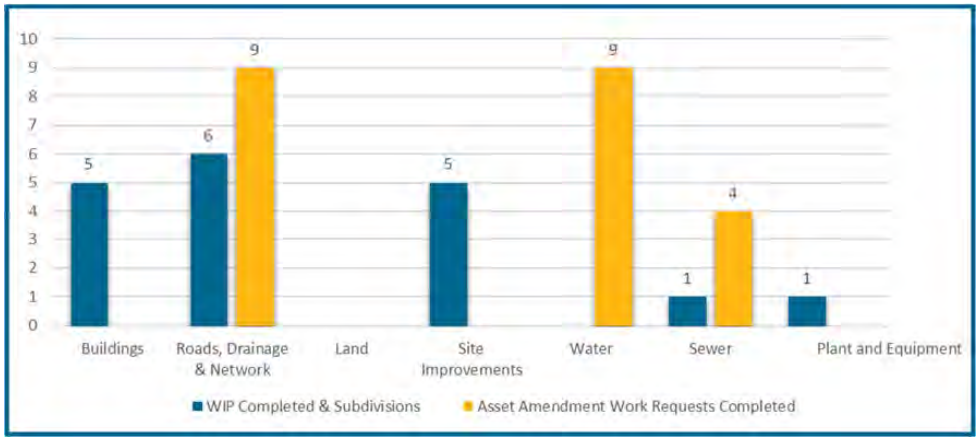
Several formal and informal groups have been established based on gaps identified between cross functional interactions:

- Asset Management Steering Committee
- Asset Valuation, Reporting and Information Working Group
- Insurance Reporting Group
- Asset Management – Asset Accounting Group

Maturity:

The Asset Management Maturity Tool was presented at the AMSC Meeting with Transport & Drainage Infrastructure Planning (TDIP) offering to be assessed to understand their strengths and weaknesses in asset management.

5.2 Corporate Performance



The Asset Technical Team capitalised assets for 18 projects in November 2020 and 17 projects in December 2020, as well as completing 33 Work Requests from the organisation to update or amend assets. The Team is currently working on a process to implement the "As Design As Constructed (ADAC)" for the management of assets.

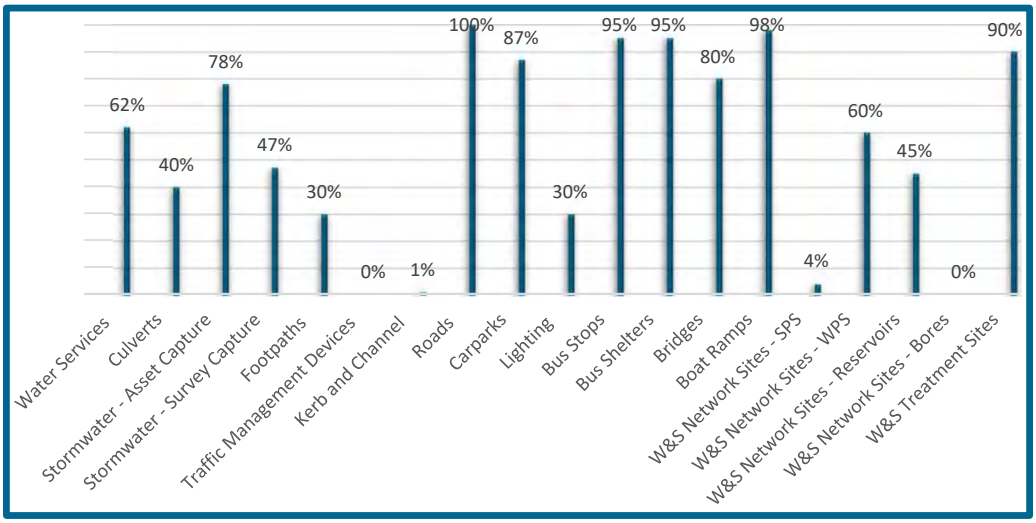
It is important to note that when completed projects are registered by the Asset Technical Team in the Asset Information Management System (Assetic), it is the Asset Accounting Team who must capitalise these projects thereby financially recognising these assets. A backlog therefore exists in two stages:

- Projects that are completed but not handed over to the Asset Technical Team
- Projects that have been registered by the Asset Technical Team but not capitalised by the Asset Accounting Team

The Table below shows the breakdown of the Work In Progress for Capital Projects that the Asset Technical Team have completed:

	Overall	F/Y 2020/2021	Prior FYs
Outstanding as at 31 December 2020	175	124	51
Information or As Con Received	54	42	12
Awaiting Further Information	8	5	3
Awaiting Finalisation of Data Structure	9	0	9
No Information Received	104	77	27
Completed Since July 2020	89	47	42

5.3 Data Cleanse



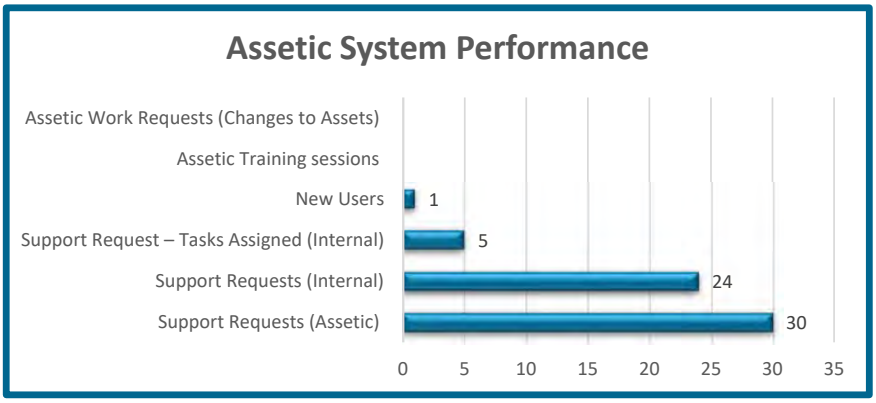
- Water Services data cleansing is on hold and Asset Management is waiting on return of responses to queries to progress Water &Sewerage Network Sites – WPS.
- The priority of Stormwater – Asset Capture is currently the McCready's Creek Drainage Study area
- Footpaths, Kerb and Channel and Traffic Management Devices cleanse is on hold due to staff movements and resourcing
- Discussions are occurring on the implementation of the Maintenance Module business wide and data cleanse recommencing in a different capacity under the maintenance rollout

5.4 Asset Management Project Update

Project	Project Objective	Project update	Risks
PES Phase 2 - Built assets data cleanse and migration to maintenance	To data cleanse all built assets within Parks and implement Assetic Maintenance to the Parks maintenance teams	• The data structure and business rules workshop for fences and gates was conducted on the 22 October. • 9 Tablets have been rolled out to the Electrical (5) and Building Services team (4) • The electrical team has completed training with the tablets for Assetic Assessments and Maintenance. Another training session will be scheduled before	• **Availability of resources** - The resourcing within PES and Asset Management may cause delay with the project • **Business requirements for mobile devices** - Additional devices are required before the Assetic Maintenance can be rolled out to other teams.

		transitioning into maintenance.	
Property Services data cleanse and migration to maintenance	To data cleanse building and land assets and implement Assetic maintenance for Building Maintenance Requests (BMR)	• The building data structure has been developed into the data structure format. The sign off process to be finalised • Workshop scheduled (23/11/2020) to document business rules for MECC and Property Services • Business Requirements documented for the replacement of the BMR smartform (implementation of Assetic Maintenance) • Information Services engaged regarding the BMR smartform replacement	• **Availability of resources** - Resourcing within Asset Management, Property Services and IS may cause delay with project delivery timeframe • **Functionality of system unknown** - An understanding of the system functionality for Predictor, as it is currently not being used
MECC data cleanse	To deliver a single asset management repository for MECC assets	• 11 data structures for MECC technical has been revised to include the requirement for Portable and Attractive • Data Structures for catering to commence in December	• **Assetic functionality for P&A** - Assetic to meet the finance requirement for P&A. If not, will not be able to provide a single asset management system. • **Availability of resources** – Resourcing within Asset Management and MECC may cause delay.
Water and Sewer Revaluation	To data cleanse water and sewer assets in preparation for the water and sewer revaluation	• Site visit to Dumbleton Raw WPS to verify assets completed • Business Rules developed for Water Pump Stations • Sewer Pump Station data analysis in progress • Review and updated Bore assessments • Analysis of the Water Pump Stations site assessments complete	• **Misinterpreting the data** - The data from the site visits requires additional engagement with resources and stakeholders. • **Availability of resources for data cleanse** - Resourcing in Asset Management during December and January will be limited

5.4 Asset Management System Performance



11.5.2. ENGINEERING & COMMERCIAL INFRASTRUCTURE - WASTE SERVICES MONTHLY REVIEW - DECEMBER 2020

Author	Executive Assistant (Robyn Smith)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	MRR - Waste Services
Attachments	1. ECI - Waste Services Monthly Review December 2020 V 2 [**11.5.2.1** - 16 pages]

Purpose

Attached is a copy of the Engineering & Commercial Infrastructure – Waste Services Monthly Review Report for the month of December 2020.

Related Parties

N/A

Officer's Recommendation

THAT the Engineering & Commercial Infrastructure – Waste Services Monthly Review Report for the month of December 2020 be received.

The Director for Engineering and Commercial Infrastructure, Jason Devitt, spoke to the Report and provided and overview and highlights of the ECI Waste Services Monthly Review Report for December 2020.

Cr Bonaventura queried the 1,600 volunteer hours at the Recovery Centre and asked if these volunteers were from any particular organisation.

The Director advised that he would have to take the question on notice and provide a response to Councillors.

Cr Bella noted the extremely small number of missed bins and queried the reason for a missed bin and what a realistic minimum amount of missed bins might be.

The Director advised that the reason for a missed bin could be because of a change in operator if for example, the usual operator was away sick, and noted that if a bin is not presented for collection, it is not counted as missed.

Council Resolution ORD-2021-17

THAT the Engineering & Commercial Infrastructure – Waste Services Monthly Review Report for the month of December 2020 be received.

Moved Cr Hassan **Seconded Cr Townsend**

Cr Hassan noted several items from the report including the near miss when a fire broke out and urged residents not to dispose of hazardous items in general waste bins, the continuing efforts to source new

markets for recyclables, the outstanding bin lift results, the focus on business improvement practices and how pleasing it was that Council was able to assist Rockhampton Regional Council.

CARRIED

Engineering and Commercial Infrastructure - Waste Services

Monthly Review

December 2020

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OVERVIEW

This report is for Waste Services activities for the reporting period of 1 - 31 December 2020. Significant items in this period include:

- No Lost Time Injuries were recorded for the month of December 2020. Four (4) incidents were recorded with Council's waste contractors including one (1) general collection vehicle fire and one (1) instance of asbestos contamination.

- Monthly variances on waste disposal tonnages continue to occur at Hogan's Pocket Landfill. December 2020 saw an increase in municipal solid waste coinciding with the start of the wet season.

- Improvement in the collection services is occurring with a reduction in the number of missed services. Missed bins for December 2020 were below the annual median.

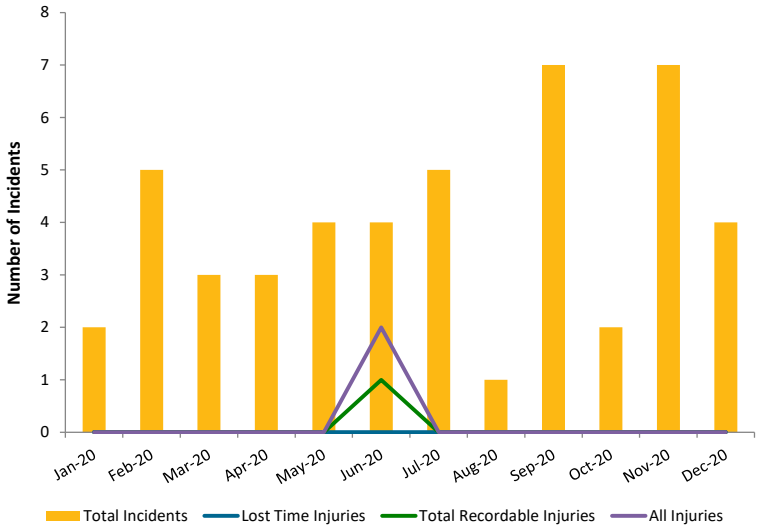
- There was 1,575.75 hours contributed by volunteers at the Incredable Tip Shop since 1 July 2020.

Director Engineering & Commercial Infrastructure

SAFETY

1.1 Safety Incidents and Lost Time Injuries

Waste Services aspires to achieve zero harm with a stretch target of zero injuries. The following incident graph details a summary of the Waste Services safety incident performance.



December 2020 Summary:

The incidents listed below for December 2020 relate to Council's contractors.

No of Incidents	Mechanism of injury	Injury Type
1	Hitting Objects with a Part of the Body	Laceration/Cut
1	Single Exposure to Substance - Asbestos	Near Miss
1	Exposure to Heat – Truck Fire	Near Miss
1	Being Hit by Falling Objects	Non-Treatment Injury

1.2 Lost Time Injuries

Waste Services aspires to achieve zero Lost Time Injuries by improving safety performance and developing a proactive safety culture while implementing the best practice of safety management across the whole of Waste Services.

The table below shows the Lost Time Injuries over previous years.

Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Waste Services	0	0	0	0	0	0	0	0	0	0

FINANCE

2.1 Community Service Obligations – Fee Waivers

Not for Profit Organisations – Total Waste Disposals

Expenditure for the Period:

Charity/Organisation	Dec-20		YTD Expenditure 2020/2021		Budget for 2020/2021
	Tonnage	$ (excl gst)	Tonnage	$ (excl gst)	$ (excl gst)
Adopt-a-Spot				$0.00	$80.00
Bolzys Go4 Services	0.26	$65.79	1.90	$470.41	$900.00
Community Accommodation & Support			0.00	$0.00	$80.00
Iona West Mens Shed			0.00	$0.00	$80.00
Kidney Support Network Inc	0.10	$14.00	0.20	$28.00	$0.00
Lifeline Mackay	24.80	$3,472.00	106.12	$14,870.08	$28,000.00
Mackay Coloured Co-op.	0.36	$27.82	2.72	$436.33	$1,400.00
Mackay & District Spinal Injuries Assoc Inc			0.00	$0.00	$80.00
Mackay Regional Housing Company			0.00	$0.00	$700.00
New Life Christian Church	0.56	$78.40	4.18	$590.44	$700.00
RSL Pioneer -Fitzroy District			0.10	$21.73	$550.00
Sarina Landcare Catchment Support			0.00	$0.00	$110.00
Society of St Vincent De Paul	1.54	$215.60	24.66	$3,452.40	$11,500.00
St Vincent De Paul Society - Sarina			3.34	$467.60	$860.00
The Salvation Army	2.06	$299.24	14.06	$1,999.06	$10,000.00
The Samaritan House			0.06	$13.64	$110.00
TOTAL	29.68	$ 4,172.85	157.34	$22,349.69	$ 55,150.00

December 2020 Summary:

Year to date expenditure for Not for Profit Organisations is reported on a calendar month basis. The graph and the table above show the Charities' and Organisations' expenditure to 31 December 2020.

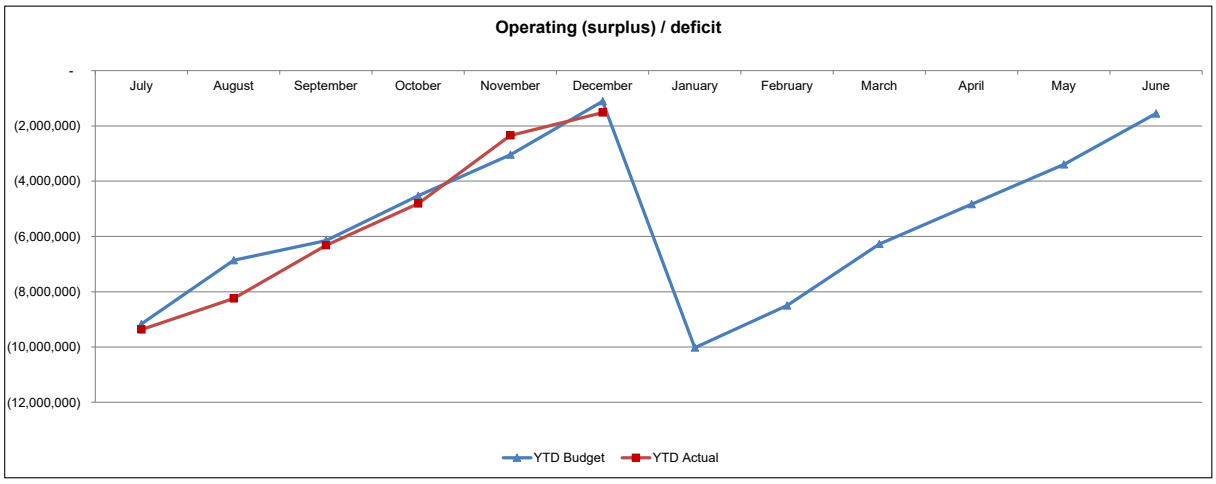
Mackay REGIONAL COUNCIL

Engineering & Commercial Infrastructure
Monthly Review > December 2020

2.2 Waste Financial Report

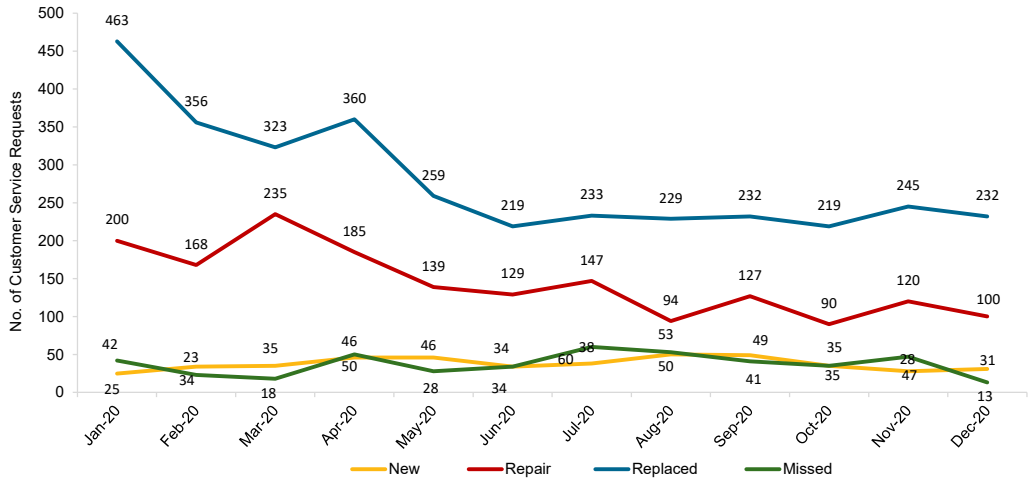
Financial Performance Report Period Covered: 1 July 2020 to 24 December 2020	Commercial Infrastructure					% YTD Variance of YTD Budget YTD Variance favourable of budget YTD Variance unfavourable, between 0% and 5% of YTD Budget YTD Variance unfavourable, more than 5% of YTD Budget
	Revised Budget	YTD Budget	YTD Actual	YTD Variance	YTD % Spent	
Waste Fund						
6.01 - Commercial Infrastructure Management	9,614,659	4,716,622	4,659,250	(57,371)	99%	Depreciation under budget by $75,500 and Finance Costs over budget $17,000.
6.05 - Waste Services	(11,267,746)	(5,867,732)	(6,231,306)	(363,574)	106%	Revenue over budget by $97,000. Net Gate Fees and Waste levy over budget by $24,500, Interest Received and Rates Revenue over budget by $104,500 and $31,000 respectively. Other Revenue under budget by $63,000. Expenses under budget by $266,500. Material & Services under budget by $278,000 mainly due to Internal transfers and Waste
6.07 - Water Treatment	98,403	39,675	53,537	13,862	135%	
Total Waste Fund	**(1,554,683)**	**(1,111,434)**	**(1,518,519)**	**(407,084)**	137%	
Operating (surplus) / deficit	**(1,554,683)**	**(1,111,434)**	**(1,518,519)**	**(407,084)**	137%	

2.3 Operating Result for Waste Fund



3.1 Number of Bin Requests Actioned by Bin Contractors

The following graph shows the number of bin requests actioned by Bin Contractors for December 2020.



December 2020 Summary:

The statistics for December 2020 are as follows:

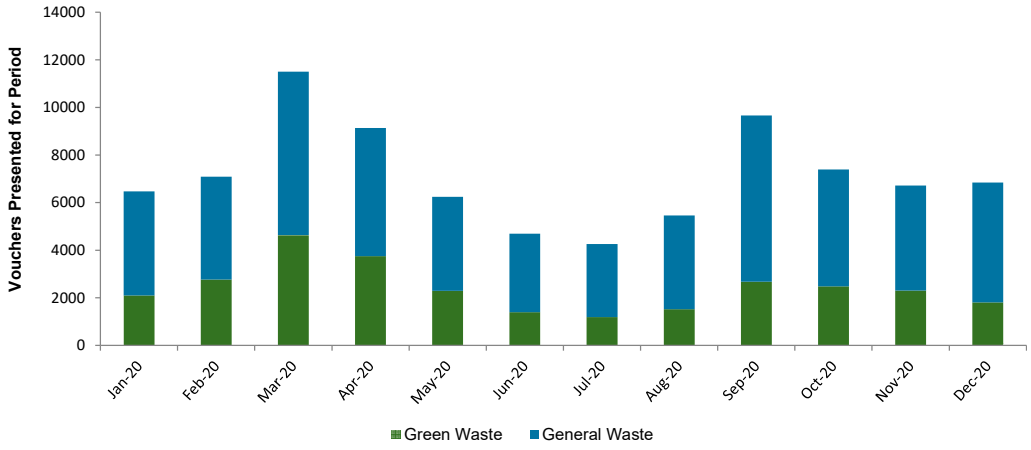
- 31 new bins - annual median of 38
- 100 repairs - annual median of 145
- 232 replaced bins - annual median of 281
- 13 missed bins by contractor - annual median of 37

Approximately 283,000 bin lifts were performed during the month with 31 new, 100 repaired, 232 replaced and 13 missed bins being recorded: i.e. lower than the annual median. 13 missed bins as a percentage of the total number of bins collected is 0.00426%. Council's Collection Contractor is continuing to work on improving the number of missed services and the number continues to decline.

3.2 Dump Vouchers

	No Vouchers issued	No Vouchers used	%
15' (valid to 31 March 2015)	145,344	34,494	23.7%
15A (valid to 30 Sept 2015)	146,313	32,414	22.2%
15B (valid to 31 March 2016)	146,790	38,080	25.9%
16A (valid to 30 Sept 2016)	147,456	36,739	24.9%
16B (valid to 31 March 2017)	147,411	41,977	28.5%
17A (valid to 30 September 2017)	147,411	35,564	24.1%
17B (valid to 31 March 2018)	147,555	40,119	27.2%
18A (valid to 30 September 2018)	147,693	35,546	24.1%
18B (valid to 31 March 2019)	147,984	41,772	28.2%
19A (valid to 30 September 2019)	148,416	38,731	26.1%
19B (valid to 31 March 2020)	148,647	44,898	30.2%
20A (valid to 30 September 2020)	148,905	41,573	27.9%
20B (valid to 31 March 2021)	149,175	20,953	14.0%

Total number and $ value of vouchers presented to date:		
2014/2015 Financial Year (to 30.06.2015)	58,276	$419,227
2015/2016 Financial Year (to 30.06.2016)	75,459	$553,204
2016/2017 Financial Year (to 30.06.2017)	76,790	$542,853
2017/2018 Financial Year (to 30.06.2018)	72,685	$558,552
2018/2019 Financial Year (to 30.06.2019)	77,218	$639,860
2019/2020 Financial Year (to 30.06.2020)	85,258	$643,421
2020/2021 Financial Year (to 30.06.2021)	40,334	$298,765



December 2020 Summary:

The combined redemption rate for October, November and December 2020 is 14%.

3.3 Education

3.31 Material Recovery Facility (MRF) Tours:

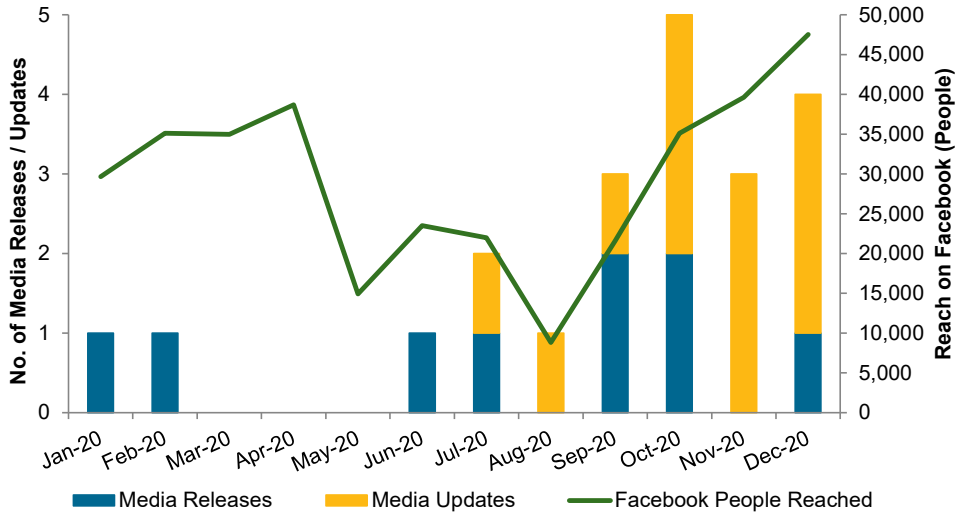
- Due to COVID-19 all group tours of the MRF continue to be suspended

3.32 Education Programs:

- Nil due to school holidays

3.4 Community Engagement

Waste Services' engagement with the community on the services provided is monitored. The following chart shows the number of media releases, media updates and the number of people that were reached by the media releases on Facebook.

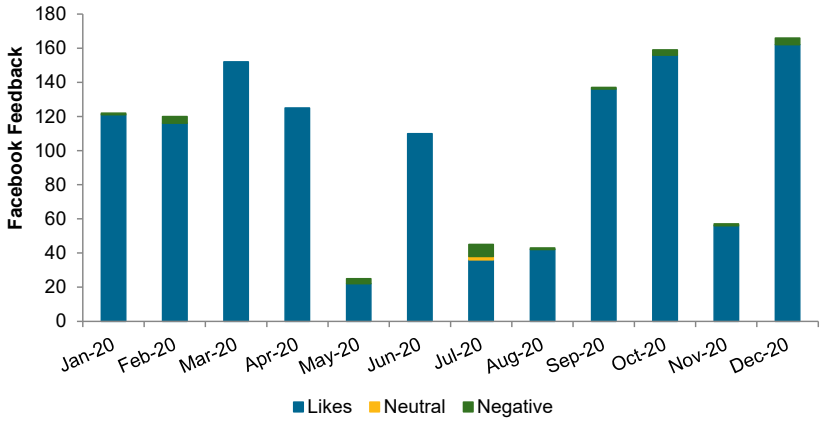


December 2020 Summary:

Media Releases	Media Updates
Stay on Santa's nice list and recycle right	*Hay Point Transfer Station Closed due to contamination*
	Hay Point Transfer Station asbestos confirmed
	Hay Point Transfer Station cleared to reopen

3.5 Facebook Feedback

The following chart shows the number of likes and positive comments, the number of neutral comments and the number of negative comments received on Facebook from Media Releases and Media updates for Waste Services.



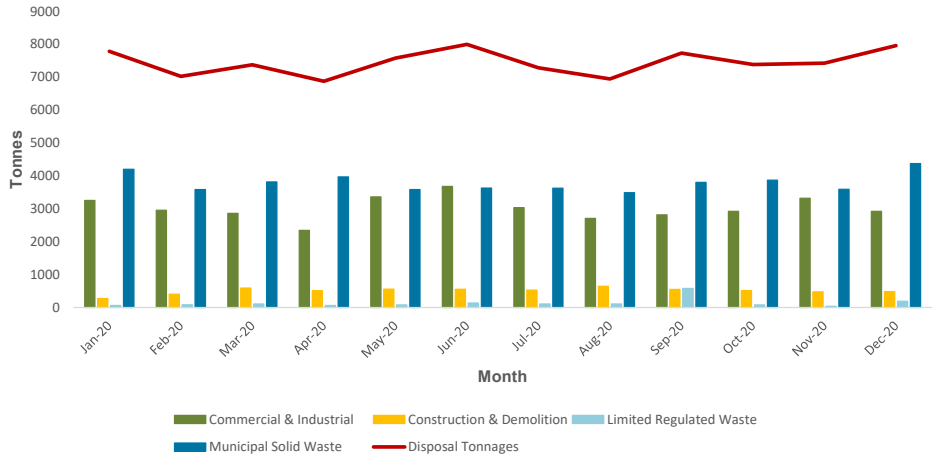
December 2020 Summary:

Facebook Likes	
2– For post "Stay on Santa's nice list and recycle right"	*5 – For post "Hay Point closed"*
4 – For post "Testing confirms asbestos"	*10– For post "Hay Point reopens to public on Dec 10"*
16 – For post "General waste truck to collect recycling in North Mackay"	*55 – For post "Residents are being reminded not to dispose hazardous materials in their household rubbish bins after another waste truck catches fire at their depot"*
15 – For post "Waste facility opening hours"	*8 – For post "Can I recycle my wrapping paper?"*
17 – For post "Public holiday kerbside collection"	*30 – For post "Bin collections over Christmas"*
Negative Comments	
Maybe if MRC were in touch with their constituents this wouldn't happen. Free tips in Isaac regions. Money hungry grubs	*It time the council made a bin just for this purpose a lot of people have no way of going to a tip to dispose of the things that not surpose to go in the usual bin. Yes I know it would be cost to the rate payer but these disposables are being used a lot more and would stop people dumping the stated items on people's land* *So people are supposed to live just around the corner from Paget so they can dump batteries. And it says you can't dump household chemicals what sort of chemicals would this be*
Someone gonna get a boot.	*The waste management centre is a mess. There is rubbish everywhere*

ASSET MANAGEMENT

4.1 Hogan's Pocket Landfill Waste Disposal Tonnages

The chart currently shows the continued variability in waste across the region.

