

# CEO MONTHLY REVIEW REPORT JULY 2023



Scott Owen CEO

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# CEO'S SUMMARY

It is with pleasure that I present the consolidated CEO's report for Council operations for the month of July 2023.

Whilst each is further detailed in the report, items of note include -

- Mackay's water has again won accolades, this time winning the 'Water of Origin' competition over New South Wales entries, which is now the 2nd time in a row for this award.
- Council adopted the RV Strategy, a document that has been thoroughly worked through and one which is welcomed as setting a direction for the Mackay area in providing for and attracting the RV market.
- The new Discover Mackay website, the ultimate destination for all things related to our vibrant region, has been launched.
- Parks Blitz has started, a great initiative from our Parks and Environment team to give a full make-over to key parks. A total of fifty(50) parks are scheduled as part of the Parks Blitz to have full make-overs during the Winter season in preparation for the Summer growth season.
- The Mackay Festival of Arts was very well attended this year over a number of events, with the highlight attendance wise as always being the Wisely Wine and Food Day with 23,000 attendees.
- The annual employee Health and Wellbeing EXPO was held in July and very well attended. There are plans to consider combining this event with the new Safety Day initiative for 2024.

# SAFETY

## General snapshot

- MRC Management Safety committee meeting conducted was attended by ELT and all Safety Committee representatives. A highlight was the closing out of an opportunity to provide subsidised skin checks for staff as part of Health and Wellbeing initiatives.
- MRC staff had the opportunity to attend a fantastic presentation by Before You Dig Australia (previously known as Dial Before You Dig) and Ergon Energy. The presenters were very engaging and provided practical information on how to manage service hazards onsite. The presentations were introduced by council Directors, and well attended by staff.
- Training presentation on Workers Compensation processes developed.
- Planning continues for MRC's Safety Day, scheduled for Thursday 9 November. As well as MRC area displays, there will be several presenters on key topics. Safety Day will be hosted at the Showgrounds, allowing all employees easy access to attend. More details to follow once displays and presenters locked in.



This month there were **62** safety interactions, **12** site safety inspections across council, and **92%** of MAP actions were carried out.

# HIGHLIGHTS

## Queensland wins 'Water of Origin' competition again

Water from the Nebo Road Water Treatment Plant (WTP) was victorious over water from New South Wales' Shoal Haven Water Treatment Plant, making council winners of the title for two successive years.

This win adds to council's winning streak, with water from the Marian WTP taking this crown in 2019 and 2021 and water from the Nebo Road WTP winning in 2018 and 2022. Council has also been awarded winners of the National Ixom Best Tasting Tap Water Competition in 2019 and 2020 and winners of the Silver Medal at the prestigious 2020 International Water Tasting Competition in Berkely Springs, in the United States.

## Council shines at Queensland water operations conference

Council was once again well represented at the recent 47th Queensland Water Industry Operations (WIOA Conference), with the following accolades being achieved:

- Leon Henry, Operator of the Year Award – Water Treatment Staff Member was a Nominee
- Best Paper by an Operator – One of the two Papers presented by Water Treatment staff achieved third place
- 2023 Ixom Water of Origin NSW v Qld – MRC's Nebo Road WTP placed first
- Mains Tapping Competition – MRC Field Services Team completing the task in 2 minutes 51 seconds

## **RV Strategy adopted**

The RV Strategy was adopted by Council on Wednesday, July 26. The implementation of identified higher priority strategy actions were due to start from the beginning of August within the current availability of resources.

## **Website promotes skills attraction and retention**

Council recently launched the new Discover Mackay website ([discovermackay.com.au](http://discovermackay.com.au)). The website is the ultimate destination for all things related to our vibrant region – live, work, invest and explore.

A marketing plan is now being developed to promote the new website, to assist with the attraction of potential employees relocating to Mackay and for local jobseekers to source local opportunities.

## **Mountain Bike Trail Destination Marketing Plan developed**

The preferred creative design concept for the Pioneer Valley Mountain Bike Trails Destination Branding and Marketing Plan was supported by Council at a briefing on July 19. A marketing plan will now be developed for implementation in preparation for the completion of stage one of the Pioneer Valley Mountain Bike Trails.

## **Gold Coast SUNS partnership activation staged**

The annual Gold Coast SUNS Mackay activation weekend was held at Heritage Bank Stadium on July 14 to 15. Mackay Regional Council was represented by Deputy Mayor Karen May, Cr Justin Englert, Director of Development Services and Manager of Economic Development and Tourism.

