

# CEO MONTHLY REVIEW REPORT NOVEMBER 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 November 2023.

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

- November saw the inaugural Safety Day for Council, an opportunity for staff to gather with a focus on safety via key presenters and display stands. The staff attendance and enthusiasm on the day was excellent with plans already underway for planning for the 2024 event.
- Disaster Ready Saturday was well received by the public, and very timely with the first cyclone of the coming season being tracked off the Queensland coast.
- The Finch Hatton Mountain Bike Brand was launched following significant research, analysis and consultation. This is an exciting step for this transformational project.
- The Pioneer River Floating Pontoon is progressing very well and is expected to be completed late January, opening up accessibility to the river.
- Being a large employer, it is Pleasing to see a focus on trainee and apprentice positions, both in receiving funding for future roles but also commencing the process for recruitment for current opportunities.
- External funding is well down on previous years, however with a number of large applications having been lodged (including for the Northern Beaches Community Hub) there is confidence that the result will improve towards the end of financial year.

# SAFETY



## 2023 Safety Day

A total of 460 staff attended our 2023 Safety Day, which featured a morning and afternoon session.

Keynote speaker Robyn Neilson delivered a moving account of her experience saving her then 27-year-old neighbour Gayle Shann's life after her arm was forcibly removed by a post hole digger.

Robyn revealed a first-hand account of how she saved her neighbour's life, the trauma she experienced following the event and she encouraged all staff to ensure they had their first aid certificate and emergency plans in place.

She also encouraged those present to download the [Emergency+ app](#), which can provide emergency services with longitudinal and latitudinal coordinates of your location if you ever get into an accident or become a first responder.

There were also several booths, presentations and displays throughout the day, including some "staff improvement incentives" from across the business including:

- A storm water grate tool – to minimise pinch and manual handling issues when removing these grates.
- A manhole safety grate – being used by the Sewer Networks team to minimise the fall risk and eliminate the need for fall arrest and rescue equipment when working around manholes.
- A traffic light lifting tool developed by the Parks Electrical department to minimise the manual handling risk and weight of pole when lowering/ lifting traffic lights for wide loads to pass through.



This month there were **85** safety interactions, **24** site safety inspections across council, and **95%** of MAP actions were carried out.



- A hydration pack put together by Water Network crews with items to help outdoor work crews manage heat stress during the hotter months.
- An access ladder for plant trailers designed by Civil Ops/Fleet workers to minimise the risk of fall when accessing and egressing these trailers to load/unload plant.

## **Psychosocial safety in focus**

Psychosocial safety training presentations are being developed in conjunction with People & Culture for roll-out to staff and availability for key areas. This is particularly due to a growing trend of aggressive customer interactions with staff.

# HIGHLIGHTS

## Disaster Ready Saturday staged

The Emergency Management Team held a disaster preparedness event at Caneland Central on November 4.

This event, run each year (previously known as Cyclone Saturday) is the pinnacle event in the disaster preparedness calendar for the year.

This year saw 13 agencies sharing information with around 1200 members of the public, keen to learn how best to prepare for a disaster. This year's event has been hailed the most successful event since it began.



## Water and Waste team introduce QR codes.

The Water and Waste Team has embraced the use of QR Codes to streamline access to critical documents while in the field.

The initiative is proving to be a game-changer for operators, particularly when it comes to accessing calibration procedures for analysers at remote sites. Once scanned, the relevant documents are instantly displayed on their screens thus ensuring quick and hassle-free access

The integration of QR Codes has proven to be a cost-effective, straightforward and efficient solution.

# MECC Hosts Educators Launch for 2024 Education Season

The MECC Engagement team hosted the Educator's Launch on November 21.

It showcased all performances, workshops, and community engagement opportunities for students at the MECC in 2024.

Joined by major sponsors from DBCT, BMA, Glencore Hail Creek Mine and more than 50 teachers from around the Mackay Region who are the decision makers when it comes to class attendance at these events.

Mayor Greg Williamson opened the afternoon and spoke about the true value of the arts in the younger years and praised our sponsors DBCT, BMA and Glencore Hail Creek Mine for their continued support of in 2024.

More than 5197 students and families attended the Educators Season performances in 2023.





# Ideas flow at Water Alliance Forum

The Whitsunday Isaac Mackay (WIM) Water Alliance Annual Forum was held at the Resource Centre of Excellence on November 24.

The Annual Forum was well attended with 29 representatives from the three councils, the Local Government Association of Queensland (LGAQ), the Qld Water Directorate, CQU University and Regional Development, Manufacturing & Water (RDMW).

Topics covered on the day included Trade Waste Smart Metering, Regional Waste Challenges, QWRAP, the Environmental Protection Act and other issues of regional importance. The Forum also included the prestigious annual Water Tapping Competition with Water Network taking out the win this year with a time of 2.53 minutes.





## Pioneer River Floating Pontoon work begins

Installation of the piles for the Pioneer River Floating Pontoon has started and the project is progressing well.

