COMMUNITY SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – FEBRUARY 2012

Author: DIRECTOR COMMUNITY SERVICES

Purpose

To review Community Services Department highlights and significant issues for the month ending 29 February 2012.

Background and Discussion

Highlights and Significant Issues for the month ending 29 February 2012 are as follows:

- Co-ordinator Community Development is currently representing Council on the Mackay Headspace Consortium working to establish a Headspace in Mackay. Consortia members are currently working through the development of a business plan, the second stage in the process to secure funding for this long awaited service.

- Valley District Youth Council members are currently actively engaged in workshops every weekend to prepare for their major youth variety performance at the Pinnacle Playhouse during National Youth Week. Tickets for the performances, to be held 20, 21, 27 and 28 April are now available from the Mirani Office.

- Digitising the Decades Photograph Exhibition was launched at Mackay City Library. Over 80 of the 200 images were on display at Mackay City Library during February. The exhibition will be on display at Gordon White Library during March.

- The second Mackay Sports Expo/Sign-On Day was held on Sunday 12 February. Approximately 6,000 – 7,000 visitors attended the event to obtain information from nearly 100 clubs from over 45 different sport and recreation activities. Sporting stars Shane Webcke, Stephen Lambert and Nikki Hudson added to the very successful day. Mackay Table Tennis won the best M150 historical themed booth competition for their effort at promoting their sporting history.

- Council’s Term 1/2012 swimming program commenced and saw a significant growth compared to term 4/2011 with extra teachers being employed on most afternoons and Saturday mornings.
  - Number of Learn-to-Swim classes increased from 78 to 101
  - Learn-to-Swim student numbers increased from 319 to 394

- Three entrepreneurial performances were held at the MECC this month. The Super Supremes (Morning Melodies), and UK sixties band The Searchers both returned surpluses. The Gruffalo’s Child required a small subsidy. It was excellent to see the children’s story book The Gruffalo was the top selling children’s story book at Angus & Robertson, Mackay, in the lead up to the show. Cross promotion of The Gruffalo’s Child occurred at Mackay region libraries who featured the story at children’s story time.
COMMUNITY SERVICES MANAGEMENT

- Undertook hazard inspections of the Pioneer Pool, Gordon White and Mobile Library and attended the Safeplan implementation committee meeting.
- Met with QR National regarding the Goonyella Rail Expansion.
- Met with the Mayor, Portfolio Councillor Tourism and Economic Development and Member for Mackay Tim Mulherin to discuss the City Centre Concept Plan.
- Participated in NQ Games planning meeting at Mackay Stadium.
- Chaired NB Community Hub Planning meeting and held teleconference with Cr May and library designers to discuss library planning.
- Participated in first combined museums meeting with Cr May following the recent handover of the Mackay Historical Society Building and Collection to Council.
- Met with Charlie Cush of LGAQ to discuss assistance available from LGAQ to Council in the arts field.
- Met with the Memorial Pool Action committee.
- Assessed second round of the community grants program for 2011/12 as a member of the community grants assessment committee.
- Met with NBN co regarding the rollout of NBN to new developments in the Mackay Region.
- Attended the first meeting of a special HR taskforce to look at staffing and recruitment issues at the MECC.

COMMUNITY SERVICES TRAINING

- Director Community Services attended the LGMA Leading Local Government Executive Management Leadership Course.
- Co-ordinator Community Development and Locality Development Officer attended part one and two of the IAP2 Public Participation Certificate course.

COMMUNITY DEVELOPMENT AND LIBRARIES

Management

- Attended two breakfast meetings - the Inspirational Business Women’s Network and the “Economic Verdict”.
- Teleconferenced with architects with Director Community Services and Councillor Karen May regarding internal design and costings for proposed Northern Beaches Community Library.
- Attended two demonstrations from different companies tendering for the implementation of RFID in the libraries
- Attended the launch of M150
- Met with QR National regarding Goonyella rail expansion
- Met with consultants regarding social impact assessment of Dudgeon Point development
- Attended launch of National Year of Reading at GWL with Cr. May.
- Attended Leadership Training Program Focus Group meeting
• Conducted FISH training sessions with Civil Operations crews at Calen, Mirani and two at Paget. Have held workshops for over 150 Civil Operations staff to date.

**Community Development**

**Community Development**
Recruitment processes continue in an attempt to fill vacancies in Community Development program.

The final round of the Community Grants program for 2011/12 closed on 2 February with the program being undersubscribed. As a result applications have been called for a special one off M150 round of funding which will close on 16 March.

**Locality Development**
The Healthy Children Resource is in the final editing phase. It is hoped that the publication will be available for distribution in May.

Under 8”s Day will be held in Walkerston for the first time this year following interest from the local Kindergarten. Initial queries within the community show an overwhelming interest from education and childcare facilitators and local sporting groups. At this stage 14 free activities are being organised as part of the day to be held in the grounds of the Walkerston State School on 18 May.

**Community Projects**
The program for the Volunteers conference is in the final stages of preparation. The event to be held at the Tommy Webster Memorial Hall in Walkerston on Saturday 2 June is already attracting a lot of interest from community groups and organisations.

**In-kind Assistance Program**

Mackay Kennel Club Inc: $653.15
10 Bins over 5 different weekends of the year

Rotary Club of Mirani Inc: $159.00
12 Bins for the Bush Carnival

The Salvation Army: $325.00
Supply, level and compact crusher dust for the organisations car park

**Approved Junior Sporting Grant Applications**

Natasha Mason: $150.00
Queensland representation in the BMX National Titles

Kameeka Mye: $300.00
Australian representation in the Under 15 Girls Viking Futsal Tour in United Kingdom

Claire Black: $300.00
Australian representation in the South African Gymnastics Federation Games
Multicultural Partnership Program
Migrant Voice, the Multicultural Newsletter, was prepared and distributed to the mailing list and is also available on Council’s website.

Multicultural swimming information session was held on 24 February in preparation for another learn to swim program for CALD participants. The program will begin in early March and run for 10 weeks.