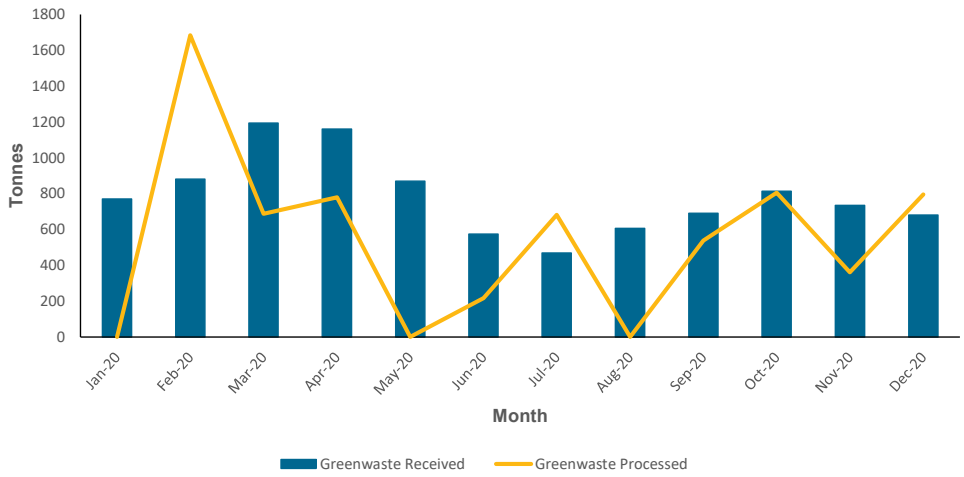


December 2020 Summary:

The chart above shows the total waste range received at Hogan's Pocket for the past 12 months with 7,959 tonnes being received in December 2020 which is higher than the volume of waste received in December 2019.

4.2 Green Waste Management

The following graph illustrates the tonnage rates for green waste received and processed for past 12 months.

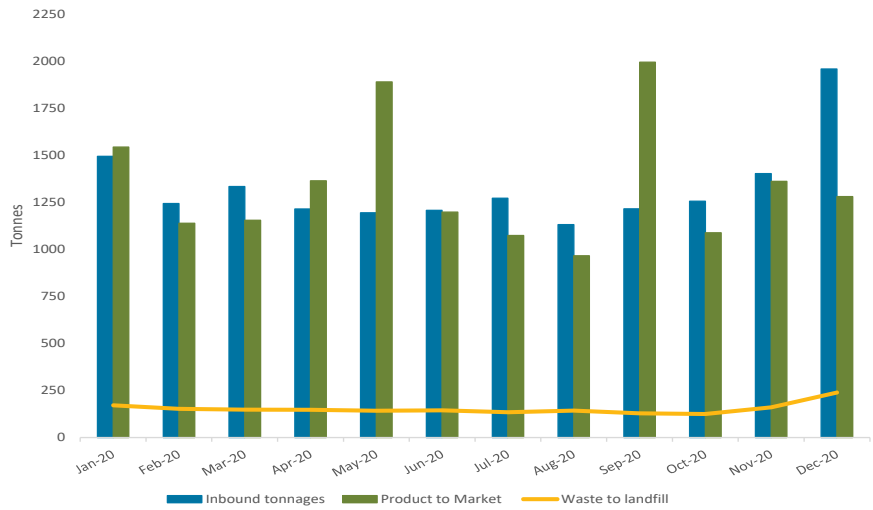


December 2020 Summary:

During the month of December 2020, 681 tonnes of green waste was received in comparison to 735 tonnes received during November 2020. The biosolids/green waste compost is continuing to meet specifications and subsequent batches have been sent to market.

4.3 Material Recovery Facility Operations

The following graph shows tonnages of materials processed at the Materials Recovery Facility (MRF).



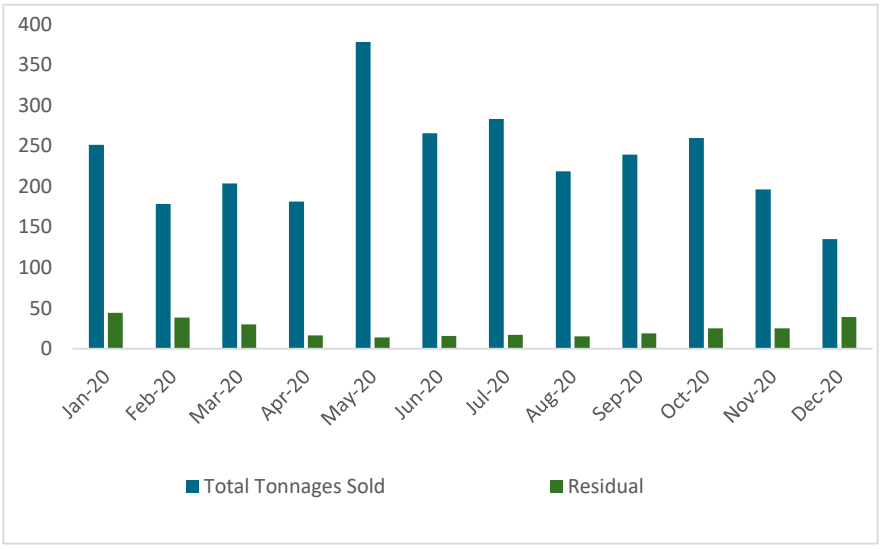
December 2020 Summary:

Council's contractor continues to work to locate new markets for the cleaner recycling product being produced. During December 2020 clean cardboard, glass, mixed paper, steel and PET 1 recyclables all found markets. Market pricing stabilised towards the end of 2020 but the uncertainty around mixed plastics will continue into 2021.

Tonnages received and processed increased during December 2020 due to the processing of recyclable products from the Rockhampton Material Recovery Facility (MRF) which was damaged by a fire in mid-November 2020. It is expected that our MRF will continue to process the recyclables from Rockhampton and other Central Queensland councils for some time, possibly 6 months, while repairs to the Rockhampton MRF are undertaken.

4.4 Resource Recovery Facility – Tonnages

The below graph shows the total tonnages sold at the Resource Recovery Facility by Incredable from January 2020, and the residual that was sent to landfill.



December 2020 Summary:

Tonnes of material diverted from landfill during December 2020 are higher than for December 2019.

During December 2020 the number of eligible Containers for Change were 579,814.

An aspect of the resource recovery service that may not be generally known is the fact that volunteers assist the not-for-profit contractor (Incredable Ltd) in their operations. The Incredable Tip Shop has been fortunate to have received 1,575.75 hours of volunteer contributions from 1 July 2020 to 31 December 2020. The volunteers are an essential part of the community that contribute to operations at the facility.

REGULATORY COMPLIANCE

5.1 Surface Water Discharge Management

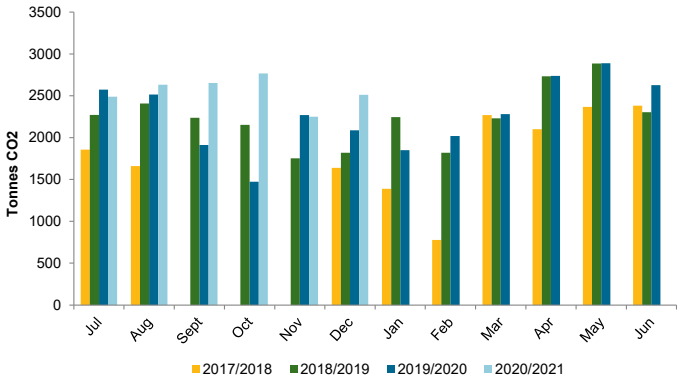
There were no stormwater releases at Hogan's Pocket Landfill during the reporting period.

5.2 Waste Facility Audits

Inspection Frequency	Number required	% Complete	Completed/ Carryover	Risk	Comments
Bi-Monthly	17	24%	13		Not all completed

Incomplete Audits have been carried over and will be completed in January 2021.

5.3 Landfill Biogas Safety



December 2020 Summary:

December 2020 data is real time data for the month and is reflected in the graph above.

The Hogan's Pocket Biogas Plant continued to perform well during December 2020 and without incident, flaring 2,512 tonnes of CO_2-e (296,277 cubic metres) for the period which is within the expected range.

As stated in previous Monthly Report, Resources Safety & Health Queensland undertook a recent Audit of the Safety Management System and provided feedback in July 2020 on improvements to be incorporated into the Safety Management System.

Waste Services completed and submitted an Action Plan to address these improvements in September 2020. These improvements include:

- Review of all Statutory Signage and development of a Statutory Signage Plan – *Review Completed*
- Internal Review of the Hogan's Pocket Hazardous Areas Classification Reference Manual – *Internal Staff Review Workshop Completed. Meeting with original author of document, Mr John Fleming, to be organised this month for Review finalisation.*
- Repairs to Sagging Landfill Gas Pipes – *Repairs Complete*
- Site Safety Training Matrix Development – *Internal Workshop 1 Completed*
- Review Gas Network Inspection Processes
- Develop Standard Operating Procedures for the Biogas Plant
- Review Contractor Site Inductions as they relate to Gas Safety

Waste Services has implemented a number of recommendations on site and are continuing to improve the Gas Network.

MANAGEMENT INITIATIVES

6.1 COVID-19 – Waste Services Status

Waste Services continues to implement relevant parts of its Business Continuity Plan and has continued to apply all Council, State and Australian Government directives where necessary.

In terms of operations:

- All sites and services are open as per normal operations; and
- Collection services currently operate as per normal operations

As the current situation evolves, Waste Services will continuously monitor any impacts and, with approval, modify and respond in accordance with the local circumstances.

6.2 Current Waste Services Management Improvements

Waste Services has been working on a number of initiatives this month to improve our business. Some of the business improvements we are currently working on include:

- *Capital Project - Stormwater Network Improvements Project at Hogan's Pocket*
  - Currently in Design Phase
- *Capital Project - Batter Chutes Replacement Hogan's Pocket Landfill*
  - Design Completed
- *Operational Project - Asset Management Project*
  - Data Structure Developed
- *Operational Project - Closed Landfill Review*
  - Initial Site Review Completed
  - Consultant Engagement to manage the Audit process has been finalised with Golders ready to commence work early in 2021
- *Waste Services' Team Review*
  - Review of Tasks and Activities Underway
- *Closed Landfill Bores Review*
  - In Progress
- *Polystyrene Recycling Viability Assessment*
  - Underway
- *Condition Assessment of Hogan's Pocket Leachate Ponds*
  - Underway

11.5.3. ENGINEERING & COMMERCIAL INFRASTRUCTURE - WATER SERVICES MONTHLY REVIEW - DECEMBER 2020

Author	Executive Assistant (Robyn Smith)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	MRR - Water Services
Attachments	1. ECI - Water Services Monthly Review - December 2020 V 2 [**11.5.3.1** - 20 pages]

Purpose

Attached is a copy of the Engineering & Commercial Infrastructure – Water Services Monthly Review Report for the month of December 2020.

Related Parties

N/A

Officer's Recommendation

THAT the Engineering & Commercial Infrastructure – Water Services Monthly Review Report for the month of December 2020 be received.

The Director of Engineering and Commercial Infrastructure, Jason Devitt, spoke to the Report and provided an overview and highlights of the ECI Water Services Monthly Review for December 2020.

Cr Seymour noted there were 516 leaks identified at non-residential properties and queried if this was an average number.

The Director advised that there does appear to be issues with commercial leaks and the department continues to send reminders to commercial property owners.

Mayor Williamson asked if this was a normal number of leaks.

The Director advised that they are seeing a fairly consistent number of leaks.

Cr Bonaventura asked, on behalf of Cr Jones, if Council is sure that we have legitimate contacts for the commercial property owners.

The Director advised that the department uses the rates based data and obtaining the correct address is an issue. The Director suggested that staff may have to go out to the business to source a local contact.

Council Resolution ORD-2021-18

THAT the Engineering & Commercial Infrastructure – Water Services Monthly Review Report for the month of December 2020 be received.

Moved Cr May **Seconded Cr Hassan**

Cr May noted the excellent work done by the department, registrations for MyH2O continue to increase, overall the plumbing approvals indicate strong housing construction, the response time to water leaks is very good and the rain fell just in time to relax the water charges paid by residents to water their gardens.

Mayor Williamson noted that he had copied Councillors in to the department's intent for the Midge Point water supply which was a long term solution with other short terms options to be discussed.

CARRIED

Engineering and Commercial Infrastructure - Water Services

Monthly Review

December 2020

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OVERVIEW

This report is for Water Services activities for the period of 1 – 31 December 2020.

Significant items in this period include:

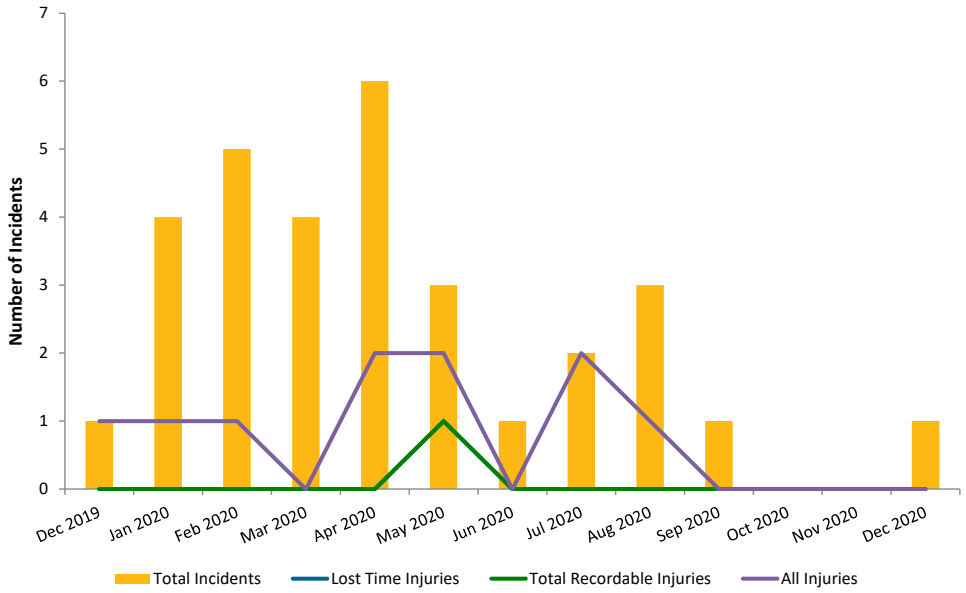
- No Lost Time Injuries were recorded for the month of December 2020. One safety incident was recorded for the month of December 2020 where an automatic gate closed on a vehicle at Mirani Water Treatment Plant.
- Mirani and Dumbleton Weirs are both at or above 100% capacity with Marian Weir sitting at 99% at present.
- Water consumption has decreased in the Mackay, Sarina and Marian/Mirani communities from November 2020 to December 2020 with rainfall received in December 2020 being 209mm compared to only 29mm received in November 2020. This is a similar pattern to last year.
- There were 1,293 leak notifications issued for non myh2o members and 5,432 for registered myh2o members during December 2020.
- 92.6% of Work Orders were completed within the allocated timeframe for November 2020 (recorded one month in arrears) which is above the target KPI of 90%. The number of Work Orders completed for the reporting period was 752. This includes 197 Water Meter replacements or new installations.
- A Briefing on the Mackay Sewer Strategy 2020 – 2046 was provided to Councillors in December 2020: there was interest from Councillors in the project and broad support for further engagement with key stakeholders to continue.
- There is an ongoing dirty water event in the Midge Point Water Supply System that has generated almost 40 customer calls since mid-October 2020. The Water Network and Water Treatment Teams are working through a series of short-term improvement initiatives to address this issue and the Water and Sewer Infrastructure Planning Team has developed a Business Case for the construction of a connection to the Proserpine WTP that will help to significantly reduce this risk in the long term.
- The number of Plumbing Applications approved for the period was again strong with 89 applications processed. This is a slight decrease compared to the previous month but not to be unexpected at this time of the year. The Approval Turnaround Time was one day.
- The budget remains on track for YTD period; however, ongoing rainfall could impact on water usage revenue.

Director Engineering & Commercial Infrastructure

SAFETY

1.1. Incident Statistics

The incident statistic details a summary of the Water Services safety incident performance. Water Services aspires to achieve zero harm with a stretch target of zero injuries.



December 2020 Summary:

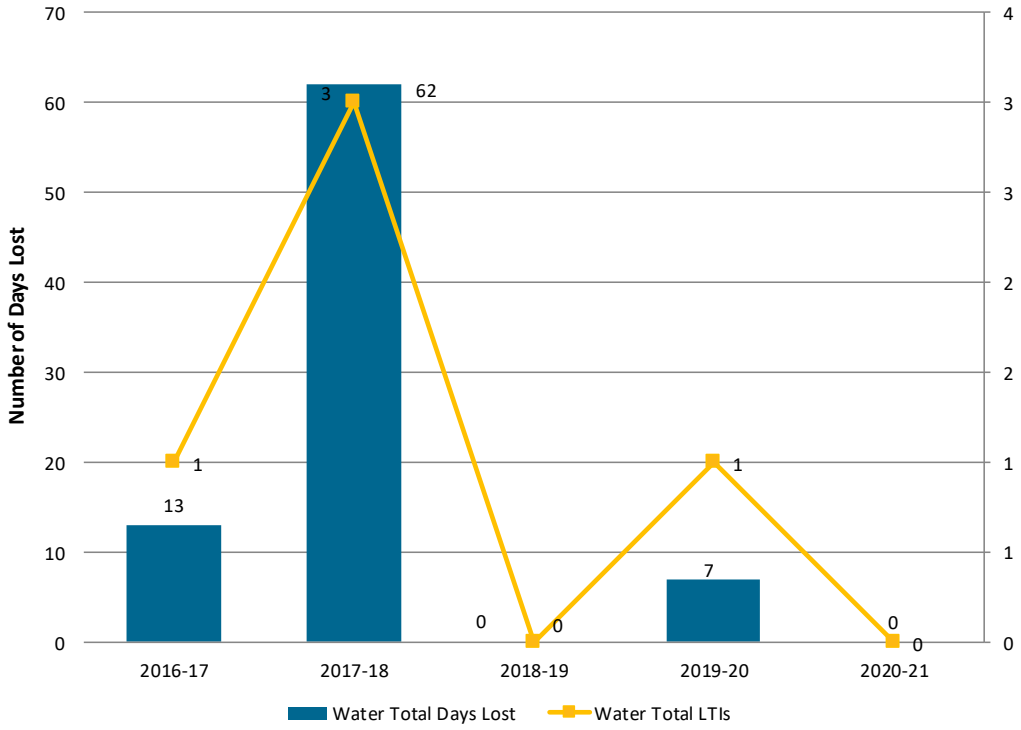
No of Incidents	Mechanism of injury	Injury Type
1	Vehicle Incident	Asset Damage

1.2. Lost Time Injuries

Water Services aspires to achieve zero Lost Time Injuries (LTI) by improving safety performance by developing a proactive safety culture and implementing best practice safety management across all business areas.

Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Administration										
Business Services										
Water & Sewerage Infrastructure Planning										
Water Network	1	13	2	35			1	7		
Water Treatment										
Infrastructure Delivery			1	27						
Water Services	**1**	**13**	**3**	**62**			**1**	**7**		

December 2020 Summary:



The Table above shows the Lost Time Injuries recorded over previous years.

Mackay REGIONAL COUNCIL

Engineering & Commercial Infrastructure -
Water Services Monthly Review > December 2020

FINANCE

2.1. Water and Wastewater Financial Report

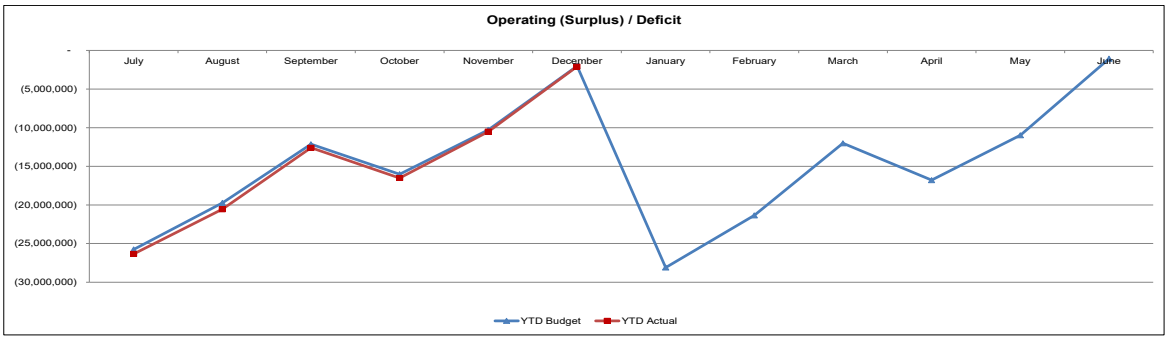
Financial Performance Report
Period Covered: 1 July 2020 to 24 December 2020

Commercial Infrastructure

% YTD Variance of YTD Budget
YTD Variance favourable of budget
YTD Variance unfavourable, between 0% and 5% of YTD Budget
YTD Variance unfavourable, more than 5% of YTD Budget

	Revised Budget	YTD Budget	YTD Actual	YTD Variance	YTD % Spent	
Water Fund						
6.01 - Commercial Infrastructure Management	(14,861,741)	(7,493,930)	(6,829,749)	664,181	91%	Revenue under budget $128,000. Interest Received and Rental Income $73,000 and $22,000 over budget. Rates Revenue under budget $225,000 due to Usage Charges and Fixed Charges under budget $198,000 and $27,000 respectively. Expenses over budget $536,000. Depreciation, Finance Costs and Employee Costs over budget $521,500, $28,500 and $13,500 respectively. Materials & Services under budget $27,500.
6.02 - Water & Sewage Infrastructure Planning	794,502	269,869	244,213	(25,656)	90%	Employee Costs under budget $43,000. Materials & Services over budget $17,000.
6.04 - Water Networks	7,154,126	3,572,150	3,378,302	(193,847)	95%	Revenue over budget $340,000 due to Fees & Charges and Recoverable Works over budget $114,000 and $224,000. Expenses over budget $146,000. Employee Costs under budget $14,000. Materials & Services over budget $160,000 largely due to Internal Plant Hire $41,000, Traffic Control $26,000, Plumbing & Fittings $22,000 and Hydro Excavation $21,000.
6.07 - Water Treatment	5,273,245	2,494,417	2,511,040	16,623	101%	Revenue over budget $14,000. Expenses over budget $31,000. Employee Costs over budget $151,000. Materials & Services under budget $120,000 largely due to Electricity $47,000, Repairs & Maintenance $21,000, Sludge Removal $19,000 and Consultant's Fees $17,000.
Total Water Fund	**(1,639,868)**	**(1,157,495)**	**(696,194)**	**461,301**	60%	
Sewerage Fund						
6.01 - Commercial Infrastructure Management	(12,785,056)	(6,203,453)	(6,405,207)	(201,754)	103%	Revenue over budget $140,500 due to Rates and Interest Received over budget $85,000 and $55,500. Expenses under budget $61,500. Depreciation and Materials & Services under budget $88,000 and $26,000. Finance Costs and Employee Costs over budget $38,500 and $14,000.
6.02 - Water & Sewage Infrastructure Planning	950,562	302,312	266,256	(36,056)	88%	Employee Costs under budget $34,000.
6.04 - Water Networks	5,520,762	2,366,166	2,137,971	(228,195)	90%	Revenue over budget $217,000 mainly due to Trade Waste Licence Fees and Plumbing Inspection Fees over budget $56,500 and $99,500 respectively. Expenses under budget $11,000. Employee Costs under budget $167,000 and Materials & Services over budget $156,000 mainly due to Internal Transfers $40,000 and Internal Plant Hire $39,000.
6.07 - Water Treatment	6,885,165	2,678,989	2,614,279	(64,710)	98%	Revenue over budget $12,000. Laboratory External Revenue over budget $43,000. Recoverable Works Income under budget $56,000. Expenses under budget $52,000. Employee Costs over budget $31,500. Materials & Services under budget $83,500 largely due to Electricity.
Total Sewerage Fund	**571,432**	**(855,985)**	**(1,386,701)**	**(530,716)**	162%	
Operating (surplus) / deficit	**(1,068,436)**	**(2,013,480)**	**(2,082,895)**	**(69,415)**	103%	

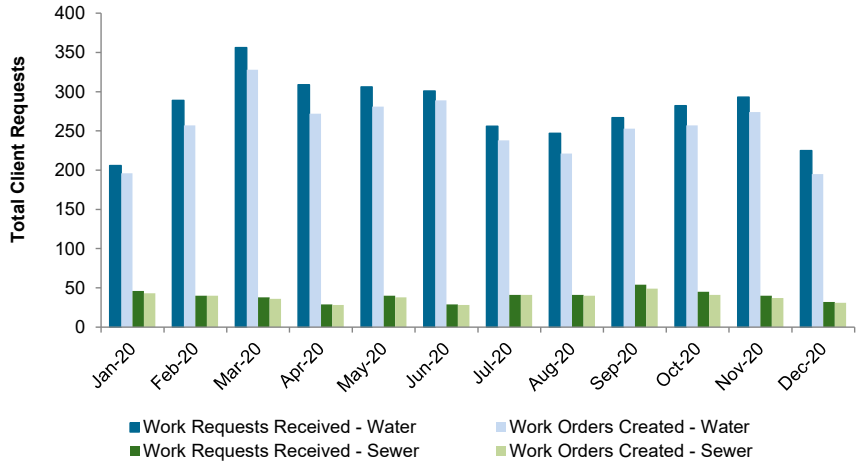
2.2. Operating Result for Water and Sewerage Fund



CUSTOMER SERVICES

3.1. Work Requests Received

The following Chart details the number of Customer Requests received during the reporting period that relate to both Water and Sewer requests. The associated Work Orders created from the Work Requests are also displayed.



December 2020 Summary:

A total of 257 Work Requests were received to 31 December 2020; i.e., 225 Work Requests related to Water and 32 Work Requests related to Sewer. From these Work Requests, 195 Work Orders were generated for Water and 31 Work Orders were generated for Sewer.

3.2. Work Orders Completed

The following Chart displays the number of Work Orders created during the previous reporting period. The target is to have 90% of all customer requests closed. A summary of the performance and percentage of Work Orders completed within that month is detailed below.

Please note, results are one month in arrears to allow for accurate reporting due the timing of completed work (i.e., a request received at the end of one month being actioned at the start of the next month).

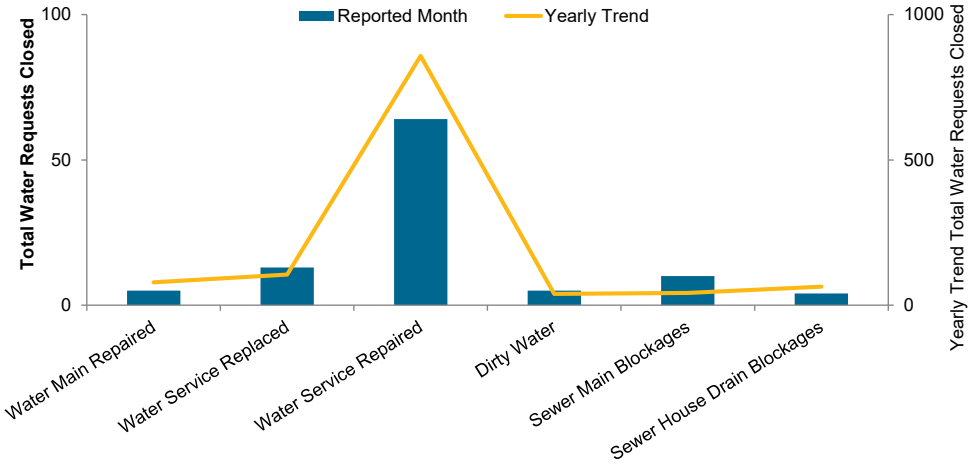
November 2020 Summary:

The number of Work Orders generated to 30 November 2020 was 311.
92.6% of these Work Orders were completed within the specified target time which is above target.

3.3. Water Requests Closed

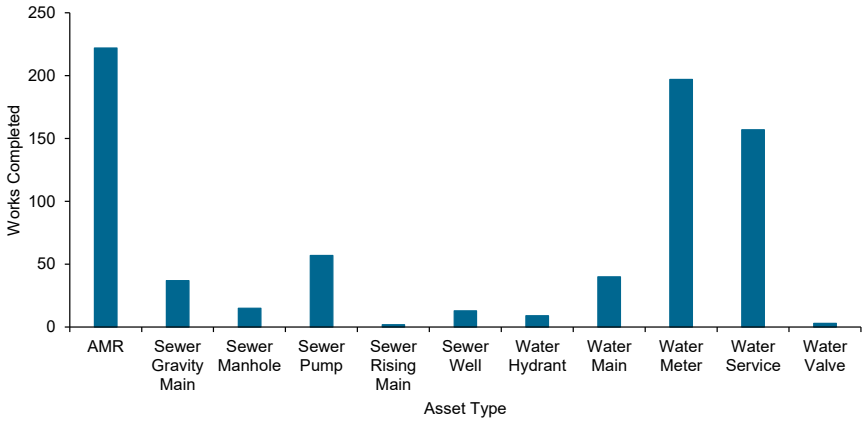
When a customer lodges a request via the Call Centre, it is sometimes not reflective of the actual problem. Therefore, the following graph shows the actual work undertaken and completed. The numbers of Customer Requests will not always match the number of actions undertaken mainly due to multiple customers reporting the one issue.

Please note, results are one month in arrears to allow for accurate reporting due the timing of completed work (i.e., a request received at the end of one month being actioned at the start of the next month).



3.4. Works Completed by Asset Type

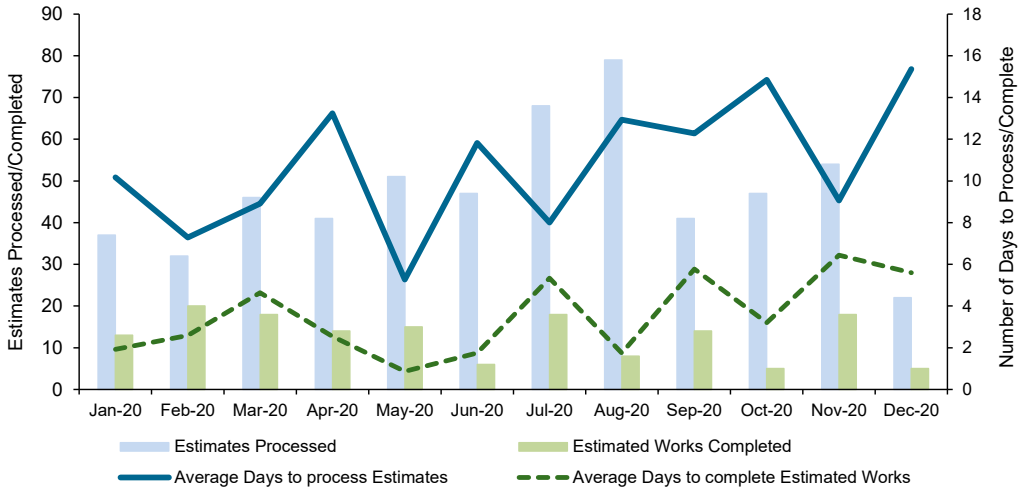
The following Chart displays the work that was completed for each asset type during the reporting period. The work that was completed includes Corrective Maintenance (reactive) works, along with Preventative Maintenance Works.



November 2020 Summary:
The number of Work Orders completed for the reporting period was 773. This includes 197 Water Meter replacements or new installations.

3.5. Estimated Works

Water Services receives requests from customers for quotations to connect to Council's infrastructure (Estimates). These requests range from large subdivision development connections to a single service connection for a property. The following Chart displays the number of Estimates processed for customers for the reporting period and the average time taken to complete. The Chart also shows the number of Estimated Works completed and the average time taken for Water Services to complete the Estimated Works.

