

CEO MONTHLY REVIEW REPORT OCTOBER 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 for the month of October 2023.

Whilst each is further detailed in the report, items of note include the below in what has been a very big month:

- Recent firefighting activities in the Midge Point area resulted in the unusual by-product of water quality issues for the Midge Point supply area due to large draw on the water supply. This issue was quickly identified and fixed, with credit to the range of staff involved.
- Council's Economic Development team supported a range of activities in support of Indigenous Business Month, with good attendance from local and regional businesses and organisations.
- Council services and facilities were again winners and highlighted as part of the 2023 Mackay Isaac Tourism Awards, with the MECC taking home its sixth Gold award, and the Sarina Sugar Shed winning a Gold and two Silver awards on the night. We are also very proud of the Friends of the MECC who were recognised with a Gold for the invaluable volunteer work that they do in supporting the MECC.
- Council continues to invest in the local community, with a number of key events as part of Council's Events Attraction hosted during October (Annual Convention of Lions Club District of North Queensland, Oktoberfest, Mackay Beach Games and Queensland Champion of Champions Bowls Tournament), and this report also lists the latest successful recipients for RADF and Christmas Grant funding.

SAFETY

General snapshot

- On the back of a trend of incidents with electrical services, a Safety Bulletin has been developed and distributed for overhead power lines. This is further to the Safety Stop session held with key staff previously and involved presentations from industry experts (as well as recent training sessions for supervisors by DBYD Australia on how to read and interpret DBYD plans).
- With a growing trend also of interactions Council staff are having with members of the public, new psychological procedure and risk assessment template have been developed and published for staff as the start of work in this area.
- Focus for the month for most WHS staff has been preparation for Safety Day being held Thursday 9 November. Full details to be provided in the November CEO's report, however the following slide details one of the staff-initiated safety solutions promoted at Safety Day along with a range of others, showing the ingenuity of Council staff when faced with a challenge.



This month there were **74** safety interactions, **27** site safety inspections across council, and **92%** of MAP actions were carried out.

HIGHLIGHTS

Access ladders being fabricated and installed on dog trailers

Civil Operations regularly uses dog trailers to relocate larger items of plant, such as backhoes. Unfortunately, these dog trailers do not have safe access at the front of the trailer onto the “A” frame, as was highlighted with a recent incident.

Consequently, dog trailers do not possess a safe form of egress and access for operators once plant is loaded onto the dog trailer. This requires workers to walk in close to the trailer edge to access ramps and creates a fall risk potential of about one metre.

This risk is increased if inclement weather conditions exist on the day. Following investigation of a fall from a dog trailer earlier in the year, a design was drafted for an engineered safe access/egress system (ladder) for these trailers for plant operators to use when loading/unloading plant.

The ladders are being fabricated and installed on council dog trailers as a priority.

Photo 2 – Backhoe loaded- note lack of available space for operator to walk around plant on trailer deck.

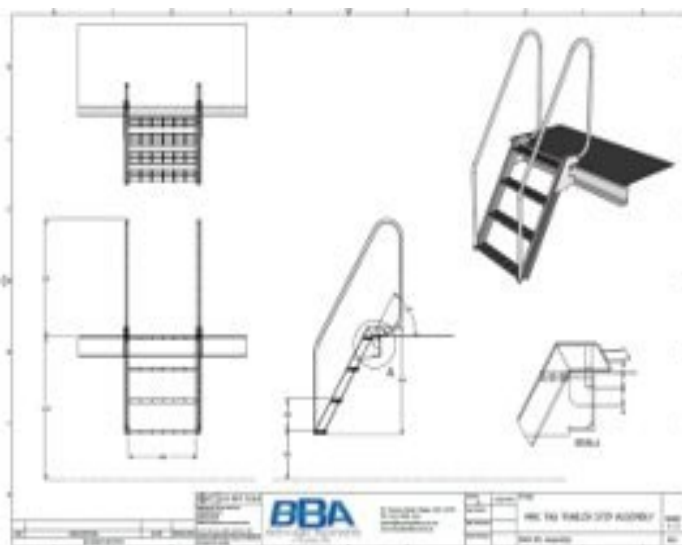


Backhoe on dog trailer- note minimal access available between backhoe and trailer edge for operator to move around trailer

Photo 3 Backhoe trailer clearance / measurements



Photo 5. Example of proposed access/ egress- removable ladder for the existing dog trailers in the fleet



Water Services shares expertise with Isaac Regional Council

Mackay Regional Council's Water Services is sharing its expertise in the Smart Metering space with its Isaac colleagues.

Representatives spent three days at Isaac Regional Council providing training on the installation of remote readers onto water meters, including use of the App to complete these installs.

Isaac staff were also given an insight into the portal, the data produced, and the next steps required. Feedback received was extremely positive, highlighting the great collaboration between the two councils.

Mackay Regional Council's **myh₂O** registrations are currently:

Owners	16,692
Tenants	998
Agents	377
TOTAL	18,067

Midge Point water quality issues resolved

Collaboration between council's Water Network and Water Treatment teams helped resolve water quality issues at Midge Point quickly last month.

The water discolouration was due to firefighting activities in the area on the last weekend in October. The Water Network team started a targeting flushing program in Midge Point and collected samples for analysis.

Our Laboratory results indicated that the water was not fit for drinking, so residents were advised to not drink the water. A water tanker was organised to provide drinking water for residents.