Gold Coast SUNS facilitated a corporate partners breakfast at the new Kool Beanz Academy Carrara, with presentations by CEO Gold Coast SUNS, CEO Kool Beanz and Cr May to promote investment opportunities in the Mackay region.

On match day, the Deputy Mayor participated in a Q&A session with SUNS Chair Bob East in the Chairman's Lounge. Guests also received a Sarina Sugar Shed Cocktail Book and a satchel of Sarina Sugar Shed sweets.

Upon entering, spectators were given Discover Mackay bang-bang sticks and a "Discover Mackay Cam" was activated with the crowd at half-time. The Discover Mackay branding was also prominent around the stadium, with digital signage and a video on the big screen, as well as regular acknowledgement by the ground announcer. Cr May was also invited to toss the coin at the start of the match.

## Developing Northern Australia Conference attended

A strong delegation of representatives from the Mackay, Isaac and Whitsunday regions attended the 2023 Developing Northern Australia Conference in Darwin. Director Development Services presented on the Urban Greening Strategy and Mackay Regional Council was also an exhibitor sponsor, following the conference being hosted in Mackay in 2022. The presentation and exhibition stand both attracted a lot of interest from conference delegates.

## Kids 'dig' National Tree Day 2023

National Tree Day was held over two days in July, with 384 volunteers planting 3303 trees at the Finch Hatton Mountain Bike Trails site and Sandfly Creek Environmental Reserve.

Although volunteers encountered wet weather at Finch Hatton, the students' enthusiasm helped everyone power through the day. The event was supported by Mackay Toyota, who provided gloves, hats and snacks for the children, and Pioneer Catchment and Landcare Group, who provided student activities.

When mature, the trees will provide shade for recreation and habitat for local native wildlife.

## Parks blitz launched

In late July, Parks Maintenance teams launched a Parks Blitz program to complete renewal and upgrade works as part of winter program. Crews merged to maximise efficiencies of labour and equipment and complete works between 6.30am and 9.30am, before returning to dry season scheduled maintenance.

All works are captured in Assetic, with costings and include:

- Pre-emergent application of herbicide to control seed bank in garden beds
- Mulching of garden beds
- Lifting and pruning of trees and hedges
- Edging and tidying of pathways and hardstand areas
- Pressure washing of parks furniture & concrete slabs

Unfortunately, weather slowed down the program, with six parks being completed in the two weeks to August and another four parks under way. Fifty parks are scheduled to be part of the Parks Blitz this winter season, improving park amenity and ease of maintenance in the upcoming summer growing season.

## Mackay Festival of Arts draws crowds

The 2023 Mackay Festival of Arts was delivered, with fantastic attendances throughout July. Early survey indications from stakeholders and attendees show high satisfaction ratings with the programmed events, with the final reporting due to be completed following the delivery of the postponed Daly Bay Illuminate Event to indicate full economic impact and finalise attendances.

Wisely Wine and Food Day and Possum Magic were key highlights of the program, with more than 23,000 event-goers at Wisely Wine and Food Day and sell-out shows of Possum Magic to more than 2100 happy audience members at the MECC.

The MECC has been working with all stakeholders of Daly Bay Illuminate to confirm the new dates for the event, to be held from October 5 to 8, 2023. The event is expected to attract upwards of 25,000 people.

## Art conversations assist with patient rehabilitation

Thanks to the Artspace Mackay Public Programs team, patients on two Mackay Base Hospital wards have been engaging in a new form of rehabilitation called Art Conversations. The program has been designed to align with the hospital's newly implemented Eat Walk Engage program. Each month, two small groups of two to three patients from F2 and G2 wards join Public Program staff outdoors on the naturally lit deck to view and share their thoughts about a selection of large-scale artwork prints.





