

ANNUAL REPORT 2022-2023



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WELCOME

Welcome to Mackay Regional Council's Annual Report 2022-2023. It is a comprehensive summary of our performance from July 1, 2022, to June 30, 2023.

The Annual Report is guided by our Corporate Plan 2022-2027, which outlines key strategic issues and projects council will advocate for on behalf of the community. It provides a blueprint for our strategic direction and priorities and is an overview of our effectiveness in delivering for the community against the backdrop of that Corporate Plan. The report is a snapshot of our achievements, setbacks, opportunities, future direction and how we plan to tackle any new challenges together with a united and systematic approach. The Annual Report meets our statutory reporting requirements and informs all council stakeholders, including ratepayers, residents, businesses, media, all levels of government, community and interest groups, council staff and the wider general community. The report is also part of our commitment to transparent performance reporting.

Mackay Regional Council acknowledges the traditional owners and custodians of the land in our region, and we pay respect to the Elders past, present and emerging.



Feedback

Please direct any feedback or suggestions about this annual report to our Corporate Communications and Marketing program on 1300 MACKAY (622 529) or email council@mackay.qld.gov.au.

Our purpose

Create opportunity to thrive

Our vision

To become the best region for liveability and livelihood

Strategic outcomes

- Looking outwards: Invest and work, live and visit and community and sustainability.
- Looking inwards: Financial strength and operational excellence.

This report is printed on 100 per cent recycled paper.

MACKAY



Gross Regional Product (GRP)

\$10.508 billion

Spread across a diverse economic base featuring health care and social assistance, retail trade, real estate, logistics and tourism



Key employment sectors:

8324 - Health care and social assistance

5662 - Retail trade

5006 - Construction

4471 - Education and training

3737 - Manufacturing



Total economic output of

\$22.261 billion

\$8.013 billion mining and manufacturing sectors supporting 7141 jobs.

One-third of region's economic output produced by mining and manufacturing sectors.



Tourism outputs of \$780.4 million and 4300 jobs (Source: Queensland Tourism Satellite Account (TSA) 2021-2022).



World leader in resource technology and innovation.



Area

7622km²

Five times the size of Brisbane City Council (1367km²), double the size of Townsville (3736km²) and larger than Cairns (4135km²) and the Sunshine Coast (2883km²) combined.



125,162

population estimate



54,582

people work in the region

MAYOR

Greg Williamson

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“THERE HAS BEEN PLENTY TO CELEBRATE WITH MAJOR PROJECT WORKS, SUCCESSFUL CAMPAIGNS AND WELL ATTENDED EVENTS. BUT IT’S THE ‘BUSINESS’ OF COUNCIL THAT MAKES ME VERY PROUD.”

The 2022-2023 financial year was huge for Mackay Regional Council. It was a very productive year where we made some great progress on many of this council’s landmark projects and delivered some fantastic events.

Operationally, it was a year of renewed strategic direction. We adopted a new Corporate Plan (2022-2027) and appointed a new CEO – Scott Owen – in November 2022. Our Corporate Plan is framed around a vision “to become the best region in Australia for liveability and livelihood”. To deliver that vision, the plan is built on five key pillars: invest and work, live and visit, community and environment, financial strength and operational excellence.

The pages of this Annual Report tell the story of how we are working towards that vision.

During this financial year we have celebrated some momentous milestones with our landmark projects. The Waterfront PDA and the Pioneer Valley Mountain Bike Trails Project are the standouts.

It was tremendous to unveil the newly redeveloped River Wharves public realm area between Paxton’s Warehouse and Mackay Fish Market in December 2022.

The events being held in this space so far are exactly what the vision wanted to achieve – to reconnect our people with one of the only blue water rivers in the state. It was also sensational to be able to turn the sod on stage one of the Pioneer Valley Mountain Bike Trails at Finch Hatton on June 12. The mountain bike project will be transformative for our valley and for the region’s tourism industry.

Another project we are very proud of is the opening of our new Animal Management Centre. This new multi-million-dollar facility is three times the size of the old pound it replaces and is designed to improve the conditions for dogs and cats as well as for our staff and volunteers who care for them.

Socially, 2022-2023 has been a year of great events and renewed attendance, thanks to the removal of COVID restrictions. It was great to have the Sports Expo and Sign-on Day back at the MECC after a couple of years of online-only content. Thousands of families came through the doors and there was a feeling of finally being back to pre-COVID normalcy. Our other community events also recorded excellent attendance numbers, with Wisely Wine and Food Day being the biggest at almost 23,000.

There has been plenty to celebrate with major project works, successful campaigns and well attended events. But it’s the “business” of council that makes me very proud. Every day our 1100 staff deliver outstanding service to our region. Here’s a small sample of what our people did in the last 12 months:

- Our Civil Operations teams maintained 2454km of roads.
- Our Shared Services team received and processed 43,610 customer requests.
- Our Vector Control teams treated 3903ha for mosquitos.
- Our Nurseries team grew more than 45,000 native plants.
- Our Water laboratory team conducted more than 350,000 individual tests.

That’s just a fraction of the work and effort that has been put into this region by council staff in 2022-2023. When you consider how hard it has been finding enough people to fill our vacancies – like most businesses in the state – it makes the service delivery achieved by our staff very impressive.

The ratepayers of our region can be assured that the elected body, the CEO, directors and staff of council are actively working to deliver our vision to be the best region in Australia to live and work in.

CEO

Scott Owen

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“MY PERSONAL GOALS IN LOCAL GOVERNMENT ARE BUILT AROUND SIMPLIFYING OPERATIONS AND REMOVING RED TAPE TO DELIVER THE RATEPAYER AND THE COMMUNITY A GREAT COUNCIL EXPERIENCE.”

Since being appointed to the role of CEO in November 2022, I’ve been fortunate to meet the passionate group of individuals working behind the scenes to deliver council’s core services to the community. I’ve seen firsthand their commitment to delivering the best customer service possible to their clients.

The 2022-2023 Annual Report is an excellent snapshot of what our staff achieved over the last 12 months. Some of the highlights include turning the first sod at our world-class Pioneer Valley Mountain Bike Trails, starting construction on the eagerly anticipated Seaforth Esplanade Redevelopment, and unveiling the new River Wharves public realm space, which is an excellent first step in unlocking the full potential of our beautiful Pioneer River.

One of the key strategic projects I’ve been personally working on over the last seven months is the development of a new organisational structure that will shape the direction of council into the future. I’ve used my own experience, coupled with employee and customer feedback, to develop a plan to realign the organisation so that it has a focus on business improvement, change management and the overall customer experience.

The changes we are making will ensure that every employee feels empowered to take ownership of their work, be accountable for their actions and exhibit leadership at all levels. It will also position us as an organisation to be simpler, faster and more transparent with our community and stakeholders. The realignment has two phases; the realignment of the executive and senior leadership roles to ensure end-to-end flow of accountability and a review and realignment of processes and procedures.

The structure includes the establishment of a new Organisational Capability and Risk directorate, which will focus on capturing business needs and changing the way council operates to move forward. Another key change is the merging of two current directorates – Engineering and Commercial Infrastructure and Capital Works – to Infrastructure and Operations to provide clear strategic direction and a focus on the whole asset life cycle.

I’m excited about the possibilities that lie ahead. I envision a council that is more agile, responsive and innovative. I hope to see us set new benchmarks in service delivery and community engagement whilst supporting our most important asset – our people.

GET TO KNOW OUR CEO

CEO Scott Owen is a passionate, enthusiastic and innovative leader, who brings significant senior executive experience to Mackay Regional Council.

Before joining council, he had more than five years of local government experience in a number of senior executive roles, including with the largest council in Australia – Brisbane City Council, which prior to leaving he was managing a team of 2000 staff with a budget of more than \$900 million. A continual focus point of his has been around continuous improvement and simplifying council operations to enhance the customer and community experience. He has also led significant organisational transformation.

Hailing from Birmingham in the United Kingdom, he credits his 10 years in the British Armed Forces as making him the person he is today, and two operational tours in the Afghanistan conflict for grounding his desire to make life better for people where he can.

Mr Owen holds a postgraduate diploma in strategic leadership, as well as multiple leadership and business administration qualifications.

COUNCILLORS



MAYOR GREG WILLIAMSON MACKAY REGIONAL COUNCIL

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Mayor Greg Williamson has an undeniable enthusiasm for the region he's always called home. Whether it be inspiring local sporting teams at their season launch or telling anyone who will listen that the Mackay region is the best place in the world to live, he speaks with unbridled passion when it comes to Mackay.

A fifth generation local, Mayor Williamson was re-elected unopposed at the 2020 local government elections. Prior to that he'd returned to the mayoralty in 2016, having previously been Mayor of the then Mackay City Council from 1991 to 1994 before amalgamation with the former Pioneer Shire Council. Following that first stint in the top job in the early 90s, he gained vast management experience in large businesses and brought that skillset back to the mayoralty.

Mayor Williamson has a long history of service to the community, ranging from Rotary to the then Small Business Association and Mackay Tourism and more than 35 years of service with the Australian Air Force Cadets.

Mayor Williamson has also been at the helm of the Local Disaster Management Group as chair during Cyclone Debbie in 2017, the bushfires in 2018 and the Coronavirus pandemic in 2020.



DEPUTY MAYOR KAREN MAY

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Cr Karen May's vast local government experience, which totals more than 19 years, holds her in good stead for her role as Deputy Mayor. She was a councillor, deputy mayor and mayor of the former Sarina Shire Council. As mayor, she led Sarina through amalgamation with Mackay City and Mirani Shire councils in 2008.

Cr May is a member of council's Heritage Reference Group, Sustainability Advisory committee, Sarina Field of Dreams Advisory Committee and Regional Arts Development Fund. She also represents council on the Regional Development Australia Greater Whitsunday committee and Chairs the Greater Whitsunday Community Committee. Cr May is passionate about our social infrastructure, community infrastructure and asset management. She also represents council on the Sarina Landcare Group, Mackay Regional Housing Company, North Queensland Bulk Ports Community Reference Group for the Port of Hay Point, as well as the Dalrymple Bay Coal Terminal Engagement Group. She acts as Chair, on a voluntary basis, for the Community Bank Sarina and the Mackay Women's Service.

Cr May has more than 26 years experience as a small business owner and is an advocate for issues facing regional Queensland. She played a leading role in the recovery from Cyclone Debbie and the region's bushfires. Cr May is the current Chair of council's Human and Social Recovery group and, as Deputy Mayor, she is a key support for the Mayor on the Local Disaster Management Group.



CR MARTIN BELLA

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Cr Martin Bella is serving his second term on council, having been re-elected in 2020. During his first term from 2016-2020, he earned a reputation for being straight-talking and a strong voice for rural landholders. He is especially a key advocate for residents in the southern part of our region, including Sarina, Sarina Range and Koumala.

After being heavily involved in recovery in that southern region post Cyclone Debbie in 2017, he again helped lead residents in those areas during an unprecedented bushfire crisis in November 2018 and through the subsequent recovery. A former Queensland State of Origin and Australian representative in rugby league, he's tackled his role as a councillor with plenty of passion. His expertise in sugar and beef provides council with a good insight into these industries.

Cr Bella is a member of council's Water and Waste and Transport and Drainage advisory boards and the Audit Committee. He also represents council on the Whitsunday Regional Roads Group and the Northern Alliance of Councils. Cr Bella's career has included a vast range of roles, such as cane farming, grazier, mining, retail agricultural sales, construction and maintenance, sales, hospitality and transport and freight. He is a qualified physiotherapist and has owned and operated his own practice in Anzac Street, Sarina.



CR LAURENCE BONAVENTURA

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Cr Laurence Bonaventura, who is serving his third term on council, has plenty of experience and knowledge when it comes to our waste facilities and initiatives. During his first term in 2012-16, he held the Waste, Health and Regulatory Services portfolio. Waste, including facilities, projects and initiatives, remained an area of interest for him during the 2016-2020 term.

Cr Bonaventura is a member of the Water and Waste and Transport advisory boards, as well as the Traffic and Regulated Parking Advisory Committee. He's the chair of council's Community Grants Advisory and Sports Expo and Sign-on Day working group and member of the Mackay Waterfront PDA Strategic Advisory committee. He represents council on the North Queensland Sports Foundation, Road Accident Action Group (RAAG) and the Rural Safety Working Group. Cr Bonaventura's rural experience is wide ranging. Raised at Habana and still a resident there today, his entire working life before local government had been in sugar cane farming, earthmoving and construction.

Cr Bonaventura also has an extensive history of involvement in the community, ranging from Habana and District Progress Association to St Vincent de Paul. He has a passion for bringing people together and rallying behind worthy causes.



CR JUSTIN ENGLERT

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Cr Justin Englert, serving his second term on council, has a passion for the regional economy, including tourism. He's council's representative on the Mackay Tourism board and is also a representative on the Mountain Bike Alliance. During his first term in 2016-2020, he was a key advocate for a mountain biking project planned for the Pioneer Valley.

Cr Englert is also a member of council's Invest Mackay Events and Conferences Attraction Program Advisory Committee and represents council on Crimestoppers. Before becoming a councillor, he had a thorough understanding of the workings of council, having previously been local controller for the State Emergency Service (SES). That experience is valuable in his position on the Mackay Local Disaster Management Group. He's also completing an Advanced Diploma of Public Safety (Emergency Management).

Cr Englert holds three trade qualifications, including industrial protective coatings, avionics fitter with the Royal Australian Air Force and electrician. Much of his community involvement has been through the SES as a volunteer trainer and responder, co-founder and facilitator of the PCYC Emergency Service Cadets in Mackay and co-founder of the SES Association of Queensland.

COUNCILLOR PROFILES



CR MICHELLE GREEN

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Michelle Green has a life-long proclivity for challenging the status quo and advocating for diverse leadership. She was raised in Mackay's Northern Beaches and has returned to the region to raise her children.

Michelle's natural curiosity and ability to embrace change has earned her the opportunity to have a diverse career path. A former exercise physiologist; access, inclusion, and wellbeing is a strong focus when making decisions for her community. Cr Green has extensive experience in the mining sector and is a past recipient of the Operator of the Year in the Queensland Women in Mining Awards. She is a big picture thinker, motivated to cultivate social and economic co-development and embrace emerging industries to enable our communities to thrive.

Cr Green is energised when closely engaging with her community whether it be on individual issues or large projects. She chairs the Sports and Recreation Advisory Committee and is deputy chair of the Mountain Bike Alliance and Northern Beaches Community Hub Reference Group, along with involvement on the RADF Committee, Sustainability and Environment Committee, Invest Mackay Committee, GWCoM Suicide Prevention Taskforce and the GWCoM 2032 Olympics Taskforce.



CR BELINDA HASSAN

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This is Cr Belinda Hassan's first term on local government. She is a fifth-generation Mackay region local with a proven passion for supporting the community through both her professional work and volunteer efforts.

The former manager of Mackay Funerals and Sarina Funerals is also committed to several community organisations, including Zonta Club of Mackay, Mackay Women's Services, and CrimeStoppers Mackay, and is the Treasurer / Secretary of Sarina Lions Club, Secretary of the Rotary Club of Mackay Corporate, and previous volunteer member of Cancer Council Queensland, Mackay Region Suicide Prevention Network and Road Accident Action Group (RAAG). A top priority for Cr Hassan is for all residents to have access to activities and events that promote healthy and active lifestyles including sporting, recreational and outdoor activities.

Cr Hassan sits on the Sport and Recreation Advisory Committee and the Sports Expo and Sign-on Day working group. She is Chair of the Recreational Fishing Strategy Steering Group, and a member of the Mountain Bike Alliance and Local Authority Waste Management Advocacy Committee (LAWMAC). She's also council's representative on the Reef Catchments Board and St Vincent De Paul Housing Committee, as well as the Mayor's DV Taskforce.



CR ALISON JONES

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Cr Alison Jones has lived in the Mackay region for the past 40 years and is serving her third term on council. She has had a diverse professional career, including plant operator, stevedore, and meat works supervisor. She has also driven trucks at the mines and managed a drug and alcohol testing company.

Post 2016, Cr Jones spent time working in the NDIS sector, advocating for people with disabilities. She has more than 32 years of volunteer experience, including executive positions with not-for-profit organisations associated with the NDIS and homelessness, as well as the Indigenous, recreational fishing, and environmental sectors. As part of her current term, she holds roles across several committees within council, including Community Grants, Local Buying Foundation, Sports Expo working group and the Sustainability Advisory Committee. Council projects she is most proud of include Bluewater Lagoon, redevelopment of the Lamberts Beach Lookout and Seagull Street Boat Ramp. She has also been involved in advocating for the Pioneer Valley Rail Trail, which is currently under construction. Cr Jones is passionate about supporting people of all abilities, our indigenous community members, including the indigenous business community, and has provided first-hand support advocating for the homeless in our region, including the Mackay Sleep Bus project.



CR FRAN MANN

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Cr Fran Mann is a second-term councillor with a passion for the region's heritage and history, and is the chair of the Heritage Reference Group, as well as a council representative on the Combined Museums Committee.

Cr Mann is the Chair of the Regional Arts Development Fund Assessment Committee and is a strong advocate for local artists and the arts in general and the role art plays in supporting stronger and more resilient communities. She serves on boards and committees such as the Mackay Regional Housing Company, Pioneer Catchment and Landcare Group, Youth Information Referral Service (YIRS), Australian Local Government Women's Association Qld Branch Treasurer, Whitsunday Regional Roads and Transport Group and Sister Cities Mackay.

As a long-term resident, Cr Mann is a passionate advocate for all parts of our region, and prior to joining council as an employee, had experience in a diverse range of industries and held roles in retail and real estate. She actively participates and volunteers with many groups, including Secretary of Zonta Club of Mackay, athlete leader mentor and Secretary / Treasurer of Special Olympics Mackay and is a proud patron of the Trudy Crowley Foundation.



CR RUSSELL SEYMOUR

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Cr Russell Seymour, a builder by trade, is serving his first term on council. Born and raised in the Pioneer Valley, he's operated his building business in the region for more than 30 years. He decided he wanted a break from the building industry to focus on giving back to the community.

Cr Seymour entered council to be a voice of the people, especially rural communities, and has pledged to be a "plain speaker". He's keen to promote the region's tourism industry, advocate for our local building industry, improve our roads and revitalise the Mackay City Centre. Cr Seymour is a member of council's Community Grants Committee and the Sports Expo and Sign-on Day working group. He's also a council representative on the Roads Accident Action Group (RAAG). A director of Wests Leagues Club for the past 19 years, he was involved in the recent rebuild of the new bowls green at that Walkerston club.

He believes this is an example of the types of council and community partnership projects that can make huge differences throughout our region.



CR PAULINE TOWNSEND

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Cr Pauline Townsend, who is serving her first term on council, has strong connections with the business community and various local charity organisations. Much of her early career was in recruitment and case management of the long-term unemployed.

With experience in administration, training and development, sales and business development roles, team leadership, including working with the Chamber of Commerce and Industry Queensland, Cr Townsend made the progression to commence her own successful small business consulting firm over nine years before being elected in 2020. She's well-known through her years of volunteer and fundraising and is currently the Chairperson on the Board for the Trudy Crowley Foundation, a local not-for-profit organisation which provides support, education and services for cancer patients in the Mackay and Whitsunday communities.

Born and raised in Mackay, she has an extraordinary passion for her community. She is a council representative on the Visual Arts Advisory Committee, the Community Grants Advisory Committee and the Mayor's DV Taskforce. She's also a member of the Mountain Bike Alliance, the Mackay Waterfront Priority Development Area Strategic Advisory Committee, the Invest Mackay Event and Conference Attraction Program Advisory Committee and Sister Cities Mackay.

OUR STRUCTURE



EXECUTIVE OFFICE

- Governance and Safety

CHIEF EXECUTIVE OFFICER

LEGAL SERVICES

CAPITAL WORKS

- Contract Services
- Design Services
- Field Services
- Major Projects
- Portfolio Management

COMMUNITY AND CLIENT SERVICES

- Community Lifestyle
- Corporate Communications and Marketing
- Emergency Management
- Health and Regulatory Services
- MECC and Events

DEVELOPMENT SERVICES

- Development Planning and Engineering
- Economic Development and Tourism
- Mackay City and Waterfront
- Parks and Environment
- Strategic Planning

ENGINEERING AND COMMERCIAL INFRASTRUCTURE

- Asset Management
- Civil Operations
- Transport and Drainage Infrastructure Planning
- Water and Waste Services

ORGANISATIONAL SERVICES

- Financial Services
- Information Services
- People and Culture
- Procurement and Plant
- Property Services
- Shared Services

OUR PLAN 2022-2027



Council adopted a new Corporate Plan in 2022 that provides an exciting blueprint for the region over the next five years.

The Mayor and councillors' Corporate Plan 2022-2027 is a major overhaul of the previous plan and was developed through consultation with senior leadership, staff and the community.

The Corporate Plan drives and coordinates all strategic document policies and forms the basis of strategic decision-making.

The plan includes key projects already under way, such as the Mackay Waterfront Priority Development Area, Pioneer Valley Mountain Bike Trails and the Northern Beaches Community Hub.