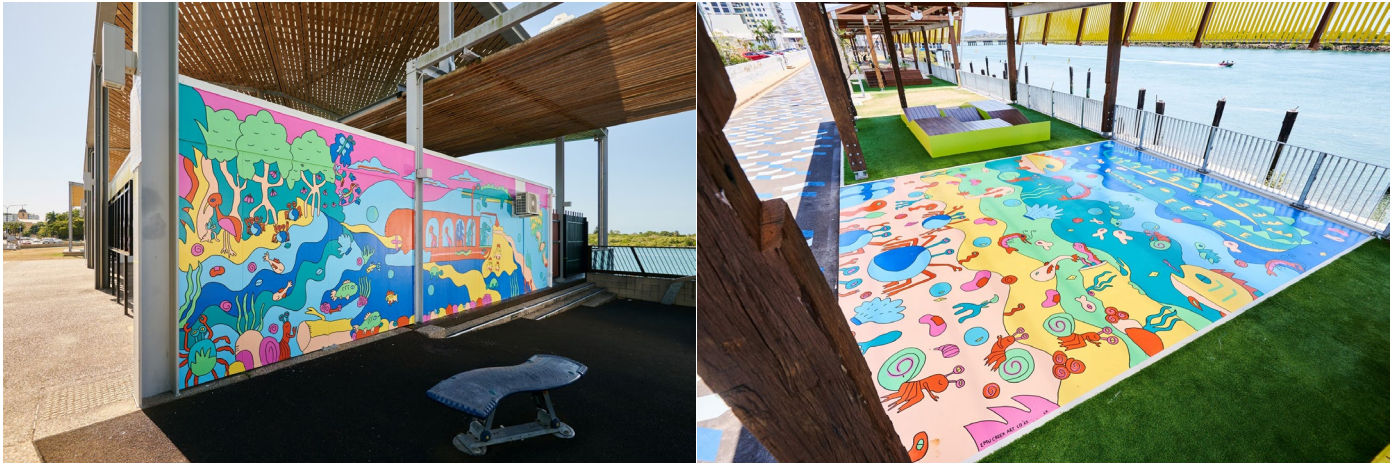
Ongoing flushing and testing activities by our teams restored the water to Australian Drinking Water guidelines within a couple of days, with communications provided to Midge Point residents throughout.

Council conducts regular water quality testing and any results that don't meet the guideline values are reported to Queensland Health and the Department of Regional Development, Manufacturing and Water. The Regulator was impressed with the management of the incident from the response and reporting to the close out of all issues.



Murals decorate Riverside precinct

Emu Creek Art recently completed two murals in the Riverside Precinct. One is at Bluewater Quay and the other at River Wharves. "A Dive in the Bluewater River" celebrates the diversity of plant and aquatic life located in and around the river.



Investing in Mackay pays dividends

The Invest Mackay Events and Conference Attraction Program sponsored three events and one conference in October.

The conference sponsored was the Annual Convention of Lions Club District of North Queensland and the events sponsored were Oktoberfest, Mackay Beach Games and Queensland Champion of Champions Bowls Tournament.

As part of council's Great Barrier Reef Arena/Harrup Park sponsorship, council supported the Marsh Sheffield Shield cricket event.

Indigenous Business Month activities popular

Council's Economic Development team supported the Meet the Buyer and Supplier event on October 19 as part of Indigenous Business Month. The event was significantly bigger than last year and featured 26 new and existing indigenous businesses from the Mackay region.

The event attracted more than 115 attendees from local and regional businesses and organisations.

In addition, the Economic Development team held an Indigenous Business Activation each Friday of the month on the corner Victoria and Wood streets.

This created a platform for the business community to come together in a casual setting to promote and showcase Indigenous business, with the main goal being to assist local Indigenous businesses to gain more visibility and access to potential customers and partners.

MECC and Sugar Shed shine at Mackay Isaac Tourism Awards

The Mackay Entertainment and Convention Centre (MECC) and Sarina Sugar Shed once again shone at the 2023 Mackay Isaac Tourism Awards.

The MECC once again took home the gold award in the Business Events Venue category. This marks the sixth gold award win for the venue, which is an incredible achievement for the staff delivering events daily.

The Friends of the MECC were also honored with gold via the Outstanding Achievement Award for Contribution by a Volunteer Group.

This is the first time the volunteer group have achieved this acknowledgement, which recognised the group's dedication and efforts towards delivering high quality services to the community of the Mackay Isaac Region.

Sarina Sugar Shed won three awards on the night – a Gold in Excellence in Food Tourism, a Silver in Best of Queensland Food and Dining, and a Silver in Best of Queensland Tour Operator.

Well done to all the team at the Sugar Shed, MECC and Friends of the MECC.



WORKFORCE PROFILE

Staff Contingent

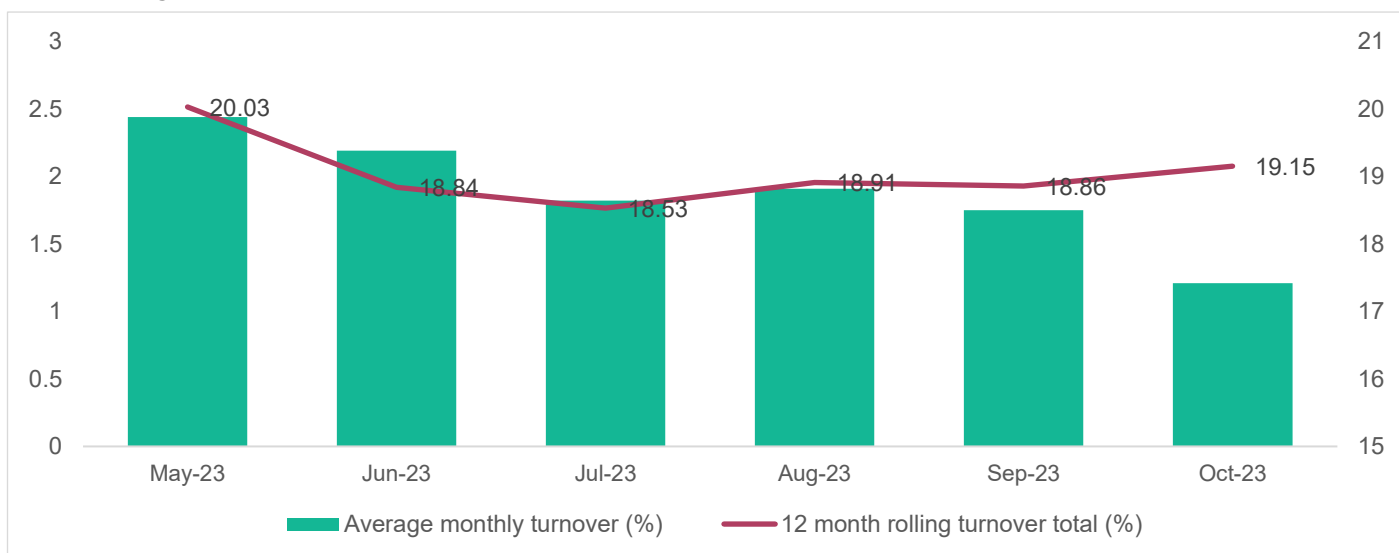
The current make-up of council's workforce is below. Of note, more than 80 per cent of staff are permanently employed. The number of active vacancies remains relatively consistent.