Due to the upcoming Christmas period, transport permits for the pontoon gangway are not available.

Therefore, the pontoon is likely to be finished by the end of January 2024.



## Economic Development grants approved

Activate My Place Grants were approved at the November council meeting for three projects.

Projects that received funding were Northern Beaches Community Activation by Rebecca Cooper, Grasstree Grooves by Grasstree Beach Progress Association and the Bee Mindful Mural by Mackay City Heart Collective.

Façade Improvement Grants have been awarded to seven businesses: Whitsunday Design Drafting, Goanna Brewery, Sprinkles and Love Cake Emporium, Soulfood, Flavours of Vietnam, Bings and Ninety-Five.



## Finch Hatton Mountain Bike Brand launched

The official launch of the Finch Hatton MTB brand was held at the Finch Hatton RSL on Monday, November 13, 2023.

A total of 81 community members, industry stakeholders and project supporters registered their attendance for the event.

The launch was followed by hard hat tours at the Finch Hatton Mountain Bike Trailhead site and a workshop for the business community on bike tourism readiness.

The new brand is the result of significant research, analysis, and consultation to position and create an identity for the mountain bike trail network for the future. It presents an opportunity to build awareness of and showcase our extraordinary destination.

## Mackay Coast Our Future consultation closes

Consultation on the Draft Mackay Coast Our Future Study closed on Sunday, November 5. Feedback received has been considered and the final Study will be presented to Council for adoption at its meeting on December 13.

# WORKFORCE PROFILE

## Staff Contingent

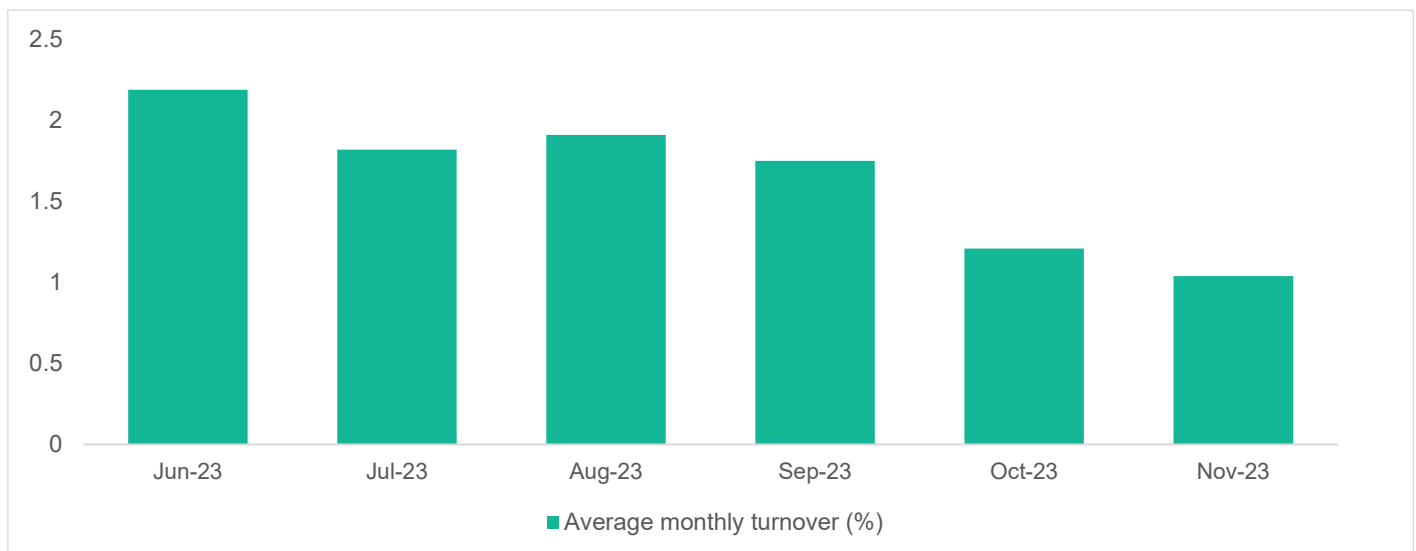
The current make-up of council's workforce is below. Of note, more than 80 per cent of staff are permanently employed. The number of active vacancies remains relatively consistent.

	COMS	CORS	IO	OCR	PGS	TOTAL	Prev. month
Casual	81	3	4	1	5	94	96
Contract	5	4	15	3	4	31	30
Permanent Full Time	106	129	538	35	36	844	844
Permanent Part Time	26	32	9	3	9	79	78
Permanent Job Share	3	2	2	0	0	7	8
Temporary Full Time	18	16	35	4	12	85	80
Temporary Part Time	7	6	2	0	0	15	16
Temporary Job Share	1	2	0	0	1	4	5
TOTAL EMPLOYEES*	247	194	605	46	67	1159	1157
TOTAL ACTIVE VACANCIES**	31	21	83	2	13	150	145