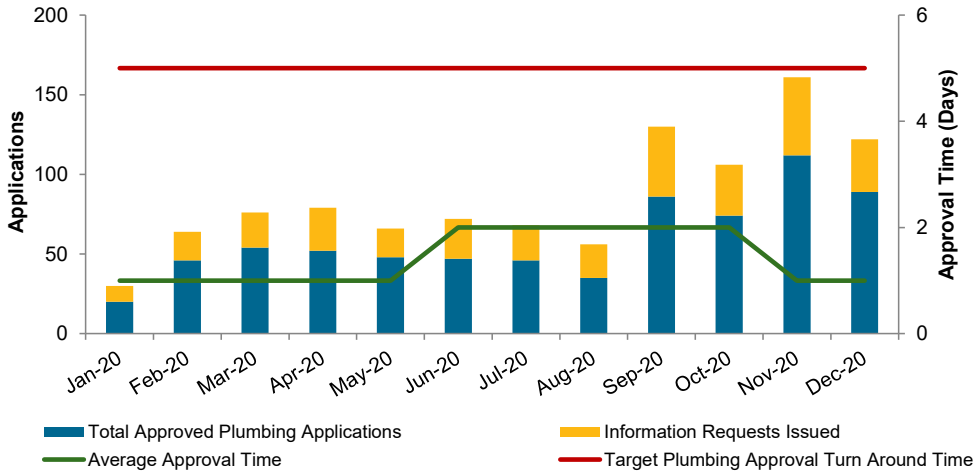


The number of Estimates processed for customers during the reporting period was 22 with the average time taken to process requests being 15.5 days, i.e., within the 21 working day target. The number of Estimated Works Completed during the reporting period was 5 with an average time taken to complete works in the field of 5.6 days (also well within the 14-working day target).

It is important to note that many Estimates are requested by Developers in pre-planning of future development stages. As a result, many of the Estimates completed do not result in requests for immediate work to be undertaken. Also, of note is the fact that often requests are received for two block subdivisions where clients seek to understand the total costs involved with subdivision before determining their final course of action. In the instance where a client does not accept our initial estimate provided, they can request a further breakdown of the fees and charges involved. On some occasions, clients may be able to undertake certain aspects of the work themselves, however, Council always stipulates that any live works undertaken on Council's water or sewerage infrastructure is only undertaken by Council.

3.6. Plumbing Applications

In accordance with the *Plumbing and Drainage Act,* a plumbing application is required for all new or modifications to plumbing installations. A plumbing application must be lodged to Local Government. Water Services have a regulatory time frame of 20 business days to assess a plumbing application. An internal target of five business days has been set for all residential plumbing applications.



December 2020 Summary:

The number of Plumbing Applications approved for the period was 89, a decrease over the previous month but not unexpected at this time of the year. The Approval Turnaround Time was one day, i.e., well within the five-day target.

3.7. Trade Waste Approvals

There is an ongoing program for undertaking trade waste assessment and licensing applicable businesses that discharge trade waste. As part of the trade waste assessment process a temporary Trade Waste Approval is established while the formal approval process is undertaken. The table below summarises the number of Trade Waste Approvals for the Mackay region.

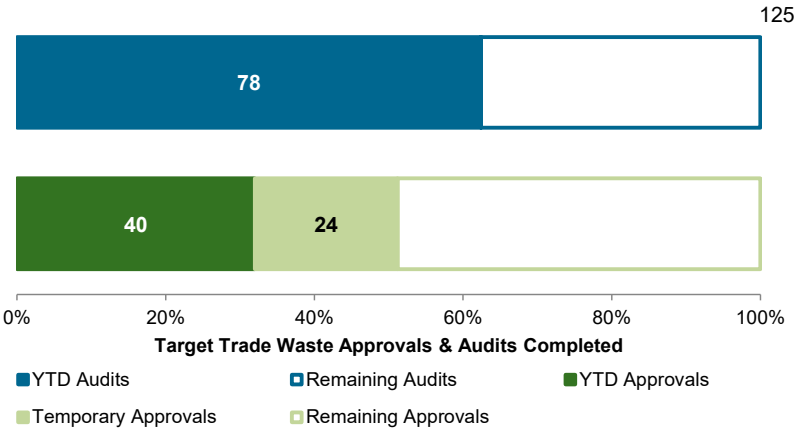
	Total Approved Businesses	Temporary Approvals in Place	New Approved Businesses for the Month
Mackay South	823	22	6
Mackay North	80	1	0
Sarina	57	0	1
Mirani/Marian	34	1	0
Total	**994**	**24**	**7**

December 2020 Summary:

Seven new Trade Waste Approvals were provided to businesses after completion of their Trade Waste requirements. These businesses were in the following categories: two existing businesses, two new businesses and three Change of Ownership completed Trade Waste requirements during the month.

3.8. Annual Trade Waste Activity

Annual targets are set for the Trade Waste Team with respect to licensing trade waste businesses. The target has been set at 125 each for both new licensed businesses and audits completed by June 2021. The following Chart shows the actual approvals, temporary approvals and audits achieved and the number of the target remaining.

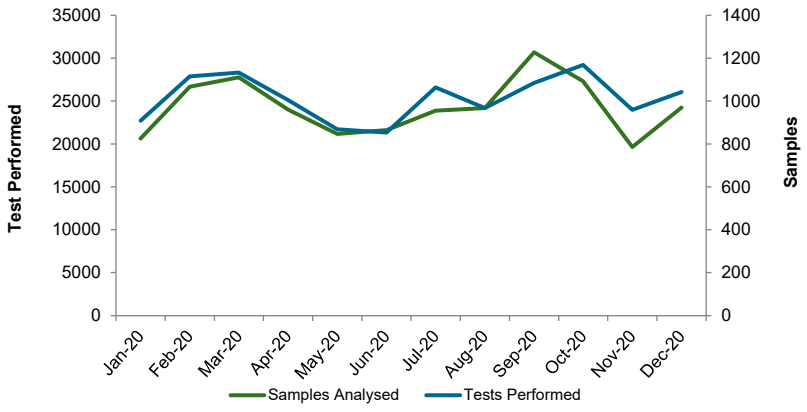


December 2020 Summary:

Seven approvals were issued, and fifteen Audits were conducted. The annual targets for Audits and Approvals remain at 125 each for the 2020/2021 financial year.

3.9. Scientific and Analytical Services

Scientific and Analytical Services provides laboratory analysis in accordance with National Association of Testing Authorities (NATA) Standards to both Mackay Regional Council and external customers. A summary of the laboratory activities is detailed below.

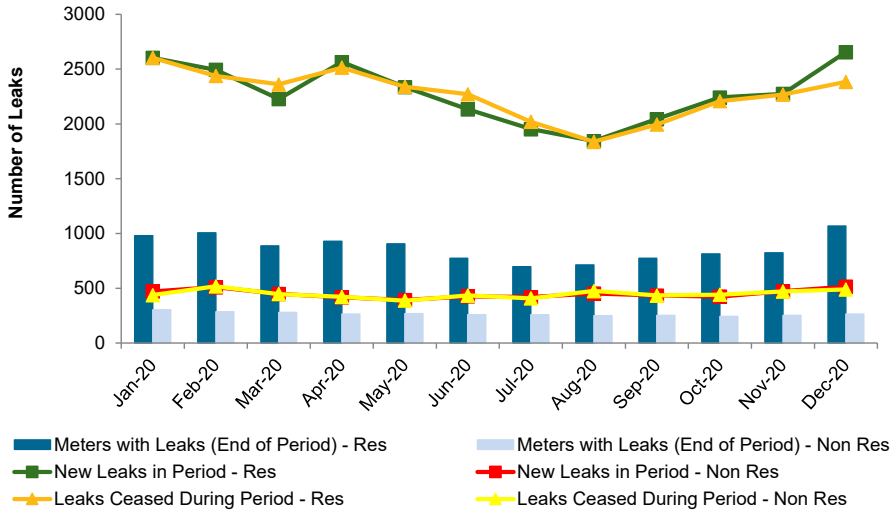


December 2020 Summary:

The number of sample batches registered during this period was 449 and the number of samples tested was 970. The total number of tests performed was 26,050 for the month. Laboratory registrations for organic testing and outsourced tests have been consolidated which better reflects the actual number of registrations and does not impact the number of tests performed.

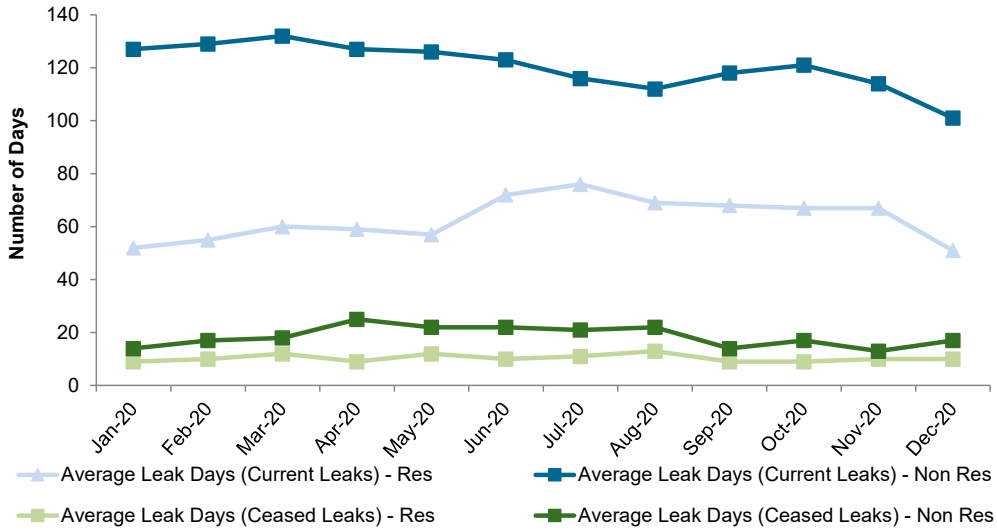
3.10. Leak Detection Notifications

Potential leak notifications are sent to customers when the leak is identified as greater than 10 litres per hour (L/h). Notifications are sent by email, SMS and by post to those owners who have not signed up to the myh2o portal and cease after three consecutive months of notification. Property owners signed up to myh2o also receive notifications by email and/or SMS.



Potential Leak Notifications Sent			
Via Aqualus (those not registered to myh2o)			Via myh2o
Email	SMS	Letters	Email & SMS
549	183	561	5,432

197 meters were replaced outside of the Capital Works Meter Replacement Program during December 2020. These meters were replaced as they had stopped working resulting in the receipt of zero data consumption through the remote meter readers and consequently no leaks being identified on these meters for the preceding month. During December 2020, 222 remote readers were also replaced also impacting the number of current leaks recorded.



December 2020 Summary (25 November 2020 – 25 December 2020):

2,384 leaks were ceased for residential properties during the reporting period having an average of 10 days for the leak to cease (i.e., for the leak to be addressed by the property owner). However, there have been leaks that commenced prior to 25 November 2020 that are still ongoing with an average of 51 leak days.

2,655 residential property leaks commenced during the period.

The number of average leak days for residential properties decreased to 51 for December 2020. This could have resulted from numerous factors; however, a significant contributing factor is the number of AMRs replaced during the month (i.e., 222); we are now receiving data for these replaced meters whereas data was not being received previously and leaks were not being identified/reported.

490 leaks were ceased for non-residential properties during the reporting period having an average of 17 days for the leak to cease (i.e., for the leak to be repaired by the property owner). However, there have been leaks that commenced prior to 25 November 2020 that are still ongoing with an average of 101 leak days.

516 non-residential property leaks commenced during the period.

Considerable effort is devoted towards encouraging non-residential customers to fix the identified leaks, however, some of these leaks are difficult to track down due to the size and complexity of the property.

3.11. Myh2o Registrations

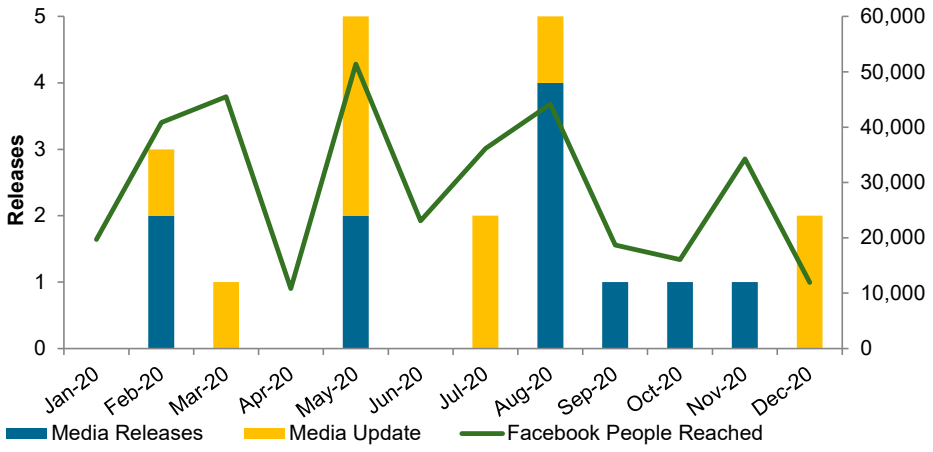
The following chart shows the cumulative number of myh2o registrations for the reporting period.
Please note: MiWater relaunched as Aqualus in May 2020, with a new user interface – there has been no change to the public portal name 'myh2o'.

December 2020 Summary:

There were 32 new registrations during December 2020 bringing the total number of myh2o registrations to 16,300 including property owners, tenants, and real-estate agents.

3.12. Community Engagement - Media and Customer Survey Results

Water Services engagement with the community is monitored; the following Chart shows the number of Media Releases, Media Updates and the number of people reached by Media Releases on Facebook. Community engagement also includes registrations to myh2o, and leak detection notifications identified.



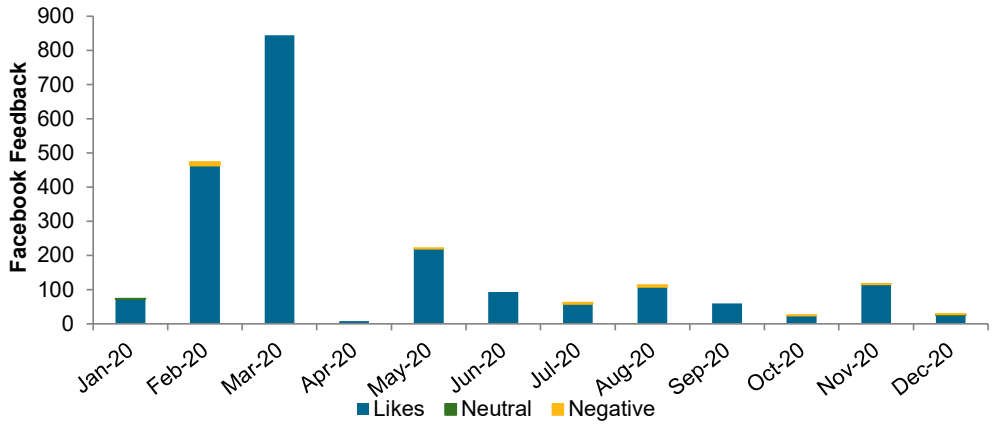
December 2020 Summary:

There were no Media Releases and two Media Updates for the reporting period:

Media Releases	Media Updates
N/A	*Sydney Street Sewer Night Works*
	Midge Point Water Supply Discolouration

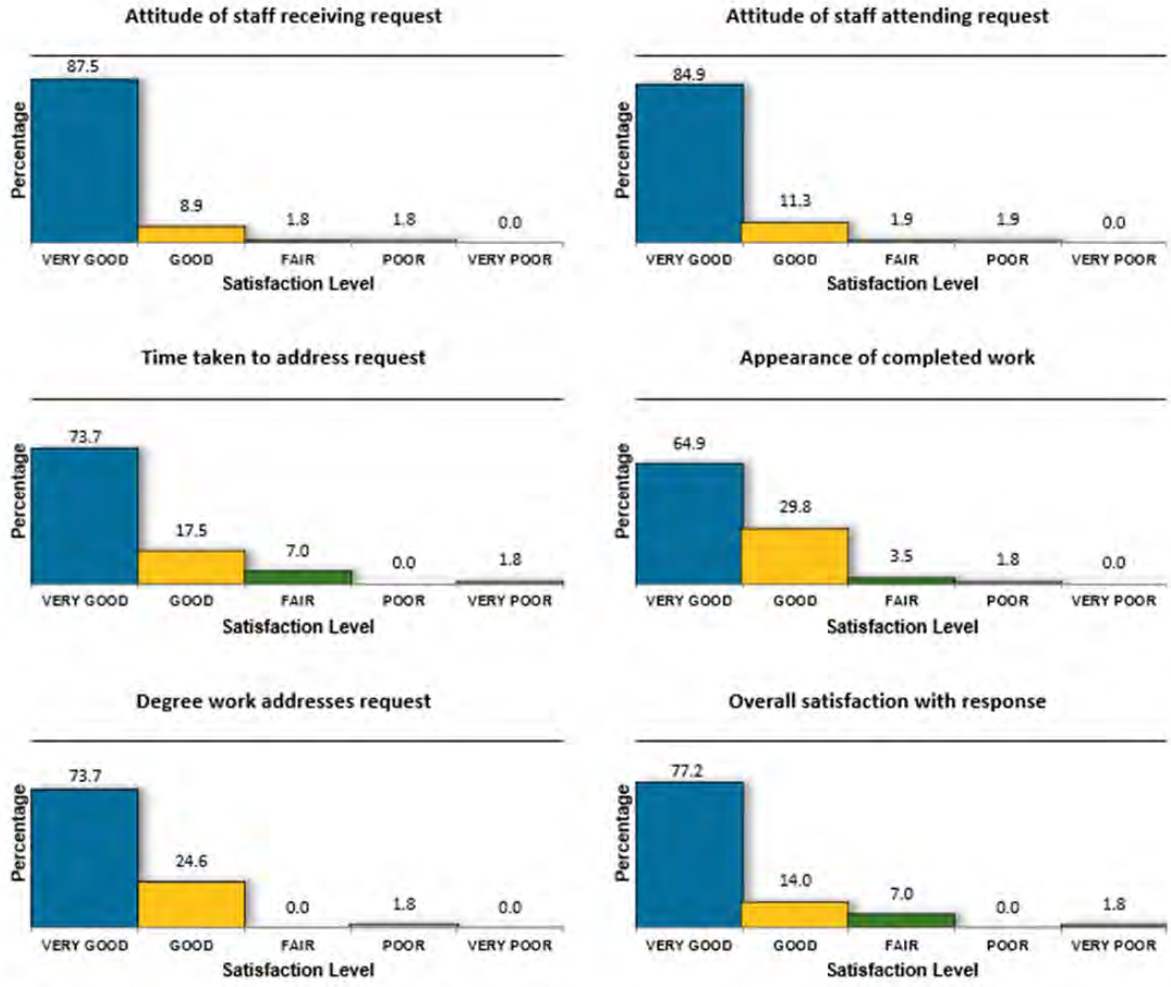
3.13. Facebook Feedback

The following Chart shows the number of likes and positive comments, the number of neutral comments and the number of other comments received from Facebook posts, media releases and/or media updates for Water Services.



Facebook Likes	
10 for *Sewer System Night Works - Sydney, Stevenson, Shakespeare and Turner Streets*	2 for *Water Interruption, Edmonds Street, Eimeo*
5 for *Council is aware of water discolouration occurring at Midge Point due to increased demand. The current discolouration is partly due to emergency firefighting activities occurring in the area.*	2 for *Water Interruption, Milton Street and Harney Street*
6 for *Water Interruption, Milton Street between Gordon and Alfred Streets*	
Negative Comments	
Myh2o customer complained portal is difficult to sign up to and the form to apply for relief under the Concealed Leak Policy is too lengthy and difficult to fill out.	

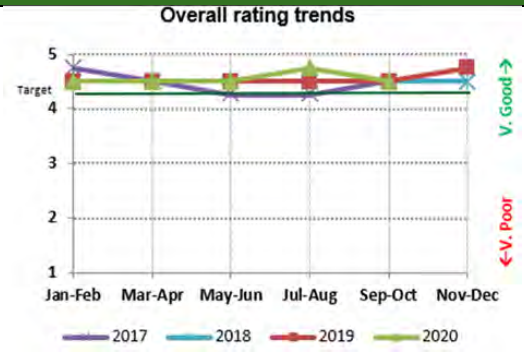
Results of Customer Survey (September/October 2020)



Representative Comments

- Excellent job – thank you
- Very neat and left in a tidy order.
- As good as expected
- Workers polite
- Prompt response and effective repair
- The matter resolved quickly and effectively.
- Responded to job request quickly
- I couldn't have been happier
- Request was actioned promptly, much appreciated!
- *Excellent*
- The staff member who took my call was very helpful and asked questions to confirm all details of my submission

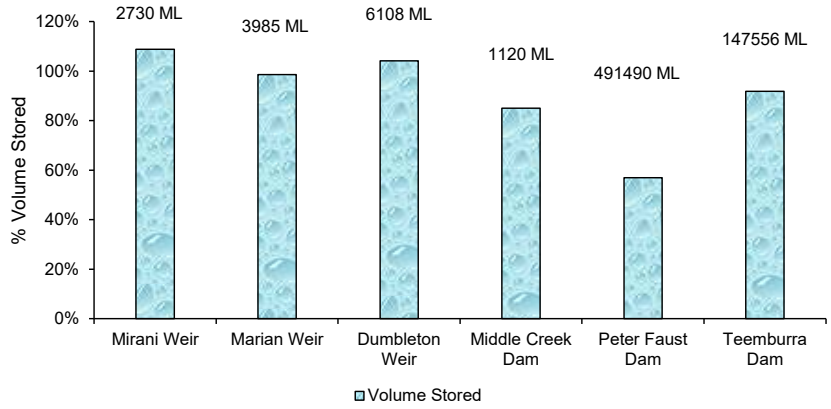
Trends



ASSET MANAGEMENT

4.1. Surface Water Raw Water Storage Capacities

Water is sourced from a combination of surface and groundwater sources. With the exception of Middle Creek Dam, the storage facilities are owned and operated by SunWater. Middle Creek Dam is under Council's control. The water stored in each of the storages is detailed below.

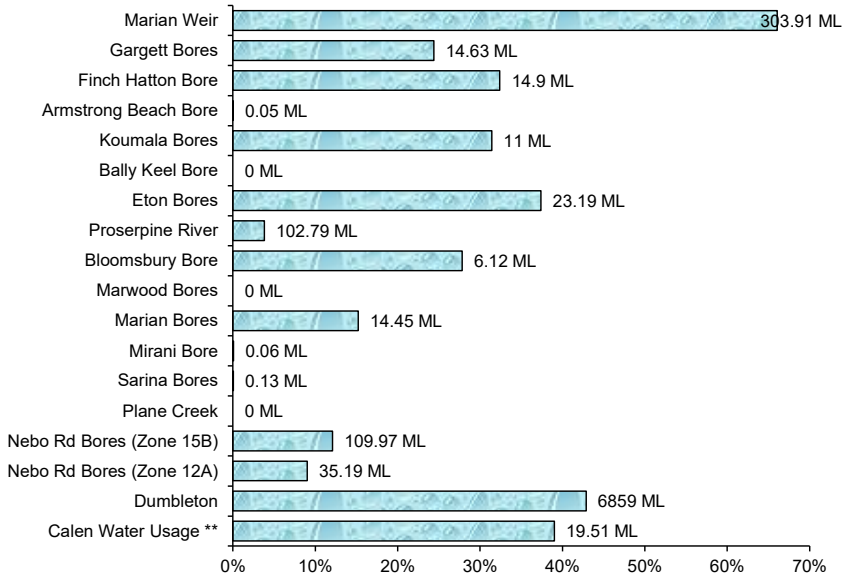


December 2020 Summary:

Dumbleton and Mirani Weirs are both at or above 100% capacity. Marian Weir is currently at 99% capacity and Teemburra Dam is currently sitting at 92% capacity. Middle Creek Dam is at 85% capacity with the current water level at Peter Faust Dam the lowest volume of water stored at only 57% of capacity.

4.2. Annual Water Consumption vs Allocation by Source

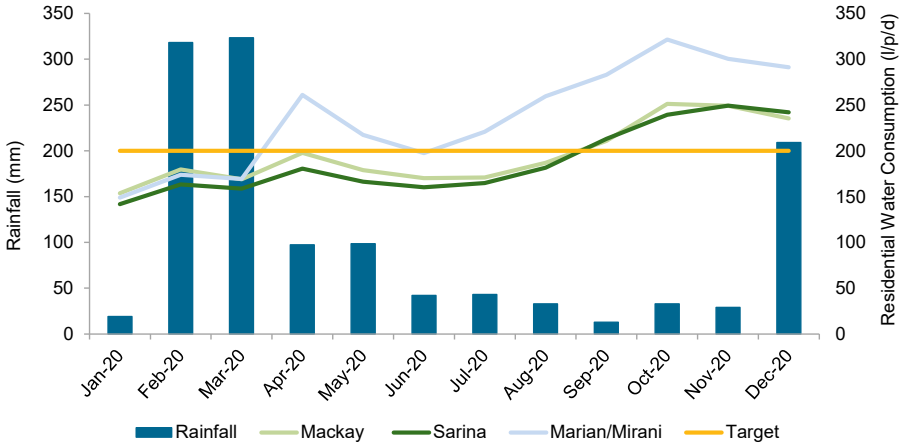
Water Services has an annual water allocation or water license for each water source. The water allocation and year to date water consumption for each of the water source is detailed below.



** Calen Water Usage figures are not based on Water Allocation but show the amount of water usage for the area to date.

4.3. Water Consumption by Locality – Residential Customers Only

Water Services supplies potable water to both residential and commercial customers throughout the Mackay region. The average water consumption in each of the three major community centres is detailed below for residential customers only. The water consumption is presented as litres per equivalent population per day (L/p/d).



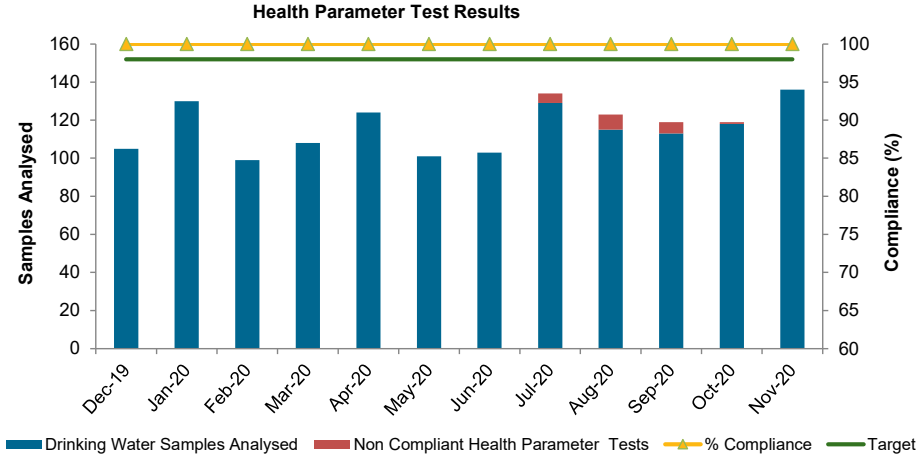
December 2020 Summary:

Water consumption has decreased in the Mackay, Sarina and Marian/Mirani communities from November 2020 to December 2020. Rainfall received in December 2020 (209mm) has increased significantly from November 2020 (29mm).

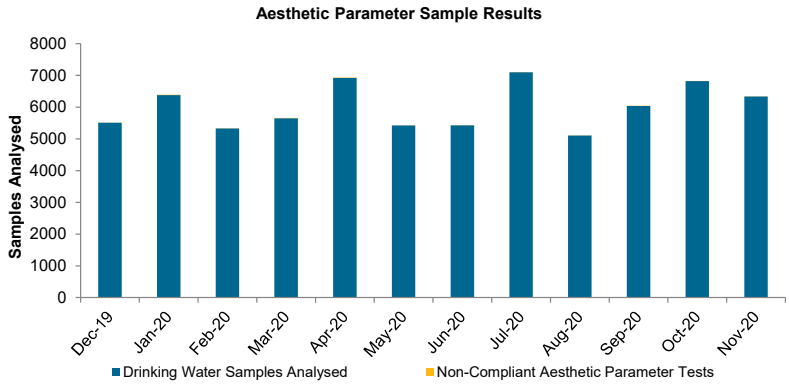
REGULATORY COMPLIANCE

5.1. Drinking Water Compliance

Potable water is provided in accordance with the requirements of the *Water Supply Safety and Reliability Act,* measured against the *Australian Drinking Water Quality Guidelines*. Drinking Water samples are taken at the outlet of Water Treatment Plants and at various locations within the reticulation network. *Please note, results are one month in arrears to allow for accurate reporting.*



November 2020 Summary:
There were no Health Aesthetic Parameter test results above the recommended Australian Drinking Water Guidelines (ADWG) for November 2020.



November 2020 Summary:
There were eight Aesthetic Parameter samples above the recommended aesthetic ADWG levels for November 2020. Five results were for hardness (i.e., hardness level above 200 mg/L), two were for sodium and one was for total dissolved solids (TDS).

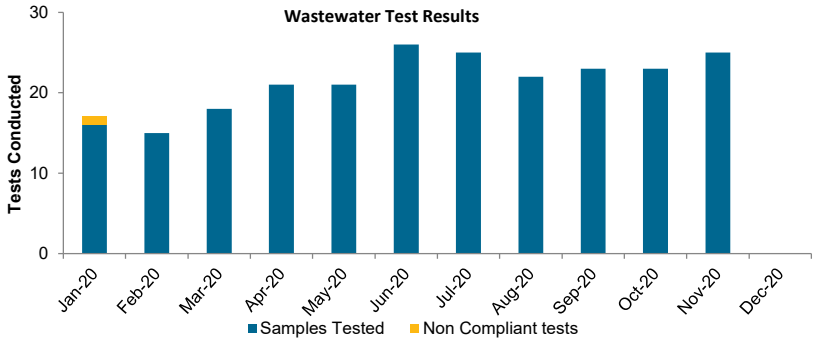
The sodium results of 192mg/L were recorded in the Eton Water Supply Scheme. These are just above the aesthetic guideline (of 180mg/l) and this is related to the plant's softening process and no follow up or action is deemed warranted at this stage.

The Calen-Kolijo Water Supply Scheme recorded three results for hardness (253, 255 and 252 mg/L). The hardness experienced in the Calen-Kolijo Water Supply Scheme, while over the ADWG aesthetic level, is not expected to cause any significant issues.

The Koumala Water Supply Scheme recorded two results for hardness (387 and 374 mg/L). The tender for the installation of the Water Softening Plant at Koumala has now been awarded. The Water Softening Plant is due to be completed in the second half of 2021.