	CW	CCS	DS	ECI	OM & CEO	OS	TOTAL	Prev. month
Casual	1	82	6	3	1	3	96	96
Contract	3	5	5	8	3	6	30	29
Permanent Full Time	79	108	173	296	21	167	844	841
Permanent Part Time	3	25	9	6	2	33	78	78
Permanent Job Share	0	4	0	1	0	3	8	9
Temporary Full Time	3	18	14	22	1	22	80	71
Temporary Part Time	1	7	2	1	0	5	16	17
Temporary Job Share	0	1	1	0	0	3	5	5
TOTAL EMPLOYEES*	90	250	210	337	28	242	1157	1146
TOTAL ACTIVE VACANCIES**	26	28	32	29	2	28	145	176

* 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



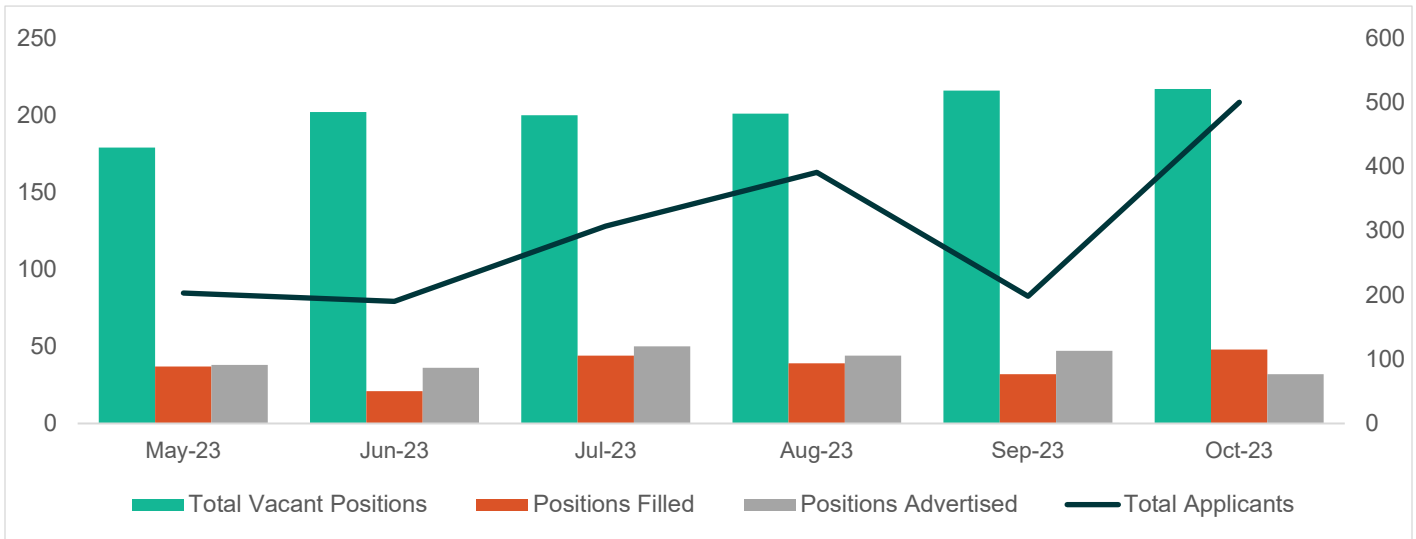
STAFF TURNOVER



12 month rolling average was **19.15%**
The monthly turnover for October was **1.21%**

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

Monthly Recruitment



This month there were **217** vacant positions, **32** positions were advertised resulting in **500** applicants and **48** positions filled.

