

MINUTES

Ordinary Meeting

Held at Council Chambers Sir Albert Abbott Administration Building 73 Gordon Street, Mackay

On Wednesday 24 November 2021

ORDER OF BUSINESS

ITEM

PAGE

1.	Attendance	4
2.	Opening Prayer	4
3.	Absent on Council Business	4
4.	Apologies	4
5.	Condolences	4
6.	Conflict of Interest	4
7.	Confirmation of Minutes	4
	7.1. Confirmation of Minutes - 10 November 2021	5
8.	Business Arising out of Previous Minutes	5
9.	Public Participation	7
10.	Mayoral Minutes	7
11.	Consideration of Committee Reports & Recommendations	11
	11.1. Character and Heritage Advisory Committee (CHAC) Minutes - October 2021	11
12.	Correspondence and Officer's Reports	20
	12.1. Office of the Mayor and CEO	20
	12.1.1. Strategic Financial Report October 2021	20
	12.1.2. Councillor Report - Attendance at the Coast to Coast Conference	42
	12.2. Development Services	73
	12.2.1. Development Services Monthly Review Report - October 2021	73
	12.2.2. Mackay Floodplain Risk Management Study and Plan	00
	12.3. Engineering and Commercial Infrastructure1	07
	12.3.1. Engineering & Commercial Infrastructure - Transport & Drainage Monthly Review - October 20211	
	12.3.2. Engineering & Commercial Infrastructure - Waste Services Monthly Review - October 2021	
	12.3.3. Engineering & Commercial Infrastructure - Water Services Monthly Review - October 2021	43
	12.4. Organisational Services1	64
	12.4.1. Organisational Services Monthly Review Report - October 2021	64
	12.4.2. Adoption of Council Policies1	97
	12.4.3. Application for Conversion to Freehold over Part of Lot 491 on SP2711072	19

13. Receipt of Petitions	230
13.1. Petition - Sealing of Powells Road Marian	230
14. Tenders	245
14.1. Contractual Arrangement Tendering Exemption - Third Party Quality Certification ISO S	
15. Consideration of Notified Motions	249
16. Late Business	249
17. Confidential Reports	249
17.1. Legal Services Monthly Report - October 2021	250
17.2. Draft Minutes - Invest Mackay Events and Conference Attraction Program Advisory Committee Meeting - 8 November 2021	250
17.3. Approved Sponsorship Under the Invest Mackay Events and Conference Attraction Pro October 2021	•
17.4. Approved Concessions Under Facilitating Development in the Mackay Region - Septen and October 2021	
18. Meeting Closure	251
19. For Information Only	251
19.1. Development Application Information - October 2021	251
19.2. Building Works Statistics - October 2021	257

His Worship the Mayor, Cr Williamson acknowledged the traditional custodians of the land on which we meet today, the Yuwibara and Yuibera people and paid his respects to their Elders past and present. He also extended his acknowledgement to all Aboriginal members of the Birri Gubba Nation.

Cr Williamson advised that the Council Meeting is being streamed live, recorded and published in accordance with Council's Standing Orders, including publishing on Council's web-site.

Cr Williamson advised those present in the public gallery that, by attending a public meeting of the Council they are consenting to their image, voice and comments being recorded and published, and comments will form part of the live stream and recording.

Attendees were also advised that they may be subject to legal action if their actions result in inappropriate and/or unacceptable behaviour and/or comments.

1. ATTENDANCE

His Worship the Mayor, Cr G R Williamson (Chairperson), Crs M J Bella, L G Bonaventura, J F Englert, M I Green, B C Hassan, A N Jones, F A Mann, K L May, R J Seymour and P A Townsend were in attendance at the commencement of the meeting.

Also present was Mr M Thomson (Chief Executive Officer), Mrs J Ronald (Minute Secretary), Mr D McKendry (Executive Officer), Mr J Devitt (Director - Engineering & Commercial Infrastructure), Ms A Nugent (Director - Development Services), Mr J Carless (Director - Capital Works), Ms A Hays (Director - Community & Client Services), Mr J Pappalardo (A/Director - Organisational Services) and Mr M Sleeman (Manager - Corporate Communications & Marketing).

The meeting commenced at 10:00 am.

2. OPENING PRAYER

Captain Steven and Lydia Spencer from Salvation Army led those present in Prayer.

Mayor Williamson on behalf of the Council, noting that Captain Steven and Lydia Spencer were leaving Mackay, thanked them for their significant contribution to the community for the last 5 years and wished them good blessings for the next part of their journey.

3. ABSENT ON COUNCIL BUSINESS

Nil

4. APOLOGIES

Nil

5. CONDOLENCES

Nil

6. CONFLICT OF INTEREST

Nil

7. CONFIRMATION OF MINUTES

7.1. CONFIRMATION OF MINUTES - 10 NOVEMBER 2021

Council Resolution ORD-2021-315

THAT the Ordinary Meeting Minutes dated 10 November 2021 be adopted.

Moved Cr Mann

Seconded Cr Green

CARRIED

8. BUSINESS ARISING OUT OF PREVIOUS MINUTES

UPDATE ON QUESTIONS ARISING FROM MEETING – 10 NOVEMBER 2021

AGENDA ITEM	MATTER	RESPONSE
11.2.1 Capital Works Monthly Review Report – October 2021	Warland Street Drain Reconstruction Cr Bonaventura queried if spray concrete is used on the base of the drain as well as the sides.	 Revised alternative mix design with fibre is being used on base slab and the slopes. Slopes are shot-creted and base poured by boom pump. Shot-creting process of slopes is in lieu of using conventional vibration of concrete on slopes which doesn't work well (slopes are generally 1:1 or steeper). Hand finishing to bases and slopes of all concrete – so there are no issues with meeting base level requirements and grade finish in general.
11.2.1 Capital Works Monthly Review Report – October 2021	Diane Street Park Upgrade Cr Jones queried if the upgrade would be completed by the end of December.	The works commenced early November and are planned to be completed by the end of December. The contractor has raised an issue regarding the availability of play equipment, but we are yet to fully understand the impact that may have on the completed works and program. We will keep Council updated.
11.5.1 Petition – Sugarshed Road Walkway	Speed Limit Reduction Cr Bonaventura queried the time frame for reducing speed limits.	The likely timing to implement a speed reduction change subject to the TAC endorsement at the end of November, would be approximately 3 months. Taking into account the Christmas break, this would likely be around March 2022.
11.6.2 Lease of Land – Telstra Corp – Mackay Harbour	Enhanced Mobile Phone Coverage Cr Jones queried what surrounding areas were expected to have enhanced mobile phone coverage.	Advice has been received that coverage will be maintained for areas North of the Pioneer River in the areas of North Mackay, Mackay Harbour and associated industrial/Marina Village, South of Slade Point - Keeley's Rd and approximately 10km out to sea. The installation will improve customer data speeds in additional 4G and 5G technology added on the relocated site.

9. PUBLIC PARTICIPATION

Mayor Williamson, under Council's Standing Orders and noting their desire to speak to the item the subject of the Mayoral Minute, invited the members of the public registered to speak to address the meeting.

Mr John Van Polen addressed the Mayor and Councillors. Mr Van Polen advised that he runs a local family owned business within the Mackay Region since 2012. He is here to discuss the mandates being forced on the people of this electorate. He is asking as a community member and business owner, will Council reject these vaccinations mandates and following the Premier's request of Councils to provide local feedback on her proposed COVID restrictions, what is Council's response?

Mr Gavin Cass addressed the Mayor and Councillors. Mr Cass advised that he is a local business owner and commercial property owner within the Mackay Region and employs approximately 25 staff. He advised that he is also a father and grandfather and son of a Second World War Veteran and questioned if Council would follow Livingstone Shire's move to oppose the State Government's mandate regulations set for introduction on 17 December.

Mr Dan Shaw addressed the Mayor and Councillors. Mr Shaw advised that he is a father, local business owner and concerned citizen and spoke about the effects of the pandemic and encouraged Council to listen to the words of his fellow speakers here today. Mr Shaw asked Councillors if it is not their duty as elected officials, to work with the community to seek the best outcome.

Mr Richard Adams addressed the Mayor and Councillors. Mr Adams advised that he is a small business owner in the Mackay Region and employs 6 staff. Mr Adams spoke about the difficulties he had in having the conversation about the rights for our freedom and the impact these mandates have had on both his day job and second job. He further expressed that small business in this region are suffering and asked Council to advise how many active cases there are in the Region and the effects of the vaccine and further, does this warrant the measures that are to be imposed on our community.

Mrs Christine Keys addressed the Mayor and Councillors. Mrs Keys read to the meeting a recent email which had been sent to Mayor Williamson. Ms Keys asked Council if the Mayor and Councillors would meet with the many concerned business owners who operate in the Mackay Region.

10. MAYORAL MINUTES

Mayor Williamson advised that whilst we respect there is a personal choice, Mackay Regional Council has always been pro vaccination and will continue to support the Mackay Hospital and Health Service in encouraging residents to get vaccinated in order to protect themselves and their families.

Council is however very concerned about the lack of clarity and detail from the State Government regarding how new COVID measures and restrictions will be enforced from December 17

It has now been more than two weeks since the Premier announced plans for post December 17.

There is still no Public Health Order providing the detail.

The lack of information is causing unrest in our community that has been demonstrated.

An absence of clarity is also impacting Council plans around the provision of council facilities, services, operations, and events.

Council also has sympathy for businesses, particularly small business in our region, and the effects the threat of such restrictions is having on them.

We understand their concerns are that after December 17 they will be required to enforce the Government restrictions and that they will be impacted by a lack of staff and customers.

Mayoral Minute

THAT Council requests that the Premier urgently provides information and clarity on any Public Health Order regarding COVID measures and requirements for Local Government and businesses post 17 December 2021

FURTHER THAT any Directive takes into account the operational impact on Local Government and businesses.

Cr Jones spoke for the Mayoral Minute. She talked about her discussions with many of her friends and family on the vaccination and how we live in a democratic society and stated that it is people's choice. Cr Jones believes this motion will seek some clarity during this stressful time for our community.

Cr Bella spoke in favour of the motion and congratulated the Mayor on supporting mandatory vaccinations. He discussed how the measures to date have worked and this was indicated by zero active cases in our Region. He highlighted examples overseas, in particular Austria and Germany, where there were low vaccinations rates and lockdowns. Cr Bella spoke about the importance of vaccinations and the effects COVID will have on our health systems, businesses and governments and expressed concern for those recovering from the virus, as the damage never repairs and 10% of people will be left with a disability from the virus. Cr Bella expressed his concern for those with a compromised immune system and the inability of the unvaccinated to attend various places and events.

Cr Bonaventura spoke in favour of the motion and spoke about his attendance at North Queensland Bulk Ports Christmas event, and the speech given by the CEO of the Ports, in relation and his experience with a family member who had contracted the virus. He was pleased to see this minute support mandatory vaccinations and Mackay Health Service.

Cr Green spoke in favour of the motion and tabled some feedback from the community, that she and her fellow Councillors had received to highlight the confusion and discord. Cr Green outlined the effects the mandate will have on small businesses and their customers and outlined that whilst they understand the issues, they may not be able to be changed by Council noting that it was important for Council to receive the feedback.

Cr May spoke in favour of the motion and thanked the community for attending today's meeting and voicing their opinions. Cr May highlighted the tremendous journey we have been on for the last 18 months since COVID came to Australia and the learning curve within our community. Cr May advised that she absolutely respects the rights of people's choice, however, does advocate for people to be vaccinated. Cr May outlined that as a past small business owner, she understood the effects and stress the upcoming mandates will have and also the effects on Council, as there will be costs to implement these mandates and these will be borne by the rate payer. Cr May reiterated the importance of the health and safety of our community and the need to clarify these mandates.

Cr Englert spoke in favour of the motion and highlighted the importance of both sides refocusing their narratives on this entire issue, which may come as a result of these mandates coming into play. Cr Englert noted that this Council will continue to support vaccinations but does understand the individual's right to take up the offer or not. Cr Englert noted that if the concerns are there is a lack of information around the mandates, then this Motion focuses on that with we as a Council, writing to the Premier to request clarification as this will allow us as community leaders, to work through these mandates.

Cr Mann spoke in favour of the motion and spoke of her support of everyone's choice to have the vaccine, whilst also fully supporting the State Government in the roll out of the vaccine noting that it is not an experimental drug. Cr Mann further outlined that she is not aware of any exemption that applies to government, especially local government, on the vaccination. Cr Mann expressed her concerns for

businesses in the region who will impacted by these mandates noting that this needs to be addressed, as she believes that businesses will not be able to administer these mandates.

Council Resolution ORD-2021-316

THAT Council requests that the Premier urgently provides information and clarity on any Public Health Order regarding COVID measures and requirements for Local Government and businesses post 17 December 2021

FURTHER THAT any Directive takes into account the operational impact on Local Government and businesses.

Moved Mayor Williamson

CARRIED

11. CONSIDERATION OF COMMITTEE REPORTS & RECOMMENDATIONS

11.1. CHARACTER AND HERITAGE ADVISORY COMMITTEE (CHAC) MINUTES - OCTOBER 2021

Author
Responsible Officer
File Reference

Manager Strategic Planning (Jaco Ackerman) Director Development Services (Aletta Nugent) Character and Heritage Advisory Committee (CHAC)

Attachments

1. CHAC Minutes - 15 October 2021 [**11.1.1** - 7 pages]

Purpose

To receive the draft minutes of the Character and Heritage Advisory Committee meeting held on 15 October 2021 for information purposes and consideration of recommendations.

Related Parties

Nil

Officer's Recommendation

THAT the draft Character and Heritage Advisory Committee minutes dated 15 October 2021 be received.

Cr Jones sought clarification if other Councillors were able to attend the committee meetings in a guest capacity.

Cr Mann advised that other Councillors are able to attend, as long as there is relevance to the terms of reference which is heritage and history.

Cr Jones referred to page 10 of the Minutes and sought an update on whether Council had been able to make contact with the new owners of the Commonwealth Bank building.

Mayor Williamson advised the building remains with the estate of the owner and it was an inappropriate wording in the Committee minutes.

Cr Jones further noted three resignations and queried if these positions will be filled or be lapsed.

Cr Mann advised that the positions will be filled in 2022 as there won't be another meeting for the remainder of this year and there will be a rotational basis to ensure no gaps into the future.

Council Resolution ORD-2021-317

THAT the draft Character and Heritage Advisory Committee minutes dated 15 October 2021 be received.

Moved Cr Mann

Seconded Cr Green

Cr Mann spoke of another full agenda for this year and the Committee took the opportunity to host a morning tea for the wonderful committee members for the valuable input for the year. Cr Mann acknowledged the resignations of three committee members - Carmel Kelly, Don McCarthy and Debbie Walker and thanked them for their time on the Committee. Cr Mann further acknowledged Carmel Kelly and the extensive time she has spent in our Region supporting and promoting history. Cr Mann advised that the Pine Islet Lighthouse

had been discussed at the meeting with the Committee aware of the risk of losing this building, noting that the Committee will liaise with Cr Englert who has expressed an interest in being involved with this project and some community members have also expressed an interested in being involved with the lighthouse.

CARRIED



Minutes Character and Heritage Advisory Committee (CHAC)

Date:	15 October 2021	Time: 8.30am – 10.30am	Venue: JCC Training Room	
Chairperson	Councillor Fran Mann (C	FM), Deputy Chairperson Councillo	or Karen May (CKM)	
MRC Representatives:	Strategic Planning – Tak Manager Strategic Plann	oitha Cocup (TC) ing – Jaco Ackerman (JA)	Guest Speakers: Councillor Justin Englert (CJE) Director Capital Works – Jim Carless (JC) Mackay City and Waterfront Project Coordinator – Stacey Mills (SM) Strategic Planning – Robert Tily (RT)	
Built Environment Industry Representatives:				
Representatives from Historical and other Organisations:	Mackay Lourism – John Lant LL.) Mackay Historical Society – Steven Pritchard (SP) (Freenmount Historical Homestead – Sandy Field			
Individual Representatives:				
Local Historians:	Nicholas McDougall (NN) Berenice Wright (BW)		
Local Cultural Organisations:				
Apologies	Heritage Collections Supervisor - Lara Clarke (LC): Museums Coordinator – Alicia Stevenson (AS)Muriel Kilcullen (MK), Pioneer Valley Museum – Carmel Kelly (CK), Debbie Brooker (DB), Dominic McCarthy (DM), Mackay and District Australian South Sea Islander Association Inc – Starett Vea Vea (SVV), Urban Trend Constructions – Ken Ogilvie (KO), Mackay West State School – Margaret Spillma (MS) Chris Vaughan (CV)			
Purpose	1 Identify current and emerging strategic peritage issues and opportunities within the Mackay Regional Council area: and			

ltem Number	Item	Action Officer	Discussion/Actions/Update
Item 1	Acknowledgement to Country		
1.1	Welcome to meeting	CFM	CFM performed the acknowledgment of country. In addition to the noted apologies, CFM advised this committee had received three resignations, being Domonic McCarthy, Debbie Brooker and Carmel Kelly. We thank Dominic, Debbie and Carmel for their contributions to the heritage committee.

ORDINARY MEETING - 24 NOVEMBER 2021

Item 2	Adoption of Previous Minutes		
2.1	Previous minutes were adopted by Council	CFM	Previous meeting minutes from meeting held 23 July 2021.
Item 3	Actions Arising from Previous Minutes		
3.1	2021 CHAC Volunteer Commitments	ALL	Update:
	Previous Minutes:		
	Update on progress of CHAC volunteer commitments:		
	Conducting further research for the City Centre Silhouette Heritage Signage Project:		Volunteers from the CHAC who expressed interest in this project met on 30 September, were assigned a property each to further research and are scheduled
	Existing street façade research and information was circulated to all Character and Heritage Advisory Committee volunteers on 12 February 2021. A blank research template was also distributed for use of volunteers to provide the building location, current building name, Architect, Builder, content submission for consideration and images.	to meet again on 29 October to physical signs for this silhouetti centre with CHAC members en could be complete. Feasibility investigated to gauge success	to meet again on 29 October to discuss progress. It is noted that permeant physical signs for this silhouette project are not going to be installed in the city centre with CHAC members encouraged to think of alternate ways this project could be complete. Feasibility of temporary signage in the area could be investigated to gauge success.
	A working group has been formed and will meet in September to continue work on this project.		
	Conserving Heritage Houses in Mackay Region guide:		
	Councils Corporate Communications team have been tasked to promote the Conserving Heritage Houses Guide, this promotion will aim to encourage homeowners to recognise the heritage value their homes may have, where to find information on heritage and how to maintain their properties.		The Conserving Heritage Houses Guide was promoted on 16 July 2021 with a positive response from members of our community. This item can be removed from the next agenda.
3.2	Pine Islet Lighthouse Previous Minutes:	CFM	Update:
	Added to agenda for discussion on maintenance, repair, activation strategies, tours, heritage listing.		A meeting has been scheduled between Mackay Regional Council staff, Councillors and external stakeholders to discuss current concerns and develop a
	It is noted that this is not a council property and council is not part of the Pine Islet Lighthouse Committee.		plan to resolve current maintenance requirements.
	 Actions: Cr Englert has expressed his interest in assisting with expressing state of disrepair to relevant authorities and community groups. Cr Mann to meet with Cr Englert to express possibility of support to regain community awareness, community interest and required maintenance. 		 Previous actions update: Cr Mann, Cr Englert and MRC staff have met internally on the status of the Pine Islet Light Lighthouse with an outcome to meet with external stakeholders as per above. Mackay Regional Council Grants officer will monitor public grant opportunities State Heritage listing feasibility has been discussed.

	 TR will search for maintenance grants and advise Cr Englert if grant opportunities become available. CHAC members and community members to advise TR if interested in forming a Pine Islet Lighthouse committee. Cr Mann raised the possibility of applying for a State Heritage listing for this lighthouse, Cr Mann will investigate benefits of state listing. Progress update at next meeting. 		
3.3	Captain John Mackay landing in Mia Mia Previous minutes: Added to the agenda for discussion and research opportunity. Cr Mann raised she attended the Mia Mia residence reunion.	CFM	Update: No update provided at this meeting due to time constraints, CFM to provide update at next meeting, scheduled for early 2022.
	the residence raised with Cr Mann that there is a site in Mia Mia that has been marked where Captain John Mackay landed and would like further information on this site. The CHAC noted they were also unaware of the location of this site and that they had no knowledge of this.		
	Action:		
	 Cr Mann to approach the Mirani Museum to see if they may be able to provide more information and assist in identifying location 		
	Cr Mann will investigate significance of this site and options for memorials if site is identified		
3.4	Saluting Their Service Commemorative Grants Program Previous minutes:	RT	Update:
	Federal Government have released a second round of the Saluting Their Service Commemorative Grants Program for further funding to support Australians and commemorating the service and sacrifice of Australian service personnel during this difficult time.		Mackay Regional Council have investigated the feasibility of three projects for this grant opportunity including the Sarina Soldiers Place Project, the Sarina Air Raid Shelter Project and the Jubilee Park Silhouette Project. Council submitted an application for the Soldiers Place project in the current funding round and is considering submitting ana application for the Sarina Air Raid Shelter in the next
	Council will consider council projects for application for this round of funding for the Major Grant category including re- assessing the previous funding application for the Sarina Air Raid Shelter.		funding round. An update on outcome of grant funding application will be provided when available.
	CHAC members encouraged to review the Grants Guideline to apply for the Community Grants stream where community groups can access up to \$10,000.		

	Second Round closes 7 October 2021 and Third Round closes 8 February 2021 .		
3.5	Commonwealth Bank Building Previous minutes:	JA	Update: No update provided at this committee meeting due to time constraints.
	The Commonwealth Bank building is expected to be in the media again.		
	Cr Mann raised that as tourism is developing in Mackay, community members are increasingly disheartened at the state of the building.		
	Action:		Action Update:
	 Council to consider writing to the owner of the building again expressing community concern and attempting to compel the owner to commence rectification works and writing to State Government expressing concern and ask them to exercise their legislative powers on this state heritage listed place TR to investigate the dimensions of heritage listing, this request follows Cr Mann raising that this site is in the PDA and there would be countless opportunities for development at the back of this site. NM raised perhaps the state heritage listing could be amended to reflect that only the façade is state heritage listed. TR to investigate options and provide update at the next CHAC meeting. Cr Mann requested SP prepare an article on history of buildings surrounding the Commonwealth Bank Building and note which buildings may be vacant to publish to potentially attract investors. Cr Mann asked CHAC members to circulate through their networks to advise that MRC are doing all we can to help progress this issue working with the owner and state government. 		 The owner of the Commonwealth Building has recently passed away. Council will make contact with the new owner at an appropriate time to offer assistance and express concern. Strategic Planning reviewed the heritage citation, dimensions are not noted. MRC can assist a developer to clarify requirements with the State if requested. Historical Society currently do not have capacity to prepare this article and it is not in the forecast schedule for upcoming articles.
	Cr Mann requested Council to consider investigating options of temporary fencing with a print on it showing a historic image of the commonwealth bank showing a photo of it in a better state, as large as possible at this site		
3.6	CHAC member visit to River Street to discuss works and history with Mackay Waterfront and City Centre Team Previous minutes:	SM	Update: Site visit to River Street was cancelled due to weather forecast, however SM ran
	TR working with Mackay City Centre and Waterfront Team to schedule a CHAC site visit date to discuss the PDA proposal		through a presentation. The presentation provided an update on the proposed works for River Street, the signage and wayfinding strategy, an introduction to the

3.7	 tentatively scheduled for 15 October 2021 to coincide with the next scheduled CHAC meeting. A meeting invite will be sent once confirmed. CHAC meeting. <u>Actions:</u> TR to circulate timelapse of 6 River Street demolition Character and Heritage Awards Previous minutes: Project for 2022 – will be discussed at the next meeting with newly elected CHAC members: <u>Actions:</u> CHAC to review awards categories and make suggestions to TR for consideration. Please submit items by next CHAC meeting in October. TR to set date and book area for heritage awards ceremony TR to contact school groups to encourage them to complete heritage projects and apply for awards SP raised the idea of a television commercial advertising to apply for heritage awards. TR to liaise with Corp Comms on options. SP, NM & CV. 	TC	 successful Building Better Regions funding application. SM encouraged members of the CHAC to submit ideas for place activation activities to the Mackay City Centre & Waterfront team, or via TC. Update: Previous heritage awards categories are as follows: Heritage Media 'Tom Casey' new of refurbished Heritage Place or Home 'Berenice Wright' Heritage Champion – Individual or Organisation CHAC members considered the existing categories and provided the below suggestions to consider in finalising the next award categories: Alter heritage media category to also include heritage promotion and heritage technology Aspiring heritage enthusiast/youth in heritage Heritage research category School heritage project, research, or display (include primary school, high school, and university) MRC heritage projects -could be acknowledged without prize money or plaque. Perhaps in the nomination booklet as a separate section. Work on preparing for the heritage awards will commence in the near future. CHAC members are requested to inform and encourage individuals and organisations to submit award nominations. Tc to invite Berenice Wright & Tom Casey to present their respective award categories. CS suggested plaque in place of cash prize. TC to investigate.
3.8	Local Heritage Register Review: MRC are undertaking a local heritage register review. RT is preparing a project management plan on the review of the local heritage register to review sites with historic significance. CHAC will be consulted throughout the review. Likely this review will inform a future planning scheme amendment to the Mackay Region Planning Scheme. This will be based on the outcomes and findings from the review.	RT	 Update: Review of the Local Heritage Register have commenced. The first step is a desktop review of all existing local heritage places and potential heritage places previously identified in council studies. Strategic Planning will liaise with CHAC as the review progresses. If New suggestions for heritage places must be supported by reliable references and citations to be considered within the local heritage register.
Item 4	Agenda Items		

4.1	Grant Opportunity – Restore Memorials	TC	Information was provided on the Restore Memorials Grant Opportunity.
			This program aims to assist Australian veterans, Australian veteran associations and other individuals to restore and preserve existing military unit and battle memorials relating to Australian service, that they have constructed overseas.
			Eligible projects include restoration of existing memorials outside Australian territory that are directly commemorative of Australia's military involvement in wars, conflicts and peacekeeping operations and recognise the contribution of Australia's service men and women. Privately-constructed memorials include those that: - Require restoration and preservation - Require improvement of access to and safety of the immediate surrounds - Are badly deteriorated and are in need of some reconstruction - Works associated with installation of memorials and interpretation
4.2	Cattle Creek Mill Office	JC	Jim Carless, Director Capital Works, provided an update on the progress of the revitalisation of the mill office in Finch Hatton.
4.3	Kungurri train turntable	JC	Jim Carless also provided an update on the Kungurri train turntable. The great history of the turntable has been recorded, MRC considering how it can be included in the Cattle Creek Mill Office site masterplan. It has the order number of the asset on it linking it back to the UK company that built it and other interesting points of interest.
4.4	Request for plaques in Sarina	CFM	A request has been received for two separate plaques to be considered to be installed in Sarina, one at Sarina Range Road and the other at the Sarina Truck Shop. Both plaques have been requested to recognise that returned solders were employed to assist with the construction of roads in Sarina. The requests were forwarded to the Parks programme to consider under the relevant policy.
4.5	Mirani Railway station building	СК	Carmel has raised, via our museum's coordinator, her concern over the current state of the Mirani Railway Station Building. MRC's Property Services team are investigating and will consider maintenance options when appropriate.
4.6	Councillor presentation on Clermont Museum	CJE	Councillor Justin Englert provided a presentation on his recent visit to Clermont Museum raising some ideas that could be considered for heritage promotion in the Mackay Region.
5.0	Future Events		
5.1	An opportunity to discuss future events	ALL	Nil Discussed.