The plan also outlines key strategic issues or projects that council will advocate for on behalf of the community through five pillars.

Of the five pillars, the following three are outward facing:

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

The final two pillars are inward facing:

- Financial strength
- Operational excellence

As documented in the plan, council's purpose is to "create opportunity to thrive" with a vision that is "to become the best region for liveability and livelihood."

We monitor our progress towards achieving the objectives of the Corporate Plan through the Operational Plan, which is prepared annually and reported on quarterly.

THE YEAR IN REVIEW 2022



JULY

- Council renewed its partnership with the Gold Coast Suns until 2026.
- Wisely Wine and Food Day was held at Queens Park with about 23,000 attendees rocking out to local and interstate acts, such as the Choirboys.
- Despite starting July with a little bit of rain, the 2022 Festival delivered a jam-packed 30-day program hosting a record number of 27 events throughout the Mackay region.



AUGUST

- About 500 book lovers attended the Mackay Regional Council Libraries Picnic in the Garden Book Week event.
- Local contractor Vassallo Constructions were awarded the tender to complete the highly anticipated Seaforth Esplanade project, worth \$8.6 million.
- The Mackay Disability Expo on August 12 attracted more than 1000 people and 63 stallholders to the new Mackay Showgrounds location.
- Council began a detailed signage audit of all council owned locality/suburb signs in the Mackay region, which included more than 100 signs.



SEPTEMBER

- More than three tonnes of rubbish was collected across 11 sites by 97 volunteers during the Clean Up Mackay Region campaign.
- Council's Animal Management Centre opened its doors, with 42 dog enclosures and 22 cat condos.
- Hundreds of orchids were on display at the annual Orchid Extravaganza in Queens Park.
- Brewers Park Development group formed in Sarina.
- More than 30 artisans brought the Mackay Civic Precinct to life on September 11 for the Rock Paper Scissors Art and Design Market.



OCTOBER

- Council launched the new Ride Mackay web platform, designed to be the ultimate guide for active transport in our region.
- The Mackay Seniors Expo was held on October 11, with 70 exhibitors and 2000 residents on hand.
- Global Grooves returned to Queens Park on October 22 and showcased the cultures of more than a dozen proud local multicultural communities to a crowd of about 6500.
- Council announced eight new positions as part of its 2023 Apprentice and Trainee Intake.



NOVEMBER

- The signature Sugar Shed Rum was awarded silver at the Australian Rum Awards.
- Council joined with Isaac and Whitsunday councils to launch the "Let's get it right!" recycling campaign.
- DMR Leisure Pty Ltd was awarded the management of Memorial Swim Centre for 2023.
- Council's annual Cyclone Saturday event was held at Caneland Central, with 500 info packs handed out.
- Council began the Mackay Coast Our Future study to prepare for the future effects of climate change.
- Work began on the Northern Beaches Community Hub site.
- The Fifth Lane rejuvenation won the Great Place category at the 2022 Awards for Planning Excellence.



DECEMBER

- Council adopted a new Mackay Urban Greening Strategy.
- The \$2 million Koumala Water Treatment Plant was completed on December 1.
- The Good Access Equals Good Business guide was launched to help businesses become more accessible.
- SpongeBob SquarePants, and his friend Patrick, performed at council's New Year's Eve River Party.
- Council called for tenders to rejuvenate 8 River Street, formerly Maria's Donkey, as part of council's Mackay Waterfront redevelopment.



JANUARY

- Council approved a development application for stage one of the Pioneer Valley Mountain Bike Trails project.
- The 2023 Australia Day Awards saw 172 nominations and Police District Crime Prevention Coordinator Sergeant Nigel Dalton was awarded the Citizen of the Year.



FEBRUARY

- A new public art exhibition program, titled Blueprint, launched at Foodspace Café to showcase young and emerging talent from our region.
- The JET Maintenance Services Sports Expo and Sign-on Day was held in the MECC with more than 100 interactive sport and recreation booths and more the 5000 attendees.
- Council's Youth Development team, the MECC and The Push delivered "Firecracker" workshops that focused on upskilling young people to run events in our region.
- Council signed a five-year naming rights sponsorship agreement for the Mackay Festival of Arts' "Wisely" Wine and Food Day with Wisely Group.



MARCH

- The "Be a Legendary Neighbour" campaign, which builds community connectivity, provided 30 families with Legendary Neighbour boxes.
- Council adopted changes to switch to monthly council meetings as part of a strategic focus on becoming more streamlined and efficient.
- Council completed upgrades to Mirani reservoir and began work upgrading Marian No.1 reservoir.
- The YOL1000 report (Youth Out Loud), which is the culmination of 1000 conversations with local youth, was launched.
- Council signed up for and encouraged the region's residents to take part in the 2023 Australian Liveability Census.



APRIL

- The 2023 Mackay Festival of Arts program dropped on Friday, April 21, with more than 30 events.
- A Community Attitude Survey began with an aim of checking on the goals of our Corporate Plan.
- The Mackay Anzac Day parade assembly point moved to Caneland Central to accommodate about 6000 marchers.
- A new round of City Safety grants (up to \$3000) was opened for the Mackay City and Waterfront area.
- Karen Jacobsen and the MECC teamed up to deliver Misogyny Opus.
- Council awarded a tender for resurfacing works at the Bluewater Lagoon to Aquatic Project Solutions.
- Three contracts, worth a total of more than \$6.25 million, were awarded for the Pioneer Valley Mountain Bike Trails project.



MAY

- The 2023 Mayor's Charity Ball brought a slice of Cuba to Mackay.
- The Mackay Volunteer Expo had 52 stall holders and more than 1200 community members.
- Artspace Mackay and Mackay Regional Botanic Gardens celebrated their 20th birthdays.
- Red Dog Brewery was selected as the new licensee for the former Ashtart site at the Bluewater Quay.
- A tender was awarded for the \$2.44 million construction of the Pioneer River Floating Pontoon.
- A tender was awarded for the \$3.75 million design and refurbishment of 8 River Street.
- Council resolved ownership of 30 habitat reef modules to assist Reef Catchments.



JUNE

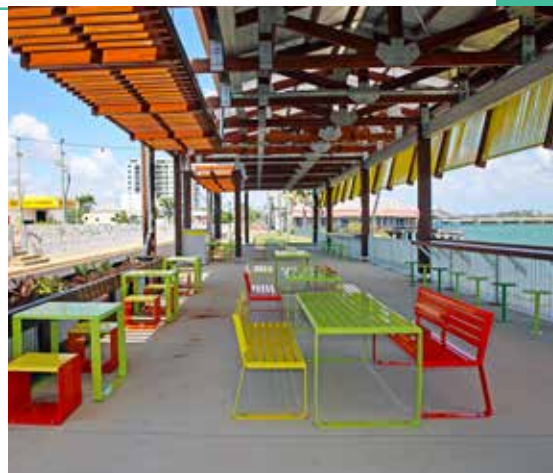
- Beam's e-scooter 12-month trial was extended for another year.
- The award-winning Sarina Sugar Shed shook up their product range with the release of a new cocktail book.
- Council's Mackay Show display had one of the sweetest displays in the event's history, with the Sarina Sugar Shed as the centrepiece for the first time.

OUR PROJECTS

MACKAY WATERFRONT PRIORITY DEVELOPMENT AREA (PDA)

This project identified significant opportunities to unlock the full potential of the pristine waterfronts along the Pioneer River and Binnington Esplanade. It also promotes the City Centre as a key business hub. In December 2022, council unveiled the redeveloped River Wharves public realm area between Paxton's Warehouse and Mackay Fish Market. The project has transformed the area into a popular meeting spot and event space overlooking the Pioneer River.

In May 2023, council approved two tenders for the project's next stage. SMC Marine Pty Ltd was awarded the tender for the \$2.44 million construction of the Pioneer River Floating Pontoon at Bluewater Quay while Woollam Constructions successfully tendered for the \$3.75 million design and refurbishment of 8 River Street. These projects will mark the third major milestone in the Mackay Waterfront PDA – the first being the Queens Park redevelopment, followed by the construction of the new River Wharves area. The pontoon will promote access for recreational vessels, river cruises, barbecue boats and jet skis, while the building remediation involves a full structural refreshment with the aim of refurbishing the building as a food and beverage facility. Works have commenced on 8 River Street and works are expected to be complete on the pontoon by the end of December 2023, weather permitting. This project is jointly funded by the Australian Government's Building Better Regions Fund and Mackay Regional Council.



PIONEER VALLEY MOUNTAIN BIKE TRAILS PROJECT

This exciting project will feature a 95-kilometre network of mountain bike trails in the picturesque Pioneer Valley, spanning from Finch Hatton to Eungella. The international standard trails will navigate through the tropical rainforests of Eungella National Park and Crediton State Forest and will provide visitors with more than three days' worth of riding experiences. Both Eungella and Finch Hatton will act as trail towns. They will provide starting and finishing points for riders as well as essential services such as accommodation, food and eateries, shuttle services and supporting infrastructure.

In June 2023, the first sod was turned to mark the beginning of the stage one works. Mackay company J Mac Constructions is building the trailhead infrastructure, which includes the entry statement, picnic areas with shelters, amenity blocks, bike wash and open recreational space. Renowned trail builder, World Trail is constructing the stage one trail network in the spectacular mountain ranges of Finch Hatton. There will be 16 trails in total measuring 13.5 kilometres. This network will be Australia's largest cluster of airflow trails. Bike Tracks Australia is designing and constructing the pump track at the Finch Hatton Trailhead site. The design will include many exciting features and accommodate riders of all levels. Stage one is expected to be completed before Christmas, weather permitting.

NORTHERN BEACHES COMMUNITY HUB

The Northern Beaches Community Hub will be council's largest community infrastructure project in more than 20 years. It is planned to be delivered over three stages. Stage one will provide residents with access to a range of community facilities, including meeting rooms, a library and recreational and youth spaces, among other things. Subsequent stages are planned as future works, including the stage two aquatic centre and stage three is being set aside for future development.

In November 2022, council started civil works on a parcel of land opposite Mackay Northern Beaches State High School to make way for the Northern Beaches Community Hub. This included the construction of J4 Road, off Rosewood Drive and Eimeo Road, and associated earthworks. Once the civil works are completed, construction will begin on stage 1A, which has received \$6.5 million in funding from the Australian Government and a \$4.2 million contribution from council. Stage 1A will include a nature play area, a covered multipurpose court with line marking for various ball sports and a picnic area, among other things. Council is seeking further funding to complete stage one.



SEAFORTH ESPLANADE

One of the region's most popular leisure destinations is being redeveloped. A new recreation hub will be located directly in front of Seaforth's existing swimming enclosure. It features new playground facilities that will appeal to a wide range of ages and an all-abilities water play area will replace the old wading pool. Other features of this project include a coastal walk linking Elizabeth Street to Poinciana Street, new and improved amenities and a new barbecue and picnic area that will overlook the swimming enclosure and provide visitors with the opportunity to take in the scenery from sun lounges.

In August 2022, council awarded local contractor Vassallo Constructions the tender to complete the upgrades to Seaforth Esplanade. The cost of the project is valued at \$8.6 million and the official opening will be held on September 2, 2023. This project is proudly funded by the Queensland Government's Works for Queensland Program in association with Mackay Regional Council.

WOODLANDS DISTRICT PARK

Woodlands District Park is set to become a must-visit destination in the Beaconsfield/Andergrove area. The beautiful bushland will continue to be protected and remains a key feature of the new 21ha park. This expansive park has been created through the joining of several council-owned allotments, a park and open space reserves, including the 10ha Woodlands Reserve. The site contains open green spaces, remnant bushland and a picturesque lake. As the park is developed, it will boast an all-abilities playground, public amenities, shared pathways and family-friendly barbecue facilities and picnic shelters.

In May 2023, council finalised drainage and earthworks at the site. The next stage of this project is the construction of Woodlands Track, which is due to take place in 2023. It will involve the construction of a multipurpose active track, which is suitable for all ages and a range of wheeled devices, including bikes, scooters, skateboards and more. This project is proudly funded by the Queensland Government's Works for Queensland Program in association with Mackay Regional Council.

INVEST AND WORK



2973 roads maintained (2454.4km)

938 rural roads (1707.8km including 858km of unsealed roads)
2035 urban roads (746.6km)



405km of footpaths/shared pathways and cycle paths cleaned and maintained.

259 car park areas maintained.



302 bus shelters maintained.

29 boat ramps cleaned and maintained (12 owned by council and 17 owned by the Department of Transport and Main Roads).



220 bridge structures inspected and maintained including 40 pedestrian bridges.



3639 traffic management devices maintained including medians and calming devices.



3026 rural culverts and 909 urban culverts inspected and maintained.

34 river stations, one tidal station and 16 rain and repeater stations monitored and managed.

486 drainage assets maintained and mowed.

Council's local contracts spend within the Mackay region this financial year was \$189,296,667.30 (77.39 per cent of total spend), up from \$162,599,794 in 2021-2022.

FACILITATING DEVELOPMENT

Council approved concessions for five significant developments through our Facilitating Development in the Mackay Region Policy, delivering a combined economic output of over \$43 million and an estimated 95 construction jobs for the region. We also:

- 168** Approved 168 new residential lots.
- 187** Registered 187 new residential lots.
- 424** Released 424 lots on survey plans.
- 317** Received 317 development applications.
- 1465** Handled 1465 planning advice enquiries.

Mackay region's building approvals totalled \$595,539,000, including \$210,508,000 in residential approvals.



CITY SAFETY GRANT

These grants assist licensed venues and businesses to create safer public environments. Three grant applications were received, requesting a total grant value of \$6,981.50.

However, the combined total of all project costs, including the requested funding, equalled \$15,187.

MAKE YOUR PLACE GRANTS

These grants support projects and activities that connect the local community, and create places people want to go to or be in.

Applications opened from November 22, 2022, until January 18, 2023. In total, nine submissions were approved for \$39,977. However, the combined total of all the approved project costs, including the requested funding, equalled \$68,976. Events ranged from a Mackay River Wharves Festival run by Red Dog Brewery to fishing clinics run by Mudskippa.

MACKAY CITY CENTRE LAUNCHED CITY HEART FRIDAYS

On Friday, July 22, council launched its first City Centre Friday event. Music, dancing, eating, drinking, shopping and painting – take your pick – these events had something for everyone.

Council, through the Activate My Place Grants program, offered micro-grants of up to \$1000 to small businesses in the city precinct to hold these fun events. Over the 2022-23 financial year, 10 City Heart Friday events were held.

EVENTS

31 Events and Conferences were approved for funding support through our Invest Mackay Events and Conferences Attraction Program. These will inject an estimated \$28.1 million into the local economy.

COUNCIL SIGNS WITH SUNS

Council announced on July 27 that it had renewed its partnership with the Gold Coast Suns until 2026.

Since the partnership began in 2019, the Mackay region has hosted three AFLW matches and many youth development opportunities. The Suns currently have four players from our region – Lauren Bella, Alana Gee, Kaylee Kimber and Wallis Randell. The partnership has allowed council to generate exclusive national brand exposure through signage and branding across both AFL and AFLW.

MACKAY REGION DEVELOPS RV STRATEGY

Council released an online survey to help identify and prioritise key actions that will enable the Mackay region to increase its appeal to the growing recreational vehicle (RV) market.

The camping and caravanning market has a significant role to play in the region's tourism product with outdoor recreation opportunities like camping, fishing, cycling and other related activities experiencing substantial growth annually.

DEVELOPMENT POLICY TO REMAIN IN PLACE

In April 2023, councillors voted that a revised policy that provides incentives to encourage development in the Mackay region would remain in place for at least another 12 months.

The amended policy aims to promote the development of different housing types, like dual occupancy and multi-dwelling developments, contributing to a diversity of housing options and a greater choice for the community. The Facilitating Development in the Mackay Region Policy has been in place since late 2014 and is reviewed and amended annually.



INFRASTRUCTURE AND TRANSPORT

Capital works remains a key focus for council in 2022-2023, with \$109 million delivered. Of the \$109 million spent, 21 contracts, totalling \$34,261,590.79, were finalised and approved during the 2022-2023 financial year. Of these, 14 contracts totalling \$28,134,647 were awarded to local businesses. The largest contracts awarded included:

Project	Contractor	Amount
Bus stop upgrades	Seaforth Civil	\$2,028,061
Woodlands District Park – Stage 1	Vassallo Constructions Pty Ltd	\$1,989,826
Pioneer River Levee – Valetta Gardens to Kay Court	Vassallo Constructions Pty Ltd	\$6,132,535
Pioneer Valley Mountain Bike Trailhead	J. Mac Constructions Pty Ltd	\$3,851,929

LOCAL COMPANY AWARDED \$6 MILLION LEEVE CONTRACT

Vassallo Constructions Pty Ltd. was awarded a \$6.13 million tender for construction of a levee wall to complete the missing link on the northern bank of the Pioneer River.

The reinforced concrete blockwork and earth levee and associated works, such as culverts and drainage, is being built between Valetta Gardens and Kay Court. The project received grant funding from the Australian Government. As part of that funding agreement, construction must be completed by the end of June 2024.

NEW ANIMAL MANAGEMENT CENTRE OPENED ITS DOORS

The Mackay Animal Management Centre opened on September 30, 2022. The new facility will ensure council continues to meet the needs of the community into the future.

It is three times the size of the existing Animal Management Centre and the upgrades have brought the facility into line with current standards. The facility features 42 dog enclosures (increased from 18) and 22 cat condos (increased from nine cat cages).

WIDESPREAD COUNCIL CIVIL WORKS PROJECTS DELIVERED

Many significant civil construction projects were undertaken across the Mackay region.

Projects included:

- Koumala Water Supply Project
- Marian one and Mirani three reservoir refurbishment
- City Centre footpath upgrades
- Pioneer River stages one and two north bank shared paths
- Cluster housing footpaths, Mackay City and Beaconsfield
- Webberley St, West Mackay, shared path
- Owens Creek Loop Rd, Owens Creek, culvert replacements
- Gorge and Boulder Rd, Finch Hatton, last causeway upgrade
- Pioneer St and Glenella Road rehabilitation
- Marwood Sunnyside Rd, Balberra, shoulder widening
- Creek St and Lorne Rd, Walkerston, shoulder widening
- Canberra St, North Mackay and Evans Ave, Seaforth, bank protection works
- Peak Downs Hwy, Alexandria, water main renewal
- Kelsey Creek Water Treatment Facility upgrades.



LIVE AND VISIT



Approved funding from \$400 to \$1000 for 13 Australia Day celebrations by local not-for-profit groups with more than 2900 people attending.

Welcomed 306 new Australian citizens at four ceremonies.



Artspace Mackay showcased 20 exhibitions, had 30,406 people visit and had 11,503 participate in public programs.

Attracted 58,065 attendees to Festival of Arts events.



Overall attendance for the MECC was 97,709 with an annual satisfaction rating of 95 per cent.

Libraries processed 919,958 loans, including 239,471 digital loans, to 52,276 members.



Libraries delivered 1880 programs and 152 outreach events across the region, which were attended by more than 58,225 attendees.

194,037 trips were taken on Beam scooters.



The Sarina Sugar Shed Dinner with the Distiller event with Flackyard Dining sold out in five hours.

The Sarina Sugar Shed won a Gold Award for Most Outstanding Contribution by a Volunteer Group at the Mackay Isaac Tourism Awards.



The total attendance for the region's aquatic facilities was 415,563 (up from 339,412 in 2021-2022).

SARINA SUGAR SHED

Sarina Sugar Shed performed strongly during the 2022-2023 financial year, with substantial growth in several areas:

- Unpaid visitation was up by 51 per cent, increasing from 29,055 to 43,780.
- Online sales were up 143 per cent, from \$35,564 to \$86,351.
- Total ticketed revenue was up 54 per cent and the café also achieved a 59 per cent revenue increase.

The increase in visitation can be attributed to additional marketing campaigns to raise the facility's profile. Also, a focus on collaborations and partnerships has helped lift ticketed event revenue. Collaborations with local suppliers and businesses included Kokoloko Chocolates, Flackyard Dining, Bottletops and Brushes, One Hungry Mumma, Azure glass (cocktail kits) and Mingle Events (shopping tours).

New product releases, including Banana Caramel Schnapps, the launch of a new cocktail recipe book and an aromatic bitters range has helped to ensure sales remain strong.

The sugar shed's new rum distillery tour commenced in June 2022 and has helped attract visitors back to the facility. Ticketed events accounted for eight per cent of all ticketed revenue in 2022, which represents a 700 per cent increase.



Other achievements included:



The product inventory growing to 255 active merchandise and reseller products (excludes in-house products), resulting in an increase of 28 per cent in retail revenue for 2022.



Customer EDM database subscription grown by 81 per cent.



A special limited release of cask strength five-year barrel-aged rum sold out in two weeks.



The cocktail master class sessions were attended by 128 people (300 per cent increase).

A Cocktail Book Launch Party event in June 2023 for 80 people.

The menu being developed to include new menu items that focus on local produce complemented with Sarina Sugar Shed productions items.