# WORKFORCE PROFILE

## Staff contingent

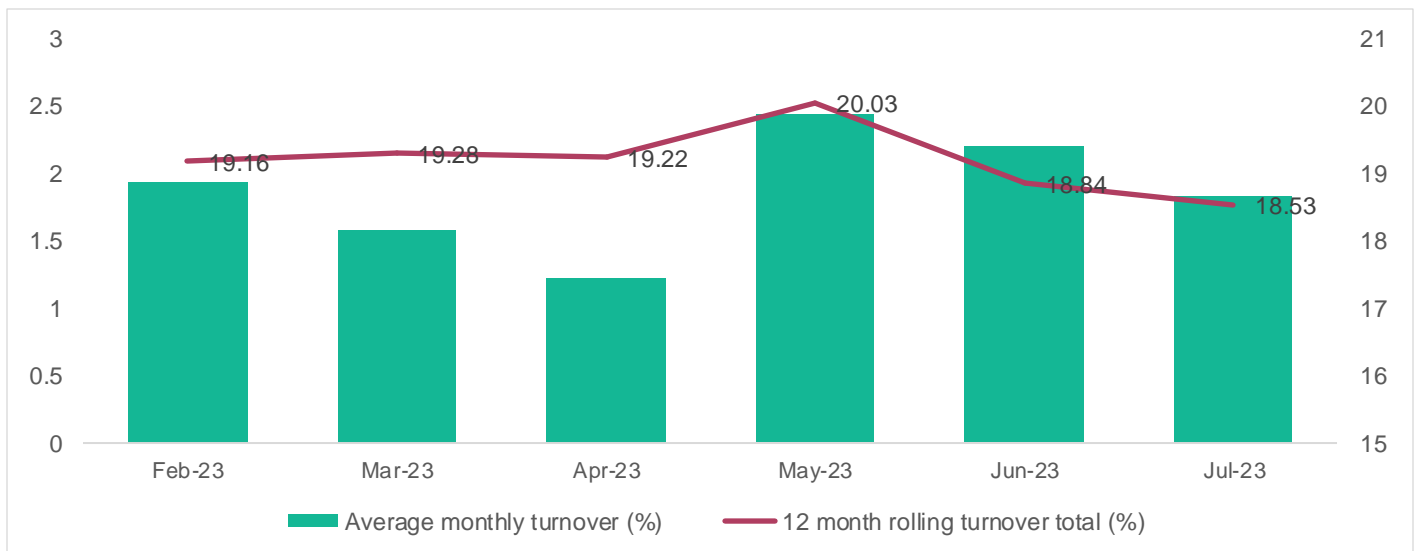
The current make-up of council's workforce is below. Of note, 81 per cent of staff are permanently employed. The number of active vacancies is slightly increased from the previous month, with overall staff numbers remaining consistent.

	CW	CCS	DS	ECI	OM & CEO	OS	TOTAL	Prev. month
Casual	1	88	7	3	1	2	102	92
Contract	4	5	4	8	2	6	29	28
Permanent Full Time	80	111	170	293	21	161	836	842
Permanent Part Time	4	23	9	5	2	33	76	77
Permanent Job Share	0	5	0	1	0	3	9	10
Temporary Full Time	4	22	16	13	1	23	79	75
Temporary Part Time	1	7	2	1	0	5	16	14
Temporary Job Share	0	0	0	0	0	4	4	3
TOTAL EMPLOYEES*	94	261	208	324	27	237	1151	1141
TOTAL ACTIVE VACANCIES**	28	25	29	45	4	43	174	156

\* Total employees excludes Councillors, Mayor & Deputy Mayor

\*\* Total active vacancies are defined as vacant positions which have been approved for and are undergoing recruitment