6.0	Next Meeting Date		
6.1	To be discussed at the meeting	TC	In addition to the noted apologies, this committee has received three resignations. Please forward the meeting invite to nominated proxy if unable to attend and let TC know prior to the meeting day.
			The 15 October meeting was the final meeting for 2021. 2022 meetings will be scheduled to support the arrangements for the 2022 Character and Heritage Awards. The CHAC Committee will then be at the end of their nominated term. Nominations for a new CHAC committee will be called after completion of the Heritage Awards.

12. CORRESPONDENCE AND OFFICER'S REPORTS

12.1. OFFICE OF THE MAYOR AND CEO 12.1.1. STRATEGIC FINANCIAL REPORT OCTOBER 2021

Author Responsible Officer File Reference	Director Organisational Services (Kylie Lamb) Chief Executive Officer (Michael Thomson) Strategic Financial Report		
Attachments	1. October 2021 Strategic Financial Report [12.1.1.1 - 20 pages]		
Purpose			

To adopt Mackay Regional Council's (MRC) Strategic Financial Report for the month of October 2021.

Related Parties

Nil

Corporate Plan Linkage

Priority: Organisational Performance

Strategy: Financial sustainability and efficiencies - Maintain the financial sustainability of the council by implementing rigorous financial management practices across all council programs.

Background/Discussion

Under Part 9, section 204 of the Local Government Regulation 2012, the local government is required to prepare a financial report which the Chief Executive Officer presents at a meeting of the local government once a month.

The financial report must state the progress that has been made in relation to the local government's budget for the period of the financial year up to a day as near as practicable to the end of the month before the meeting is held.

Consultation and Communication

Chief Executive Officer, Directors, Manager Financial Services.

Resource Implications

MRC is forecasting an operating surplus of \$0.1M for the 2021/22 financial year following the adoption of the September Budget Review by Council on 27th October 2021. This is a reduction in the original budget operational surplus.

MRC will continue to monitor the predicted end of year result and adjust as required.

Risk Management Implications

Variances will be closely reviewed and considered in future budget processes where required.

Conclusion

For the period ending October 2021, MRC reported a favourable operating variance of \$1.6M against YTD budget. Operating revenue reported close to YTD budget with operating expenditure under forecast particularly in materials and services contributing to this favourable result.

To date, \$33.3M has been expended in the delivery of Council Projects; \$33M capital expenditure and \$0.3M operational expenditure. Council projects includes accrued expenditure for works in progress and associated operational costs expended in the delivery of these works.

Officer's Recommendation

THAT the attached Strategic Financial Report October 2021 be adopted.

The Chief Executive Officer provided an overview and highlights of the Strategic Financial Report for October 2021.

Council Resolution ORD-2021-318

THAT the attached Strategic Financial Report October 2021 be adopted.

Moved Cr May

Seconded Cr Englert

Cr May discussed the report and highlighted the \$1.6M variance in our year to date budget is a good place to be including the \$33.3 that has been expended on Council projects including associated operational expenditure. Cr May highlighted areas of concerns for noting such as COVID 19 within Council operations, the works being undertaken in the asset data cleansing process, the implications that may have on Council's financials, the increasing pressure on the supply of materials and staffing resources.

CARRIED





Strategic Financial Report > October 2021

MACKAY REGIONAL COUNCIL



Strategic Financial Report > October 2021

Executive summary

Council is forecasting an operating surplus of \$0.1M for the 2021/22 financial year following the adoption of the September budget review by Council on 27th October 2021.

	Annual Original Budget	Annual Revised Budget	YTD Budget	YTD Actual	YTD Variance
	\$000	\$000	\$000	\$000	\$000
Total operating revenue	268,646	271,012	128,307	128,295	(12)
Total operating expenses	267,963	270,933	89,021	87,385	(1,636)
Operating surplus / (deficit)	683	79	39,286	40,910	1,624

During the month, MRC adopted the end of year result for 2020/21 following completion of audit and QAO certification of the 2021 annual financial statements. The end of year result is now reflected as the opening balance of MRC's long term financial forecast and included in this report.

The operating surplus as at 31 October 2021 is reporting a favourable variance of \$1.6M against YTD budget. All revenue categories remain close to YTD budget, with operating expenditure reporting below YTD budget, particularly in materials and services contributing to this favourable variance.

Income and expenditure trends continue to be reviewed, with budget closely monitored to ensure true variances are realised in future reports.

To date, \$33.3M has been expended on council projects and includes associated operational expenditure in the delivery of these projects, representing 26% of the annual revised budget. Ongoing risk in project delivery is noted with tightened local market conditions and resource shortage across local building and civil construction firms.

Figures provided are accurate as at the date of publication and are cumulative year to date. Amounts disclosed are rounded to the nearest thousand (\$000) unless otherwise stated. Consequently, rounded balances in the categories may not exactly add to the reported totals.

0

Kylie Lamb Director Organisational Services

Page 2 of 20

Strategic Financial Report > October 2021

Table of contents

1	Significant risks	4
2	Areas of concern for noting	4
3	Budget analysis – Consolidated	5
	3.1 Income Statement	5
	3.2 Revenue and expenditure	6
	3.3 Council projects expenditure	7
	3.3.1 Capital expenditure	7
4	Balance Sheet	8
	4.1 Statement of financial position	8
	4.2 Cash and Investment Portfolio	9
	4.2.1 Total Cash and Investment Portfolio	9
	4.2.2 Cash and cash equivalents	10
	4.2.3 Investments	10
	4.3 Receivables	11
	4.3.1 Rates Receivables	11
	4.4 Property, plant and equipment	12
	4.5 Borrowings	13
5	Cash Flow	14
	5.1 Statement of cash flows	14
6	Financial analysis	15
	6.1 Key performance indicators	15
7	Budget analysis - Commercial businesses	18
	7.1 Mackay Water Services	18
	7.2 Mackay Waste Services	19

Page 3 of 20

Mackay REGIONAL COUNCIL			Strategic Financial Report > October 202		
1 Significan	t risks				
Risk	Likelihood	Consequence	Treatment	Financial impact	
Nil to report					

2 Areas of concern for noting

Area	Comment
All of MRC - COVID-19	Council continues to monitor the evolving COVID-19 situation and will respond to and report any changes that affect the financial operations of MRC.
All of MRC - asset data cleansing	A significant body of work is currently being undertaken internally to validate, enhance and standardise data within MRC's financial asset classes. Financial impacts arising from this project will be realised in future reporting periods when known.
All of MRC – council projects expenditure	Product and service price increases are observed due to tightened market conditions. This reflects resource shortage across local building and civil construction firms. Difficulties in sourcing some construction material and equipment are also noted. This is likely to negatively impact the capital program delivery and may create variance in future forecast expenditure.

Page 4 of 20

Strategic Financial Report > October 2021

3 Budget analysis – Consolidated

3.1 Income Statement

Income Statement For the period ending 31 October 2021

	Annual	Annual	YTD	YTD	YTD
	Original	Revised	Budget	Actual	Variance
	Budget \$000	Budget \$000	\$000	\$000	\$000
Rates and charges	225,276	225,276	112,522	112,099	(423)
Fees and charges	17,925	19,213	8,958	9,241	284
Rental income	1,449	1,457	559	598	39
Interest income	1,441	1,442	404	454	50
Sales contracts and recoverable works	7,740	8,216	1,726	1,581	(144)
Other recurrent income	3,754	3,889	1,608	1,630	22
Grants, subsidies, contributions and donations	11,061	11,520	2,530	2,691	160
Total operating revenue	268,646	271,012	128,307	128,295	(12)
Employee benefits	89,294	88,782	26,915	26,542	(373)
Materials and services	91,640	95,155	35,858	34,663	(1,195)
Finance costs	7,695	7,674	1,968	1,904	(64)
Depreciation and amortisation	79,334	79,322	24,280	24,276	(4)
Total operating expenses	267,963	270,933	89,021	87,385	(1,636)
Operating surplus / (deficit)	683	79	39,286	40,910	1,624
Grants, subsidies, contributions and donations	19,858	24,207	4,992	4,624	(368)
Other capital revenue	0	43	43	69	26
Capital expenses	(2,740)	(2,740)	(648)	(708)	(61)
Total capital revenue and expenses	17,118	21,510	4,387	3,985	(403)
Net result	17,801	21,589	43,673	44,895	1,221

% YTD Variance from YTD Budget

YTD Variance favourable of budget YTD Variance unfavourable, between 0% and 5% of YTD Budget

YTD Variance unfavourable, more than 5% of YTD Budget

Page 5 of 20

```
Strategic Financial Report > October 2021
```

3.2 Revenue and expenditure

Council is currently reporting a favourable variance of \$1.6M against YTD budget for the period ending October 2021.

MRC will continue to closely monitor emerging trends as the year progresses with variances to be considered in future budget review processes.



Revenue and expenditure

Revenue

Total operating revenue reports an unfavourable variance of \$0.01M against YTD budget for the month.

Favourable variances are evident in all revenue categories with exception of rates and charges and sales contracts and recoverable works. Lower than forecast water usage is notable from commercial and residential customers, however, this variance does not suggest a budget adjustment at this time. An increase in water demand is anticipated over the summer months, as this is typically influenced by the region's weather which will be reflected in the next billing cycle (6 monthly). The variance in sales contracts and recoverable works, mainly associated with water works is suggestive of timing at this stage.

Expenses

Total operating expenses are below budget by \$1.6M at the reporting date, mainly from underspend in materials and services. In particular in contractors, consultants and services and repairs and maintenance.

Lower than forecast employee benefits is reflective of a high position vacancy rates. This is indicative of tightened market conditions including a resource shortage in civil operations. This underspend is partially offset by an increase in equipment wet hire expenditure reported within materials and services.

Page 6 of 20



Strategic Financial Report > October 2021

During the period MRC made an interim pay increase to its employees, back paid to 1 July 2021 while negotiations of a new enterprise agreement continue. This pay increase was budgeted for.

The remaining expense categories are reporting close to targets.

Capital revenue and expenses

Total capital revenue and expenses is reporting an unfavourable variance of \$0.4M against YTD budget at period end. This largely relates to a delay in the recognition of contributions from developers during the period.

3.3 Council projects expenditure

	Annual Original Budget	Annual Revised Budget	YTD Budget	YTD Actual	YTD Variance
Capital expenditure	\$000 109,537	\$000 123,487	\$000 34,706	\$000 33,012	\$000 (1,693)
Operational expenditure	2,441	3,199	428	302	(126)
Total council projects expenditure	111,978	126,686	35,134	33,314	(1,819)

Total council projects expenditure is currently tracking \$1.8M behind YTD budget.

The Mackay region continues to be impacted from tightened local market conditions and resource shortage across local building and civil construction firms, leading to risk in the delivery of some council projects. A delay in project commencement for some new works is observed, as efforts are directed to finalise those already underway.

Council projects were reviewed as part of the September budget review. The outcomes of this review have been included within this report as part of the annual revised budget and detailed below.

Movement between original budget and annual revised budget:

	Carryover	Project Adjustments	New Works	Deferred Works	Budget Movement
	\$000	\$000	\$000	\$000	\$000
Budget carryovers to the 2021/22 financial year	15,652	-	-	-	15,652
Budget adjustment	-	1,390	2,438	(4,398)	(570)
Adjustments adopted 25th August	15,652	1,390	2,438	(4,398)	15,082
Budget adjustment	-	2,195	966	(3,535)	(374)
Adjustments adopted 27th October	15,652	3,585	3,404	(7,933)	14,708

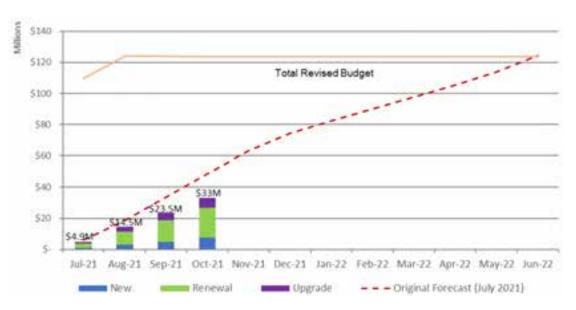
Project adjustments includes savings and cancelled project works.

3.3.1 Capital expenditure

Capital projects expenditure is currently tracking \$1.7M behind YTD budget. This represents 95% of YTD budget; noting this amount includes accrued expenditure for work completed in the month.

Strategic Financial Report > October 2021

Mackay REGIONAL COUNCIL



Cumulative capital expenditure

Page 8 of 20

Strategic Financial Report > October 2021

-

4 Balance Sheet

4.1 Statement of financial position

Statement of Financial Position For the period ending 31 October 2021

	Annual	Annual	Actual	
	Original	Revised		
	Budget \$000	Budget \$000		
Current assets	\$000	\$000	\$000	
Cash and cash equivalents	122,016	160,478	171,664	
Investments	0	0	40,000	
Trade and other receivables	23,795	19,941	37,857	
Contract Assets	0	4,086	2,791	
Other assets	0	2,710	220	
Inventories	3,107	2,745	2,828	
Non-current assets classified as held for sale	0	79	79	
Total current assets	148,918	190,039	255,439	
Non-current assets	_			
Investments	6,159	5,102	5,102	
Trade and other receivables	0	0	1,975	
Property, plant and equipment ^A	3,328,274	3,437,793	3,418,053	
Right of use assets	0	782	822	
Intangible assets	5,077	5,158	5,823	
Total non-current assets	3,339,510	3,448,835	3,431,767	
Total assets	3,488,428	3,638,874	3,687,206	
Current liabilities				
Trade and other payables	25,192	9,586	22,042	
Borrowings	16,974	16,974	12,289	
Lease liabilities	0	25	15	
Provisions	60,862	63,111	63,111	
Contract Liabilities	0	4,486	8,878	
Other liabilities	81	12,654	7,709	
Total current liabilities	103,109	106,836	114,044	

Page 9 of 20

Non-current liabilities			
Borrowings	85,541	84,703	101,416
Lease liabilities	0	791	831
Provisions	18,928	16,746	16,746
Trade and other payables	0	0	0
Other liabilities	0	1,163	1,163
Total non-current liabilities	104,469	103,403	120,156
Total liabilities	207,578	210,239	234,201
Net community assets	3,280,850	3,428,635	3,453,012
Community equity			
Retained surplus	2,213,498	2,259,447	2,283,824
Asset revaluation surplus	1,067,352	1,169,188	1,169,188
Total community equity	3,280,850	3,428,635	3,453,012

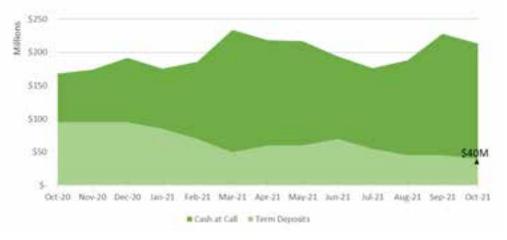
^refer section 4.4 for breakdown

4.2 Cash and Investment Portfolio

4.2.1 Total Cash and Investment Portfolio

The total balance of MRC's cash at call and investments, at the end of the reporting period, is shown in the graph below. Please note, the balance of cash at call will vary from the reported balance of cash and cash equivalents on the statement of financial position due to unbanked cheques and other uncleared amounts.

MRC is currently holding a significant percentage (80%) of the portfolio balance with Queensland Treasury Corporation (QTC) in accordance with Council's Investment Policy. This balance continues to return yields that have been assessed as comparable or better than forecast term deposit returns from other financial institutions.



Closing investment portfolio balance

Page 10 of 20



Strategic Financial Report > October 2021

MRC's portfolio diversification

	Actual \$000	Percentage of Portfolio	Weighted Average Rate of return
A2	30,000	14%	
A3	10,000	5%	
Total investments in term deposits	40,000	19%	0.6%
QTC	170,026	80%	
Other financial institution	3,419	2%	
Total cash at call	173,445	81%	0.4%
Total investment portfolio	213,445	100%	

Note: All investment categories referenced are in accordance with MRC's adopted investment policy. This is available for viewing via the Mackay Regional Council website.

4.2.2 Cash and cash equivalents

MRC's cash and cash equivalents are subject to internal and external restrictions that limit amounts available for discretionary or future use. At the end of the reporting period, approximately \$115M was maintained in various reserves and is anticipated to be expended over various timeframes.

A significant amount of the reserve balances relates to funds received as contributions for future capital trunk infrastructure. MRC regularly conducts review on reserve balances to confirm the validity of restrictions.

4.2.3 Investments

MRC maintains an investment portfolio diversified across various institutions and terms to maturity, which is reviewed regularly to maximise performance and minimise risk. MRC currently has \$40M invested with financial institutions other than QTC. Maturity of these investments is scheduled between March 2022 and October 2022.

The MRC portfolio return continues to exceed the benchmark of Ausbond Bank Bill Index at the end of the reporting month. While investments continue to perform well against the current market, volatility in this area has been observed with indicators suggestive of a prolonged period of low interest rates. The implications from low market interest rates on Council's forecast interest income budget will continue to be monitored.

		12 Month	
	October	Comparative	
MRC Portfolio	0.58%	0.76%	
AusBond Bank Bill Index	0.03%	0.15%	

Page 11 of 20



Strategic Financial Report > October 2021

4.3 <u>Receivables</u>

	Actual
	\$000
Trade and other receivables	
Current	
Rates and utility charges	23,494
Interest receivable	713
GST recoverable	2,646
Other debtors	11,407
Less: provision for impairment of debt	(403)
Total current receivables	37,857
Non-current	
Other debtors	1,975
Total non-current receivables	1,975
Total receivables	39,832

Revenue is recognised at the amounts due at the time of sale or service delivery. MRC's standard settlement terms for trade receivables are 30 days from invoice date. MRC generated water usage notices during the period.

4.3.1 Rates Receivables

Rates and charges revenue represent ~83% of MRC's revised operating revenue budget for the financial year. MRC constantly reviews its collection process to ensure rates are collected efficiently and effectively, whilst being cognisant of individual circumstances. Collection action is continuing, both with our external collection agency and monitoring of in-house payment schedules. In-house collection methods include the use of SMS reminders for ratepayers.

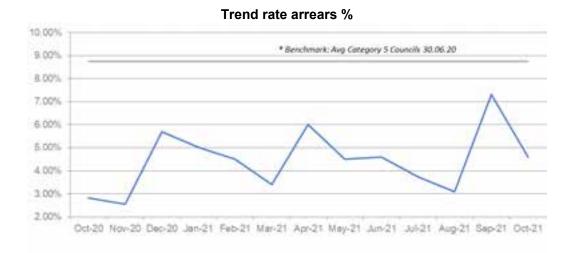
	Total	Current year	1 year	2 years	> 3 years
	Overdue	2021/2022	2020/2021	2019/2020	
	\$000	\$000	\$000	\$000	\$000
Total rate arrears	10,453	5,796	2,598	1,142	917

	Issue date of notice	Due date for payment
Rates notice Pensioner Rates	16/08/2021	15/09/2021 01/12/2021
Rates reminder notice	04/10/2021	18/10/2021
Water notice	01/11/2021	01/12/2021

A notable increase in rate arrears is depicted in the trend rate arrears % graph when compared with October 2020, due to COVID-19 business support measures being adopted last financial year deferring payment to December 2020. The current arrears balance is anticipated to decrease as collection action continues, noting pensioners have until December to make payment and receive discount.

Page 12 of 20





* Each year the Department of State Development, Infrastructure, Local Government and Planning collects information from local governments about the key services they provide and publishes it in the Queensland local government comparative information report. The report includes a suite of efficiency, effectiveness and quality-of-service indicators covering key functional and financial areas of local government, including rates arrears performance indicators. The benchmark reported above represents the average rates arrears of like councils (category 5) for comparative years as at 30 June 2020.

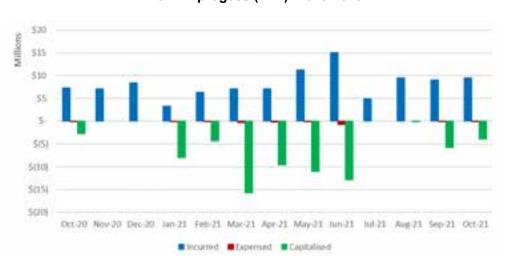
4.4 Property, plant and equipment

Property, Plant and Equipment

	Annual	Annual	Actual
	Original	Revised	
	Budget	Budget	
	\$000	\$000	\$000
Opening balance as at 1 July	3,295,905	3,409,363	3,409,363
Opening balance adjustment	0	0	1,073
Net additions (including WIP) and contributed assets	114,508	109,937	33,013
Depreciation	(79,282)	(78,260)	(23,922)
Write off / disposed	(2,857)	(3,247)	(1,478)
Transfers to other asset classes	0	0	4
Closing balance	3,328,274	3,437,793	3,418,053

The bulk of MRC's assets are in the form of infrastructure, such as roads, drainage water and sewerage assets. Significant parts of MRC's long-term financial forecast are focused on the construction, upgrade and renewal of these assets. Please refer to section 3.3 Council Projects Expenditure for current year budget estimates.

Page 13 of 20



Work in progess (WIP) movement

Strategic Financial Report > October 2021

<u>Note</u>: **Incurred**; represents capital expenditure for the construction or acquisition of assets transferred to WIP. These assets are incomplete and are non-depreciating. **Capitalised**; refers to the addition of property, plant and equipment in MRC's asset register during the financial year. **Expended**; relates to costs transferred from WIP that will not be capitalised, with expenditure recognised in the Comprehensive Income Statement.

4.5 Borrowings

Loan borrowings are an important funding source for local government. They reflect that the full cost of infrastructure should not be borne entirely by present-day ratepayers, instead future ratepayers who will benefit from the infrastructure should contribute.

Borrowing costs associated with the debt balance are recognised when the principal payments are made on a quarterly basis. At the end of October, MRC had \$114M in total loan borrowings outstanding. In line with the council debt policy, no new borrowings are forecast in the current financial year.



Page 14 of 20

Strategic Financial Report > October 2021

5 Cash Flow

5.1 Statement of cash flows

Statement of Cash Flows For the period ending 31 October 2021

	Annual	Annual	Actual	
	Original	Revised		
	Budget \$000	Budget \$000	\$000	
Cash flows from operating activities	<i></i>	\$000	\$000	
Receipts from customers	255,915	265,589	116,070	
Payments to suppliers and employees	(181,988)	(206,610)	(68,339)	
Interest income	1,442	1,442	454	
Non-capital grants, subsidies, contributions and donations	11,063	12,075	2,691	
Borrowing costs	(6,922)	(6,922)	(1,829)	
Net cash inflow from operating activities	79,510	65,574	49,047	
Cash flows from investing activities				
Payments for property, plant and equipment	(111,538)	(105,547)	(32,987)	
Payments for investments	311	1,975	30,000	
Other capital income	0	0	69	
Other capital expenses	0	(1,957)	(2)	
Proceeds from sale of property, plant and equipment	2,117	2,117	772	
Capital grants, subsidies, contributions and donations	15,858	20,207	4,597	
Net cash outflow from investing activities	(93,252)	(83,205)	2,449	
Cash flows from financing activities	_			
Repayment of borrowings	(15,905)	(15,906)	(3,878)	
Repayments made on leases (principal only)	0	(41)	(10)	
New cash outflow form financing activities	(15,905)	(15,947)	(3,888)	
Net increase / (decrease) in cash and cash equivalents	(29,647)	(33,578)	47,608	
	(23,047)	(00,010)	47,000	
Cash and cash equivalents at beginning of the period	151,663	194,056	124,056	
Cash and cash equivalents at end of the period	122,016	160,478	171,664	

Page 15 of 20

Strategic Financial Report > October 2021

6 Financial analysis

6.1 Key performance indicators

					Revised Budget	October
Ratio	Description	Target	FY2020	FY2021	FY2022	FY2022
Operating surplus ratio (%)	Extent to which operating revenues covers operating expenses (excludes capital items)	0% - 10%	(0.9%)	2.2%	0.0%	31.9%
Interest coverage ratio (%)	Extent to which operating revenues cover net interest expense	0% - 5%	2.0%	2.4%	2.3%	1.1%
Net financial liabilities ratio (%)	Extent to which net financial liabilities can be serviced by operating revenues	< 60%	17.7%	6.1%	7.5%	(16.6%)
Current ratio	Extent to which current assets cover current liabilities	Between 1 and 4	1.7	1.8	1.8	2.2
Asset sustainability ratio (%)	Extent to which the infrastructure assets are being replaced/renewed	> 90%	58.2%	82.2%	82.2%	79.4%
Capital expenditure ratio (times)	Extent to which capital expenditure exceeds depreciation.	> 1.1 times	1.1	1.2	1.2	1.4

Year to date results are indicative of business timing in the delivery of the annual budget and are anticipated to return to revised budget levels by the end of the financial year following finalisation of year end processes.