The sugar shed also won:

- Australian Rum Awards 2022 - Silver
- Top Tourist Guide Award: Betty Burrows, top three finalists
- Mackay Isaac Tourism Gold Awards:
 - Excellence in Food Tourism
 - Most Outstanding Contribution by a Volunteer Group
- Best of Queensland with TEQ for Attraction, Cafe and Tours. Attraction rated at 94.6 per cent (6.88 per cent higher than Queensland average).





MECC DELIVERS STRONG PERFORMANCE

The Mackay Entertainment and Convention Centre (MECC) was a hive of activity this year. The team sold 70,410 tickets (including 2182 outside of the region); hosted 172 performances, catered 117 events and 2864 students were supported to visit the MECC by the Pathways to Performance program.

The team also delivered several state-of-the-art upgrades, including a number of technical production upgrades. These works played an integral role in securing future business events and live performances, with strong future bookings secured through until 2025. Overall attendance for the MECC (97,709) and BB Print Stadium (22,283) was 119,992, with an annual satisfaction rating of 95 per cent.

PATHWAYS TO PERFORMANCE PROGRAM

The program continues to assist schools in Mackay and surrounding districts.

For the financial year, \$11,508 of funding was allocated for 620 students, with a further 340 students attending the theatre as a “flow on” from the targeted relationship marketing established during this time. The combined ticketing income from these students contributed \$10,609 to the venue.

MACKAY FESTIVAL PROGRAM BREAKS EVENT RECORDS

Despite starting July with a little bit of rain, the 2022 Mackay Festival of Arts delivered a jam-packed 30-day program, hosting a record number of 27 events throughout the Mackay region.

There were exceptional local performers and major interstate highlights such as the Choirboys. All up, the festival attracted 58,065 attendees, including 1567 visitors from outside the region. In addition to this, the program included 463 performers, 19 local businesses, 53 food vendors and market stalls, as well as seven local school groups. The festival had a significant impact on the local economy, generating direct and incremental expenditure of \$351,187 attributable to the Mackay economy and \$126,453 attributable to the Queensland economy.

TENDERS AWARDED FOR TWO MAJOR AQUATIC FACILITIES

DMR Leisure Pty Ltd was awarded the management of Memorial Swim Centre for 2023, with the tender announced at a November 9 council meeting. The contract was for a five-year term with the option of two one-year extensions at council’s discretion.

Council also awarded a tender for resurfacing works at the Bluewater Lagoon to PWI Contracting Pty Ltd, trading as Aquatic Project Solutions, on April 12. Resurfacing works were carried out to all three Bluewater Lagoon pools during winter and will continue over the 2024 winter closure period.

LIBRARY SERVICES

There was continued strong support for our Libraries across the community, with about 264,027 visits by our residents over the year and 919,958 items borrowed. Mackay Libraries App saw an increase of 11.58 per cent in downloads with more than 1675 copies of the app downloaded.

Libraries saw an increase in loans of printed physical items by 45,911 since the previous year. The team believes this is due to customers feeling more comfortable coming into these spaces post-pandemic. Libraries continue to support community demand by maintaining collections, with 60 per cent of Libraries' physical library collection purchased during the last five years.

LIBRARIES LAUNCH EXCITING NEW COLLECTIONS

Libraries launched the Words for Wellbeing Collection, which is a great partnership with the Queensland Public Health Network, Isaac Regional Council and Whitsunday Regional Council. The service allows health professionals in our region to provide specialised resources to their patients from a curated collection of quality-assured resources endorsed by local health experts.

Libraries also launched a Seed Library Program where members can "borrow" seeds to sow, grow, save and share. Borrowers can then collect and return seeds from the plants once they grow.



LIBRARY FAST FACTS:

4701 - new members.
52,276 - active members.
20,865 - public computer bookings.
18,182 - hours of computer usage.

AQUATIC FACILITY ATTENDANCE:

Bluewater Lagoon
► 205,135
 Memorial Swim Centre
► 13,419
 Pioneer Swim Centre
► 66,770
 Sarina Swim Centre
► 27,317
 Mirani Swim Centre
► 17,900
 Mackay ARC
► 85,022
TOTAL: 415,563
 (up from 339,412)

ARTSPACE MACKAY TURNED 20

Artspace Mackay celebrated 20 years of amazing exhibitions, artist talks and art activities with a special pottery exhibition – Fire and Ash: Woodfire Pottery of Arthur and Carol Rosser.

Over those 20 years, the facility has welcomed more than 600,000 visitors and showcased 343 exhibitions.

BEAM SCOOTERS PROVE POPULAR

Council's 12-month trial of Beam scooters, which saw 300 e-scooters deployed in the region in June 2021, was extended until June 2024.

Over the 2022-23 financial year, 194,037 trips were taken on these scooters for a total of 37,372 hours ridden by 24,775 riders. These riders covered 423,878km.

COMMUNITY AND ENVIRONMENT



4183 people attended Active in Regions, Activate Mackay Region and Healthier Parents programs.



72 attendees from local clubs took part in the first Accessible Active Living Seminar on May 3, 2023, at the MECC.



More than 1200 people took part in Ride to Work, Ride to School and Walk Safely to School initiatives.

\$564,963 worth of Community Grants were awarded.



More than 5000 people visited council's Sports Expo and Sign-on Day which was back in the MECC for the first time since COVID-19 restrictions began.

Clubs Connect, an online one-stop-shop for information, guidance and support, now has 147 clubs and organisations registered.



The Mackay ARC hosted training camps for two high-performance swimming squads – St Andrews Sunshine Coast and QAS Brisbane Hub.

The Mackay Mayor's Charity Ball hit the milestone of more than \$1 million donated to local charities since the creation of the event.



About 15,000 museum items have been viewed with their condition, significance and location recorded as part of the Museum Rationalisation Project.

\$231,934 in RADF funding was awarded to support arts, cultural and heritage opportunities in our community.

COUNCILLORS OUT AND ABOUT

Councillors and senior management were out and about throughout our regional footprint as part of the Council in Community initiative.

A total of five days were held throughout the year.

2022	Area
September	Central

2023	Area
February	Central
March	Western
April	Southern
June	Central

MAYOR PUT THROUGH PRE-CHRISTMAS BOOT CAMP

With encouragement from members of Mackay's 122 Army Cadet Unit and SES volunteers, Mayor Williamson was put through his paces at the Komiatum Barracks in Shakespeare Street.

He and members of the cadets and SES tackled an obstacle course for the annual Mayor's Christmas video.



LOCAL HEROES RECOGNISED AT AUSTRALIA DAY AWARDS

Nigel Dalton was named the 2023 Mackay Regional Council Citizen of the Year at the Australia Day Awards Gala for his work as our local Police District Crime Prevention Coordinator. Nigel's impact on the Mackay community has been immense. From teaching children road rules, teenagers how to stay safe online or at schoolies, or redirecting disengaged youth from reoffending, Nigel's work saves lives and makes our community a better place.

Also recognised on the night was 2023 Young Citizen of the Year Keira Brown. Keira is an active member and current coordinator of the Valley District Youth Council who volunteers countless hours to run events, fundraise and support her community.

The 2023 Lori Burgess Community Volunteer of the Year is Mackay Riding for the Disabled coach of 30 years Jody Burrows.

The other award winners were:

- Arts and Culture Award: Alison Richardson
- Environmental Achievement Award: Dr Judith Wake
- Community Group Award: Pioneer Valley Machinery Preservationists Society
- Senior Sports Award: Brenda Windsor
- Junior Sports Awards: Connor Parish

MAYOR'S BALL CRACKS \$1 MILLION

The Mackay Mayor's Charity Ball hit the milestone of more than \$1 million donated to local charities since the creation of the event.

The Ball was formerly organised by Sunrise Rotary Club of Mackay and raised about \$600,000 over 15 years before the reins were handed over to council, the MECC and a community committee. It has since raised about \$410,000, including about \$98,000 from the event held on Saturday, May 6.

The funds raised from the 2023 event were presented to Ronald McDonald House Charities (Mackay Family Room) and Australian Street Aid Project at a sponsor's morning tea on May 30 at the Jubilee Community Centre.

RAP ACTIONS REVIEWED

This year, council undertook a review of our Reconciliation Action Plan (RAP) actions as they relate to program areas. It was identified that many actions remain unmet, resulting in the need for council to consider future RAP commitments.

Council engaged with Reconciliation Australia, who facilitated a workshop with council staff and external stakeholders to better describe desired outcomes and actions while preparing the next version of council's Reconciliation Action Plan. Council's next RAP, the Innovate Reconciliation Plan (June 2023 to June 2025) is expected to be adopted next financial year.

Successful RAP actions 2022-2023

Artspace Mackay continued to build on its relationship with Indigenous communities and acquired the following Indigenous artworks for the Mackay Regional Council Art Collection:

- Tamika Grant-Iramu *Undulations* (2022)
- Dylan Mooney *Phaius australis-swamp orchid* (2022)
- Brian Robinson *Spring + Sprout II [working title]* (new artwork commission) (2022)



COUNCIL RELAUNCHED LEGENDARY NEIGHBOUR CAMPAIGN WITH A TWIST

Council put a new twist on the successful annual Neighbour Day campaign in 2023. Rather than reaching out to the community to recognise neighbours and neighbourhoods that are already tight-knit and generous, council's campaign focussed on helping those who didn't feel connected to their neighbourhoods.

The "Be a Legendary Neighbour" campaign provided 30 families with Legendary Neighbour boxes complete with everything they would need to host an introductory get-together with their neighbours. Council also hosted five Cuppa with your Neighbour events in regional locations to improve community connectivity.



NEW FITNESS PROGRAMS FOR PARENTS A SUCCESS

Our new Healthier Parents Program, which offered parents and guardians of young children a way to take time for themselves and focus upon their own health and wellbeing, was a success. The program started with 210 participants taking part in a six-week trial and then, due to popularity, continued for two further 10-week blocks with 309 participants.

Our Active in the Regions program delivered subsidised physical activities in the rural localities of Sarina, Pioneer Valley and Dows Creek, running from July 2022 to June 2023. All up, there were 1012 attendees. Activate Mackay Region, formerly Active in the City, delivered subsidised activity programs in the Mackay CBD, Blacks Beach and West Mackay, running from August 2022 to June 2023. All up, there were 2652 attendees.

NEW WEB PLATFORM IS ULTIMATE RIDING GUIDE

Council launched the new Ride Mackay web platform on October 19, designed to be the ultimate guide for active transport in our region.

The platform has video flythroughs of our trails and interactive maps to navigate the 250km of shared pathways in our region, as well as video guides on riding etiquette, safety and maintenance and updates on cycling-related projects.



ONE THOUSAND CONVERSATIONS CREATE MOMENTUM FOR CHANGE

Mayor Greg Williamson launched the YOL1000 report (Youth Out Loud) in March. The report is the result of one of the most extensive, targeted engagement projects ever undertaken locally. A youth sector stakeholder group set out to have conversations with 1000 youth, aged 10 to 21, over a number of years to find out how they feel about living in our region and what they would like to see change.

The report revealed that young people wanted more access to safe spaces to gather, outside the school and home environment, and entertainment options that are specifically for young people. The report will be used to develop exciting initiatives for youth in the community.

MACKAY ELECTS YOUTH COUNCIL

A partnership between council and the Foundation for Young Australians (FYA) brought the Young Mayors program and youth cabinet to our region.

All up, 1464 of Mackay's young people took to the polls in Australia's first democratically elected Youth Council election. The youth councillors were announced in May 2023 and are serving a 12-month term. They are delivering projects, campaigns and events based on a priority agenda.

The 12 members of the 2023 Mackay Youth Council are Bridget Wright (Young Mayor), Krystopher Gakowski (Deputy Mayor), Nate Ralph (Deputy Mayor), Caitlin Rourke, Deegan McCormack, Evelyn O'Brien, Henry Burrell, Lily Cheyne, Ojas Goti, Reuben Pulikkottil, Rory McPhail and Stephen Miranda.

CLUBS CONNECT EXPANDS

Community groups and not-for-profits were given access to Clubs Connect, an online one-stop-shop for information, guidance and support.

With its secure, club-specific digital vault for records and documents, educational webinars and comprehensive resources that cover every facet of managing a club, including committee structures and roles, the platform has been a run-away success. The platform now services 147 local clubs and organisations.

GOOD ACCESS IS GOOD BUSINESS

Mayor Greg Williamson launched the Good Access Equals Good Business guide at Caneland Central on December 8.

This guide was created to help businesses to identify areas where a small change can make a big difference to their customers, especially those with disability.



MUSEUM RATIONALISATION PROJECT

Council is currently undertaking a rationalisation project that will provide council with a comprehensive understanding of its museum collection. The project began with the collection currently housed at the Pioneer Valley Museum in Mirani and is now focused on the collection at Mackay Museum.

Through the efforts of the project team, about 15,000 items have been viewed, with their condition, significance and location recorded in the project database. Council and the project team were thankful to have a team of volunteers who supported the project. These volunteers were able to share their knowledge of the collection and the stories these items tell of our history.

REGIONAL ARTS DEVELOPMENT FUND (RADF)

This fund is a partnership between council and Arts Queensland that supports one-off, short-term projects that offer professional arts, cultural and heritage opportunities for our community. The total amount allocated to the RADF program for the financial year was \$231,934. Of that funding, council successfully secured \$100,000 from Arts Queensland.

Breakdown of RADF allocations	Amount
Allocation for community projects – three rounds at \$46,000 per round	\$138,500
Council-led initiatives	\$45,000
Green Arts round	\$33,434
Youth round	\$15,000

COMMUNITY GRANTS (2022-2023)

Funding included grants for small equipment (up to \$1500), community initiatives, programs, events and upgrades (up to \$7500) and minor infrastructure and assets (up to \$30,000).

Applications were accepted three times during the financial year and local not-for-profit organisations could apply for funding through the following four categories:

- Minor Asset Grant
- Minor Infrastructure Grant
- Community Grant
- Small Equipment.

Grants awarded for the year totalled \$564,963. Grants that awarded more than \$7000 to applicants are listed on the right.

Applicants	Project	Amount
Mackay and District Italian Association	Contribution towards the annual Italian Festival.	\$7500
Mackay Contract Bridge Club	Renovation of the disability and female clubhouse toilets to the required standard and purchase of transportable card tables.	\$7055
Mackay Art Society	Design and drafting for a staged plan for extensions and improved accessibility.	\$26,916
122 Army Cadet Unit	Purchase and equipping a twin-axle galvanised trailer for shared use amongst other cadet units.	\$10,242
Football Queensland	Purchase of an electric buggy for Mackay Football Park.	\$10,900
St Helen's Beach Progress Association	Purchase of a mobile toilet for events held at St Helens Beach and surrounds.	\$7350
Mackay and District BMX Club	Development of a Mackay Multisport Cycling Complex business case.	\$30,000
Western Suburbs Rugby League Football Club	Development of a master plan.	\$30,000
Mackay Rainbow Pride	Contribution towards the Mackay Rainbow Pride event.	\$7500
Mackay Woodturners Association	Contribution to solar panel system.	\$7500
Carinya Care Inc	Replacement of two cottage roofs that contain asbestos.	\$28,000
Sarina Pony Club Inc	Purchase of a tractor and slasher.	\$21,600
Safe Sleep Mackay	Purchase of a "sleep bus" to assist with the region's housing crisis.	\$30,000
Pioneer Potters	Purchase of a large front-loading electric kiln.	\$23,800
Pioneer Catchment Landcare	Purchase of a zero-turn mower, trailer and accessories.	\$15,000
Queensland PCYC Welfare Association	Roof replacement and maintenance from damage occurred during recent large rainfall event.	\$20,000
Souths Suburban Bowls Club Inc	Installation of large industrial fans over the covered green.	\$24,000
Mackay Zone 10 Pony Club	Contribution towards a super summer clinic.	\$7200
Mackay and District Pipe Band	Contribution towards the Mackay Bluewater Fling.	\$7500
Mackay PopCon	Contribution towards a Pop Culture Convention.	\$7500
Pioneer Swimming Club	Purchase of six bulk-head lane dividers and a drinks refrigerator.	\$18,000
Grasstree Beach Progress Association	Development, creation and installation of a public art mural along Grasstree Beach foreshore.	\$15,500
Sarina Western Performance and Equestrian Club	Purchase and delivery of portable, temporary PVC fencing.	\$18,000
Mackay and District Kart Club	Stage one repairs to the track – removal and replacement of two areas.	\$29,999
Pioneer Tennis	Improving storage capability and installation of a solar system.	\$18,265



Volunteers contributed 3285 hours at the Mackay Natural Environment Centre and Mackay Regional Botanic Gardens Nursery.



45,776 native plants were grown at the Mackay Natural Environment Centre.



2976 plants were also grown at the botanic gardens nursery for the botanic gardens and parks.



35,085 local native plants were sold (wholesale plant orders and click and collect).



6370 native plants given away as part of the Free Native Plant Program and 1482 native plants were given to schools, community groups and new citizens.



696 native plants went to council projects.

2143 plants were planted as part of National Tree Day along the Bluewater Trail and Woodlands Reserve by 153 students and 70 volunteers.

5233 people visited the Ken Burgess Orchid House at Queens Park, including 1266 during the Orchid Extravaganza.

1200 Everlasting Daisies were planted for Daisy Day.

220 events were held at the botanic gardens.

About 5000 people attended Carols in the Gardens.

A GREENER FUTURE ADOPTED

Council now has a plan to make Mackay cooler, greener and more connected. It's all part of council's new Mackay Urban Greening Strategy, which was adopted at an ordinary council meeting on December 7.

Urban greening is the process of strategically identifying ways to protect, plan and plant vegetation across urban areas. The strategy put a plan in place to increase vegetation coverage across the region over the next 20 years.

The strategy sets the following key targets:

- An average of 40 per cent tree canopy cover over pathways (up from 16.8 per cent in 2021).
- An average of 40 per cent tree canopy cover over public parks and open space network (up from 33.6 per cent in 2021).
- An annual net gain of public tree numbers, ensuring more trees are planted than removed.

MACKAY REGIONAL BOTANIC GARDENS CELEBRATED 20 YEARS

Mackay Regional Botanic Gardens celebrated its 20th birthday and held a Botanic Gardens Open Day on Saturday, May 27.

Costa Georgiadis, who is best known as the host of ABC's Gardening Australia, and landscape architect Lawrie Smith were special guests. To celebrate, 1000 Mt Blackwood Holly plants were also given away to attendees.

SOMETHING VERY FISHY IS GOING ON IN THE PIONEER RIVER

Underwater video monitoring surveys revealed the fish habitat reef modules in the Pioneer River were thriving.

An amazing 22 fish species were recorded using the new habitat reefs which were deployed in 2021 by council. All up, 45 habitat reef modules were deployed at the base of three easily accessible fishing platforms on Bridge Road, Brisbane Street and Carlyle Street.



EAST POINT VEHICLE ACCESS MAINTAINED

In July 2022, council worked proactively with the developer of the Dunes Estate development to maintain vehicle access to East Point while still allowing for the developer to revegetate the foreshore reserve.

While a section of the existing track was closed for environmental and safety reasons, access to the popular recreation and fishing area was maintained.

WORKSHOPS WILL TURN THE TIDE ON COASTAL HAZARDS

Environmental consultants Alluvium visited the region in February to showcase their wave tank to the community as part of the Mackay Coast Our Future program.

The wave tank simulates the ocean's movements to demonstrate how different combinations of coastal defences such as seawalls and groynes can affect the coastline in different wave and tide conditions. The workshops allowed residents to gain a better understanding of what coastal adaptation options would be most suitable in different locations in our region.

OPERATIONAL EXCELLENCE



Received 92,748 customer enquiries through 1300 MACKAY – 2737 more than last year.



There are 8356 registrations for customers to receive notices electronically for rates, water, animals, tradewaste and backflow through eNotices.



Received 4939 applications across the 575 jobs advertised.

The Health and Regulatory Services team received 7143 requests for service, with 79 per cent completed within the nominated timeframe.



Animal Management Centre achieved an impressive milestone of four years since a rehomingable cat was euthanised and six years for rehomingable dogs.

Council recorded 10,935 dog registrations.



Twelve food safety training sessions were held, with 146 people successfully trained from non-profit organisations, as well as food handlers for festivals and events.

We conducted 1520 safety interactions and 337 site safety inspections.



Council's Facebook audience grew 8.6 per cent to 38,145.

Council's LinkedIn audience grew 14.6 per cent (from 7881 to 9034).

Mackay Waterfront grew its website audience from 431 to 8573.

Performed 3976 hours of invasive plant pest management.

More than 1000 new people signed up for eNotices.

TOP FIVE CUSTOMER REQUEST TYPES

5675

Local laws - animals

4940

Waste bins

4534

Water

2455

Libraries

2024

Customer service

There were 55,564 customer requests received for the year.

E-PETITIONS NOW AVAILABLE ON WEBSITE

Council introduced a new e-Petition platform, meaning anyone wanting to petition council was now able to do so digitally.

The principal petitioner is now able to start the petition on council's website and then promote its availability to sign throughout the community. The platform ensures signatures meet the conditions for a petition to council.