5.2. *Wastewater Compliance*

The discharges from wastewater treatment facilities are regulated by Development Approvals issued by the Department of Environment and Science (DES). The licence requirements differ based on the year the Development Approval was issued and the receiving environment associated with discharges.
Please note results are one month in arrears to allow for accurate reporting



November 2020 Summary:

All wastewater tests were compliant for the reporting period.

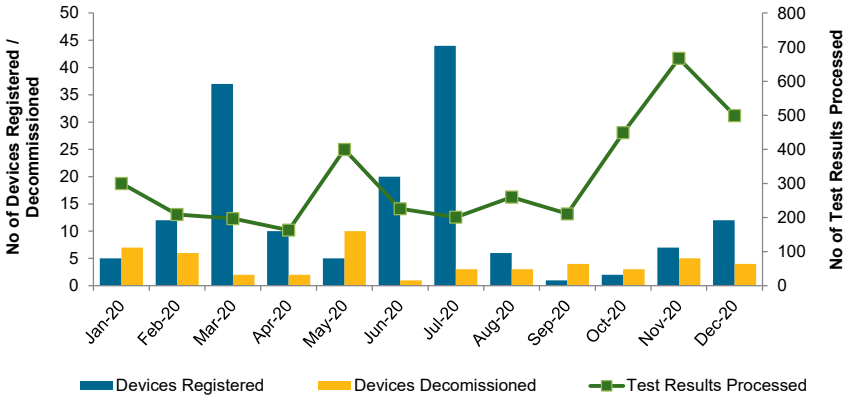
5.3. Regulator Reporting

There was one incident reported to the Department of Environment and Science (DES), the Environmental Regulator, during the month of December 2020 for breaches to Council's Environmental Authority Conditions.

The incident relates to high Faecal Coliform levels recorded in the discharged effluent from the Mackay North Water Recycling Facility. This incident was reported to the Regulator on 17 December 2020 with the final Part B Report due to be submitted on 19 January 2021.

5.4. Backflow Prevention Device Register

Backflow prevention devices are designed to protect the town's drinking water supply from contamination by acting as a barrier, keeping contaminated water separate from the drinking water supply. Local Governments have a legislative requirement in accordance with the *Plumbing and Drainage Regulation 2019* to implement and maintain a register of all devices in the municipality.



December 2020 Summary:

Twelve new devices were registered, four devices were decommissioned, and 499 tests were processed on backflow devices for December 2020.

11.5.4. NORTH WEST MACKAY ANDERGROVE BEACONSFIELD DRAINAGE STUDIES

Author	Executive Support Officer (Annette Eckart)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	DRAINAGE STUDIES
Attachments	1. North Mackay Drainage Study [**11.5.4.1** - 87 pages] 2. West Mackay Drainage Study Vol 1 [**11.5.4.2** - 100 pages] 3. West Mackay Drainage Study Vol 2_v 02 [**11.5.4.3** - 87 pages] 4. Andergrove Beaconsfield Drainage Study Vol 1 Report [**11.5.4.4** - 183 pages] 5. Andergbrove Beaconsfield Drainage Study Vol 2 Report [**11.5.4.5** - 6 pages] 6. Andergrove Beaconsfield Drainage Study Vol 2 Maps [**11.5.4.6** - 321 pages]

Purpose

To present the North Mackay, West Mackay and Andergrove/Beaconsfield Drainage Studies to Council for consideration and adoption. The studies provide the basis for informing planning controls for urban development within the catchments and identify structural and non-structural mitigation measures. Proposed drainage infrastructure will be considered together with the priority of identified works in relation to existing listed projects within the Long Term Financial Forecast.

Related Parties

N/A

Corporate Plan Linkage

Priority: Infrastructure and Transport
Strategy: Drainage Networks - Maintain and improve council's drainage networks by delivering priority drainage capital works; and by developing more efficient delivery mechanisms.

Background/Discussion

Drainage studies for the North Mackay, West Mackay and Andergrove/Beaconsfield sub-catchments were prepared for Council by engineering consultants AECOM & WRM with funding from internal operational budgets.

Prior to the development of the drainage studies, there was significant effort dedicated to the collection and review of data. This data included detailed survey of the stormwater drainage pits and pipes, historic flood data and the review of complaints. This provided a fit for purpose base to establish the stormwater models which included use of the 2015 lidar (ground levels) and the 2017 terrestrial lidar (floor levels and building information). Each study involved developing a 2D hydraulic model to understand local flood behaviour and assess potential options to reduce existing and future flood risk for the community. The purpose of the study and mitigation options assessment is to inform Council's flood hazard mapping, capital works planning, budgetary processes, residual risk and assist in emergency management.

The studies provide Council with the ability to:

- Determine existing flood levels and hazards for the purpose of setting minimum habitable floor levels and overlays for incorporation into the Mackay Region Planning Scheme.
- Review areas impacted by over-floor flooding and cost damage impacts for the range of flood events.

- Establish structural and non-structural mitigation options within each sub-catchment which provide some benefit in reducing flood extents and depths and the relative benefit cost ratios (BCRs) for such options.
- Investigate and determine appropriate trunk stormwater infrastructure required for the study area for the purpose of catering for the ultimate catchment development conditions in accordance with Planning Scheme.

Council sought submissions and comment from key stakeholders and the public prior to the studies being presented to Council for further consideration on 29 October 2020 with submissions closing 23 November 2020. One (1) submission was received relating to a long standing drainage issues in Farquhar Street, Beaconsfield. The submission related to timing of capital upgrades to address the inundation issues but was unrelated to the drainage study findings. A separate response has been provided to the submitter.

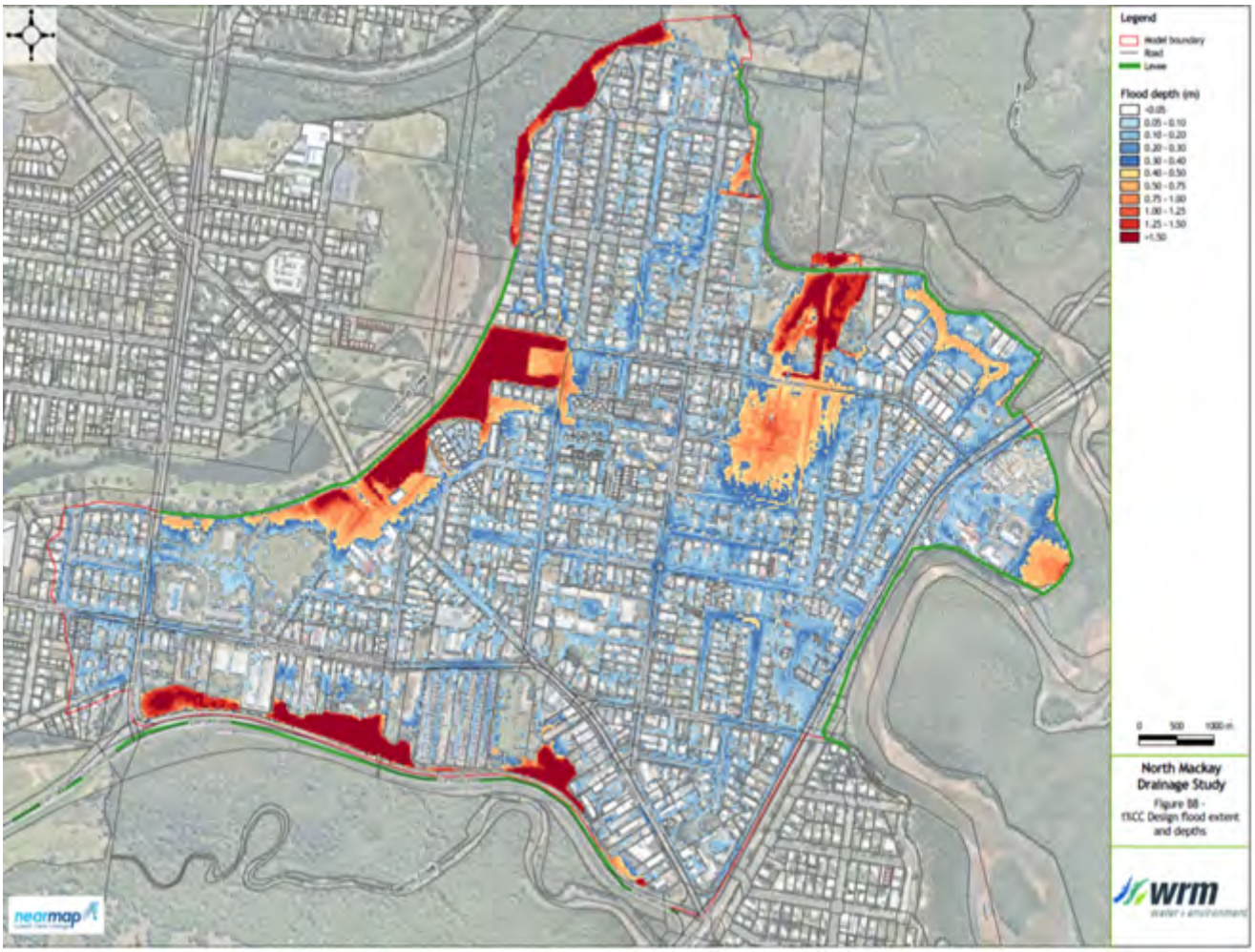
Key Features of the studies include:

- Review of previous studies undertaken within the catchments and sub-catchments to corroborate with the aforementioned report outcomes.
- Review of existing and developed hydraulic models to determine areas of the studies compromised by the range of immunity events considered and establish critical storm durations.
- Review area impacted by over floor flooding and cost damage impacts for the range of immunity events.
- Consideration of tidal and tailwater impacts on flood inundation.
- Undertake baseline sensitivity analysis for increase/decrease in roughness and rainfall intensity within the sub catchments.
- Generate model outputs based on critical storm durations for the range of flood immunity events to establish flood levels for future development planning
- Establish Structural and non-structural mitigation options within each sub-catchment which provide some benefit in reducing flood extents and depths and the relative BCR's for such options.

Key findings of the studies are identified as follows:

North Mackay

- **Flood mapping**
    - For the 18% AEP event:
        - Minor flooding occurs along most of the roadways with ponding greater than 0.3 m occurring on:
            - the Howard and Parr Street intersection.
            - Ungerer Street to the east of Grenden Street.
            - King Street.
            - Forgan Street between Hamilton and Strang Street.
            - Strang Street between Forgan and Grenden Streets; and
            - Grenden Street to the north of Strang Street.
            - Extensive ponding occurs in residential allotments between Hamilton and Ernest Streets to the west of Gaylard Street with peak flood depths up to 0.75 m.
            - Ponding also occurs in several other residential allotments, which appears to be due to water not being able to freely drain to the stormwater drainage system.
    - For the larger events, the flood extents and depths increase across the study area.
    - Flood levees are not overtopped for any event except for the PMF. For the PMF, the Goosepond's Creek overtopping flows dominate flood levels in North Mackay.
    - The Mackay Floodplain Management Study (WRM, 2018a) found that the Pioneer River overtops the levees for events that exceed the 0.5% AEP event and these flood levels dominate peak flood levels for these events.



- **Flood Hazard**
  - The hazard vulnerability of most commercial and residential allotments in North Mackay is low for all design events up to and including the 1% AEP event.
  - Residential allotments that have a higher hazard (unsafe for vehicles, children and the elderly) occur between Hamilton and Ernest Streets to the west of Gaylard Street; 98 Grenden Street; and 38 Canberra Street.

- **Flood Damage Costs**
  - Flood damage modelling shows that for the 1% AEP flood:
    - there is a total of 83 flood prone residential properties, with 14 of these experiencing flooding above floor level.
    - the total flood damage costs would be $1.69 million (excluding road and drainage infrastructure flood damages); and 100% of the flood damage costs are associated with residential properties.
    - The AAD cost of flooding in North Mackay was found to be approximately $282,000.
    - Approximately 55% of the AAD comes from properties flooded at or below the 2% AEP event.

- **Mitigation**

The majority of the properties flooded above floor level are located in the topographical depression between Hamilton, Gaylard and Ernest Streets. Four options were investigated to mitigate the above floor flooding within the depression.

Option 1,

- Involves upgrading local stormwater infrastructure within Ernest Street, which has a small but significant impact on peak flood levels within the Ernest Street depression for the small to

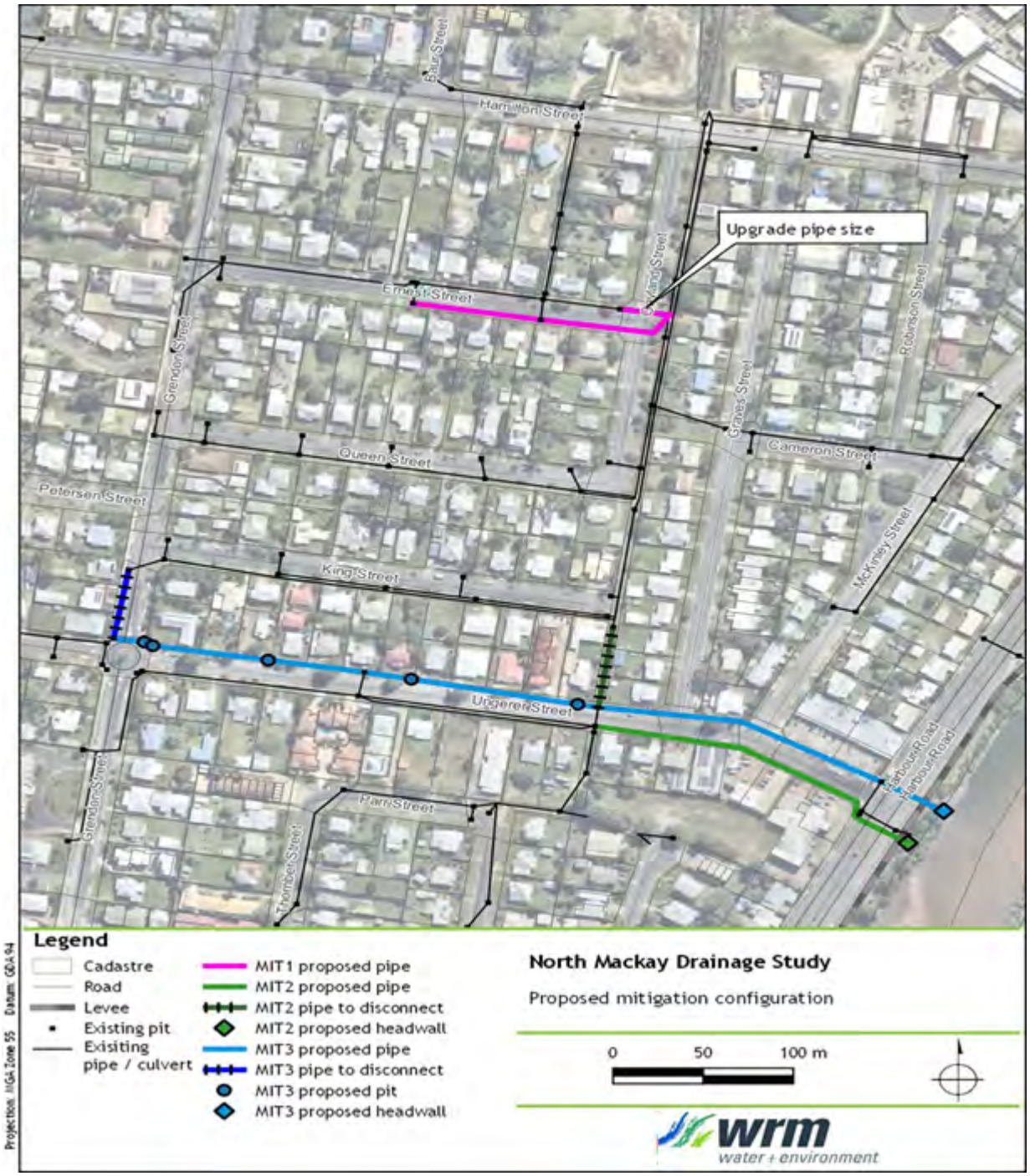
moderate sized flood events, however, it has little impact on the peak flood level for the larger floods, which are dominated by overland flows from the upper catchment;
- Eliminates above floor flooding for the one property inundated by the 18% AEP event and one inundated by the 1% AEP event; and has benefits outweighing the costs for all discount rates.

Option 2,
- Involves the piping of the upstream catchment away from the depression along Ungerer Street, which has a small but significant impact on peak flood levels within the Ernest Street depression for the larger floods but little impact on the peak flood level for the smaller floods, which are dominated by local catchment flows draining directly to the depression;
- Significantly reduces overland flows draining across private property between Ungerer, King and Queen Streets for the larger events.
- Eliminates above floor flooding for four properties inundated by the 1% AEP event but none inundated by the 18% AEP event; and has benefits outweighing the costs for the 4% and 7% discount rates.

Option 3,
- Involves additional upstream works in Ungerer Street over and above Option 2 and provides a moderate improvement in peak flood levels within the depression for the small events and a significant reduction for the larger events.
- Provides further reduction in overland flows draining across private property between Ungerer, King and Queen Streets for the larger events compared to Option 2.
- Eliminates above floor flooding for six properties inundated by the 1% AEP event but none inundated by the 18% AEP event; and has costs outweighing the benefits for all options.

Option 4,
- Includes the Option 1 and Option 3 infrastructure and provides a small but significant reduction in peak flood levels within the depression for all events.
- Eliminates above floor flooding for nine properties inundated by the 1% AEP event and one inundated by the 18% AEP event; and has benefits outweighing the costs for the 4% discount rate only.
- The results suggest that the benefits of undertaking all of the mitigation works (Option 4) are likely to at least equal the costs when considering the intangible benefits.

- Option 1 on its own has a positive benefit, particularly for the smaller, more frequent events, but does little for the larger events.
- Option 2 and Option 3 provide benefits for the larger events but the additional cost between Option 2 and Option 3 may mean that only Option 2 is considered.
- It is recommended to optimise the costing for Option 3 in an attempt to improve the benefit cost ratio.
- The sensitivity of these results to adopting MHWS instead of HAT at the downstream boundary were tested. It was found that the peak flood levels would be lower within the depression and the proposed Option 1 and Option 4 would have a greater impact in reducing peak flood levels for the smaller events and therefore average annual damages when using MHWS as the tidal boundary.
- Most of the other properties were inundated above floor level because they have floor levels at or near ground level. There are no structural measures that can be used to mitigate this risk as most are slab on ground structures and therefore these will remain a residual flood problem. Enforcing the Mackay Regional Council Planning Scheme (2017) Dwelling Code (acceptable outcome 3) minimum floor level would prevent similar problems from occurring in the future.



Option evaluations including Benefit cost assessments based on the cost damage assessments undertaken are shown as follows:

Economic evaluation of the proposed options, MHWS tailwater sensitivity

	($,000)	@ 4%	@ 7%	@ 10%	($,000)@4%	@7%	@10%
1	$42	$572	$446	$358	$2572.22	1.73	1.39
2	$41	$558	$435	$349	$3901.43	1.12	0.90
3	$55	$747	$582	$468	$1,0500.71	0.55	0.45
4	$73	$990	$771	$620	$1,3070.76	0.59	0.47

The results suggest that the benefits of undertaking all of the mitigation works (Option 4) are likely to at least equal the costs when considering the intangible benefits. Option 1 on its own has a positive benefit, particularly for the smaller, more frequent events, but does little for the larger events. Option 2 and Option 3 provide benefits for the larger events but the additional cost between Option 2 and Option 3 may mean that only Option 2 is considered.

Sensitivity analysis indicates that when a local storm event is coincident with a lower tide level (in this case MHWS), the proposed Option 1 is even more effective. The other options are less effective with Option 2 the only other option remaining with a positive benefit cost ratio. This provides further support to the above finding that the benefits of Option 3 may not outweigh the costs. It is recommended to undertake further optimisation of the Option 3 costs to review this finding.

As such the recommended mitigation option to address the identified inundation issues is Option 4.

West Mackay

The key findings from the TUFLOW hydraulic modelling and associated analysis undertaken for the West Mackay Drainage Study project are summarised below:

- Previous studies undertaken within the West Mackay area highlight the drainage issues along Mackenzie, Holland, Mogford and surrounding streets. These studies discussed potential outlet and drain upgrade scenarios.
- The area between Crowley Drive and the carparks within the Mackay Base Hospital, particularly the eastern portions, has poorly defined pit and pipe infrastructure and so may create a flood footprint that may not be normally experienced in the residential lots Crowley Drive or the hospital precinct. It is recommended that this information is obtained to be incorporated into future models.
- TUFLOW hydraulic modelling undertaken show that the critical duration for the most constraining area of the West Mackay catchment is the 120 minute storm.
- No calibration of the model was undertaken as the model was updated based upon an already calibrated model.
- Based on model outputs the following assessment of existing pipe capacity and inundation locations has been generated

AECOM
Study Area
Hydraulic Model Extent
Cadastre
Pipe Capacity
1EY
20% AEP
10% AEP
5% AEP
2% AEP
1% AEP
MACKAY REGIONAL COUNCIL
West Mackay Drainage Study
1D Network Capacity
Figure
13

AECOM
Study Area
Hydraulic Model Extent
Cadastre
20yr | Properties Impacted
200yr | Properties Impacted
PMF | Properties Impacted
Study Area 1
MACKAY REGIONAL COUNCIL
West Mackay Drainage Study
Base Case - Study Area 1
Building Inundation Locations
Figure
14

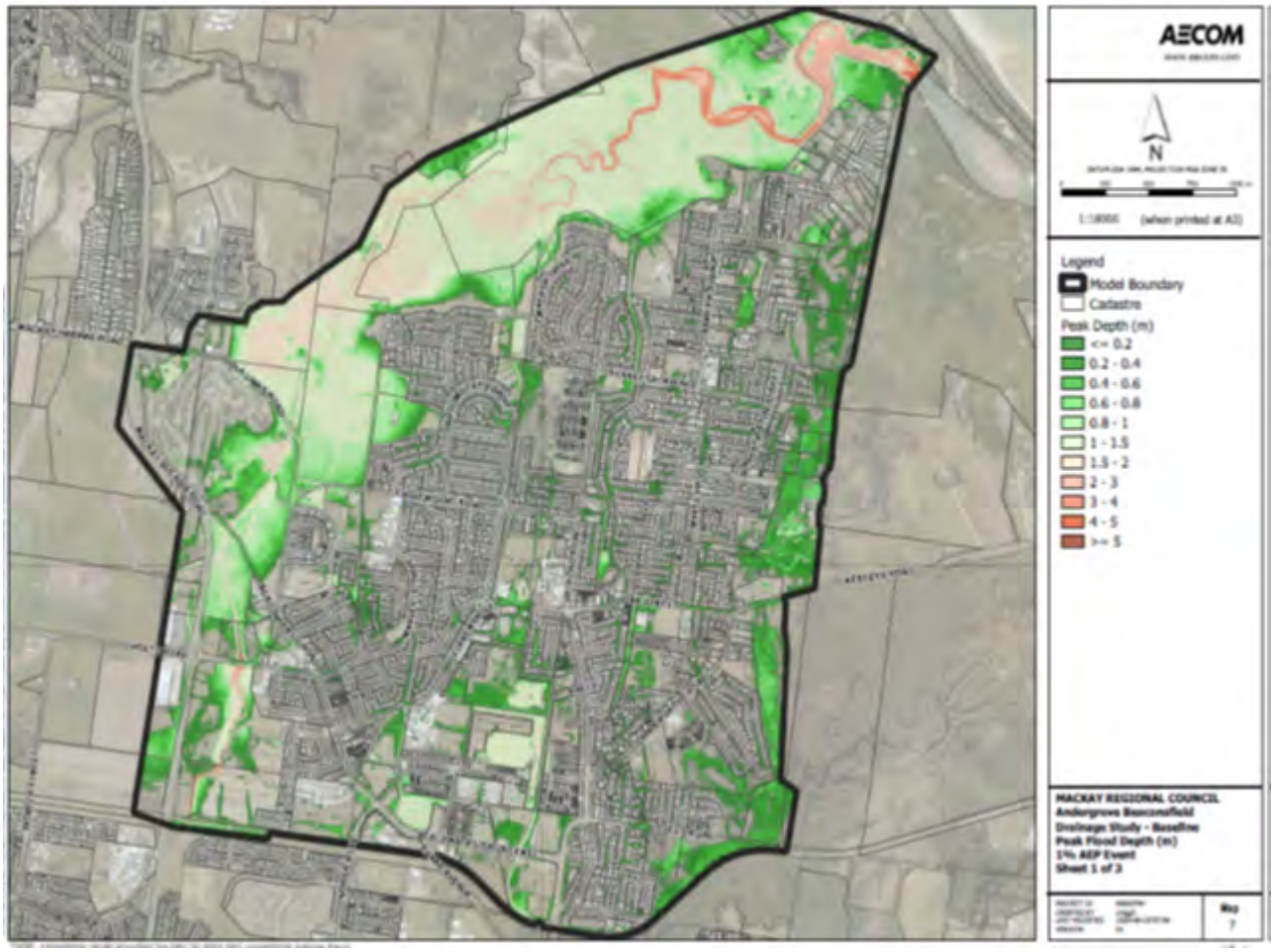
- Structural mitigations options were focused on the installation of a stormwater network on parts of Douglas, Holland, Mackenzie, Chataway, Donaldson, Barton and Mogford Streets which connects to the existing network in Lagoon Street and discharging to the Lagoons area.
- The estimated cost for building the new stormwater network was indicatively $6,500,000.
- Detail design plans have been generated for the proposed mitigation projects.

- A flood damages assessment was undertaken for the 1EY to PMF storms to assess the proposed structural mitigation options to residential and commercial buildings. Average annual damages were reduced by 80%, with over 60% of the reduction occurring for low order events (≥5% AEP).
- The project has a cost benefit ratio of 0.093.
- Other improvements due to the structural mitigation that are not captured in the damage's assessment includes road access being maintained, reduction in clean-up and increased positive public perception.

Andergrove Beaconsfield

There are a number of key findings of this study, including:

- Previous studies undertaken within the study area and the McCreadys Creek system. Of particular interest is the Oak Street Study, the Cabbage Tree Street Master Plan and the McCreadys Creek South Study. From this there was general corroboration with the aforementioned report outcomes.
- East and west access to the study area is compromised in events larger than a 5% AEP design event. Alternative access to the study area is south along Norris Road and Glenpark Street.
- Over floor flooding is predicted within the study area with the majority around Farquhar Street.
- Tidal impacts are minimal up to the 1% AEP baseline design storm.
- The baseline scenario was corroborated to the few levels along McCreadys Creek for the 2008 event.
- The baseline scenario and the mitigated scenario did not include consideration of the ultimate planning scheme development to the west of Mackay Bucasia Road.
- The study area critical storm duration in both the Baseline and Mitigated scenarios ranged from 30 minutes to six hours across the study area and the range of design AEP.
- The baseline sensitivity analysis shows:
- A 20% increase and decrease in roughness showed minimal change to urban drainage patterns with the study area.
- A 20% increase in rainfall intensity and 0.8m increase in tidal levels, as a result of climate change by 2100, results in significant widespread additional flooding in the Aspley Creek area and some adjacent lots.
- Assessed inundation impacts are illustrated below



- Structural mitigation options provide some benefit in reducing flood extents and depths in Farquhar Street and Avocado Court. High level cost assessments and benefit costs ratio based on cost damage assessments are as follows:

Mitigation Option	Cost	Reduction in AAD	BCR
Farquhar Street and Avocado Court Drainage Upgrade & Cabbage Tree Road Drain	$ 3,490,000	$ 153,590 per year	2.20

For each of the drainage studies it is proposed that business case estimates and designs would be generated for the identified structural mitigation measures for consideration of future funding within the long term financial forecasts.

Benefits of the drainage studies are that, as well as the structural mitigation option, development that outputs from the individual studies can be utilised as part of future planning scheme development and form part of the modelling associated with the Floodplain Management Plan. Currently the intention is that, subject to Council adoption, a bulk update of the Development Planning Flood Report Tool and progression of the amendment to the Planning Scheme Flood and Coastal Hazard Overlay Code can progress.

Consultation and Communication

Consultation on the draft flood studies included a media release, social media and an email to industry and key stakeholders to advise that reports are available for review on Connecting Mackay.

A response has been provided to the submitters outlining the outcome of the consideration of their feedback.

Resource Implications

The implementation of recommended activities will be undertaken according to priority, in line with available funding as allocated via the annual operational and capital budgeting processes. Business cases will be prepared, any recommended structural mitigation measures are considered as part of normal capital works program development.

Risk Management Implications

Approving the Drainage studies subject to consultation feedback for North Mackay, West Mackay and Andergrove/Beaconsfield sub-catchments will provide improved knowledge of flooding in the area. The risk of not endorsing the drainage studies are:

- landowners and investors in the catchments are unaware of the flood risks.
- assets are constructed in the floodplain and subject to unnecessary damage from flooding which could render the assets un-insurable.

The risks of endorsing the flood studies are sufficiently mitigated through the following measures:

- the studies are fit for purpose using the best available information at the time and limitations and exclusions are documented in the flood studies.
- flood assessments for a specific project in the catchment (e.g. new roads or development) will be further investigated by proponents and decisions made on the models based on the specific project needs.
- the acquisition of improved terrain data (lidar and survey) and rainfall and river height data will be considered to further improve the flood studies over time.

Conclusion

The drainage studies for North Mackay, West Mackay and Andergrove/Beaconsfield sub-catchments have used quality fit for purpose data, provide good flood hazard information and are suitable for adoption. The flood studies are suitable for inclusion in the Mackay Region Planning Scheme and for use by other key stakeholders interested in flooding in these catchments.

The following actions should be undertaken to conclude the drainage studies:

- Council respond to submissions made on the draft flood studies outlining how the submitters' comments have been addressed.
- Subject to formal adoption the drainage studies be used in Council's development planning, flood hazard and emergency management systems and provided to the Insurance Council of Australia.
- Busines case design and cost estimates to be generated at project level for the identified structural mitigation measures for inclusion and prioritisation in the LTFF.

Officer's Recommendation

THAT Council endorse the following actions to conclude the flood studies:

- Council adopt the North & West Mackay and Andergrove/Beaconsfield Drainage Studies as the basis for informing planning controls for urban development within the catchments and that identified structural and non-structural mitigation measures be instituted.
- Council by adopting the drainage studies approve the use in Council's development planning, flood hazard and emergency management systems and provided to the Insurance Council of Australia.
- Identified structural mitigation options be formalised through business case development and be submitted for future capital funding and prioritisation though the LTFF development process.

The Director for Engineering and Commercial Infrastructure, Jason Devitt, advised that the Report was to formally adopt studies which have been completed.

Council Resolution ORD-2021-19

THAT Council endorse the following actions to conclude the flood studies:

- **Council adopt the North & West Mackay and Andergrove/Beaconsfield Drainage Studies as the basis for informing planning controls for urban development within the catchments and that identified structural and non-structural mitigation measures be instituted.**
- **Council by adopting the drainage studies approve the use in Council's development planning, flood hazard and emergency management systems and provided to the Insurance Council of Australia.**
- **Identified structural mitigation options be formalised through business case development and be submitted for future capital funding and prioritisation though the LTFF development process.**

Moved Cr Mann **Seconded Cr May**

Cr Mann noted the enormous amount of work that has been done to produce the drainage studies which identify key risks and provide options to manage those risks.