## Employee turnover



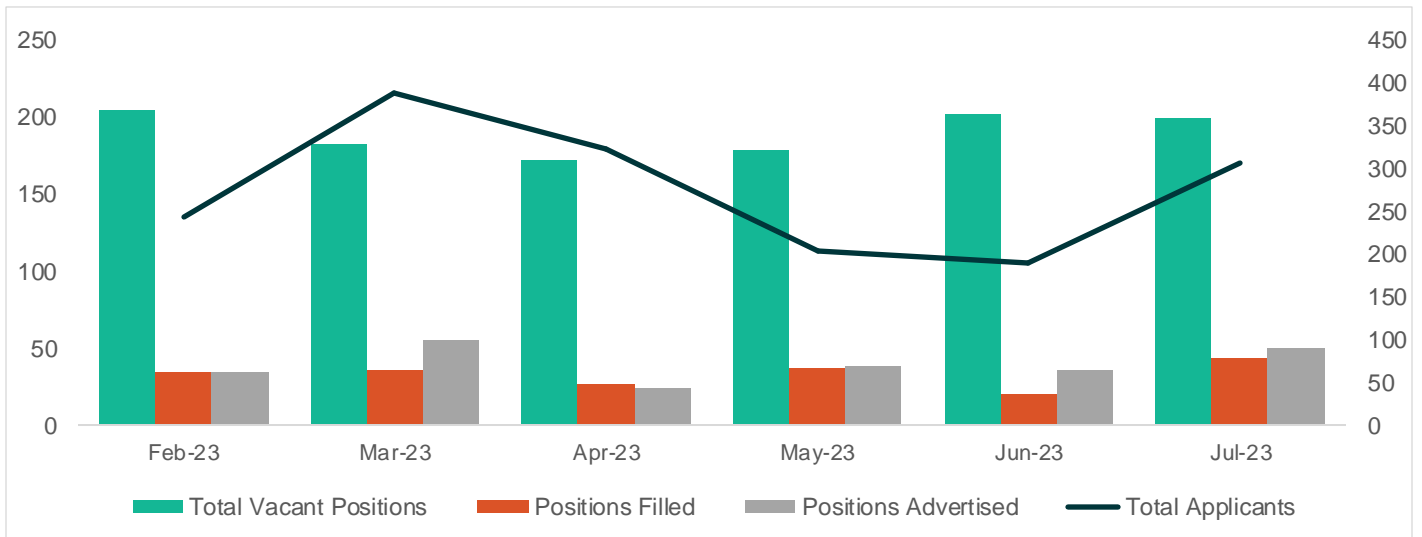
STAFF TURNOVER



12 month rolling average was **18.53%**  
The monthly turnover for July was **1.82%**.

The calculation for the annual rolling average has been corrected, reflecting an amendment of the June turnover rate.

## Monthly recruitment



This month there were **200** vacant positions, **50** positions were advertised resulting in **307** applicants and **44** positions filled.

## Key workforce initiatives

- **Health and Wellbeing Expo**

The annual employee Health & Wellbeing EXPO was conducted on July 19 at the Jubilee Community Centre (JCC). This year's event had 36 different providers attend. Attendance was strong and double that of last year. Positive feedback was received from those who attended.

- **DocuSign Implementation**

The Business Process Improvement team, in collaboration with Information Services and Employee Services, launched DocuSign for Recruitment Processes on July 17. Whilst the core of the recruitment process itself hasn't changed the workflows, approvals and acceptances are now contained within a single, auditable environment. These changes have been made to improve efficiency, transparency and security. The Business Process Improvement team is developing a rollout plan for the whole organisation.

# UTILISATION OF COUNCIL FACILITIES

## Aquatic facilities

MARC 5727 ▲

PIONEER 1841 ▼

MIRANI 0 ▼

SARINA 0 ▼

MEMORIAL 0 ▼

Note: Memorial, Mirani and Sarina facilities have winter closure periods and were not opened during July.

## Public programs and facilities



82144 ▲

LIBRARY LOANS



3241 ▲

ARTSPACE



4302 ▲

MECC - YTD



6117 ▲

PROGRAM PARTICIPANTS



200 ▲

STADIUM - YTD



2240 ▲

SARINA SUGAR SHED



53 ▼

PARKS



22 ▲

BOTANIC GARDENS

Library loans have increased from the June figure of 77,980. Similarly, program participants are up from 5791 in June.

## Health and Regulatory Services registrations and statistics



10935 ▼

DOGS



2019 ▼

CATS



187 (28%)

EATSAFE FOOD BUSINESSES  
4 AND 5 STAR



4.1k litres ▼

ILLEGAL DUMPING



> 174ha ▼

MOSQUITO BREEDING AREAS TREATED

Dog and cat registrations increased in line with end of discount period.

In July, the volume of illegal dumping was slightly down and 16 per cent was cleaned up by offender, compared to 18 percent YTD.

# COMMUNITY EVENTS

## Upcoming events

Date	Event	Location
18/8/23	NQ Rock n Country	Mackay Showgrounds
18/8/23	Zanny Begg: These Stories will be Different exhibition opening	Artspace
25/8/23	RACQ CQ Rescue Gala Dinner	MECC
27/8/23	Sunday Afternoon at River Wharves	River Wharves
27/8/23	Grasstree Beach Races	Grasstree Beach
1/9/23	City Heart Fridays	Mackay City Heart
1/9/23	RIN Awards Gala Dinner	MECC
2/9/23	Seaforth Esplanade official opening	Seaforth Esplanade
3/9/23	Rock, Paper, Scissors Art & Design Market	Civic Precinct
4-10/9/23	Australia A verse New Zealand A	GBRA
6/9/23	Party in the Park (Child Protection Week event in collaboration with Mackay Family Support Alliance)	Queens Park
8-10/9/23	Zonta International District 22 conference	MECC
9/9/23	Mackay Beach Games	Assorted
9/9/23	Eungella Ancient Arts and Crafts Fayre 2023	Eungella
16/9/23	Orchid Extravaganza	Queens Park
18/9/23	Citizenship Ceremony	MECC
19-23/9/23	Rumble on the Reef	Wakehouse
24/9/23	Sunday Afternoon at River Wharves	River Wharves
29/9 – 2/10/23	Rhythm and the Reef Festival	Bluewater Quay

# COMMUNITY ENGAGEMENT

## Active and upcoming engagement

### **Arts and Culture Plan Consultation (consult)**

Consultation has started for the Arts and Culture Plan for our region through a series of activities, including an online survey, face-to-face focus groups for the community, internal workshops, and one-on-one interviews. Consultation closes Sunday, September 17.