COUNCIL LAUNCHED A COMPETITION TO PROMOTE ENOTICES

Council launched an incentive for residents to register for eNotices and go paper-free in February. \$1500 in Porters Mitre 10 gift cards were up for grabs as part of the campaign and everyone who registered for electronic notices during the period was eligible to win.

The campaign ran from February 16 to March 19, with more than 1000 people signing up online.



WEBSITES

Over the past year, web traffic trends in the Mackay region varied. Mackay Regional Council's website saw a modest increase of about 1.3 per cent, while the MECC experienced a decline of 16.2 per cent. Artspace Mackay and Mackay Regional Botanic Gardens had slight drops and the Sarina Sugar Shed gained moderate traction, with an increase of 14.6 per cent.

Other sites, including Connecting Mackay, Sarina Field of Dreams, Mackay Waterfront and Know Your Burb, showed fluctuating traffic, highlighting the need for adaptable online strategies to meet changing user preferences in this dynamic digital landscape.

Websites	2021-2022	2022-2023
Mackay Regional Council	742,848	752,764
MECC	249,360	208,002
Artspace Mackay	21,202	18,486
Botanic Gardens	19,000	18,911
Sarina Sugar Shed	31,140	35,636
Mackay City Centre	11,267	-
Sarina Field of Dreams	4693	5,442
Mackay Waterfront	431	8,573
Connecting Mackay	32,997	32,681
Know Your Burb	2425	3631

SOCIAL MEDIA

Council's presence on Facebook and Instagram exhibited remarkable growth, each surging by more than seven per cent. These two platforms emerged as frontrunners in terms of capturing audience attention and interaction. Correspondingly, all the council's social media channels demonstrated substantial expansion, apart from YouTube and Twitter, which experienced a decline compared to the previous year.

Social media	2021-2022	2022-2023	Growth
Twitter	2977	2966	-0.4%
Instagram	5554	5979	7.6%
YouTube	106,139 views	84,614 views	-19.5%
LinkedIn	7881	9034	14.6%
Facebook	35,125	38,145	8.6%

COUNCIL LIVE STREAM

Live stream recordings are accessible on council's website, YouTube, and Facebook, offering the public on-demand access. This year, views of council meetings dropped by 62.1 per cent on Facebook and 18.8 per cent on YouTube, underlining the need to consistently evaluate the platforms and methods employed to share council meetings, ensuring optimal accessibility and engagement for the public.

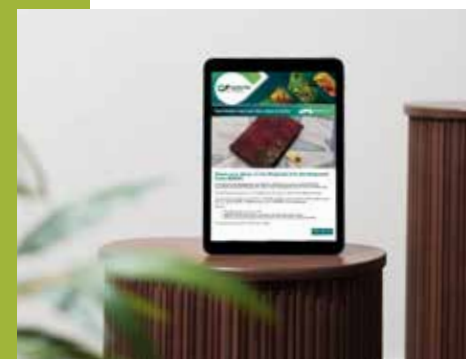
Council live stream	2021-2022	2022-2023	Growth
YouTube	2787	2263	-18.8%
Facebook	2142	811	-62.1%

ENEWSLETTERS

Over the course of the 2022-2023 financial year, our subscription base demonstrated a noteworthy increase of 4.1 per cent. It is worth highlighting the persistent robust growth of Mackay Regional Council Libraries' eNewsletter, which now boasts an extensive subscription base exceeding 19,000. This achievement underscores the effective outreach and engagement efforts employed by our libraries.

eNewsletters	2021-2022	2022-2023
Artspace Mackay	1843	1856
Botanic Gardens	1141	1145
Council Connect	3449	3426
Libraries	18,377	19,422
Recreation Services	1082	1064
Mackay Planning News	1221	1241
Connecting Mackay	2899	2802
Mackay City Centre and Waterfront	-	282
Total	30,012	31,238

Discontinued Libris Awards, Sarina Sugar Shed and P-CEP



INVASIVE PLANTS SUMMARY BREAKDOWN

Plants	Control hours
Rats Tail Grass	1388
Environmental weeds	401
Sicklepod	348
Water Hyacinth	207
Salvinia	205
Pathenium	150
African Tulip Tree	127
Lantana	123
Cactus	118
Water Lettuce	64
Madeira Vine	62
Other Invasive plants	59
Hymenachne	58
Navua Sedge	49
Singapore Daisy	35
Rubber Vine	29
Elephant Ear	20
Thunbergia	7

VECTOR CONTROL

The table below represents the mosquito control work carried out by the Vector Control team during 2022-2023

Sites inspected	Sites treated	Hectares treated
1176	652	3903ha

PEST MANAGEMENT

Sites inspected	Requests	Properties baited	Total hours to perform all activities relating to topic
Dingo / wild dog	43	149	775 hours
Pigs	8		517 hours
Invasive plants	61		3976 hours

ENVIRONMENTAL HEALTH ACTIVITIES

Area	Requests
Food	49 requests 326 inspections
Nuisance	174 requests
Noise	112 requests
Health/misc	130 requests

PROACTIVE PATROLS

The Local Laws team conducted 626 patrols throughout the year.



INFRINGEMENT ACTIVITY

Activity	Amount
Regulated parking	2151
Local Laws	427
Development compliance	4
Environmental	3

LICENSING AND APPROVALS

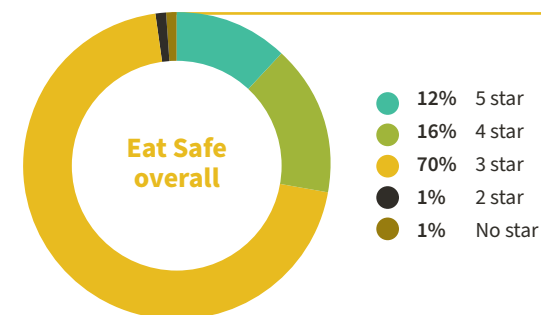
Premises	Inspections
Accommodation	13
Caravan parks	6
ERA	6
Food	315
Footpath dining	14
Skin penetration	5
Swimming pools	7
Temporary food permit (commercial)	11
Vending	2
Temporary entertainment events	8
Total	387

Compliance levels varied between premises. However, the majority of premises' compliance levels were at a satisfactory standard. Officers found that accommodation, footpath trading, public swimming pools and food businesses had opportunities for improvement relating to structure, storage, handling, water quality and procedures.

EAT SAFE MACKAY

Eat Safe Mackay is designed to provide assistance and incentives to food businesses to comply with food safety laws and to achieve the highest standards in food safety. A food business can receive either no star, two, three, four or five stars.

Businesses that demonstrate high levels of food safety standards will receive three or more stars and can choose to display their food safety star rating onsite and online. The display of Eat Safe Mackay star ratings is voluntary for food businesses. At the end of June 2023, 30 per cent of businesses in the region were actively engaged in the program and agreed to display their star ratings. Further information on Eat Safe Mackay, can be found on council's website.



PET REGISTRATION

This financial year, we recorded 10,935 dog registrations. Cat registrations were 2019. We impounded 589 dogs and 180 cats. The decrease in cat impoundments was due to the construction of the cat condos at the Animal Management Centre and the inability to impound any for about three months.

No healthy cats or dogs were euthanised during this period. Of the total animals impounded, 99 cats and 130 dogs had to be forwarded to either the RSPCA or foster groups in the region. Our Local Laws team conducted 626 patrols in areas popular with dog owners.

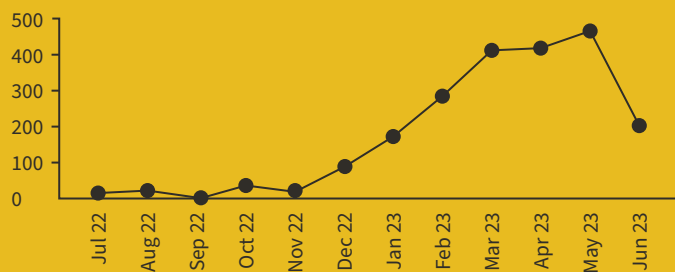
MACKAY PARKING APP

This financial year, council changed to a new parking system and provider through Duncan Solutions, utilising the Mackay Parking App (UbiPark).

Parking in the City Centre's off-street car parks was free for the month of July 2022 whilst the new system was implemented.

Month	Long-term	Meters	UbiPark
Jul 22	0	0	0
Aug 22	\$6208	\$799	\$13,941
Sep 22	\$4032	\$611	\$10,705
Oct 22	\$3520	\$517	\$10,886
Nov 22	\$3456	\$735	\$11,488
Dec 22	\$2164	\$452	\$6256
Jan 23	\$2816	\$312	\$5191
Feb 23	\$3520	\$566	\$7871
Mar 23	\$3904	\$651	\$10,348
Apr 23	\$2624	\$341	\$6893
May 23	\$3712	\$424	\$11,200
Jun 23	\$2816	\$440	\$7818

REGULATED PARKING INFRINGEMENTS



Officers issued infringements by hand from August to December 2022 whilst the new parking system was implemented.

OUR STAFF

We are an innovative and responsive council striving for excellence for our customers and the community. We operate efficiently and effectively to develop strong partnerships with all stakeholders providing valuable services.

People and Culture play an essential role in developing and aligning people, systems and processes to meet strategic organisational directives. As a values-led organisation, our five values create a shared meaning and purpose, and guide all decision-making.

VALUES

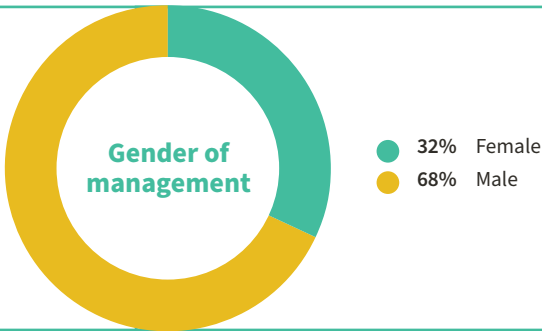
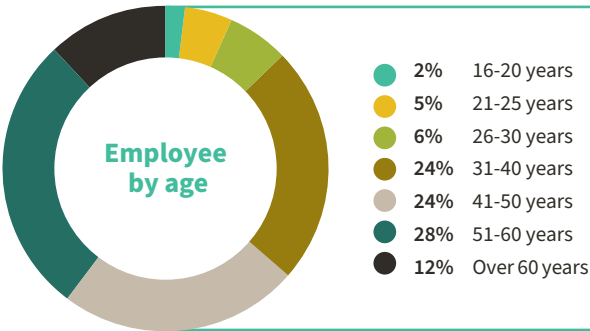
Our values shape our culture. Our core values, Code of Conduct, competency framework and performance review process collectively create the foundation for a sound workplace philosophy.



WORKFORCE PROFILE

As of June 30, 2023, we employed 1113 people. A breakdown of our workforce headcount per employment type is as follows:

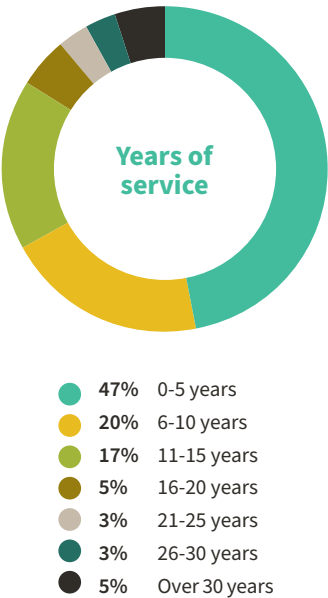
Employee status	Total
Casual	73
Contract	41
Job share	13
Permanent full time	829
Permanent part time	83
Temporary full time	60
Temporary part time	14



WORKFORCE ATTRACTION AND RETENTION

Council strives to be an attractive employer, offering a variety of careers. During the financial year, council received 4939 applications across the 575 jobs advertised.

Council formally celebrates employment anniversaries of 10, 15, 20 and 25-plus years of accumulated service with Mackay Regional Council and all pre-amalgamated Mackay councils. Eligible employees are presented with a recognition of service gift and a framed certificate, as a gesture of appreciation.



REWARD AND RECOGNITION PROGRAM

Council celebrates the achievements of its employees, monthly and annually. There were 89 nominations across seven annual awards. The 2022 winners were:

Awardee	Award
Ronald Turner - Parks and Environment	Safety and Wellbeing Advocate Award
Lachlan Watkins - Water Network	Service Excellence Award
Jacob Godwell - Information Services, Kerri Verroen - Executive Office, Priya Sinha - Information Services, Shane Green - Corporate Communications	Innovation Award
Eddie Tiller - MECC and Events	Jason Vassallo Trainee or Apprentice of the Year Award
Karlee Hayden - Contract Services	Core Values Award
Carl Teske - Field Services	Leadership Excellence Award
Lara Russell - Community Lifestyle	Mayoral Perpetual Award

EXTERNAL AWARDS

Council is proud to attract, grow and inspire high-quality employees. We are excited when our employees are recognised. In 2022-2023, council and its employees were successfully nominated for and/or won the following external awards.

Awardee	Award	Awarding Body
Mackay Regional Council – Nebo Road WTP, QLD	IXOM Water of State of Origin - NSW v QLD 2023; Winner - Best Water	Water Industry Association of Australia (WIOA)
Mackay Regional Council – Kalum O'Donnell and Wes Smith	Main Tapping Competition - Sponsored by Reece Civil and Viadux - Runner up (2 minutes, 51 seconds)	WIOA
John Holmes – Mackay Regional Council	Best Paper by an Operator. Sponsored by ProMinent - Third place	WIOA
Peta Burrige - Mackay Regional Council	Bob Marshman Trainee of the Year. Central Qld Regional Winner and Qld State Finalist	Department of Youth Justice, Small Business, Employment and Training
Sarina Sugar Shed	Gold Award, Excellence in Food Tourism	Mackay Isaac Tourism Awards
Sarina Sugar Shed	Gold Award, Most Outstanding Contribution by a Volunteer or Volunteer Group	Mackay Isaac Tourism Awards
Sarina Sugar Shed	Silver – Sugar Shed Rum	Australian Rum Awards
Mackay Regional Council	2022 Ixom Water of Origin (NSW/QLD) - Finalist/Winner	WIOA QLD Awards. Sponsored by IXOM
Kevin Kippenberger	Queensland Operator of the Year - Finalist	WIOA QLD Awards

Awardee	Award	Awarding Body
Matthew Gosper	Queensland Young Operator of the Year - Highly Commended	WIOA QLD Awards
Mark Vairy, Brad Richards	Best Paper (third) by an Operator (Technical Paper – Bloomsbury Bore: Remote supply challenges, one bore with Iron and Manganese)	WIOA QLD Awards
Mackay Regional Council	Best of the Best Queensland Water Taste Test – Grand Champion 2022	Queensland Water Annual Forum
Andrea Thayer	Customer Impact Award	Taggle User Group Conference
Mackay Regional Council (Fifth Lane Revitalisation)	Great Place	Planning Institute of Australia (Queensland)
Mackay Regional Council (City Heart Fridays)	Most sustainable main street or town centre and best traditional/digital marketing - Council/ Government	Main Street Australia
The MECC	Gold Winner – Business Event Venues	Mackay Isaac Region Tourism Awards

DIVERSITY AND INCLUSION

Council is deeply committed to fostering a culture of diversity and inclusion. We passionately believe that embracing diverse perspectives and backgrounds is essential for innovation and success.

Our commitment to diversity goes beyond representation; we strive to create an inclusive environment where everyone feels valued and respected. We actively encourage open dialogue, support diversity training programs, and implement inclusive policies and practices. Embracing diversity enables our organisation to better understand and meet the needs of our diverse customer base, cultivate a more creative and collaborative workforce, and ultimately drive sustainable growth and success.

INDIVIDUAL FLEXIBILITY ARRANGEMENTS

Council understands the importance of a healthy work-life balance and provides a range of work-life options and benefits to support employees.

Contemporary working arrangements are supported by offering various flexible work options to meet business and workforce needs. These include time off in lieu, flexible working hours, and part-time and job share arrangements.



EDUCATION ASSISTANCE PROGRAM

Our education assistance program encourages employees to undertake formal tertiary studies as an option for ongoing professional development.

Council has supported 102 employees under this arrangement since the program's inception in 2011, with 10 new applications this financial year. The total self-education assistance spend equates to \$37,849 for this financial period, with these funds allocated across 20 employees.

APPRENTICES AND TRAINEES

As a large employer, we are dedicated to growing our workforce and providing opportunities to Mackay residents through various initiatives, such as our apprentice and trainee program, academic bursaries, work placement and internal education assistance programs.

This year we continued to see abundant interest in our apprentice and trainee program, with roles receiving a high number of applications and all being filled. Seven apprentices or trainees successfully completed their training contracts, with six securing full-time employment in our region and one going on to further study. The program is expanding in 2023 to support the regional skills needs.

WORK PLACEMENTS AND BURSARIES

We facilitated work experience placements for 34 students from the region in 2022-2023. Experience was gained in areas such as Libraries, MECC, Botanic Gardens and Natural Environment, Water Networks, Information Services, Youth Services, Strategic Planning, Engineering and Local Laws.

We awarded three bursaries in 2022 and four in 2023. One bursary recipient completed activities during the 2022-2023 financial year. Areas of study included digital media, nursing, marine science, business and engineering.

COMMITMENT TO CONSULTATION

Council consults in line with the conditions outlined in the current Mackay Regional Council Determination 2022. Council remains committed to consulting with our employees through the following consultative methods:

- ▶ The Joint Consultative Committee (JCC), which consists of the council's management, union officials and delegates, and council staff, focuses on items, such as significant workplace change.
- ▶ Operational discussions occur with the relevant work area and council leaders, representing union parties and employees directly affected. Where items remain unresolved, these are also escalated to the JCC.

Some significant achievements that have occurred through effective consultation with employees and their representing union bodies this year include:

- ▶ Regular consultation regarding employee initiatives, such as the Elev8 Supervisory Training Program, recruitment strategies, leave options, uniform options and health and wellbeing initiatives.
- ▶ Consultative discussion regarding the updating of existing and creation of new policies.
- ▶ Implementation of the:
 - Position Description Library.
 - Workforce Planning Process, which addresses workforce needs to meet future work commitments and demands.
 - Recruitment Selection Appointment Standard.

In the latter half of the 2023 year, council will engage with the workforce and the representing union bodies regarding the current Mackay Regional Council Determination 2022, which has a nominal expiry of June 30, 2024. In setting up the bargaining process for success, leaders will meet to scope out pre-bargaining plans, including committing to timelines and formalising communication strategies to ensure that all stakeholders are effectively consulted.

SAFETY

Safety and Wellbeing is one of our leading corporate values and is fundamental to the way we do business. We have continued to implement our three-year Safety Strategy and Safety Action Plan to improve our safety performance and we undertook a review to ensure we have effective activities in response to safety issues.

Every new employee at council undertakes an extensive induction, including corporate and site-specific workplace inductions. During the year we facilitated 2020 workplace health and safety (WHS) inductions for contractors, volunteers and work experience students.

We conducted 1520 safety interactions and 337 site safety inspections – activities which provide an opportunity to engage with our workforce and identify workplace safety issues and hazards. We met or exceeded targets set for the following pro-active safety activities: safety interactions, monthly action plans and site safety inspections. Our performance in closing out corrective actions (actions raised following an incident, site safety inspection, hazard report, or as an action from a WHS meeting) whilst not met, did improve throughout the year, with strategies in place to ensure that this target is achieved in the future.

Internal and external training was provided across a broad range of topics, including manual tasks, confined spaces, work at heights, vehicle load restraint, working near overhead powerlines, traffic control, first aid, emergency response, bullying and harassment, and fitness for work. We continued to work closely with the safety teams from other local governments in our region – the Regional Safety Exchange – sharing knowledge and experiences so that we can all continue to improve our safety performance. Council also participates in local safety networking forums hosted by the Resource Industry Network and WHS Queensland.

Council has implemented a WHS ride along program with the executive and management leadership teams to promote further safety/health consultation and discussion at the workplace. We are currently in the process of developing improvements to our WHS systems in particular CoR, psychosocial and contractor management safety aspects across the business.

Whilst our overall safety performance is encouraging, the challenge is to maintain our momentum. This means that we will continue to focus strongly on safety and involve every employee in the organisation as we aim for our goal that no person shall come to any harm while working at or visiting council.



RIGHT TO INFORMATION

In 2022-2023, council:

- Received 17 Right to Information applications.
- A total of 1194 pages were considered.
- A total of 848 pages were released in full.
- A total of 248 pages were released in part.
- Another 98 pages were determined to be contrary to public interest in accordance with the provisions of the Right to Information Act 2009.
- Two applications were withdrawn.
- A total of two applications were listed on the disclosure log on the council website.

Requests for information under the Right to Information Act 2009 must be made on the required form available on our website or by calling 1300 MACKAY (622 529).

OFFICIAL DOCUMENTS

Our Inclusive Workplace Policy and Community Engagement Policy are available on council's website at mackay.qld.gov.au.

The Code of Conduct and delegation register (which records the delegated levels of authority and instruments of authority held by all council officers) is also a public document and available on request.