The actual asset sustainability ratio is consistently below target, which is reflective of the relative new age of MRC's asset base, primarily resulting from a period of high growth and a sustained period of NDRRA repairs. This in effect means the requirement to spend significant funds on renewals at this stage is relatively low, however this will be monitored in the future to ensure spend is sufficient.

The key performance indicator trends are observed in the following graphs. Historical financial years are represented on the axes using actual (a) results, with revised budget forecasts (f) applied in future financial periods.

Page 16 of 20



Operating surplus ratio %

A percentage between 0% and 10% over the long term means Council is expecting to generate healthy levels of revenue with an ability to fund proposed capital expenditure and / or debt repayments.

Interest coverage ratio %

This ratio measures the extent to which operating revenues are committed to funding interest expense.

It is noted that MRC is expected to remain within target bounds indicative that the financial risk is being effectively managed.

Net financial liabilities ratio %

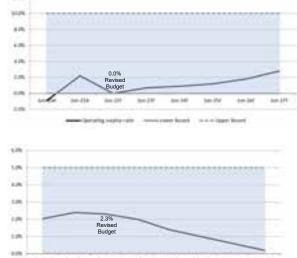
This ratio measures Council's ability to fund its net financial liabilities from recurrent revenue.

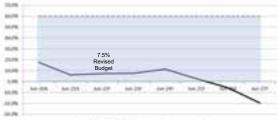
It is noted that MRC is expected to remain within target bounds indicative that the financial risk is being effectively managed.

Current ratio

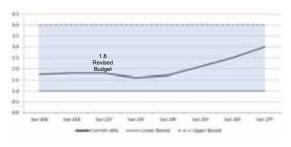
The current ratio is a good indicator of Council's liquidity and ability to meet short term obligations.

If the current ratio is too high over a sustained period, this may indicate that council may not be efficiently using its current assets or its short-term financing facilities and may also indicate problems in working capital management.









Page 17 of 20

MACKAY REGIONAL COUNCIL

Strategic Financial Report > October 2021

1.1.0%



Strategic Financial Report > October 2021

Asset sustainability ratio %

This ratio is calculated based on the planned capital expenditure on the renewal of assets.

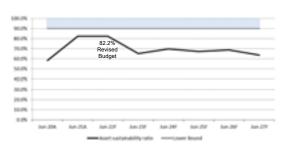
MRC is confident that although it does not reach the set target in the first few years of Councils' Long Term Financial Forecast, it does contribute to sustainable asset replacement over the long term.

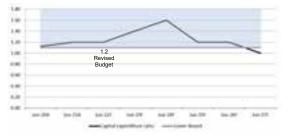
This ratio is also reflective of the relative new age of MRC's asset base following a period of high growth and a sustained period of NDRRA repairs. This means the requirement to spend significant funds on renewals at this stage is relatively low but will be monitored to ensure future spend is sufficient.



This ratio measures the extent to which annual capital expenditure is covered by annual depreciation. A ratio above 1.1 indicates investment in long term asset growth beyond current existing levels.

This ratio indicates that council is willing to invest more than depreciation into expanding its assets base for the life of the adopted Long Term Financial Forecast.





Page 18 of 20

Mackay REGIONAL COUNCIL

Strategic Financial Report > October 2021

7 Budget analysis - Commercial businesses

7.1 Mackay Water Services

-	-				
	Annual	Annual	YTD	YTD	YTD
	Original	Revised	Budget	Actual	Variance
	Budget	Budget			
	\$000	\$000	\$000	\$000	\$000
Operating revenue	97,358	97,236	47,926	47,336	(590)
Operating expenses	38,433	38,335	12,432	12,597	165
Earnings before interest, depreciation, dividend and tax	58,925	58,901	35,494	34,739	(755)
Finance costs	4,041	4,041	1,055	1,026	(29)
Depreciation	27,625	27,629	8,969	8,971	2
Earnings before dividend and tax	27,259	27,231	25,470	24,742	(728)
Dividend and tax	24,179	24,178	8,059	8,059	0
Operating surplus / (deficit)	3,080	3,053	17,411	16,683	(728)
Total capital revenue and expenses	2,150	3,410	841	730	(111)
Net result	5,230	6,463	18,252	17,413	(839)

Income Statement For the period ending 31 October 2021

% YTD Variance from YTD Budget

YTD Variance favourable of budget
YTD Variance unfavourable, between 0% and 5% of YTD Budget
YTD Variance unfavourable, more than 5% of YTD Budget

Mackay Water Services is reporting an operating surplus of \$16.7M for the month of October, which is a \$0.7M unfavourable variance against YTD budget.

Operating revenue is \$0.6M below YTD budget at period end. This is primarily seen in rates, levies and charges with lower than forecast water usage charges reported, which should align as the year progresses. All other revenue streams remain closely aligned to YTD budget.

Total expenses (operating expenses, finance costs and depreciation) are reporting a slight unfavourable variance of \$0.1M against YTD budget at period end. Materials and services accounts for much of the variance which is anticipated to return to budget as the year progresses. Employee benefits is also reporting above YTD budget with all other expense categories reporting close to or slightly favourable to YTD budget.

Total capital revenue and expenses is reporting an unfavourable variance of \$0.1M against YTD budget at period end. This largely relates to a delay in the recognition of contributions from developers during the period.

Page 19 of 20

Mackay REGIONAL COUNCIL

Strategic Financial Report > October 2021

7.2 Mackay Waste Services

Income Statement For the period ending 31 October 2021

	Annual	Annual	YTD	YTD	YTD
	Original	Revised	Budget	Actual	Variance
	Budget	Budget			
	\$000	\$000	\$000	\$000	\$000
Operating revenue	29,855	29,885	13,263	13,413	150
Operating expenses	20,191	19,832	6,169	5,948	(221)
Earnings before interest, depreciation, dividend and tax	9,664	10,053	7,094	7,465	371
Finance costs	916	916	193	188	(5)
Depreciation	2,001	2,001	610	614	4
Earnings before dividend and tax	6,747	7,136	6,291	6,663	372
Dividend and tax	4,676	4,676	1,559	1,559	0
Operating surplus / (deficit)	2,071	2,460	4,732	5,104	372
Total capital revenue and expenses	(100)	(100)	0	0	0
Net result	1,971	2,360	4,732	5,104	372

% YTD Variance from YTD Budget

YTD Variance favourable of budget YTD Variance unfavourable, between 0% and 5% of YTD Budget YTD Variance unfavourable, more than 5% of YTD Budget

Mackay Waste Services is reporting an operating surplus of \$5.1M for the month of October, which is a \$0.3M favourable variance against YTD budget.

Operating revenue is \$0.1M above YTD budget at period end. This is primarily seen in fees and charges which should align as the year progresses. All other revenue streams remain closely aligned to YTD budget.

Total expenses (operating expenses, finance costs and depreciation) are reporting a favourable variance of \$0.2M against YTD budget at period end. Materials and services accounts for much of the variance which is anticipated to return to budget as the year progresses. All other expense categories are reporting close to or slightly favourable to YTD budget.

Total capital revenue and expenses has seen no activity to October, which is to be expected.

Page 20 of 20

12.1.2. COUNCILLOR REPORT - ATTENDANCE AT THE COAST TO COAST CONFERENCE

Author	Executive Support Officer (Pam Jaenke)	
Responsible Officer	Executive Officer (David McKendry)	
File Reference	Councillors General	
Attachments	 FINAL Conference Report Coast to Coast [W8KY] [12.1.2.1 - 27 pages] Bioreactors [12.1.2.2 - 2 pages] 	

Purpose

To present a report to Council, which includes information and outcomes resulting from attendance at the 2021 Coast to Coast Conference by Cr Jones, which was laid on the table at the Council Meeting on 10 November 2021.

Corporate Plan Linkage

Coastal Management – Manage the beaches and coastal areas of the region in order to improve resilience against coastal erosion, increase biodiversity, improve amenity and access, and promote eco-tourism.

Background/Discussion

Council at its meeting on 28 April 2021 authorised the attendance of Cr Alison Jones at the Coast to Coast Conference.

Attached are details as presented by Cr Jones as a result of her attendance at this Conference on July 26 – 29, 2021.

Conclusion

It was considered important for Cr Jones to attend the Coast to Coast Conference as it provided an opportunity for Council to obtain information and knowledge on coastal resilience and preparedness, coastal policy reform and management of rainforest to reef together.

Officer's Recommendation

THAT Council receives the report regarding the Coast to Coast Conference.

Cr Mann referred to the original report requesting approval for Cr Jones to attend the conference and noted that it listed two Corporate Plan linkages, one in coastal management and one in sustainability and noted that Cr Jones' report now only has one linkage to coastal management.

Cr Jones responded advising that sustainability is part of the Corporate Plan and she has chosen to reference the Corporate Plan, noting that this is the document that relates to everything that Council does.

Cr Williamson advised that this could be addressed out of session.

Council Resolution ORD-2021-319

THAT Council receives the report regarding the Coast to Coast Conference.

Moved Cr Jones

Seconded Cr Green

Cr Jones spoke to her report and thanked the Council for allowing her to attend this conference. Cr Jones provided a brief summary of her notes from the conference.

Cr Bonaventura thanked Cr Jones for providing her report noting the number of topics discussed at the conference and that Cr Jones has provided many relevant points for Council to consider.

CARRIED



Coast to Coast Conference Report

By Cr Alison Jones

Conference Name	Coast to Coast (14 th Annual Conference)
<u>Date</u>	26 - 29 July 2021
Venue	Pullman Hotel, Cairns

Background

The National Conference was a hybrid conference with 100 onsite delegates and 300 online around Australia and was organised by the Australian Coastal Society Ltd.

Cr Jones Question: Is Mackay Regional Council a member of the Australian Coastal Society (ACS)? If not, joining may be valuable and is only a small fee of \$35.

Conference in Summary

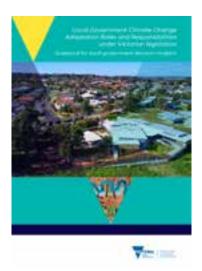
- Cr Bob Manning Mayor opening the conference, said when I acknowledge the traditional owners of the land on which we gather its not to tick a box it comes with meaning, out of respect and from my heart, I work with, represent, and advocate for all humans on this planet.
- Stories are told so that we can learn from the past. Stingrays are needed to filter the sand. Jelly fish are needed to carry polyps to other reef systems, the eco systems need to be balanced and we need to be at the table together. Not one person can fix the problem and if we can't all work together then what is the problem - US.
- Seawalls can buy us time the best fix is emission reduction. Emissions are one of the biggest causes of Climate Change (A/Professor Scott Smithers Keynote Presentation 3 27.7.21)
- 70% of the world's coastline is eroding. Australia's net erosion is 20cm a year which is the highest globally. Prediction by 2100 is that at least 12,324klm (80% of beaches) will be threatened by erosion. That's only 79 years away that's only 19 council elections away. (Professor Andrew Short OAM Keynote Presentation 1 27.7.21)
- At the conference a motion was put to endorse the <u>Sustainable Oceans and</u> <u>Coasts National Strategy 2021-2030</u> after engaging and consulting with hundreds of people and move forward with Recommendation 7 – Foster champions and incorporate cultural values into ocean and coastal policies and plans
- Low gradient shores and wetlands show now a slow but measurable migration
 of intertidal systems. Sandy beaches occupy half of Australia's shoreline and
 half of them, while showing signs of erosion, are stable. The other half are
 not, at what time we would call "a trigger point" and do something about
 Coastal adaptation. This is a warning to managers and politicians to start
 planning for when such a recession will begin and avoid crisis management of

coastal erosion hot spots that are occurring at present. It is the obligation of politicians now to care about the future and not about their election cycle. (*Professor Andrew Short OAM - Keynote Presentation 1 - 27.7.21*)

- A national debate needs to occur with regard to private beach front property ie those who own right to the water's edge, and those that have some buffer, whether its protection takes precedence over natural beach behaviour and public amenity, compared to private responsibilities.
- There is uncertainty about the circumstances in which Councils are liable and this should affect local government decisions, in particular, the extent to which adaptation considerations are incorporated into land use planning and development practices.
- In NSW, legislation states property rights are not impacted but in QLD once high tide moves into a private property it becomes State ownership.

Cr Jones Comment: The State is always looking for ways for Local Government to take on further roles and responsibility so what will the future hold?

 Provided with a booklet Local Government climate change adaptation roles and responsibilities under Victorian legislation a guide for local government decision makers.



Local Government Climate Change Adaptation Roles and Responsibilities under Victoria Legislation

Victoria Marine and Coast Policy 2020

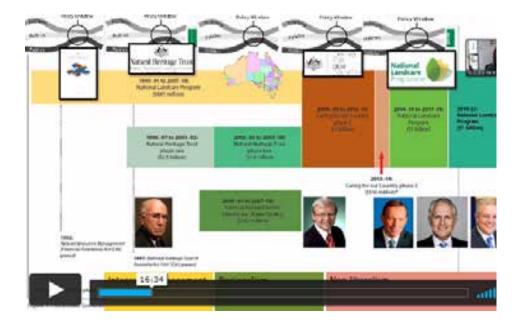
• Queensland needs to be on this path. Local Government is not sure where to go, what's the risk appetite regarding development on the east coast. The Land Use Plan and what we approve today could be very different in 30 years from now on the east coast.

Cr Jones Comment – With Mackay Regional Council having a significant number of beach areas, many of which are populated, what will happen to them?

• Coastal adaptation strategies fail to address emotion and trauma. Things change, people need to change. Climate change is urgent, our response is urgent, Trauma is not leaving anyone behind is also urgent. (Dorean Erhart - Keynote Presentation 2 – 28.7.21)



 Discussions were interesting about policy windows and making use of those sweet moments in time to make sure coastal interests are represented in the political sphere



- Support our traditional owners. For example, Gippsland Lakes has 61,000 hectares of native title, and a joint management agreement and now are moving to the next level, registered aboriginal party, with a self-determined future, they are clear about the partnership, the plan, the vision, the joint management plan and great success will occur through pacing. Pacing is taking the time to yarn and get it right. Get Land and Sea Rangers to deliver projects. One of these traditional owners led projects is Lakeside camping and access strategy, driving on beaches is a NO, informal boat ramps is a NO, and camping in sensitive areas needs to be monitored. Joint management is an enabler as traditional owners have a greater say in land management of country. Designated land manager is the end goal.
- Consultation with traditional owners cost money so it is important to budget for it. A local mining company budgets \$1m per year for their traditional owners to walk on country, for removal of artifacts and to obtain consent to carry out works. A plumber is paid for his services and knowledge, David Attenborough is paid for his knowledge so why are our First Nations people not paid for their knowledge.

In Closing

Coastal adaptation will take a long time to implement, let's work together with our traditional owners and Tribal science, include western science, let's not get to that place where we leave it to future councils and get started. Victoria is taking the lead and we can learn from them. Our QCoast 2100 projects will expand on our local issues and help us with direction and education we need.

QCoast2100 Councils Leading Coastal Adaptation

Pre-Conference Workshop – First Nations Workshop Monday July 26, 2021

Co-Chaired by Phil Duncan and Kerrie Foxwell-Norton with Traditional Owners from Cairns, Yarrabah and Wujal Wujal.



This workshop included the following comments and discussion points raised by the panel -

A reflection of knowledge and experience of first nations communities 68,000 years and 2,500 generations in managing our coastline and country and how this aligns (or not) with western science and how we can navigate cultural science (Tribal Science).

The view that climate change is enhanced by western culture, based on listening to the stories from generations gone. Consider the mass use of concrete as an example, it is smooth and non-penetrable, and that development now causes run off as it does not allow the water to soak into the earth, concrete drains cause the water to run fast and cause erosion.

A discussion about seasonal burns and how to care for the land. Fire seasons are changing, with cold burns previously done in June/July but now it's too wet then and burns are not happening until August/September. This is pushing the hotter burns closer to summer which is not good.

The Traditional Owners in Cairns are currently working on invasive weeds and pests eg yellow crazy ants and believe that if this wasn't done, these pests would contribute to the loss of native flora and fauna.

There was a discussion about high levels of PH in the water, why is this?

It was discovered that there was too much railway iron in the water so to change the PH and increase water quality, the railway iron was removed. How can tribal science and western science work together? By yarning on country, being patient and telling stories, it takes time.

How to share country and share resources. Ask permission to take the food, don't steal. Respect the traditional owners, respect the land, don't be greedy, take what you can eat not what you want. Respect comes from mutual sharing not from obligation.

Culling of crocodiles was discussed with the view that if we take out the big old ones, who is going to teach the silly young ones. Predators of adult crown-of-thorns starfish include the giant triton snail, the hump head Maori wrasse, starry pufferfish and titan trigger fish. One of the predators of Crown of thorns starfish (COTS), was taken out of the equation and look what happened.

Educate pig hunters so they don't let their dogs kill other wildlife.

Traditional Owners say these are the challenges in managing country, but we know what we need, what the country needs, but we must jump through western hoops.

Tourism steps into places and then doesn't look after the country, they are just there for monetary gain. If the value of money oversteps our culture and sharing of country, then that is a gross disrespect to the planet. When you heal country, you heal spirit. Richness isn't our culture, it's our stories.

What are Traditional Owner values? In the past it was to ask tribal neighbours if they can go hunt on their land. The government don't ask traditional owners if they can go onto their land. No respect from government when tribal knowledge is given and not paid for, and then tribal knowledge is used to make a profit. If you take too much out of the country, you don't give it time to heal. When it's gone its gone.

Traditional Owners know the seasonal calendar from the Elders. Old people are our teachers, they walk the country, share the story lines and song lines with others. Need more Traditional Owners to get jobs in Local Government or in Queensland Parks and Wildlife Service and Marine Parks - they are the best for the job to share old stories and look after the land and sea.

Another approach is needed



Giving of knowledge gained from Traditional Owners, especially the elders, should be paid for as most are on a pension. Don't we pay for a professor to speak his knowledge at a conference, does a doctor give his medical education freely? Yet elders who have a cultural education must talk freely. This is our cultural intellectual property (IP). What is our rite of passage, our licence to operate?

Respect that within a clan or within several clans that live in an area, there may be different opinions, so it is vital to consult with all families, not just one family. How to get everyone in the same room? It's your due diligence.

Don't destroy a cultural heritage site for the benefit of another culture - it's just wrong. The lore of cultural heritage is weak. The law on western culture is strong. Mining companies desecrate sites for monetary gain eg A cave in the Pilbara. Yes \$4 million was paid to the traditional owners, but is that really enough? Money can't bring it back and the story is lost. How can we change this, more conversation – more clan governance. Equal compensation for all families not just one family. Conversations mean sitting on country not sitting in an office and it takes time, don't rush. If you want to learn what country means you have to sit on country and feel country.

Need more Ranger programs. We belong to the land and are of the land and now that white man is here, we now have to look after you too.

9

It was said in the Workshop that in Local Government under planning schemes, there is no consideration for developments and the opportunity for traditional owners to go on the land to see if the development impacts on cultural values.

How do we navigate tribal science and respect our own values, partnership and codesign to learn from each other? Not just like government as they just want to tick boxes.

Up north, there is erosion on the coast. NW winds and king tides are causing erosion, one cyclone damages a corridor of beach reef and rainforest, which will take a long time to heal the land, then we get a second and a third cyclone, trace it back to climate change, who caused climate change?

There are 4 national parks being handed back to the First Nations people. You need to respect and understand cultural science and we traditional owners need to respect and understand western science.

Respect the traditional owners' ways don't ask WHY eg an aboriginal women's site is women's business - respect that.

Welcome to Country Tuesday July 27, 2021

Gudju Gudju and his son Jiriju performed the Welcome to Country and conducted a smoking ceremony. The city of Cairns is 143 years old; Gudju Gudju was 93 years old, and his aunty would be 120 if here today. So just out of two family members combined years of stories, they are older than the city of Cairns. They believe that water is sacred and land and the sea work together.

Mackay is 159 years old.

They spoke about the sea and said that Trinity Inlet had old shipwrecks, oil, iron, glues that were contaminating the water and impacting the marine environment, so the traditional owners removed it all. Mangroves need to breath. Land and sea can heal. They said that David Attenborough had visited the Great Barrier Reef 60 years ago and again recently for his documentary, and said he could see a big change.

Gudju Gudju and Jiriju said that stories are told so that we can learn from the past. Stingrays are needed to filter the sand. Jelly fish are needed to carry polyps to other reef systems, the eco systems need to be balanced. We need to be at the table together not one person can fix the problem and if we can't all work together then what is the problem - US. There is only one race and that's the human race.

Mayor Bob Manning performed the opening of the conference, noting that when he acknowledged the traditional owners of the land on which we gather, it was not to tick a box, it was given with meaning, out of respect and from his heart. Mayor Manning said that he works with, represents and advocates for all humans on this planet.

Keynote Presentation 1 - Professor Andrew Short OAM

- Australian Coastal Compartments: Past Present and Future

Professor Short made the following comments -

The Great Barrier Reef was dry land 6500 years ago. Due to sea level rises and inundated water and sediment, we now have wet reefs. Our coastline is 50% rock and 50% sediment (beach). Because of climate change/evolution, water has been rising in the past and will continue to do so.

70% of the world's coastline is eroding. Australia's net erosion is 20cm a year which is the highest globally. Prediction by 2100 is that at least 12,324km (80% of beaches), will be threatened by erosion. Australia's 3 longest beaches have all

behaved differently. In 1987, Andrew Short was asked to talk at Australia's first conference on the potential impacts of climate change on the Australian coastline. At that conference, he concluded by saying that climate change would continue to affect 70,000km2 of low gradient tidal flats, coastal wetlands, beaches and part of Northern Australia. Now 34 years later, Professor Andrew Short concludes that it remains the same and the evidence is already showing. Low gradient shores and wetlands show a slow but measurable migration of intertidal systems. Sandy beaches occupy half of Australia's shoreline and half of them are stable while the other half are not. At what time would we call trigger point? It is a warning to managers and politicians to start planning for when such a recession will begin and avoid crisis management of coastal erosion hot spots that are occurring at present. It is the obligation of politicians now to care about the future and not about their election cycle. What does the future show, it shows tidal flats and beaches will be submerged with those most at risk being those beaches that have a reduced sediment load. Beaches that have been developed will need help before it is too late. They could survive by use of rock structures, constant nourishment, or property retreat. A national debate needs to occur with regard to private beach front property, ie those who own right to the water's edge, and whether its protection takes precedence over natural beach behaviour and public amenity.

Keynote Presentation 2 - Dr Charlie Veron OAM from AIMS

Changing Beliefs about the Past and Future of the Great Barrier Reef

Dr Veron made the following comments -

How old is GBR – 25, million years old. When a reef is going down, they take a whole ecology with them, most of our marine environment spend some time of their life within coral reefs.

Check out the website where he retains a living coral bio bank <u>https://coralbiobank.org/</u> this is a free online resource.

Keynote Presentation 3 – A/Professor Scott Smithers, Coastal Geomorphologist, College of Science and Engineering, James Cook University

Reef Island Processes and Change in North Queensland and Torres Strait: Lessons for Management and Adaptation

A/Professor Smithers made the following comments -

70% of coastline is changing at a slow rate but the rest is a faster rate, and we should be learning and investigating now.

Seawalls can buy us time the best fix is emission reduction. Emissions are one of the biggest causes of climate change.

Spoke about Poruma Island.

Spoke about Raine Island.

Concurrent Sessions were then held with notes from these sessions below -

Daniel Miller

Managing Land and Sea Country Together – Joint Manage in Gunaikurnai Country (Gippsland Lakes area)

Daniel Miller made the following comments -

A joint management approach was run involving 61,000 hectares of land and included native title and joint management agreement. They are now working on the next level which is a registered aboriginal party and self-determined future so that they can be clear about the partnership, plan, vision and joint management plan. Mr Miller felt that the project had been a great success through pacing with traditional owners. The indigenous Rangers deliver the project, which includes lakeside camping and access strategy, driving on beaches is a NO, informal boat ramps are a NO, and camping in sensitive areas is a NO. Joint management is an enabler with traditional owners needing to have a greater say in land management of country. Designated land manager is the end goal.

Question Submitted to Mr Miller: How long is appropriate to pace for consultation with traditional owners?

Response: As long as it takes, it takes time.

Katie Oxenham, Australian Institute of Marine Science (AIMS)

Traditional Owner - Ranger

Mapping Makarda: A Sea Country Collaboration between Anindilyakwa People and the Australian Institute of Marine Science

Katie Oxenham made the following comments -

Explanation was given into a traditional habitat mapping project using the AIMS vessel ane included 3D mapping of the sea floor. Methods undertaken were bucket over side surveys, fish surveys using BRUVS (go pro with bait arms which records for 30 minutes at sea grass and reef sites).

Future Opportunity for Mackay Region – May be able to use BRUVS system to gain fish data for the Healthy Rivers to Reef Fish report card.

Traditional Owner Bob Muir

Traditional Owner Stewardship of Sea Country is Empowered through a Science and Management Partnership on the Great Barrier Reef

Bob Muir made the following comments -

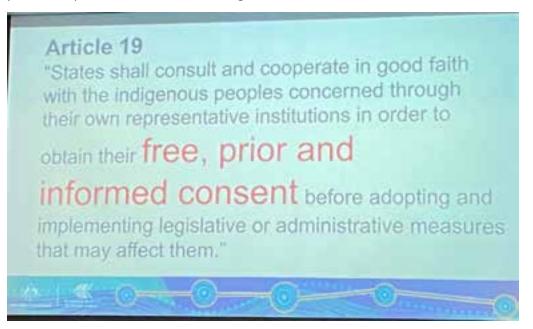
The project protocol was set up between AIMS and three traditional owners' groups. AIMS presented to each group explaining their process including what they wanted to do and how they were going to do it. Mr Muir advised that consulting with the traditional owners took only one week which was considered to be quite fast. Mr Muir advised that one of the aunties who did a lot of listening then took the family members aside and made a dance up about coral spawning.

This was shown to those in attendance by video and was fantastic. Watching this gave me goose bumps and is really what enabling culture is about.