\* 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

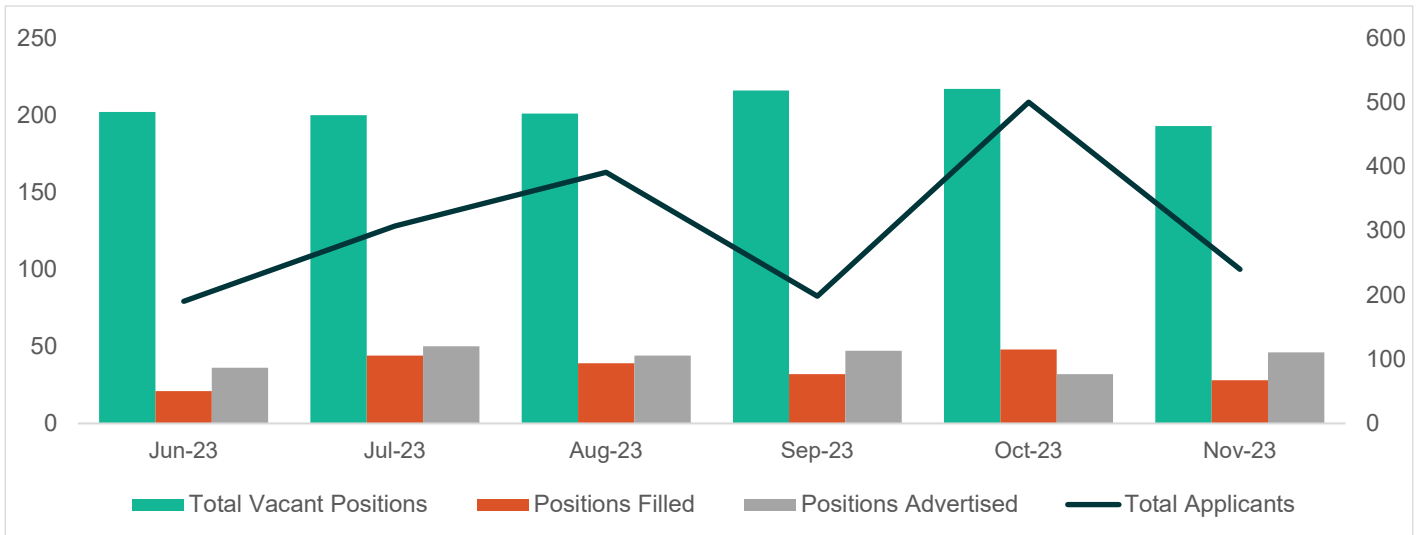


The monthly turnover for October was **1.04%**

The reporting mechanism for the rolling staff turnover is currently under review. Only the monthly turnover figures were available at the time of reporting for November.



# Monthly Recruitment



This month there were **193** vacant positions, **46** positions were advertised resulting in **240** applicants and **28** positions filled.

## Key Workforce Initiatives

- The annual workforce planning is underway and will conclude at the end of January 2024. Executive Managers and Coordinators are involved in planning sessions focussing on the process and capturing workforce issues. A strategic workforce planning report will be delivered to ELT in early February.
- This month one of our Apprentice Heavy Commercial Vehicle Mechanics completed his apprenticeship and was successful in securing a permanent role in the Mackay Workshop as a Diesel fitter. It is a great outcome to grow and keep our own talent in a hard to fill role.
- MRC had a successful bid for the Qld Government for First Start Funding for 12 apprentice/trainee positions. This funding provides a small contribution to the wages of eligible apprentices' and trainees and is highly contested. The process is underway to fill 15 new apprentice and trainee positions to commence in January 2024.
- The 2023 Mackay mentoring program ended in October. Resource Industry Network (RIN) in partnership with MRC Mentoring Partnership have already begun discussions for our next mentoring program, with registrations due to open to the public in February 2024. MRC is working to encourage more partnerships with local industry networking groups to join the program in 2024.

# UTILISATION OF COUNCIL FACILITIES

## Aquatic Facilities



## Public Programs and Facilities



Library loans decreased slightly from the October figure of 82,128. Program participants are up from 10,659 in September.

## Health and Regulatory Services registrations and statistics



The area of mosquito breeding areas treated decreased compared to October due to no major high tides, reduced rainfall and mosquito numbers observed through monitoring. Illegal dumping volumes increased by 2.4Kl compared to the previous month, with 39 customer requests received.

# COMMUNITY EVENTS

## Upcoming events

Date	Event	Location
13/12/23	2024 Artspace Mackay Foundation and Jack Sturgeon Bursary Presentations (Part of councillor morning tea event)	JCC foyer
15/12/23	Sarina Beach Christmas Event	Sarina Beach
16/12/24	Sarina Surf Lifesaving Club Carols by Candlelight	Sarina Beach
17/12/24	Christmas morning tea for senior members of the Pioneer Valley Melba House community	
23/12/24	Habana Carols Under the Stars	Habana Community Hub





# COMMUNITY ENGAGEMENT

## Active and upcoming engagement

### East Gordon Street water main renewal (Inform)

As part of the final works, a full road closure will be in place for two days during mid-December at Goldsmith Street between East Gordon and Park streets. Minor works prior and following the road closure are expected to have minimal traffic disruptions.