Following a successful grant application, a multimedia project to promote welcome functions in being developed in conjunction with Corporate Communication.

In order to consolidate the need for a welcome centre in the mackay region a survey is currently being conducted on Community Connect. People moving to the region and businesses experiencing recruitment issues are asked to share their views in the survey.

Multicultural CAMS
CAMS Officer attended CALD Swap It Working Group meeting to assist with the official launch of the Australian South Sea Islander Multicultural Health Worker program. Launch will be held on the 17th of April.

Support has been provided to the Australian South Sea Islander Arts and Cultural Development Organisation as they work through the process of establishing this new organisation.

The CAMS Officer is now responsible for the Australian South Sea Islander website started by a member of the ASSI community as a way of connecting community members across the State. Multicultural CAMS Officer will now manage all enquiries regarding the website and add any relevant information.

CAMS Officer met with Multicultural Affairs QLD Executive Director Garry Page and Program Manager Arthur Maudlin to discuss Australian South Sea Islander issues and provide advice about upcoming events in the ASSI community.

CAMS Officer met with David Phillips, General Manager of Mackay Tourism to discuss plans for Lagoons Meeting House and how the Multicultural CAMS Officer can provide support.

Youth Development
Preparations are underway for Youth week events including a Youth Talent quest and art exhibition.

Resilience Project
Emergency/disaster preparedness presentations sessions have been conducted at:
- Midge Point Progress Association 23 February
- Breakfast for 140 new South African migrants 4 February
- Binbi Tok Olgeta Meeting – Aboriginal and Torres Strait Islander Interagency Meeting
- Blue Care Respite Centre
- Affordable housing complex on Shakespeare St, unit watch project
- Migrants – information session at Mackay Regional Council 21 Feb
- An information display was held as part of the SES Orange Day hosted by IGA Shakespeare Street.
Libraries

- Young People’s Services

During January and February the Library ran “The Gruffalo’s Child” colouring in competition in partnership with the Mackay Entertainment and Convention Centre (MECC). Up to 100 entries were received and 5 family passes to “The Gruffalo’s Child” stage play were awarded to deserving winners.

Young People’s Services library assistant Tayla Phelan attended the Mackay West State School Induction of School Leaders on Friday 17 February to present the ten 2012 library monitors with their badges. We have a close working relationship with the school library through our Productive Partnership program.

Libraries celebrated the launch of the National Year of Reading with a special Storytime at Gordon White Library on Tuesday 14 February. Twenty five children and 15 adults, including several day care mothers and their children, enjoyed the session.

School Visits / Visits to Schools - A Home School group, consisting of students from Prep to high school and their parents, visited the Gordon White Library on Friday 24 February. They were shown what resources are available to assist them with their studies (both in the library and online) and how to access them.

Our programs for the under 5’s are proving incredibly popular as the year progresses. In particular we have experienced an overwhelming response to our Baby Bounce sessions. Baby Bounce is a 30 minute lap sit program of rhymes and songs designed for parents with children under 18 months of age. We are also finding that the session is providing wonderful support and networking opportunities for first time mums and for young mums who are new to the region.

We have also experienced a significant increase in attendance to our weekly Storytime/Baby Bounce (combined) sessions at Mirani Library. We can attribute this increase to the weekly session (previously fortnightly), the fact that we are combining the babies with the older children and that we are meeting an obvious need in the community.

<table>
<thead>
<tr>
<th>Event</th>
<th>Previous year</th>
<th>Current year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storytime</td>
<td>1148</td>
<td>1378</td>
</tr>
<tr>
<td>Baby Bounce</td>
<td>199</td>
<td>250</td>
</tr>
<tr>
<td>Young Adult Activities</td>
<td>10</td>
<td>3</td>
</tr>
</tbody>
</table>

- Heritage Collection
The online Snap That! Photograph competition was launched at Mackay City Library.
Heritage Collection staff attended the M150 launch at the MECC. Governor General of QLD Penelope Wensley visited Mackay City Library following the launch.

Significant increase in research enquiries and visitors to the collection were recorded.

<table>
<thead>
<tr>
<th>Heritage Collection Room</th>
<th>Previous year</th>
<th>Current year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Users</td>
<td>59</td>
<td>83</td>
</tr>
<tr>
<td>Research Enquiries * up to 1 hr research required</td>
<td>9</td>
<td>18</td>
</tr>
<tr>
<td>Microfilm Reader Bookings</td>
<td>46</td>
<td>60</td>
</tr>
</tbody>
</table>

- Membership and loan statistics

Mackay Regional Council Libraries joined 542 new members, loaned 64,013 items and had 32,136 visitors during the month of February.

Bolinda Digital eAudiobooks

<table>
<thead>
<tr>
<th>Month</th>
<th>Users</th>
<th>Loans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 2011</td>
<td>519</td>
<td>552</td>
</tr>
<tr>
<td>Jan 2012</td>
<td>543</td>
<td>602</td>
</tr>
<tr>
<td>Feb 2012</td>
<td>563</td>
<td>470</td>
</tr>
</tbody>
</table>

**Museums and Greenmount Homestead Co-ordinator**

Attended M150 meeting
Attended Mackay Historical Society monthly meeting
Held Heritage Fair planning meeting at Greenmount
Attended launch of Digitising the Decades
Attended Heritage Advisory Committee meeting
Facilitated first combined Museums meeting
Artspace set up photo exhibition in Resource Centre at Greenmount

**Greenmount Visitor Numbers**

56

**Mackay Historical Society and Museum Inc.**

Visitor Numbers

11

**RECREATION SERVICES**

**Management / Sport and Recreation**

- Portfolio Councillor Health, Sport & Recreation, Manager Recreation Services and Sport and Recreation Officer attended the Sarina Brewers Park Sporting Committee meeting. The Brewers Park Master plan was adopted by the Brewers Park Sporting Precinct Committee.
- A public information session for the Brewers Park Sporting Precinct Master Plan 2012 – 2022 was held in Sarina. The master plan had been on display at the Sarina Library, whilst the session informed the broader community of the master plan’s key recommendations and rationales.