Elizabeth Evans-Illidge, Australian Institute of Marine Science

A New Institutional Framework to Promote Genuine Reef Research Partnerships with Traditional Owners

Ms Evans-Illidge felt that we must increase the number of traditional owners' partnerships and made the following comments -



United National Declaration on the Rights of Indigenous Peoples

Ms Evan-Illidge stated that traditional owners only have 13% co-management of the Great Barrier Reef area. The aim by 2025 is to have all researchers on a level of bronze, silver, gold and platinum. Consultation with Traditional Owners costs money. Make sure you budget for it.

A session participant commented that be believed that some mining companies' budget up to \$1m for traditional owners to walk on country and for removal of artifacts plus consent to carry out works.

Elder Gudju Gudju noted that a plumber is paid for his services and knowledge. David Attenborough is paid for his knowledge, so why are our First Nations people not paid for their knowledge. Cr Jones asked the Question – What area of the coastline does AIMS cover?

Ms Evan-Illidge Responded - Down to Gladstone.

Future Opportunity for Mackay Region – AIMS is another resource that could be accessed for this Region.

Linda Fahle

Fitzroy Gully Erosion Control Project

Ms Fahle made the following comments -

In an endeavour to control erosion in the Fitzroy Gully, 7,000 trees were planted from seeds collected locally with propagation undertaken by Mackay's Natural Environment Centre. Check dams, made from sticks and logs, were used to trap sediment and slow the water. Also used was sediment fencing. Machinery was used to cut and fill 20,000 cubic metres of soil with gypsum and lime added. 14km of fencing was constructed to stop the cows from drinking in this spot and therefore reduce erosion. Water points were provided elsewhere for the cattle to access.

All these measures protect the reef from runoff from the land.

Adrian Turnbull

Wamberal Beach Coastal Erosion 2020 – Emergency Response Using Innovative Techniques that Tested the NSW Coastal Management Framework

Mr Turnbull made the following comments -

A Coastal Zone Management Plan to enable emergency works to occur at the time of this event, was already in place. They used mesh bags like Kyowa Bags filled with rocks. He noted that to manage a coastal adaptation plan, there are benefits and trade-offs.

Future opportunity for Mackay Region – Explore the possibility of using demolition material or concrete material to fill bags for beach erosion projects.

It was also noted by Martin Gough, Noosa Council project, that climate change is affecting our coast now and will continue to in the future. Who pays to adapt? He suggested we look at the QCoast 2100 program and questioned what is beach amenity and cost value of our natural environment? We need to find adaptive

pathways now to ensure we are ready for the next 50-100 years. Keep up, catch up or we drown.



Wednesday July 28, 2021

Keynote Presentation 1 - Dr Tayanah O'Donnell, Director, Future Earth Australia, Australian Academy of Science

Coastal Lawscapes

Dr O'Donnell, as well as being the Director of Future Earth Australia, is a Lawyer and Geographer.

Dr O'Donnell made the following comments -

Coastal risks are exasperated by climate change. There needs to be a critical view of how environments can shape law and how law can shape environments and how politics and culture shape both with a lot of research and consultation already done. Property rights are obligations assigned at law that allow for owner's enjoyment, freedom from encroachment and the ability to exclude others - these rights hold significant power. The Productivity Commission states barriers in climate adaptation in their 2012 report, page 166:

"Uncertainty about the circumstances in which councils are liable affects local government decisions, in particular the extent to which adaptation considerations are incorporated into land use planning and development practices. "

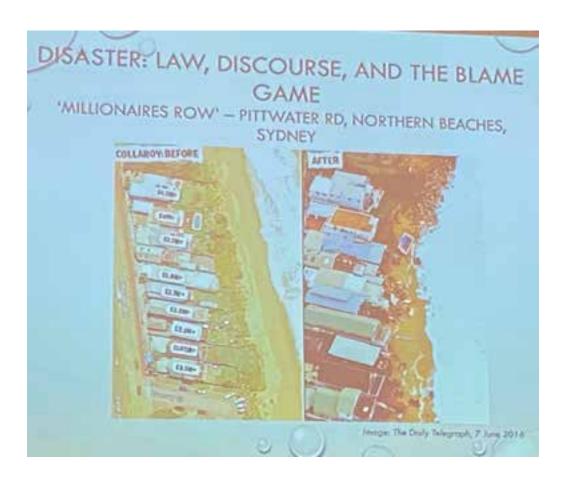
Stakeholders remain fearful of liability (NSW coastal law reform). Perceptions of this liability and how fears may be driving decisions or a lack of, remain relevant in the shaping of future adaptation regulation. Coastal law over the past decade in NSW shows property rights and public interest in accessibility to the coast are in constant tension. Conflict between private property owners and State and Local Governments are not going away and are only going to get worst. In Batemans Bay, an owner has lived in a caravan for 35 years. The post shows the boundary which is tidal. He won't sell the land to Council. Boundaries don't move but the tides do.



Port Stephens Creek king tides come up to the back door of houses that used to be on stumps and water would go under them. Then a mansion was allowed to be constructed with an underground car park for 5 cars which constantly floods. In Byron Shire in 2009, there were several metres of private land lost which resulted in litigation in the Supreme Court in relation to Council's negligence – this settled out of Court. Ratepayer in their mansions asked Council to build a wall and when Council didn't and an event happened, they sued the Council.

Further litigation on a permanent rock wall in the Land and Environment Court ruled in favour of public amenity.

Pittwater Road Sydney Northern Beaches, an example of what the rich and elite can do with money and lawyers, but what about the average people, what about social justice?



Where to for adaptation? It's complex and we must be ever mindful of the social justice issues and have a value on adaptation before it's too late. The costs are not just about the private landowners and the value of their houses. There is also a cost to the general public of losing their rights to views and amenities.

NSW legislation states that their property rights are not impacted but in Queensland, once high tide moves into a private property, it becomes ownership of the State. *Refer to the Local Government Climate Change Adaptation Roles and Responsibilities under Victorian Legislation link.*

Local Government is not sure where to go, what's the risk appetite, consider developments on the coast, the Land Use Plan and remember what we approve today could be very different 20 years from now.

In the Mackay Region, our risk appetite is that there are many populated beaches.

Dr O'Donnell raised the question - What happens when a private wall is destroyed who pays for the clean-up? The owner, insurance, State Government, possibly paid for by our children and grandchildren.

Keynote Presentation 2 - Dorean Erhart, Director, Linden Climate Advisory, Brisbane

Managed or Messy – Perspectives on Future Coastal Adaptation

Ms Erhart made the following comments -

This is an emotional landscape and there are legacy issues.



Is our current approach relevant, what's the issue of trauma? Look at our first nations people how did they change over thousands of years? We have the choice as to how to think, our attitude, our emotion, we must work with courage and persistence. Coastal adaptation strategies fail to address emotion and trauma. Things change, people need to change.

How do political leaders support facilitation and support community discussing cultural change?

Climate change is urgent.

Our response is urgent.

Trauma and not leaving anyone behind is also urgent.

Plenary Session

Speaker - Phebe Bicknell

Adapting Our Planning to Help Us Adapt

Ms Bicknell made the following comments -

QCoast2100 could provide Councils with a long-term strategy that proactively plans for the future management of their coastal areas.

- Identify coastal hazard areas
- Understand vulnerabilities and risks to a range of assets
- Engage with community to understand their preferred approach to adaptation
- Determine the costs, priorities and timeframes for their implementation.

The State Government launched QCoast2100 to facilitate development of Coastal Hazard Adaptation Strategies by Queensland coastal councils. There are 41 coastal councils in Queensland and over 30 have accessed approximately \$13m funding. We are in this together and have to stop putting our head in the sand, Climate Change is real and is not going away.

Field Trip 4 – Jaragun NRM – Russell River Catchment



Delegates were welcomed to Wanjuru-Yidinjii country.

Delegates visited an area where water quality improvement strategies are being undertaken to restore ecosystem function within a modified hydrological system.

A catchment group called Jargun consists of 95% indigenous employees. Delegates were shown their work planting and weeding riparian zones to improve water quality.

Another project related to soil quality and the development of detailed soil maps which show farmers how much nutrients such as nitrogen, should go on the soil so as not to unnecessarily increase the load on the GBR, meet Government targets and save the farmers money by use of biofilters (see attached).



22

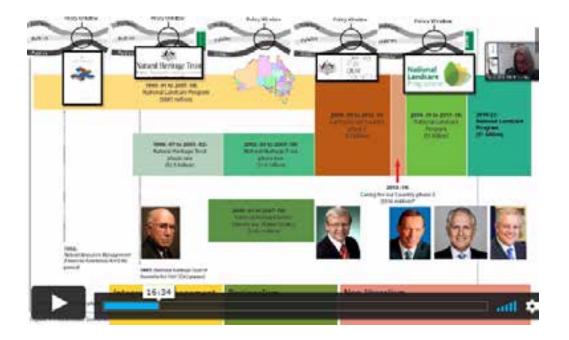


Thursday July 29, 2021

Keynote Presentation 1 - Professor Beverley Clarke, College of Humanities, Art and Social Sciences, Flinders University of South Australia

The Changing Prominence of Coastal NRM in Australia

Professor Clarke led a very informative discussions about policy windows and making use of those sweet moments in time to make sure coastal interests are represented in the political sphere.



Keynote Presentation 2 - Professor Bruce Thom AM

National Coastal Adaptation Agenda 2010 – 2020

Professor Thom made the following comments -

10 years ago, a Forum sponsored by the then Australian Government's Department of Climate Change and Energy Efficiency was held to discuss "developing a national coastal adaptation agenda".

The Australian Government has released a National Climate Resilience and Adaptation Strategy which it is hoped will position Australia to manage and adapt to climate change.

National Climate Resilience and Adaptation Strategy 2021-2025

Keynote Speaker 3 - Dr Taryn Laubenstein

Sustainable Oceans and Coasts: Consultation for a Ten-year Strategy.

Sustainable Oceans and Coasts National Strategy 2021-2030

Dr Laubenstein made particular mention of the below:

Collaborate Governance – Recommendation 4

Adopt an integrated and ecosystem-based management approach to ocean and coastal planning coordinated across all levels of government.

Make Informed Decisions – Recommendation 5

Use best available data and science to support decision making in ocean and coastal management and planning.

Prioritise Diverse Values – Recommendation 7

Foster champions and incorporate cultural values into ocean and coastal policies and plans.

Trade Booths

Hydraulic Model – The Queensland Government Hydraulics Laboratory had a hydraulic model that can be used to show the community different scenarios that could happen to their beach in different circumstances such as storms and cyclones.



They also had a flyer about Bioreactors (attached) that are used to reduce and remove Nitrate in ground water via a wall bioreactor and are useful on farms.

There is also a bed bioreactor that is useful for storm water drains.

For more information -

https://wetlandinfo.des.qld.gov.au/wetlands/management/treatmentsystems/for-agriculture/treatment-sys-nav-page/ Shoreline Preservation Product - Bluemont Pty Ltd import from Japan the <u>www.kyowa-filterunit.com</u> made from mesh. These are filled with rock or construction waste like bricks and concrete which reduces landfill. This product has been used for 25 years in Japan and has a huge success in shoreline preservation on embankments, harbour protection, bridge pier protection, riverbed and bank construction, scouring protection, artificial reefs and the creation of ecosystems.



Climate Risk Management - BMT Environment are consultants with offices in 7 locations in Australia, 3 locations in the UK, 1 in the USA and 1 in Indonesia. They specialise in climate risk management and coastal management in relation to coastal protection, coastal hazard processes, dredging, boating infrastructure, monitoring and data collection and coastal management and adaptation.

Bioreactors

What is a bioreactor?

A bioreactor is a woodchip filled trench placed on a farm to intercept and treat groundwater or surface water from crops.

Bioreactors are relatively inexpensive to construct and are efficient at removing nitrate (a form of nitrogen), provided the site conditions are suitable.

What does a bioreactor do?

Bioreactors convert nitrate in groundwater, or surface water, to nitrogen gas using microbes and a carbon source (typically woodchip) under low oxygen conditions. The potential for woodchip bioreactors to remove other nutrients, chemicals and pesticides is less studied.

Bioreactors are currently being trialled in different parts of Queensland to determine their treatment performance and design criteria in different production systems and climatic conditions.

Are all bioreactors the same?

No, there are two main types of bioreactor—a wall bioreactor and a bed bioreactor.

What is a wall bioreactor?

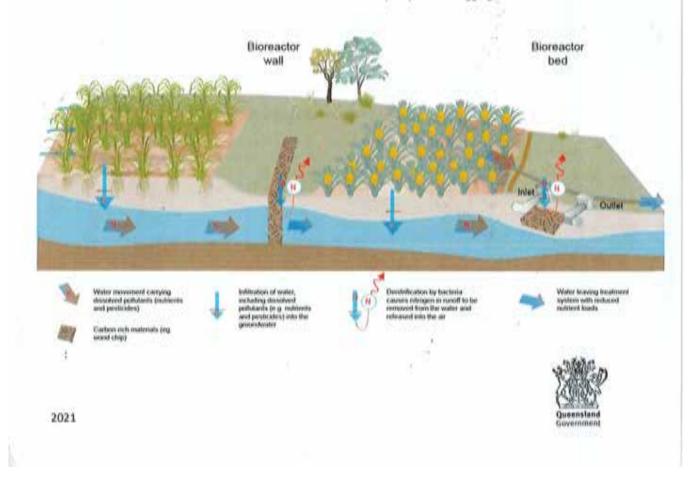
Bioreactor walls consist of a trench filled with woodchips or another carbon source, located perpendicular to the groundwater flow.

Denitrification (the conversion of nitrates to nitrogen gas) is enhanced in the presence of carbon and anoxic conditions and occurs as the groundwater passes through the wall.

What is a bed bioreactor?

Bioreactor beds consist of a bed of woodchips or other carbon source through which water from subsurface pipes (e.g. tile drains) or an open drain is passed. They are either in-line (within a drain) or offline (water is diverted into the bioreactor via an offtake). An inlet and outlet structure is required in either instance. Excess flow is bypassed.

A sediment trap is generally required upstream of the woodchip to prevent clogging of the bioreactor bed.





What are the steps involved?

Site selection

The most important and time-consuming part of installing a bioreactor is choosing the right site and design. There are variables to consider such as the location in the landscape, hydrology, catchment area, pollutant of concern and production system management. It is recommended that you seek professional advice.

Approvals

Approvals may be required for the construction of a bioreactor. Please contact your local government and the Queensland Government to check what approvals are required. Prior to construction, check for any existing infrastructure by contacting electricity, water and telecommunication providers.

Engineering advice should be sought prior to construction to ensure the bioreactor is sized and sited appropriately, taking into account soil suitability, groundwater and local hydrology.

Construction

Bioreactors require earthworks to excavate a trench. For beds, an inlet and outlet into a farm drain or subsurface drain will need to be constructed and can be an open drain or pipe.

If you anticipate large amounts of surface water flowing across the site, you may consider installing an embankment to prevent damage to the bioreactor through scouring and/or topsoil loss or deposition.

Install geofabric or plastic on top of the woodchip, to prevent sedimentation and clogging of the woodchip over time. This will also allow the woodchip to be exposed later, if desired.

Time for establishment

A bioreactor can be constructed and operational within one to two days (depending on the size of the structure and any associated pipe work or other structures). Denitrification will commence almost immediately. The denitrifying microbes are naturally present in the environment. No 'seeding' is required.

Operation and maintenance

Operational requirements are minimal. Bioreactors operate passively. Typical maintenance of a bioreactor bed will involve occasional excavation of the sediment trap to remove sediment build up.

Monitoring

Check sediment traps. Check inlet and outlet structures for blockages. Measure flows and nitrate removal for ongoing design purposes.

Lifespan/replacement time

The expected life span of a bioreactor in Queensland is 10-12 years. This will depend on the location and the type of carbon source. After this time the carbon source will need to be added to or replaced.

Where can I find more information?

https://wetlandinfo.des.qld.gov.au/wetlands/manag ement/treatment-systems/for-agriculture/treatmentsys-nav-page/

Content sourced from Department of Environment and Science WetlandInfo website.



2021

12.2. DEVELOPMENT SERVICES 12.2.1. DEVELOPMENT SERVICES MONTHLY REVIEW REPORT - OCTOBER 2021

Author Responsible Officer File Reference		ctor Development Services (Aletta Nugent) ctor Development Services (Aletta Nugent) /IRR
Attachments	1.	Monthly Review Report Oct 2021 [12.2.1.1 - 25 pages]

Purpose

To provide Council with the Development Services Monthly Review Report for the period of 1 October to 31 October 2021.

Related Parties

Nil

Officer's Recommendation

THAT the Development Services Monthly Review Report for the period of 1 October to 31 October 2021 be received.

The Director for Development Services Aletta Nugent, provided an overview and highlights of the Development Services Monthly Review Report for October 2021.

Cr Mann queried the installation of the Finch Hatton waterfall pump, and sought further information about this.

The Director advised that she would take the question on notice and provide a response.

Cr Mann noted the increase in weeds at the Gooseponds and queried if Council is considering weed harvesting at this site.

The Director advised that the weed harvester may potentially not be able to be utilised in that body of water and would take the question on notice and provide a response.

Cr Bella enquired as to whether Council is maintaining or whether Council is waiting to reach a trigger point before addressing the weed situation, or whether it is a combination of both.

The Director clarified that the Parks - Natural Environment Team manage weeds within our Parks infrastructure with broader weed management siting with Health and Regulatory Services and she is only able to respond to those weed management concerns within the Parks area. The Director advised that it is more of an active ongoing management and Council is never going to totally eliminate weeds in these areas and there is a longer strategy in place for areas such as the Gardens which includes the de-silting project.

Cr Jones noted that the National Economic Development Conference had been impacted by COVID and queried if there was a financial impact to Council as a result of this and if so, how much.

The Director advised that Council is still doing the final figures and reconciliation and will provide the outcome when available.

Cr Jones noted that there is a land based fishing brochure currently being produced by a partnership between Council and Mackay/Isaac Tourism and noted that she was unaware of this brochure but as a new member to

the Mackay Recreational Fishing Strategy Group, queried if there had been public consultation around this brochure and also requested a draft of this document.

The Director advised that she would arrange for a copy of this document to be forwarded to Cr Jones.

Cr Bonaventura discussed the economic indicators graph noting that the numbers appear identical to those in the previous report in October but all the dates have moved forwarded by three months. Cr Bonaventura sought clarification on which data is correct.

The Director advised she would take the question on notice.

Cr Seymour referred to the de-silting trials at the lagoons and the contractor resourcing issues and requested an update.

The Director advised that this was a staffing issue.

Council Resolution ORD-2021-320

THAT the Development Services Monthly Review Report for the period of 1 October to 31 October 2021 be received.

Moved Cr Englert

Seconded Cr Jones

Cr Englert highlighted several items from the report including a visit from the General Manager of Tourism and Industry Development who spent time at the trail head of the Pioneer Valley mountain bike site and was looking at infrastructure to fund and possible funding options for this project, the workshop which was held on the Barramundi highway with both Mackay and Isaac Regional Councils putting funding towards this project with Mackay Tourism as the lead. Cr Englert noted that the Strategic Planning team have been busy working on the Planning Scheme amendments and several master plans.

Cr Jones thanked Mackay Isaac Tourism for being part of the Barramundi highway and discussed the recent workshop that she had attended. Cr Jones noted that the Development Assessment and Development Engineering teams are experiencing high volumes of workloads with the development sector booming and asked the general public and developers to be patient whilst these teams work through the workloads.

Cr Bonaventura noted that the value of approved operational works were a guide to the current state of our regional economy, with last month seeing a rise of \$4.7M giving a total of over \$22M for the calendar year, which is well above the 2019 levels. Cr Bonaventura also noted the increased maintenance by staff on play equipment and passed on to the Director his thanks for the word done to keep our playgrounds safe.

Cr Townsend noted the highlights for the Sarina Sugar Shed.

CARRIED



Development Services

Monthly Review Report October 2021



Executive Summary

DEVELOPMENT SERVICES

This report is for Development Services for October 2021. Some highlights from this period are as follows:

- The Tender for public realm improvements within the Riverside Link precinct in the Mackay Waterfront was released at the end of October. The design includes a large pavilion, activity shelter, amenities block, picnic areas, a shared path and plenty of seating to take in the views. The project has received funding under the Federal Government Building Better Regions Fund Round Five.
- Following the completion of the resurfacing works within Fifth Lane, opportunities for future use, including
 working with adjoining business owners, is now actively being considered. A series of activations are being
 scheduled for the laneway to occur across November and December to showcase how the laneway could
 be used in the future.
- The Reef Guardian Council Executive and Working Groups met in Mackay on 28 October to discuss issues affecting the reef and the great range of Council initiatives that contribute to reef health. The Working Group enjoyed a bus tour around Mackay, visiting the Mackay Natural Environment Centre Nursery, fish attracting structures and fishways and also heard about Council's Urban Greening Strategy and aquatic weed control at the Botanic Gardens.
- On 8 October 2021, Council representatives met with the General Manager for Tourism and Industry Development from the Queensland Government to showcase progress and concepts for the Pioneer Valley Mountain Bike Trails project. As part of this, Mackay Isaac Tourism's CEO and Cr Justin Englert attended a site visit to the Finch Hatton Trailhead.
- A workshop with regional stakeholders, including local developers and industry associations, was held on 29 October to review the current Facilitating Development in the Mackay Region Policy (Policy) and to explore opportunities to better support development in the region.
- Council officers, Mackay Isaac Tourism and consultant EarthCheck held the Barramundi Highway Visioning Workshop on 21 October. The workshop allowed key stakeholders to have their say on how to position this unique and exciting project. During the workshop, the opportunities and the challenges were also discussed. From here the consultant will develop a concept development plan.

Director Development Services



Development Heus 10/2021

Updates on Significant Developments Currently Being Assessed by Council

APPLICATION LODGED

DA-2021-172

160 Oswald Street, Sarina

Development application lodged for Material Change of Use - Car Wash, Community Care Centre, Emergency Services, Food and Drink Outlet, Funeral Parlour, Hardware and Trade Supplies, Health Care Services, Office, Service Station, Showroom, Shop, and Veterinary Services, and Reconfiguring a Lot - 1 Lot into 3 Lots + Balance Lot + Access Easement.



APPLICATION APPROVED

DA-2021-82

7-11 Conder Parade, Midge Point

Development approval issued for Reconfiguring a Lot - 3 Rural Residential Lots into 3 Lots and Access Easements and Material Change of Use - Tourist Park (self-contained recreational vehicle ground - 60 sites).



APPLICATION LODGED

OW-2021-53

35 Norwood Parade, Beaconsfield

Development Application lodged for operational works for Stage 2 of the Kerrisdale Gardens assisted living centre. The application is for civil works for Stage 2 to support a further 36 supported care villas.



Development approval issued for operational works for the civil works to support the creation of 28 rural residential lots and balance land within Stages 4A, 4B and 4C of Settlers Rise.

APPLICATION APPROVED

OW-2020-56

Lot 49 Sugarshed Road, Erakala

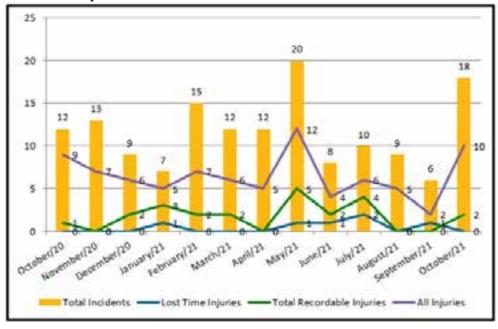
Development Services Monthly Review October 2021

Monthly Safety Review

Summary

- In October 2021:
- Eight safety interactions were undertaken.
- Five Site Safety Inspections were undertaken.
- 88% of monthly action plans activities were carried out.

18 incidents were reported in October, involving MRC employees, members of the public or contractors.



Incidents and Injuries

The following injuries to MRC employees were reported in October:

- While parking vehicle, NSM approached vehicle displaying aggressive behaviour. NSM was unknown to MRC staff.
- Felt pain in wrist while loading palm fronds into truck.
- Lifting a lever to remove a chain and struck the top of hand on bar above causing pain.
- Co-worker noticed blood shot eye.
- Slipped on wet ground and fell while spraying, knee became painful the following day.
- Caught finger in cabinet door, resulting in small laceration.
- Felt pain in right knee throughout day, pain worsened while hand weeding (kneeling).
- While putting rubbish in tray, hit arm against tray of truck.
- Two instances of a bite/sting from unknown animal causing irritation.

The following asset damage incident involving an MRC employee was reported in October:

- Trailer tyre came off the rim whilst driving.
- While mowing park, hit rotted bollard breaking it.
- While attending facility, loader came close to MRC staff member, potential mobile plant related incident.

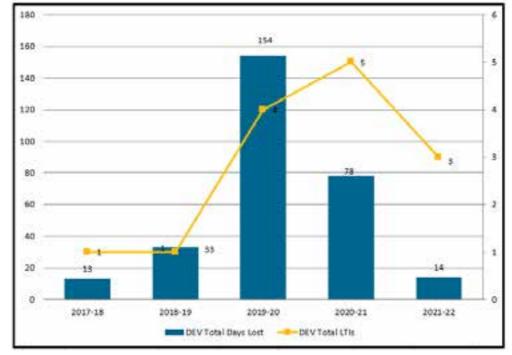
Page | 4

Development Services Monthly Review October 2021

The following incidents involving a member of the public, volunteer or contractor were reported in October:

- NSM child stepped on screw, which is believed to have been dislodged from a park seat after being repaired.
- NSM reported a lady fell over from stepping into a hole
- Struck on cheek with a falling limb from chainsaw work, attended hospital to remove splinter.
- While cleaning up fallen palm fronds, was stung by wasps
- Volunteer found tick on head after working in gardens.

Each incident is investigated, and appropriate corrective measures implemented to reduce future risks.