### Eimeo and Blacks Beach roads street tree planting (Inform)

Council is planting 74 street trees along Eimeo and Blacks Beach roads during December. This is the first major planting project of the Mackay Urban Greening Strategy, with more to be planned.

### TLPI 01/2023 Finch Hatton Flood Hazard Regulation (Inform)

Council has resolved to make a Temporary Local Planning Instrument (TLPI) 01/2023 Finch Hatton Flood Hazard Regulation to ensure flood hazards in Finch Hatton are identified and managed in relation to development. Letters were sent to property owners, a Connecting Mackay page was developed, and a community information and drop-in session was held in early December to provide an overview of the TLPI and answer any questions.

### Forbes Road Causeway Replacement Works (Inform)

A letter was sent to nearby property owners to inform them that contractor Pentacon Pty Ltd was awarded the tender for the Forbes Road causeway replacement works. The works were discussed with property owners earlier this year, works include replacing the concrete causeway and fish ladder on Forbes Road, O'Connell River. The works are expected to start in April 2024, weather permitting.

### Shoal Point Road Bus Stop (Inform)

Contractor Seaforth Civil completed the construction of a new bus stop on Shoal Point Road at the entrance of Royal Sands Estate in mid-November. The project was funded by the State Government, through Translink, and designed and project managed by council. Our Connecting Mackay webpage was updated with completed photos and a link to the Translink website for operational details.

### Artspace building improvement work (Inform)

Artspace Mackay will be closed from Monday, December 4, to early May 2024, for building improvement works. Both the gallery and Foodspace café will be closed during this period. Foodspace will be operating out of a temporary location at the MECC as a takeaway-only facility. The curatorial team from Artspace will be moving into the quiet space at Dudley Denny Library, the team will continue to deliver their numerous programs throughout the region in alternative venues.

# CUSTOMER CONTACTS

## Top Five Customer Requests

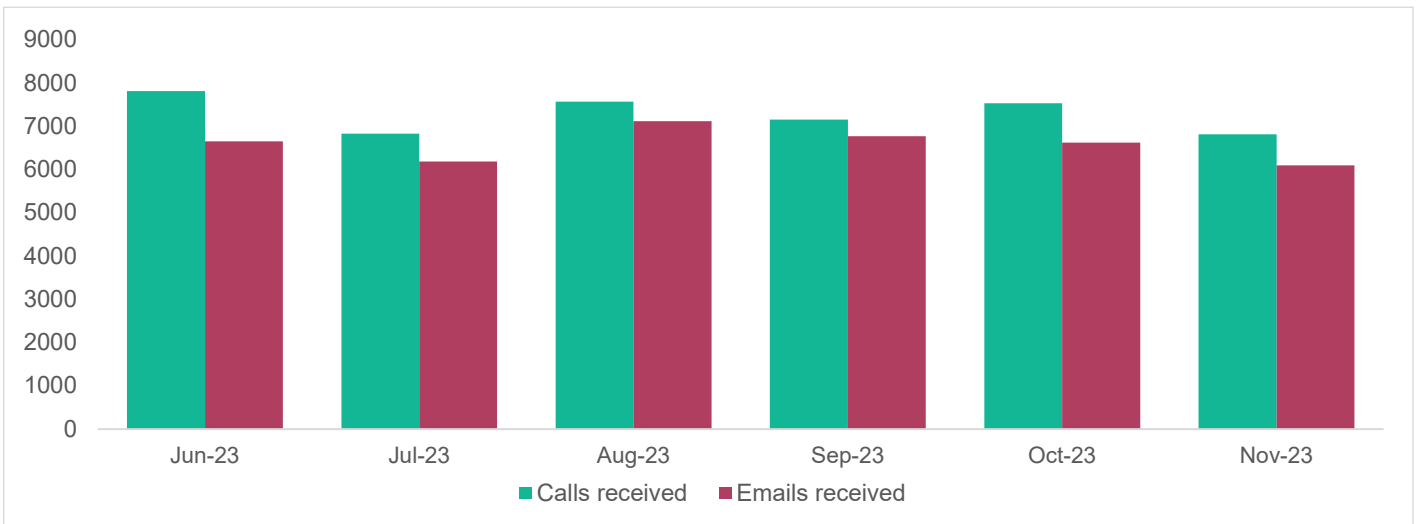
Pathway requests lodged	Volume	% of total requests
Replace wheelie bin	540	17.1%
Phone Message	308	9.7%
Water – leak (public area)	136	4.3%
Change of mailing address	121	3.8%
Repair wheelie bin	112	3.5%