CARRIED

11.5.5. CONTRACTUAL ARRANGEMENT TENDERING EXEMPTION - MSWRF & NMWRF ODOUR CONTROL SYSTEM REFURBISHMENT

Author	Executive Support Officer (Annette Eckart)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	Odour
Attachments	Nil

Purpose

To seek a Council resolution to engage CleanTeQ Aromatrix Pty Ltd without first inviting tenders to provide services, equipment and associated accessories for the refurbishment of odour control systems in accordance with s235(b) of the *Local Government Regulation 2012 (Regulation).*

Related Parties

The parties relating to this report are as follows:

- CleanTeQ Aromatrix Pty Ltd

Corporate Plan Linkage

Priority: Infrastructure and Transport

Strategy: Water and sewerage networks - Maintain and improve council's water and sewerage networks by optimising the useful life of assets and by adopting more efficient service delivery mechanisms in consultation with the community.

Strategy: Waste services - Maintain and improve council's waste facilities and services by adopting improved practices and service delivery.

Background/Discussion

Mackay Regional Council (Council) resumed operational responsibility of the Mackay South Water Recycling Facility (MSWRF) and the Mackay North Water Recycling Facility (MNWRF) from 1 July 2019. Previously these treatment plants had been operated by Downer for a 10-year period under a Design Build Operate delivery model.

As part of the transition process, condition assessments were conducted by independent consultants of the odour control systems at both sites. From this, Downer agreed to rectify major structural defects and some equipment defects but disputed those they considered "normal" wear and tear.

After ten years of operation both odour control systems, which were originally manufactured by CleanTeQ Aromatrix Pty Ltd, are in need of refurbishment to ensure Council can meet environmental and regulatory compliance requirements, meet our workplace health and safety requirements, maintain satisfactory levels of operating cost and avoid unplanned maintenance/breakdowns.

Given that odour control systems are specialist areas with customised equipment, to maintain uniformity of equipment used in operating both plants, it is recommended that Council engage the original equipment manufacturer in a specialist supplier agreement in accordance with tendering exemptions available under s235(b) of the *Local Government Regulation 2012 (Regulation).*

On that basis it is recommended that Council support the refurbishment of the odour control systems by CleanTeQ Aromatrix Pty Ltd under the specialist nature of the services sought provision.

Further to this, Council has allocated Works for Queensland COVID-19 (W4Q-COVID19) funding to undertake the odour control system refurbishment works at MNWRF and MSWRF. These works are currently programmed for completion by 30 June 2021.

Consultation and Communication

Consultation has been held with the Water Treatment and Planning teams to ensure the proposed odour control refurbishment works meet their requirements to operate the Water Recycling Facilities.

Discussion has occurred with Procurement & Plant to understand the process for purchase and supply and aligning with the Local Government purchasing requirements. Their advice to utilise the exemption under the *Regulations*, resulted from commentary received from industry suppliers that given the customised and specialist equipment the original supplier should be utilised for these identified replacement parts.

Resource Implications

Council and W4Q COVID19 funding have been allocated in the 20/21 budget which covers the odour control system refurbishment costs for the MNWRF and MSWRF works. The services, equipment and associated accessories for the refurbishment of the odour control systems will be funded from the MSWRF & MNWRF Transitional Works budgets.

Budget Description – 20/21	**Approved Budget**
MNWRF Transitional Works	$1,100,360
MSWRF Transitional Works	$921,625

The anticipated total costs to purchase required parts totals $319,050, being $208,680 for MSWRF and $110,370 for MNWRF, which are covered within the above overall budget allocations.

Risk Management Implications

There is a need to place the order for the refurbishment of the odour control facilities in the short term due to the requirement to complete the works within the W4Q COVID19 funding timeframe.

Given that recent testing of the MSWRF odour control facility has shown it to be operating well below its design efficiency this refurbishment work needs to be conducted as soon as possible to reduce a further reduction in efficiency and the associated workplace health and safety risks.

Conclusion

Due to the specialised and customised nature of the facilities, and to maintain uniformity for the plants, it is recommended that under s235(b) of the Regulation that Council resolve that due to the specialised nature of the work that it is impractical and disadvantageous for Council to invite tenders and therefore should directly engage CleanTeQ Aromatrix Pty Ltd without first inviting tenders.

Officer's Recommendation

THAT under *s235(b) Local Government Regulations,* Council resolves that because of the specialist nature of the work and proprietary original equipment manufacturer item, it would be impractical and disadvantageous for Council to invite quotes or tenders for supply by suppliers other than CleanTeQ Aromatrix Pty Ltd as the original supplier.

FURTHER THAT Council enters into an arrangement with CleanTeQ Aromatrix Pty Ltd to provide services, equipment and associated accessories for the refurbishment of the odour control systems at Mackay South

Water Recycling Facility and Mackay North Water Recycling Facility to occur, with the maximum anticipated cost of the works being $319,050 for both sites.

The Director of Engineering and Commercial Infrastructure, Jason Devitt, noted that the report sought to approve the supplier of the odour control units and the staff had assessed the contract rates and were happy with them.

Council Resolution ORD-2021-20

THAT under *s235(b) Local Government Regulations,* Council resolves that because of the specialist nature of the work and proprietary original equipment manufacturer item, it would be impractical and disadvantageous for Council to invite quotes or tenders for supply by suppliers other than CleanTeQ Aromatrix Pty Ltd as the original supplier.

FURTHER THAT Council enters into an arrangement with CleanTeQ Aromatrix Pty Ltd to provide services, equipment and associated accessories for the refurbishment of the odour control systems at Mackay South Water Recycling Facility and Mackay North Water Recycling Facility to occur, with the maximum anticipated cost of the works being $319,050 for both sites.

Moved Cr Englert **Seconded Cr Mann**

CARRIED

11.6. ORGANISATIONAL SERVICES

11.6.1. ORGANISATIONAL SERVICES MONTHLY REVIEW REPORT - NOVEMBER AND DECEMBER 2020

Author	Director Organisational Services (Kylie Lamb)
Responsible Officer	Director Organisational Services (Kylie Lamb)
File Reference	Departmental Review Reports
Attachments	1. Organisational Services - Monthly Review Report - November and December 2020 [**11.6.1.1** - 33 pages]

Purpose

To provide Council with the Organisational Services Monthly Review Report for the months of November and December 2020.

Related Parties

Nil.

Officer's Recommendation

THAT the Organisational Services Monthly Review Report for the months of November and December 2020 be received.

The Director for Organisational Services, Kylie Lamb, spoke to the Report and provided and overview and highlights of the Organisational Services Monthly Review Report for November and December 2020.

Council Resolution ORD-2021-21

THAT the Organisational Services Monthly Review Report for the months of November and December 2020 be received.

Moved Cr Mann **Seconded Cr Hassan**

Cr Mann noted there had been no LTI's since 2017-18 and congratulated staff on their focus on safety. Cr Mann highlighted several items from the report including that most of Shared Services' KPI's had been exceeded, there were still some challenges recruiting staff to fill certain positions and cyber security continues to be a major focus of Council.

Cr Bella noted that a Councillor had requested another overview of cyber security which was a very good idea. Cr Bella noted that there had been a massive increase in bogus phone calls and expressed concern that the people doing this may learn and adopt other approaches.

CARRIED

Organisational Services

Monthly Review

> November & December 2020

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1. EXECUTIVE SUMMARY

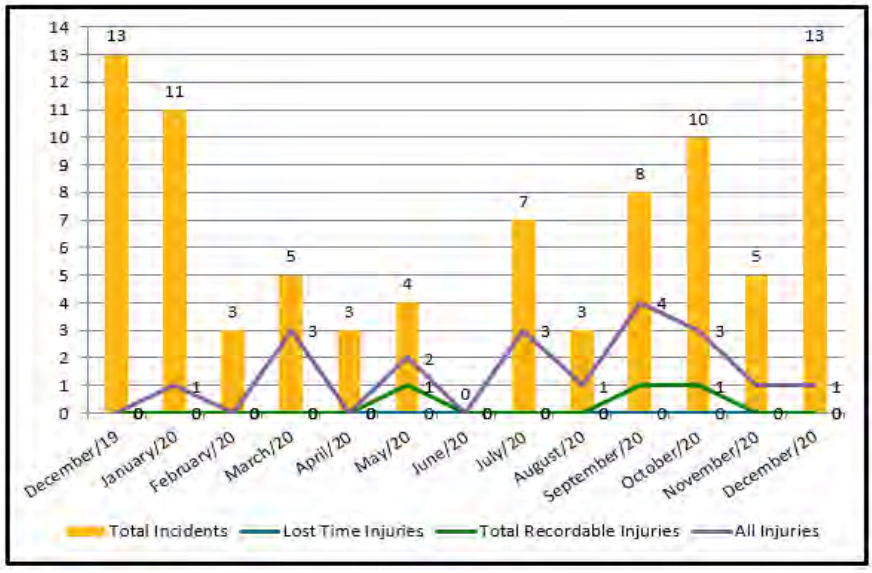
This report is for the Organisational Services Department for the months of November and December 2020.

- Safety continues to be a focus of the Department with no LTI's reported since 2017/18.
- In December 2020, the QAO audit and certification of the 2019/20 annual financial statements was completed.
- Development of the 2021-2026 MRC Corporate Plan is progressing with research work, workshops and the development of key performance indicators being completed.
- Shortlisting for the 2021 Apprentice and Trainee intake is underway. The intake consists of six full time equivalent roles and is on track for induction in March 2021.
- The 2020 Annual Staff Awards Ceremony was conducted on 3 December 2020, hosted by the Mayor and CEO at a special COVID-safe award ceremony.
- In November 2020, MRC's Water Industry Worker Program achieved success by taking out the Organisational Excellence Award at the State Australian Water Association (AWA) Annual Awards.
- It was pleasing to see that attendances at all MRC aquatic facilities increased significantly during the month of November 2020.
- An increase in building approvals from private certifiers in December 2020 saw MRC process 267 lodgements, with 99% resolved within 5 business days
- The Customer Service team continue to achieve high customer satisfaction ratings. Completed surveys in November and December indicated that 98% of our external customers were satisfied with the service provided.

Kylie Lamb
Director Organisational Services

2. SAFETY

2.1 Incidents and Injuries



The following injury to an MRC employee was reported during November / December:

- Bruised hand and finger when hit by handle of opening door.

The following asset damage incidents were reported during November / December:

- Small fire in engine bay of skid-steer while performing maintenance.
- Small fire in roof-top solar system. Fire was extinguished without further damage.

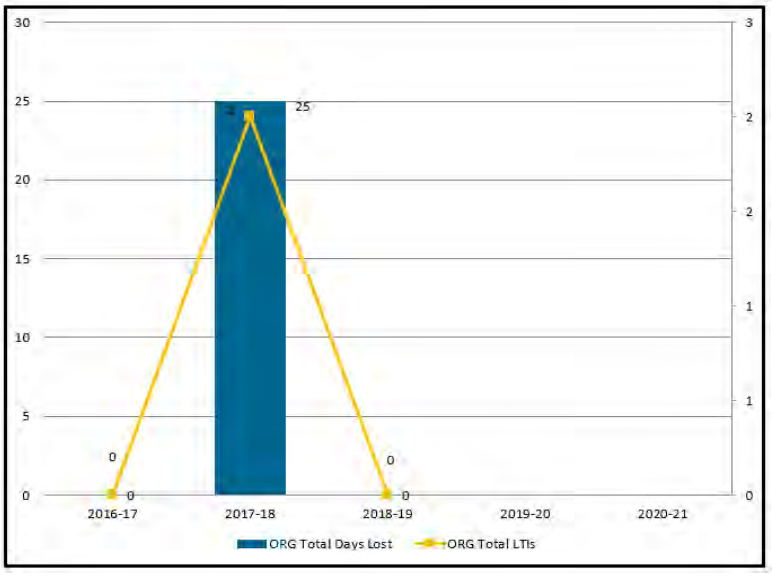
The following near miss incident was reported during November / December:

- Work area at a depot was evacuated after the fire alarm was triggered. The cause was suspected fault in system.

The following incidents involving a member of the public were reported during November / December:

- Five instances where a child tripped and fell while at a pool. First aid was provided.
- A pool customer slipped and fell whilst entering the pool.
- Medical episode requiring first aid assistance.
- Child collided with handrail while swimming, requiring first aid.
- Student attending school function at pool fell from an inflatable slide and injured their head / neck. An ambulance was called as a precaution.
- Customer suffered suspected allergic reaction whilst swimming at pool.
- A child who was struggling in the water was assisted to the edge by lifeguards
- Lifeguard slipped on wet concrete, falling and injuring elbow.

2.2 Lost Time Injuries & Days Lost



Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Finance										
Information Services										
Shared Services										
People & Culture										
Procurement & Plant			1	17						
Property Services										
Governance & Safety			1	8						
Organisational Services Total	**0**	**0**	**2**	**25**	**0**	**0**	**0**	**0**	**0**	**0**

2.3 2020/21 Safety Action Plan

Achievements in the quarter:

- Performance on our lead indicators was generally positive. Although short of our target, the 82% achievement for safety corrective actions completed on-time is an improvement on last quarter's 60% and reflects a continuing focus on addressing actions in a timely manner.
- Key milestones were achieved for the contractor safety management, with implementation scheduled for January 2021.
- An upgrade of InControl was implemented to support improved documenting of events contractor checks and reviews.

Areas of focus in next quarter

- Commence the review of department risk registers.
- Commence a review of the Monthly Action Plan (MAP) process.
- Deliver information on rehabilitation and return to work to work teams.
- Develop draft Chain of Responsibility (CoR) procedures for consultation with key stakeholders.
- Commence a review of MRC safety reporting to identify opportunities to enhance.

3. BUSINESS IMPROVEMENTS

3.1 Organisational Services Business Improvement Projects / Initiatives

Description	Program	Comments
Contractor Safety Management Project	Governance & Safety	• The implementation of this major initiative was completed this quarter with the new arrangements to improve contractor safety management taking effect in January 2021. Some of the key improvements include: o New comprehensive safety guidelines for contractors that reflect Council's minimum safety requirements developed and embedded in contractual documents. o New incident reporting requirements. • Improved engagement with contractors upon commencement and through formalised spot-checks.
Safety & Quality Systems Improvement Project	Governance & Safety Information Services	• Improvements to MRC's safety incident management system were finalised in December. These included: o A wider range of event types enabling better data analysis o Introducing new fields to enable the monitoring of new lead indicators on the timeliness of incident reporting, and the frequency of contractor spot-checks o Streamlining user interface by reducing duplication and screen clutter for a better user experience. • The business case in support of a new system for Safety and Quality has been developed with progress pending consideration against other corporate priorities.
Long Term Financial Forecast (LTFF) Program Development Project	Director Organisational Services	• The LTFF working group continued to meet in November and December 2020. A new business case template has been developed with the inclusion of a cost benefit analysis tool to assist with options analysis.
Business Process Management (BPM)	Shared Services	• Four programs on track and progressing to achieve next milestones. • Business Process Improvement Team preparing for Stage 6 deployment which will commence in 2021.
Process Review and Optimisation Project	Shared Services	• Stage 3 completed in December. Project documentation will be workshopped with the leadership team as part of Stage 4. • 88 of 381 processes prioritised to benefit program, organisation and/or community. • Stage 4 to be launched in February 2021.
Training – Pathway and Business Process Management	Shared Services	• Continuous enrolments recorded for Pathway and Business Process Management training. • Tailored session delivered in November to cater for full team training. • Trend report now available to track available session and uptake.
Corporate Training and Travel Review	Shared Services	• Business case in development with concept solution identified. • A fraud risk assessment will be conducted by Governance in their next Fraud Plan, utilising the finalised business case for understanding of investigations conducted and findings.
Standpipes Process Improvement	Shared Services	• Project on track with development of web content and smart forms.

4. FINANCIAL POSITION

Financial Performance Report
Period Covered: 1 July 2020 to 31 December 2020

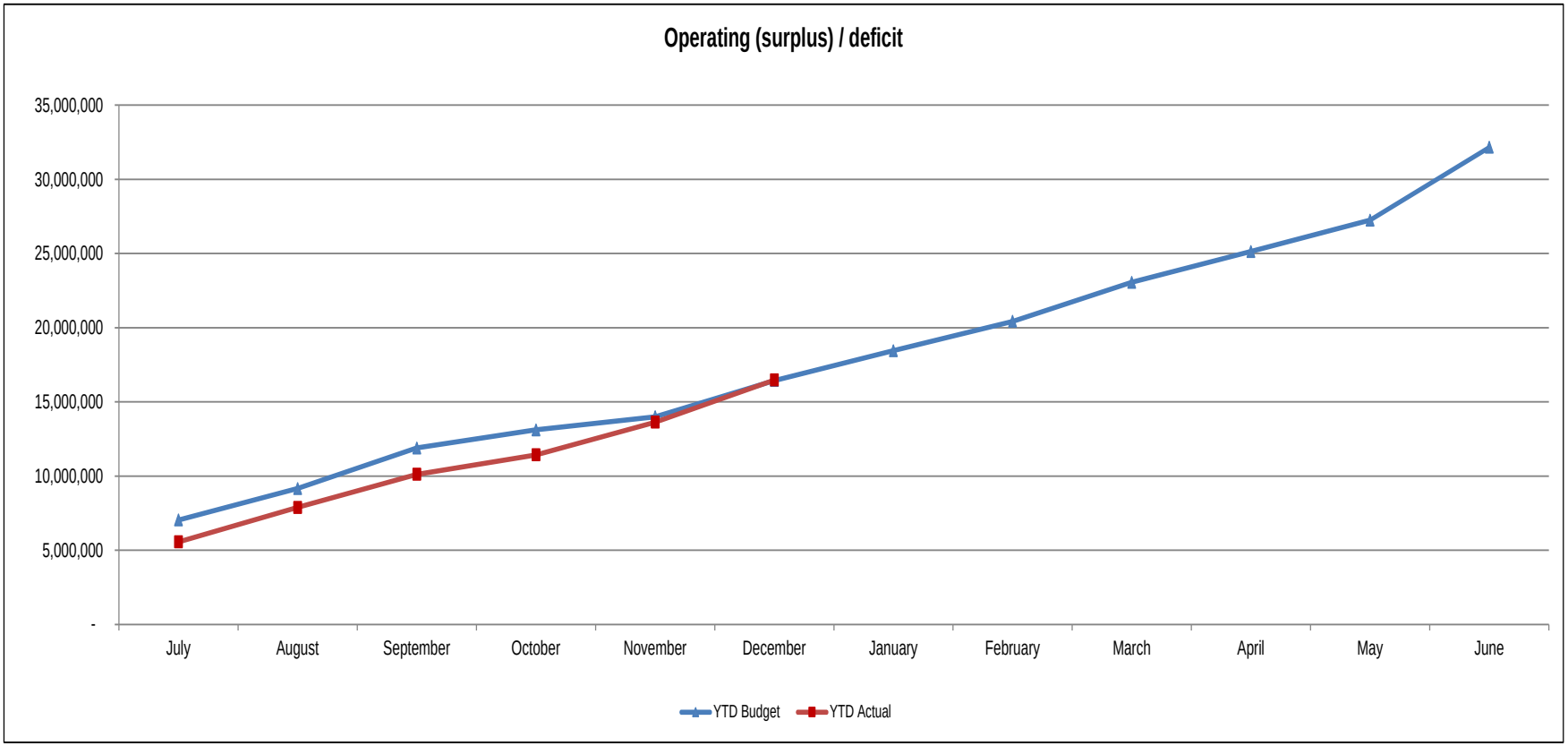
Organisational Services

% YTD Variance of YTD Budget
YTD Variance favourable of budget
YTD Variance unfavourable, between 0% and 5% of YTD Budget
YTD Variance unfavourable, more than 5% of YTD Budget

	Revised Budget	YTD Budget	Actual	YTD Variance	Comments
3.01 - Organisational Services Management	395,331	197,555	218,781	21,226	Wages tracking slightly over budget.
3.02 - People & Culture	2,745,918	1,137,104	1,134,391	(2,713)	On track.
3.03 - Financial Services	3,106,160	1,223,407	1,224,822	1,416	On track.
3.04 - Procurement & Plant	(4,272,318)	(2,378,035)	(2,814,081)	(436,046)	Higher than expected returns on plant income and ATO fuel subsidy returns have been received.
3.05 - Information Services	8,579,524	5,767,845	6,123,629	355,784	Outstanding recognition of prepayments to 21/22 contributing to overspend in YTD (est. approx. $130k). Remainder of variance due to timing of invoicing.
3.06 - Governance & Safety	4,043,558	2,882,224	2,909,420	27,195	Minor variance in wages budget due to timing of leave taken.
3.09 - Shared Services	6,762,925	3,252,453	3,228,200	(24,252)	Variance due to an increase in fees & charges revenue driven by development activities.
3.11 - Property Services	10,749,837	4,046,813	3,943,034	(103,779)	Budget is on target.
3.15 - Works For Queensland Funding Project	53,579	211,070	71,238	(139,833)	Projects on track - timing delay in grant revenue recognition.
3.17 - W4Q & Fed's COVID Funding	-	101,863	440,935	339,072	Projects on track - timing delay in grant revenue recognition.
Operating (surplus) / deficit	**32,164,514**	**16,442,299**	**16,480,369**	**38,070**	

Mackay REGIONAL COUNCIL

Organisational Services
Monthly Review > November & December 2020



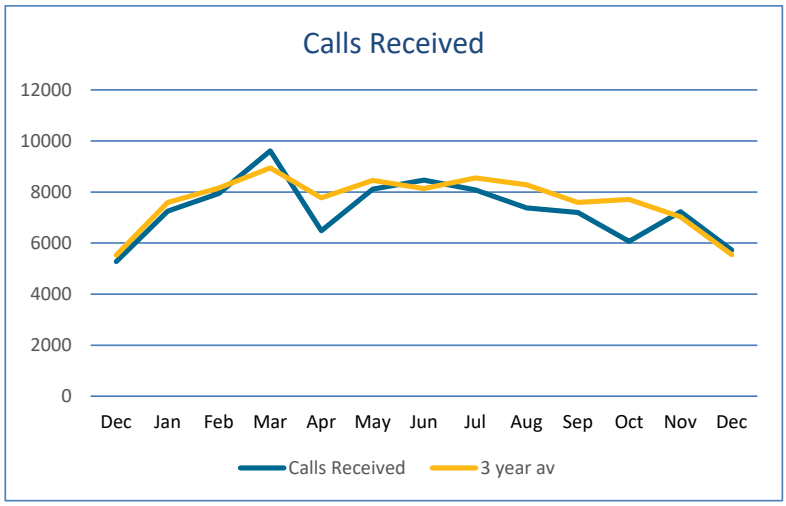
5. SHARED SERVICES

5.1 Overview of External Customer Services

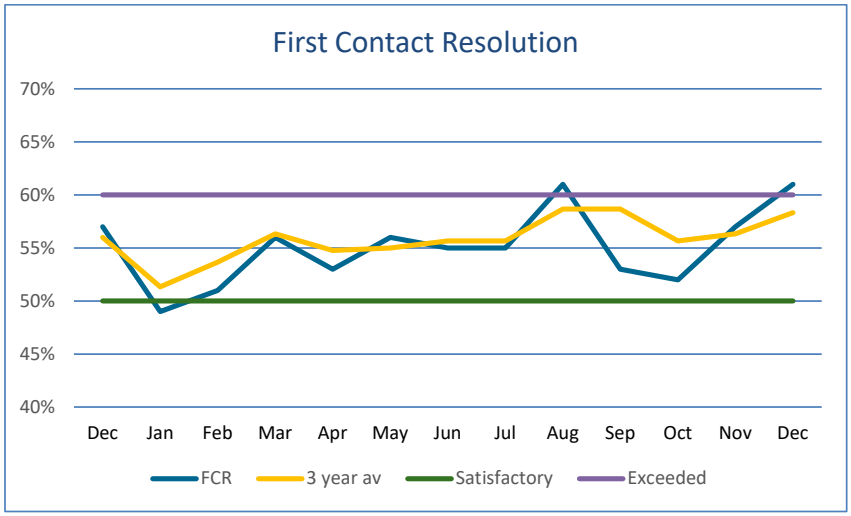
KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	**61%**
Grade of Service (GOS)	The percentage of customer calls that are answered within 60 seconds across the Shared Services team.	< 80%	80-85%	> 85%	**79%**
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	**3%**
Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	**98%**
Customer Request Completion	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	**88%**

(Note: GOS targets have been impacted by staff resourcing and the timing of rates notice reminders and water notice due dates in November and December).

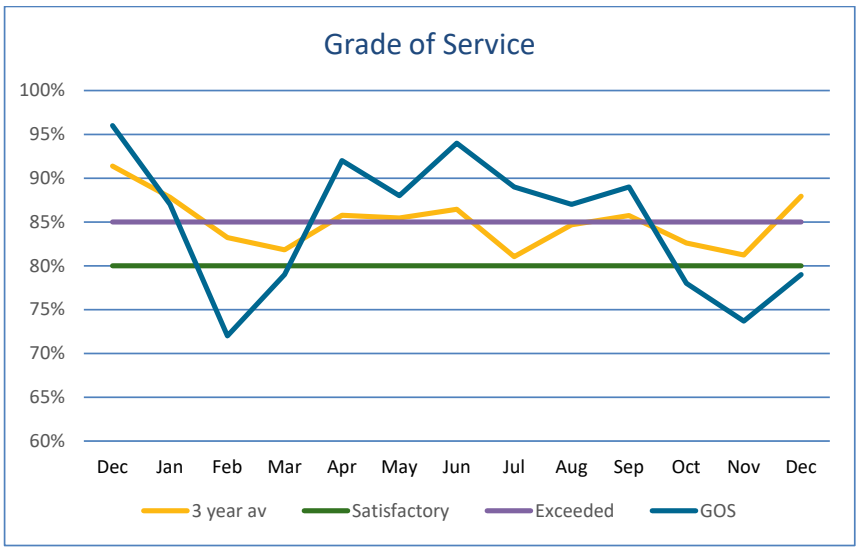
KPI Graphs and Commentary



Calls Received: A total of 7,234 calls were received in the November reporting period and 5,724 for the December period, averaging 345 and 272 calls per day respectively.

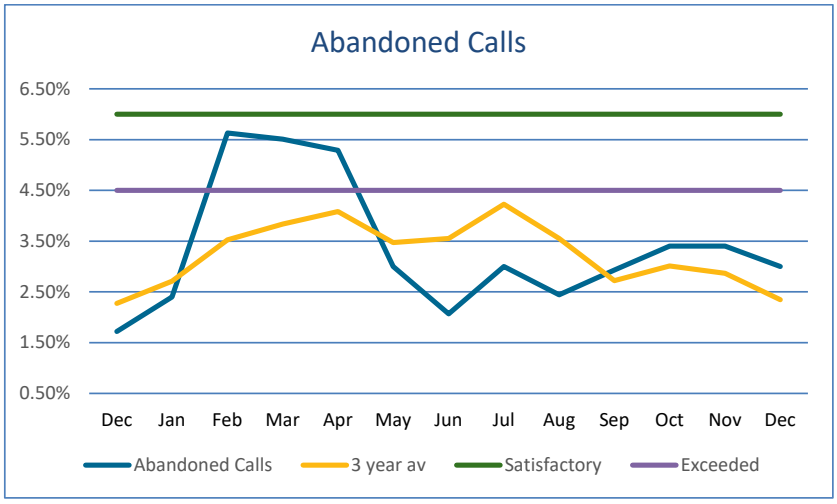


First Contact Resolution (FCR): In November, FCR showed that 57% of customers queries were resolved at first contact, with December showing a slightly higher number of calls, 61%, being satisfied at first contact.

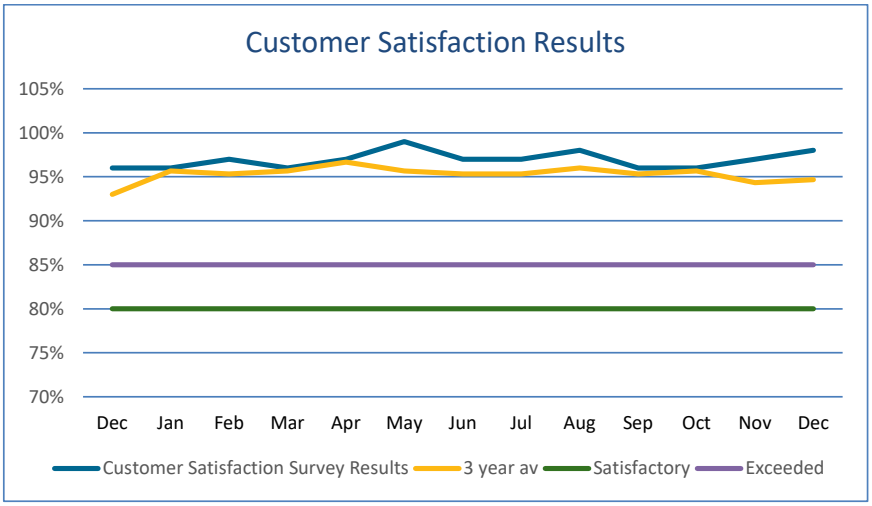


Grade of Service (GOS): GOS has remained below target during November (74%) and December (79%). While call volumes remain consistent with the three-year average, GOS targets have been impacted by the following factors;

- Several positions within customer service are in the final stages of recruitment. An anticipated four new staff members will commence mid-January
- SMS reminders for rates notices were sent out in December; and
- Water notices were due within a few days of the SMS reminders.



Abandoned Calls: Abandoned call rates continue to exceed benchmark for the end of 2020. In November, 3.4% (251 calls) were abandoned with a 1.55% (102 calls) call back take up rate and average time to answer a call was 1 minute and 28 seconds. Results remained consistent in December with a 3% (191 calls) abandoned call rate, with a 0.86% (46 calls) requesting a call back and an average answer time of 1 minute and 23 seconds.



External Customer Satisfaction: The Customer Service team continue to achieve high customer satisfaction ratings. Completed surveys in November and December indicated that our 98% external customers were satisfied with the service provided. Of the 4,091 eligible calls in November and 3,488 eligible calls in December, 1,787 (32%) and 1,360 (39%) calls respectively were sent for completion of the survey, with 1,321 (74%) and 989 (73%) being completed.