Lost Time Injuries & Days Lost

	2017-18		2018-19 20		20	19-20 2		20-21	2021-22	
Department	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Development Engineering										
Development Assessment										
Parks, Environment & Sustainability	1	13	1	33	1	154	5	78	3	14
Strategic Planning										
Economic Development & Tourism										
Development Services Total	1	13	1	33	1	154	5	78	3	14

For the 2021-22-year, two lost time injuries have been recorded:

- 1. In July 2021, a person had an allergic reaction to a tick bite on the head. One day was lost.
- 2. In July 2021, a person suffered a knee injury while raking sand in playground, resulting in minor surgery. Eleven days were lost while the person recovered.

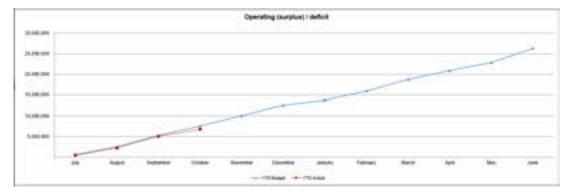
In September 2021, a person fell while exiting a vehicle, grazing their hands and face. Two days were lost as they recovered.

Development Services Monthly Review October 2021

Financial Report

Hauscal Partnematice Report Partnet Committ 1 July 2021 to 31 October 2021	Destignent Services				N YTD Variance of YTD Religet YTD Variance favourable droudget YTD Variance unbaserable, between ON and 5% of YTD Budget YTD Variance unbaserable, more than 5% of YTD Budget.
	Revised Swiget	97D Bedgett	Actual	YTD Variance	Cannesis
221 - Development Devices Management	885,317	224.738	224/568	(157)	
2.12-Strategic Planning	2,140,256	556,856	900,710	(53,088)	Minor under expenditure across a mander of projects. Projects off Tracking well
200-Dewopment Assessment	172,884	(98,925	(213,386)	(28,234)	Application New Yorking Glighty about Sudget projections access at callegories. Application New Yorking Hights show Sudget projections access at callegories.
2.96 - Development Englishering	447,804	20.84	CR7.000	072.2%	and savings in waper due to vacances
237-Economic Development & Tourism	1,810,582	100100	1.813,447	(72,158)	Under expenditure action a number of projects, herpety due to resourcing
200 Parts, Environment & Ductrimation	10,717,700	1,587,107	1,215,551	(546.718)	Takings It wages due to occarbel with resources showinges as a impacting expensioner
Operating (sergion) - Bellicit	26304.40	1.558.517	6.786,999	071525	1

Operating Results



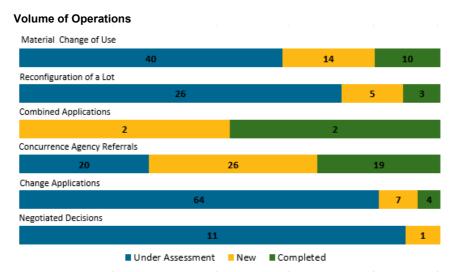


Development Services Monthly Review October 2021

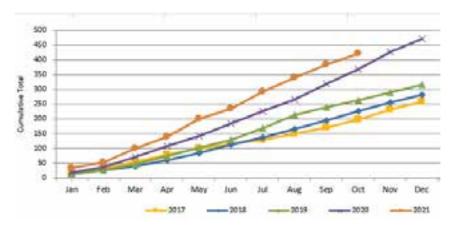
On Track Potential Issue Definite Issue

Review of Operations

DEVELOPMENT ASSESSMENT



Cumulative Number of Approved Development Assessment Applications



Development Assessment Performance Against Legislative Timeframes

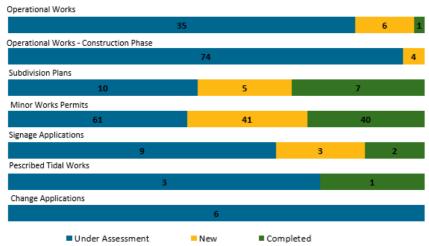
Application	Status	% Decided
MCU Code (8% in 35 Days)	٠	86% decided in 35 days.
MCU Impact (50% in 35 Days)	۲	67% decided in 35 days.
ROL (85% in 35 Days)	•	67% decided in 35 days. One application out of three did not meet the KPI. Not achieved due to application being presented to Council meeting for decision.
Concurrence Agency (85% in 10 Days)	٠	79% decided in 10 days. Assessment on four applications did not meet the KPI due to current workload.



Development Services Monthly Review October 2021

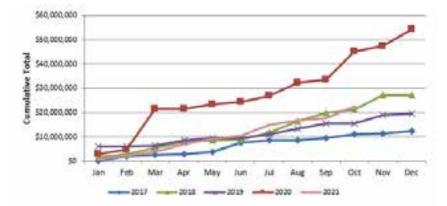
DEVELOPMENT ENGINEERING

Volume of Operations



Cumulative Value of Approved Operational Works

One Operational Works application was approved in October with a total value of works of \$4,703,382.



Development Engineering Performance Against Legislative Timeframes

Application		% Decided
Minor Works (85% in <20 Days)	٠	100% decided in 20 days.
Signage Applications (85% in <20 Days)	٠	50% decided in 20 days. Continued high application numbers and staff absences have impacted on turnaround time.
Operational Works (85% in 35 Days)	٠	0% decided in 35 days. One application decided in October 2021 – extensions to decision making period by agreement to allow for changes to other related approvals prior to issue.
Plan Sealing (85% decided in 20 days without action notice)	٠	71% decided in 20 days without Action Notice. Continued high application numbers and staff absences have impacted on turnaround time.



STRATEGIC PLANNING

Regional and Local Ar	ea Plannin	g
Projects	Status	Description / Update of Project
Mackay Region Planning Scheme - Minor amendment 5	•	 Minor amendment 5 has commenced under delegation. The amendment includes the following: Incorporating recently adopted drainage studies for North Mackay, West Mackay and Andergrove/Beaconsfield into the Flood and coastal hazards planning scheme overlay. All property owners in the four localities that experience an increase in flood levels from these studies (5,822) have been sent a letter to notify of the change. Updating State planning policy mapping to ensure the planning scheme reflects up to date state mapping relating to wildlife habitat, transport and state heritage places.
Mackay Region Planning Scheme – Major amendment 2	*	 The purpose and general effect of the proposed amendment is to update and improve various parts of the planning scheme: as a result of new information and studies; in response to a number of workability matters identified since the planning scheme commenced in 2017; to reflect completed development approvals; and to improve clarity, remove redundant wording and improve alignment with the <i>Planning Act 2016</i>. The consultation period has finished, and submissions are currently being considered with a report to Council proposed for November.
Mackay Region Planning Scheme – Planning Scheme Policy (PSP) review	•	 Consultation on the Proposed Planning Scheme Policy Amendment 4 – Bushfire has finished and submissions are currently being considered. The review of the remaining Planning Scheme Policies (PSPs) not yet amended continues to progress through a governance process by relevant internal programs. Internal review of the following PSPs are progressing: Planning scheme policy – geometric road design Planning scheme policy – operational works application and construction requirements Planning scheme policy – healthy waters Planning scheme policy – constructed lakes.
Finch Hatton and Eungella Township local planning frameworks	•	A local planning framework for the Finch Hatton and Eungella townships is being prepared to support the implementation of the mountain bike strategy. Feasibility around recommendations for planning scheme amendments, public realm, placemaking and wayfinding is being considered. A consultation session on the proposed local planning framework is being scheduled for November.
Mirani Community Precinct Master Plan and Concept Design	٠	The detailed design stage for the Mirani Community Precinct is progressing and is expected to be completed by the end of 2021. A stakeholder update was held on 27 September 2021.

🕍 🦰 🔣 Маскау весномы сон	UNCIL.	Development Services Monthly Review October 2021
		The Masterplan project has been nominated for a Planning Institute of Australia Queensland Award for Planning Excellence award in the Strategic Planning category, which will be announced in November 2021. The planning and design stage of this project is funded by the Queensland Government and Mackay Regional Council. Construction is subject to obtaining external grant funding.
Northern Beaches Community Hub	*	 Work is progressing on the site infrastructure detailed design including roads, drainage, and other services. Detailed design is planned to be completed in the 2021/22 financial year. The draft masterplan for the Northern Beaches Community Hub site has been finalised and incorporates progress on the infrastructure detailed design and building configuration. The masterplan describes the staged development of the site over time with a preferred multi-level building option as Stage 1. Findings from the recent stakeholder consultation confirm the current direction for the Community Hub and will further inform the building concept at the next stage of the design process. A combined Community and Agency Reference Group meeting has been scheduled for 3 November 2021. Participants will be provided with an update on the masterplan and the project overall.
Mackay Urban Greening Project	•	The Mackay Urban Green Project aims to consider how to enhance, protect and sustain the quality and quantity of trees and vegetation in our urban areas. A preliminary study/background document has been completed. A community survey has now closed. Lidar and aerial imagery is being analysed to provide current canopy cover figures as well analysing changes in canopy cover from 2009-2021.

Transport & Infrastructure Planning					
Projects	Status	Description / Update of Project			
Growth Allocation Model	•	The Mackay Growth Allocation Model allocates and maps future urban growth over a 20-year projection period based on growth scenarios. A 2020 model review was completed with due consideration of published Queensland Government Population Projections. Updates to the model has been completed. The reviewed model is being used to inform the review of the Local Government Infrastructure Plan during 2021. Lead and lag statistics are continually monitored to measure growth projections against actual economic activity and population movements.			
Mackay Region Transport Strategy	٠	The Mackay Region Integrated Transport Strategy was adopted by Council in July 2021. It is the first integrated transport and land use strategy of its kind for the Mackay region. The Strategy responds to existing and future transport challenges and issues, to provide a consistent vision and framework for planning and decision-making that is linked to Council and the community's objectives. This project will now move into implementation and monitoring.			

Page | 10



Development Services Monthly Review October 2021

Stormwater		
Projects	Status	Description / Update of Project
Mackay Region Coastal and Inland Flood Hazard Adaptation Strategy (CIFHAS)	•	The current project stage to prepare hazard assessments has been finalised. Implementation of further stages will be subject to external grant funding. A funding application has been prepared and submitted for the remaining stages of the project, and internal project planning discussions are being held.
Mackay Floodplain Management Plan	٠	Consultation on the draft flood studies and management plan closed in July. Responses to submissions and a report to Council are being prepared.

Development Services Monthly Review October 2021

MACKAY CITY AND WATERFRONT

Mackay City and Wa	aterfront	
Projects	Status	Description / Update of Project
Riverside Public Realm upgrades	*	The Tender was released at the end of October for the public realm area between Paxton's and the Fish Market. The design includes, a large pavilion, activity shelter, amenities block, picnic areas a shared path and plenty of seating to take in the views. The tender will be open until Tuesday, 30 November and construction is anticipated to commence in early 2022.
		The project has been successful in receiving funding under the Federal Government Building Better Regions Fund Round Five. The contribution from the Federal Government will be \$4.1M towards a total project cost of \$9.1M.
River and Sydney Street Intersection upgrade	•	Designs for the upgrade to the intersection located at River Street and Sydney Street to improve pedestrian and cycling safety along the Bluewater Trail have been finalised. Council continues to work closely with the Department of Transport and Main Roads on funding opportunities and commitments for this project.
Council Land Tender	•	Council endorsed an Expression of Interest (EOI) process for development opportunities on Council owned freehold land in the project area. There were six sites offered for consideration, including three in the Mackay City Centre Precinct and three in the Riverside Precinct. ReNew Mackay Pty Ltd (a consortium of local professionals) and Sentinel Group Holding were selected from seven submissions. The Tender documentation was released to the short- listed parties in June and the received submissions are now being reviewed and assessed by Council. A recommendation is to be put forward to Council in the coming month.
Activate Mackay City Centre	*	 Placemaking A plan for future placemaking activities is currently being prepared to align with the Mackay City and Waterfront activation objectives and is due to be finalised in the coming month. Fifth Lane Following the completion of the resurfacing works, opportunities for future use, including working with adjoining business owners, is now actively being considered. A series of activations are being scheduled for the laneway to occur across November and December to showcase how the laneway could be used in the future. City Centre Reference Group Council continues to work with the City Centre Reference Group (a sub-group of the Mackay Region Chamber of Commerce). Officers from the Economic Development and the Mackay City and Waterfront teams have been attending regular meetings since June 2020. The group discusses issues and opportunities affecting the Mackay City Centre and provides leadership and direction on initiatives and improvements. Signage and Wayfinding A signage and wayfinding strategy for the Mackay Waterfront was recently completed and is now being used to guide the design. The strategy aims to support new and improved signage in the city and Mackay Waterfront area, with a focus on linkages between the two key areas. The project will now move into a design phase, with the

Development Services Monthly Review October 2021

	intent to implement new signage and wayfinding elements in the upcoming public realm packages.
--	--

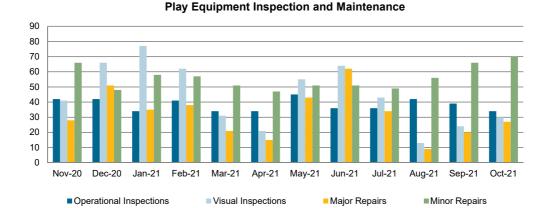
e-Statistics

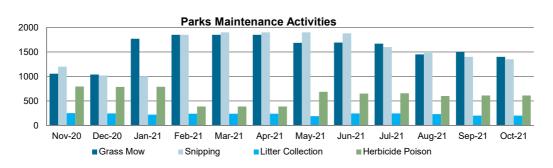
Subscribers	May 21	June 21	July 21	Aug 21	Sep 21	Oct 21
City Centre Facebook Likes	6,507	6,504	6,498	6,493	6,489	6, 487
City Centre Instagram Followers	1,457	1,446	1,461	1,456	1,456	1,454
	660	656	623	583	86 *	366 *
City Centre Wi-Fi	users	users	users	users	users	users
Sessions	7185	6820	6438	5228	545 *	3311 *
	sessions	sessions	sessions	sessions	sessions	sessions

* During the month of September and October Red Fox Internet confirmed there were technical issues with the WIFI network which has impacted the calculation of statistics for the WIFI usage in the City Centre.

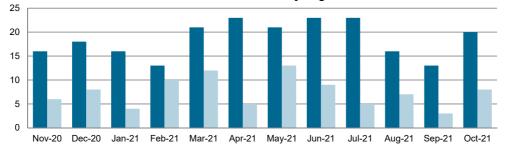
Development Services Monthly Review October 2021

PARKS, ENVIRONMENT & SUSTAINABILITY

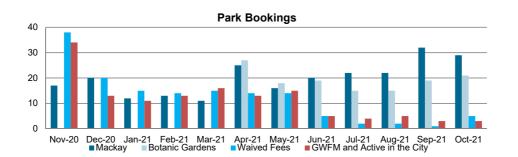




Burials / Ashes in Mackay Region



Burials Ashes



Page | 14

ī

Development Services Monthly Review October 2021

Natural Environment Projects					
Project	Status	Description / Update of Project			
Reef Guardian Council Program	•	The Reef Guardian Council Executive and Working Groups met in Mackay on 28 October to discuss issues affecting the reef and the great range of Council initiatives that contribute to reef health. The Working Group enjoyed a bus tour around Mackay, visiting the Mackay Natural Environment Centre Nursery, fish attracting structures and fishways and also heard about Council's Urban Greening Strategy and water weed control at the Botanic Gardens.			
MNEC Nursery	*	The Mackay Natural Environment Centre Nursery has been busy hosting work experience students, students from Sarina Rural Skills Centre and Northern Beaches High School students in addition to the regular Tuesday and Thursday volunteers. The Reef Guardian Working Group also toured the nursery and nursery staff have been collaborating with staff from the Botanic Gardens and Queens Park to ensure the orchid collection is managed in the best possible way.			
Volunteer activities	*	Nursery volunteers and Pioneer Catchment and Landcare volunteers undertook seed collecting at Slade Point Reserve and visited a volunteer's garden which is planted with local native species.			
Site maintenance activities	*	Morag McNichol Reserve, Midge Point foreshore, McEwens Beach, Sandfly Creek Environmental Reserve, Campwin Beach and Woodlands have been key sites receiving maintenance this month.			

Capital Works Projects						
Project	Status	Description / Update of Project				
Minor Play Equipment Replacements – Various Locations	•	Minor items of play equipment which have deteriorated and require replacing, to bring up to the standard of the rest of the playground they form part of, have been completed. Individual units have been replaced or refurbished at Dawson Boulevard Park, Seaview Park, Karwin Drive Park, Acasia Avenue Park, St Helens Park and Baxter Dive Park.				
Playground Edging to Soft Fall Areas	•	Edging to Shoal Point playground has been installed. General tidy up of earthworks and replacement of sand soft fall is currently in progress. Previous work on this project has seen edging delivered to playgrounds at Campwin Beach, Haliday Bay and Cape Hillsborough.				
Bucasia Green Waste Facility	•	Construction of a Parks & Environment Program Green Waste Facility at Bucasia has commenced. Earthworks to create a hardstand area are currently underway and fence and gate installation to complete the project have been programmed to follow on once the hardstand is completed.				

Development Services Monthly Review October 2021

Botanic Gardens Projects						
Project	Status	Description / Update of Project				
Desilting trial project	•	The desilting trial aims to find a solution to create a usable product out of the silt which needs to be removed from the Lagoons at the Botanic Gardens. The final leachate and pH samples have been taken and a report from the contractors with their findings is expected early November. This further delay in receiving the report has been caused by the contractor having resourcing issues.				
Lagoon weed Management	•	Additional long arm excavator work has been completed in the Kaliguil Lagoon and there is now open clear water. This is the section from the causeway through to the train bridge. This section of the lagoon has seen isolated spraying to contain any weeds. Additional weed clearing has been completed via a weed harvester. The harvester was working from 18 October to 22 October. Weeds and underwater algae were cleared from the causeway, finishing the work in this area, and also continuing on in the open area from the café towards the channel. We are already seeing better water flow in these areas. There is now also water visible around the Eulamere boardwalk for the first time in more than four years Spraying is ongoing with some favourable weather in an effort to maintain the sections the excavator and weed harvester has cleared.				
Finch Hatton Pump	•	The new Finch Hatton waterfall pump is due to be installed within the coming week, completion of this project will allow for longevity of the pump as well improve ease of maintenance, with a surrounding floating pontoon to be installed as part of the project.				



Development Services Monthly Review October 2021

ECONOMIC DEVELOPMENT & TOURISM

Events and Tourism To develop the Mackay region as a leading regional tourism and events destination through the implementation of the Mackay Region Event Strategy 2020-2025 and Destination Tourism Plan 2017- 2022.							
Business Priority	Status	Action					
Regional Events Strategy Implementation - Refine and develop the structures, framework and tools within Council to best support and progress new events.	•	 Luminair Consulting has been engaged to complete a structural efficiencies audit which will focus on: The whole of Council spend on events and staff resourcing given the span of events across the organisation. Resourcing requirements, including allocation of resources to provide better services to event organisers in relation to permits, health and regulatory requirements and traffic management plans. Alternative models and structures for increased efficiencies. Luminair conducted internal interviews with Council staff between 24 May to 4 June. External surveying of event organisers was completed in August to gain feedback on Council's support services for events. There has been some delays and the full report is now expected to be completed by December 2021. 					
Regional Events Strategy Implementation - Create the correct environment for event success and sustainability via supporting programs, increased awareness of Mackay as an events destination and increased leverage of event benefits for the region.	*	 Events Economic Development and MECC officers are in the early stages of planning a 2022 Events and Conference Briefing for tourism industry operators to be held at the MECC in February 2022. The briefing will cover: an overview of events coming to Mackay in 2022 regional calendar of events hear from event planners about opportunities for leveraging events network with other operators and event planners. 					

Mackay REGIONAL COUNCIL	Development Services Monthly Review October 2021
Regional Events Strategy Implementation - Develop and acquire strategic events aligned with council's vision to partner on a local, national and state level for increased opportunities.	 Invest Mackay Events and Conference Attraction Program Eight events were held in the month of October: 2021 400 Thunder Sugar City Titles 2021 Rhythm and Reef Music & Arts Festival Hydrofoil Pro Tour 2021 Eungella Ancient Arts & Crafts Fayre National Economic Development Conference (NEDC) 2021 Qld Champion of Champions Finals (Bowls Qld event) Local Government Association of Queensland (LGAQ) Conference North Australian Championships (Surf Life Saving) Six event sponsorships were approved through the Invest Mackay Events and Conference Attraction Program in October and were endorsed at the Council meeting on 27 October. Mackay Beach Horse Races – Expression of Interest Sound Australia was engaged by Mackay Isaac Tourism Ltd in November 2020 to undertake an operational feasibility study and full event costing. The feasibility study was presented to Mackay Events and Conference Attraction Assessment Committee in August. An application for funding was reviewed by the Invest Mackay Events and Conference Attraction Assessment Committee in August. An application for funding was reviewed by the Invest Mackay Events and Conference Attraction Assessment Committee in October, with Mackay Isaac Tourism to make a decision regarding the future of the event by the end of 2021. Gold Coast Suns Partnership Discussions with Gold Coast Suns executives is underway for a November Corporate Partners visit to Mackay. The Economic Development and Tourism program continues to liaise with the GC Suns Partnership team to the manage investment enquiries that have been received as a result of the partnership.
Economic Development,	

Economic Development, To encourage sustainable and diversified jobs and investment in the Mackay Region through the implementation of the Mackay Region Economic Development Strategy 2020-2025.							
Business Priority	Status	Action					
Economic Development Strategy Implementation - Advocacy and Leadership through engagement with State and Commonwealth Governments to promote investment into local infrastructure as a catalyst for future economic development.	•	On 8 October 2021, Council representatives met with the General Manager for Tourism and Industry Development from the Queensland Government to showcase progress and concepts for the Pioneer Valley Mountain Bike Trails project. As part of this, Mackay Isaac Tourism's CEO and Cr Justin Englert attended a site visit to the Finch Hatton Trailhead. The meeting was positive with clear excitement and support for the project shown by the General Manager for Tourism and Industry Development. Economic Development officers are participating on GW3 Regional Digital Connectivity Forum, along with representatives from Isaac and Whitsunday Regional Councils. The forum brings regional stakeholders together to discuss digital connectivity issues and opportunities and will drive the development of a roadmap to help deliver strategic regional digital infrastructure.					
Economic Development Strategy Implementation - Investment Attraction activities	٠	Economic Development officers continue to administer the Facilitating Development in the Mackay Region Policy (Policy). A workshop with regional stakeholders, including local developers and industry associations, was held on 29 October to review the current policy and to explore opportunities to better support development in the region. A					

Mackay REGIONAL COL	Development Services Monthly Review October 2021
to promote and market investment opportunities.	recommendation report from AEC consultants is due in November, and a briefing will be held with Council to relay key findings.
	From 13-15 October 2021 Council, in collaboration with Economic Development Australia, hosted the virtual 2021 National Economic Development Conference. The conference attracted 227 delegates, o which 164 were paid delegates as well as speakers, sponsors and exhibitors. The financial report is expected to be finalised in December once the on-demand content portal closes and no more registrations car be purchased.
	The Economic Development program coordinated and hosted an in person live streaming event in Mackay to encourage networking between delegates from neighbouring regions. Delegates were invited to watch the live stream on 14 and 15 October 2021 and also join networking drinks on the evening of 14 October. In total, 21 delegates attended the in-person event across the two days, including representatives from Bundaberg Regional Council, Whitsunday Regional Council, Isaac Regional Council, GW3, Aurecon and Mackay Regional Council. The delivery of the online content was seamless and feedback to date has been positive. A full event evaluation report will be provided by the Professional Conference Organiser ICMSA before the conclusion of the agreement on 17 December 2021. A debrief meeting is scheduled to be held in November 2021.
	Economic Development officers are coordinating regional representation at QME 2022 and has established a stakeholder working group tha includes GW3, Resources Centre of Excellence, Resource Industry Network, Department of State Development and Regional Developmen Australia. Isaac and Whitsunday Regional Councils have also beer approached to participate. Stakeholders are exploring ways to suppor and complement the current QME event program.
	Council continues to participate on the MIW METS Export Hub Steering Committee. In November, Committee members will be participating in a think tank to explore the future vision for the Hub. Hub Manager will be visiting Toowoomba and Surat Basin Enterprise (TSBE) to investigate future opportunities.
Economic Development Strategy mplementation - Industry Development through engagement	The Small Business Mentoring Program delivered by the Sparrowl Group is progressing well. All mentees are expected to finish their mentoring journey before 31 December 2021. Five business development webinars were successfully delivered and well attended Webinars and additional resources are freely available on the Inves Mackay website until November 2022. The Economic Development Program is working on a 'graduation' and networking event for early 2022 as well as the launch of Round 2 of the program.
with local businesses and industry groups, providing support and assistance for	The implementation of the Mackay Region Recreational Fishing Strategy is continuing, as is work with stakeholders on the Recreational Fishing Strategy Steering Group. A Steering Group meeting was held on October, with participants continuing to work through strategy actions.
growth.	Economic Development officers have worked with the Corporate Communications team on a fresh design for the Hooked on Mackay promotional digital billboard. The development of the refreshed Hooked on Mackay website is well underway with a draft design expected by the middle of November.
	Council and Mackay Isaac Tourism have partnered to produce a land based fishing brochure. The project will be completed in early January.

🕍 🦰 🔣 Mackay REGIONAL COUNCIL	Development Services Monthly Review October 2021
	Council officers, Mackay Isaac Tourism and consultant EarthCheck held the Barramundi Highway Visioning Workshop on 21 October. The workshop allowed key stakeholders to have their say on how to position this unique and exciting project. During the workshop, the opportunities and the challenges were also discussed. From here the consultant will develop a concept development plan.
	The Building Improvement Rebate for 2021/22 was launched on 15 September. To date, five applications have been started in the Smarty Grants application platform. Economic Development officers will continue to promote the rebate and encourage more applications.
	Council is continuing to work with successful applicants of the Activate My Place (AMP!) grant program. Due to COVID-19 travel border restrictions the Marian State School P&C Association has had to postpone the start of their project as their lead artist is unable to travel to Queensland. The P&C will work with the artist to reschedule the project timeframes. The 9 th Lane Revitalisation Project is also delayed due to COVID-19 travel border restrictions and the project manager is working with the artist to ensure travel plans are made when borders reopen. The Sarina Beach Progress Association have completed their project with the grand unveiling occurring at the Coconut Festival on 18 September.
	The Economic Development Program is revisiting enquiries from private e-scooter hire services to establish in the Mackay region, with a desire to have the service available in 2022.
Economic Development Strategy Implementation - Workforce and Skills Development through partnerships to upskill residents and attract new workers to the region.	Resource Industry Network has established a Skills Attraction and Retention Working Group. Manager Economic Development and Tourism has taken the role of Chair and the Working Group will meet monthly. The Economic Development program will support the identified projects where they align with the Economic Development Strategy.