![Brewers Park Master Plan 2012](image)

- Sport and Recreation Coordinator was a part of the panel for the interviews of the prospective Healthy Communities Coordinator (HCC), under the Healthy Communities Initiative (HCI) funding.
- Manager Recreation Services attended Mackay Region 200k Planning Scheme review workshop.

![Sports Expo/Sign-On Day 2012](image)

- A committee meeting was held for the Mackay Region Organising Committee (MROC) for the North Queensland Games. The meeting took place at Virgin Australia Stadium, the chosen headquarters for this event. Over thirty sports have now signed on, with the sport participation list being finalised this month and nomination/information brochures to be issued in March.
- Planning activities commenced regarding the “Focus on Sarina” program scheduled to commence mid April in conjunction with Council's Economic Development program. The program is 100% externally funded by Queensland Government.
- Manager Recreation Services and relevant Council representatives met with local volunteer and Chair of Special Olympic Queensland to investigate event options for the Mackay Region.
- Interviews were conducted for the Administration Officer (Aquatics) position.
- Manager Recreation Services delivered Code of Conduct training for Coordinators and other direct reports.
Media / PR

Media coverage:
- Parks & Leisure Queensland February newsletter - Mackay Region update.
- Active...in the City promotion and associated Lazy Riders Club.
- Council’s Swim & Survive (swimming) Program and it’s recognition by the Royal Life Saving Society.
- Bikeways with link to funding received for Active Towns program.
- Council’s Adult Swim for Fitness program.
- Mission Inflatable at Pioneer Swim Centre.
- Closure of a section of the Bluewater Trail due to flood damage experienced last year.
- Opening of Memorial Swim Centre on specific weekend day.
- Temporary closure and re-opening of Bluewater Lagoon.
- Land made available for upcoming North Queensland Games to Central Queensland Blokart Club.
- Swim & Survive messages.
- Success achieved by Council Swim Coach and associated squad swimmers at recent swim meets.
- Adoption of Sarina Brewers Park Master Plan by Brewers Park Sporting Precinct Committee.

Aquatic Facilities

Bluewater Lagoon
- Plant room software issue resulted in temporary closure of the facility for several days.
- Main circulation pump serviced and replacement of circulation motor.

Memorial Pool
- Bookings: 8 x water polo game nights
  8 x aerobic sessions
  65 x school bookings
  5 x private booking
  4 x school carnival
  5 x swim & survive
- Work commenced on repairing flood lights.
- Investigations commenced regarding construction of bicycle storage facilities.
- Planning commenced for End of Term Pool Party scheduled end March, targeting youth market.

School Swimming Carnival
**Pioneer Pool**
- Bookings
  - 79 x school group bookings
  - 4 x water aerobic sessions
  - 5 x swimming carnivals
  - 3 x community group hire
  - 4 x club nights
  - 1 x swim meet
  - 7 x swim & survive sessions
- Completion of scheduled Hazard Inspection.
- New dry chlorine dosing system proves favourable, reducing chemical handling for staff.
- Increase experienced regarding Orca Squad training program, with approximately 200 swimmers training during the week.
- A significant amount of bookings were received during February ranging from school carnivals to organisation/business training sessions.
- Completion of two internal Swimming Teacher training workshops, working on developing better teaching skills and providing value for money swim lessons for all ages.
- An information session was held for participants interested in attending Mackay Regional Council’s 4th Multicultural Learn-to-Swim classes.
- Council’s aquatic activities and programs were displayed at the Sports Expo/Sign-On Day 2012, resulting in increases in applications for various programs.
- Previous Austswim TSW Course candidates have been working with Council’s qualified teachers in completing their nominal hours required before assessment.

**Mirani Pool**
- Rectification of the main pool shade structure authorised.
- Tender for lease of the Mirani Pool & Caravan Park advertised.

**Sarina Pool**
- Local swimmers performed well at state championships.

The following customers have attended the Aquatic Facilities for February 2012:

**Bluewater Lagoon***

<table>
<thead>
<tr>
<th>Type of Customer</th>
<th>Bluewater Lagoon February 2011</th>
<th>Bluewater Lagoon February 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s Lagoon</td>
<td>4,252</td>
<td>3,571</td>
</tr>
<tr>
<td>Middle Lagoon</td>
<td>7,964</td>
<td>4,500</td>
</tr>
<tr>
<td>Upper Lagoon</td>
<td>4,417</td>
<td>2,814</td>
</tr>
<tr>
<td><strong>TOTAL IN WATER CUSTOMERS</strong></td>
<td><strong>16,633</strong></td>
<td><strong>10,885</strong></td>
</tr>
<tr>
<td><strong>TOTAL PRECINCT</strong> (non-swimmers)</td>
<td><strong>15,205</strong></td>
<td><strong>8,882</strong></td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>31,838</strong></td>
<td><strong>19,767</strong></td>
</tr>
</tbody>
</table>

* Source: Lifeguard Statistics - Monthly Reports February 2012 - Visitations PDF by Surf Lifesaving Queensland (SLSQ)
Memorial Pool**

<table>
<thead>
<tr>
<th>Type of Customer</th>
<th>Memorial Pool February 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons 15 years or older</td>
<td>1,468</td>
</tr>
<tr>
<td>Children from 3 years to persons under 15 years</td>
<td>555</td>
</tr>
<tr>
<td>Pensioner</td>
<td>130</td>
</tr>
<tr>
<td>Non-Swimmer</td>
<td>54</td>
</tr>
<tr>
<td>School Swimming</td>
<td>882</td>
</tr>
<tr>
<td>Swim and Survive</td>
<td>602</td>
</tr>
<tr>
<td>MRC Access</td>
<td>133</td>
</tr>
<tr>
<td>Access Card Entries</td>
<td>11</td>
</tr>
<tr>
<td>Adult Swim For Fitness</td>
<td>20</td>
</tr>
<tr>
<td>Squad Memberships</td>
<td>0</td>
</tr>
<tr>
<td>General Memberships</td>
<td>416</td>
</tr>
<tr>
<td>TOTAL</td>
<td>4,271</td>
</tr>
</tbody>
</table>