### **QCN Mackay regional connectivity project (consult and inform)**

QCN has been given \$5.4 million in Federal Government funding to connect high-capacity broadband to the towns west of Mackay – Eungella, Finch Hatton, Gargett, Pinnacle and the areas surrounding Marian and Mirani. Council helped publicise this project and the two community information sessions in mid-August.

### **Seaforth Esplanade redevelopment (inform)**

The official opening of the Seaforth Esplanade redevelopment will be followed by a community event on September 2. The event will include markets and food vans coordinated by the Seaforth Progress Association Inc, a fishing clinic provided by the Mackay Recreational Fishers Alliance, face-painting and live music. Communications for the opening are being prepared and 800 flyers have been distributed in the Seaforth locality. Two local playgrounds in Seaforth that have reached their end of life are being decommissioned with the opening of the new Seaforth Esplanade project.

### **Shoal Point Road bus stop (inform)**

On behalf of Translink, council is overseeing the construction of a new bus stop on Shoal Point Road at the entrance of Royal Sands Estate. Notification letters were sent to surrounding residents and details were added to council's Connecting Mackay website.

### **Pioneer Valley Mountain Bike Trails project (inform)**

As part of stage one works, council is completing intersection works on Mackay-Eungella Road for the Finch Hatton Trailhead site. Temporary traffic lights will be in place to direct single lane traffic through the work site. Details have been sent to project followers and put on council's Connecting Mackay website and social media pages.

### **Langford Park upgrade (inform)**

Community Engagement, Parks, Design and Community Development met with the Eton Progress Association and the Mackay and District Hack and Pony Club in early August to go over the final concept plan for the park's upgrade. Both stakeholders were happy with the plan, and it has been publicised to the community and uploaded to Connecting Mackay.

### **Mirani Caravan Park asphalt reseal works (inform)**

The Mirani Caravan Park asphalt and reseal works were completed in July. Professional photos were taken to update council's website and sent to the caravan park lessee to use for promotional purposes.

### **Ooralea Bio-retention basins (inform)**

JMac, on behalf of council, will be resetting seven bio-retention basins in Ooralea. The works will restore the functionality and appearance of the basins. One basin site will be permanently removed and replaced with a planted garden bed. Works were due to begin in mid-August and are expected to be completed late September, weather permitting.

# CUSTOMER CONTACTS

## Top five customer requests

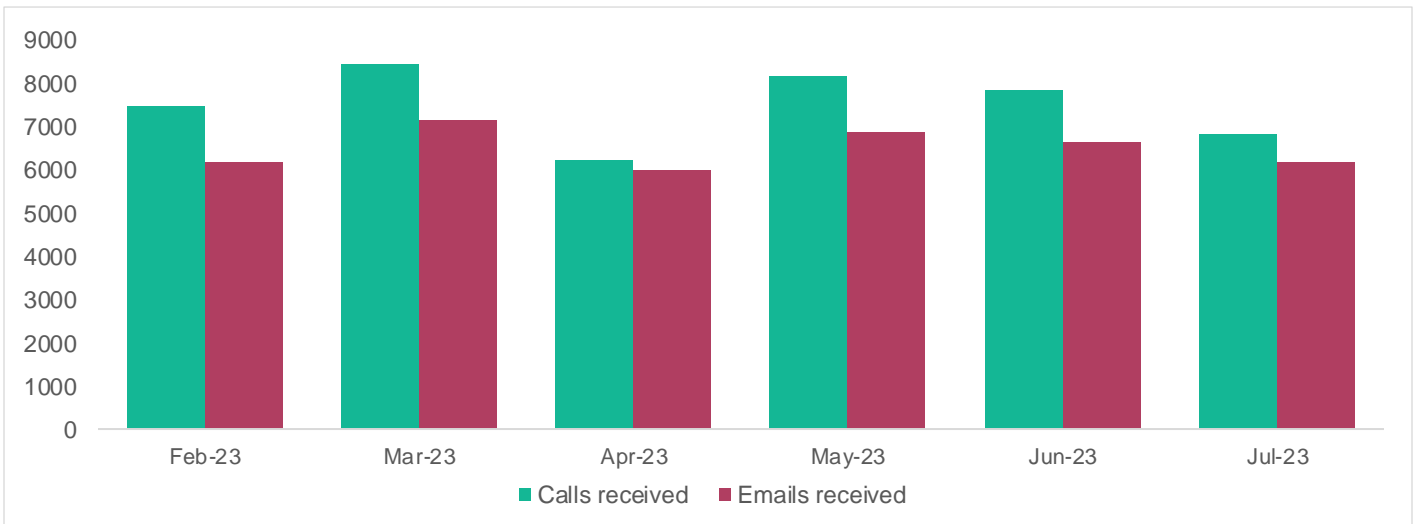
Pathway requests lodged	Volume	% of total requests
Replace wheelie bin	397	11.4%
Phone Message	353	12.9%
Water – leak (public area)	140	4.5%
Planning Advice Enquiries	124	4.0%
Repair wheelie bin	122	4.0%