Key Workforce Initiatives

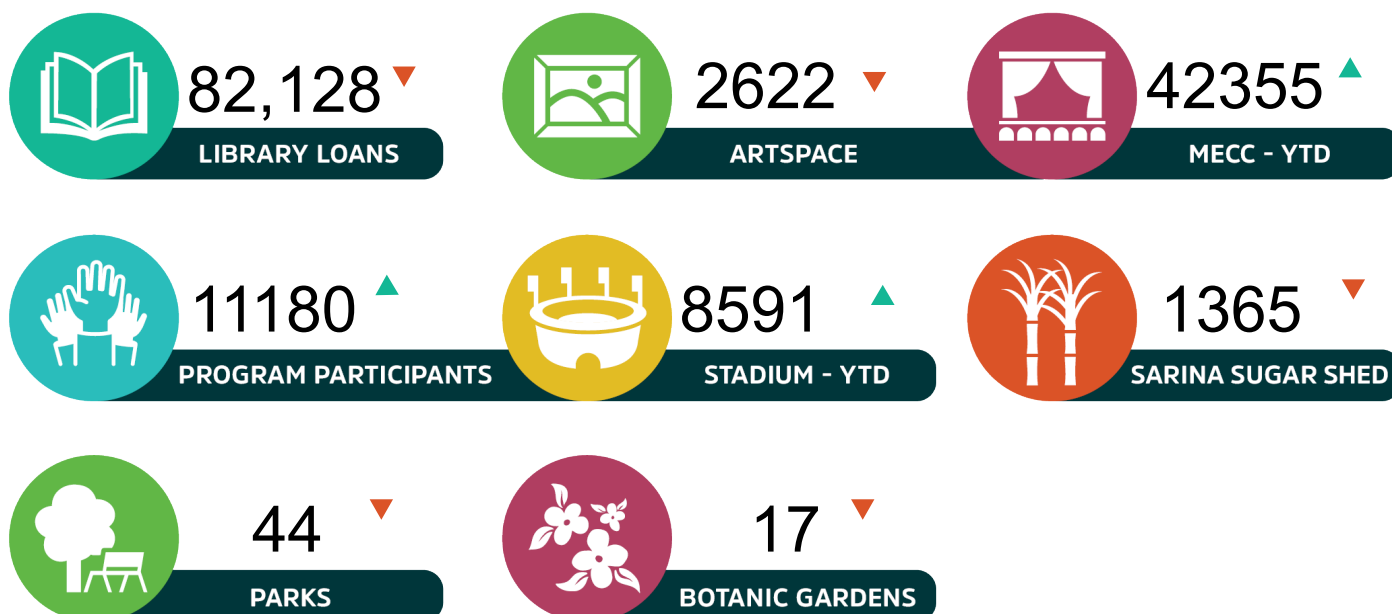
- Workforce Capability Planning will start across council in late November. The process this year will involve reviewing the information provided in the previous financial year and refreshing it with the programs to ensure relevance to current workforce-related issue and projects.
- Work on actions following the latest Employee Engagement Survey is well under way.
- Good numbers of nominations have been received for the Annual Staff Awards. It is good to see leaders and staff nominating their colleagues for recognition.
- The Resource Industry Network (RIN) hold a leadership development conference each year to bring like-minded professionals together to "invest" in themselves. Council supported employees across each directorate to attend and experience keynote speakers talking about their experience and methods to build capability and develop as a leader in their field.

UTILISATION OF COUNCIL FACILITIES

Aquatic Facilities



Public Programs and Facilities



Library loans decreased slightly from the September figure of 83,653. Program participants are up from 10659 in September.

Health and Regulatory Services registrations and statistics



The area of mosquito breeding areas treated decreased compared to September due to reduced rainfall and mosquito numbers observed through monitoring. Illegal dumping volumes increased by 1.8Kl compared to the previous month, with 33 customer requests received [no change from September 2023.]

REGIONAL ARTS DEVELOPMENT FUND GRANT RECIPIENTS

Applicant	Project	Amount Approved
Fiona Flohr	<i>Place: Community Connection and Creative Growth</i> - Two community-ceramic-workshops and an open-door studio weekend accessible to community members. Category: Projects/Programs RADF Priority: Placemaking; Lifelong Learning	\$10,120.00
Evan Daly	<i>The Wild Sky recording</i> - Record a high-quality original music single and approach Public Relations companies to represent them upon release. Category: Projects/Programs RADF Priority: Local Content/Local Product	\$6,045.00
Janet Ambrose	<i>Mangrove: Peeling back the past</i> - Showcase our community Elders as they tell the story of multicultural Australia, including traditional owners, the Yuwibara, Widi, Biriiah, Jangga, and Barada Barna peoples, and Torres Strait Islanders. Category: Projects/Programs RADF Priority: Telling our Stories	\$6,000.00
Noosa Film Academy	<i>Mackay Youth Film Festival with Acting for Screen, Screen Production Workshops and Red-Carpet Community Screening Events for Youth</i> - Academy Award Winning Cinematographer, Greg Huglin, delivers Acting for Screen and Screen Production Digital Entrepreneurship Workshops for Youth and Red-Carpet Screening Events in Sarina, Mackay, and the Pioneer Valley. Category: Young People RADF Priority: Lifelong Learning	\$6,941.00
Bucasia Community Kindergarten Association	<i>TIDELINES: An Ephemeral Sculpture Walk at Bucasia Esplanade</i> - Engage four local weaving artists to complete a five-week residency at four local northern beaches schools culminating in an ephemeral sculpture walk along the Bucasia Esplanade. Category: Green Arts RADF Priority: Local Content/Local Product	\$12,000.00
Innovative Disability Employment and Liaison Association Incorporated T/A IDEAL Placements	<i>Howdy Partner</i> - An inter-generational project to link young men and older men to disclose their strengths, weaknesses, and cultural understanding of each other through artforms, identity workshops and photography. Category: Community Wellbeing RADF Priority: Arts and Health; Lifelong Learning; Telling our Stories	\$9,143.00

CHRISTMAS GRANT RECIPIENTS

Applicant	Amount Approved	Activity
Grasstree Beach Progress Association Secretary	\$750	Beachside Family Christmas Concert to be held at Grasstree Beach foreshore.
Sarina Pony Club Incorporated	\$455	Christmas movie event night at the Sarina Pony Club.
Midge Point Progress Assn. Inc.	\$750	Beach Christmas Party involving the community of Midge Point and surrounding areas.
Pioneer River Valley Hack and Pony Club	\$350	Christmas event to celebrate the end of a fantastic year whilst giving back to the local community who have supported our club and events throughout 2023.
Armstrong Beach Area Progress Association Inc	\$750	Armstrong Beach & Freshwater Point a lolly drop and Christmas party.
Sarina Beach Progress Association	\$695	The Sarina Beach Progress Association (SBPA) Community Christmas BBQ and movie night.
Mackay Northern Beaches Neighborhood Watch	\$750	Northern Beaches Community Christmas Party.
Habana & Districts Progress Association Inc.	\$750	Carols Under the Stars in Habana.
Sarina Surf Lifesaving Club	\$750	Sarina Surf Lifesaving Club Carols By Candlelight event.
Mackay Aeroclub	\$750	Mackay Aeroclub Christmas party to bring together the local community in a spirit of unity and joy. Partnership between both the Mackay Tiger moth Museum and the Mackay Aeroclub.
St Helens Beach Progress Association	\$750	St Helens Beach Progress Association Christmas Events: Christmas Light Competition; Christmas Day Santa Lolly Drop; Nativity Scene Display at the Bus Stop; Christmas Movie Night.
McEwens Beach Neighborhood Watch Group	\$650	McEwens Beach Community Event.
Calen and District War Memorial Hall	\$750	Calen and District Christmas Party
Pioneer Valley Rotary	\$350	Christmas themed morning tea for older members of the Pioneer Valley community.
Mackay City Band	\$750	The Mackay City Band will perform a Christmas program at a number of community carols and Christmas events around the Mackay District, including the Habana carols and various retirement village performances.