Multi Visit Pass (persons 15 years or older) 97
Total Kiosk Revenue $11,691.30

** Source: Monthly Reconciliation Spreadsheet (Microsoft Excel)

Pioneer Pool**

<table>
<thead>
<tr>
<th>Type of Customer</th>
<th>Pioneer Pool February 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons 15 years or older</td>
<td>1,759</td>
</tr>
<tr>
<td>Children from 3 years to persons under 15 years</td>
<td>1,040</td>
</tr>
<tr>
<td>Pensioner</td>
<td>73</td>
</tr>
<tr>
<td>Non-Swimmer</td>
<td>89</td>
</tr>
<tr>
<td>School Swimming</td>
<td>1,256</td>
</tr>
<tr>
<td>Swim And Survive Program</td>
<td>549</td>
</tr>
<tr>
<td>MRC Access</td>
<td>34</td>
</tr>
<tr>
<td>Mission Inflatable Entry</td>
<td>42</td>
</tr>
<tr>
<td>Orca's Squad</td>
<td>96</td>
</tr>
<tr>
<td>Access Card Entries</td>
<td>7</td>
</tr>
<tr>
<td>Adult Swim For Fitness</td>
<td>0</td>
</tr>
<tr>
<td>Learn to Swim Attendance</td>
<td>290</td>
</tr>
<tr>
<td>General Memberships</td>
<td>951</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,186</td>
</tr>
</tbody>
</table>

Multi Visit Pass (persons 15 years or older) 87
Total Kiosk Revenue $14,675.32

** Source: Monthly Reconciliation Spreadsheet (Microsoft Excel)

January visit pass usage across both facilities: 1,463

Mirani Pool***

<table>
<thead>
<tr>
<th>Type of Customer</th>
<th>Mirani Pool February 2011</th>
<th>Mirani Pool February 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons 15 years or older</td>
<td>875</td>
<td>646</td>
</tr>
<tr>
<td>Children from 3 years to persons under 15 years</td>
<td>998</td>
<td>1,393</td>
</tr>
<tr>
<td>Pensioner</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,873</td>
<td>2,039</td>
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</table>

*** Source: Information received from Lessee of Mirani Pool
Sarina Pool

<table>
<thead>
<tr>
<th>Type of Customer</th>
<th>Sarina Pool ** February 2011</th>
<th>Sarina Pool * February 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons 15 years or older</td>
<td>564</td>
<td>641</td>
</tr>
<tr>
<td>Children from 3 years to persons under 15 years</td>
<td>1,822</td>
<td>1,276</td>
</tr>
<tr>
<td>Pensioner</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2,386</strong></td>
<td><strong>1,917</strong></td>
</tr>
</tbody>
</table>

*Source: Information received from Lessee of Sarina Pool
**Source: Information Mackay Regional Council data

Revenue Received:**

<table>
<thead>
<tr>
<th>Type of Customer</th>
<th>Pioneer Pool</th>
<th>Memorial Pool</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>February 2011</td>
<td>February 2012</td>
</tr>
<tr>
<td>Actual Gate</td>
<td>$9,778.00</td>
<td>$13,423.30</td>
</tr>
<tr>
<td>Season Tickets</td>
<td>$818.65</td>
<td>$720.00</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$18,542.70</td>
<td>$14,865.56</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$29,139.35</strong></td>
<td><strong>$29,008.86</strong></td>
</tr>
<tr>
<td>Multi-visit pass sales component of Actual Gate</td>
<td>$2,070.00</td>
<td>$2,784.00</td>
</tr>
</tbody>
</table>

** Source: Monthly Reconciliation Spreadsheet (Microsoft Excel)

PROPERTY SERVICES

Management

- Attended Management Leadership Forum dedicated to reviewing the new Enterprise Agreement and associated impacts of implementation.
- Facilitated meeting of Council officers to clarify guidelines and procedures for dealing with Telecommunication Tower lease applications.
- Attended meeting with representatives from MAIJAG (Aboriginal and Torres Strait Islander Services – Mackay) to discuss availability of land and buildings to facilitate their delivery of services to the community.
- Meetings attended include – Asset Steering Committee & Internal review team, Operational Managers Meeting and Reclassification Committee.

Property Services

- Inspections for all Community Halls in train, to establish outstanding maintenance issues, as well future budgetary needs. Also inspected flooring in all halls with a flooring expert, with a view to undertaking major floor renovations in all halls this financial year
- Inspections and rectification works for major water leaks undertaken, at several buildings
- Staff amenities and facilities at Sarina, Mirani and Ness St Depots completed which included implementation of new Female and Disabled toilet amenities
- Genset Enclosure progressed to finalisation stage. Completion date will be March.
- Inspections for Fire System upgrade undertaken for Admin Building and Mackay City Library, which are due to start mid March