+



Across council, **69%** of customer requests were responded to on time.

## Customer enquiries

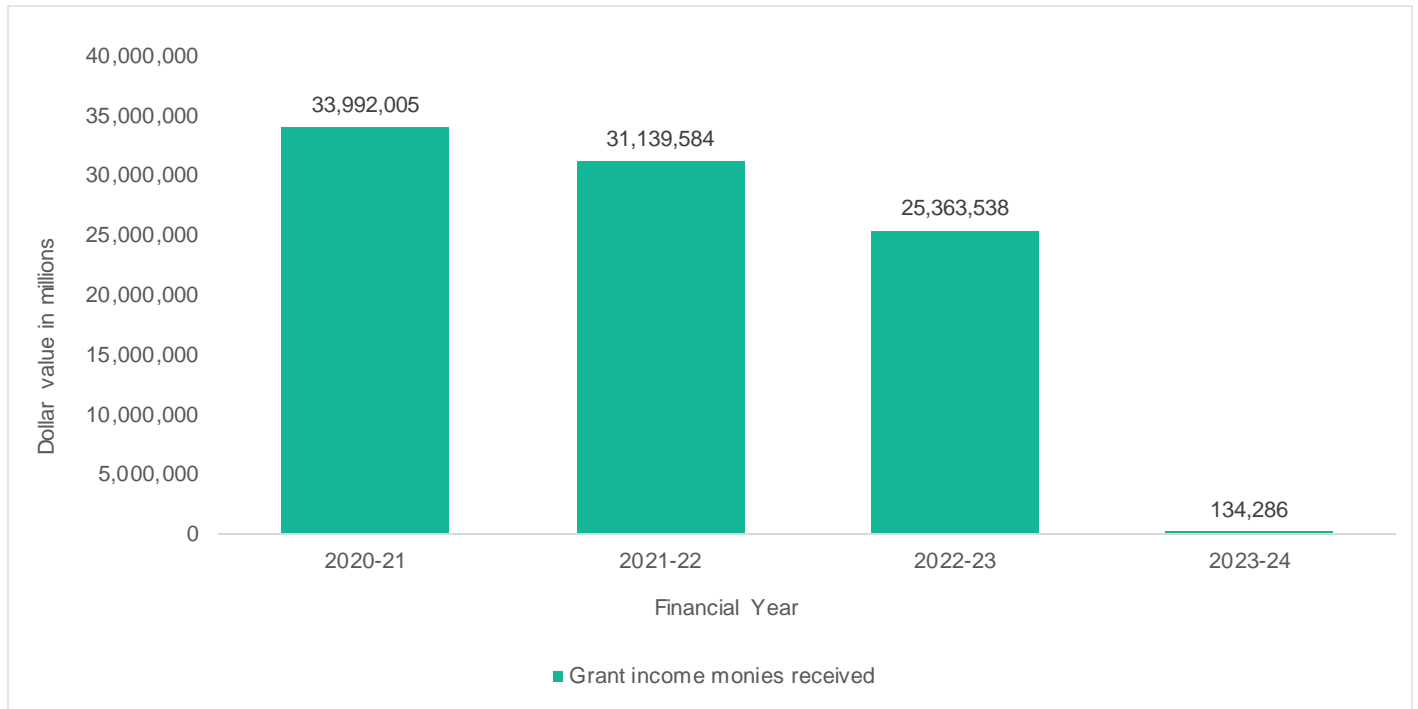


KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
<b>First Contact Resolution (FCR)</b>	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	<b>53%</b>
<b>Abandoned Calls</b>	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	<b>11%</b>
<b>Customer Satisfaction</b>	A measure of customer satisfaction as reported by the end of call survey.	< 80%	80-85%	> 85%	<b>97%</b>

+

# REGIONAL GROWTH

## External grant funding



### Successful funding submissions announced

North Queensland Sports Foundation – Move It NQ - Active in the Region - Program Extension - \$10,000,00.