Event details included in the events calendar



COMMUNITY EVENTS

Upcoming events

Date	Event	Location
13/11/23	Finch Hatton Mountain Bike Trails Brand Launch	Finch Hatton
17-19/11/23	QLD U13 Indoor State Championships (Invest Mackay)	Indoor Hockey Stadium
24-26/11/23	U13 Boys Indoor Hockey State Championships (Invest Mackay)	Indoor Hocket Stadium
27/11/23	Mackay Regional Council Libraries Volunteer Christmas Party	Gordon White Library
1/12/23	International Day of people with a disability exhibition opening	JCC foyer
1/12/23	City Heart Christmas Celebrations	City Heart
1/12/23	Library food swap	Gordon White Library
2/12/23	Sarina Community Christmas Party	Bob Wood Hall
2/12/23	Festival of Small Halls - Sarina	Bob Wood Hall
4/12/23	Finch Hatton TLPI Community Information Session	Finch Hatton Showground Hall



COMMUNITY ENGAGEMENT

Active and upcoming engagement

Finch Hatton Mountain Bike Trails (inform and consult)

October was a busy month for this project. Two community information sessions were held to inform and consult the community about stage one and two works. They also informed the community about the brand launch and bike ready business workshops in November and started working on the content for the mountain bike trails website.

Caneland Station Bus Interchange (inform)

Notification letters were sent to surrounding residents and businesses near Mangrove Road to inform them about the installation of the steel frame for the Caneland Station Bus Interchange. The works happened over three nights, and there were minor noise disruptions, with the use of a small crane and a pedestrian detour in place near the work area.

Riverside Revitalisation – Pontoon Installation (inform)

The floating pontoon installation started in November. A laydown area has been established at the River Street Boat Ramp to offload equipment and the pontoon. The boat ramp will not be closed during this work. The Brisbane Street fishing pier will be closed for some works to be completed. Signage will be in place when this happens. The pontoon is anticipated to be complete by late December, weather permitting.

Pioneer St and Holts Road intersection upgrade (inform)

Two-way traffic was due to resume on Pioneer Street on November 12. The community was notified via a media update, social media and project update email.

Bucasia Esplanade Water Main Works (inform)

Works have started along Bucasia Esplanade. In the lead-up, meetings were held with two businesses in the work zone and letters provided to residents. Works are due to take 12 weeks to complete, with the Christmas Shutdown toward the back end of works.

Stays Rd Parking Extension (inform)

Works are due to start this month for a parking extension to a section of Stays Rd, which backs onto Marian State School. We met with the school and connected with a daycare within the area to inform of the works and provide an opportunity to share feedback on the works plan with the project manager. Residents in the works area have been letterbox dropped.

Northern Beaches Community Hub upgrade (inform and consult)

The next Northern Beaches Community Hub Reference Group meeting will be on November 22. A project update will be presented to the group, with an opportunity to discuss how the facility could be used by the community.

Seaforth Esplanade Redevelopment (inform)

Maintenance works will be undertaken at Seaforth Esplanade. The splash pad will be closed intermittently on November 21 and 22. A full closure will be in place from November 27 to December 1.

CUSTOMER CONTACTS

Top Five Customer Requests

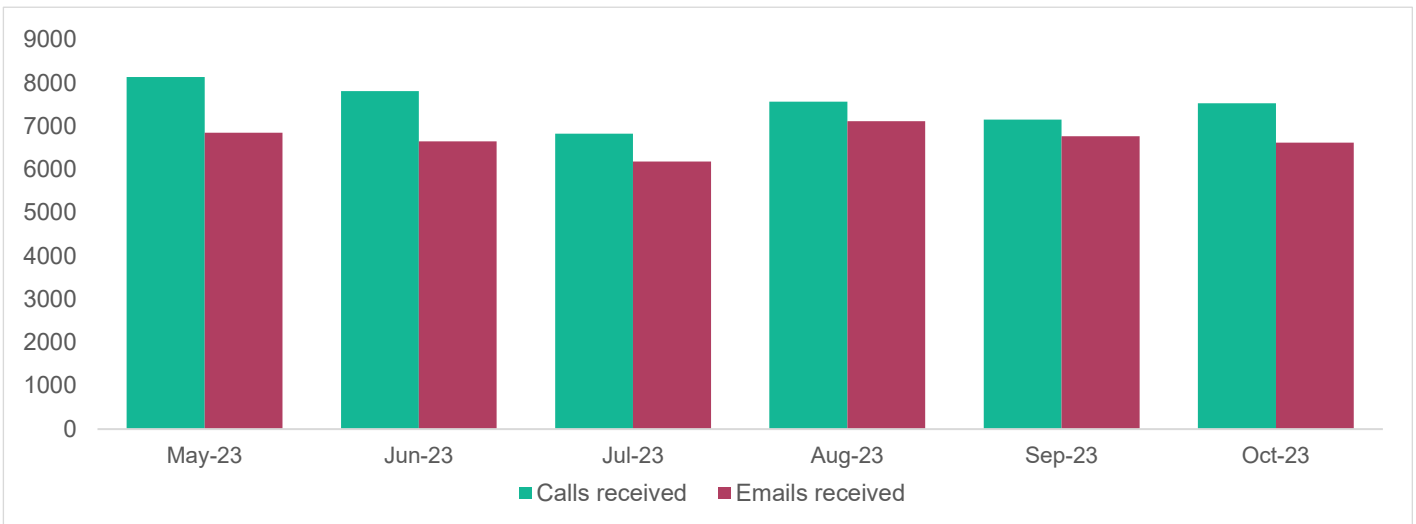
Pathway requests lodged	Volume	% of total requests
Replace wheelie bin	539	17.1%
Phone Message	308	9.8%
Water – leak (public area)	136	4.3%
Change of mailing address	121	3.8%
Repair wheelie bin	112	3.6%

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Across council, **79%** of customer requests were responded to on time.