**Capital Projects**
- 10358- Brewers Park – completion of meter distribution and WHS review; and
- 10360- Macarthur St Community Housing, dwelling delivered to site and connections being scheduled; and
- 90051- Mirani Caravan Park Electrical upgrade – reviewing requirements with Electrical Engineers; and
- 90060- 42 Wellington St refurb of amenities, sourcing paint quotations; and
- 90120- Glass Report review completed now scheduling rectification works; and
- 90123- Town Hall refurb – Rectification works of roof completed, sourcing quotations for repairs to walls; and
- 90124- Sarina Council House COMPLETED; and
- 90125- Senior Citizen amenities upgrade, COMPLETED; and
- 90127- Greenmount Homestead refurb, awaiting confirmation of grant application under Your Community Heritage in early April; and
- 90130- Mackay City Library – Fire system upgrade contract awarded to Chubb with works scheduled to commence in March; and
- 90140 Mackay Admin bldg – Fire system upgrade awarded to Chubb with works scheduled to commence in March; and
- 90131- Gordon White Library, reviewing painting requirements; and
- 90132- Mirani Library, reviewing painting requirements; and
- 90148- Sarina Library refurb – Rectification works to roof scheduled; and
- 90347- Lagoon meeting hut fire wetting system, scheduling works; and
- 90352- Leap Community Hall window frame upgrade, engaged contractor and completing works schedule; and
- 90482- Sarina Sugar Shed shade/shelter construction, works nearing completion; and
- 90379- Sarina Depot, 90378 Ness St Depot and 90377- Mirani Depot, management plan review; and
- 90378- Ness St Depot amenities refurb, sourcing quotations; and
- 90391- Community Halls- investigation floor requirements and sourcing quotations; and
- 90392- Admin building refurb, reviewing requirements and sourcing quotations; and
- 90491- Sarina Depot new amenities and upgrade, lunchroom COMPLETED and new transportable building delivered and services connected with commissioning proposed for March; and
- 90493- Mirani Depot amenities modification, new transportable building delivered and services connected with commissioning proposed for March; and
- 90492- Mirani Depot wash down facility, consultation on design requirements; and
- 90494- Palmyra Depot upgrade, pump house and shed works completed, remaining works to be scheduled.

**Leases**
Program Staff are currently dealing with 22 leases
- Glenella Hall, Hill End Road – Report in process of being prepared – have received LMP, now in process of preparing report
- Report in process of being prepared for Mackay Touch Association
- Dows Creek Hall – Report in process of being prepared – awaiting Land Management Plan from Association
- Eungella Community Progress Assoc – Report in process of being prepared – awaiting Land Management Plan from Association
- Optus Telecommunication Tower – 80 Celeber Drive, finalising location details of tower
- Mackay Historical Society – report ratified, in process of preparing new lease documentation
- Extension of lease area for Dolphins Soccer and Norths Netball to include car parking area
- Meeting with Community Advancement Association of Repulse Bay & Surrounds at Midge Point to discuss lease

Council Freehold Land Register – presentation prepared for SLT

Organising/preparing forum on guideline & procedures for the processing of Telecommunication Towers

**Land Dealings**

- Cowleys Road Water Main Installations via Wayleave Agreements.
- Bridge Road and Milton Street Intersection Upgrade land acquisitions.
- Negotiations with Mackay Sugar to acquire land for the Mirani Water Treatment Plant.

Property Services are currently dealing with 22 land acquisitions and 8 easements.

Finch Hatton Reserve for Parks & Recreation being Lot 10 on RP840767 has been requested by the Manager of Parks and Environment to be handed back to DERM and revert back to Unallocated State Land due to it being steep and unusable land for recreational purposes.
**Sarina Sugar Shed**

In comparison to last year when a majority of Queensland was flooded in February sales for this February were almost double, this is a good achievement given the impact of Highway road works on the attendance levels at the Sugar Shed. Sauce sales continue to improve with more retail outlets coming on board to sell our products.

The Sugar Shed is currently making the most of a slow time with maintenance being undertaken on factory machinery & equipment and work being carried-out on renewing the Cane Plot.

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**MACKAY CONVENTION PRECINCT AND EVENTS**

**Management**

- Accepted invitation from Arts Minister Hon Rachel Nolan to sit on the Arts Funding Touring Committee, a Committee which recommends which acts should be funded to tour Queensland
- Accepted invitation from Live Performance Australia to again judge the Helpmann Awards, in two categories, touring theatre, and children’s theatre.
- Finalised Artspace Foundation’s Executive Officer employment contract
- Interviewed for several vacant positions across program
- Assisted staff from Gladstone Regional Council who are currently letting contracts to commence building a Convention Centre which is partly modelled on Mackay.
- Attended exhibition opening at Artspace
- Assisted local artists Tracey Robinson and Donna Robinson to install and publicise their M150 Soundscape funded by RADF
- Coordinated the M150 launch at MECC, presided over by the Governor, Her Excellency Penelope Wensley AC, with entertainment provided by way of historical photographic montage and local celebrity Graeme Connors
- Attended City Focus Advisory Committee to discuss options and determine how Easter in the CBD should be celebrated this year, with agreement that an Easter Carnival will take place
- Budget preparation
- Performance Appraisals
- Coordinated a forthcoming exhibition at MECC, featuring the works of young local milliner Tristan Kane that will be exhibited over Easter as a modern take on an Easter Bonnet Parade.
- Attended Rotary luncheon as an invited guest to talk about the MECC and ice skating.
**Mackay Entertainment and Convention Centre**

**Overview**

The Centre seemed somewhat quiet after a busy December and January, although a number of events took place. The annual Harvey World Travel Expo broke previous attendance records, as did Council’s Sport’s Sign On Day similarly Lucy Dillon’s annual Bridal & Wedding Expo attracted excellent attendances. QR National, Pacific National QLD, Rio Tinto, Hail Creek, Engineers Australia, Department of Transport and Tourism QLD all utilised the Centre for corporate events. Other events included the launch of Mackay’s 150th (Sesquicentennial) Celebrations, public hearings into FIFO (Fly in Fly Out), Student Leadership Forum a LGAQ Meeting and a wedding.

The Centre successfully ticketed for the Cowboys and Titans match at Virgin Stadium in Mackay, and has tickets on sale for all matches at the Stadium. It is very pleasing to see the Centre’s ticketing operation grow.

Staffing, particularly in the technical area remains a challenge, although new recruits are expected to start in April, with short term contracts let until then.

Feedback from attendees is at an all time high with evaluation of ice skating showing a 100% satisfaction rating. Not one survey rated ice skating as “poor”, and it is highly pleasing to report this.

The entrepreneurial program will be featured later in this report.

**Capital Program**

Delays have been experienced in having architects alter the certified building plans in order to commence work on automating the Convention Centre doors. This is in train. Other aspects are continuing with some projects deferred due to the shortage of staff in technical areas.