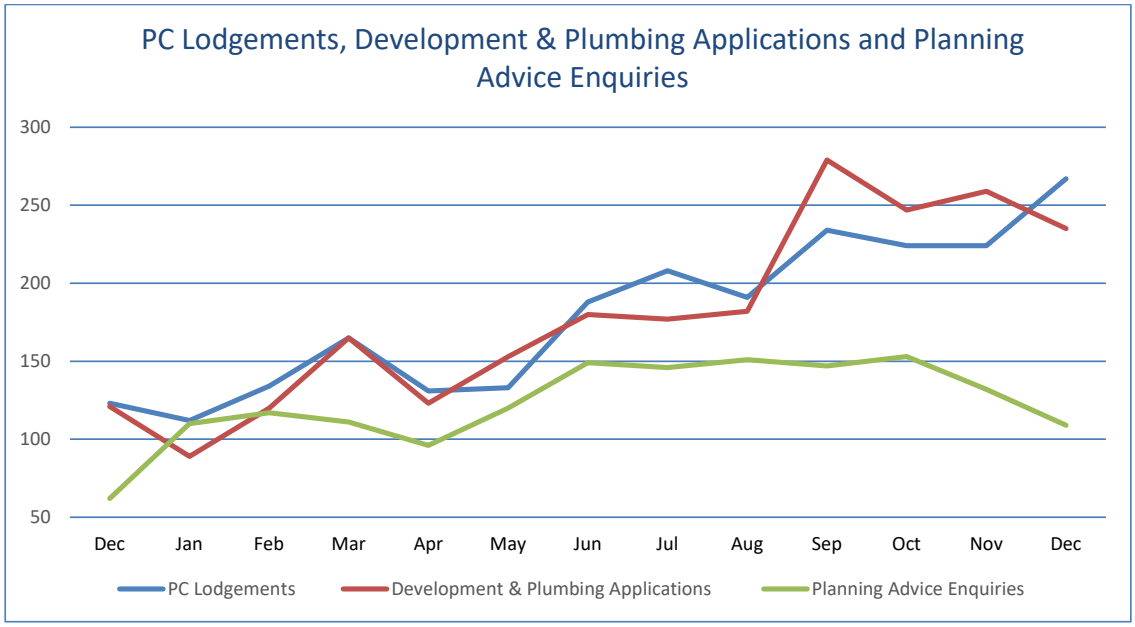
Customer Request Completion:

	Lodged November 2020	Resolved within SLA	Lodged December 2020	Resolved within SLA
SSC	982	85%	639	88%
MRC Total	2,630	80%	2,810	78%

MRC Top 5 Pathway requests Lodged in November 2020	Volume	% of total requests
Phone Message	544	15.1%
Replace wheelie bin	270	7.5%
Change of mailing address	263	7.3%
Planning Advice Enquiries	134	3.7%
Repair wheelie bin	131	3.6%

MRC Top 5 Pathway requests Lodged in December 2020	Volume	% of total requests
Phone Message	381	11.0%
Replace wheelie bin	231	6.7%
Change of mailing address	151	4.4%
Planning Advice Enquiries	96	2.8%
BINS - Damaged Wheelie Bins	95	2.8%

5.2 Development Services Business Support



PC Lodgments and Enquiries: 224 and 267 building approvals were lodged by private certifiers (PC) in November and December 2020 respectively, with 99% resolved within 5 business days. 259 (November) and 235 (December) development & plumbing applications were also received with 99% resolved within service levels. 132 and 109 planning advice enquiries were received in November and December with 98% resolved within 10 business days.

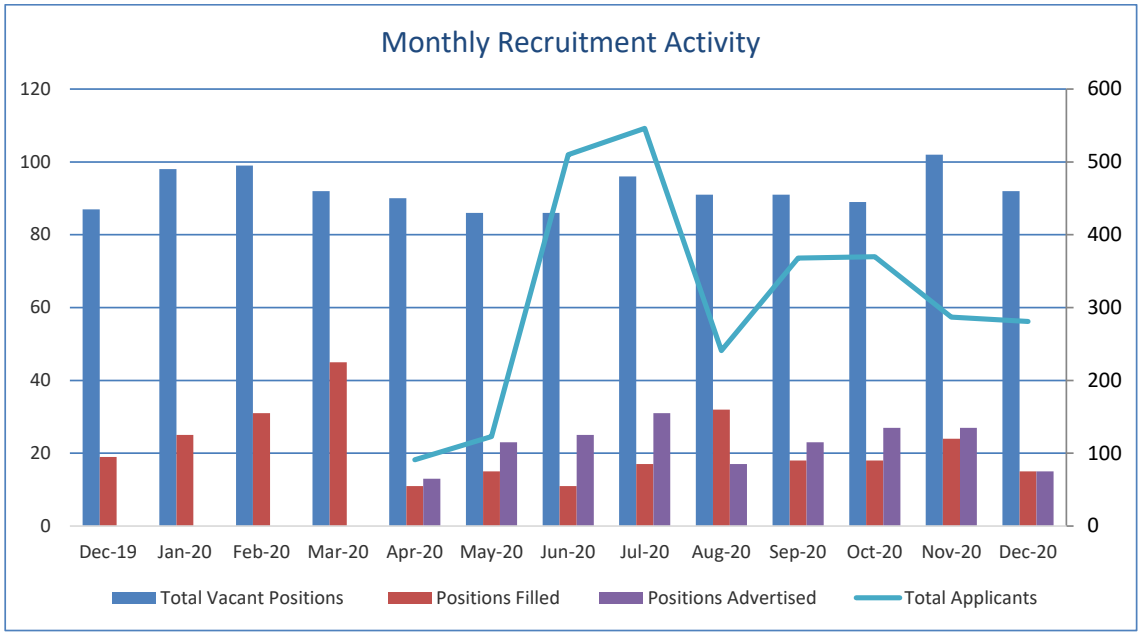
5.3 Employee Services

Learning and Development Activities	Total for November 2020	Total for December 2020
Inductions	12	8
Trainees - *Coordination of training, facilitating progress of study, professional support, liaison with RTO)*	13	12
Apprentices - *Coordination of training, facilitating progress of study, professional support, liaison with RTO)*	13	14
Employee Development and Further Study	22	3
Training Contracts (not apprentices and trainees)	36	32
MRC and Skillsoft eLearning Training Packages	161	109
Skillsoft Online Resources	86	68

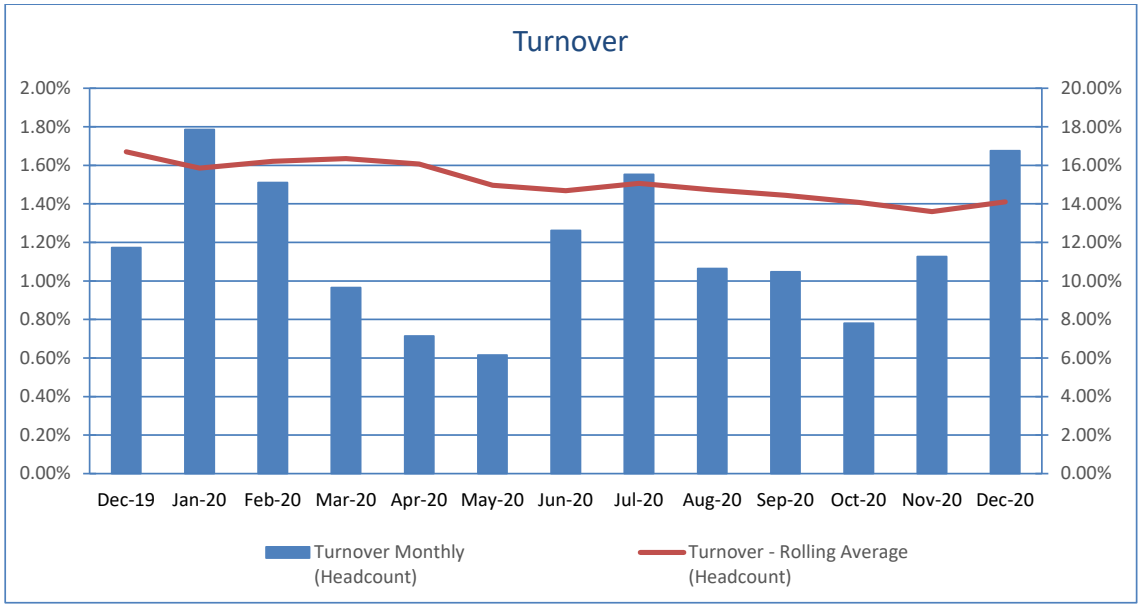
eLearning Review/Development	Comments
Quality Management System	Draft developed for review and approval.
Apprenticeships and Traineeships	Draft developed for review and feedback.
Use of MRC Vehicles	Draft developed for review and feedback.
Use of Body Worn Cameras	Completed and ready for deployment.
Provision and Use of Recording Devices	Completed and ready for deployment.

Staff Contingent:

Status	OMC	ECI	DS	CCS	OS	CW	TOTAL	Prev. Mth.
Full Time	8	290	177	116	190	95	876	877
Part Time	0	9	7	38	37	0	91	92
Apprentice/Trainees	0	2	8	3	6	1	20	23
Temp	0	10	7	16	16	4	53	51
Casual	1	3	12	66	0	2	84	91
TOTAL EMPLOYED	**9**	**314**	**211**	**239**	**249**	**102**	**1124**	**1134**
Active Vacant	0	30	13	25	13	11	92	102
TOTAL	**9**	**344**	**224**	**264**	**262**	**113**	**1216**	**1236**

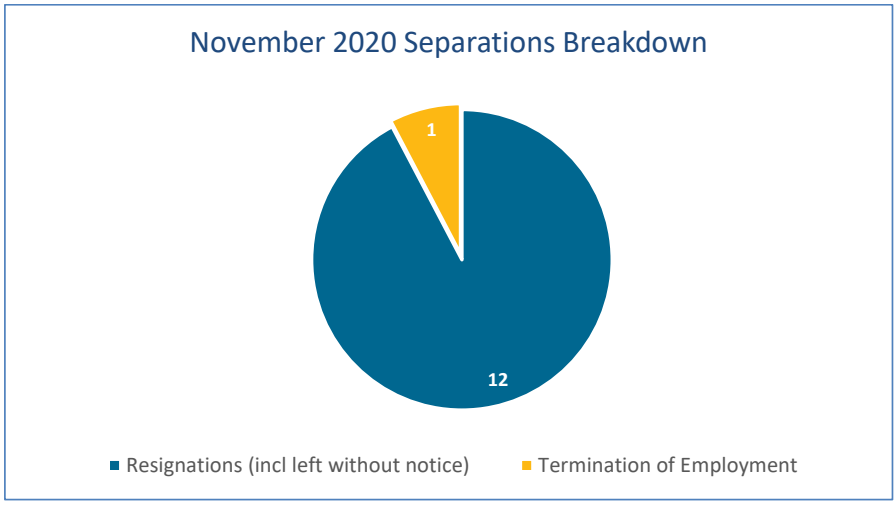


Monthly Recruitment: For the month of November there were 102 total vacant positions, 27 positions were advertised resulting in 287 applicants and 24 positions filled. Similar results shown for December with 92 vacant positions, 15 advertised positions resulting in 281 applications and 15 appointments.

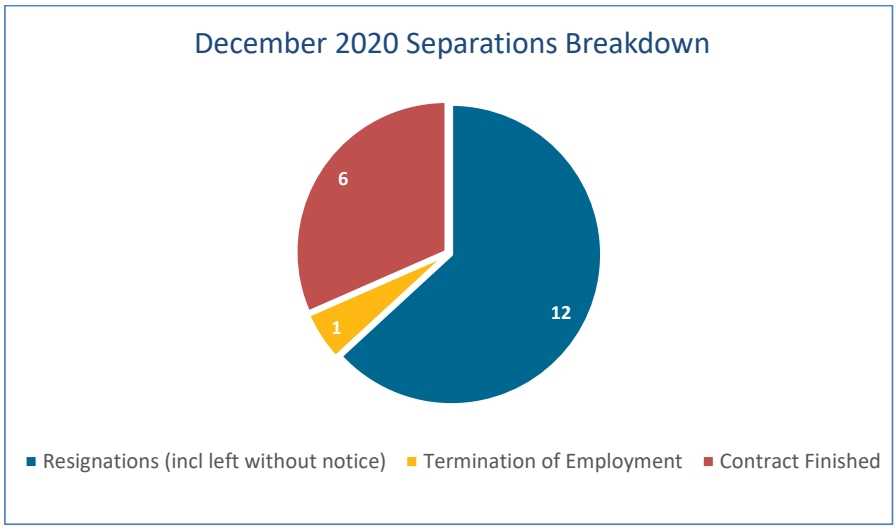


Staff Turnover: November resulted in a 12-month rolling average turnover of 13.60% with monthly turnover of 1.13%. December saw slightly higher figures with a 12-month rolling average of 14.10% and a monthly turnover of 1.68%.

The Turnover and Retention Research Report conducted by the Australian Human Resource Institute (AHRI) in 2018 found regional areas to have turnover rates of 19.32%.



Staff Separations: For the month of November there were 13 separations as detailed in the graph above and 19 separations for December as detailed in the below graph.



6. INFORMATION SERVICES

6.1 IT Support

Internal Service Metrics:

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Incident Resolution	Percentage of incidents resolved within corporate standard timeframes	<80%	80-85%	>85%	**89%**
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	<80%	80-85%	>85%	**95%**
Internal Customer Satisfaction Survey	IT email survey - % of customers whose experience met or exceeded expectations	<75%	75-84%	>85%	**99%**

Notes:

These are again encouraging results for Information Services. This has been achieved whilst operating with reduced resources due to fulfilment of vacant positions through internal resource movement. This whilst providing us with a resource gap elsewhere in Information Services, is a great indicator of the continued promotion and career path we can offer our employees.

Further comments as follows:

- The survey request resolution and internal customer satisfaction survey results for November/December 2020 are again very satisfying.
- Obtaining skilled resources within the Mackay region is a continuing challenge and one that we need to explore further on recruitment techniques to attract skilled people to permanently locate themselves in Mackay. Strategies will continue to be explored to work in partnership with educational facilities and other key organisations recruiting IT skill sets in the region to build and foster an extended local resource pool.

Information Services Satisfaction Survey –November and December 2020

	Survey	Nov Rating %	Dec Rating %
1	How would you rate the level of customer service received? (Timely updates, follow through, helpfulness, communication skills)	**89%**	**86%**
2	Was your request completed within a reasonable timeframe? (If not please state expectation in comments section please.)	**90%**	**86%**
3	Was your support request completed to your satisfaction?	**80%**	**83%**

November 2020 Survey Results	Below Expectations	Met Expectations	Exceeding Expectations	Not Assigned	Totals
November 2020 Survey Results	**Below Expectations**	**Met Expectations**	**Exceeded Expectations**	**Not Assigned***	**Totals**
# of Responses	9	318	460	0	787
Overall Rating	1%	40%	59%	N/A	**99%**

* Not assigned excluded

December 2020 Survey Results	Below Expectations	Met Expectations	Exceeding Expectations	Not Assigned	Totals
December 2020 Survey Results	**Below Expectations**	**Met Expectations**	**Exceeded Expectations**	**Not Assigned***	**Totals**
# of Responses	7	227	325	0	559
Overall Rating	1%	41%	58%	N/A	**99%**

* Not assigned excluded

Applications Availability – November 2020:

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Tier 1 Systems	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 98%	98-99%	> 99%	**100%**
Tier 2 Systems		< 98%	98-99%	> 99%	**100%**
Tier 3 Systems		< 98%	98-99%	> 99%	**100%**

Applications Availability – December 2020:

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Tier 1 Systems	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 98%	98-99%	> 99%	**100%**
Tier 2 Systems		< 98%	98-99%	> 99%	**100%**
Tier 3 Systems		< 98%	98-99%	> 99%	**100%**

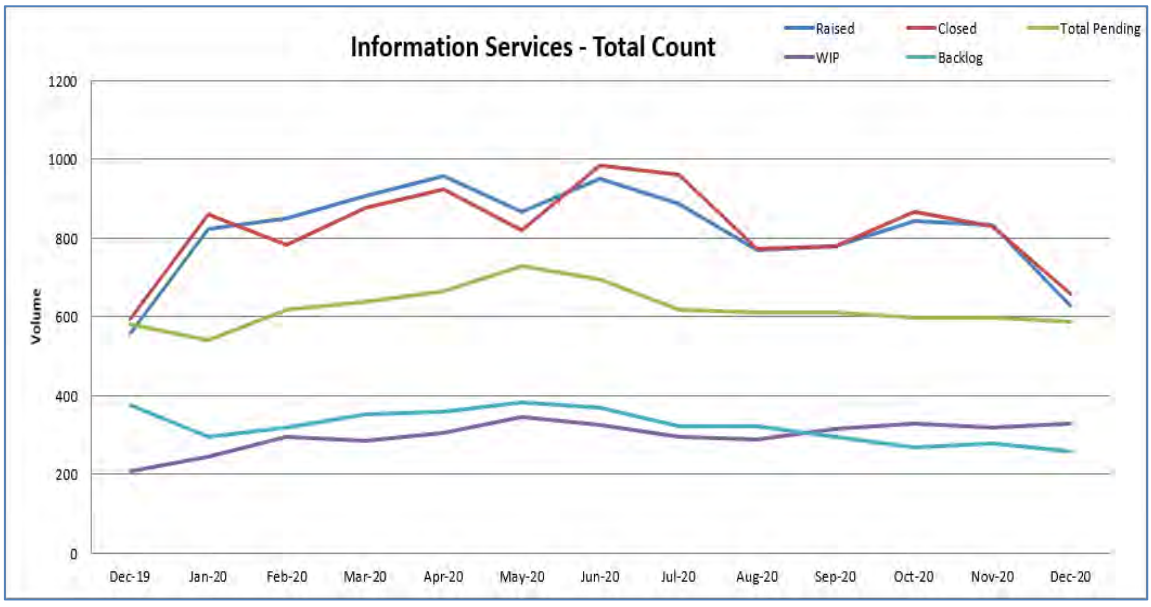
Applications Availability: The below table shows which corporate applications are considered tier 1 and 2. All other systems not specifically noted are considered tier 3.

	Tier 1	Tier 2	Tier 3
	ECM Finance One	Aurora	Manage Engine
	Email	Bruce	
	GIS	Mandalay	
	Internet		
	Kiosk_Chris21		
	Pathway		
	Assetic		

KPI Commentary:

Incident and Service Request Metrics: The volume of incident and service requests has decreased from 832 in November to 629 in December. Information Services continues to deliver significant infrastructure and application improvements (both functional and technical including security) whilst maintaining quality.

The below graph identifies the Raised Vs Closed and Pending requests, along with WIP and backlog.



Definitions:

WIP – complex support requests that are within service level agreements and simple support requests open on day of raising.

Backlog – complex support requests that have exceeded service level agreements and simple support requests remaining unresolved after day of raising.

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6.2 Cyber Security

The update below is aligned to work streams conducted under the Cyber Security @ Council (CS@C) Governance and Controls plan.

- **Sustainable cultural and behavioural change**
  - December 2020 as follows (inclusive employee and contractor): -
    - 19 new enrolments notified to conduct training.
    - 8 enrolments successfully completed training.
    - 4 enrolments awaiting completion of training.
  - Completion of review of suitability of current Cyber Security eLearning platform "Knowbe4". This resulted in additional year of continued management of our training environment for cyber security staying with Knowbe4. Opportunities for potential movement to other industry leaders providing collaborative and integrated platforms into existing commodity toolsets we licence to e.g. Microsoft Office 365 Advanced Threat Protection will be explored.
  - Distribution of Cyber Security Bulletin – November and December 2020.
- **Advancing Cyber Security – industry alignment**
  - Continuation of plan to: -
    - Blocking of legacy authentication protocols.
    - Incorporation of additional corporate access and applications currently non-federated to federated.
    - Multi Factor Authentication extended group trials.
    - Implementation and operationalisation of Security Information and Event Management (SIEM) system.
    - Implementation and operationalisation of Vulnerability Assessment System (VAS).

7. PROCUREMENT & PLANT

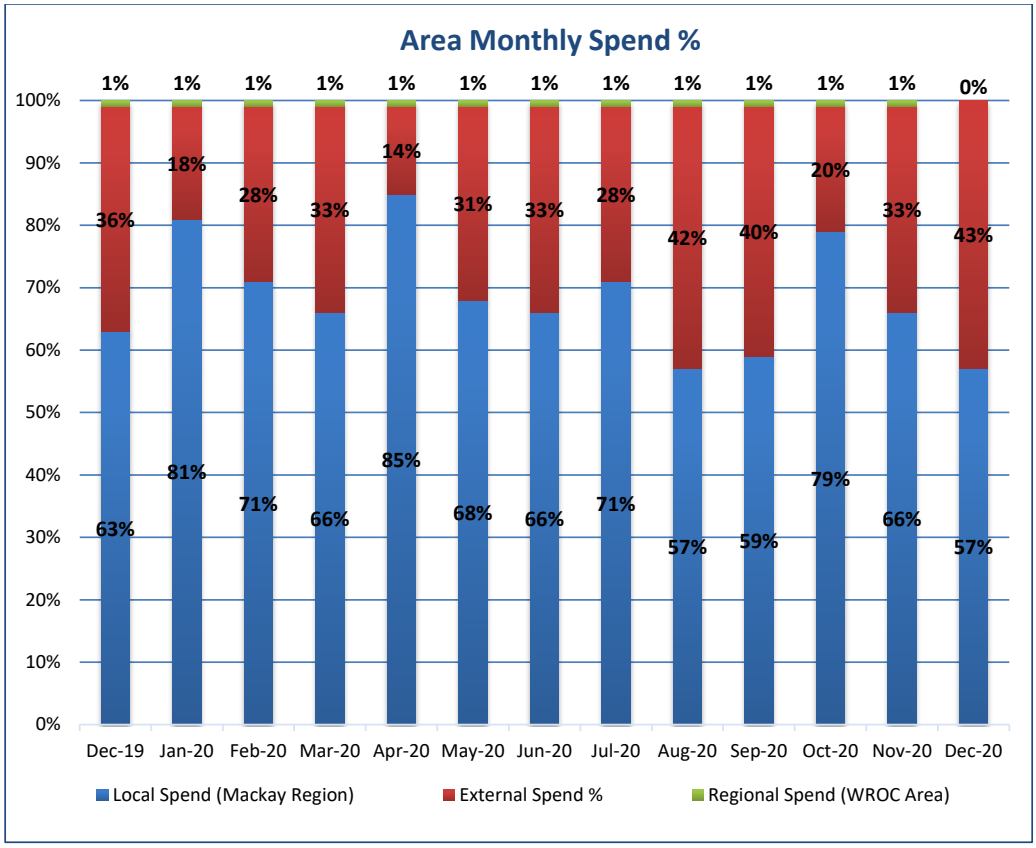
7.1 Procurement Services

Activity	November 2019	November 2020
Purchase Orders (PO) Raised	698	1,347
Line Items in POs	1,748	3,437
POs Received	821	1,793
Line Items in POs Received	2,620	6,040
Invoices Processed	3,204	3,420

Request for Quotes Issued	10	20
Request for Tenders Issued	3	8
Tenders Awarded	3	9
Quotes Awarded	5	9

Activity	December 2019	December 2020
Purchase Orders (PO) Raised	673	1,152
Line Items in POs	1,927	2,446
POs Received	815	1,769
Line Items in POs Received	2,627	6,485
Invoices Processed	2,408	3,421

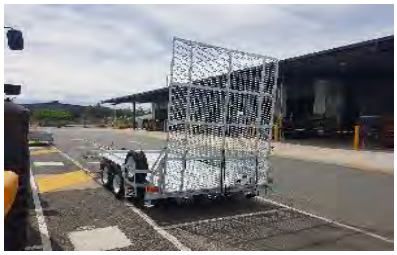
Request for Quotes Issued	7	11
Request for Tenders Issued	3	8
Tenders Awarded	1	7
Quotes Awarded	9	11



Area	November and December 2020	FYTD Amount	FYTD %
Local Spend (Mackay region)	$14,320,745	$55,213,079	68%
Regional Spend (WROC area)	$84,803	$358,366	1%
External Spend	$8,378,072	$25,425,965	31%

7.2 Fleet

The Fleet team took a number of deliveries during November and December 2020 which consisted of light vehicles, tractors, mowers, trailers / fuel trailers and utilities.



8. PROPERTY SERVICES

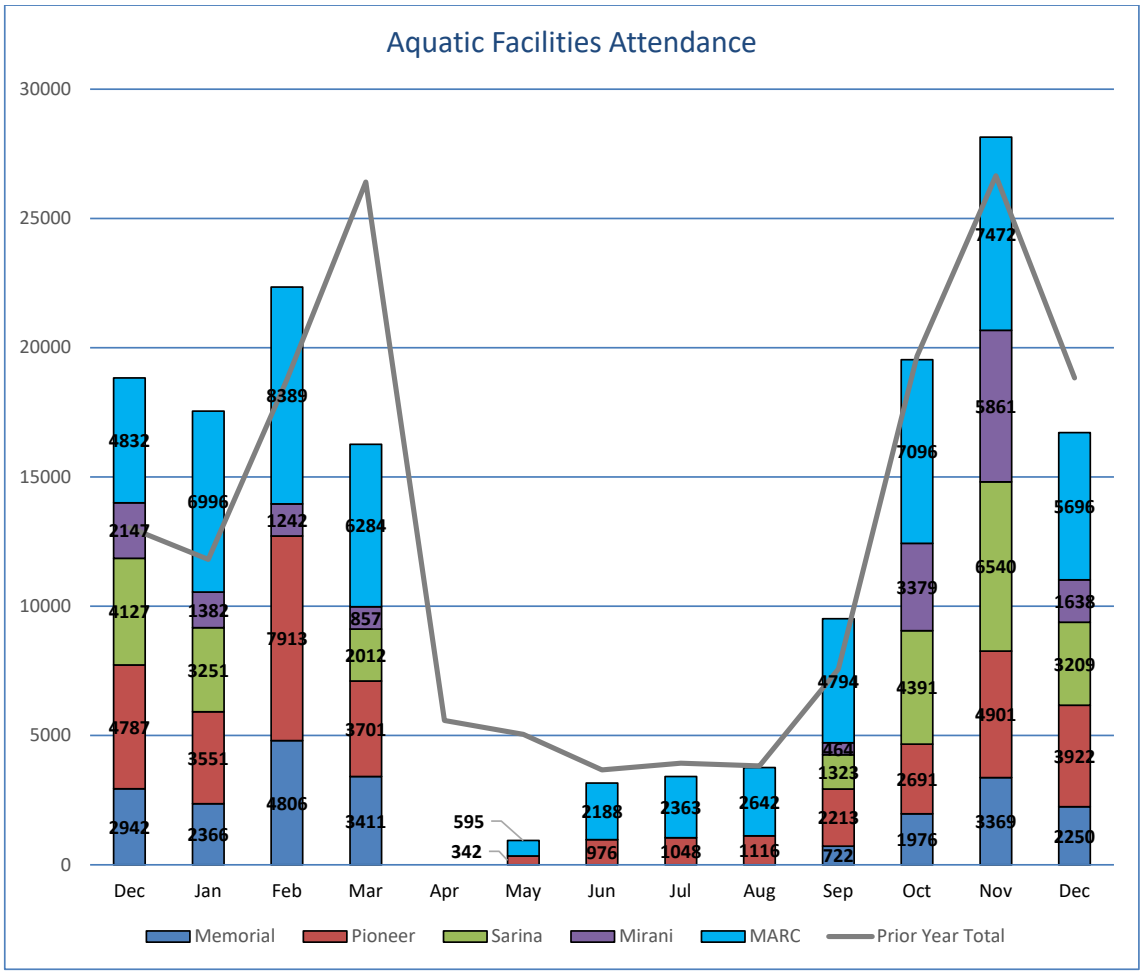
8.1 Aquatic Facilities

All aquatic facilities were closed under the COVID-19 government directive as at midnight 25 March 2020. Pioneer Pool and the Mackay Aquatic Recreation Complex 25 metre and 50 metre pools reopened on 23 May 2020. Memorial Pool and Sarina Pool re-opened on 1 September 2020. Mirani Pool re-opened on 12 September 2020.