Sarina Sugar Shed To manage and operate a sustainable tourism facility, which provides a range of tourism products and experiences to promote the region's heritage						
Strategy / Project	Status	Description / Update of Project				
Operate a successful tourism facility which meets its performance targets	•	 Financial performance The Sugar Shed is tracking well against the original budget, with revenue from ticket and retail sales both above YTD forecasts. Additional expenses were incurred through ordering stock for Christmas hampers which will be returned in revenue during November and December. Total visitation was 510 visitors (26%) above October 2020, and total revenue was 29.9% higher than October 2020, showing the continued growth of the Sugar Shed. The café has achieved a 557% growth from October 2020 to October 2021 with a renewed focus including a refurbishment and new expanded menu. YTD revenue is up 22.5% over October last year. Retail performance Ticket sales as a percentage of total bookings fell in October to 44%. However, correspondingly, walk-in bookings increased with the assumption that visitors do not feel there is a need to pre-book during this quieter month. 				

Mackay REGIONAL COUNCIL		Development Services Monthly Review October 2021
		Phone bookings also decreased as a percentage of total bookings in October. The Mackay Region Visitor Information Centre continued to provide a steady booking stream during October.
		<u>Retail sales</u> The self-guided liqueur tasting paddle of 5 popular liqueurs showed pleasing results with 62 booked during October. There were also 23 tasting boards pre-booked online. The candy range is showing good sales. Slushie sales are picking up with the warmer weather, while the chicken nachos and scones are strong sellers on the café menu.
		The 4-pack chutney/relish is the most popular product in the Chefs' Gusto range, followed by the Lime Sweet Chilli, Asian Style Mango Chutney and Mango Sweet Chilli. A Pineapple Sweet Chilli Jam is currently under development. Sales of the 700ml Celebration Rum Liqueur are more than double the next best-seller which is the 500ml Lime NOI. Sales of the Celebration Rum Liqueur (500ml and 700ml) alone account for 37% of all alcohol sales.
		Production performance There were no new alcohol releases during October. However, new tropical NOI flavours and the 5-year rum are in the final stages of planning for release in November and December.
		Events A Halloween event was hosted onsite on 31 October with special twilight tours, trick or treating and themed food & beverage offerings. This attracted a good crowd but did not achieve the expected revenue boost.
Implement the Sarina Sugar Shed Business Review 2020.		Activities During October, Sarina Sugar Shed became a foundation member of the newly formed Queensland Distillers Association (QDA) which aims to promote and advocate for distillers in Queensland. The Sarina Sugar Shed Coordinator sits on the committee for the QDA and leads a working group to investigate the development of a Distillers Trail. The Sarina Sugar Shed Distiller has also joined two working groups convened by the Australian Distillers Association covering safety and governance.
		Sarina Sugar Shed provided input into the Tourism Destination Plan planning session with Mackay Isaac Tourism and their consultants, EarthCheck.
		Sarina Sugar Shed was invited to conduct a pre-dinner tasting session for the LGAQ CEO dinner at The Dispensary.
		Awards Sarina Sugar Shed was successful in winning Gold Awards for Food Tourism Excellence and Outstanding Volunteer Group at the 2021 Mackay Isaac Tourism Awards.

The second secon		b	Development dervices monting review October 202				
		ltem	October	YTD	Annual Target		
	*	Tour Visitation (Paid)	945	6,031	18,000		
		Visitation (Total)	2,476	11,451	25,000		
		Volunteer Hours	193	815	-		
Business Operations		ltem	October	YTD	Annual Budget		
(excluding accruals)	٠	Ticket Sales	\$16,833	\$102,136	\$197,097		
	٠	Retail Sales	\$54,365	\$262,238	\$355,354		
	*	Total Income (incl. Ticket income)	\$71,198	\$364,375	\$553,063		
	*	Total Expenses	\$120,569	\$415,863	\$982,914		

Development Services Monthly Review October 2021

Development Services Monthly Review October 2021

Economic Indicators (Quarterly)

Indicator	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21
Employment							
Unemployment rate	6.4%	5.8%	5.2%	5.5%	5.7%	5.4%	4.4%
Employed persons	56,709	58,906	60,582	61,530	62,673	62,784	63,163
Real Estate							
Median house sale	\$360,000	\$355,000	\$360,000	\$379,000	\$360,000	\$383,500	\$400,000
Res vacancy rate	2.5%	2.5%	1.3%	0.6%	0.9%	1.0%	0.8%
Residential Lot Supply							
Lots Approved [^]	53	31	118	13	39	5	Data not Available
Lots Registered+	49	45	71	129	114	26	Data not Available

*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. ^ In previous reports incorrect data was reported. This has now been corrected and the report will now contain published

Queensland Government data (QLD Treasury).

• Incorrected values reported. The values have now been corrected with REIQ published data. March 2021 Real Estate and Residential Lot Supply not available until the end of July 2021



Development Services Monthly Review October 2021

Mackay Region Job Vacancies and e-Statistics

	May 21	June 21	July 21	August 21	Sept 21	Oct 21
	2,403 active users	785 active users	356 active users	195 active users	261 active users	171 Active Users
Mackay Region Joblink Analytic	2,866 sessions	1,015 sessions	453 sessions	234 sessions	354 sessions	212 sessions
Report*	2m average session	1m 45s average Session	2m 02s Average session	2m 14s Average session	1m 28s Average session	2m 04s Average Session
Internet Vacancy Index (Central Qld) Advertised Jobs**	2,900	Data not Available	2,800	3,100	3,300	Data not Available
SEEK Advertised Jobs***			1,518	1,322	1,368	1,788
Sarina Field of Dreams Usage	45 users	65 users	72 users	49 users	5 users****	31 users****
Wi-Fi	784 sessions	703 sessions	663 sessions	438 sessions	35 **** sessions	276 **** sessions
Hooked on Mackay Facebook					450 Active Users	279 Active Users
Hooked on Mackay Instagram					484 Sessions	317 sessions
Hooked on Mackay Youtube Subscribers	4,216	4,276	4,347	4,403	4,450	4,477
Net Free Zone Voluntary Code	554	572	610	634	656	664
Mackay Region Event Organisers Connect Facebook Group Members	38	44	52	60	64	66
Invested in Mackay Subscribers	631	633	639	668	678	681

*For the month of May 2021, the uWorkin team prepared a series of news articles promoting all Queensland regional areas, including Mackay, resulting in a large spike in users and sessions.

**Economic Development will now include Federal Government data which reports on the Internet Vacancy Index (IVI). The 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 account of multiple positions being advertised in a single job advertisement. The data available is broken down as far as Central QLD which includes 9 local Government areas.

***From July 2021, SEEK data will be captured on the 1st Tuesday of each month.

**** During the month of September and October Red Fox Internet confirmed there were technical issues with the WIFI network which has impacted the calculation of statistics for the usage Sarina Field of Dreams.



Development Services Monthly Review October 2021

UPCOMING EVENTS

Date	Event	Location
Commencing weekly from 19/11/2021 to 17/12/2021	Fifth Lane Activations	Fifth Lane (between Wood and Gregory Streets)
29 December 2021	Bsocial Music Festival – Invest Mackay Funded	Mackay Showgrounds

12.2.2. MACKAY FLOODPLAIN RISK MANAGEMENT STUDY AND PLAN

Author	Principal Engineer – Waterways (Robyn Birkett)
Responsible Officer	Director Development Services (Aletta Nugent)
Application Number	SPSW-010
Attachments	Attachment A – Mackay Floodplain Risk Management Study & Plan - Report Attachment B – Pioneer River Flood Study Attachment C – Mackay City Flood Study Attachment D – Bakers Creek (Walkerston) Flood Study Attachment E – Background Document – Mackay Flood Damage Estimation

Related Parties

Department of Transport and Main Roads Local Disaster Management Group/ Emergency Management Department of Communities, Disability Services and Seniors Development Industry/UDIA Mackay Airport

Purpose

To adopt the Mackay Floodplain Risk Management Study and Plan (the Plan), the Pioneer River Flood Study, Mackay City Flood Study, and the Bakers Creek (Walkerston) Flood Study and related background documents. The Plan and its related documents identifies and assesses a range of risk management measures, which would help mitigate flooding to reduce existing and future flood damages in Mackay.

Background

The Mackay Floodplain Risk Management Study and Plan (the Plan) was a priority project from the Mackay Flood and Stormwater Management Strategy (adopted in 2017) as riverine flooding from the Pioneer River was identified as the greatest risk to the region in terms of flood hazards. Consultants WRM were commissioned to prepare the Plan in order to better understand and mitigate this risk. The Plan represents the largest and technically most complex project undertaken in the field of flood risk management in the Mackay Region to date.

The Plan included updated flood studies for:

- Pioneer River;
- Goosepond Creek;
- Mackay City (Sandfly Creek & Shellgrit Creek); and
- Bakers Creek (Walkerston).

The studies will supersede the Goosepond Creek (including Pioneer River) Flood Study (WRM 2012), the Mackay CBD Drainage Study (AECOM 2015) and the Shellgrit Creek Flood Study (Cardno 2014). The Bakers Creek (Walkerston) Flood Study (Attachment D) was undertaken separately to the Floodplain Management Plan and supersedes the Bakers Creek/Walkerston Flood Study (WRM 2013). The new Bakers Creek study was undertaken as part of the TC Debbie Flood Studies (2017-2019) and uses the new Pioneer River overflows determined in the Pioneer River Flood Study.

The study area for the Mackay Floodplain Management Plan is shown in Figure 1.

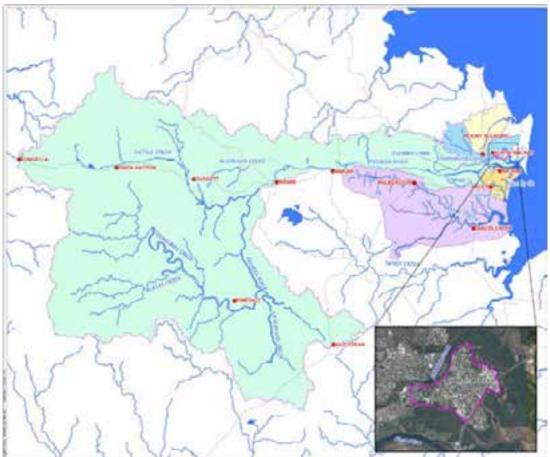


Figure 1 – Study area of Mackay Floodplain Management Plan

The various flood studies were updated considering the latest flood modelling techniques (Australian Rainfall and Runoff) and were calibrated (where relevant) to the TC Debbie event in March 2017.

Key findings of the flood studies are as follows:

- The Pioneer River discharges are consistently lower than the previous estimates except for the 0.2% Annual Exceedance Probability Event (AEP) event (as detailed in Attachment B).
- Flood levels in the Shellgrit Creek and Sandfly Creek catchment are similar to the previous studies (Attachment C).
- Flood levels in Bakers Creek are mostly higher in the Walkerston area (Attachment D).

The Australian Rainfall and Runoff (ARR) 2016 design rainfall for Mackay were applied in the model. The flood frequency analysis for the Goosepond Creek Catchment, performed on 20 years of data, raised concerns in adopting ARR 2016 as recent rainfall events exceeds the ARR. The rainfall intensity data is under review. The Goosepond Creek flood study remains in draft form while this review continues.

Figure 2 shows the dominant source of flooding in the Mackay region for the DFE which is the 1% Annual Exceedance Probability (AEP) event including climate change factor.

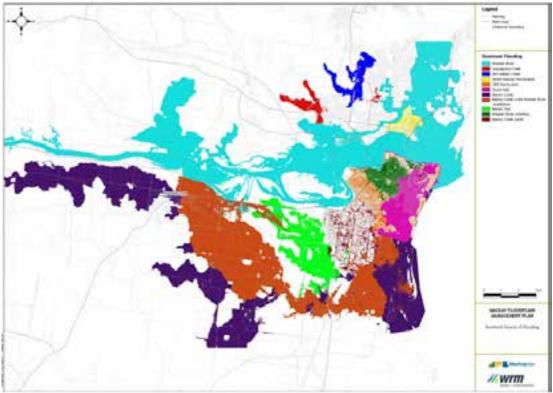


Figure 2 – Dominant source of flooding

Key findings on the dominant source of flooding are that storm tide now dominates in East Mackay and South Mackay (instead of Pioneer River overflow). Parts of Cremorne are potentially vulnerable to structural damage for the 1% AEP event.

The Plan also included the development of flood damage estimates for Mackay (as detailed in Attachment E). This was based on a survey of 25 properties in Mackay and supplemented with other data sourced from Brisbane. Assessing the damage caused by flooding is an important component of the floodplain management process as it is used in assessing the benefit cost ratio or various flood mitigation options.

The Plan has investigated structural flood mitigation options to reduce the number of properties affected by above floor flooding. The largest number of properties impacted by above floor flooding were in the Mackay City area where there are 600 houses identified as experiencing above floor flooding from the Pioneer River in a 1% AEP event. Storm tide caused the second highest number of properties to experience above floor flooding with 344 houses identified as having above floor flooding from a 1% AEP storm tide event.

Structural mitigation options identified in Figure 2 that have been assessed include:

- Pioneer River Mackay CBD Levee For the 1% AEP design event there is a reduction of 770 buildings
 potentially impacted by above floor flooding. High-level cost estimate of \$7.3M.
- Mackay South Levee (Storm tide protection) For the 1% AEP design event, there is a reduction of 449 buildings impacted by above floor flooding. High level cost estimate of \$10M to \$12.8M.
- Pioneer River Levee Valetta Gardens/Rivers Edge Completion of an existing levee to provide protection for events greater than the 1% AEP High level cost estimate of \$6.85M.



Figure 2 – Structural mitigation options proposed in the Plan

Recommended floodplain risk management measures for Mackay include:

- Progress with the investigation of the South Mackay Levee.
- Update the flood overlay mapping in the planning scheme and provide user friendly design flood level reporting for existing and development sites.
- Prepare local flood plans.
- Progress with the investigations into the Mackay CBD and Valetta Gardens/Rivers Edge levees.
- Consider a flood risk-based planning scheme amendment in the future.
- Develop and implement an ongoing flood education plan.

The Plan underwent peer review by consultants BMT in 2019 and the reports were amended in 2020 considering the findings of the peer review. Key issues identified in the peer review included: climate change sensitivity; Goosepond Creek flows and storm-tide water level. A further high-level peer review of the final reports was undertaken in late 2020 by consultants Water Technology. The flood study reports were updated in October 2021 to include the Mackay Ring Road following the receipt of the 2021 lidar and as-constructed survey of the road, which was completed in September 2020.

Concerns remain about the design flows in the Goosepond Creek Flood Study and this study remains under review. The existing flood levels for Goosepond Creek from the 2012 study will remain until this work is finalised.

The flood extents and flood level information from the three flood studies attached are suitable for inclusion in the Mackay Region Planning Scheme and for use by other key stakeholders interested in flooding in these catchments.

Consultation and Communication

Consultation on the draft Floodplain Management Plan and related studies and reports was undertaken from May to July 2021 and included:

• Media Release and email to industry and key stakeholders to advise that reports are available for review on Connecting Mackay (8 weeks consultation period);

- Briefing to industry/key stakeholders;
- Drop-in sessions for community in Mackay (and Walkerston; and
- Mackay Show Display (15, 16 & 17 June)

The Connecting Mackay web page received 298 visits from May 12 to July 15 and the documents were downloaded 104 times. There was one formal submission on the Connecting Mackay page from Mackay Airport who are supportive of the study and plan and mitigation measures identified. Another submission was received from a member of the public via the strategic planning email address about the Mackay City levee.

A response will be provided to the submitters thanking them for their submission and outlining future opportunities to be involved with the development of mitigation options.

Conclusion

The flood studies and management plan have used quality fit for purpose data and identify and assesses a range of risk management measures, which would help mitigate flooding to reduce existing and future flood damage in Mackay.

The flood studies attached are suitable for inclusion in the Mackay Region Planning Scheme and for use by other key stakeholders interested in flooding in these catchments.

The following actions should be undertaken to conclude the studies and plan:

- Continue with the review of the Goosepond Creek Flood Study.
- Continue liaison with key stakeholders through the development of the mitigation options identified in the Plan.
- The studies be used in Council's development planning, flood hazard and emergency management systems and provided to the Insurance Council of Australia.

Officer's Recommendation

THAT Council adopt the Mackay Floodplain Risk Management Study and Plan (the Plan), the Pioneer River Flood Study, Mackay City Flood Study, and the Bakers Creek (Walkerston) Flood Study and related background documents.

AND THAT Council commence the preparation of an amendment to the Mackay Region Planning Scheme 2017 to incorporate the adopted flood study hazards from the Pioneer, Mackay City and Bakers Creek catchments

AND THAT Council endorse the following actions to conclude the plan and studies:

- 1. Continue the review of the Goosepond Creek Flood Study while utilising the existing Goosepond Creek (including Pioneer River) Flood Study (WRM 2012).
- 2. The adopted flood study data (including floor levels) be used in Council's flood hazard and emergency management systems and provided to the Insurance Council of Australia.
- 3. The adopted flood studies be provided to the Department of Transport and Main Roads and Mackay Airport and to other key stakeholders on request.
- 4. Council responds to submissions made on the draft plan thanking them for their submission and outlining future opportunities to be involved with the development of mitigation options and to attendees of previous information sessions on the outcomes of this report.

Mayor Williamson highlighted the excellent work that has been done in the preparation of this report and how great it is to see this study and plan presented to Council.

The Director for Development Services Aletta Nugent, spoke to the report and highlighted the achievement of this strategy noting that it is an excellent resource and strategic document to support Council and paid tribute to the enormous body of work that has been done by staff in the preparation of the report.

Cr Jones acknowledged the enormous amount of work which has been done in order to bring this study and plan to Council. Cr Jones queried whether, with the addition of facilities like the Ring Road, staff run another model over this to update the data to see if there is any potential for further overland flows that may have an impact.

The Director advised she would take the question on notice and provide a detailed technical response.

Cr Seymour queried the Bakers Creek and Walkerston flood levels noting that previously these levels were taken off the Pioneer River levels and advised that when putting in an MCU on flood plains at Walkerston, it always related back to Pioneer River. Cr Seymour queried if this had changed.

The Director advised that there has been a review of where the flooding impacts come from because the flooding impacts could be various locations and then combine to impact particular localities. The Director advised that she will take this question on notice and provide a detailed technical response.

Council Resolution ORD-2021-321

THAT Council adopt the Mackay Floodplain Risk Management Study and Plan (the Plan), the Pioneer River Flood Study, Mackay City Flood Study, and the Bakers Creek (Walkerston) Flood Study and related background documents.

AND THAT Council commence the preparation of an amendment to the Mackay Region Planning Scheme 2017 to incorporate the adopted flood study hazards from the Pioneer, Mackay City and Bakers Creek catchments

AND THAT Council endorse the following actions to conclude the plan and studies:

- 1. Continue the review of the Goosepond Creek Flood Study while utilising the existing Goosepond Creek (including Pioneer River) Flood Study (WRM 2012).
- 2. The adopted flood study data (including floor levels) be used in Council's flood hazard and emergency management systems and provided to the Insurance Council of Australia.
- 3. The adopted flood studies be provided to the Department of Transport and Main Roads and Mackay Airport and to other key stakeholders on request.
- 4. Council responds to submissions made on the draft plan thanking them for their submission and outlining future opportunities to be involved with the development of mitigation options and to attendees of previous information sessions on the outcomes of this report.

Moved Cr Englert

Seconded Cr Bella

Cr Englert noted the extensive body of work undertaken and noted that as technology improves over the years, flood studies will change and the purpose is to mitigate flooding to reduce future flood damage in the Mackay Region.

Cr Bella spoke in support of the report noting that it is an extensive body of work with the study and plan being of tremendous value.

Cr Jones spoke in support of the report and acknowledged the amount of work staff have undertaken to complete this study. Cr Jones advised that she did wish to highlight how can we do better, but is concerned that we are missing the mark as far as consultation goes, in relation to Connecting Mackay. Cr Jones asked if her point for improvement could be considered in 2022 as an opportunity to open up further consultation with the community.

Cr Bonaventura spoke in support of the report and highlighted some of the key findings of the study including the Pioneer River discharges and the flood levels in several areas.

CARRIED

12.3. ENGINEERING AND COMMERCIAL INFRASTRUCTURE <u>12.3.1. ENGINEERING & COMMERCIAL INFRASTRUCTURE - TRANSPORT & DRAINAGE MONTHLY</u> <u>REVIEW - OCTOBER 2021</u>

Author Responsible Officer

File Reference

Attachments

Executive Assistant (Robyn Smith) Director Engineering & Commercial Infrastructure (Jason Devitt) MMR - T & D

1. ECI - Transport Drainage Monthly Review -October 2021 [**12.3.1.1** - 16 pages]

Purpose

Attached is a copy of the Engineering & Commercial Infrastructure – Transport & Drainage Monthly Review Report for the month of October 2021.

Related Parties

N/A

Officer's Recommendation

THAT the Engineering & Commercial Infrastructure – Transport & Drainage Monthly Review Report for the month of October 2021 be received.

The Director for Engineering and Commercial Infrastructure Jason Devitt, provided an overview and highlights of the Transport and Drainage Monthly Review Report for October 2021.

Cr Bonaventura noted that bus shelters are the fourth most common maintenance activity and queried how many bus stops Council maintains and does this maintenance include mowing and if so, at what intervention level.

The Director advised there are over 400 bus stops and approximately 300 shelters with the maintenance program on a three month cycle in relation to mowing around them and the intervention level is greater than 300mm in grass height.

Cr Bella referred to the road and drainage maintenance activities graph noting that it appeared that the graph is incomplete.

The Director advised he would take the question on notice and provide a more detailed graph and update future monthly reports in relation to this graph.

Cr Jones queried the meaning of acronyms on page 106 - AVRG and ADAC.

The Director responded that these are internal working groups for the different areas for roads, water, sewerage and parks. The Director advised that he will take the question on notice and provide a response.

Cr Jones queried whether the asset management project around data cleansing is only within the ECI directorate or whether it is being completed across the board.

The CEO advised that the cleanse is being completed across asset categories and there had been a briefing on this to Council.

Council Resolution ORD-2021-322

THAT the Engineering & Commercial Infrastructure - Transport & Drainage Monthly Review Report for the month of October 2021 be received.

Moved Cr Mann

Seconded Cr Green

Cr Mann spoke in favour of the report and reiterated the Director's comments around safety and that safety continues to be a priority with no LTIs and minimal incidents which is a fantastic result when you consider the nature of the work and the use of heavy machinery. Cr Mann noted that further vacancies are impacting areas of Council and this program is no exception with extra resources being engaged to clear the backlog especially around footpaths. Cr Mann hoped that there would be more resources put to the open drain maintenance area in the lead up to the storm season.

CARRIED



Engineering and Commercial Infrastructure -Transport & Drainage Monthly Review

October 2021

Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

OVERVIEW				
SAFETY		ŀ		
	idents and Injuries			
FINANCE	E 6	5		
3.1 Roa 3.2 Uns	erational Financial Report - 1 April 2021 - 30 April 2021	7 7		
CLIENT	SURVEYS 8	3		
4.1 Red	quests for Maintenance Work	3		
ASSET N	MANAGEMENT8	3		

– Page 2 –



Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

OVERVIEW

This report is for Transport and Drainage activities during the period of 1 October 2021 to 31 October 2021. Significant items in this period include:

- There were no Lost Time Injuries during the month of October 2021 however there were two non-treatment injuries being Muscular Stress experienced while driving a truck on unsealed roads and Hit by Moving Objects while unfastening a bolt on plant. Additionally, there was one incident relating to minor plant or asset damage to the Sweeper where it struck a traffic island in the middle of the road.
- Overall, the Transport & Drainage and Asset Management budget are tracking slightly behind the Year to Date (YTD) budget which is mainly as a result of the RMPC Contract for DTMR being behind forecast and an underspend in drainage maintenance and street sweeping activities. These activities are being reviewed further to identify the best ways to recover.
- The increased number of position vacancies and current challenges to recruit are starting to have an impact on the delivery of works associated with Customer Requests and programmed maintenance.
- Asset Management continue to work with, and in support of, other Programs to reach targets and improve process in all areas.

Director Engineering & Commercial Infrastructure

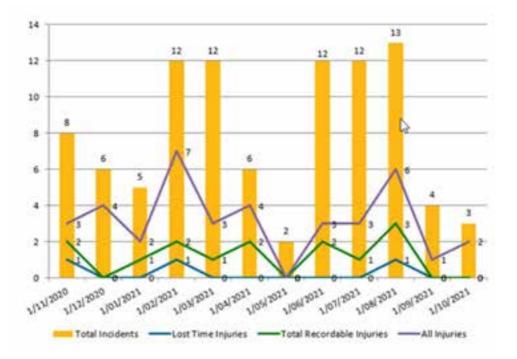


Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021



1.1. Incidents and Injuries

The incident statistic details a summary of the Transport and Drainage safety incident performance. Transport and Drainage aspires to achieve zero harm with a stretch target of zero injuries.



October 2021 Summary:

In October 2021:

- Five Safety Interactions were undertaken
- Five Safety Inspections were undertaken
- 92% of Monthly Action Plans activities were carried out

Three incidents were reported during October.