AUDIT COMMITTEE

The Audit Committee (AC) is an advisory committee of council established in accordance with Section 105 of the Local Government Act 2009 and Section 208-211 of the Local Government Regulation 2012.

The committee assists council in fulfilling its oversight responsibilities relating internal audit, external audit, financial statements and reporting, internal controls and risk management and legislative and policy compliance. During 2022-2023, the committee met five times.

The AC is made up of:

- Mr Tim Cronin - Independent Member until February 2022, chair from February 25, 2022
- Ms Monica McKendry - independent member from February 25, 2022
- Cr Greg Williamson - Mayor (voting)
- Cr Martin Bella - councillor (voting)
- Cr Karen May - councillor (non-voting)
- Cr Belinda Hassan - councillor (non-voting)

INTERNAL AUDIT

The purpose of our internal audit function is to provide the independent assurance and advice to improve operations by evaluating the effectiveness of governance, internal controls and risk management.

In addition to the traditional role of internal audit, the focus is also on "adding value" by working with management to recommend improvements to systems, processes, work practices, compliance and business effectiveness. It operates in accordance with the Internal Audit Charter, State Government legislative requirements and the Institute of Internal Auditors International Professional Practices Framework. Internal audit reviews are undertaken according to the Internal Audit Plan endorsed by the Audit Committee and approved by the CEO.

Activities in 2022-2023 included:

- Internal audit reviews - Aquatic Facilities Venue Management, Asset Management - Acquisition, ICT Cloud Management, Stadium Venue Management, Customer Request Management and Follow up of Audit Action Recommendations from previous Internal Audits.
- Development and refinement of data analytic methodology.
- Development of Internal Audit Plan 2023-2024.
- Monitoring the actions resulting from internal and external audit recommendations.



CODE OF COMPETITIVE CONDUCT FOR BUSINESS ACTIVITIES

In accordance with sections 45 and 47 of the Local Government Act 2009, council resolved not to apply the Code of Competitive Conduct (the Code) to the following business activities: Mackay Entertainment and Convention Centre, Sarina Sugar Shed, off-street parking and sporting facilities.

Council determined the costs of applying the Code would outweigh the benefits, and the activities have significant non-commercial objectives. We do not conduct any other prescribed business activities.

Business activity	Level of national competition policy reform
Water and Sewerage	Commercialisation
Waste Services	Commercialisation
MECC	No application of the code of competitive conduct or full cost pricing
Sarina Sugar Shed	No application of the code of competitive conduct or full cost pricing
Off street park	No application of the code of competitive conduct or full cost pricing
Sporting facilities	No application of the code of competitive conduct or full cost pricing

SIGNIFICANT BUSINESS ACTIVITIES

Below is a list of all business activities that council has conducted during the financial year. When assessing business activities as part of the compilation of the 2022-2023 original budget, section 19 of the Local Government Regulation 2012 prescribes the threshold that a business activity must meet to be a significant business activity for a financial year.

- If the business activity is the provision of combined water and sewerage services, the threshold is 10,000 or more premises being connected to a water service as of June 30 of the financial year, ending immediately before the current financial year.
- For any other business activity, the threshold is expenditure of at least \$9.7 million for the financial year ending immediately before the current financial year.

Council has two significant business activities – Mackay Water and Mackay Waste. In accordance with legislation, it was resolved that these business activities be conducted as business units. No new significant business activities were identified during the year.



CONTROLLED ENTITIES AND BENEFICIAL ENTERPRISES

Council's controlled entities, and significant beneficial enterprises, include:

Controlled entities

- Mackay Region Enterprises Pty Ltd

Beneficial enterprises

- Whitsunday ROC Limited (Trading as Greater Whitsunday Council of Mayors)
- Mackay Regional Housing Company (Trading as Connect Housing Group)
- Mackay Tourism Limited
- The Minister for Economic Development Queensland (MEDQ) - (formally Urban Land Development Authority)
- Regional Development Australia Mackay-Isaac-Whitsunday Inc (RDA)
- Greater Whitsunday Alliance Limited (GW3)
- Regional Queensland Council of Mayors Inc.

COMMERCIALISED BUSINESS UNITS



MACKAY WASTE SERVICES



Responded to 9086 client service requests.

Provided a total of 2,374,176 waste bin services and 928,954 recycling bin services, and replaced 2906 waste bins and 592 recycling bins.



Processed 6610 tonnes of green waste and collected 34,178 tonnes of household waste and 7727 tonnes of kerbside recycling.

Received 11,897 additional tonnes of recyclables from commercial and other regional council collections, 3853 tonnes more than 2021-2022.



Organised 11 sites for the Great Northern Clean Up and collected almost 3.3 tonnes of rubbish.



Delivered 111 waste education lessons to 2660 members of the community and provided free composting and worm farm workshops to 29 people.

Recovered 2583 tonnes of material through our Resource Recovery Facility.



Disposed of 92,972 tonnes of waste at Hogan's Pocket landfill, 9118 tonnes more than the previous year. Destroyed 30,254 tonnes of Co2-e from Hogan's Pocket Landfill via gas flaring.

MACKAY WASTE SERVICES

Mackay Waste Services is a commercialised business unit of Mackay Regional Council and is responsible for weekly waste and fortnightly recyclable bin collection services, processing of recyclables, transfer station management and operations, landfill and haulage management and operations, green waste processing, resource recovery operations, legacy waste management and landfill gas management.

Our vision

- Is to be an innovative waste service provider recognised for its commercial performance, that provides regional leadership, has the respect of its clients and industry regulators and prides itself on its sustainability.

Our mission

- Is to deliver sustainable waste services to the Mackay region in an efficient and commercially responsible manner.

Overview

- We had nine active staff on the reporting date and an annual operating expense budget of \$28.33 million and a capital budget of \$760,885. Our operations were carried out according to the Annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.



DIGITALLY MANAGING OUR ASSETS

A Digital Asset Management Plan (DAMP) has been developed for all waste assets. The DAMP incorporates all asset condition and criticality data to assess asset risk and recommends a 10-year investment profile for capital and operational activities. The DAMPs will assist council in effectively managing our assets to provide services to the community at the lowest practicable lifecycle cost.

COMMUNITY CLEAN UP

The 2022 Clean Up The Mackay Region event involved 97 volunteers who collected 3.278 tonnes of material. This consisted of six shopping trolleys (all returned to supermarkets), 36 tyres, 531 Containers For Change donated to Incredible Tip Shop, and 852kg of resources recovered for recycling and resale at Incredible Tip Shop.

COMMUNITY WASTE EDUCATION

In addition to waste education classes, new "Waste Hacks" food dehydrating education sessions commenced at libraries and proved popular. Six community composting and worm farm workshops were also held, and two waste education talks to retirement villages were conducted.

Waste education engagement also took place at a variety of local events including St Lawrence Wetlands Weekend, Mackay Regional Botanic Gardens 20th anniversary, Conservation Volunteers Australia National Day of Action, Mackay Show, Seniors Week and NAIDOC Week celebrations.

RECYCLABLES SENT TO MARKET

We processed 12,632 tonnes of recyclables at our Materials Recovery Facility (MRF) and sent these to market. This represents 6.37 per cent reduction in the tonnages received from 2021-2022. Glass, paper and cardboard, HDPE, aluminium and steel remain stable.

Recyclables	2020-2021	2021-2022	2022-2023
Glass	3622	2465	2437
Paper/cardboard	10,871	9676	9418
H.D.P.E.	154	209	195
P.E.T.	195	161	63
Aluminium	124	121	116
Steel/tin	188	405	399
Mixed plastics/plastic film	455	454	3*
Landfill	2328	3029	2685
Total Tonnes	17,937	16,520	15,317

*450 tonnes of mixed plastics/plastic film is currently being stockpiled awaiting increased commodity prices.

CUSTOMER SERVICE STANDARDS

We are committed to delivering excellent customer service, environmental management and efficient operation. This commitment and the acceptable guidelines for the delivery of waste services is outlined in our Customer Charter, available at: mackay.qld.gov.au/wastecharter

ENVIRONMENTAL MONITORING

We performed regular environmental monitoring at both our operational and closed landfill sites. The following activities occurred in 2022-2023:

- Groundwater monitoring was undertaken quarterly at active, inactive and former landfill sites in accordance with Environmental Authority conditions.
- Surface water was also monitored quarterly at 13 sites, including Bayersville and Hogan's Pocket. Leachate monitoring also occurred at these two sites.
- Landfill gas monitoring was undertaken during the reporting period at 21 different operational and closed landfill sites.



CLIENT SERVICE STANDARDS

Our client service standards are a result of legislative and/or regulatory requirements and key performance indicators as set by council.

Category	Waste service standards and targets
Customer response times	Repair or replacement of bin upon customer request by next collection day
	Provision of new bins for a new standard service request within three business days
Deliver essential services	Waste collection service – once a week
	Recyclable collection services – once a fortnight
	Collection of bins on scheduled service day – aim to have one or less missed kerbside bin per 5000 services per month
	Waste disposal facilities open on published days and operating times – 100 per cent compliance
Education and community	Perform 70 waste minimisation education sessions per annum at the MRF, in schools and the community each year
	Conduct a minimum of five council registered sites for 2023 Great Northern Clean Up
Safety	Zero lost time injuries recorded

PARTNERSHIPS

- LAWMAC:** Council affiliation with the Local Authority Waste Management Advisory Committee (LAWMAC) was significant during the 2022-2023 year with much discussion of the Queensland Government's Waste and Resource Recovery Strategy and the national ban on exports of recycled product. Council's Manager of Waste Services was acting in the honorary position of LAWMAC's Technical Officer.
- DrumMUSTER Initiative:** Council continued to provide DrumMUSTER collection sites, providing a cost effective and sustainable option for recycling of empty farm chemical containers benefiting the environment, user, industry and wider community.
- Paintback Scheme:** The Paget Waste Management Centre continued to house a Paintback Collection point so residents and tradies could recycle their unwanted paint. This scheme diverted paint from landfill.
- Fertiliser Bag Recycling Scheme:** Six collection points for fertiliser bag recycling are offered throughout the region. This scheme enables farmers to recycle their unwanted used fertiliser bags and divert farm waste from landfill.



ANNUAL FINANCIAL STATEMENTS

OUR ASSETS AND ASSET VALUE

Asset category	Asset type	Qty
Landfill	Active	1
	Inactive (legacy)	20
Disposal facilities	Waste Management Centre	1
	Transfer Stations	9
	Green Waste Only Facility	2
Recyclate receivals	Material Recovery Facility	1
	Resource Recovery Facility	1

Asset	Total replacement value	Written down value as of June 30, 2023
Waste	\$115,537,996	\$56,148,711

The written down value is the difference between the replacement value and the current accumulated depreciation.

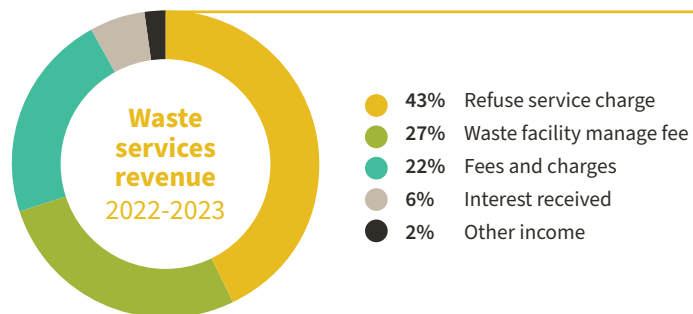
WASTE LEVIES

Waste facilities operations charge - \$156.40. This is applied to all assessments and partially funds council's waste program. The charges and gate fees fund residual program costs.

Refuse service charge - \$273.90. This funds bin service and contributes towards bin collection, processing and disposal costs.

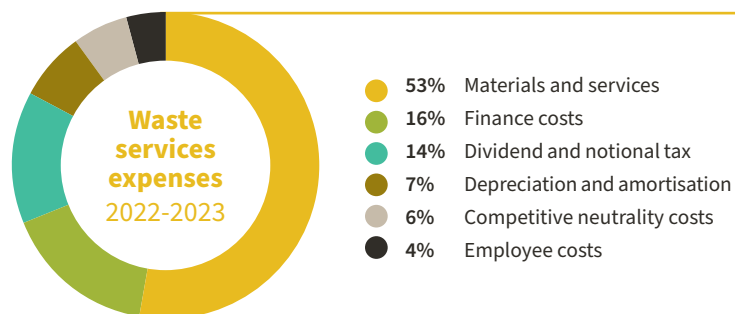
WHERE OUR MONEY CAME FROM

Our revenue for the 12 months ending June 30, 2023, totalled \$32 million, with 92 per cent generated from rates and fees and charges.



WHERE OUR MONEY WENT

Our expenditure for the 12 months ending June 30, 2023, totalled \$33.9 million. The main expenses were materials and services and finance costs.



DUMP VOUCHERS

In a concerted effort to keep our region clean and tidy, we continued to provide three dump vouchers per rates notice to residential properties in 2022-2023. The vouchers were valid for the disposal of self-hauled domestic and green waste under one tonne. Voucher usage totalled \$705,245.

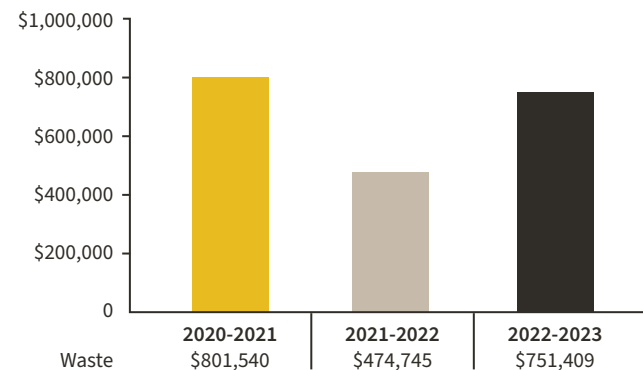


INVESTING IN INFRASTRUCTURE

In 2022-2023 council spent \$751,409 on waste infrastructure. This included new waste oil disposal facilities at a number of rural transfer stations, re-sheeting of green waste hardstand areas, stage one of Hogan's Pocket batter chute replacement and environmental monitoring.

The green waste hardstand areas project was jointly funded by the Australian Government's Local Roads and Community Infrastructure Program and Mackay Regional Council.

CAPITAL EXPENDITURE PAST THREE YEARS



COMMUNITY SERVICE OBLIGATIONS

Council provided waste disposal support to not-for-profit community groups during the year totalling \$54,142.



MACKAY WATER SERVICES



Provided treated water to 41,606 residential and 3233 commercial and industrial connections (104,102 consumers).



Provided sewage collection and treatment services to 40,363 residential and 2675 commercial and industrial connections.



Provided high quality non-potable recycled water to more than 29 local farmers and two public recreational facilities for irrigation.



Performed 3068 plumbing inspections (a 19 per cent decrease) **and completed 643 plumbing approvals** (a 27 per cent decrease).



Sent more than 63,000 water leak notifications, reducing the number of concealed leak concession applications to 115.



Received 1904 notifiable works (plumbing and drainage), **completed required audit inspections, conducted 200 trade waste audits and issued 64 approvals to discharge trade waste.**

Delivered the “Watch the Flow” water education program to 1708 students.

MACKAY WATER SERVICES

Mackay Water Services is a commercialised business unit of Mackay Regional Council and is responsible for the delivery of water and sewerage services, providing high quality, safe and reliable water as well as providing collection, treatment and disposal of wastewater in accordance with our environmental obligations.

Our vision

- To be an innovative water service provider that is recognised for its commercial performance, provides regional leadership, has the respect of its clients and industry regulators and prides itself on sustainability.

Our mission

- We are committed to delivering sustainable water services to the Mackay region in an efficient and commercially responsible manner.

Overview

- We had 138 active staff and an annual operating expense budget of \$97.99 million and a capital budget of \$25.63 million. Our operations were carried out in accordance with the annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.

MONITORING AND TESTING

In 2022-23 the laboratory:

- Purchased new equipment which expanded the capability and efficiency of the laboratory. The new instrumentation means that only a small percentage of samples are now outsourced and sent to external laboratories for analysis.
- Extended the scope and achieved continuation of National Association of Testing Authority (NATA) accreditation. Council's Water and Waste laboratory is the only laboratory in Central Queensland that has accreditation in the areas of water chemistry, microbiology and water sampling. Over 90 per cent of all tests performed in the laboratory are now NATA accredited.
- Performed testing and supplied scientific advice to neighbouring councils - Isaac, Whitsundays and the Central Highlands.
- Had over 80 regular clients that included local and state-wide companies as well as individual members of the community.
- Performed over 350,000 individual tests, which is above the levels seen before COVID.
- Gave in-kind support to local environmental groups, university and TAFE students.

PRESENTATIONS

The following table lists the presentations that were given by our team during the 2022-2023 financial year.

Conference / event	Name of paper/presentation	Staff member
Water Industry Operators Association (WIOA) QLD Conference and Exhibition, Logan, August 3-4, 2022	Technical Paper - Mackay North and Mackay South: Running with a sequence batch reactor for Diffuser Replacements	John Holmes, Emma Schmitz
	Technical Paper - Bloomsbury Bore: Remote supply challenges, one bore with Iron and Manganese	Mark Vairy, Brad Richards
Qldwater Annual Forum, Gold Coast, September 6-8, 2022	Presentation at the Research and Innovation Showcase Day - 'Using Satellite Imagery to Detect Leaks'	Dushyant Patel
Australian Water Association Queensland Conference, Cairns, October 20-21, 2022	Presentation: 'Benefits of Secondment - The Tangible and Intangible Advantages of Shifting People around the Organisation'	Pamela Olsen, Jaie Harris
	Presentation: 'There's Trouble in Paradise - An Undertaking of a Large Coordinated Repair on a Critical Piece of Infrastructure'	Keith Hyatt, Andrew Walz
	Presentation: 'When Iron-Man Attacks - Dirty Water at Midge Point'	Cameron Jessup
Mackay Services Trades Council Industry Forum, May 29, 2023	Presentation: 'Plumbing Permit Application - avoiding delays in processing applications'	Dean Eiser



COUNCIL SAVES RESIDENTS BUCKET LOADS

Using innovative techniques and their world-class expertise, council's Water Treatment team saved about \$1 million in capital replacement costs by carrying out a major overhaul to the Sarina Water Recycling Facility, avoiding a costly replacement bill.

The works at the facility involved a 'slack adjustment' on the membranes which filter recycled water and ensure it is of high quality for agricultural use or release back into the environment.

WATER QUALITY UPGRADE FOR KOUMALA RESIDENTS

Construction of the Koumala Water Treatment Plant began in late-April 2021, with the plant being fully commissioned in December 2022. The \$2 million plant (partly funded by Queensland Government Grants and Subsidies Program) includes a water softening unit to reduce the hardness of the town's water supply as well as water storage tanks and a pump station on-site.

As part of the works, the old water tower was decommissioned, and three storage tanks installed on-site to cater to the needs of the growing Koumala community.



SERVICE DELIVERY

- Inspected 900 maintenance manholes and repaired 180 sewer maintenance manholes.
- Continued the sewer network refurbishment program. Twelve kilometres of sewer was inspected using CCTV cameras and five kilometres of trunk main were relined.
- Completed water main renewal works on Anzac Ave (Marian), Fifth Lane (Mackay CBD) and Ian Reddacliffe Drive.
- Completed renewal program for sewage pump station switchboards.
- Completed renewal of water supply Bores at Finch Hatton, Koumala and Sarina.
- Completed the Goldsmith Street sewer rising main renewal.
- Completed the prawn farm sewer rising main extension to bypass Dump Road sewer pump station.

MACKAY WATER STRATEGY

The Mackay Water Strategy for the water supply schemes that service the Mackay and Sarina urban areas and the Marian and Mirani townships has been extensively updated.

The aim of Mackay Water Strategy 2022 is to develop a robust, sustainable capital investment program for water infrastructure based on information sourced from the Mackay Growth Allocation Model, and water demand projections, raw water allocation security and supply and Water Treatment Plant and water network capacity assessments.

MAKEOVERS FOR KEY RESERVOIRS

Council spent \$400,000 on both Mirani and Marian reservoirs to repair any cracks and leaks and to replace the external face and roof where needed.

These works eliminated the need to build new reservoirs, saving ratepayers money.



DIGITALLY MANAGING OUR ASSETS

A Digital Asset Management Plan (DAMP) has been developed for all our Water and Wastewater Network and Treatment Assets.

The DAMP incorporates all Asset Condition and Criticality Data to assess asset risk and recommends a 10-year investment profile for capital and operational activities. The DAMPs will assist council in effectively managing our assets to provide services to the community at the lowest practicable lifecycle cost.

WATER RECYCLING FACILITY HANDOVER

The inhouse operation of the Mirani Water Recycling Facility by Mackay Regional Council (Water Treatment team) commenced in December 2022.

The design and construction of the Mirani Water Recycling Facility upgrade commenced in 2018 to increase the plant's existing design capacity. Due to contractual issues, council was forced to take control of the plant before all contractual milestones were met. As part of the handover, the plant was condition assessed and several improvements to process and safety issues were addressed.