**Development/Other Issues**

Following the successful pilot program conducted with BMC who provided funding to transport students to the MECC for performances and workshops, a formal proposal has been sought from BMC to continue this project. Manager Convention Precinct & Events will be presenting to BMC Education Initiative Advisory Group and if successful a $20,000 fund will be created which will be an asset to both the MECC and students and schools in the region.

Sales & Marketing Coordinator and Mackay Tourism Ltd staff attended AIME in Melbourne, showcasing the MECC and Mackay as a conference destination. While great feedback was elicited, Mackay’s accommodation shortage is well known in conferencing circles making it difficult to attract national events. Fortunately the buoyant local and State economy makes local and intrastate business an attractive alternative.
Performance

Attendances (32 Months) 481,719

Attendances over Financial Years since 2009

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>2009-2010</td>
<td>7,790</td>
<td>16,596</td>
<td>14,501</td>
<td>35,882</td>
<td>16,803</td>
<td>7,214</td>
<td>1,458</td>
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<td>12,402</td>
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<td>2010-2011</td>
<td>17,224</td>
<td>13,573</td>
<td>23,278</td>
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<td>13,191</td>
<td>13,434</td>
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<tr>
<td>2011-2012</td>
<td>13,359</td>
<td>10,693</td>
<td>15,964</td>
<td>34,419</td>
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## Attendance by type

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<td>Conference</td>
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<td>Entrepreneurial</td>
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<tr>
<td>Training</td>
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<tr>
<td>Workshop</td>
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<td><strong>TOTAL</strong></td>
<td><strong>19</strong></td>
<td><strong>14754</strong></td>
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This table includes “maintenance” as events/attendance until March 2011 when it has been excluded from reporting.

## THREE YEAR COMPARISONS

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<th>Performances</th>
<th>Events</th>
<th>Attendance</th>
<th>External Ticket Sales</th>
<th>Performances</th>
<th>Events</th>
<th>Attendance</th>
<th>External Ticket Sales</th>
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<th>Events</th>
<th>Attendance</th>
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<td><strong>2010-2011</strong></td>
<td><strong>2009-2010</strong></td>
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<td>JUL</td>
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<td>6</td>
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<tr>
<td>MAY</td>
<td>11</td>
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<td>13,434</td>
<td>62</td>
<td>20</td>
<td>13,648</td>
<td>1,263</td>
<td></td>
<td></td>
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<tr>
<td>JUN</td>
<td>11</td>
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<td>6,261</td>
<td>104</td>
<td>12</td>
<td>8,562</td>
<td>2,594</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>237</strong></td>
<td><strong>371</strong></td>
<td><strong>155,104</strong></td>
<td><strong>224</strong></td>
<td><strong>255</strong></td>
<td><strong>168,626</strong></td>
<td><strong>10,829</strong></td>
<td><strong>246</strong></td>
<td><strong>276</strong></td>
<td><strong>157,989</strong></td>
<td><strong>13,456</strong></td>
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#NOTE: October is Eisteddfodd Month
#NOTE: December 2011 Ice City Began
As at Feb 2012

<table>
<thead>
<tr>
<th>Non-Financial Indicators</th>
<th>2011/12</th>
<th>Year to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Performances fully cost recovered</td>
<td>12</td>
<td>10</td>
</tr>
<tr>
<td>Minimum number of catered functions (excluding performances)</td>
<td>140</td>
<td>92</td>
</tr>
<tr>
<td>Average attendance at shows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auditorium 550</td>
<td></td>
<td>Auditorium 402</td>
</tr>
<tr>
<td>Foyer/space 100</td>
<td></td>
<td>Foyer/space 424</td>
</tr>
<tr>
<td>Halls 600</td>
<td></td>
<td>Halls 364</td>
</tr>
<tr>
<td>One Hall only 200</td>
<td></td>
<td>One Hall only 1815</td>
</tr>
<tr>
<td>Number of non-utilised days</td>
<td>90</td>
<td>16</td>
</tr>
<tr>
<td>Number of Performances at the MECC</td>
<td>200</td>
<td>221</td>
</tr>
<tr>
<td>Yearly occupancy of facility</td>
<td>165,610</td>
<td>155,104</td>
</tr>
<tr>
<td>Average Response time for Patrons enquiries</td>
<td>&lt;48 hours</td>
<td>&lt;48</td>
</tr>
<tr>
<td>Customer Hire Satisfaction</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>Ratio of Complaints to a sample of Patron Usage</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>Are adequate range of facilities being provided</td>
<td>70%</td>
<td>85%</td>
</tr>
<tr>
<td>Would you use the Centre again</td>
<td>70%</td>
<td>90%</td>
</tr>
</tbody>
</table>

**Artspace Mackay**

Visitors:  
1817 people visited during February 2012  
1522 people visited during February 2011

**Exhibitions:**

- **McAleese Gallery** 3 Feb - current  
  *Perspectives: Jon Cattapan and eX de Medici*

- **ASM Foyer** 3 Feb - current  
  *Veils of Illusion: Recent works by Janine Whitting*

- **Cox Rayner Gallery** 4 November - current  
  *The Lyre Bird Sings (works from the Lyrebird Press, Tate Adams’ Gift – MRC collection)*

- **Collectors’ Cabinet** December - current  
  *Scale models from Greg Martin*

**Recycled Library: Altered Books touring exhibition**

Recycled Library closed after a successful showing at Logan Regional Gallery in Brisbane. Although this was due to be the final venue, the State Library of NSW will show the exhibition there in June/July 2012. This is a very high profile venue for Council’s touring exhibition.

**MacAleese Gallery / Foyer / Cox Rayner Gallery**

*Perspectives: Jon Cattapan and eX de Medici* (MacAleese Gallery) – This exhibition, on loan from the Australian War Memorial, presents the unique insights of two contemporary Australian artists commissioned by the War Memorial to respond to the subject of peacekeeping. Jon Cattapan travelled with the Defence Force to Timor-Leste in 2008 and eX de Medici travelled with the ADF to the Solomon Islands in 2009.
Veils of Illusion: In search of self – recent works by Janine Whitling (Foyer Gallery) – A finalist in the Blake Prize for religious artworks, this exhibition is an investigation into the fragility of the human spirit. Janine Whitling ponders the screens or facades people use to survive and hide their innermost selves.