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

## Customer Enquiries

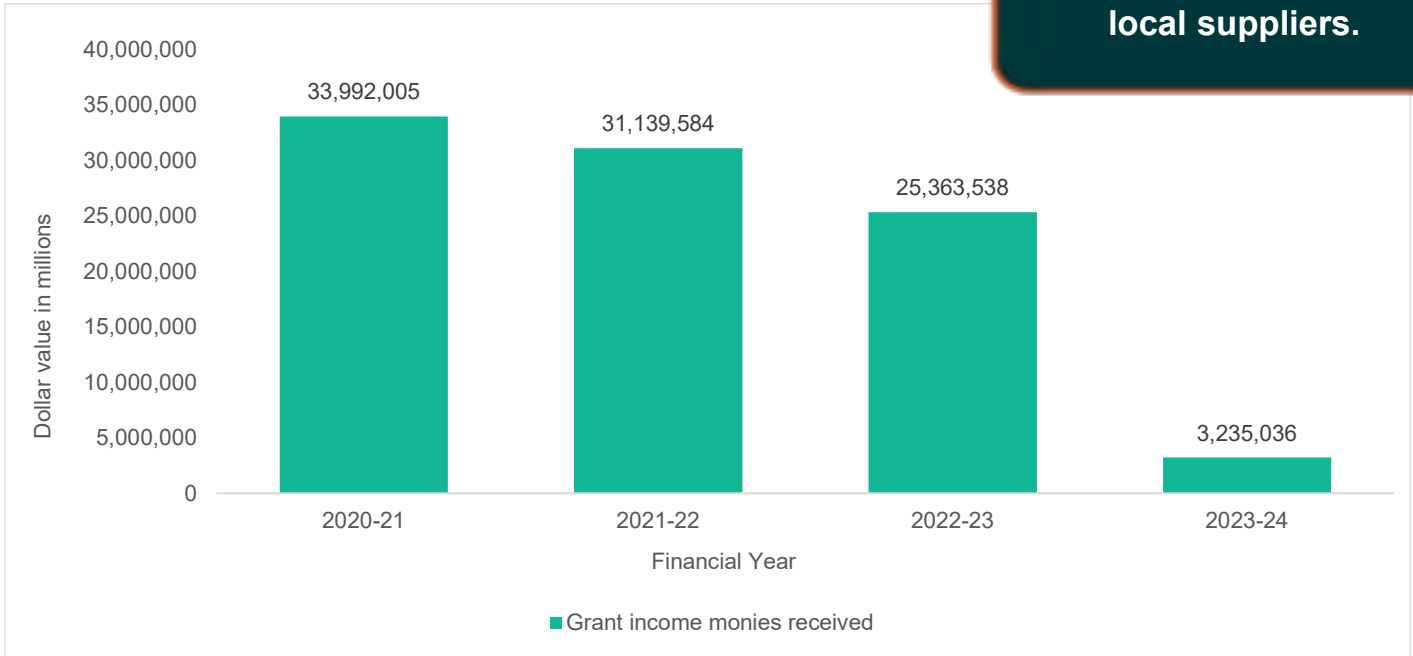


KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
<b>First Contact Resolution (FCR)</b>	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	<b>56%</b>
<b>Abandoned Calls</b>	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	<b>4%</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>

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# REGIONAL GROWTH

## External Grant Funding



**\$13.5M, or 82%, of council spend in November was with local suppliers.**

### Successful funding submissions announced

- National Australia Day Council – Australia Day 2024 \$10,000.00
- Dalrymple Bay Coal Terminal – 2024/25 Libris Awards \$30,000.00
- Queensland Reconstruction Authority – Disaster Recovery Funding \$813,056.01

### Key Applications Submitted

- Department of Infrastructure, Transport, Regional Development, Communications and the Arts – Regional Precincts & Partnerships Program – Northern Beaches Community Hub Stage 1B \$21,959,770.00
- Department of Tourism, Innovation and Sport – Minor Infrastructure and Inclusive Fund – Athletics Track Shade Structure \$177,533.00
- Queensland Reconstruction Authority – N&CQ Monsoon – CDO Claim \$12,518.78
- Queensland Reconstruction Authority – N&CQ Monsoon – REPA Gravel Roads \$1,153,067.92
- Queensland Reconstruction Authority – N&CQ Monsoon – REPA Owens Creek Loop Rd \$191,291.12
- Queensland Reconstruction Authority – N&CQ Monsoon – REPA Flood Monitoring System \$24,547.07
- State Emergency Service – SES Support Grant – Replacement of Roller Door \$5,469.75



# SIGNIFICANT PROJECTS



## Barton Street Drainage Upgrade

Construction scheduled from December 2022 to March 2024.

**Project Budget:** \$3,212,078.67

**Project Status:** In construction works are progress well with works concentrated on the Holland and Barton Street area.



## Asphalt Resurfacing Works 2023/24

Construction scheduled from November 2023 to January 2024.

**Project Budget:** \$ 4.4 million

**Project Status:** In construction.



## Pioneer Valley Timber Bridge Renewal and Rehabilitation Works Package

Construction scheduled from January to June 2024.