Aquatic Facility Attendance Figures

Facility	October 2020	November 2020	December 2020
Memorial Pool	1,976	3,369	2,250
Pioneer Pool	2,691	4,901	3,922
Mirani Pool	3,379	5,861	1,638
Sarina Pool	4,391	6,540	3,209
Mackay Aquatic and Recreation Complex (MARC)	7,096	7,472	5,696

Aquatic Facilities Attendance December 2019 to December 2020 - Monthly Comparison

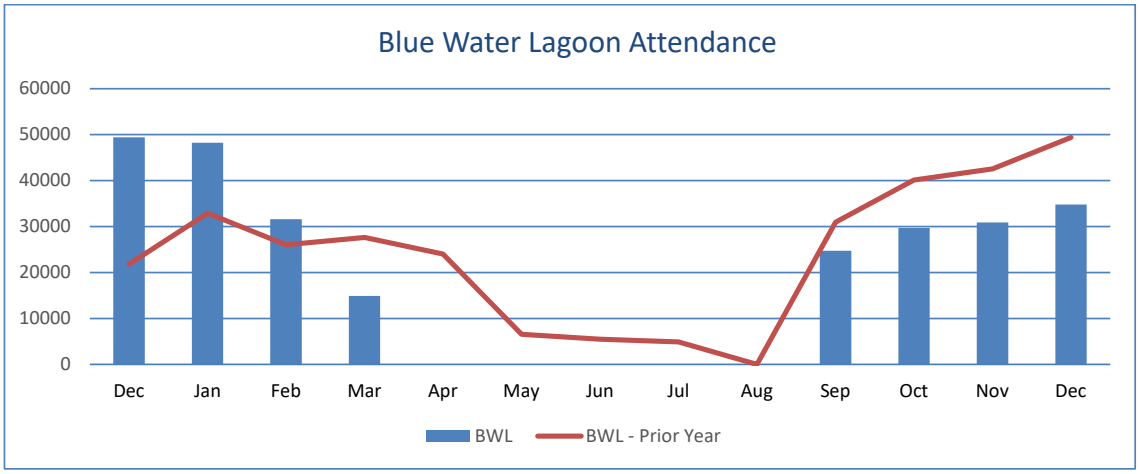


Notes	
Memorial Pool	• *Closed for winter maintenance and re-opened on 1 September 2020.*
Pioneer Pool	• *Reopened on 23 May 2020.*
Sarina Pool	• *No data provided for February 2020.* • *Closed for winter and re-opened on 1 September 2020.*
Mirani Pool	• *Closed for winter and re-opened on 12 September 2020.*

Bluewater Lagoon Attendance Figures

Facility	October 2020	November 2020	December 2020
Bluewater Lagoon	29,699	30,890	34,784

Bluewater Lagoon Attendance – December 2019 to December 2020 – Monthly Comparison

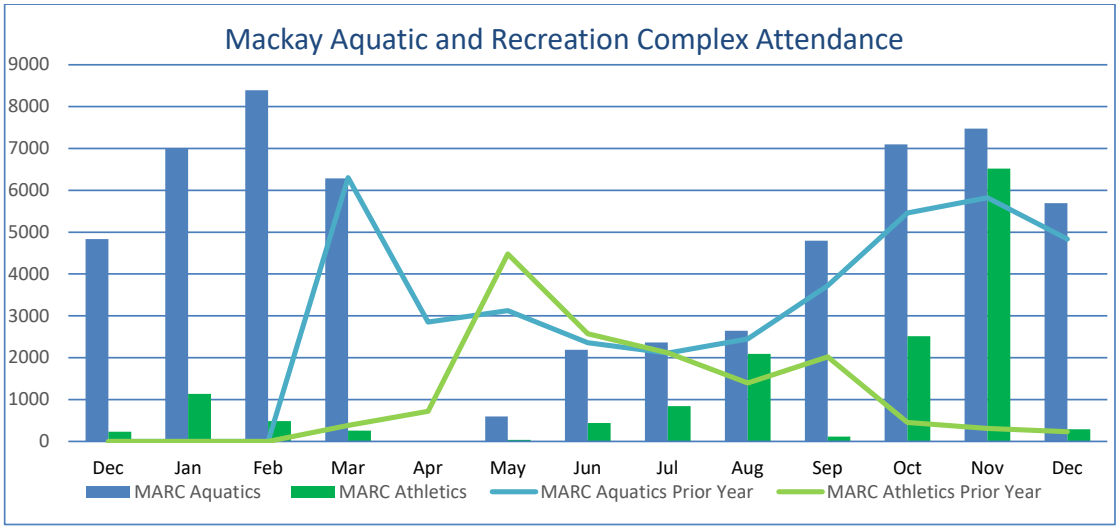


Notes	
Blue Water Lagoon	• *Closed on 25 March 2020 and re-opened on 1 September 2020.*

MARC Attendance Figures

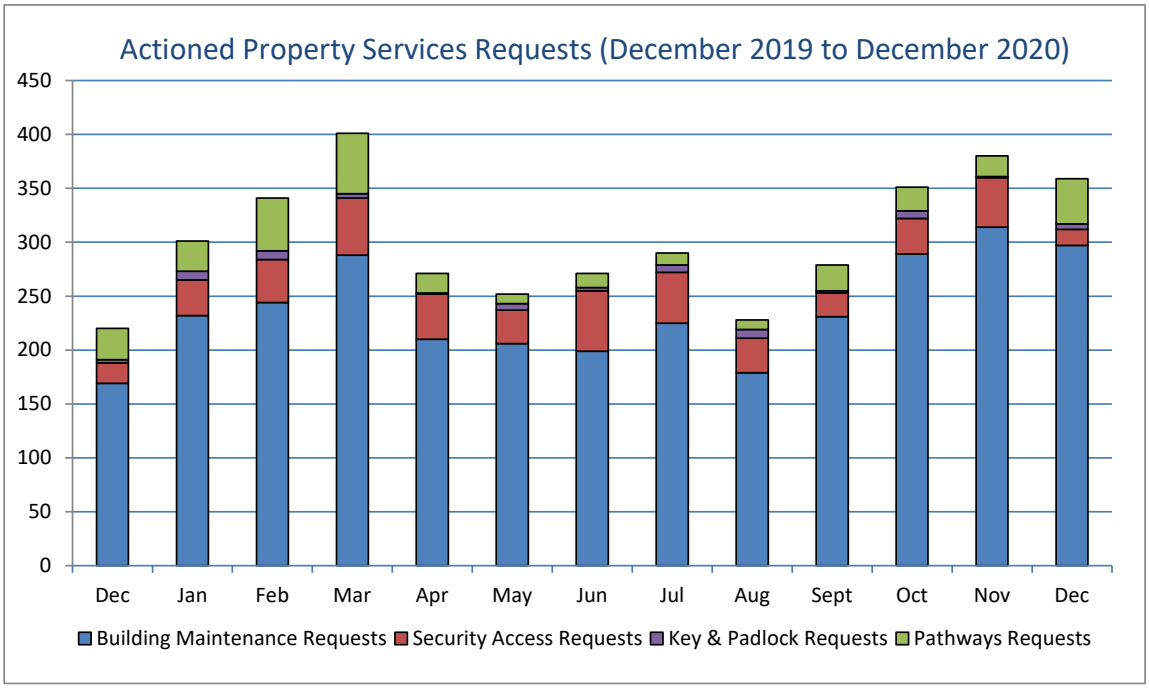
	October 2020	November 2020	December 2020
MARC Aquatic Attendances	7,096	7,472	5,696
MARC Athletic Attendances	5,789	6,517	290
MARC Total Attendances (Aquatics and Athletics)	**12,885**	**13,989**	**5,986**

MARC Attendance- December 2019 to December 2020 Monthly Comparison



Notes	
MARC	• *25 metre and 50 metre pools closed 25 March 2020 and reopened on 23 May 2020.*

8.2 Building Maintenance



Breakdown of Actioned Building Maintenance Requests (November 2020)	Volume	% of Total Requests	Comments
Miscellaneous	117	37.26%	Of the total number of Building Maintenance Requests received for the month of November the top 3 requests related to: 1. Miscellaneous – Cleaning, Security and Callouts. 2. Repairs – Doors, Locks & Hardware, Walls, Floors and Ceilings. 3. Plumbing – (inc. Washbays, Zip Units)
Electrical	28	9.69%	
Repairs	57	18.15%	
Plumbing	40	12.74%	
Air Conditioning	21	6.69%	
Safety & Legislation	33	10.51%	

Breakdown of Actioned Building Maintenance Requests (December 2020)	Volume	% of Total Requests	Comments
Miscellaneous	127	42.76%	Of the total number of Building Maintenance Requests received for the month of December 2020, the top 3 requests related to: 1. Miscellaneous – Cleaning, Security and Callouts. 2. Repairs – Doors, Locks & Hardware, Walls, Floors and Ceilings. 3. Plumbing – (inc. Washbays, Zip Units)
Electrical	34	11.45%	
Repairs	63	21.21%	
Plumbing	37	12.46%	
Air Conditioning	21	7.07%	
Safety & Legislation	15	5.05%	

Description:
• MECC – installation of transfer switch for basement pit pumps.
• Artspace – Supply and installation of condenser fan motor for air conditioner.
• MECC – Convention centre installation of evaporator unit.
• Mackay Administration Building – Complete repainting of Mayor's office.
• MECC – Repairs to exhaust hood above griller and fryer.
• Roll out of *Octfolio* identification QR readers and installation of evacuation plans on all MRC facilities.
• Paget Depot – Replacement of 2 x rainwater pumps inside the depot.
• Check of all gensets at MRC facilities before Christmas closure period to check fuel level and operation.
• The Dome – Tenancy 12 floors replaced in 2 offices.

8.3 Land & Tenure

Description:		
Leases	**November 2020**	**December 2020**
Lease Renewals	2	3
New Leases	1	0
Lease matters still being negotiated	3	1
Lease Surrenders	0	1
New Lease Enquiries	2	3
General Lease Matters	7	3
Lease Inspections	3	1
Lease Compliance	12 x general 15 x insurance	28 x insurance
Tenders	0	1
The Dome	1	3
Land Matters	**November 2020**	**December 2020**
Fencing	2	2
Land maintenance issues	0	0
Encroachments	4	4
General Land Matters	0	0
Land & Road Use Committee	10 x land 6 x road	2 x land 3 x road
Miscellaneous	13	9

9. PEOPLE AND CULTURE

9.1 Key Projects and Initiatives

Description	Status	Comments
Certified Agreement	✔	• An EA meeting for 2020 was held on 8 December 2020. Negotiations are continuing with the next meeting to be held on 23 February 2021.
Volunteers	✔	**COVID-19 Update:** • COVID-19 caused disruptions to MRC volunteer participation and Volunteer programs. • Most volunteers have successfully returned to MRC operations in line with current restrictions and recommendations, however there are still some volunteer activities that have not yet commenced or not yet returned to full capacity. • In December, two sessions were held with Library volunteers in preparation for returning to volunteering. These sessions included MRC induction, WHS and COVID briefings. **Volunteer Update:** • Work continues on the development of an internal centralised volunteer database and resource library. This resource will aid staff and will help capture levels of volunteer support to Council. • Volunteer Management Procedure (formally Volunteer Management Handbook) has been reviewed, updated and approved. • A small event to recognise staff who manage volunteers was held on 5 November for International Volunteer Managers Day. • International Volunteer Day was held on 5 December. Social media posts recognising volunteers and volunteer efforts were uploaded on the MRC Facebook page.
Workforce Capability	✔ ✔	**COVID-19 Update:** • COVID-19 redeployment activities are still in progress. There has been a total of 21 requests to date for COVID-19 redeployment vacancies. • In November and December there were no new redeployment requests, and six active redeployments. • It is anticipated that staff will return to their nominal roles in February. **Criminal History Checks Project:** • Project is progressing in accordance with the purpose. The People and Culture team have reviewed and identified positions that require a criminal history check. The next action step will be for Program Managers and Directors to review and confirm the identified positions. • The purpose of conducting criminal history checks as part of the recruitment process is to assess the risk to performance of the inherent elements of the role. The project is to review MRC's current register of positions requiring criminal history checks. The project scope will address three main areas: 1. Review and identify the positions that require criminal history checks 2. For positions identified, assess the risk to MRC. 3. Update HR systems and processes to mitigate risk and ensure that all legislative requirements are adhered, for example Human Rights and Privacy legislation.

Description	Status	Comments
	✔	**Workforce Planning:** • Workforce Planning is currently underway for 2021/22. Program Managers have received their workforce planning documents and are booked in to attend a review session with one of the People Capability Officers. • Workforce planning spreadsheets are due to be completed and received by 29 January 2021. Review of critical positions along with business cases for new positions and finalised workforce plan documents are due in February 2021.
Water Industry Worker (WIW) Pilot Program	✔	• November 2020 was an exciting month for the Water Industry Worker Program with the program winning the Organisational Excellence Award at the State Australian Water Association (AWA) Annual Awards. • The nomination was accepted on behalf of the original five councils that where involved in the pilot program. • The second round of the WIW is reaching the halfway point with all cohorts completing two blocks and their first workplace assessment in the month of December.
Organisational Development	✔	**Health & Wellbeing** • A new intranet site with all the information related to Health and Wellbeing initiatives was launched for employees in November. The 'Zest 4 Life' site offers employees a mobile friendly, dynamic site that is easy to navigate and provides details on all things health and wellbeing available to Council employees. The site is accessed by clicking on the 'Zest 4 Life' logo on the homepage of Bruce. **Mental Wellbeing Initiatives** • SafeTalk training - 10 employees undertook SafeTalk training on 16 November which was the last internal training session for 2020. More dates for this training will be scheduled for 2021. • Mental Health First Aid Training – 19 employees undertook an accredited two-day mental health first aid training course in November. They join the 18 previously trained employees who can assist colleagues who are struggling with their mental health. **Physical Health Initiatives** • Movember and Men's Health – November's monthly theme was men's health where men were encouraged to take action to live healthier, happier and longer lives. Health areas of particular concern for men include higher rates of death from most common causes such as cancer, coronary heart disease, diabetes, suicide and injuries.

Description	Status	Comments
		Financial Fitness Initiatives • LGIA Super Visit – An LGIA representative visited multiple council worksites over the week commencing 16 November. Employees were able to meet one on one regarding their superannuation or attend workshops related to transitioning to retirement. **Social Connectedness Initiatives** • White Ribbon Day – 20 November – Civic Precinct staff came together to send a clear message that Mackay draws the line against violent behaviours. Staff formed a ribbon shape, holding white helium balloons (which were not released) on the front lawn of the main administration building. **Annual Staff Awards** • The 2020 Annual Staff Awards Ceremony was celebrated on 3 December 2020 by the Mayor and CEO at a special COVID-safe award ceremony. A total of 123 nominations across the nine (9) categories were received. • Award categories include: o Safety Contribution Award, o Excellence in Client Services Award, o One Team Award, o Sustainability Award, o Outstanding Newcomer Award, o Jason Vassallo Trainee or Apprentice of the Year Award, o STAR Award, o Leadership Excellence Award, and o Mayoral Perpetual Award. Mayoral Perpetual Award Winner Jay Rosenberg and Runner up Chantelle De Meillon

Description	Status	Comments
		Safety Contribution Award Peter Kingi and Brodie French **Excellence in Client Service Award** Amber Doyle **One Team Award** Leah Chambers, Jeanette Elms, Sharee Helm, Sarah Rewald, Alina Garnham, Kristen McCubbin, Lee Brake, Lyneale Thrupp, Reyna Pakowski, Shannon Kelly, Robert Ryan and Mark Sleeman **Sustainability Award** Mark Ware (absent) - award accepted by Jason Grandcourt **Outstanding Newcomer Award** Kevin Stack **Jason Vassallo Trainee or Apprentice of the Year Award** Leahanna Lacey **2020 Fundraising Recipients** • Each year in conjunction with the Employee Christmas event, MRC employees elect to fundraise for local charities or community members in need. This year, four MRC employees were identified, and proudly supported by MRC through means of fundraising. • MRC employees dug deep and raised a total of $6,294.35 to be distributed across the four recipients. **Education Assistance Program** • MRC's education assistance program is in the finalisation phase for the release of Round 2 of the FY21 funding. Applications opened for the month of October. Applications will be reviewed and submitted to SLPT in January 2021. • The education assistance program supports employees wishing to upskill at a diploma level or above. MRC will support employees to complete further education that will enhance their contributions towards the objectives of MRC or assist in broadening their career options at MRC. **2021 Apprentice and Trainee Intake** • Shortlisting for the 2021 Apprentice and Trainee intake is underway. The intake is still on track for induction in March 2021. • SLPT approved six (6) full time equivalent roles for new intake.

10. GOVERNANCE & SAFETY

10.1 Workplace Health & Safety

Safety activities conducted during November and December 2020 included:

- InControl System was upgraded, providing extra functionality and an improved user experience.
- Preparations were finalised for new contractor safety management spot-checks and incident reporting improvements which take effect in January 2021.
- Each Health and Safety Committee met with the Client and Community Services, Organisational Services and WHS Management Committee.
- Participated in several safety in design meetings for upcoming major works.
- Liaised with programs and Learning and Development to identify training needs.
- Investigated and reported on critical incidents including identifying appropriate corrective actions for implementation.
- Undertook internal WHS audits for fire safety to identify MRC compliance with applicable regulations.
- A forum for Chief Fire Wardens was conducted.
- Other activities include procedure reviews, safety observations and interactions, health and safety committee meetings, and pre-start meetings and toolbox talks.

10.2 Corporate Performance Planning & Reporting

- Corporate Performance Planning sessions were conducted across the organisation in November and December. Using an integrated approach, the reviews captured a broad range of information from service objectives through to individual actions which will be carried through to both the organisation's 2021-2024 business plans and 2021-2022 action trackers. 29 planning workshops were held in November and December. Development of business plans and action trackers will occur throughout the remainder of January.
- Development of the 2021-2026 MRC Corporate Plan was progressed with research work conducted to determine focus areas, a Councillor workshop and the development of key performance indicators. The draft corporate plan will be subject to further Councillor and SLPT consultation before moving to community consultation.
- Council has contracted KPMG to undertake a review of its enterprise risk, corporate planning, and council policy frameworks to assess their effectiveness, and to identify improvements. KPMG will present its draft report in January 2021.

10.3 Enterprise Risk Management

- The annual strategic risk review was held in November and December. This highlighted a number of changes across our 'risk universe' and changes in our operating environment that will be reflected in our updated risk management tools.

10.4 Corporate Governance

Right to Information (RTI) Applications Processed in November and December 2020	Documents Requested	Status
RTI No. 5	Information in relation to parking complaint.	◍
RTI No. 6	Information in relation to a building file.	◍
RTI No. 7	Information in relation to risk assessments for swimming enclosures.	◍

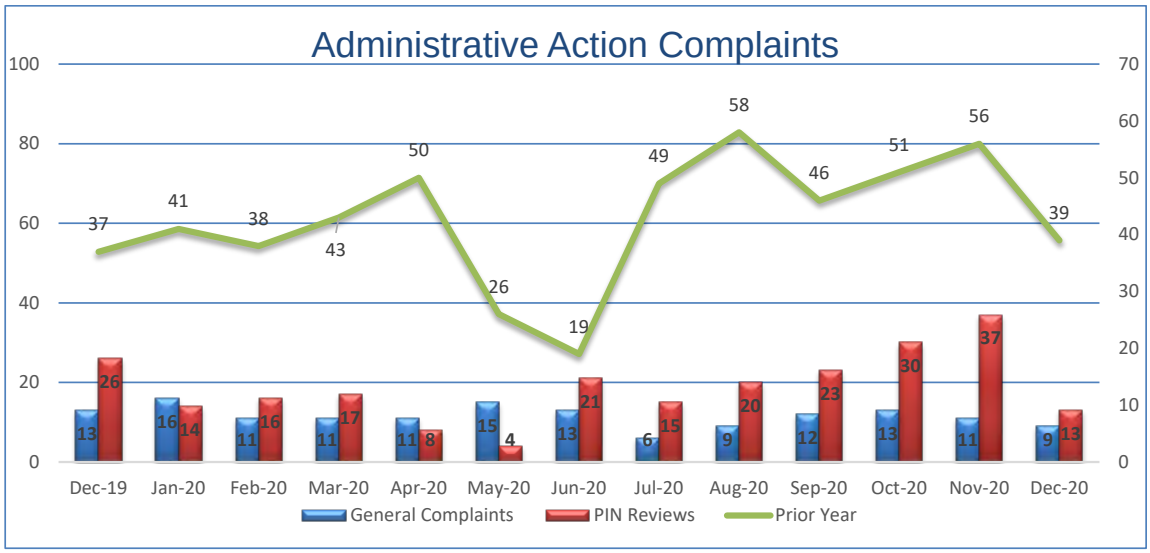
✔ In Progress	◍ Complete

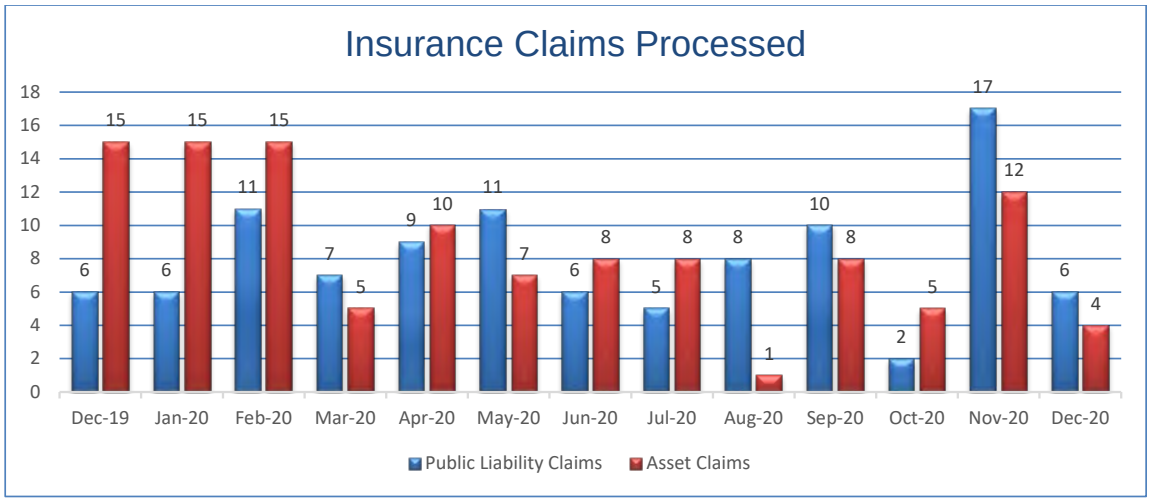
Mackay REGIONAL COUNCIL

Organisational Services
Monthly Review > November & December 2020

Policy Reviews	Policies Approved in November and December 2020	Status
Council Policies	005 - Procurement Policy	◌
	027 - Artspace Mackay Exhibition Policy	◌
	059 - Receipt of Donations Policy	◌
	071 - Art Collection Policy	◌
	087 - Voluntary Mechanism for Stormwater Quality Management Policy	◌
	091 - Tradeable Development Rights Policy	◌
Administrative Policies	058 - Use of Digital and Electronic Signatures Policy	◌

✓ In Progress | ◌ Complete





Public Liability Claims (include Personal Injury, Public Liability Plant, Public Liability & Professional Indemnity.
Asset Claims (include Motor Vehicle, Water Damage, Theft, Malicious Damage, Other)

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10.5 Fraud & Corruption Prevention

2020/21 Fraud and Corruption Prevention Plan Actions		
Action No.	**Action Description**	**Status**
2.1	Fraud Risk Assessment template for cash handling at Greenmount Homestead being developed.	✔
2.4	Fraud Risk Assessment on Accounts Payable completed. Report being finalised for management comment.	✔
2.5	Fraud Risk Assessment Action Register circulated to relevant managers for update status.	✔

✔ In Progress	◍ Complete

Note: Implementation of the 2020/21 Fraud and Corruption Prevention Plan is on schedule.

10.6 Internal Audit

2020/21 Internal Audit Plan – Progress Update			
Parking Fees and Infringements	◍	Commuter / Private Use – MRC Vehicles	✔
Infrastructure Assets – Condition Assessment, Operations and Maintenance	✔	Waste Collection Contract Payments / Services	⊖
Asset Management Framework	⊖	Emergency / Disaster Management	⊖
Major Projects	⊖	Public Event Management	⊖
The Audit Committee met on 3 December 2020. The next scheduled meeting is 11 February 2021			

✔ Review has commenced and is in progress.	⊖ Review is awaiting commencement.	◍ Review has been completed and has been/to be presented to the Audit Committee

11. FINANCIAL SERVICES

11.1 Financial Compliance

Description	Timeframe
Manage capital and operational budgets to achieve the benchmark Local Government financial sustainability ratios, including the operating surplus, net financial liabilities, and asset sustainability ratios. Measure: Completion of Long-Term Financial Forecast including applicable ratios	✔

Description	Timeframe
Provide relevant and useful information to Council, stakeholders and clients. Measure: Production of monthly strategic financial reports	✔
Provide relevant and useful information to Council, stakeholders and clients. Measure: Number of high-risk audit issues	✔

✔ On Target	✘ Below Target

11.2 Key Activities

Activity	Comments	Timeframe
Budgets & Long Term Financial Forecast (LTFF)	• 2020/21 December budget review process underway. • 2021/22 budget processes commenced. • Update of MRC's long term financial forecast to include the 2019/20 end of year result.	✔
Statutory Reporting	• Completion of audit and QAO certification of the 2019/20 annual financial statements.	✔

✔ On Target	✘ Below Target

12. RECEIPT OF PETITIONS

12.1. PETITION - OBJECTION TO ESTABLISHMENT OF TRUCK DEPOT TO BE LOCATED AT 4 CHRISTOE STREET, FARLIEGH

Author	Executive Officer (David McKendry)
Responsible Officer	Chief Executive Officer (Michael Thomson)
File Number	4 Christoe Street, Farleigh, Roads - General
Attachments	1. Petition - Objection to Establishment of Truck Depot to be located at 4 Christoe Street, Farleigh [**12.1.1** - 7 pages]

Purpose

A petition was received by Council on the 23 December 2020 and relates to an objection to the establishment of a truck depot at 4 Christoe Street, Farleigh.

Related Parties

Listed petitioners per the attached petition.

Corporate Plan Linkage

N/A

Background/Discussion

In terms of Council's Standing Orders, where a petition is put to a meeting no debate is undertaken on the petition itself, with the only motion which may be moved being:

(a) the petition be received, and consideration stand as an order of the day for:
  (i) the meeting; or
  (ii) a future meeting; or

(b) the petition be received and referred to the Chief Executive Officer for consideration and a report to the local government; or

(c) the petition not be received.

The petition meets the requirements as per the Standing Orders, in that it is legible and has more than 25 signatures.

Consultation and Communication

That the petitioners, through their lead petitioner, be informed that Council acknowledges receipt of the Petition and that it has been accepted as a formal submission. The issues raised will be addressed in the report to be tabled before Council in the future.

Resource Implications

Nil at this stage as the recommendation relates only to the preparation of a report on the matter.

Risk Management Implications

Nil.

Conclusion

It is proposed that as the petition meets the necessary requirement for consideration by Council, that the petition be referred to the Chief Executive Officer for a report to be prepared for further consideration by Council.

Officer's Recommendation

THAT the petition be received and referred to the Chief Executive Officer for a report to be prepared for consideration by Council which investigates the issues identified within the petition.

FURTHER THAT the principle petitioner be advised of Council's determination.

The CEO noted that there was no development application with Council for a truck depot to be built on this site at this stage.

Council Resolution ORD-2021-22

THAT the petition be received and referred to the Chief Executive Officer for a report to be prepared for consideration by Council which investigates the issues identified within the petition.

FURTHER THAT the principle petitioner be advised of Council's determination.

Moved Cr Bonaventura **Seconded Cr Green**

Cr Bonaventura noted that he was happy to accept the Officer's recommendation and looked forward to the response.

CARRIED

From:	julie pratt
To:	Michael Thomson; Cr. Michelle Green; Cr. Belinda Hassan; Cr. Pauline Townsend; Cr. Fran Mann; Cr. Alison Jones; Cr. Justin Englert; Cr. Martin Bella; russell.seymore@mackay.qld.gov.au; Cr. Karen May
Subject:	Christie Street Farleigh
Date:	Wednesday, 23 December 2020 9:49:21 AM
Attachments:	petition1.rtfd.zip petition2.rtfd.zip petition3.rtfd.zip petition4.rtfd.zip petition5.rtfd.zip

Dear Sir/Madam

After a community meeting in Farleigh last week, I write to you with various concerns and fully support the local community who DO NOT want a truck park in their neighbourhood.

1. Has a council application been submitted and approved for the earthworks conducted over the last 12 months at 4 Christoe Street?

2. Several phone calls to Mackay Regional council with complaints from neighbours were made however work has continued.

3. A culvert has been installed likely without appropriate approval by council.

4. Child safety concerns with Farleigh School directly across the road.

5. The current road infrastructure doesn't accommodate frequent truck use, with narrow roads and trucks turning into this property dumping fill on a bend is an accident waiting to happen.

6. Farleigh is a small peaceful community that would be spoiled by an unsightly truck park. It will end up looking untidy, and overgrown with old tyres and truck parts as seen at the current location on mandarana road.

7. The dust and noise from truck deliveries and earthwork machinery is not acceptable nor healthy.

8. The immediate neighbours to this development are my parents who have lived in Farleigh for 40+ years and their stress regarding this matter is escalating and I'm concerned regarding their health and mental well-being.

There are allocated places for trucks parks like this and in the middle of a residential and schooling environment is definitely not acceptable.

The Farleigh community needs their concerns addressed immediately and kept informed of any process moving forward regarding this matter.

I have previously sent this email of concern to Mayor Greg Williamson and appreciate his prompt action with compliance officers stopping works until the owner submits and adequate application to council. This stop work process again took phone calls of

complaint to the council as it was not enforced immediately as we were advised. The owner of this property just does what he wants and has no respect for fellow neighbours or the Farleigh community as a whole.

This work is unsuitable and happening directly next door to a residential property for which I would like to being to your attention for consideration. Please see attached the signed petition from community members.

Regards
Julie Penhallurick
23 Johnson Street
West Mackay

OBJECTION TO ESTABLISHMENT OF TRUCK DEPOT TO BE LOCATED AT 4 ~~CHIDLOW~~ CHRISTOE ST, FARLEIGH

NAME	ADDRESS
Lynette Vella	46/. Farleigh State School.
Jodie M'grath	C/- Farleigh State School
Marilyn Price	C/O Farleigh State School
Kirstin Perkins	142 Miclere - Farleigh Rd.
Tylah Borg	3 Scenic Drive Farleigh
Danielle Hardley	1108 Bruce Hwy Farleigh
Kieran Gallery	95 INVESTIGATOR ST ANDERGROVE
Cinamon Lake	55 Victor Ave Glenella.
Angela Hudson	1 Mulcany Ct. Eimeo.
CLAIRE ROSE	14 BIS STREET
Tracee Ramsamy	319 Rutlands Rd.
Emma Simpson	C/- Farleigh State School
Jasmine Spinks	C/- Farleigh State School
Kym Mitchell	C/- Farleigh State School.
Chanthidra Mckinney-Moss	Lot1 Armstrong Strat
Christine Maes	14 Chidlow Street
Ryan Carroll	4 chidlow St
[illegible]	30 CHIDLOW ST
[illegible]	10 Rutlands Rd Farleigh

OBJECTION TO ESTABLISHMENT OF TRUCK DEPOT TO BE LOCATED AT 4 ~~CHIDLOW~~ CHRISTOE ST. FARLEIGH

NAME	ADDRESS
MICHAEL HULL	2 CHIDLOW ST
TIM BREAMER	" "
Krystal Cole	32 Chidlow St
Simon Fisher	28 Chidlow St
Riley Bey	28 Chidlow St
Mary [illegible]	1, Rafale Drive
[illegible]	1, Rafale Drive
Geoff Milne	C/O 2 CHRISTOE ST
Robert Pratt	2 CHRISTOE ST FARLEIGH
Sandra Pratt	2 Christoe St Farleigh
[illegible]	26 CHIDLOW ST
Tash Cox	20 Chidlow St Farleigh
Barbara Fuller	16 CHIDLOW ST FARLEIGH
Jessa Andersen	12 Chidlow Street
Cathy Perry	8 Chidlow Street
GEORGE PRATT	12 MT PLEASANT
[illegible] Pratt	Mount Pleasant
[illegible]	[illegible]
JASON CARROLL	4 CHIDLOW ST. FARLEIGH
Aimee Wade	10 CHIDLOW ST FARLEIGH
Deb Cox	20 Chidlow Street Farleigh

OBJECTION TO ESTABLISHMENT OF TRUCK DEPOT TO BE LOCATED AT 4 CHRISTOE ST. FARLEIGH

NAME	ADDRESS
[illegible]	2 [illegible] Dr. Farleigh
[illegible]	120 Wainai Rd Farleigh
DEBBIE LES BARBAT	3 SCENIC DR FARLEIGH
ROBIN LAW	[illegible] RD FARLEIGH.
[illegible]	[illegible] Farleigh
[illegible]	118 [illegible] Farleigh
[illegible]	[illegible]
[illegible]	189 WAINAI RD FARLEIGH
Madelyne [illegible]	[illegible] Christoe St Farleigh
[illegible]	4 Scenic Drive Farleigh
[illegible]	213 WAINAI Road. Farleigh

OBJECTION TO ESTABLISHMENT OF TRUCK DEPOT TO BE LOCATED AT 4 ~~CHRISTOE~~ ST. CHRISTOE FARLEIGH.

NAME	ADDRESS
Andrew Payne	7 Refolo I. Farleigh
[illegible]	25 Johnson St West Mackay
Kay Bell	Mount Pleasant
[illegible]	Mount Pleasant
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
FRED [illegible]	[illegible]
[illegible]	Glenella
[illegible]	Glenella
[illegible]	51 Bridge Road South Mackay
[illegible]	51 Bridge Road South Mackay
[illegible]	[illegible]

OBJECTION TO ESTABLISHMENT OF TRUCK DEPOT TO BE LOCATED AT 4 CHRISTOE ST.