The Lyre Bird Sings: from the MRC Artists Book Collection – This continuing exhibition showcases a stunning array of artists books and livres d’artistes produced by Townsville’s Lyre Bird Press during the 1990s and early 2000s, held in the Mackay Regional Council Collection. Established by renowned printmaker Tate Adams, the press produced work by many of Australia’s leading printmakers including George Baldessin, Fred Williams, Jan Senbergs and John Brack.

Collectors’ Cabinet – Artspace Foyer:

The latest collection in the collectors’ cabinet continues on from December, and comes from Greg Martin, president of the Mackay Scale Modellers Club for more than 20 years. This collection is just a small selection of Greg’s personal model collection, all constructed by Greg himself, and is reminiscent of those used in the Thunderbird TV series of the 1960s. The Mackay Scale Modellers Club meets once a month and encourages new members. Artspace is proud to encourage and support local groups such as the Modellers Club.

Anyone with an interesting or unusual collection, who would like their items displayed at Artspace, is encouraged to contact the gallery directly.

February Public Programs & Education:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Details</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 February</td>
<td>Exhibition opening celebrations</td>
<td>Launch of Perspectives touring exhibition from the Australian War Memorial and Veils of Illusion, an exhibition by Janine Whitling</td>
<td>126 attended</td>
</tr>
<tr>
<td>4 February</td>
<td>Exhibition floor talks</td>
<td>Perspectives – by a representative from the AWM; Janine Whitling was also present.</td>
<td>22 attended</td>
</tr>
<tr>
<td>4 February</td>
<td>Resin bowl making one-day workshop with Janine Whitling</td>
<td>Town Hall art studio</td>
<td>16 adults 1</td>
</tr>
<tr>
<td>5 February</td>
<td>Resin bowl making one-day workshop with Janine Whitling</td>
<td>Town Hall art studio</td>
<td>16 adults</td>
</tr>
<tr>
<td>23 February</td>
<td>High School visit</td>
<td>Acting Public Programs Officer and Exhibitions Assistant visited Mirani State High School year 11 class. We showed selected books from the Mackay Region Council Artists book collection</td>
<td>31</td>
</tr>
</tbody>
</table>
18 February, 25 February

Kids Art Club: Saturday art classes with Rosemary Payne

The first two Saturdays of Kids Art Club for the year a great success. Two sessions, two age groups. The first kids art club for the year filled up pretty quickly due to high demand.

24 children

Total participants in Artspace public programs in February 2012 235

M150 Planning:

Planning is well underway for Artspace Mackay’s M150 contribution.

Firstly, the gallery has secured major sponsorship from BMC ($20,000) to undertake a project which will see leading Australian artist Danie Mellor (born in Mackay) create artworks based upon his response to the heritage elements embedded in the design of Mackay Regional Botanic Gardens. An extensive public program has been designed, where Danie will work with five local artists for an afternoon, and those local artists will then conduct workshops with school children at the Gardens. Five outlying schools will be asked to participate, with the sponsorship money also covering the cost of buses to and from town. The final artworks will be launched at Artspace Mackay later in the year, and will be displayed alongside some of the artworks created by the children. Artspace will be working closely with the Botanic Gardens on this project.

Artspace Mackay are creating a major exhibition, to be shown in the main McAleese Gallery in July & August. The show, entitled ‘Looking Forward Looking Back: 150 Years of Mackay’ is being curated by local artist Tracey Heathwood. Tracey has picked 15 local artists and has teamed them up with historical artefacts, artworks and photographs. The artists will create new work based upon these objects. Tracey has chosen from a wide array of museums, historical societies and archives, to choose items which tell many interesting stories about Mackay. Artspace Mackay will produce a catalogue to commemorate the exhibition.

Also showing during this time, in the Foyer Gallery, will be some amazing old town plans, created by Brisbane architect Karl Langer. In the 1960s, Mackay Council commissioned Langer to come up with town plans, outlining his vision for Mackay. None of his ideas were ever enacted on, but the resulting town plans are beautiful works of art in their own right. These plans, found in fairly poor condition, have been sent away to have some conservation work done prior to exhibiting.

In the Seminar Room will be a small exhibition titled “History Lost: The Damming of the Connors River”. A group of artists travelled to a property which will go under water when the Connors River is dammed. The artists spent a week recording the beautiful countryside that will be lost.

Artspace Mackay Acting Exhibitions Curator, has worked closely with Library Heritage Collections Coordinator, to create an exhibition of historical photographs that will tour around the region, such as Greenmount Homestead, Gordon White Library and the Lagoons Gallery at the Botanic Gardens. The exhibition, titled “Moments in Time: Celebrating 150 Years of Mackay” has been installed at Greenmount, and will be on display there until 22 April.

There will also be an exhibition of photographs and documents from Rawson’s Hollow, one of the very early homesteads in the Pioneer Valley, showing in the ex-Mirani Shire
Council Chambers – dates to be confirmed. And finally, there will be an exhibit of portraits of former mayors at Mackay Town Hall in mid-July.

Festivals and Events

Easter Carnival
An Easter Carnival, an initiative of Council and the City Focus Advisory Committee, in part funded by funds from the now defunct Sunday Markets will take place this year. Concentrating on the CBD, the Carnival will take the theme of a Laneways Festival, enlivening and enhancing the CBD laneways providing pockets of activity as revellers explore the city. Local artists, property owners, businesses and other stakeholders are being engaged by Officers, and excitement regarding this initiative is pleasing. A bumper market, an Easter Egg hunt and amusements will also be featured.

River Rock to Mountain Top Festival May 2012
A new committee has been formed under the chairmanship of Cr Dave Perkins. There is a possibility that this festival will run over three weekends to capture the Wintermoon Music Festival, the planned Gargett Rodeo, the Tagalong Fun Ride, Mothers Day in the Valley and The Dow's Creek Show. Planning is about to commence in earnest.