### Applications Submitted

Department of Children, Youth Justice and Multicultural Affairs - 2023-2024 Celebrating Multicultural Queensland – Global Grooves 2024 - \$20,000.00

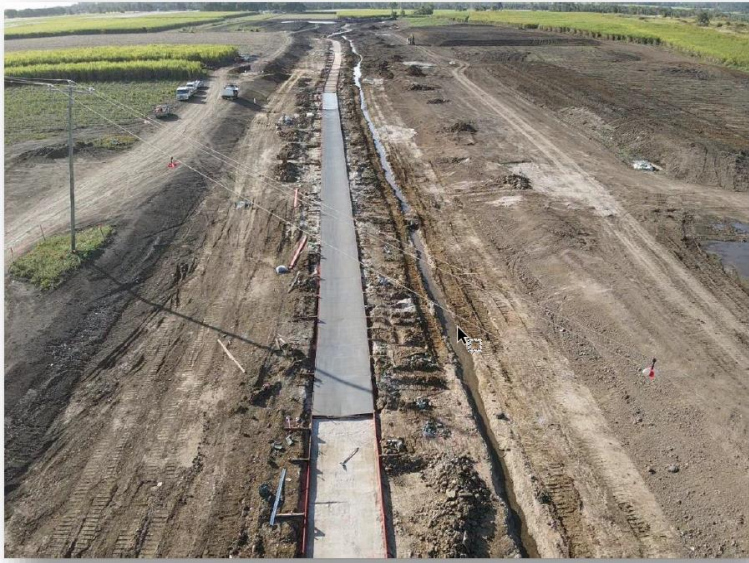
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**\$3.3M, or 66%, of council spend in July was with local suppliers.**

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# SIGNIFICANT PROJECTS



*Aerial Image – Excavation mostly complete, concrete drainage lining commenced*

## Sarina Northern Drainage Stage 2

Construction scheduled from March 2023 to October 2023.

**Project budget:** \$2,463,975.02

**Project status:** 55% complete (Construction work at end of July)

**Risk:** Inclement weather



*New Liner of Kids Pool*

## Bluewater Lagoon Resurfacing and Pipe Relining

Construction scheduled from June 2023 to August 2024.

**Project budget:** \$1.05M

**Project status:** Phase one – kids pool almost complete. Phase two starts June 24

**Risk:** Condition of existing plumbing and electrical systems





*Work in progress*

## Sewer & Stormwater Mains Relining

Construction scheduled from July 2023 to December 2023.

**Project budget:** \$2,931,370

**Project status:** Sewer Relining: 58 sections of sewer mains scheduled for relining. Pre-installation cleaning complete on all sections and relining commenced.

Stormwater Relining: 30 Stormwater mains scheduled for relining. Pre-installation cleaning complete on all sections and relining works progressing with 14 mains completed.

**Risk:** Inclement weather



*3D Point Cloud of 8 River St Piers*

## 8 River Street 3D Scan

Design and Construction scheduled from May 2023 to early 2024.

**Project budget:** \$4.5M

**Project status:** Design currently underway, with 3D survey scan recently undertaken on outside and inside of structure to help inform design options. This is a relatively new project technology for MRC that is only used on certain projects, typically structural in nature.

# ECONOMIC SNAPSHOT

## Economic Indicators (Quarterly)

Indicator	Mar 22	Jun 22	Sep 22	Dec 22	Mar 23	Jun 23
<b>Employment</b>						
Unemployment rate	2.5%	2.6%	2.6%	2.4%	2.7%	NA
Employed persons	67,583	68,335	70,470	70,721	71,847	NA
<b>Real Estate</b>						
Median house sale	\$420,000	\$425,000	\$440,000	NA	NA	NA
Median house rent 3 bed house (12 month ending)	\$420	\$425	\$450	\$450	\$460	\$470
Median rent 2 bed unit (12 month ending)	\$320	\$325	\$340	\$350	\$350	\$360
Res. Vacancy rate	0.6%	0.5%	0.6%	1.0%	1.0%	0.8%
<b>Residential Lot Supply</b>						
Lots approved	345	21	78	3	NA	NA
Lots registered	99	44	56	26	27	NA