PARTNERSHIPS

- Choose Tap Coalition:** Water Services continued to work with the national Choose Tap coalition in the 2022-2023 financial year raising awareness about the health, environmental and financial benefits of drinking tap water.
- CTM Water Alliance:** The water businesses of Cairns, Townsville and Mackay councils (CTM Water Alliance) worked on a single water-business design and construction code for use across all three council businesses. The Cairns, Townsville, Mackay Water Alliance Design and Construction Code (CTM Code) is based on the Southeast Queensland Water Supply and Sewerage Design and Construction Code and presents a comprehensive and united set of technical standards for water supply and sewerage infrastructure, specifically designed for use across North Queensland. The CTM Code was adopted by council resolution in November 2020 and remains in implementation phase.
- The Whitsunday, Isaac and Mackay (WIM) Water Alliance:** The WIM Water Alliance continued their collaboration and teamwork during the year. Innovation in research has been strengthened with a range of ongoing joint projects undertaken over the financial year. These included the optimisation of solar energy at Bowen Water Treatment Plant assessing presence of contaminants of emerging concern (CEC) associated with WWTP discharges and finalisation of the ongoing research project to develop an in-field biosensor for nitrogen detection in waterways with expertise drawn from Central Queensland University (CQU) and WIM Alliance entities.

The Alliance Work Plan activities over the 2022-2023 year have continued to focus on the strategic objectives contained in its terms of reference and several collaborative project and discussion groups looking at regional alignment.

- Queensland Water Regional Alliance Program (QWRAP):** Our involvement with the Queensland Water Regional Alliance Program (QWRAP) gained momentum during 2022-2023 securing a three-year funded Regional WIW Training Framework initiative based out of Mackay. The increased funding for QWRAP allows enhanced regional collaboration and accelerated growth that supports strategies to build future water sector roles and provide greater sharing initiatives.
- Water Industry Worker (WIW) Program:** The WIW Program is in its fourth financial year expanding beyond field-based and construction teams of reticulation, civil and sewage workforces and now includes Water and Wastewater Treatment Operators. The 2022-2023 program continued to gain traction with strong participant enrolment numbers and with the buy-in from regional councils now numbering 16 councils across several QWRAP regions. Program feedback has been positive, with students benefiting from face-to-face training, formalising work skills and networking opportunities available with collaborative training. A key success of the program was the provision of a project coordinator under Mackay Regional Council's leadership.



ANNUAL FINANCIAL STATEMENTS

OUR ASSETS

Asset category	Asset type	Qty
Raw water	Dams/weirs	1
	Pump stations	2
	Boreholes	45
Water treatment	Water treatment plants	2
	Water treatment facilities/schemes	7
	Re-chlorination systems	9
Water distribution network	Service Reservoirs	38
	Water pump stations	40
	Water Mains	1279km
Wastewater Collection Network	Wastewater Network	967km
	Wastewater Manholes	18,106
	Sewage Pumping Stations	220
Wastewater Treatment	Sewage Treatment Plants	5
Recycled Water	Recycled Water Storages	5
	Recycled Water Network (Mains)	31km
	Recycled Water Pump Stations	3

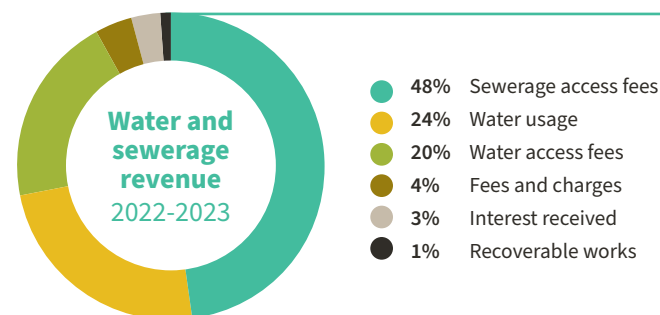
OUR ASSET VALUE

Asset	Total replacement value	Written down value as of June 30, 2023
Water	\$965,512,894	\$544,971,896
Sewerage	\$1,116,670,375	\$755,764,839

The written down value is the difference between the replacement value and the current accumulated depreciation.

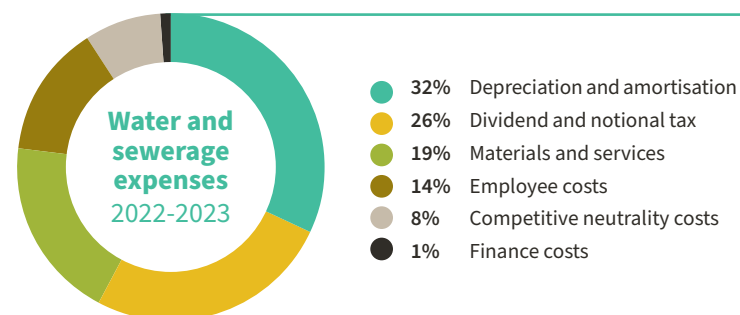
WHERE OUR MONEY CAME FROM

Our revenue for the 12 months ending June 30, 2023, totalled \$100.7 million, with 92 per cent generated from rates and fees and charges.



WHERE OUR MONEY WENT

Our expenditure for the 12 months ending June 30, 2023, totalled \$98.3 million. The main expenses were depreciation and amortisation, dividend and notional tax and materials and services.

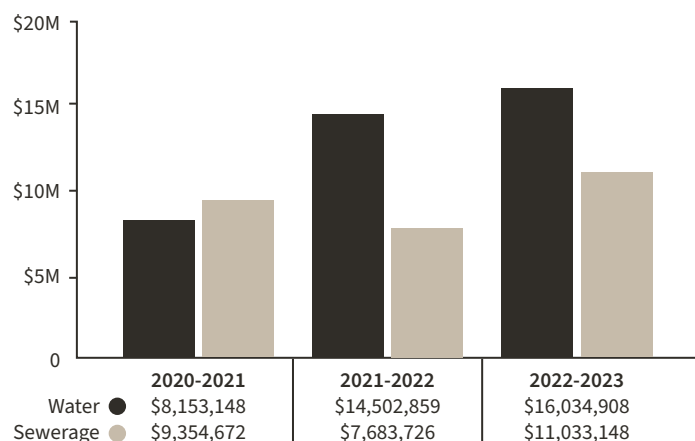


INVESTING IN INFRASTRUCTURE

Council spent \$27.07 million during the year on water and sewerage infrastructure.

This was \$4.88 million more than the previous year, to complete significant projects including refurbishment works at both Mackay North Water Recycling Facility and Mackay South Water Recycling Facility and the design and construction of a separate inlet main for the Midge Point Reservoir to assist with management of water quality.

CAPITAL EXPENDITURE PAST THREE YEARS



COMMUNITY SERVICE OBLIGATIONS

Council supported local not-for-profit community groups with water and sewerage services during the year totalling \$204,786.

WATER ACCESS CHARGE

The annual water access charge in 2022-2023 was \$386.50. Properties where a metered water supply was connected were charged on a per factor basis. Vacant land was allocated one factor per allotment.

WATER CONSUMPTION TARIFFS

Council is responsible for providing water and sewerage infrastructure to existing and future users of these services. The charges are listed below:

Tariff 1: 0-150 kilolitres per half year \$1.91/kl
Tariff 2: Over 150 kilolitres per half year \$2.83/kl



SEWERAGE ACCESS CHARGE

The annual sewerage access charge in 2022-2023 was \$934.70. Charges were based on the number of sewerage pedestals or urinal services installed on the premises. Vacant land was allocated one per allotment. Single occupation residence had a maximum of one pedestal charge.

CROSS SUBSIDIES EVALUATION

No cross subsidies existed between consumer classes in the provision of water and sewerage services.

CUSTOMER SERVICE STANDARDS

We are committed to delivering quality water and sewerage services to enhance our community. This commitment and the acceptable guidelines for the delivery of water and sewerage services is outlined in our Customer Charter, available at: mackay.qld.gov.au/watercharter

FINANCIAL STRENGTH



COMMUNITY FINANCIAL REPORT

Vision

Corporate Plan 2023-2028

Strategy

- 10-year Long Term Financial Forecast
- Asset Management Plan
- Local Government Infrastructure Plan

Direction

Operational plans, annual budgets, fortnightly council meetings and strategic advisory committee

Monitoring

Budget and operational plan reviews, monthly strategic financial reports and departmental performance reports

Inform our community

- Annual Report
- Independent Annual Audit
- Audit Committee
- Public access to audit reports and council minutes

HOW WE REPORT

A Community Financial Report contains a summary and analysis of a Local Government's financial performance and position for the financial year.

This report makes it easier for readers to understand council's financial management and performance by focusing on the four key financial statements.

- **Statement of Comprehensive Income**
How did we perform in relation to our trading result over the last 12 months?
- **Statement of Financial Position**
What do we own and owe at year end?
- **Statement of Cashflows**
Where has our cash been received and used during the past 12 months and how much remains at year end?
- **Statement of Changes in Equity**
What is the wealth of the community at year end?

Amounts disclosed are rounded to the nearest thousand (\$000) unless otherwise stated.

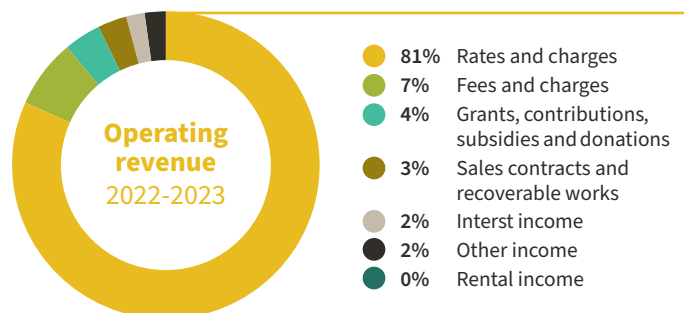
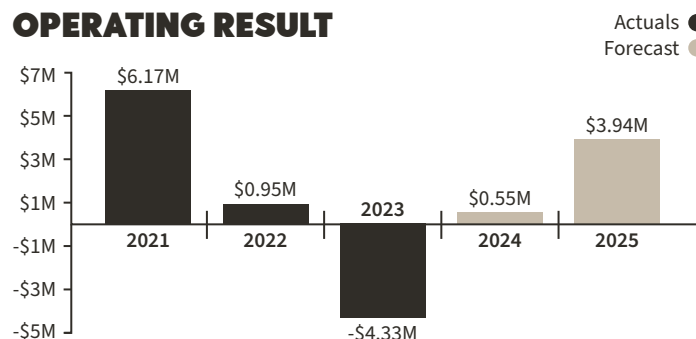
STATEMENT OF COMPREHENSIVE INCOME

This statement presents council's consolidated revenues (where the money comes from) and expenses (where the money is spent). This result does not necessarily represent surplus funds available for general use as certain items of revenue have restrictions on their use. Some revenue is non-monetary (for example, contributed infrastructure assets, such as roads, sewerage mains and water mains constructed by developers on council's behalf in new land subdivisions), while other revenue is constrained for use on specific future activities (for example, developer contributions or grants used to maintain and/or expand the region's infrastructure).

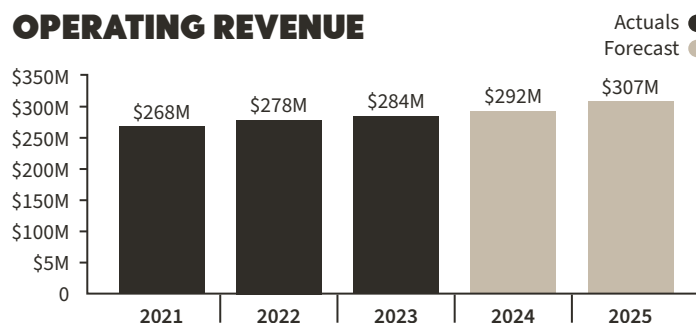
The operational result of council's operations (total operating revenue less total operating expenses) shows if an operational surplus or deficit was reported during the year. This is graphed on the right and excludes capital items. Council reports an increase of \$7 million in total operating revenue in comparison to the prior year. The biggest contributors to this being rates and charges, and interest income. Council experienced a net increase of \$12 million in operating expenses for the reporting period. Materials and services represent a significant amount of this variance. Depreciation and amortisation also notably increased.

Council is currently forecasting a \$0.6 million surplus in the 2023-2024 financial year, continuing to increase in the 2024-2025 financial year. The local government maintains a financially sustainable long-term outlook and remains focused on continuing to provide a wide range of services to the community.

OPERATING RESULT



OPERATING REVENUE



TOTAL REVENUE – WHERE OUR MONEY COMES FROM

Total revenue of \$333 million was recognised during the 12 months ending June 30, 2023. Operational revenue represents 85 per cent of this amount, with the remainder being capital revenue received through grants, subsidies, contributions and donations and other capital income. Capital revenue relates to the capital funding of infrastructure, mainly through contributions or donated assets.

Council actively seeks revenue from other sources and attempts to maximise investment earnings to assist in funding the many services we provide. Council's operational revenue is generated from the sources on the left.

EXPENSES - WHERE OUR MONEY GOES

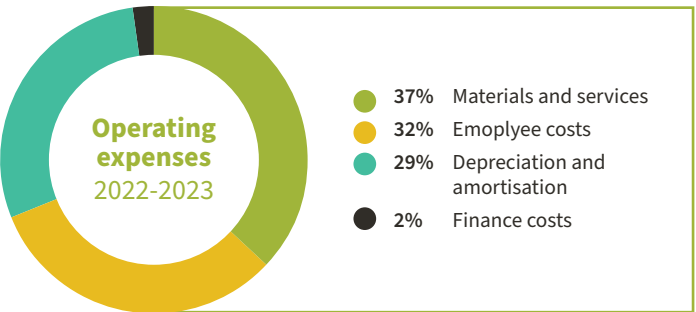
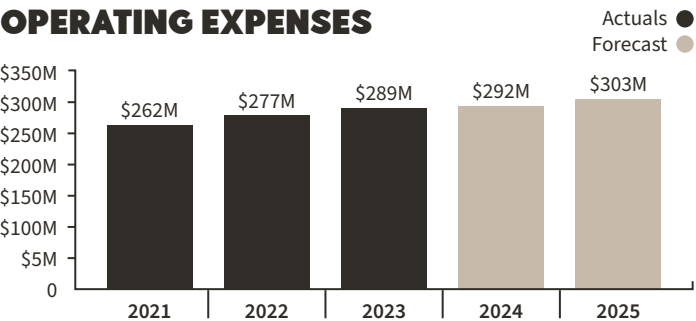
Council incurs both operational and capital expenditure in providing services to the community. Capital spending is added to the carrying value of assets as it maintains and expands council's asset base. The graph on the right shows the components of operating expenditure only.

The level of council's expenditure is monitored constantly throughout the year. Detailed budgets are prepared at the beginning of each financial year and performance is measured against these budgets through regular budget reviews, ensuring funds are utilised as efficiently as possible.

Council's recognised operating costs of \$289 million during the financial year and expended a further \$107 million on capital projects. Major capital expenditure recognised in the period included:

- Transport and Drainage Infrastructure Planning \$40 million
- Water and Sewage Infrastructure Planning \$27 million
- Parks, Environment and Sustainability \$12 million

OPERATING EXPENSES



STATEMENT OF FINANCIAL POSITION

The statement of financial position measures what council owns and owes to relevant stakeholders at the end of financial year.

The result of these two components determines the net wealth of council, which is also the net wealth of the community. Our community's net wealth at the end of the financial year was \$3.9 billion.

Statement of financial position as at June 30, 2023 (\$'000's)	
Assets (what we own)	\$4,135,622
Liabilities (what we owe)	\$211,345
Equity (community wealth)	\$3,924,277

ASSETS - WHAT DO WE OWN?

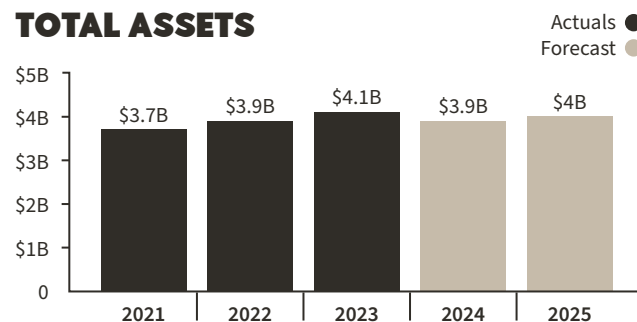
The bulk of council's assets are in the form of infrastructure, such as roads, drainage, water and sewerage assets. These asset types collectively make up 86 per cent of council's total asset base.

Significant parts of council's expenditure in the long-term financial forecast are focused on the construction, upgrade and renewal of these assets. The table below illustrates council's major assets as at June 30, 2023.

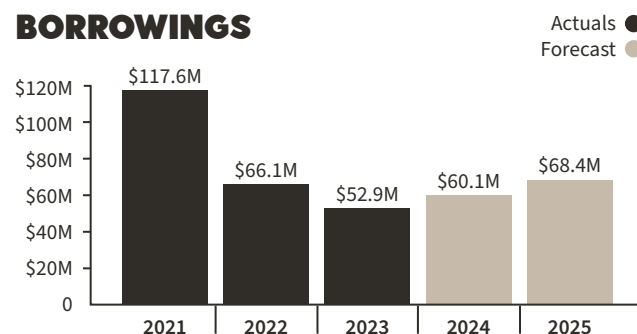
Cash, cash equivalents and financial assets (term deposits) represent 2.3 per cent of council's \$4.1billion total assets as at June 30, 2023. Financial assets are separately classified from cash and cash equivalents and represent term deposits with fixed interest rates, held for periods greater than three months.

Asset class	Asset value (\$000's)	Written down value (\$000's)
Buildings	\$312,657	\$177,955
Land	\$180,932	\$180,932
Plant and equipment	\$87,976	\$45,681
Roads, bridge and drainage network	\$3,180,814	\$2,053,910
Sewerage	\$1,090,977	\$730,595
Site improvements	\$203,946	\$117,329
Water	\$955,808	\$536,784
Work in progress	\$95,684	\$95,684
Total	\$6,108,794	\$3,938,870

TOTAL ASSETS



BORROWINGS



LIABILITIES - WHAT DO WE OWE?

Liabilities are the amounts council owes to suppliers, employees and lenders both now and in the future.

The bulk of council's liabilities are in the form of loans and provisions which collectively represent 64 per cent of our total liabilities. Borrowing to undertake the construction or purchase of long-term assets is an effective way of spreading the cost of community infrastructure over the life of the assets in such a way that those deriving a benefit from the investment pay for it as it is being used. Provisions include retainment of funds to rehabilitate waste and quarry sites administered by council as well as expenses relating to employee entitlements (for example, long service leave).

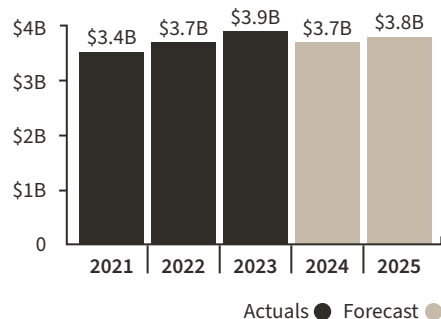
Council's long-term financial forecast reflects a concerted effort to reduce debt and borrowing over the life of the plan. To this end, council has not borrowed any funds for the past five financial years, concentrating on the repayment of existing debt. Council's outstanding debt at financial year end was \$53 million. The graph on the left shows the council's debt balance.

STATEMENT OF CHANGES IN EQUITY

This statement measures the change in our net wealth – what council owns, less what it owes. Community equity consists of the asset revaluation surplus and the retained surplus, which increased by a net movement of \$254 million during the year.

This followed recognition of cumulative cost increases applied to majority of council's financial asset classes, and comprehensive revaluation of Water and Sewerage infrastructure. The long-term financial forecast, represented by the financial years 2024 and 2025 is still to be updated to reflect closing June 30, 2023 balances. This is anticipated to result in an increase in net assets and reported equity when completed.

EQUITY



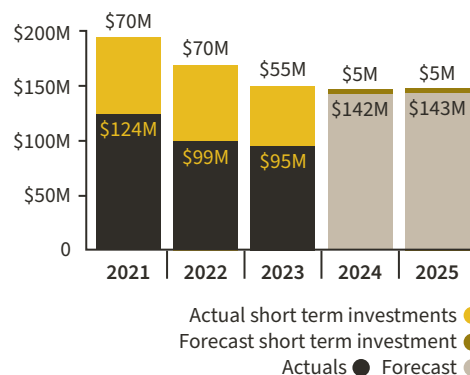
STATEMENT OF CASH FLOWS

This statement identifies how council received and spent its money during the year. The result details what cash is available at year end.

While council's cash balance was \$94 million at the end of the year, it is important to note that an additional \$55 million is held in short-term cash investments (term deposits) that are separately classified at June 30, 2023.

Council pools and invests funds throughout the year in low-risk short-term investments in accordance with our investment policy with the aim to optimise the best rate of return. Looking forward, council's short and long-term cash flows indicate that sufficient cash is available to meet recurring activities and capital expenditure.