Customer Enquiries

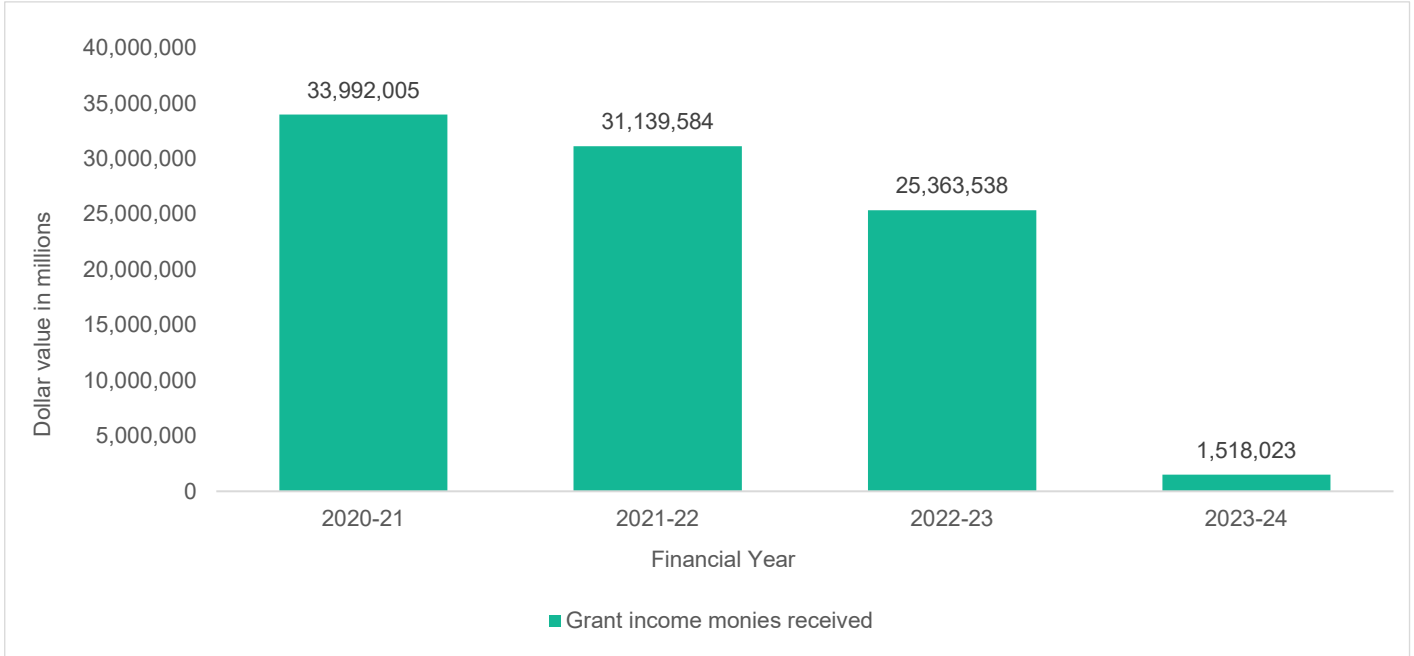


KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	52%
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	6%
Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey.	< 80%	80-85%	> 85%	97%

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REGIONAL GROWTH

External Grant Funding



Successful funding submissions announced

- Nil

Key Applications Submitted

- Festivals Australia – Illuminate 2024 - \$50,000.00
- Tourism & Events Queensland – Mackay Festival of Arts 2024 Marketing - \$25,000
- Dalrymple Bay Coal Terminal Pty Ltd – 2024/25 Libris Awards - \$30,000
- Australia Day Council – Australia Day 2024 - \$10,000
- Department of Transport & Main Roads – STIP Funding – Pindi Pindi State School - \$269,000
- Department of Transport & Main Roads – STIP Funding – Chelona State School - \$215,900

 **\$22M, or 83%, of council spend in October was with local suppliers.**



SIGNIFICANT PROJECTS



Pioneer Street and Holts Road Intersection Upgrade

Construction scheduled from October 2023 to December 2023.

Project budget: \$815,000

Project status: On track.



Northern Beaches Community Hub Stage 1A - Multipurpose Space and Play Area

Construction scheduled from March 2024 to May 2025.

Project budget: \$ 10,750,000

Project status: On track.



Camilleri Street District Park Upgrade Stage 3

Design scheduled from May 2022 to November 2023.

Project budget: \$120,000

Project status: Near completion.



Kochs Road Culvert Replacement

Construction scheduled from October 2023 to December 2023.

Project budget: \$278,000

Project status: On track.



Water Sensitive Urban Design - Bioretention Basin Renewals Ooralea

Construction scheduled from August 2023 to November 2023.

Project budget: \$663,000.00

Project status: Nearing completion.



Sewer Manholes Renewals FY 2023-24

Construction scheduled from September 2023 to December 2023.

Project budget: \$400,000.00

Project status: On track.