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

NA = data not yet released

## E-Statistics

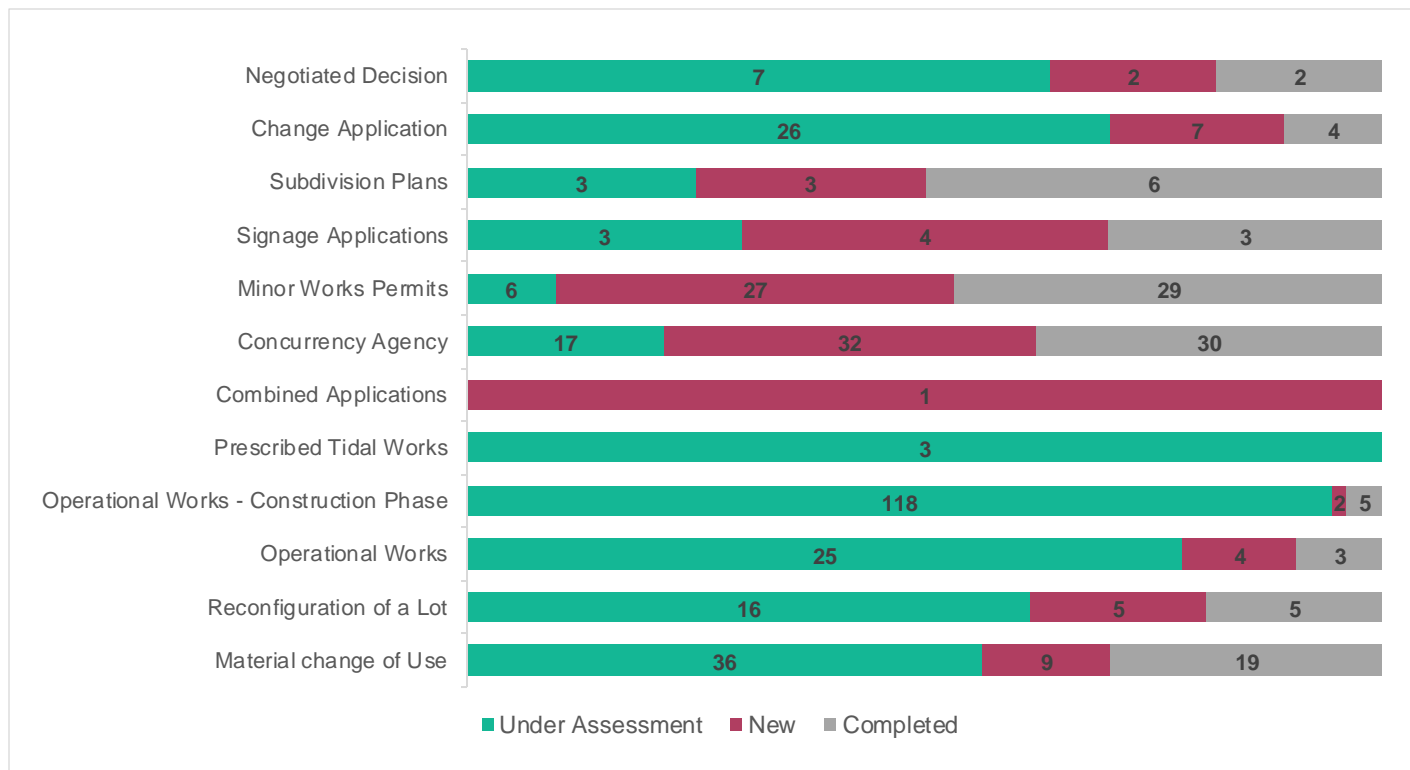
	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23
Mackay Region Joblink Analytic Report Active Users	485	389	351	601	560	331
Internet Vacancy Index (Central Qld) Advertised Jobs*	4,145	4,857	4,761	NA	NA	NA
SEEK Advertised Jobs**	1,608	1,707	1,728	1,834	1,667	1,767
Sarina Field of Dreams Website Visitation	119	319	325	400	519	599
Hooked on Mackay Facebook	5,889	6,019	6,107	6,135	6,245	6,320
Hooked on Mackay Instagram	904	920	923	931	942	945
Hooked on Mackay Youtube Subscribers	330	346	392	398	420	425
Net Free Zone Voluntary Code Sign-ups	716	716	716	716	716	716
Mackay Region Event Organisers Connect Facebook Group Members	146	150	151	152	153	155
Invested in Mackay Subscribers	594	589	591	589	594	596

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

\*\*SEEK data is captured on the first Tuesday of each month.

# DEVELOPMENT ACTIVITY

## Applications received by Development Planning and Engineering



This month **168** building approvals incl. amendments together with **96** development and **57** plumbing applications were lodged.

## Building applications lodged with council

Class	July 22	July 23	Year to date	Total value of proposed works
Class 1A	49	37	291	\$11,568,224
Other classes	151	122	785	\$35,929,292
<b>Totals</b>	<b>200</b>	<b>159</b>	<b>1,076</b>	<b>\$47,497,516</b>