FARLEIGH

NAME	ADDRESS
FAY LANCASHIR	6 SCENIC DR FARLEIGH
[illegible]	[illegible]
S. [illegible]	[illegible], Farleigh
Geoff MORGAN	[illegible]
[illegible]	[illegible]

[illegible] mackay.qld.gov.au

12.2. PETITION - PEDESTRIAN WALKWAY ON SUGARSHED ROAD

Author	Chief Executive Officer (Michael Thomson)
Responsible Officer	Chief Executive Officer (Michael Thomson)
File Number	Sugarshed Road, Roads - General
Attachments	1. Petition - Walkway on Sugarshed Road [**12.2.1** - 4 pages]

Purpose

A petition was received by Council on the 6 January 2021 and relates to a request for footpath works on Sugarshed Road, Erakala between Coakley Court and power pole number FN103 opposite the school bus shelter near the entrance to Sunrise Drive.

Related Parties

Listed petitioners per the attached petition.

Corporate Plan Linkage

N/A

Background/Discussion

In terms of Council's Standing Orders, where a petition is put to a meeting no debate is undertaken on the petition itself, with the only motion which may be moved being:

(a) the petition be received, and consideration stand as an order of the day for:
  (i) the meeting; or
  (ii) a future meeting; or

(b) the petition be received and referred to the Chief Executive Officer for consideration and a report to the local government; or

(c) the petition not be received.

The petition meets the requirements as per the Standing Orders, in that it is legible and has more than 25 signatures.

Consultation and Communication

That the petitioners, through their lead petitioner, be informed that Council acknowledges receipt of the Petition and that it has been accepted as a formal submission. The issues raised will be addressed in the report to be tabled before Council in the future.

Resource Implications

NIL at this stage as the recommendation relates only to the preparation of a report on the matter.

Risk Management Implications

NIL.

Conclusion

It is proposed that as the petition meets the necessary requirement for consideration by Council, that the petition be referred to the Chief Executive Officer for a report to be prepared for further consideration by Council.

Officer's Recommendation

THAT the petition be received and referred to the Chief Executive Officer for a report to be prepared for consideration by Council which investigates the issues identified within the petition.

THAT the principle petitioner be advised of Council's determination.

Council Resolution ORD-2021-23

THAT the petition be received and referred to the Chief Executive Officer for a report to be prepared for consideration by Council which investigates the issues identified within the petition.

THAT the principle petitioner be advised of Council's determination.

Moved Cr Bonaventura **Seconded Cr Mann**

Cr Bonaventura advised he was happy to received the petition report and pass on to staff for determination.

CARRIED

381 Sugarshed Rd
ERAKALA.
24.12.2020

RCVD - 6 JAN 2021 MRC
DOC. No.

Dear Mr. Mayor

My name is Gavin Adams, a resident of Erakala on Sugarshed Road for 42 years and I have seen a massive increase in traffic over that period. On behalf of myself and the residents of Erakala I would like to put forward a proposal for the construction of a short safe walkway of approximately 250 metres on the southern side of Sugarshed Rd between Coakley Court and power pole Number FN103, which is opposite the school bus shelter near the entrance to Sunrise Drive.

Many residents use this section of Sugarshed Road for walking exercise. However the volume of traffic makes this very unsafe.

In November 2020 Council upgraded the roadside drainage in this section of Sugarshed Road. The drain is now deeper and in places there is only 150mm of flat ground between the bitumen and the edge of the drain. So this allows no room to step off the road to avoid traffic.

Sugarshed Road has a high volume of traffic, including gravel trucks, water trucks and car carriers; it is also a designated bikeway used by hundreds of cyclists for training and competition. I have witnessed many near misses between bikes and trucks over the years on this section. Presently there is a new subdivision being built just north of this section so an increase in traffic is inevitable.

There is ample room for a walkway between the residents' boundaries and the drain edge in this part of Sugarshed Road, which would allow pedestrians to be safely away from the road. I recently helped a lady after she fell trying to step off the road to avoid two trucks passing, just after Council completed the drainage work.

It is pleasing to see Council constructing so many walkways in the city and it would be appreciated if this activity was extended to the regions where walkways are non-existent.

So the residents of Erakala (see attached petition) bring this concern to your attention. Hopefully future accidents can be avoided on this section of Sugarshed Road with the construction of this small safe walkway.
Yours sincerely

Gavin Adams

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Version: 1, Version Date: 06/01/2021

Petition to Mackay Regional Council

If any further signatures required, a copy of this page must be used each time. Pages of signatures without the information provided on this form will not be accepted. Photocopies will not be accepted.

Mackay REGIONAL COUNCIL

Petition Request PEDESTRIAN WALKWAY SUGARSHED RD

We the undersigned request that Council give consideration to:
construction of a pedestrian walkway on the southern side of Sugarshed Road, between Coakley Court and Palamino Drive.

Name and Address of Principal Petitioner (if no Principal Petitioner is appointed, the first signatory on the petition will be nominated Principal Petitioner)

Name: GAVIN ADAMS

Address: 381 SUGARSHED RD
ERAKALA Postcode: 4740

Best daytime phone contact: 0419496777 Email:

Signature [signature]

Signature of Petitioners:

Date	Print Name	Print Address	Signature
14/12/20	GAVIN ADAMS	381 SUGARSHED RD. ERAKALA	[signature]
14/12/20	PAULINE Randell	389 Sugar Shed Rd. ERAKALA	[signature]
14/12/20	PETER RANDELL	" " " " " "	[signature]
14/12/20	Desley Strohfeldt	1 Coakley Court Erakala	[signature]
14.12.20	BRAD STROHFELDT	1 COAKLEY COURT ERAKALA	[signature]
16-12-20	PHILLIP AXIAH	383 SUGAR SHED ROAD	[signature]
16-12-20	XAVIER AXIAH	368 SUGAR SHED RD	[signature]
16-12-20	JOSEPH AXIAH	368 SUGAR SHED RD	[signature]
19-12-20	Nijita Wood	394 Sugarshed rd Erakala	[signature]
19-12-20	Billie Antoney	394 Sugarshed rd Erakala	[signature]
19-12-20	PETER Vella	12 WICKS CRT ERAKALA	[signature]
19-12/20	Thorsten Seeger	15 WICKS CRT ERAKALA	[signature]
19-12-20	Troy Jonssen	11 Wicks CT ERAKALA	[signature]
19-12-20	BARRY FAHEY	2 WICKS CRT ERAKALA	[signature]
19-12-20	CASEY STEHBEAS	3 WICKS CRT ERAKALA	[signature]
19-12-20	MICHAEL STEHBEAS	3 WICKS CRT ERAKALA	[signature]
19-12-20	Cheryl Martin	44 COAKLEY CRT ERAKALA	[signature]
19.12.20	KEN MARTIN	44 COAKLEY CRT ERAKALA	[signature]
19/12/20	Susan West	45 Coakley Court Erakala	[signature]
19-12-20	Shem West	45 Coakley Court Erakala.	[signature]
19-12-20	Daniel Kelly	6 Palomino Parade	[signature]
19/12/20	STEVE RAE	14 PALOMINO PARADE	[signature]
19/12/20	ROSEMARY YOUNG	3 SHETLAND CT ERAKALA	[signature]

Document Set ID: 8454605
Version: 1, Version Date: 06/01/2021

Petition to Mackay Regional Council

Mackay REGIONAL COUNCIL

If any further signatures required, a copy of this page must be used each time. Pages of signatures without the information provided on this form will not be accepted. Photocopies will not be accepted.

Petition Request PEDESTRIAN WALKWAY SUGARSHED RD

We the undersigned request that Council give consideration to:
construction of a pedestrian walkway on the southern side of Sugarshed Road, between Coakley Court and Palamino Drive.

Name and Address of Principal Petitioner (if no Principal Petitioner is appointed, the first signatory on the petition will be nominated Principal Petitioner)

Name: LYNNE ADAMS
Address: 381 SUGARSHED RD
ERAKALA Postcode: 4740
Best daytime phone contact: 0419436422 Email:

Signature L.C.Adams

Signature of Petitioners:

Date	Print Name	Print Address	Signature
19/12/20	ANTHONY YOUNG	3 SHETLAND CT ERAKALA	
19/12/20	PAUL REDDACLIFF	13 SHETLAND CRT ERAKALA	
19/12/20	LYNDA REDDACLIFF	13 SHETLAND	
19/12/20	KEVIN GIBBONS	12 SHETLAND CRT ERAKALA	
19/12/20	Sylvia Warren	454 Sugarshed Rd Erakala	
19-12-20	Lea WARREN	454 Sugarshed Rd ERAKALA	
19.12.20	Bec Curtis	388 Sugarshed Rd Erakala	
19.12.20	Sam Donaldson	388 Sugarshed Rd Erarakala	
20/12/20	Carmel Jahey	2 Sugershed Rd. ERAKALA	
20/12/20	Maruna McKendry	418 Sugarshed Rd, Erakala	
20/12/20	Natalie Vella.	404 Sugarshed Rd Erakala	
20/12/20	Gerard Vella	404 Sugarshed Rd Erakala	
23.12.20	Lynne Adams	381 Sugarshed Rd, Erakala.	

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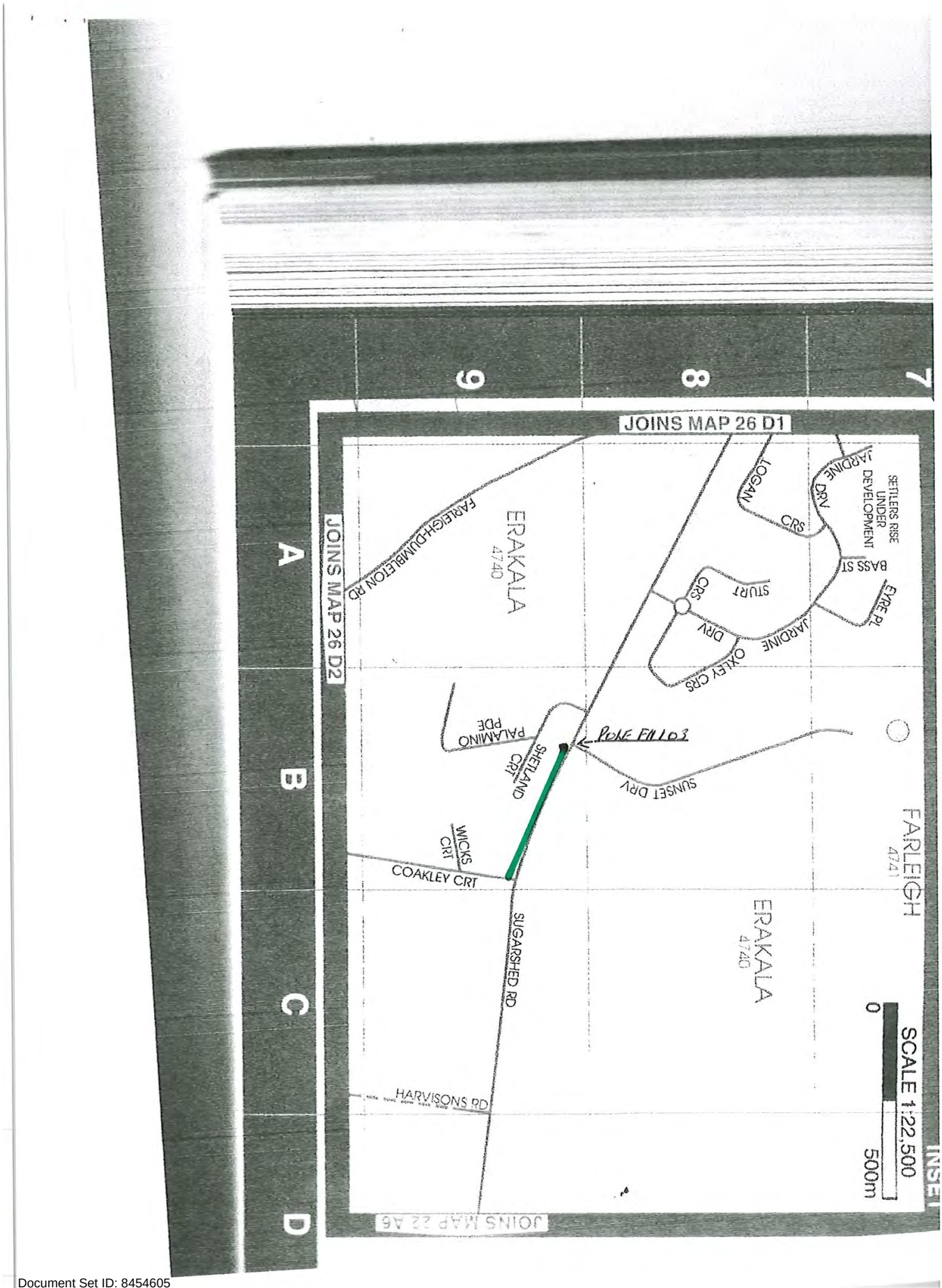

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13. TENDERS

Nil

14. CONSIDERATION OF NOTIFIED MOTIONS

Nil

15. PUBLIC PARTICIPATION

Mr Andreas Lange advised he was attending Council to speak about his concerns about the safety of the timberwork around the concrete edging at the Gooseponds, particularly given his personal connection with previous tragedies at the site, as he believes that there has been a lack of maintenance. He also raised the issue of the silt build up in the Gooseponds and wishes to know what Council is planning to do about that and about the maintenance of the timberwork.

Mayor Williamson advised Mr Lange that the CEO would investigate these matters and make contact with him to provide an operational update.

Mr Tony Bugeja advised he was attending Council to speak about the capacity and condition of the Walkerston Homebush Road. Mr Bugeja advised that following a recent accident that closed the Bruce Highway, the Walkerston Homebush Road was used as a diversion and there was a huge amount of traffic travelling at speed along this road. Mr Bugeja advised that there is 2km of single lane road which he believes is dangerous and asked Council to look at upgrading this section of road.

Mayor Williamson advised that he would ask the CEO or the Director to make contact with him about this matter.

Mrs Diane Vella stated that she was attending Council to advise that late last year a large tide demolished the work at the 'codhole' and erosion occurred. Mrs Vella advised that in January she notified Council that the gates were leaking, water had gone over the walkway and into a park area. Mrs Vella advised that in 2013 she received plans from Council which show Binnington Esplanade fully constructed and queried what year the plans were revised to leave the gates open. Mrs Vella noted that her insurance had increased by 15.7% and she will not be covered should tidal water enter her property which is not the result of an event such as a tidal surge from a cyclone.

Mayor Williamson advised that the CEO will follow up and provide a response.

Mrs Dorothy Wooldridge advised she was attending Council to support Mrs Vella's endeavour to flood proof East Mackay. A recent king tide saw problems occur in the area and Mrs Wooldridge invited the CEO and Councillors to visit the area on 11 February 2021 at 11am. Mrs Wooldridge advised that she had spoken to Cameron Dick, MP, who advised that $4 million had been allocated to Shellgrit Creek with Council stating that all this area comes under that name but it is now being called 'codhole'.

Mayor Williamson advised that the CEO will follow up these issues.

16. LATE BUSINESS

Cr May advised that a number of Councillors had applied to the Department of Infrastructure for the Women in Local Government leadership program. Cr May advised that Crs Green, Mann, Hassan, Townsend and herself would be undertaking the course from February to September, which is about providing development for female Councillors. Cr Mann expressed gratitude for the opportunity and looks forward to participating.

Cr Bonaventura asked the Director of Community and Client Services to pass on his congratulations to those involved in the Australia Day event held at the Mackay Entertainment and Convention Centre noting that it was a credit to all.

Mayor Williamson thanked all Councillors who attended Australia Day events yesterday.

17. CONFIDENTIAL REPORTS

The meeting did not close to the public.

17.1. LEGAL SERVICES MONTHLY REVIEW REPORT

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (e) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter relating to **legal advice obtained by Council or legal proceedings involving Council including for example, legal proceedings that may be taken by or against Council.**
This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (g) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter relating to **negotiations relating to a commercial matter involving the Council for which a public discussion would be likely to prejudice the interests of the Council.**
This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (h) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to negotiations relating to the taking of land by the Council under the *Acquisition of Land Act 1967*.**

Council Resolution ORD-2021-24

THAT the Legal Services Monthly Report for December 2020 be accepted.

Moved Cr Green **Seconded Cr Hassan**

CARRIED

17.2. APPROVED CONCESSIONS UNDER THE FACILITATING DEVELOPMENT IN THE MACKAY REGION POLICY - DECEMBER 2020

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (c) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to Council's budget.**

Council Resolution ORD-2021-25

THAT the concessions approved under the Facilitating Development in the Mackay Region Policy are noted.

Moved Cr Englert **Seconded Cr Green**

CARRIED

17.3. APPROVED SPONSORSHIP UNDER THE INVEST MACKAY EVENTS AND CONFERENCE ATTRACTION PROGRAM - DECEMBER 2020

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (c) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to Council's budget.**

Council Resolution ORD-2021-26

THAT the sponsorship approved under the Invest Mackay Events and Conference Attraction Program are noted.

Moved Cr May **Seconded Cr Green**

CARRIED

17.4. DRAFT MINUTES - INVEST MACKAY EVENTS AND CONFERENCE ATTRACTION PROGRAM ADVISORY COMMITTEE MEETING - 14 DECEMBER 2020

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (h) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to negotiations relating to the taking of land by the Council under the *Acquisition of Land Act 1967*.**

Council Resolution ORD-2021-27

THAT the draft minutes of the Invest Mackay Events and Conference Attraction Program Advisory Committee meeting dated 14 December 2020 be received.

Moved Cr Green **Seconded Cr Englert**

CARRIED

18. MEETING CLOSURE

Meeting closed at 12.01 pm.

19. FOR INFORMATION ONLY

19.1. DEVELOPMENT APPLICATION INFORMATION - DECEMBER 2020

Attachments 1. Development Application Information - December 2020 [**19.1.1** - 2 pages]

Development Applications Received

App No.	Code / Impact	Address	Applicant	Description	Officer
DA-2000-13/D	Code	117 Archibald Street PAGET	Investec Australia Finance Pty Ltd	Change Application (Minor) (Light Industrial Lots) - Material Change of Use - Code Assessment - Additions to Factory/Warehouse. Framework CD00-13	Brogan Jones
DA-2011-218/D	Code	Lot 980 Eimeo Road RURAL VIEW	Plantation Palms Properties Pty Ltd	Change Application (Minor)1 Urban Residential Lot into 322 Residential Lots and 1 Parkland Lot - Stage 4 of Plantation Palms Estate over 3 Stages.	Josephine McCann
DA-2011-330/D	Code	55 Grendon Street NORTH MACKAY	Owen Development Group Pty Ltd	Change Application (Minor) Multiple Dwelling Units (13)-Condition 1 & 19	Darryl Bibay
DA-2012-184/B	Code	Lot 51 Kennedy Street WALKERSTON	NAAB Property Investments (QLD) Pty Ltd	Extension of Currency Period (4 years) 1 Rural Lot and 1 Rural Residential Lot into 20 Lots	Brogan Jones
DA-2012-323/J	Code	34 Lugano Mews ANDERGROVE	Andergrove Lakes Pty Ltd	Change Application (Minor) - Re-establish Lots 323 & 340 - Combined Application for Andergrove Lakes Eastern Precinct-Material Change of Use: Tourist Facility (including 38-bed Cable Ski Lodge, Cafe and ancillary operating facilities, Lake Grande and in-line lakes, Manager's Residence and 48 Tourist Accommodation Units); and Reconfiguration of a Lot: 1 Lot (Proposed Lot 600) into 145 Lots (including 113 Residential, 31 Terrace Houses, 1 Multiple Dwelling Unit Lot, 1 Tourist Facility Lot and 1 Tourist Accommodation Lot), plus parkland and drainage lots over 4 Stages (6 to 9) in accordance with Preliminary Approval DA-2007-286/B.	Emma Langford
DA-2013-167/B	Code	Lot 8 Schmidtkes Road OORALEA	Purestream Developments	Change Application (Minor) Reconfiguration of a Lot - 1 Urban Expansion Lot into 151 Urban Expansion Lots, 2 Balance Lots, and 2 Drainage Lots	Brogan Jones
DA-2013-320/B	Code	27 McMahon Street ANDERGROVE	Edward Malczewski and Eleanor L Malczewski	Extension of Relevant Period (4 Years) - 1 Rural Lot into 3 Lots	Daniel Walsh
DA-2013-428/C	Code	33 Hans Christian Street SARINA	Alexander W Crichton	Extension of Currency Period (12 Months) - 1 Rural Residential Lot into 9 Lots	Josephine McCann
DA-2017-58/B	Code	17 Holts Road BEACONSFIELD	Australasian Conference Association Ltd	Change Application (Minor) Educational Establishment - Extensions (Stages 2 & 3)	Emma Langford
DA-2018-13/A	Code	39-51 Crichtons Road PAGET	Anthony V Zarb and Elizabeth R Zarb	Request to Consider Plans Generally in Accordance - Shipping Container Sales, Rentals and Storage	Darryl Bibay
DA-2019-128/A	Code	235 Connors Road PAGET	Stepway Pty Ltd	Change Application (Other) Medium Impact Industry for Warehouse, Addition of Fragmentiser (High Impact Industry) and Environmental Authority for an environmentally relevant activity (ERA) 62 & Environmentally Relevant Activity 54 (1)	Leah Harris
DA-2019-147/A	Code	Lot 504 Production Drive PAGET	Plankton Pty Ltd and WCAW Pty Ltd	Change Application (Minor) - (Reduce Lot Yield from 19 to 18)1 High Impact Industry Lot into19 Lots	Leah Harris
DA-2020-200	Code	352 Alfred Street MACKAY	FNQ Independent Living Support Association Inc	Community Care Centre	Daniel Walsh
DA-2020-201	Low Risk	Lot 191 Doyles Road BALNAGOWAN	AAA Planning & Consultancy	Dwelling House (Extractive Resources and High Impact Activities)	Daniel Walsh
DA-2020-203	Code	12 Keswick Avenue SLADE POINT	John E O'Neill	Multiple Dwelling Units (1 additional unit)	Daniel Walsh
DA-2020-205	Code	37-43 Gateway Drive PAGET	M5 Investments Pty Ltd	Combined Application - Material Change of Use & Operational Works Industrial Development (Hardstand Area)	Declan Cox
DA-2020-206	Code	3-9 Prince Charles Avenue SEAFORTH	Vivid Horizons Pty Ltd	Material Change of Use - Health Care Services (Pharmacy)	Declan Cox
DA-2020-208	Code	126-136 Diesel Drive PAGET	Stockroute Investments Pty Ltd	Reconfiguring a Lot - 1 High Impact Industry Lot into 2 Lots and Material Change of Use - Medium Impact Industry	Brogan Jones
DA-2020-209	Code	17 Holts Road BEACONSFIELD	Australasian Conference Association Ltd	Educational Establishment - Extensions 3A	Emma Langford
DA-2020-210	Code	Lot 920 Boveys Road RICHMOND	Richmond Hills Estate Pty Ltd	Staged Subdivision - 1 Lot into 106 Residential Lots, 2 Park Lots & Balance Lot	Dennis O'Riely
DA-2020-212	Code	1523 Maraju-Yakapari Road BALNAGOWAN	Anne M Agius	Boundary Realignment – 2 Rural Lots into 2 Lots	Leah Harris
DA-2020-213	Code	971 Bruce Highway FARLEIGH	Start Property Holdings Pty Ltd	Service Station	Brogan Jones

Development Applications Entering Decision Making Period

App No.	Code / Impact	Address	Applicant	Description	Officer
DA-2020-148	Impact	70 Alice Street MIRANI	Nanyima Aged Care Inc	Material Change of Use - Residential Care Facility (Expansion of Existing Nanyima Aged Care)	Brogan Jones
DA-2020-165	Impact	22-30 Transport Avenue PAGET	Rodney F Birch and Margaret B Birch	Medium Impact Industry (Extension of Existing Facility)	Declan Cox
DA-2020-188	Impact	14-18 Boundary Road PAGET	Bruce Drysdale	Reconfiguring a Lot (1 Special Purpose Lot into 3 lots & Access Easement)) and Material Change of Use for an 'Agricultural Supplies Store' on the proposed new lot (on the balance of the site adjacent to the DGH premises)	Josephine McCann
DA-2020-189	Code	2-12 Kumar Close PAGET	Centurion Group Mackay	Warehouse	Declan Cox
DA-2020-191	Code	14 Discovery Lane MOUNT PLEASANT	Peter M Batley	Showroom (extension)	Declan Cox
DA-2020-192	Code	63 Olletts Road HABANA	Christopher R Harris and Christine A Kelly	Reconfiguring a Lot - 1 Rural Residential Lot into 2 Lots	Daniel Walsh
DA-2020-193	Code	72 Waverley Street BUCASIA	Brac Investment Trust	2 Low Density Residential Lots into 3 Lots	Emma Langford
DA-2020-197	Code	50 Sugarloaf Drive BALNAGOWAN	Duncan W Wallace	Dwelling House (Extractive Industries Overlay)	Darryl Bibay
DA-2020-198	Code	645 Sugarshed Road FARLEIGH	Allbuild Approvals	Dwelling House - Front Boundary Variation	Declan Cox
DA-2020-200	Code	352 Alfred Street MACKAY	FNQ Independent Living Support Association Inc	Community Care Centre	Daniel Walsh
DA-2020-201	Low Risk	Lot 191 Doyles Road BALNAGOWAN	AAA Planning & Consultancy	Dwelling House (Extractive Resources and High Impact Activities)	Daniel Walsh
DA-2020-202	Code	270 Griffiths Road BALNAGOWAN	Nancy M Emms and John G Emms	Secondary Dwelling	Brogan Jones

Development Applications Finalised

App No.	Code / Impact	Address	Applicant	Description	Officer
DA-2020-148	Impact	70 Alice Street MIRANI	Nanyima Aged Care Inc	Material Change of Use - Residential Care Facility (Expansion of Existing Nanyima Aged Care)	Brogan Jones
DA-2020-165	Impact	22-30 Transport Avenue PAGET	Rodney F Birch and Margaret B Birch	Medium Impact Industry (Extension of Existing Facility)	Declan Cox
DA-2020-188	Impact	14-18 Boundary Road PAGET	Bruce Drysdale	Reconfiguring a Lot (1 Special Purpose Lot into 3 lots & Access Easement)) and Material Change of Use for an 'Agricultural Supplies Store' on the proposed new lot (on the balance of the site adjacent to the DGH premises)	Josephine McCann
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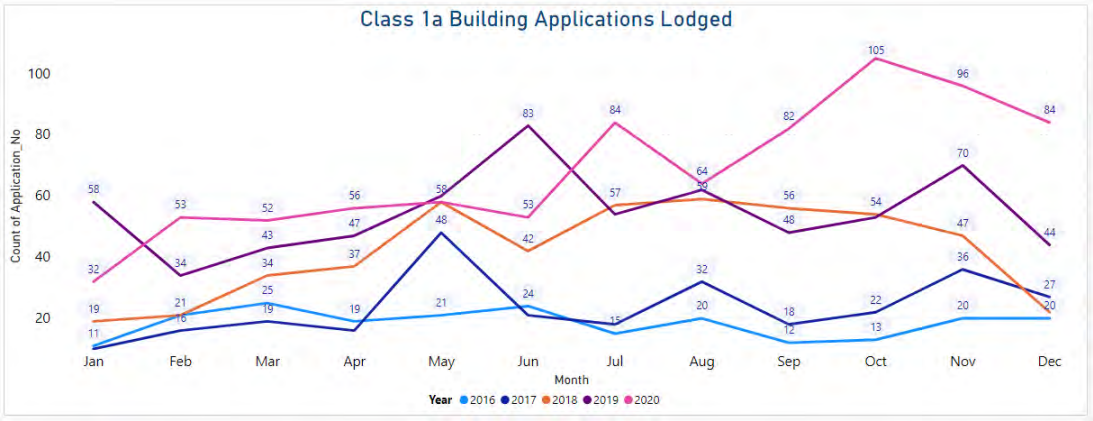
19.2. BUILDING STATISTICS - DECEMBER 2020

Attachments

1. Building Statistics - December 2020 [**19.2.1** - 2 pages]

Class	Description	Total December 2020	Total Value of Proposed Works	Average Proposed Floor Area (m2)	Total December 2019	YTD
Class 1A	A single dwelling being a detached house, or one of a group of two or more attached dwellings, each being a building, separated by a fire-resisting wall, including a row house, terrace house, town house or villa unit	84	$19,388,044	170	44	820
Class 1B	A boarding house, guest house, hostel or the like with a total area of all floors not exceeding 300m2, and where not more than 12 people reside, and is not located above or below another dwelling or another Class of building other than a private garage	0			0	2
Class 2	A building containing 2 or more sole-occupancy units each being a separate dwelling	0			0	2
Class 3	A residential building, other than a Class 1 or 2 building, which is a common place of long term or transient living for a number of unrelated persons. Example: boarding-house, hostel, backpackers accommodation or residential part of a hotel, motel, school or detention centre	0			0	3
Class 4	A dwelling in a building that is Class 5, 6, 7, 8 or 9 if it is the only dwelling in the building	0			0	1
Class 5	An office building used for professional or commercial purposes, excluding buildings of Class 6, 7, 8 or 9	1	$100,000	0	2	26
Class 6	A shop or other building for the sale of goods by retail or the supply of services direct to the public. Example: café, restaurant, kiosk, hairdressers, showroom or service station	5	$1,136,974	807	2	41
Class 7A	A building which is a car park	0			0	0
Class 7B	A building which is for storage or display of goods or produce for sale by wholesale	1	$840	840	1	21
Class 8	A laboratory, or a building in which a handicraft or process for the production, assembling, altering, repairing, packing, finishing, or cleaning of goods or produce is carried on for trade, sale or gain	2	$1,812,700	584	0	13
Class 9A	A health care building, including those parts of the building set aside as a laboratory	0			1	2
Class 9B	An assembly building, including a trade workshop, laboratory or the like, in a primary or secondary school, but	3	$18,157,446	508	4	14

	excluding any other parts of the building that are of another class					
Class 9C	An aged care building	0			0	1
Class 10A	A private garage, carport, shed or the like	99	$2,632,817	81	62	1,043
Class 10B	A structure being a fence, mast, antenna, retaining or free standing wall, swimming pool or the like	19	$2,279,080	20	13	197
Class 10C	A private bushfire shelter	0			4	0
Sundry	Demolition residential/commercial/industrial, class n/a, class s/s	2	$156,385	N/A	1	10
Totals		**216**	**$45,664,286**	**3,009**	**134**	**2,196**

Description	Total December 2020	Total Value of Proposed Works	Average Proposed Floor Area (m2)	Total December 2019	YTD
New building or structure	157	$23,885,190	146	92	1,568
Change of building classification	0			0	10
Demolition	10	$531,346	N/A	1	45
Repairs, alterations, additions	37	$20,730,904	186	24	388
Swimming pool and/or pool fence	17	$1,951,613	N/A	11	187
Relocation or removal	1	$5,000	0	0	14
Totals	**222**	**$47,104,054**	**330**	**128**	**2,212**