The following injuries involving MRC employees were reported during October:

- While driving truck on unsealed roads, felt pain in neck
- Scratched hand while undoing bolt

The following asset damage incident involving MRC employees was reported during October:

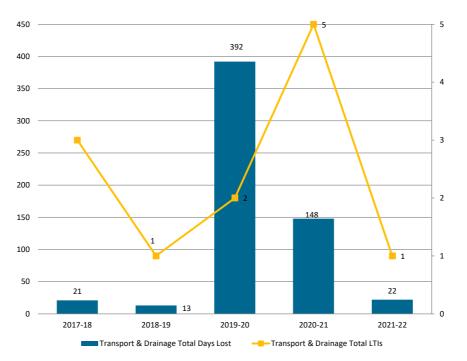
• While sweeping road with both brooms, right hand side caught on traffic island in middle of road, breaking suction hose on sweeper

Each incident is investigated, and appropriate corrective measures implemented to reduce future risks.

Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

1.2. Lost Time Injuries & Days Lost

Transport and Drainage aspires to achieve zero Lost Time Injuries by improving safety performance by developing a proactive safety culture and implementing best practice safety management across all business areas.



	2017-	_	2018-		2019-		202	0-21	202	1-22
Department	LTI	Days Lost		Days Lost		Days Lost		Days Lost	LTI	Days Lost
Civil Operations	3	3 21	1	13	2	392	5	148	1	22
Transport & Infrastructure Projects (Field Services/Civil Projects)										
Transport & Drainage Infrastructure Planning										
Asset Management										
Tranport & Drainage		0 0	3	21	2	392	5	148	1	22

- Page 5 -



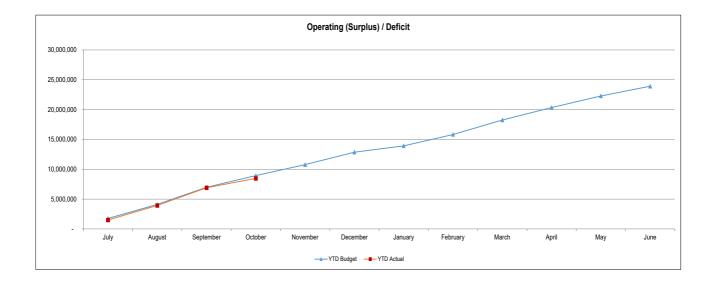
Engineering & Commercial Infrastructure

Transport & Drainage Monthly Review > October 2021

FINANCE

2.1. Operational Financial Report - 1 October 2021 - 31 October 2021

Financial Performance Report Period Covered: 1 July 2021 to 31 October 2021		Enginee	ring		% YTD Variance of YTD Budget YTD Variance favourable of budget YTD Variance unfavourable, between 0% and 5% of YTD Budget YTD Variance unfavourable, more than 5% of YTD Budget
	Revised Budget	YTD Budget	Actual	YTD Variance	Comments
5.01 - Engineering Management	(873,950)	(483,797)	(486,967)	(3,170)	Minor savings in Employee Costs.
5.02 - Civil Operations	18,479,675	7,609,737	7,271,239	(338,498)	Behind schedule in Main Roads Maintenance (\$221,000), Drainage Maintenance (\$142,000) and Street Cleaning (\$108,000). Partially offset by higher than anticpated Unsealed Road Maintenance activities of \$156,000.
5.03 - Transport and Drainage Infrastructure Planning	4,678,668	1,364,140	1,275,923	(88,217)	Underbudget Consultant Costs for Program development.
5.04 - Asset Management	1,626,876	447,237	412,313	(34,924)	Savings in Employee Costs due to vacant positions.
Operating (surplus) / deficit	23,911,269	8,937,317	8,472,507	(464,810)	1



- Page 6

```
Engineering & Commercial Infrastructure
Transport & Drainage Monthly Review > October 2021
```

3.1 Road and Drainage Maintenance Activities

The following chart details maintenance activities completed during the period as recorded in our Assetic Maintenance Management System (MMS), together with the monthly average.



Maintenance Teams have completed a good quantity of Work Orders despite vacancies and resource availability. Street-sweeping, open drainage maintenance and bus shelter cleaning are behind the schedule of programmed works. External resources have been engaged to assist with the backlog of footpath Work Orders to reduce the risk to the public and to provide support across the Form-Setting Team.

3.2 Unsealed Road Maintenance Activities



YTD expenditure of \$1,073,832 for Works for Queensland 4 (W4Q4) Unsealed Road Maintenance has been delivered with the Heavy Formation Grading Works Program in place to deliver the balance of works in accordance with RACAS Defect Inspections and planned works.

Engineering & Commercial Infrastructure

Mackay REGIONAL COUNCIL

Transport & Drainage Monthly Review > October 2021

3.3 **Open Drainage Maintenance**

Mowing Teams are endeavouring to deliver programmed mowing and maintenance as per the Schedule; however, existing vacancies and the readiness of external Labour Hire is delaying good progress being achieved.

3.4 **Bridge Maintenance**

The cost of Year 1 Emergent Works identified in Level 1 and Level 2 Inspections is estimated at approximately \$400,000. Work Orders for minor maintenance repairs, that can be delivered by Civil Operations, have been issued, however, review of the structural component rehabilitation works, needs to be undertaken to determine the delivery method and budget timing.

CLIENT SURVEYS

4.1 **Requests for Maintenance Work**

Customer Survey results have not been finalised for this period.

ASSET MANAGEMENT

5.1 Asset Management Program – Strategic Goals

Employee Engagement

An Action Plan based on the 2021 Employment Engagement Survey has been developed with the Manager Asset Management committing to achieving some 'quick wins' for the Program.

А Values and **Behaviours** session has been scheduled with the Team on 18 November 2021 where MRC's refreshed Values and Value Statements will be discussed.

A two-day Team Building Workshop has also been planned for the Team with an external consultancy (Impact Improvements) facilitating these sessions in early December 2021.

Recruitment

Position Number	Position Title	Туре	Recruitment Status
AM0007	Project Officer Assets	Temporary	Start Date of 16 October
		(30.06.2022)	2021
GO0010	Coordinator Asset Technical	Permanent	Contract signed with
			candidate to begin in
			January 2022
AM0016	Asset Management Specialist	Permanent	Engaging external
			Recruitment Consultancy
AM0009	Asset Projects Coordinator	Permanent	Out to Market

Performance and Governance

Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

In line with the Internal Audit recommendations, the Asset Management Program will review all Terms of Reference of the Governance Groups that have been created ensuring that they are functioning effectively and are reporting to their higher Groups.

Meeting Held	Attendance	A	ctions
		New	Outstanding
AVRG Roads	Postponed	10	1
AVRG Water and Sewer	59% Attendance	2	5
AVRG Parks	100% Attendance	1	5

Asset Valuations

Ownership of the Corporate risk around valuations, including the valuation budget, now sits with the Manager Financial Services. The Manager Asset Management will remain as co-manager of the risk ensuring that the asset owner's interests are being represented during valuations. Engagement of stakeholders has occurred per RACI including Asset Management.

5.3 Asset Management Project Update

Parks, Environmental & Sustainability (PES) Phase 2 - Maintenance Rollout

Project Status				
Overall Status	Risk	Schedule	At Risk	
Project Update		Risks		
 November 2021 v The remaining demanaged with the and responsibilitie 	e PES program with roles es outlined by Asset his to be finalised through	Consultants. All Asset Owners Eng are developed without of owners of an asset type Update: The developm Structures to be manag review. The first Shar Review for Fence and O November 2021. Deliverables Not Met V	all options as per the v continues with external aged - Data Structures consultation of all asset e. ent of Shared Data ed through the 12-month ed Data Structure Gates scheduled for Within the Timeframe – s not met as yet. Revised	

Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

Property Services - Maintenance Rollout

Project Status					
Overall Status	On Track	Schedule	On Track		
Project Update		Risks			
 This project to close-out in November 2021. The future project phase to be developed Additional training required for the Maintenance Teams and general users. Data cleanse of the Land assets ongoing with Property Services. 		Assetic Mobile Applic Value – The mobile fun the needs of the Mainte cause resistance. Unexpected Workload managing the system is resource's time, e.g. ma tasks.	ctionality is not meeting mance Crew. This can I – The work involved in s highly impacting		

Waste Services Data Cleanse

Project Status					
Overall Status	On Track	Schedule	On Track		
Project Update		Risks			
timeline with 12 a	e is on track as per the isset types cleansed. assets identified during	Financial Impacts Unknown – The number of Not Previously Found Assets and the potential resulting financial impacts may affect the Valuation.			
 82% of Found Assets are Monitoring Wells. 		Update : There has been number of Found Asset have a minor financial in	s although these will onl		

MECC Data Cleanse

Project Status					
Overall Status	At Risk	Schedule	Risk		
Project Update		Risks			
• The data cleanse within the MECC includes a cleanse of 1,193 Portable and Attractive items.		Duplication of Assets through the cleanse ma asset may also be capt capitalisation process.	y be a duplication as the		

Engineering & Commercial Infrastructure

Mackay REGIONAL COUNCIL Portable and Attractive are 80% of the assets cleansed. The cleanse continues within the MECC for Artwork, Communication, Kitchen and Update: Capital Projects and data cleanse activities are being managed directly through the MECC to avoid duplication.

Treatment Plant Data Cleanse

Equipment.

Service Equipment and Workshop

Project Status					
Overall Status At Risk		Schedule	Risk		
Project Update		Risks			
 On site data clear have been compl Mackay f Mackay 5 Sarina Nebo Ro 	North South	Unknown Financial I be captured at the ma financial hierarchy is y therefore a potential fi Update: The financial discussed through the	vet to be outlined and inancial risk. I hierarchy is to be		
 Asset Manageme prepare the asset 	ent to analyse and then t data for upload.				

Transport & Drainage - Shepherd Engagement and Data Structure

Project Status					
Overall Status	At Risk	Schedule	Risk		
Project Update		Risks			
compliance. Del confirmed as 12 I • Asset Manageme	et Management for ADAC ivery date has been	of project out and has Update: Full data set December 2021. Dela formatting. Resource Gap – Dec not available for the P vacancy. This may ca delays and Project en Delay in Technical P Data Structures is del	shed scope not been assessed. to be delivered in ays with incorrect sample licated Project Manager roject due existing ause administrative		

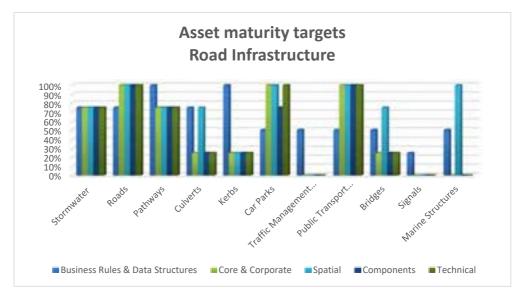
Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

 •
required between Asset Management and
Asset Owner.

5.4 Asset Maturity Targets

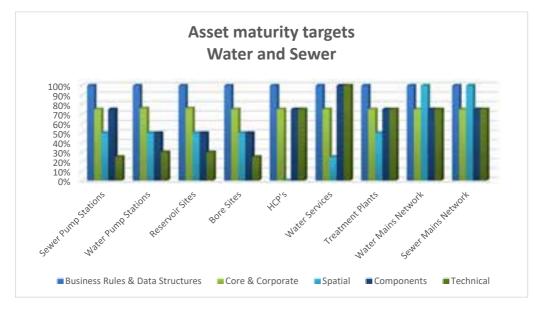
Maturity Targets

The Asset Management Program continues to work with the other Programs to refine the Asset Maturity Targets. This is a long-term goal with a view to see movement over a period of two years. The current state of Asset Maturity is displayed in the below graphs.



There has been no update to assets for October 2021.



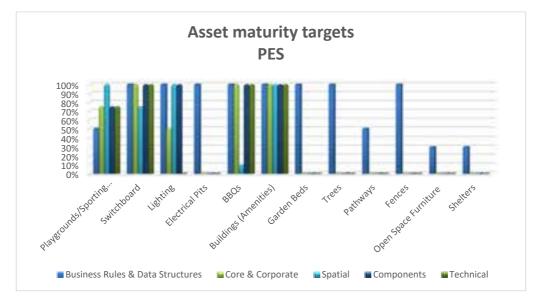


There has been no update to assets for October 2021. Treatment Plant asset cleanse expected for November 2021.



There has been no update to assets for October 2021.

Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

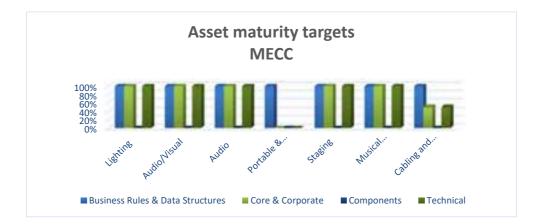


There has been no update to assets for October 2021.



Core, Corporate and Technical data cleansed for Bores, Wells, Gas Flare, Sediment Basin, Cells, Baler and Compactor.

Engineering & Commercial Infrastructure Transport & Drainage Monthly Review > October 2021

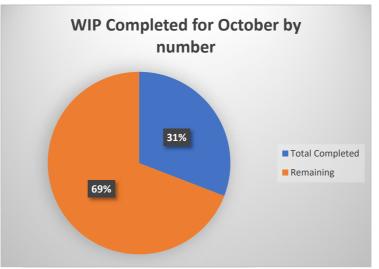


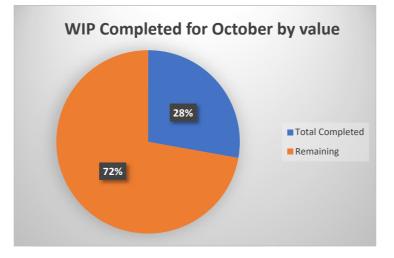
The Core, Corporate and Technical asset data for Portable and Attractive items have been cleansed.

5.5 Work in Progress (WIP) and Donated Assets

Monthly Report (31 October) - Asset Management				
WIP Reporting				
Total number of projects	162			
Total Value	\$42,811,872			
Number of projects registered by Asset Management	50			
Total Year to Date (YTD) Value of projects registered	\$11,902,483			
Number of projects remaining	112			
Value of projects remaining	\$30,909,389			
Number of Priority 1 Projects remaining (approx.)	10			
Value of Priority 1: Focus Projects remaining (approx)	\$1,134,000			
Number of Priority 2 Projects remaining (approx.)	6			
Value of Priority 2 Projects remaining	\$7,347,000			
Subdivisions				
Subdivision jobs outstanding	33			
Subdivisions completed	0			
Subdivisions in progress	6			
ADAC Improvement Project				
Lion Systems has commenced preparation of the new Corporate web	pages and			
revised Data Capture Guideline Document to provide consistent advice to external				
providers on key requirements and the necessary files for ADAC AS-Con				
submissions. Existing documentation and copies of contracts etc have been				
provided to enable review and updates. Staff from Lion Systems are working with				
the Survey Coordinator to complete this work as much of the docume	entation			
provided on the MRC website was initially produced by the Survey Co	ordinator. It			

Should be noted that the Feature Manipulation Engine (FME) configuration portion of this Project, which is key to improvements, cannot be completed until finalised Data structures are produced and templates updated to reflect the new Data Structures. This represents a large piece of work and is a priority for this Project. Asset Management has also engaged a Consultancy (SolVu) to investigate, provide recommendations and improve the templates currently being used.





Asset Management is beginning to see some real improvements with progress being made with the WIP backlog. Subdivisions/Donated Assets will be further addressed in the coming months when the WIP backlog is under control.

12.3.2. ENGINEERING & COMMERCIAL INFRASTRUCTURE - WASTE SERVICES MONTHLY REVIEW -OCTOBER 2021

Author Responsible Officer

File Reference

Attachments

Executive Assistant (Robyn Smith) Director Engineering & Commercial Infrastructure (Jason Devitt) MRR - Waste Services

1. ECI - Waste Services Monthly Review -October 2021 [**12.3.2.1** - 16 pages]

Purpose

Attached is a copy of the Engineering & Commercial Infrastructure – Waste Services Monthly Review Report for the month of October 2021.

Related Parties

N/A

Officer's Recommendation

THAT the Engineering & Commercial Infrastructure – Waste Services Monthly Review Report for the month of October 2021 be received.

The Director for Engineering and Commercial Infrastructure Jason Devitt, provided an overview and highlights of the Waste Services Monthly Review Report for October 2021.

Cr Englert enquired around the dumping of waste from the recent garbage truck fire and subsequent fallout of this incident.

The Director advised that Council works with JJ Richards to investigate the cause including looking through camera footage from each bin collection and also the added cost as a result of the incident.

Cr Englert further queried if there has ever been a fire in the main pit.

The Director advised that there has been some issues in the past and it does create some significant risks.

Council Resolution ORD-2021-323

THAT the Engineering & Commercial Infrastructure – Waste Services Monthly Review Report for the month of October 2021 be received.

Moved Cr Hassan

Seconded Cr Bonaventura

Cr Hassan noted that it is pleasing to see there are no LTIs or incidents particularly for such a high risk area which is a very good reflection of our staff and the contractors attention to safety in this area. Cr Hassan highlighted the work of the LAWMAC committee noting that there are exciting times ahead for this committee and recognised the great work of Jason Grandcourt for the provision of technical advice to the Committee which is additional to his normal duties at Council.

Cr Bonaventura spoke in favour of the report and highlighted the amount of bin repairs and replacements, asking residents to be patient due to the temporary shortage of bins. Cr Bonaventura also spoke about the reintroduction of the Materials Recovery Facility educational tours and the decrease in tonnage at Hogan's Pocket.

Cr Green spoke in favour of the report and reiterated the work undertaken by Jason Grandcourt and also congratulated Cr Hassan on her contribution to this committee.

CARRIED





Engineering and Commercial Infrastructure -Waste Services

Monthly Review October 2021

Engineerin	g & Co	mmercia	l Infra	astru	cture
	Monthly	/ Review	> Oc	tober	2021

Contents

OVERV	/IEW
SAFET	Υ4
1.1 1.2	Safety Incidents and Lost Time Injuries4 Lost Time Injuries4
FINAN	CE5
2.1 2.2 2.3	Community Service Obligations – Fee Waivers
CLIEN	T SERVICE
3.1 3.2 3.3 3.4 3.5 3.7	Number of Bin Requests Actioned by Bin Contractors
	MANAGEMENT
4.1 4.2 4.3 4.4	Hogan's Pocket Landfill Waste Disposal Tonnages 11 Green Waste Management 11 Material Recovery Facility Operations 12 Resource Recovery Facility – Tonnages 13
REGUL	ATORY COMPLIANCE
5.1 5.2 5.3	Surface Water Discharge Management
MANAG	GEMENT INITIATIVES14
6.1 6.2 6.3	COVID-19 – Waste Services Status

Page 2 of 16

OVERVIEW

This report is for Waste Services activities for the period of 1 – 31 October 2021.

Significant items in this period include:

- No incidents or Lost Time Injuries were recorded during the month
- Tonnages received at Hogan's Pocket Landfill for October 2021 (7,526 tonnes) were lower than those received in September 2021
- During the month of October 2021, 960 tonnes of green waste were received which is an increase of 282 tonnes over the previous month as a result of wet weather and storm activity experienced through the month of October 2021
- 236 tonnes of material were sold at the Incredable Tip Shop during October 2021
- A delegation from Redland, Ipswich and Logan City Councils, who were attending the LGAQ Conference in Mackay, attended a guided tour of the Materials Recovery Facility (MRF) on 25 October 2021
- The Local Authority Waste Management Advisory Committee (LAWMAC) met in Mackay on Monday, 25 October 2021 with the primary reason for the meeting being to prepare for the upcoming full LAWMAC Meeting that will be held in Airlie Beach in November 2021. At this November 2021 meeting, LAWMAC will consider its future and make a decision on whether to transition from an organisation that is dependent on the former Northern Alliance of Councils to a standalone Incorporated Association.

Director Engineering & Commercial Infrastructure

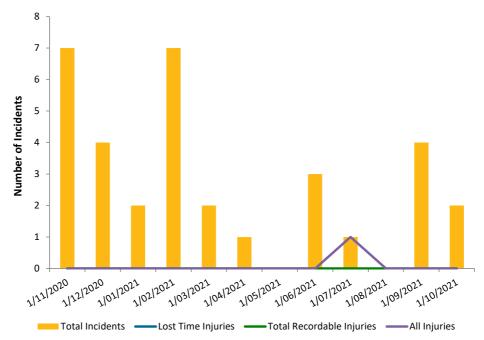
Page 3 of 16

Engineering & Commercial Infrastructure Monthly Review > October 2021

SAFETY

1.1 Safety Incidents and Lost Time Injuries

Waste Services aspires to achieve zero harm with a stretch target of zero injuries. The following incident graph details a summary of the Waste Services safety incident performance.



October 2021 Summary:

- Two Safety Interactions were carried out.
- 100% of monthly action plans activities were carried out.

There were two incidents reported during October.

The following incidents involving a contractor were reported during October:

- While performing domestic run, the driver forgot to put lifter in park/travel position and it came into contact with a tree, knocking it over.
- While disposing of glass, a piece rebounded and hit forehead, requiring butterfly stitches.

Each incident is investigated, and appropriate corrective measures implemented to reduce future risks.

1.2 Lost Time Injuries

Waste Services aspires to achieve zero Lost Time Injuries by improving safety performance and developing a proactive safety culture while implementing the best practice of safety management across the whole of Waste Services.

	2	2017-18		2018-19		2018-19		2018-19		019-20		2020-21	202	1-22
										Days				
Department	LTI	Days Lost	LTI	Lost										
Waste Services	0	0	0	0	0	0	0	0	0	0				

Page	4	of	16	
1 490		<u> </u>		

Engineering & Commercial Infrastructure Monthly Review > October 2021

FINANCE

2.1 Community Service Obligations – Fee Waivers

The graph and the table below show the Charities' and Organisations' expenditure to 31 October 2021.

Expenditure for the Period:

Charity/Organisation	Oct-21		YTD Exp	Budget for 2021/2022	
	Tonnage	\$ (excl gst)	Tonnage	\$ (excl gst)	\$ (excl gst)
Adopt-a-Spot			0.04	\$13.91	\$80.00
Bolzys Go4 Services			0.36	\$91.38	\$900.00
Community Accommodation & Support			0.30	\$68.35	\$80.00
Iona West Mens Shed			0.00	\$0.00	\$80.00
Kidney Support Network Inc	0.54	\$77.12	1.74	\$248.51	\$0.00
Lifeline Mackay	19.14	\$2,733.55	73.76	\$10,534.31	\$28,000.00
Mackay Coloured Co-op.	0.60	\$47.29	0.76	\$70.47	\$1,400.00
Mackay & District Spinal Injuries Assoc Inc			0.00	\$0.00	\$80.00
Mackay Regional Housing Company			0.00	\$0.00	\$700.00
New Life Christian Church	0.36	\$56.75	1.70	\$258.81	\$700.00
RSL Pioneer -Fitzroy District			0.00	\$0.00	\$550.00
Sarina Landcare Catchment Support			0.00	\$0.00	\$110.00
Society of St Vincent De Paul	0.80	\$114.26	1.52	\$230.62	\$11,500.00
St Vincent De Paul Society - Sarina			0.94	\$134.24	\$860.00
The Salvation Army	1.80	\$257.06	8.64	\$1,233.91	\$10,000.00
The Samaritan House			0.00	\$0.00	\$110.00
TOTAL	23.24	\$3,286.03	89.76	\$12,884.51	\$ 55,150.00

October 2021 Summary:

Year to date expenditure for Not-for-Profit Organisations is reported on a calendar month basis. All charities were under their monthly budget spend.



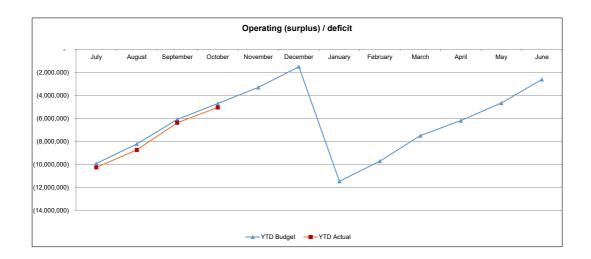
Page 5 of 16

Engineering & Commercial Infrastructure Monthly Review > October 2021

2.2 Waste Financial Report

Financial Performance Report		Comme	ercial Infrastruc	ture		% YTD Variance of YTD Budget
Period Covered: 1 July 2021 to 31 October 2021						YTD Variance favourable of budget
					_	YTD Variance unfavourable, between 0% and 5% of YTD Budge
						YTD Variance unfavourable, more than 5% of YTD Budget
	Revised Budget	YTD Budget	YTD Actual	YTD Variance	YTD % Spent	
Waste Fund						
6.01 - Commercial Infrastructure Management	9,479,853	3,056,057	3,049,427	(6,631)	100%	
6 05 - Waste Services	(12,228,595)	(7.838.170)	(8,182,195)	(344.025)	104%	Revenue over budget \$168,000. Gate Fees over budget
	(12,220,000)	(1,000,110)	(0,102,100)	(011,020)		2220,000. Rates Revenue and Scrap Metal Revenue under budget \$40,500 and \$11,500. Expenses under budget \$176,000. Material & Services under budget \$169,000 largely due to Contract Payments \$59,000 and Waste Collection \$70,000 under budget.
6.07 - Water Treatment	124,597	64,765	77,940	13,175	120%	Revenue on budget. Expenses over budget \$13,000 largely due to External Lab Testing.
						uue to External Lab resurg.
Total Waste Fund	(2,624,145)	(4,717,348)	(5,054,828)	(337,480)	107%	l
Operating (surplus) / deficit	(2.624.145)	(4,717,348)	(5,054,828)	(337,480)	107%	

2.3 Operating Result for Waste Fund



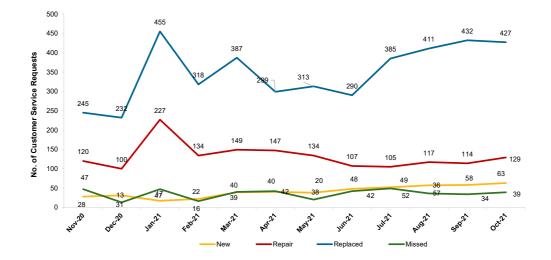
Page 6 of 16

Engineering & Commercial Infrastructure Monthly Review > October 2021

CLIENT SERVICE

3.1 Number of Bin Requests Actioned by Bin Contractors

The following graph shows the number of bin requests actioned by Bin Contractors for October 2021



October 2021 Summary:

The statistics for October 2021 are as follows:

- 63 new bin services annual median of 42
- 129 repaired bins annual median of 132
- 427 replaced bins annual median of 350
- 39 missed bins by contractor annual median of 35

383,993 bin lifts were performed during the month of which 63 were new services. A total of 638 Bin Maintenance Requests were received of which 129 were repairs and 427 were replacements.