ECONOMIC SNAPSHOT

Economic Indicators (Quarterly)

Indicator	Jun 22	Sep 22	Dec 22	Mar 23	Jun 23	Sep 23
Employment						
Unemployment rate	2.6%	2.6%	2.4%	2.7%	3.1%	NA
Employed persons	68,335	70,470	70,721	71,847	69,676	NA
Real Estate						
Median house sale	\$425,000	\$440,000	\$440,000	\$445,000	\$450,000	NA
Median house rent 3 bed house (12 month ending)	\$425	\$450	\$450	\$460	\$470	\$480
Median rent 2 bed unit (12 month ending)	\$325	\$340	\$350	\$350	\$360	\$370
Res. Vacancy rate	0.5%	0.6%	1.0%	1.0%	0.8%	0.5%
Residential Lot Supply						
Lots approved	21	78	3	NA	NA	NA
Lots registered	44	56	26	27	74	75

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

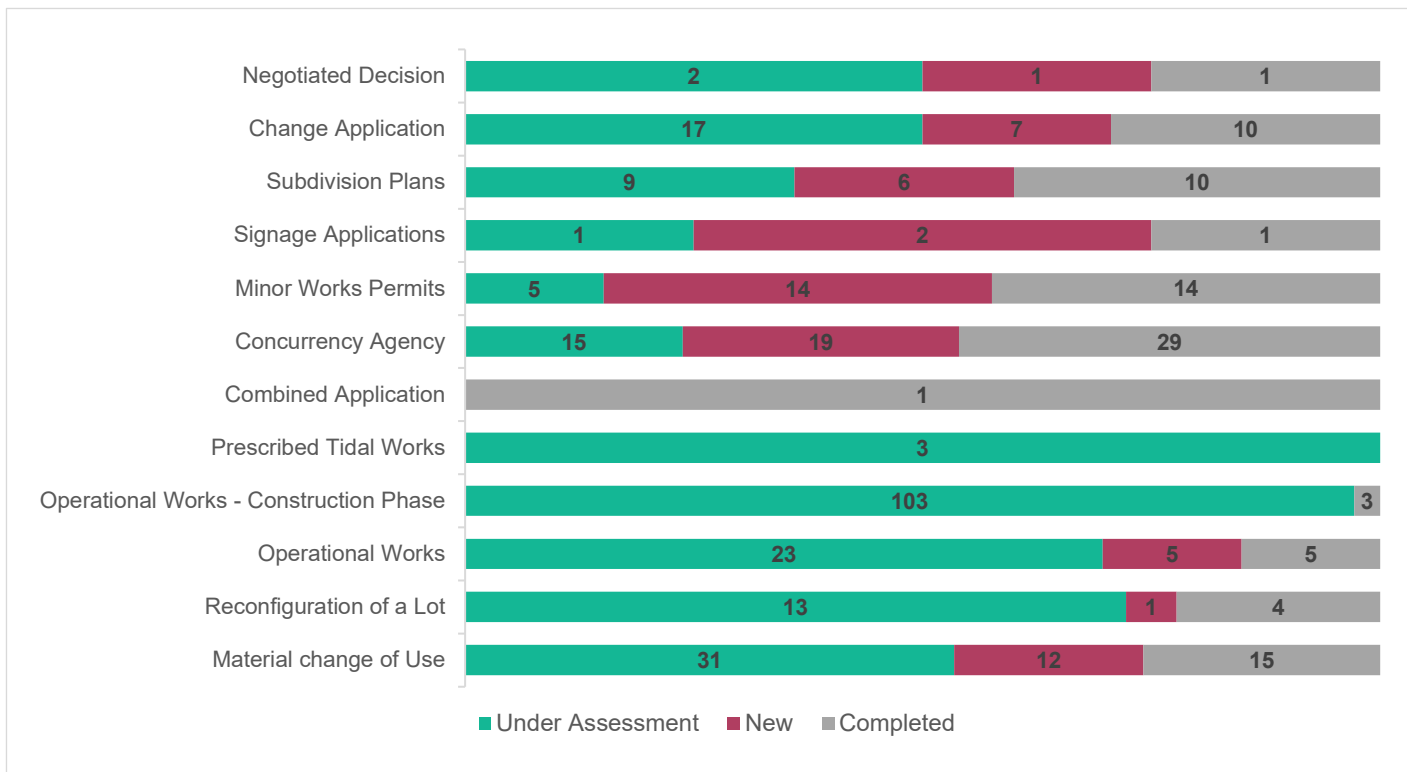
	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23
Mackay Region Joblink Analytic Report Active Users	601	560	331	545	759	512
Internet Vacancy Index (Central Qld) Advertised Jobs*	4,984	4,926	5,117	5,206	5,187	NA
SEEK Advertised Jobs**	1,834	1,667	1,767	1,646	1,493	1,604
Sarina Field of Dreams Website Visitation	400	519	599	699	585	479
Hooked on Mackay Facebook	6,135	6,245	6,320	6,403	6,444	6,502
Hooked on Mackay Instagram	931	942	945	959	963	966
Hooked on Mackay Youtube Subscribers	398	420	425	435	442	462
Net Free Zone Voluntary Code Sign-ups	716	716	716	716	716	716
Mackay Region Event Organisers Connect Facebook Group Members	152	153	155	156	156	160
Invested in Mackay Subscribers	589	594	596	590	598	598

*The Internet Vacancy Index (IVI) is the only publicly available source of detailed data on online vacancies, for 350 occupations (at all skill levels), and 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 does not take account of multiple positions being advertised in a single job advertisement. The data is broken down to Central QLD covering 9 Local Government Areas (including Mackay Regional Council) and is calculated on a 3-month moving average.

**SEEK data is captured on the 1st Tuesday of each month.

DEVELOPMENT ACTIVITY

Applications received by Development Planning and Engineering

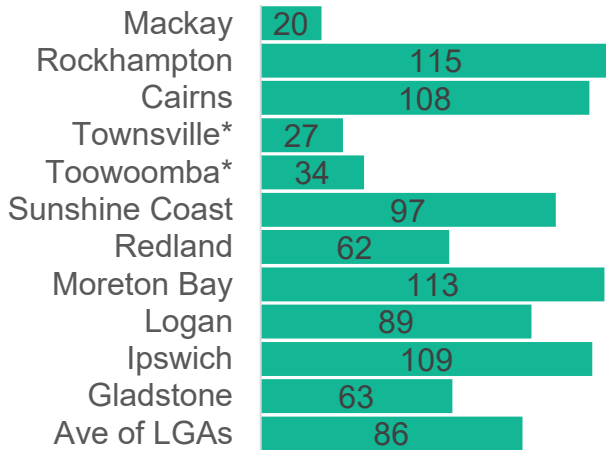


 This month **155** building approvals incl. amendments together with **162** development and **64** plumbing applications were lodged.