CASH AT BANK



MOVING FORWARD

Council's financial results are reflective of a strong economic base and a sound capacity to service its obligations. Our long-term financial forecast provides a plan for the challenges and demands council faces now and into the future.

Council strives to deliver financial sustainability through the implementation of several initiatives, including the continual review of operations to improve efficiencies, a focus on further reductions in borrowings and to maintain effective use of cash reserves. The effective management of capital projects to optimise the costs of operating and maintaining the asset over its useful life and the improvement of asset management practices remains a priority of the local government.

OVERALL TRENDS

Financial ratios are calculated using inputs from financial statements to gain information about an organisation's financial performance. The following ratios are measures of financial sustainability and have been prepared in accordance with the requirements of the *Local Government Regulation 2012* and the *Financial Management (Sustainability) Guideline 2023*.

Council's current year financial sustainability statement, the related Auditor-General's report and council's long-term financial sustainability statement are located at the end of council's Annual Financial Statements within this report.

OPERATING SURPLUS RATIO

This is an indicator of the extent to which operating revenue covers operating expenses or are available for capital funding purposes. Council's current year operating surplus ratio is slightly below target range at period end, in line with the reported deficit.

A return to within target range is expected, with a \$0.6 million surplus estimated for 2023-2024 and \$4 million surplus estimated for 2024-2025. This indicates that council is in a sound financial position and reinforces the continuing ability to fund proposed capital expenditure and debt service repayments.



ASSET SUSTAINABILITY RATIO

This ratio approximates the extent to which the infrastructure assets managed by council are being replaced as they reach the end of their useful lives.

The asset sustainability ratio is calculated by comparing the planned capital expenditure on renewal assets to the depreciation expense. While projected renewal expenditure is lower than the calculated depreciation, council continues to invest adequately in asset renewals to ensure continued services to the community over the long-term. Due to significant investments in new assets in the past few years, council can boast a relatively new infrastructure asset base, which reduces the immediate need for renewal of those assets. The renewals expenditure is calculated based on sound asset management principles and is designed to optimise the costs of operating and maintaining the asset over its useful life. Continued refinement of council's asset management plans will improve the ability to make informed decisions regarding asset management into the future.

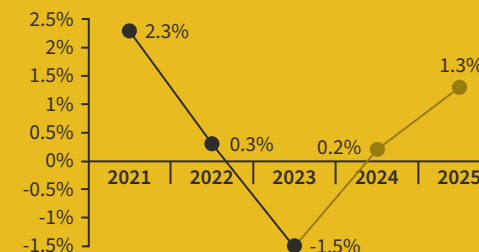
NET FINANCIAL LIABILITIES RATIO

This ratio is an indicator of the extent to which the net financial liabilities of council can be serviced by its operating revenues. The net financial liabilities ratio is within the target range.

This indicates the capacity to fund liabilities and a capacity to increase loan borrowings if required. Council has made a concentrated effort to reduce debt and future borrowings in the short term.

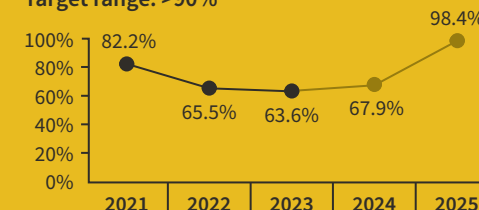
OPERATING SURPLUS RATIO

Target range: 0-10%



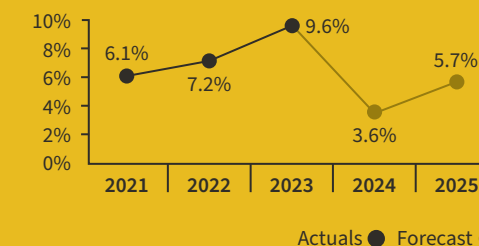
ASSET SUSTAINABILITY RATIO

Target range: >90%



NET FINANCIAL LIABILITIES RATIO

Target range: <60%



LEGISLATIVE REQUIREMENTS

DEBT POLICY (ADOPTED 2022-2023 FY)

Loans are used to fund major capital and infrastructure works so that repayments are spread over a number of years, as they have extended useful lives. The default repayment term of new loans is 20 years. However, this is set out on a case-by-case basis to ensure best use of council’s surplus funds. Our current Debt Policy details new borrowings, the purpose of the borrowings and repayment terms. They are as follows:

Year and Purpose of Borrowing	Amount
2022-2023	Nil
2023-2024	Nil
2024-2025: new and upgrade infrastructure assets	\$17M
2025-2026: new and upgrade infrastructure assets	\$17.6M
2026-2027: new and upgrade infrastructure assets	\$20M
2027-2028: new and upgrade infrastructure assets	\$17M
2028-2029: new and upgrade infrastructure assets	\$11.7M
2029-2030: new and upgrade infrastructure assets	\$14M
2030-2031: new and upgrade infrastructure assets	\$24M
2031-2032: new and upgrade infrastructure assets	\$14M

PURPOSES OF BORROWINGS

The types of projects that are funded by loan borrowings are those that will have a financial impact over a number of years. This method ensures that the region’s ratepayers are not burdened by unrealistic expenditure levels. The funding for these capital works, which creates an asset for council and/or the community, can then be repaid over the years relating to the life of the asset, where appropriate.



OVERSEAS TRAVEL

Council supported international travel for an employee during the 2022-2023 financial year. Executive Support Officer Sally Wood was delegated to attend the Japan Sister City Youth Ambassador Program in Matsuura, Japan. The friendship tour provided a unique cultural experience to the employee, eleven local students and their teacher. The total cost of the travel was \$3929.

REVENUE POLICY

The Revenue Policy is a strategic document that sets out the principles used in exercising council’s revenue powers. This policy is required to be prepared each financial year and a copy can be found on council’s website under Council, Policies and Fees.

REVENUE STATEMENT

Council levies rates and charges to raise sufficient revenue to enable it to maintain assets and to provide services to the community at an appropriate level for meeting the requirements for both current and future community. The Revenue Statement in conjunction with the Budget resolutions and other revenue related policies set out the mechanisms by which council will collect its revenue for the financial year, in particular its rates and charges and other fees, including any concessions that it may grant. A copy of the Revenue Statement can be found on council’s website under Council, Policies and Fees.

REBATES AND CONCESSIONS

Council has seven different rebates and concessions for our rates. These are:

- Concessions for Eligible Pensioners.
- Rating Remission for Non-Profit Community Organisations.
- Conservation Remission Policy.
- Rates Relief Policy.
- Debt Recovery Policy.
- Concession for Concealed Leaks Policy.
- Concession for Exceptional Circumstances Policy.

Full details of these concessions and rebates are available within the Revenue Statement from mackay.qld.gov.au.

SPECIAL RATES AND CHARGES

Under the *Local Government Regulation 2012*, we are required to provide details of action taken in relation to, and expenditure on, a service facility or activity for which the local government made and levied a special rate or charge for the financial year and a summary of all rebates and concessions allowed by the local government in relation to rates.



SPECIAL CHARGE (RURAL FIRE SERVICES)

Where requested by a Rural Fire Brigade (or group thereof), we levy a Special Charge to provide assistance with their operations. All funds levied (less an administration charge) are paid to the relevant Rural Fire Brigade or group.

PROPERTY, PLANT AND EQUIPMENT

In accordance with the *Local Government Regulation 2012*, council has recognised items of property, plant and equipment with a total value of less than \$5000, except for land which has a recognition threshold of \$1 as an expense in the year of acquisition. All other items of property, plant and equipment are capitalised and reported in the relevant asset class.

ADMINISTRATIVE ACTION COMPLAINTS

We acknowledge the right of our customers and the community in providing feedback, both positive and negative, and/or to lodge a complaint about a council decision or action. Council recognises that effective complaints management is integral to good customer service and therefore values all complaints. As well as encouraging a proactive approach to complaints management, the administrative action complaints procedure ensures that the correct legislation, policies and procedures have been followed to make a fair, lawful and reasonable decision.

Council has a Complaint Management System (CMS) in place, and it is recognised as an essential part of good quality and governance practices. The assessment of a complaint has three stages: stage one - initial complaint; stage two - internal review; stage three - external review. The CMS is an important process used to measure and improve our service to the community. Council has set a benchmark of 90 per cent for all complaints to be completed within their required timeframe. A quarterly report is presented to the management team and an annual report presented to the Audit Committee. In this, there were 243 administrative action complaints made to the local government. There were four administrative action complaints not resolved by the local government under the complaints management process. No complaints were unresolved from the previous financial year. There were no human rights complaints received within this financial year, which was resolved and determined as not sustained. There were no competitive neutrality complaints received within this financial year.

COMPETITIVE NEUTRALITY COMPLAINTS

Competitive neutrality is the policy that a public sector business, or agency, should not have a competitive advantage (or disadvantage) over the private sector solely due to their government ownership. There were no investigation notices given in the financial year for competitive neutrality complaints and no responses to complaints.

COUNCILLORS' REMUNERATION POLICY

Our councillors' remuneration is determined by the Local Government Remuneration Tribunal that sets remuneration levels for all councils across the state. Our council adheres to recommendations by the Local Government Remuneration Tribunal.

COUNCILLORS' REIMBURSEMENT POLICY

Our councillors' reimbursement of expenses and provision of facilities policy (as required under the *Local Government Regulation 2012*) ensures accountability and transparency in the reimbursement of expenses incurred by our councillors and ensures they are provided with reasonable facilities to assist them in carrying out their civic duties. This policy was endorsed by council July 22, 2020, and is as follows:

"THAT council adopt the amended Mackay Regional Council Reimbursement of Expenses and Provision of Facilities for Councillors Policy No 002."

A full copy of the policy is available for viewing on council's website, with a summary of the policy shown on the right.

PAYMENT OF EXPENSES

Expenses will be paid to a councillor through administrative processes approved by our CEO subject to the limits outlined in this policy, or council endorsement by resolution. Councillors do not have any discretionary funds budgeted for the financial year.

Section	Heading	Description
6.1.1	Conferences/seminars/workshops	Acceptance of costs, including travel and accommodation, associated with attending council-approved conferences, seminars or workshops.
6.1.2	Discretionary professional development	Allowance for up to \$5000 per councillor per term of council for a councillor to undertake personal development courses or similar, including associated travel and accommodation expenses, if applicable.
6.1.3	Travel as required to represent council	Acceptance of costs associated with travel on behalf of and representing council.
6.2	Vehicles	Provision of a council-supplied vehicle, including private use, for the Mayor. Access for councillors to council fleet vehicles, or reimbursement of mileage for private vehicle use, for council business travel.
6.3.1	Administrative tools and access to council office amenities	Provision within council of office space, carparking, laptops/IT needs, printer/copier etc.
6.3.2	Insurance cover	Insurance coverage for public liability, professional development, workers compensation etc.
6.3.3	Council memberships	Ability for councillors at their own expense to access staff-offered benefits and memberships, such as Fitness Passport.
6.3.4	Support resources	Dedicated support via executive assistant allocation (one for Mayor and one accessible by councillors). Plus, provision of communication specialist services for Mayor.
6.3.5	Legal assistance	Acceptance of legal assistance costs as required in support of actions against councillors in undertaking their role.
6.4.1	Telecommunication needs and mobile phones	Mobile phone allowance of \$135/month. Home internet allowance of \$75/month.
6.4.2	Uniforms and safety equipment	Provision of safety equipment as required, and access to uniform in line with staff annual allowance.
6.4.3	Attendance at community events etc	Acceptance of attendance costs for official invites to attend community events.
6.4.4	Hospitality	Acceptance of hospitality costs in hosting dignitaries etc outside formal council events – councillors - \$500/annum, Mayor - \$6000/annum.

EXPENSE CATEGORIES

(i) Professional development:

We will reimburse expenses incurred for mandatory professional development and/or discretionary professional development deemed essential for the councillors' roles. Any professional development, regardless of category and requiring overseas travel, requires formal council resolution. The Mayor attends the Local Government Association Queensland (LGAQ), Australian Local Government Association (ALGA) and any other relevant seminars/conferences/workshops as the primary delegate. Councillors can attend workshops, courses, seminars and conferences that are related to their roles. Approval to attend is made by council resolution and therefore councillors should advise the CEO of their desire to attend an event. The CEO will provide a report to council seeking approval on behalf of the councillor.

(ii) Discretionary professional development:

Each councillor can attend (at their own discretion) courses, workshops, seminars and conferences that improve their skills relevant to their role. This training is initially limited to \$5000 per councillor over the current term of office, but will be reviewed annually when setting the budget. There is no requirement for a council resolution to approve these attendances, however, the councillor would need to submit a request to the CEO (prior to attendance) and provide all relevant documentation within 14 days of attending the event to ensure their expenses are reimbursed.

(iii) Travel as required to represent council:

We will reimburse local, interstate and, in some cases, overseas travel expenses (such as accommodation, flights, motor vehicle, meals and associated registration fees) deemed necessary to achieve the business of council where a councillor is an official representative of council and the activity/event and travel has been endorsed by resolution of council. Approval for such travel is to be approved either by resolution

of council or by the Mayor and/or the CEO. We will pay for reasonable expenses incurred for overnight accommodation when a councillor is required to stay outside our council area. Wherever possible all councillor travel approved by council will be booked and paid for by us in advance.

(iv) Private vehicle usage:

Councillors' private vehicle usage will be reimbursed if the usage is for official council business. This includes to:

- attend official council business/meetings/community events, functions and public meetings in the role of councillor
- investigate issues/complaints regarding council services raised by residents/ratepayers and visitors to the region.

Councillors making a claim for reimbursement of private vehicle usage can do so by submitting the appropriate form detailing the relevant travel based on log book details. The amount reimbursed will be based on the published Australian Tax Office business-use-of-motor-vehicle-cents-per-kilometre method and kilometre rate applicable at the time of travel. Councillors will be provided with an appropriate log book to assist in this process.

(v) Meals:

We will reimburse reasonable costs of meals for a councillor when the councillor has incurred the cost personally and the meal was not provided within the registration cost of the approved activity/event, upon production of a valid tax invoice. The following limits apply to the amount we will reimburse for meals: \$26 for breakfast (if the councillor is required to depart their home prior to 6am), \$30 for lunch and \$50 for dinner (if the councillor returns to their home after 9pm). Expenses relating to the consumption of alcohol will not be reimbursed. Should the councillor choose not to attend a provided dinner/ meal, then the full cost of the

alternative meal shall be met by the councillor. Only one method of reimbursement will be permitted. Meal limits are in accordance with Taxation Determination TD 2009/15 and will escalate in line with future Taxation Determinations as issued by the ATO from time-to-time.

(vi) Hospitality:

Councillors may have occasion to incur hospitality expenses while conducting council business apart from civic receptions organised by council. The Mayor may particularly require additional reimbursement when entertaining dignitaries outside of official events. To allow for this expense, the following amounts can be claimed: \$500 per annum for councillors and Deputy Mayor and up to \$6000 per annum for the Mayor (based on the category assigned to council by the Local Government Remuneration Tribunal). To claim, the Mayor or councillor must provide a written statement of whom they entertained and an indication of the costs. Receipts, if available, should be provided but are not mandatory. These limits will be increased annually on July 1 each year, adjusted by the movement in the Brisbane Consumer Price Index (CPI) at March 30 each year.

(vii) Accommodation:

Councillors may need to stay away from home overnight while attending to council business. When attending conferences, they should take advantage of the package provided by conference organisers (if applicable) and therefore stay in the recommended accommodation unless prior approval has been granted by the CEO. All councillor accommodation for council business will be booked and paid for by us. Suitable accommodation will be sought within a reasonable distance to the venue that the councillor is to attend. Should more than one councillor attend the same event, we will book and pay for a separate room for each attending councillor.

PROVISION OF FACILITIES

Council will provide facilities for the use of councillors in the conduct of their respective roles with council. All facilities provided remain our property and must be returned when the councillor's term expires. The facilities provided by us to councillors are to be used only for council business unless prior approval has been granted by resolution of council.

FACILITY CATEGORIES

(a) Administrative tools and access to council office amenities

Councillors will be provided with:

- Suitable office space at the administration building in Gordon Street, Mackay, and council meeting rooms for daily use,
- Secretarial support for Mayor and councillors located at the administration building,
- Desktop and/ or laptop computer,
- Use of our landline telephone and internet access,
- Fax and/or scanner,
- Printer, photocopier, paper shredder, filing cabinet,
- Hands-free mobile telecommunications device for councillors' private vehicle,
- Stationery and any other administrative necessities, which we resolve are necessary to meet the business of council.

(b) Home office

We recognise that by using contemporary communication technologies (such as internet for the electronic distribution of agendas and minutes) and the distance some councillors will have to travel if this technology was not used, there is a necessity to provide home-office facilities to councillors. Accordingly, we will supply and pay for an internet connection and land-based phone line at the councillor's

residence. We will pay installation costs (if required) and monthly costs for line rental and current internet package. These services will be in the name of the councillor and personal usage will be the responsibility of his/her responsibility.

(c) Maintenance costs of council-owned equipment

We are responsible for the ongoing maintenance and reasonable wear-and-tear costs of council-owned equipment that is supplied to councillors for official-business use. This includes the replacement of any facilities that fall under council's asset replacement program.

(d) Uniforms and safety equipment

We will provide a councillor with a uniform allowance as per staff policy - council blazer, tie or scarf and necessary safety equipment for use on official business (for example, safety helmet, boots and safety glasses).

(e) Use of council vehicles

Councillors will have access to a suitable council vehicle for official business. A councillor wishing to use a council vehicle for official business must submit a request to the CEO at least two days prior to use, except in exceptional circumstances as determined between the councillor, Mayor and CEO.

(f) Mayoral vehicle

The Mayor will be provided with a fully maintained suitable council vehicle below the threshold for luxury car tax (ex GST and on road costs) determined by the Australian Tax Office including fuel and all running costs for unlimited and unrestricted use by the Mayor for council business and private purposes in recognition of the duties required to be performed by the Mayor and the irregular hours required to attend council, community and civic responsibilities.

(g) Fuel costs

All fuel used in a council-owned vehicle on official council business will be provided or paid for by us.

(h) Car parking amenities

We will provide councillors with car parking spaces at the main administration building. Councillors will be reimbursed for parking costs they have paid while attending official council business (for example, secured vehicle parking at an airport).

(i) Telecommunication needs: mobile phones

The councillor mobile phone package allowance will be the \$135 per month. The councillor is to arrange for the plan in their own name and be paid the allowance monthly. Any costs over and above those covered by the plan shall be at the councillor's expense. Council will also provide of support service for the mobile phones. Where such service is not provided in-house, the costs for provision of the service will be borne by council.

(j) Home internet

Council will pay a one-off installation cost (if required) and an allowance towards the monthly costs for the line rental and current internet package (set at \$75/month). Councillors are to arrange for the plan in their own name and be paid the allowance monthly. Any costs over and above those covered by the package shall be at the councillor's expense.

ADMINISTRATIVE SUPPORT

Council provides as support to Mayor and councillors necessary administrative support, through executive assistant and support staff, as well as a communication specialist to provide expert assistance in supporting the Mayor's official online social media communications.

SENIOR MANAGEMENT REMUNERATION

Under section 201 of the *Local Government Act 2009*, we provide the total remuneration paid to senior executive employees, including the CEO and employees reporting directly to the CEO during the financial year. The total remuneration packages payable to senior management in 2022-2023 is \$2.26 million. The annual package bands for council's senior management during 2022-2023 are:

Executive Leadership Team	
Income Range	Number of Packages*
\$400,000 - \$499,999 band	1
\$300,000 - \$399,999 band	1
\$200,000 - \$299,999 band	6
\$100,000 - \$199,999 band	0
Total	\$2,261,477

*These figures include salary, allowances and super (total remuneration) and reflect the number of senior management positions, not the number of employees who held those positions during the year.



COUNCILLORS' ALLOWANCES AND SUPERANNUATION

Total remuneration and superannuation payable to each of our councillors for the year 2022-2023.

Councillor	Allowance	Superannuation
Mayor Greg Williamson	\$186,806	\$22,417
Cr Karen May	\$127,366	\$15,284
Cr Martin Bella	\$110,386	\$13,246
Cr Laurence Bonaventura	\$110,386	\$13,246
Cr Justin Englert	\$110,386	\$13,246
Cr Michelle Green	\$110,386	\$13,246
Cr Belinda Hassan	\$110,386	\$13,246
Cr Alison Jones	\$110,386	\$13,246
Cr Fran Mann	\$110,386	\$13,246
Cr Russell Seymour	\$110,386	\$13,246
Cr Pauline Townsend	\$110,386	\$13,246
Total	\$1,307,646	\$156,915



COUNCILLOR EXPENSES

A summary of the Mayor's and councillors' expenses including conferences and travel, vehicle costs and other support for 2022-2023.