Mackay Festival of Arts “M150 Earthly Delights” 7-22 July 2012
Planning is well advanced for the 2012 festival, which will have a heritage theme given the M150 celebrations; and to date 75% of the sponsorship budget has been met. The Festival program will be launched in May 2012. Several new sponsors have already come on board which will add further variety to the festivities.

Coal to Coast Festival Saturday 8 September 2012
Planning in its infancy has commenced for next year’s program. There will be stronger emphasis in recruiting more local performers and to involve schools from the Sarina area.

River 2 Reef Festival Saturday 1 October 2012
Planning is about to commence.

Global Grooves Sunday 30 October 2012
External funding by way of grants has been sought, and Festival & Events Officers and Community Development Officers have commenced planning with community stakeholders.
Management

Priorities Document released

Mackay Regional Council endorsed *Priorities for Infrastructure*, a document outlining key infrastructure funding needs to ensure Mackay region’s efficiency and future productivity levels continue to underline Queensland’s economic wellbeing.

The 24-page guide is one of the most practical and relevant tools produced that details the type of government investment required to meet the needs of a rapidly growing region including projects totalling almost $1 billion.

Priority projects detailed in the booklet include the Mackay Ring Road, upgrade of the Paget Industrial estate road network, multi-million dollar improvements to Mackay City and Sarina Town Centres and the development of a Northern Beaches Community Hub.

The document is the first of its type and will be reviewed annually to ensure it remains relevant to the community’s needs.

Draft City Centre Public Realm Concept Plan

Public consultation around proposals contained in the Draft City Centre Public Realm Concept continued through February. Members of the public were invited to view the report and to submit their comments, which produced strong results on the Mackay City Centre website:
Throughout the consultation period (January 16 – February 17) the Mackay City Centre and Connecting Mackay websites produced the below figures:

*Mackay City Centre:*
Visits: 8,687 (of these, over 90% are unique visits)
Page Views: 21,837

Polls completed at *Connecting Mackay*: 245
90% of respondents taking the poll at Connecting Mackay indicated that improving City Centre public places and streetscapes was either important (33.3%) or highly important (56.7%)

Members of the public can track updates and full materials on the Mackay City Centre website [www.mackaycitycentre.com.au](http://www.mackaycitycentre.com.au). Contact details for input to the ongoing process are available on the website.

**Focus on Sarina**

A new program, funded through the Queensland Government ‘Building Rural Communities’ fund, will target enhanced activity levels in Sarina, through a program billed as ‘Focus on Sarina’

A range of initiatives, including skills and training, business events as well as health and fitness sessions, are planned to enhance overall activity levels with a view to social and economic wellbeing outcomes.

The program will kick off on March 23rd with the Sarina Shopper Competition which is free for all Sarina businesses to participate. Customers stand to win one of four $250 vouchers to be redeemed at the Sarina business where the entry is made. Competition boxes and entry forms will be available free to all participating Sarina Businesses.

The official launch of the Focus on Sarina program will take place on April 14th with an outside broadcast at which the Sarina Shopper comp winners will be announced. Displays of physical activities and sign up for health and fitness sessions will run on the day.

**Digital Business Strategies: How can you improve your Business?**

Economic Development attended the Queensland Government’s webinar Cloud Computing on Tuesday, February 28.

Cloud computing lets you back-up essential business data using IT systems and software that are accessible anywhere, any time, on the internet. Disaster events, in particular, highlight the importance of using IT solutions like cloud computing.

Apart from learning new skills, Economic Development attended the event to gain greater awareness about how the technology might assist local businesses with improvements for efficiency and profitability.

**AIM Chris Caton Economist**

Economic Development, along with other council managers attended the Australian Institute of Management event ‘The Economic Verdict’ 2012 with Dr Chris Caton. BT Financial Group’s Chief Economist, Dr Chris Caton offered a national and global level overview of current economic trends. The event, held in Mackay on Thursday 2 February
and attended by Mayor Col Meng, also attracted a cross section of industry management staff from throughout the region.

**Zonta Club – Women in Business Lunch**

The Economic Development team promoted council’s e-business networks to the Mackay Zonta Club – Women in Business lunch held on Friday, 10 February at the Reef Resort Motel.

The lunch provided an opportunity for women in the business world, to connect with council’s networks – befitting the Club’s February ‘networking’ theme.

**Summer Spend Winner Announced**

Eager City Centre shoppers recently jumped onto the Mackay City Centre website (www.mackaycitycentre.com.au) to try their luck at winning $1,000 to spend in the Mackay City Centre, as part of the Summer Spend competition.

Douglas Cannon of (North Mackay) was crowned the lucky winner of the Summer Spend competition and has won a $1000 spending spree in the Mackay City Centre opting to spend his winnings at Harvey World Travel Mackay.

In order to win the competition Mr Cannon had to log onto the Mackay City Centre website and subscribe to City Deals Club. There are now over 1,150 subscribers to the City Deals Club, proving a popular and effective database for Mackay City Centre businesses to connect with potential and existing customers - a promotion that is offered at no cost to business.

**Business Networks – City, Sarina, Regional**

**City Centre marketing**

*Web*

*Mackaycitycentre.com.au*

The month of February 2012 produced strong figures for mackaycitycentre.com.au.  
- The number of total visits was 7,623 and;
- A total of 18,279 page views

Mackay City Centre November 2010 – 29 February 2012:

- Visits: 67,088
- Unique visits: 54,200
- Page Views: 290,802
Network members:

City Focus: 679  (Last month: 678)
Regional Focus: 124  (Last month: 121)
Sarina Focus: 167  (Last month: 163)

City Deals Club Subscribers: 1,151

**Consultation**
There has been consultation with Community Services Program Managers.

**Resource Implications**
Nil.

**Conclusion**

All programs are performing well for this stage of the year and meeting operational plan goals.

**Director’s Recommendation**

THAT this report be received.