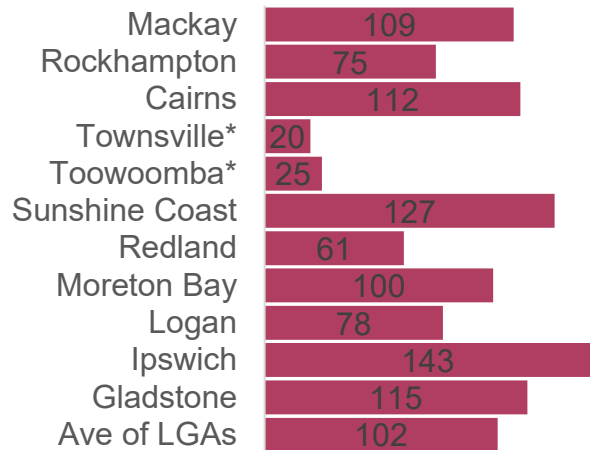
Building applications lodged with council

Class	October 22	October 23	Year to date	Total value of proposed works
Class 1A	40	31	378	\$7,955,518
Other classes	124	131	1,065	\$10,644,029
Totals	164	162	1,443	\$18,599,547

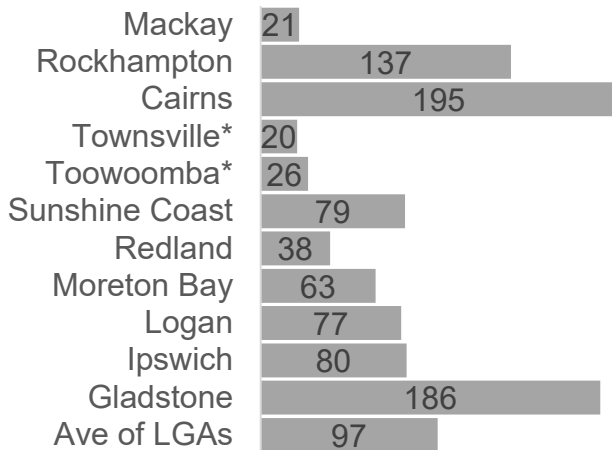
Material Change of Use



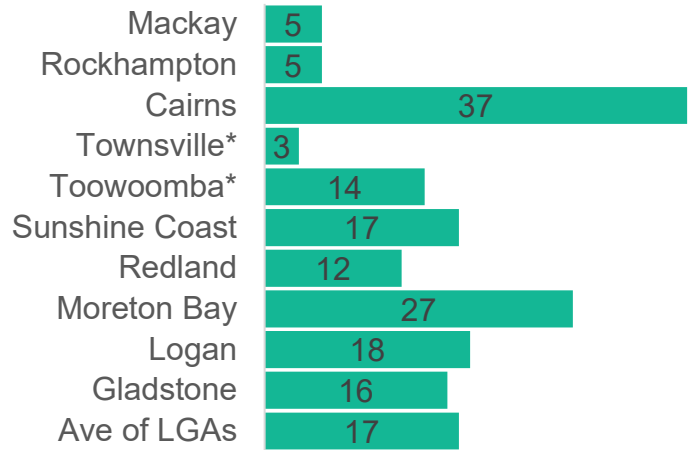
Reconfiguration of a Lot



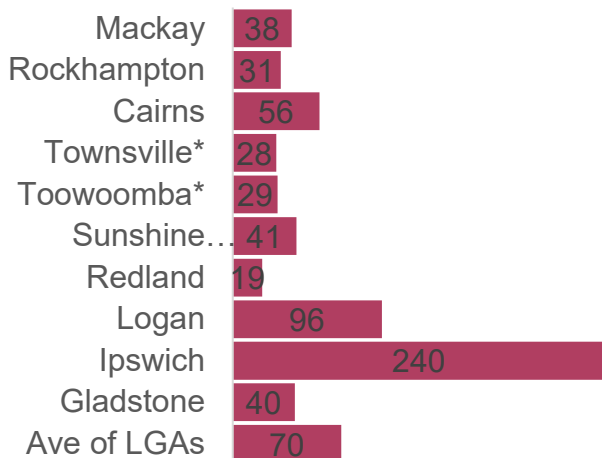
Operational Works



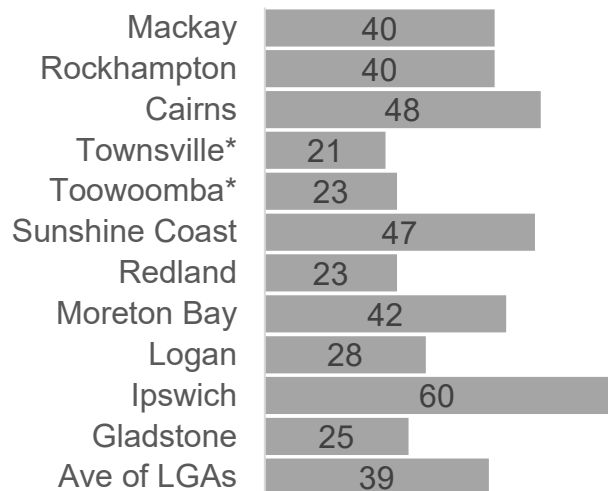
Concurrence Referrals



Negotiated Decisions



Minor Change Development Approvals



*Statistics provided by Toowoomba Regional Council (TRC) for MCU, RoL, OPW and BWA reflects decision periods only. Townsville is also reporting decision period only for all categories. The information in these tables is supplied by Urban Development Institute of Australia and updated quarterly.