Councillor	Conferences / Travel	Vehicle Costs	Other Support	Travel as required to represent council	Total
Mayor Greg Williamson	\$4251	\$ 7184	\$18,954	-	\$30,389
Cr Karen May	\$8897	-	\$7601	-	\$16,498
Cr Martin Bella	\$1568	\$11,848	\$3157	-	\$16,573
Cr Laurence Bonaventura	\$2024	\$5499	\$6138	\$1839	\$15,500
Cr Justin Englert	\$12,811	\$984	\$4810	-	\$18,605
Cr Michelle Green	\$3911	-	\$4754	-	\$8665
Cr Belinda Hassan	\$8530	-	\$5768	\$3721	\$18,019
Cr Alison Jones	\$1062	\$14,690	\$8958	-	\$24,710
Cr Fran Mann	\$9898	-	\$6429	\$496	\$16,823
Cr Russell Seymour	\$5544	-	\$2964	-	\$8508
Cr Pauline Townsend	\$ 6787	-	\$5522	-	\$12,309
Total	\$65,283	\$40,205	\$75,055	\$6056	\$186,599

COUNCILLOR ATTENDANCE

Councillor attendance at meetings, briefings, community days and training from July 1, 2022 to June 30, 2023.

Councillor	Ordinary meeting	Special meeting	Absent on council business	Leave of absence	Council in community day	Councillor briefings	Training/ workshops
Mayor Greg Williamson	18	1	2	-	4	24	2
Cr Karen May	20	1	-	-	4	24	2
Cr Martin Bella	17	1	-	3	4	18	2
Cr Laurence Bonaventura	20	1	-	-	5	23	2
Cr Justin Englert	19	1	-	1	5	23	2
Cr Michelle Green	17	1	-	3	4	22	2
Cr Belinda Hassan	20	1	-	-	5	24	2
Cr Alison Jones	20	1	-	-	5	23	2
Cr Fran Mann	19	1	1	-	3	22	2
Cr Russell Seymour	18	1	-	2	5	22	2
Cr Pauline Townsend	19	-	-	1	4	20	2

COMMITTEES

External Local, State or Federal Government Committees. The following is a list of councillor appointments to committees and groups, both internal and external to council from July 1, 2022, to June 30, 2023.

Committee name	Internal/ external	Councillor appointment
Audit Committee	Advisory	Mayor Williamson, Cr Bella, (Cr May, Cr Hassan - observers)
Australian Local Government Women's Association (ALGWA) Queensland Branch	External	Cr Mann
Combined Museums Meeting	External	Cr May, Cr Mann
Community Grants Assessment Committee	Internal	Cr Bonaventura, Cr Jones, Cr Seymour, Cr Townsend
Connect Housing Group	External	Cr May, Cr Mann
Crime Stoppers Mackay	External	Cr Englert
DBCT Engagement Group	External	Cr May
Geo Science Australia - North Bowen Galilee Basin Reference Group	External	Cr Hassan
Greater Whitsunday Alliance Limited (GW3)	External	Mayor Williamson
Greater Whitsunday Communities	External	Cr May, Cr Hassan, Cr Mann
Greater Whitsunday Council of Mayors (Whitsunday ROC Ltd)	Internal	Mayor Williamson, Cr May, Cr Green, Cr Hassan
Greater Whitsunday Council of Mayors Suicide Prevention Taskforce	External	Mayor Williamson
Headspace Sarina	External	Cr May
Heritage Reference Group	Advisory	Cr May, Cr Mann

Committee name	Internal/ external	Councillor appointment
Invest Mackay Event and Conference Attraction Program Advisory Committee	Advisory	Cr May, Cr Green, Cr Englert, Cr Hassan, Cr Townsend
LGAQ Financial Sustainability and Asset Management Advisory Group	External	Cr May
Local Authority Waste Management Action Committee (LAWMAC)	External	Cr Green, Cr Hassan
Local Buying Foundation Advisory Committee	External	Cr Hassan, Cr Jones
Local Jobs Plan Taskforce	External	Cr May
Mackay Show Trustees	External	Mayor Williamson
MADEC Housing Advisory Committee	External	Cr May
Mackay CBD Safe Night Precinct	External	Cr Englert
Mackay Community Foundation Limited	External	Mayor Williamson
Mackay District Disaster Management Group (DDMG)	External	Mayor Williamson
Mackay Institute of Research and Innovation Let's Shape Up! Initiative	External	Cr Hassan
Mackay Local Disaster Management Group (LDMG)	External	Mayor Williamson, Cr May, Cr Mann, Cr Englert, Cr Hassan, Cr Seymour
Mackay Local Disaster Management Group - Economic Recovery Sub Group	External	Cr Bella, Cr Englert, Cr Green

Committee name	Internal/ external	Councillor appointment
Mackay Local Disaster Management Group - Environment Recovery Sub Group	External	Cr Bonaventura, Cr Jones
Mackay Local Disaster Management Group - Human Social Recovery Sub Group	External	Cr May, Cr Mann
Mackay Local Disaster Management Group - Infrastructure Recovery Sub Group	External	Cr Bella, Cr Hassan
Mackay Local Disaster Recovery Group	External	Mayor Williamson, Cr May, Cr Englert, Cr Hassan, Cr Mann, Cr Seymour
Mackay Region Chamber of Commerce INC - City Centre Reference Group	External	Cr Townsend
Mackay Road Accident Action Group (RAAG)	External	Cr Bonaventura, Cr Seymour
Mackay Region Enterprises Pty. Ltd.	Advisory	Mayor Williamson, Cr Bella
Mackay Region Mountain Biking Alliance	External	Cr Englert, Cr Green, Cr Hassan, Cr Seymour, Cr Townsend
Mackay Region Recreational Fishing Strategy Steering Group	External	Cr Englert, Cr Hassan, Cr Jones
Mackay Isaac Tourism	External	C Englert, Cr Hassan
Mayor's Olympics 2032 Taskforce	External	Mayor Williamson, Cr Green, Cr Hassan
Michelle Landry - MP - Federal Member for Capricornia - Grant Advisory Committee	External	Cr May
NQBP Community Reference Group Mackay	External	Cr Townsend
NQBP Community Reference Group Hay Point	External	Cr May
North Queensland Sports Foundation Limited	External	Cr Bonaventura, Cr Hassan
Northern Beaches Community Hub - Community Reference Group	External	Cr May, Cr Green, Cr Hassan
Pioneer Landcare Group	External	Cr Mann

Committee name	Internal/ external	Councillor appointment
Queensland Coastal Council Adaption Taskforce (C-CAT)	External	Cr Jones
Rates Payment Review Tribunal	Internal	Cr Bella, Cr Jones
Reef Catchments	External	Cr Hassan
Regional Arts Development Fund Advisory Committee	Internal	Cr May, Cr Green, Cr Mann
RDA Greater Whitsundays	External	Cr May, Cr Jones
Regional Queensland Council of Mayors (RQCOM)	External	Mayor Williamson
Rural Safety Working Group	Internal	Cr Bonaventura
Sarina Field of Dreams Parklands Advisory Committee	Internal	Cr May, Cr Mann
Sarina Landcare Group	External	Cr May
Sarina Rural Skills Centre Community Board INC	External	Cr May
Sister Cities Mackay	Advisory	Cr May, Cr Jones, Cr Mann, Cr Townsend
Sport and Recreation Advisory Committee	Advisory	Cr Green, Cr Hassan
Sports Expo and Sign-on Day Working Group	Internal	Cr Bonaventura, Cr Hassan, Cr Jones, Cr Seymour
St Vincent De Paul Housing Committee	External	Cr Hassan
State Emergency Services (SES) Strategic Advisory Group	External	Cr May, Cr Englert
Sustainability and Environmental Advisory Committee	Advisory	Cr May, Cr Green, Cr Jones
The Mayor's DV Taskforce	External	Mayor Williamson, Cr May, Cr Hassan, Cr Townsend
Traffic Advisory Committee	Advisory	Cr Bonaventura, Cr Mann
Transport and Drainage Advisory Board	Advisory	Cr May, Cr Bella, Cr Hassan, Cr Bonaventura, Cr Mann
Visual Arts Advisory Committee	Advisory	Cr Townsend
Water and Waste Advisory Board	Advisory	Cr May, Cr Bella, Cr Mann, Cr Bonaventura, Cr Green, Cr Hassan
Whitsunday Regional Roads Group	External	Cr Bella, Cr Mann

REGISTERS

Council maintains a list of registers that are available on request. These include:

Registers required as per LGA and

LGR legislative requirements

- Local Laws register
- Roads map and register
- Register of cost-recovery fees
- Asset register
- Councillor conduct register
- Register of interest of councillors, councillor advisors
- Delegations register
- Register of interests for senior executive employees
- Register of pre-qualified suppliers

Records required as per LGA and

LGR legislative requirements

- Record of unsuitable meeting conduct
- Record of taking of declaration of office
- Record about conflicts of interest at meetings
- Land record
- Record of financial management risks and control managers
- Record of administrative action complaints

Other Registers

- Register of animal impoundment
- Register of authorised persons
- Register of cats and dogs
- Register of cemetery
- Register of conflicts of interest (employees)
- Register of infrastructure agreements
- Register of infrastructure notices
- Register of installed on-site sewerage and greywater use facilities
- Register of licensing
- Register of lobbyists
- Register of regulatory fees
- Register of stock impoundment
- Register of testable backflow prevention devices
- Register of abandoned vehicle impoundment
- Register of gifts and benefits for councillors
- Register of gifts and benefits for employees
- Register of lost/stolen or unaccounted for assets



COUNCILLOR CONDUCT

The *Local Government Regulation 2012* sets out standards of behaviour and processes for accepting and assessing any complaints regarding the activities of councillors.

The Regulation provides a framework for assessing complaints about the conduct and performance of councillors. Under the Regulation, each complaint is required to be assessed to determine whether it is about inappropriate conduct, misconduct, corrupt conduct under the *Crime and Corruption Act 2001* or another matter. If the complaint is not frivolous, vexatious or lacking in substance, it is referred to the appropriate office for investigation.

- 21 councillor complaints were recorded for the period July 1, 2022, and June 30, 2023.
- Six complaints were referred by council to the Office of Independent Assessor, 15 complaints were received directly by the Office of the Independent Assessor.
- 20 complaints have been finalised and dismissed as follows:
 - Four complaints in accordance with 150X(a)(ii);
 - One complaint in accordance with section 150Y(b)(i);
 - 11 complaints in accordance with section 150Y(b)(iii);
 - Two complaints in accordance with section 150X(c)(ii);
 - Two complaints in accordance with section 150W(1)(b).
- One complaint is still pending.

Section of Local Govt Act	Type of order/complaint	Number
150I(2) - Chairperson may deal with unsuitable meeting conduct	Orders made about unsuitable meeting conduct	Nil
150AH(1) - Disciplinary action against councillor	Orders made for inappropriate conduct	1
150AR(1) - Disciplinary action against councillor	Decisions, orders and recommendations made	Nil
150P(2)(a) – Complaints about councillor conduct must be referred to assessor	Complaints referred to the assessor by council, a councillor and the Chief Executive Officer	4
150P(3) - Complaints about councillor conduct must be referred to assessor	Complaints referred to the Crime and Corruption Commission	Nil
150R(2) - Local government official must notify assessor about particular conduct	Notices issued	2
150S(2)(a) - Local government must notify assessor about misconduct	Notices issued	Nil
150W(1)(a), (b) and (e) - Decision about conduct	Decisions made	1
150AC(3)(a) - Referral of suspected inappropriate conduct	Occasions referred by Assessor	1
150AF(4)(a) – Investigating suspected inappropriate conduct and information provided to assessor	Number investigated	1
Chapter 5A, part 3, division 5 – Referral of conduct to local government	Occasions the local government asked another entity to investigate the suspected inappropriate conduct of a councillor	1
150AJ (1) – Application to conduct tribunal about alleged misconduct	Applications heard by the conduct tribunal about the alleged misconduct of a councillor	Nil

In accordance with Section 186(1)(e) of the current Local Government Regulation 2012, council must report on the following during the financial year:

- (i) the name of each councillor for whom a decision, order or recommendation mentioned in paragraph (d) was made;
- (ii) a description of the unsuitable meeting conduct, inappropriate conduct or misconduct engaged in by each of the councillors;
- (iii) a summary of the decision, order or recommendation made for each councillor.

In accordance with Section 186(1)(3):

Name: Cr Martin Bella

Allegation: It was alleged that Cr Bella made defamatory and derogatory statements about a deceased youth and his parents in social medial posts on July 28, 2022.

Summary of Decision: The Decision of the Deputy Mayor made under Delegation from council at the Ordinary Meeting of May 24, 2023:

That noting the outcome of the report from the Councillor Conduct Tribunal “that the evidence is sufficient for the Council to reach a determination that the allegation of inappropriate conduct is sustained on the balance of probabilities”; having been

delegated to make a decision on this matter my decision is that per the Tribunal report that there is sufficient evidence that Cr Bella has engaged in inappropriate conduct as per section 150AG(1)(a) of the Local Government Act 2009 (LGA) in relation to the allegation that Cr Bella has breached the behavioural standard in the Code of Conduct for Councillors in Queensland.

Further, that having made this decision, determine that the disciplinary action applicable per the legislative options is that –

1. Cr Bella makes a public admission (per section 150AG(1)(b)(i) of the LGA) – However accepting that the written statement provided by Cr Bella and tabled at today’s meeting fulfills this acknowledgement;

2. Cr Bella attends applicable social media training to address the councillor’s conduct, the content of which to be confirmed.

The Chief Executive Officer to write to Cr Bella and the Office of the Independent Assessor advising of council’s decision. The Chief Executive Officer to update the Councillor Conduct Register with the decision in accordance with section 150DX of the LGA.

The full register of councillor conduct complaint outcomes is available on council’s website.

FUNDING ACKNOWLEDGEMENTS

Council received major funding through the year from the State and Federal governments. Below is a list of those major grants.

Funding provider	2022-2023	Total funding	Program name	Description
Arts Queensland	\$100,000	\$100,000	Regional Arts Development Fund 2022-2023	Community Grants and Council Initiated Projects
BMA Alliance Coal Operations Pty Ltd	\$14,250	\$71,250	Community Project Program	BMA Kidspace 2023-2027
Dalrymple Bay Coal Terminal Pty Ltd	\$5000	\$5000	Sponsorship	Sarina School District Vouchers
Department of Agriculture and Fisheries	\$20,000	\$50,000	Supporting Communities Manage Pest Animals and Weeds Program (2021-2022 to 2024-2025)	Strategic Invasive Grass Control
Department of Children, Youth Justice and Multicultural Affairs	\$20,000	\$20,000	Celebrating Multicultural Queensland	Global Grooves 2023
	\$37,655	\$135,006	Community Services Funding Stream	Sarina Youth Centre - April 21 - March 24
	\$47,981	\$134,991		Valley Youth Centre - April 21 - March 24
Department of Communities, Housing and Digital Economy	\$3412	\$22,158	Community Services Funding Stream	Sarina Neighbourhood Centre Emergency Relief 2020-2022
	\$6973	\$6973		Sarina Neighbourhood Centre Emergency Relief 2022-2023
	\$3557	\$20,472		Sarina Neighbourhood Centre Emergency Relief 2023-2025
	\$31,836	\$304,880		Sarina Neighbourhood Centre Local Development Worker 2021-2022
	\$227,282	\$285,120		Sarina Neighbourhood Centre 2022-2023
Department of Education	\$216,351	\$216,351	Traineeship	Traineeship Subsidies
Department of Employment, Small Business and Training	\$135,000	\$150,000	First State Initiative - Trainees 2023	Trainee Support Program
Department of Environment and Science	\$98,315	\$191,577	Illegal Dumping Partnerships Program	Illegal Dumping Compliance Officer
Department of Industry, Science, Energy and Resources	\$727,462	\$3,315,093	Preparing Australian Communities - Local Stream	Pioneer River Levee Valetta Gardens / Rivers Edge
	\$1,718,494	\$4,125,629	Building Better Regions Round Five	Mackay Riverside Waterfront
Department of Industry, Science and Resources	\$50,000	\$50,000	Reducing Light Pollution in Coastal Communities	Light Pollution - Mackay Coastal Communities
Department of Infrastructure, Transport, Regional Development, Communications and the Arts	\$2,871,398	\$9,782,950	Roads to Recovery 2019-2024 Funding	Various Projects
	\$45,861	\$45,861	Festivals Australia Round 15	Daly Bay Illuminate 2023-2024

Funding provider	2022-2023	Total funding	Program name	Description
Department of Infrastructure, Transport, Regional Development, Communications and the Arts	\$437,371	\$4,373,723	Local Roads and Community Infrastructure Phase Two	Various Projects
	\$1,565,272	\$3,913,180	Local Roads and Community Infrastructure Phase Three	Various Projects
Department of State Development, Infrastructure, Local Government and Planning	\$721,275	\$5,595,070	Financial Assistance Grant 2022-2023	Financial Assistance Grant 2022-2023
	\$4,491,507	\$4,919,218	Financial Assistance Grant 2023-2024	Financial Assistance Grant 2023-2024
	\$318,625	\$1,274,500	Building our Regions Round Five	Mackay Animal Management Centre Expansion
	\$600,000	\$2,000,000	Building our Regions Round Six	Bloomsbury Water Supply Scheme
	\$235,273	\$801,768	Local Government Grants and Subsidies Program 2019-2021	Koumala Water Quality Upgrade
	\$534,791	\$1,782,635	Local Government Grants and Subsidies Program 2022-2024	Mackay Stadium Refurbishment
	\$3,996,000	\$9,990,000	Works for Queensland Round Four	Various Projects
Department of Tourism, Innovation and Sport	\$158,250	\$500,000		Pioneer Valley Mountain Bike Trail Investigations and Designs
Department of Transport and Main Roads	\$298,390	1,641,980	Cycle Network Local Government Grants Program 2019-2020	Pioneer North Bank Shared Path Stage One Design and Construction
	\$20,000	\$80,000	Cycle Network Local Government Grants Program 2020-2021	Eimeo Blacks Beach Rd Design
	\$393,722	\$787,445	Cycle Network Local Government Grants Program 2021-2022	Pioneer North Bank Shared Path Stage Two Construction
	\$16,125	\$21,500	Cycle Network Local Government Grants Program 2019-2020	Pioneer North Bank Shared Path Stage Four Design
	\$41,250	\$165,000	Cycle Network Local Government Grants Program 2022-2023	Pioneer North Bank Shared Path Stage Three Design
	\$226,471	\$905,882	Cycle Network Local Government Grants Program 2022-2023	Blue Water Trail, Sydney St and River St
	\$1,007,376	\$4,029,503	Bus Stop Upgrades	Mangrove Road Bus Interchange and Caneland Central Pedestrian Walkway Shelter
	\$117,389	\$307,012	Passenger Transport Infrastructure Investment Program	Royal Sands Estate Bus Stop
	\$378,075	\$1,074,756	Passenger Transport Accessible Infrastructure Program and Bus Stop Shelter Program 2021-2022	Various Projects
	\$613,133	\$997,799	Passenger Transport Accessible Infrastructure Program and Bus Stop Shelter Program 2022-2023	Various Projects
	\$251,750	\$503,500	Black Spot Program 2021-2022	Sydney/Alfred Street
	\$891,346	\$4,289,372	Transport Infrastructure Development Scheme	Webberley St / Glenella Rd / Heaths Rd / Gorge Rd / Malcomson St and WRRGTG Administration

FINANCIAL STRENGTH

Funding provider	2022-2023	Total funding	Program name	Description
Local Government Association of Queensland	\$36,605	\$137,685	QWRAP Bid Pool Funding 2018-2022	Water Industry Worker Learning and Development - WIM Alliance
	\$74,460	\$284,540	QWRAP Bid Pool Funding 2022-2025	Water Industry Worker Learning and Development - WIM Alliance
	\$210,464	\$290,290	Coastal Hazard Adaptation Program	QCoast 2100
Northern Qld Primary Healthcare Network	\$15,000	\$15,000	Words for Wellbeing Program	Words for Wellbeing 2023
Office of the Queensland Chief Scientist	\$4842	\$16,795	Engaging Science Grant	Leaper Reef - Diversity and Resilience Study
Queensland Reconstruction Authority	\$43,650	\$48,500	Get Ready Queensland 2022-2023	Get Ready Queensland
	\$48,916	\$467,841	Queensland Resilience and Risk Reduction Fund	Community Resilience
	\$100,309	\$195,000		McCready's Creek Flood and Stormwater Management Study
	\$64,475	\$230,000	North and Far North Queensland Monsoon Trough	Flood Warning Infrastructure Network
	\$113,551	\$378,502	North Queensland Natural Disasters Mitigation	South Mackay Levee
	\$249,464	\$831,546		Petrie Street Floodgate Upgrade
State Emergency Service	\$31,255	\$31,255	Local Government Subsidy 2022-2023	Annual Local Government Subsidy
State Library of Queensland	\$94,637	\$94,637	First 5 Forever Funding 2022-2026	Family Literacy Program
	\$571,695	\$571,695	Public Library Grant 2022-2024	Annual Funding for Libraries
Tourism and Events Queensland	\$10,000	\$10,000	Queensland Destination Events Program Round 20	Festival of Arts 2023





Scan the QR code above to view Mackay Regional Council's 2022-2023 financial statements. They can also be accessed at:

- mackay.qld.gov.au/financialstatements

ANNUAL REPORT 2022-2023

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