**Project Budget:** \$2.5 million

**Project Status:** Design and construct contract awarded, inspection completed, design 90%.

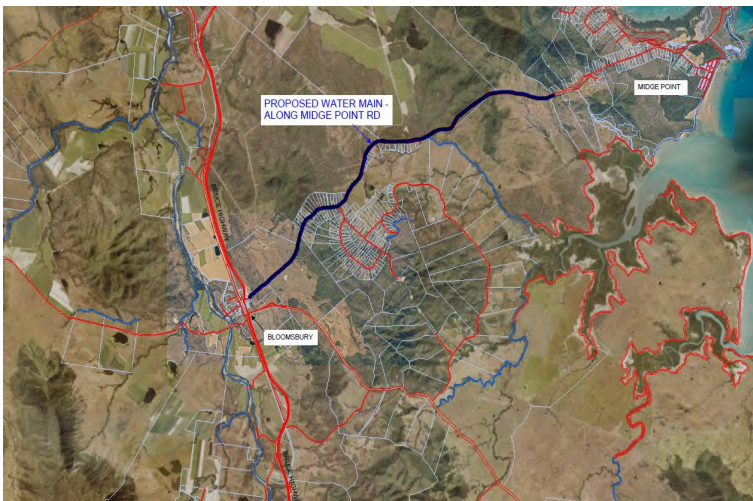


## Bluewater Lagoon Resurfacing and Pipe Relining

Construction scheduled from June 2023 to August 2024.

**Project Budget:** \$1.5 million

**Project Status:** Phase one complete. Awaiting winter closure for phase 2 – installation of new liner to main and top lagoon.

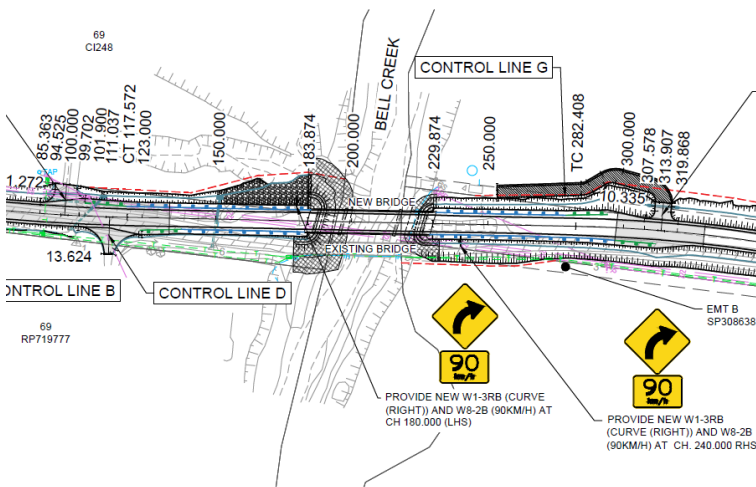


## Bloomsbury Water Pipeline

Construction scheduled from February 2024 to November 2024.

**Project budget:** \$7.5 million

**Project status:** Contract awarded with site works commencing early 2024



## Bell Creek Bridge Rehabilitation Construction

Design complete with Construction to commence in June 2024

**Project Budget:** \$7,300,000

**Project Status:** 3 Span concrete bridge to replace existing timber bridge. Detailed design complete, Services relocation design underway. Grant funded.



# ECONOMIC SNAPSHOT

## Economic Indicators (Quarterly)

Indicator	Jun 22	Sep 22	Dec 22	Mar 23	Jun 23	Sep 23
<b>Employment</b>						
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
<b>Real Estate</b>						
Median house sale	\$425,000	\$440,000	\$440,000	\$445,000	\$450,000	\$450,000
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%
<b>Residential Lot Supply</b>						
Lots approved	21	78	3	215	2	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

	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23
Mackay Region Joblink Analytic Report Active Users	560	331	545	759	512	1057
Internet Vacancy Index (Central Qld) Advertised Jobs*	4,926	5,117	5,206	5,187	5,212	NA
SEEK Advertised Jobs**	1,667	1,767	1,646	1,493	1,604	1,525
Sarina Field of Dreams Website Visitation	519	599	699	585	479	381
Hooked on Mackay Facebook	6,245	6,320	6,403	6,444	6,502	6,550
Hooked on Mackay Instagram	942	945	959	963	966	995
Hooked on Mackay Youtube Subscribers	420	425	435	442	462	471
Net Free Zone Voluntary Code Sign-ups	716	716	716	716	716	716
Mackay Region Event Organisers Connect Facebook Group Members	153	155	156	156	160	160
Invested in Mackay Subscribers	594	596	590	598	598	592

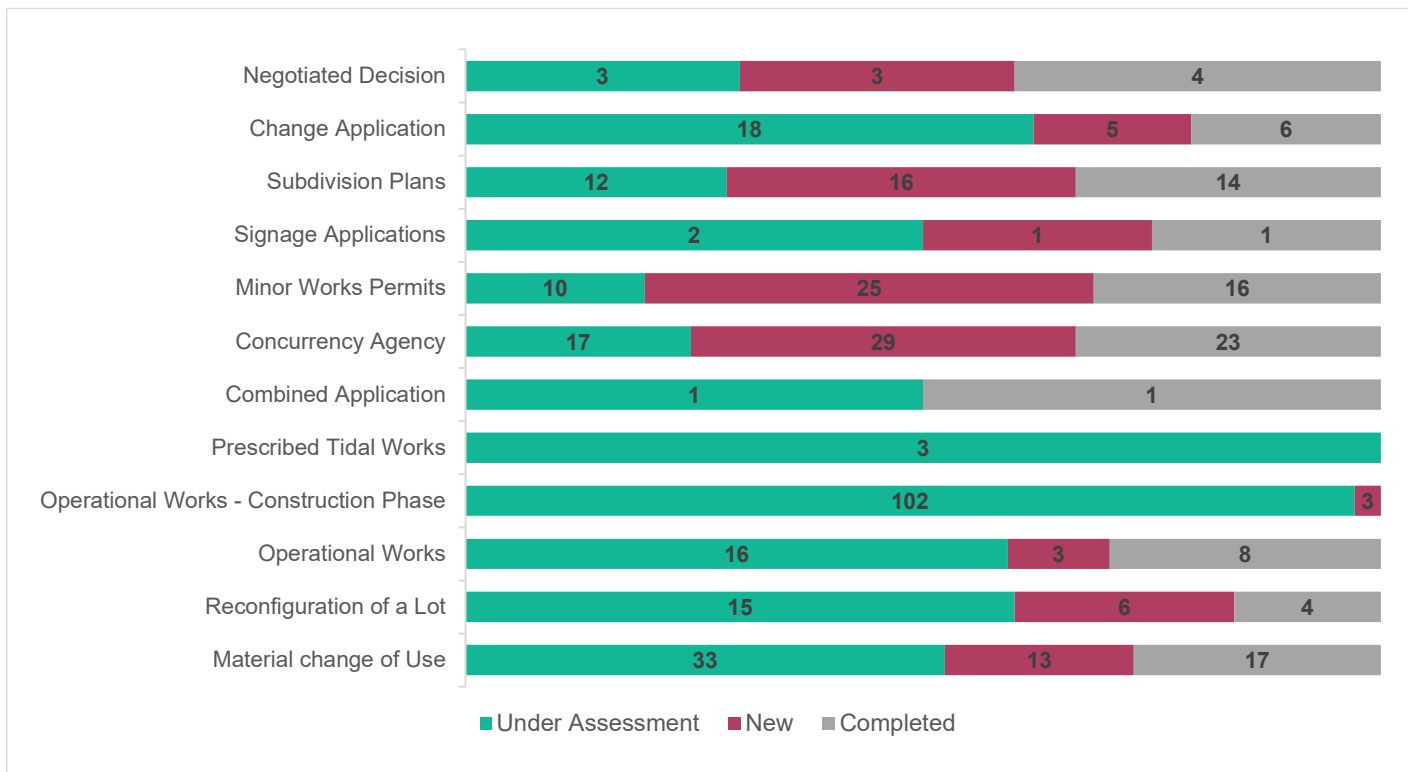
\*The Internet Vacancy Index (IVI) is the only publicly available source of detailed data on online vacancies, for 350 occupations (at all skill levels), and for all states/territories and 37 regions. The IVI is based on a count of online job advertisements newly lodged on SEEK, CareerOne and Australian 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

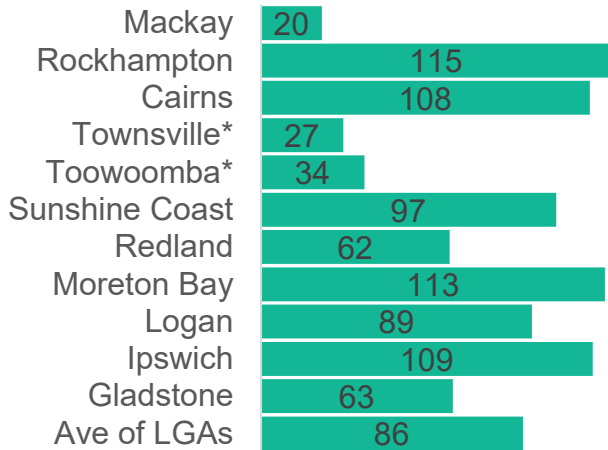


 This month **183** building approvals incl. amendments together with **104** development and **74** plumbing applications were lodged.

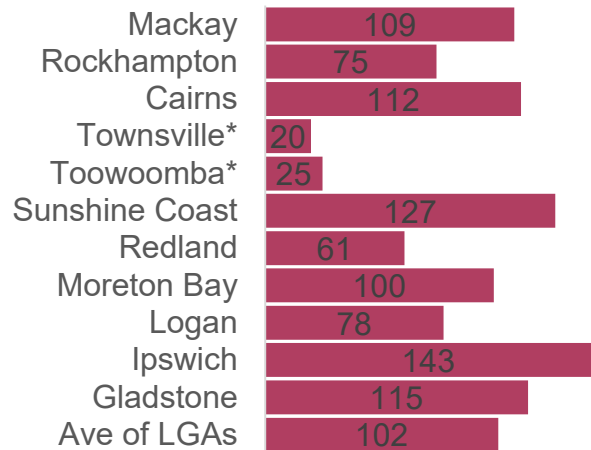
## Building applications lodged with council

Class	November 22	November 23	Year to date	Total value of proposed works
Class 1A	56	46	472	\$14,473,990
Other classes	117	125	1,317	\$20,915,240
<b>Totals</b>	<b>173</b>	<b>171</b>	<b>1,789</b>	<b>\$35,389,231</b>

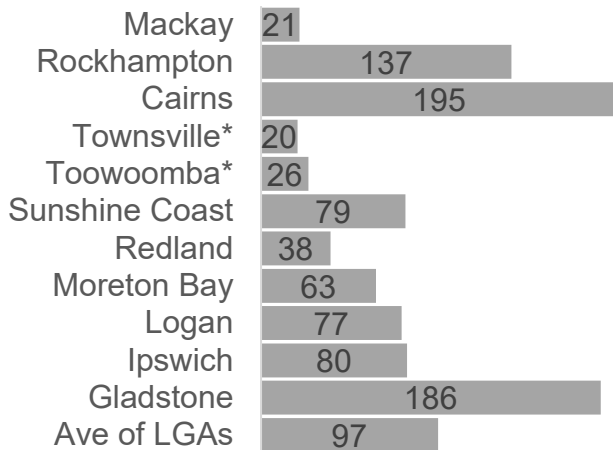
### Material Change of Use



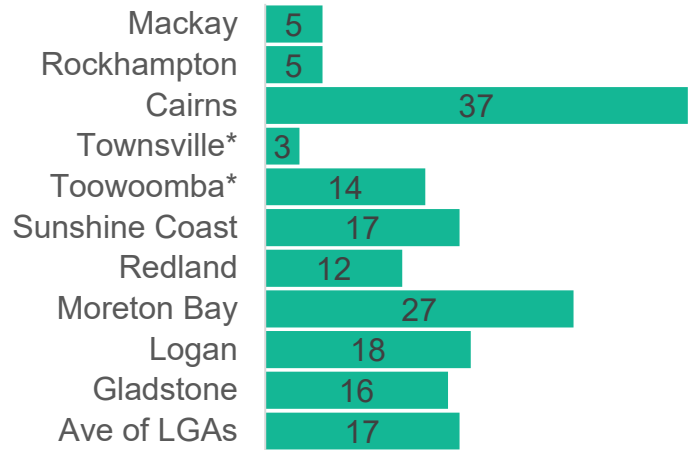
### Reconfiguration of a Lot



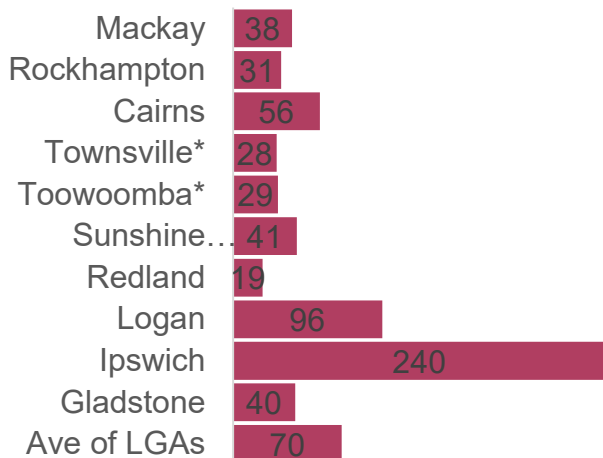
### Operational Works



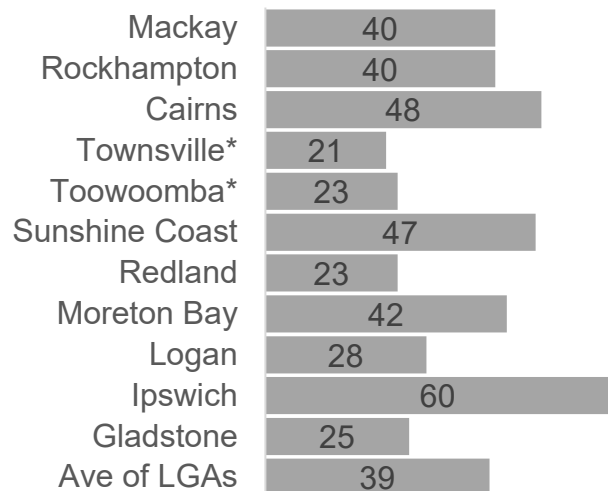
### Concurrence Referrals



### 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.