The increase in the number of new service requests is reflective of the improving housing market and the increase in requests for bin replacements is suspected to be due to improved awareness by residents of Council's service to replace damaged bins.

For this reporting period, 39 bin collections were missed by the contractor which represents 0.01016% of the total number of bins collected.

For clarity, Waste Services reporting on new bin request numbers are for new bin services. A standard new bin service includes one general waste wheelie bin and one recycling wheelie bin.

Page 7 of 16

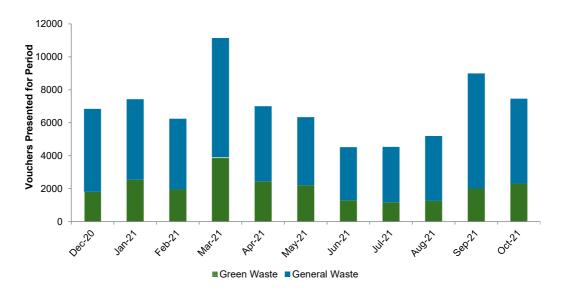
Engineering & Com	mercial Infrastructure
Monthly	Review > October 2021

3.2 Dump Vouchers

Vouchers are valid for the relevant 6-month rating period (October - March and April - September).

	No Vouchers issued	No Vouchers used	%
15' (valid to 31 March 2015)	145,344	34,494	23.7%
15A (valid to 30 September 2015)	146,313	32,414	22.2%
15B (valid to 31 March 2016)	146,790	38,080	25.9%
16A (valid to 30 September 2016)	147,456	36,739	24.9%
16B (valid to 31 March 2017)	147,411	41,977	28.5%
17A (valid to 30 September 2017)	147,411	35,564	24.1%
17B (valid to 31 March 2018)	147,555	40,119	27.2%
18A (valid to 30 September 2018)	147,693	35,546	24.1%
18B (valid to 31 March 2019)	147,984	41,772	28.2%
19A (valid to 30 September 2019)	148,416	38,731	26.1%
19B (valid to 31 March 2020)	148,647	44,898	30.2%
20A (valid to 30 September 2020)	148,905	41,573	27.9%
20B (valid to 31 March 2021)	149,175	38,997	26.1%
21A (valid to 31 September 2021)	150,000	36,585	24.4%
21B (valid to 31 March 2021)	150,657	8,260	5.5%

Total number and \$ value of vouchers present		
2014/2015 Financial Year (to 30.06.2015)	58,276	\$419,227
2015/2016 Financial Year (to 30.06.2016)	75,459	\$553,204
2016/2017 Financial Year (to 30.06.2017)	76,790	\$542,853
2017/2018 Financial Year (to 30.06.2018)	72,685	\$558,552
2018/2019 Financial Year (to 30.06.2019)	77,218	\$639,860
2019/2020 Financial Year (to 30.06.2020)	85,258	\$643,421
2020/2021 Financial Year (to 30.06.2021)	83,013	\$618,756
2021/2022 Financial Year (to 30.06.2022)	26,191	\$212,624



October 2021 Summary:

The redemption rate for the current rating period to 31 October 2021 is 5.5%. The voucher usage is slightly higher than the reported usage for the same period last year.

Page 8 of 16

Engineering & Commercial Infrastructure Monthly Review > October 2021

3.3 Community Engagement – Education

- Attended Seniors Expo on 12 October 2021 with over 2,000 attendees. A positive response was received from the community regarding the use of reconstituted plastics in MRC projects
- Attended Sarina Landcare's 20th Anniversary Day with over 100 attendees visiting the MRC stand. Reconstituted plastics were also discussed with positive responses received
- Composting and Worm Farm Workshop at Slade Point Community Garden with 25 people in attendance

3.4 Material Recovery Facility (MRF) Education Tours

MRF Education Tours were provided to:

- MRC Water Network Staff 3 staff
- MRC Waste Staff 3 staff/contractors
- MRC Waste and Water Staff 8 staff
- Walkerston State School 51 students & 2 staff Year 4
- Northview State School 78 students & 3 staff Year 4
- Saint Brendan's Kindy 66 students, 4 staff, 5 parents, Kindy
- Eimeo Road State School 120 students & 6 staff Year 3
- Emmanuel Catholic Primary School 90 students & 4 staff Year 4

3.5 Waste Education Trailer Visits

Trailer talks were provided at:

- Mackay Christian College 66 students & 3 staff Year 1
- Beaconsfield State School 69 students & 4 staff Year 4

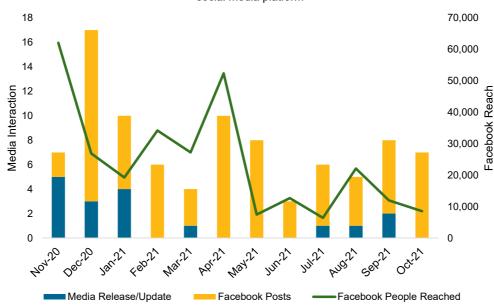
3.6 MRC Resource Recovery Education

• Resource Recovery Education Officer assisted the Sustainability Officer with the additional rollout of Landfill and Recycling bins at Council buildings.

Engineering & Commercial Infrastructure Monthly Review > October 2021



Waste Services engagement with the community is monitored; the following chart shows the number of Media Releases/Updates, informative Facebook posts, and the number of people reached through this social media platform



October 2021 Summary:

There were no Media Releases/Updates and 3 Facebook Posts for the reporting period.

- 66 likes for "Take a tour of the MRF"
- 15 likes for "Composting and Worm Farm Workshop held at Slade Point Community Garden"

Engineering & Commercial Infrastructure Monthly Review > October 2021

ASSET MANAGEMENT

4.1 Hogan's Pocket Landfill Waste Disposal Tonnages

The chart shows the continued variability in waste disposal tonnages for the region.



October 2021 Summary:

The total waste received at Hogan's Pocket Landfill for October 2021 was 7,526 tonnes, a decrease (322 tonnes) from the previous month. The decrease in disposal tonnages were across all waste types.

4.2 Green Waste Management

The following graph illustrates the tonnage for green waste received and processed for past 12 months.





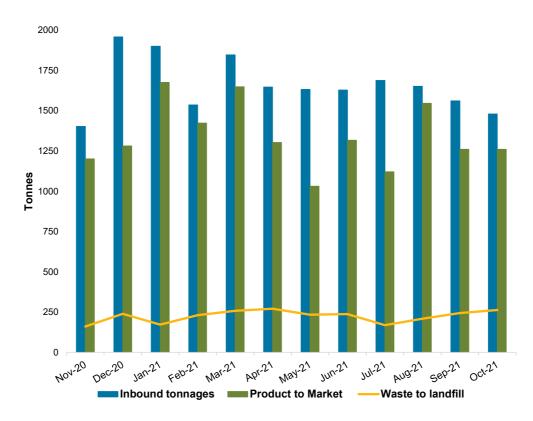
```
Engineering & Commercial Infrastructure
Monthly Review > October 2021
```

October 2021 Summary:

960 tonnes of green waste were received for the reporting period which is an increase of 282 tonnes over the previous month. The increase is a result of wet weather and storm activity experienced throughout the month of October 2021. The amount of material processed for the month is 476 tonnes which was a decrease from the previous month of 123 tonnes.

4.3 Material Recovery Facility Operations

The following graph shows tonnages of materials received and processed at the Materials Recovery Facility (MRF) for the past 12 months.



October 2021 Summary:

Council's contractor continues to work to locate new markets for the cleaner recycling product being produced. During October 2021, cardboard, glass, mixed paper, steel, mixed plastic, and plastic film found markets.

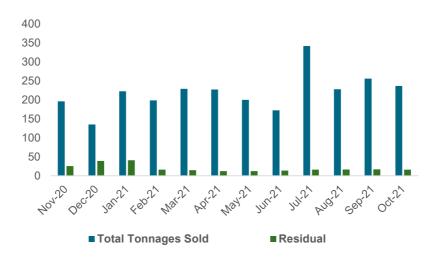
As previously advised, inbound and outbound tonnages are elevated due to the processing of recyclable products from Rockhampton Regional and Central Highlands Regional Councils. This is a direct commercial arrangement entered into between the respective MRF contractors that receive material from the Rockhampton and Mackay Regions.

Page 12 of 16

```
Engineering & Commercial Infrastructure
Monthly Review > October 2021
```

4.4 Resource Recovery Facility – Tonnages

The below graph shows the total tonnages sold at the Resource Recovery Facility and the amount of residual waste sent to landfill over the 12-month period.



October 2021 Summary:

There was a minor decrease in tonnes of material diverted from landfill during October 2021 when compared to September 2021. There was a slight decrease in total tonnages sold during the reporting period. Several events affected "tip shop" sales in the month including local events and warmer weather.

An aspect of the resource recovery service that may not be generally known, is that volunteers assist the Not-for-Profit contractor (Incredable Ltd) to operate. The Incredable Tip Shop has been fortunate to have received 152.5 hours of volunteer contributions from 1 October 2021. The volunteers are individuals who provide their time and are an essential part of the community that make up the operations at the facility.

REGULATORY COMPLIANCE

5.1 Surface Water Discharge Management

There were no stormwater releases at Hogan's Pocket Landfill during the reporting period.

5.2 Waste Facility Audits

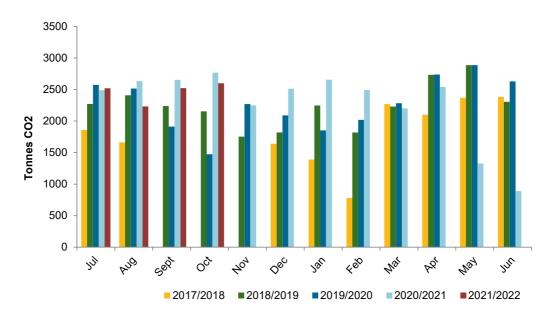
Inspection Frequency	Number required	% Complete	Completed/ Carryover	Comments
Bi-Monthly	17	100%	0	All required inspections were completed in October 2021

Page 13 of 16

Engineering & Commercial Infrastructure Monthly Review > October 2021

5.3 Landfill Biogas Safety

The graph below displays five years of monthly gas destruction in real time.



October 2021 Summary:

Hogan's Pocket Biogas Flare SCADA Reporting System is now running at full capacity. All previous monthly readings have now been retrieved from the redundant computer and all reports have been updated to show real time figures.

Flares operated with 2,600.27 tonnes of CO2-e (306,636 LFG volume Nm3) being flared for the period which is within the expected range.

MANAGEMENT INITIATIVES

6.1 COVID-19 – Waste Services Status

Waste Services continues to implement relevant parts of its Business Continuity Plan and has continued to apply all Council, State and Australian Government directives where necessary.

In terms of operations:

- All sites and services are open as per normal operations; and
- Collection Services currently operate as per normal operations

As the current situation evolves, Waste Services will continuously monitor any impacts and, with approval, modify and respond in accordance with the local circumstances.

6.2 Current Waste Services Management Improvements

Waste Services has been working on a number of initiatives this month to improve our business. Some of the business improvements currently in progress include:

Page 14 of 16

Engineering & Commercial Infrastructure Monthly Review > October 2021

Capital Project - Batter Chutes Replacement Hogan's Pocket
 Defect work by the construction contractor has been completed. The final walk through will occur
 in November 2021 for sign off.

• Capital Project – Hogan's Pocket Road Gravel Re-Sheeting

Hogan's Pocket Road Gravel Re-Sheeting, utilising Federal Funding from the Local Roads and Community Infrastructure Program, is scheduled for delivery by December 2021. Quotation process is now complete and contract awarded for December 2021 delivery.

 Capital Project - Stormwater Network Improvements Project at Hogan's Pocket The Design Phase has been completed. Project funding for construction will be updated in the Capital Works Program.

Operational Project - Asset Management Project

The Data Structure Phase of the project has been completed. The Data Cleansing Phase of the project is continuing with the expected completion of data cleansing scheduled for the end of November 2021.

Operational Project - Closed Landfill Review

The Closed Landfill Project is a review of Council's closed landfills to determine the need and extent of work and or monitoring that MRC is required to do to minimise impacts to the environment as a result of legacy landfills. The project has completed the following:

"Initial Closed Landfill Site Review"

- Council's consultants, Golders, have completed 13 detailed Site Summary Reports for review and sign off. These reports were also reviewed by the Closed Landfill Auditor.
- A qualified Closed Landfill Adviser has also been engaged by Council to review the Site Summary Reports and has provided advice on a path forward and a clearer understanding on potential legal obligations and differences between sites that are environmentally licenced versus sites that were closed before the licencing system came into force.
- The Project Team are now developing an Action Plan Roadmap with time frames.

Operational Project - Closed Landfill Bores Condition Assessment and Improvement Project

The bore maintenance work is almost complete with the only site remaining being Bayersville Closed Landfill Facility. This work has been postponed due to other priorities and has now been programmed for December 2021.

Operational Project - Hogan's Pocket Gas Flare - Preparation of Emissions Reduction Fund
 Offsets Report

Waste Services is currently investigating claiming Australian Carbon Credit Units (ACCUs) through the Clean Energy Regulator for Hogan's Pocket Landfill. The claim will be against the future Cell 3 Gas Collection Project and also include any upgrade projects to existing Gas Collection Systems in previous Cells 1 and 2.

Council is in the process of establishing an Emissions Offset Report for the Hogan's Pocket Gas Flare for all new Landfill Gas Projects. Registration of Cell 3 Gas Project work continues.

Operational Project - Hogan's Pocket Ground Water Monitoring Assessment
 The Assessment has been completed and a Report provided to Waste Services titled Hogan's
 Pocket Landfill Conceptual Site Model and Risk Assessment Report. There are a number of

Page 15 of 16

recommendations provided in the Report that are currently being planned and actioned by Waste Services. This project now has approval for additional resources to commence investigation work. Work will commence in November 2021.

• Operational Project - Leachate Pond

Quote requests are being prepared to complete the necessary repairs and maintenance. This project remains on hold until higher priority projects have been completed.

• Operational Project - Waste Management and Resource Recovery Strategy Review

The Waste Management and Resource Recovery Strategy Tender has been awarded to ARCADIS. The Prestart Contractual Meeting and a preliminary Workshop have occurred in October 2021. These meetings have confirmed the timeline for the project deliverables. Workshop dates will be provided in November 2021, for the various stakeholder groups for planning purposes.

6.3 External Interactions

Mackay Waste Services' Officers participated in the following external interactions:

 A delegation from Redland, Ipswich and Logan City Councils, who were attending the LGAQ Conference at the MECC attended a guided Tour of the Materials Recovery Facility (MRF) on 25 October 2021. The Tour was hosted by Council's Chief Executive Officer, along with Director Engineering & Commercial Infrastructure, Manager Waste Services, Council's Resource Recovery Education Officer and members of the Waste Services Team.

The delegation included the Ipswich City Council Mayor, Redland City and Logan City Councils' Deputy Mayors, Councillors, and the CEO from Redland City Council. Questions from the delegation were focussed not just on the process, but on strategy, procurement, asset management, the contract model and community outcomes.

• The Local Authority Waste Management Advisory Committee (LAWMAC) Executive took the opportunity to meet in Mackay on Monday, 25 October 2021 while many of the Executive were attending the LGAQ State Conference being hosted by Council. The LAWMAC Executive is comprised of elected members representing Council Regions covering ROCs. The primary reason for the meeting was to prepare for the upcoming full LAWMAC Meeting that will be held in Airlie Beach in November 2021. At this November 2021 meeting, LAWMAC will consider its future and make a decision on whether to transition from an organisation that is dependent on the former Northern Alliance of Councils to a standalone Incorporated Association.

Page 16 of 16

12.3.3. ENGINEERING & COMMERCIAL INFRASTRUCTURE - WATER SERVICES MONTHLY REVIEW -OCTOBER 2021

Author Responsible Officer

File Reference

Attachments

Executive Assistant (Robyn Smith) Director Engineering & Commercial Infrastructure (Jason Devitt) MRR - Water Services

1. ECI - Water Services Monthly Review -October 2021 [**12.3.3.1** - 19 pages]

Purpose

Attached is a copy of the Engineering & Commercial Infrastructure – Water Services Monthly Review Report for the month of October 2021.

Related Parties

N/A

Officer's Recommendation

THAT the Engineering & Commercial Infrastructure – Water Services Monthly Review Report for the month of October 2021 be received.

The Director for Engineering and Commercial Infrastructure Jason Devitt, provided an overview and highlights of the Water Services Monthly Review Report for October 2021.

Cr May referred to Middle Creek Dam and queried if the Mill is still taking water from the dam for their operations or does Council undertake periodic releases from the dam in regards to the capacity of the water.

The Director advised that if there isn't any water available for the Mill, they make contact with Council to discuss and Council continues to review given there isn't a water treatment plant attached to the dam.

Cr May further queried the water supply to Sarina in particular the Alligator Creek area and queried if their water still goes through the sand filters at Alligator Creek or is there a bypass now with the pipeline.

The Director advised that he would take the question on notice and provide a response.

Cr Bonaventura referred to the asset type graph and the huge replacement of Council's AMRs and sought further background information on this replacement.

The Director advised that there are a number of AMR devices coming to the end of their life which require replacement and the new AMR devices are a fully integrated system with a longer expected battery life and because there is so many, Council has engaged an external contractor to assist.

Cr Bonaventura referred to the earlier type of AMR which has the separate battery pack and reader and queried if Council are just replacing the battery/reader or putting in a whole new AMR.

The Director responded that where Council is doing a full replacement, we are replacing with a fully integrated meter and where the AMR has reached its end of life, we are replacing the AMR device directly.

Cr Seymour referred to the leak notifications and queried if this was a cumulative report.

The Director advised that it can be a combination of both whereby leaks can continue on for a number of months or the leak may have occurred late and ended within that particular month.

Council Resolution ORD-2021-324

THAT the Engineering & Commercial Infrastructure – Water Services Monthly Review Report for the month of October 2021 be received.

Moved Cr Hassan

Seconded Cr Jones

Cr Hassan spoke in favour of the report and highlighted that there were no LTIs, injuries and incidents for this month which is a great reflection on the staff and contractors commitment to safety. Cr Hassan highlighted the quality of our Region's water after returning from a recent trip to Brisbane.

Cr Bonaventura spoke in favour of the report and highlighted the spike in water usage.

CARRIED



Engineering and Commercial Infrastructure -Water Services

Monthly Review

October 2021

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

1

OVER	/IEW	3
SAFE	ТҮ	4
1.1. 1.2.	Incident Statistics Lost Time Injuries	
FINAM	ICE	6
2.1. 2.2.	Water and Wastewater Financial Report Operating Result for Water and Sewerage Fund	
CUST	OMER SERVICES	7
3.1. 3.2. 3.3. 3.4. 3.5. 3.6. 3.7. 3.8. 3.9. 3.10. 3.11. 3.12. 3.13. 3.14.	Work Requests Received. Work Orders Completed Water Requests Closed Works Completed by Asset Type. Estimated Works Plumbing Applications. Trade Waste Approvals. Annual Trade Waste Activity. Scientific and Analytical Services. Leak Detection Notifications. Myh2o Registrations Community Engagement – Social Media Community Engagement – Education and Information. Customer Survey Results	7 8 9 10 11 11 12 13 14
ASSE	T MANAGEMENT	. 15
4.1. 4.2. 4.3.	Surface Water Raw Water Storage Capacities Annual Water Consumption vs Allocation by Source Water Consumption by Locality – Residential Customers Only	15 16
REGU	LATORY COMPLIANCE	
5.1. 5.2. 5.3. 5.4.	Drinking Water Compliance Wastewater Compliance Regulator Reporting Backflow Prevention Device Register	18 18

— Page 2 —



```
Engineering & Commercial Infrastructure -
Water Services Monthly Review > October 2021
```

OVERVIEW

This report is for Water Services activities for the period of 1 – 31 October 2021.

Significant items in this period include:

- There were no incidents recorded for the month of October 2021.
- Water consumption has increased across Mackay, Sarina and Marian/Mirani communities from September 2021 to October 2021 with all communities exceeding the Daily Residential Water Consumption Target. This is linked with the warmer weather and increased outdoor water usage specially in the Mirani/Marian townships.
- There were 943 leak notifications issued for non myh2o members and 5,550 leak notifications issued for registered myh2o members during October 2021.
- A total of 342 Work Requests were received up to 31 October 2021; resulting in 240 Work Orders related to Water and 46 Work Orders related to Sewer.
- Seven Water Education sessions were delivered, engaging 630 students across six schools in the region during October 2021.
- A representative from MRC attended the Institute of Public Works Engineering Australasia, Queensland (IPWEAQ) Annual Conference held in Cairns from 12 14 October 2021.
- MRC hosted a Regional Hub for the Australian Water Association (AWA) Technical Event on 13 October 2021 which explored Contracting Models in the Water Sector.
- The most 'Liked' (10 Likes) Facebook Post for the month was for: Council will be completing the cutin works to the new Koumala Water Treatment Plant and a reservoir tank will be supplying the town with water. Please avoid outdoor watering until after the works are completed

Director Engineering & Commercial Infrastructure

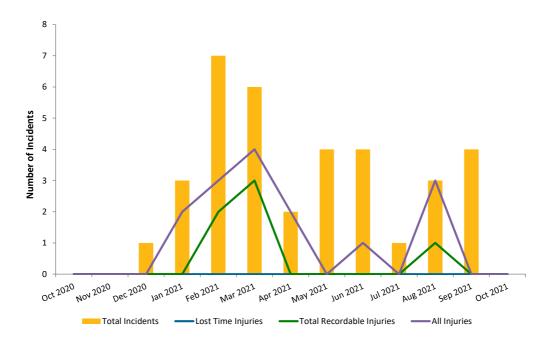


Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

SAFETY

1.1. Incident Statistics

The incident statistic details a summary of the Water Services safety incident performance. Water Services aspires to achieve zero harm with a stretch target of zero injuries.



October 2021 Summary:

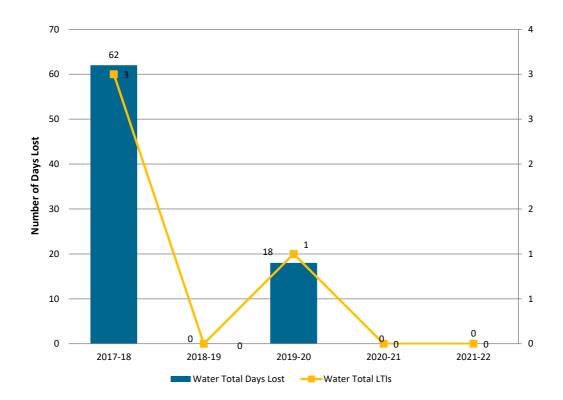
- Nineteen safety interactions were undertaken.
- Three safety inspections were undertaken.
- 100% of monthly action plans activities were carried out.

There were no incidents reported during October.

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

1.2. Lost Time Injuries

Water Services aspires to achieve zero Lost Time Injuries (LTI) by improving safety performance through developing a proactive safety culture and implementing best practice safety management across all business areas.



	201	2017-18		8-19	2019-20		2020-21		2021-22	
Department	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
ECI Management										
Water & Sewerage Infrastructure Planning										
Water Network	2	35			1	18				
Water Treatment										
Infrastructure Delivery	1	27								
Water Services	3	62	0	0	1	18	0	0	0	0

- Page 5 -



Engineering & Commercial Infrastructure -

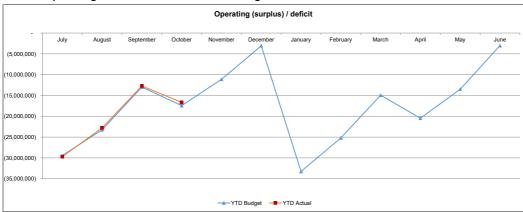
Water Services Monthly Review > October 2021

FINANCE

2.1. Water and Wastewater Financial Report

Financial Performance Report		Comm	nercial Infrastruc	ture		% YTD Variance of YTD Budget
Period Covered: 1 July 2021 to 31 October 2021						YTD Variance favourable of budget YTD Variance unfavourable, between 0% and 5% of YTD Budget
						YTD Variance unfavourable, more than 5% of YTD Budget
	Revised Budget	YTD Budget	YTD Actual	YTD Variance	YTD % Spent	
Water Fund		<i></i>				
6.01 - Commercial Infrastructure Management	(15,770,649)	(12,937,356)	(12,338,760)	598,597	95%	Revenue under budget \$609,000. Rates Revenue under budget \$681,000. (Note: Usage Charges revenue under Budget by \$707K due to incorrect spreading). Bulk Water Sales over budget \$5,000. Interest Received on budget. Rental Revenue over budget \$67,000. Expenses under budget \$10,500. Depreciation and Employee Costs over budget \$2,000 and \$2,000. Finance Costs and Material & Sentices under budget \$11,000 and \$3,500.
6.02 - Water & Sewage Infrastructure Planning	848,440	199,551	189,420	(10,131)	95%	Employee costs and Material & Services under by \$6,000 and \$4,000.
6.04 - Water Networks	6,281,276	1,801,161	2,026,166	225,005	112%	Revenue under budget \$121,000 largely due to Recoverable Works under budget \$102,000. Expenses over budget \$104,000 largely due to Materials & Services over budget \$110,000 consisting mostly of Hydro Excavation \$86,000 and External Labour
6.07 - Water Treatment	5,446,363	1,931,856	1,919,867	(11,989)	99%	Hire \$41.000. Material & Services under budget \$16,000.
Total Water Fund	(3,194,570)	(9,004,788)	(8,203,306)	801,482	91%	l
Sewerage Fund 6.01 - Commercial Infrastructure Management	(42,550,040)	(40.055.055)	(40.050.477)	(94,823)	101%	Revenue over budget \$60,500 largely due to Rates Revenue over
6.01 - Commercial infrastructure Management	(13,559,212)	(12,255,355)	(12,350,177)	(94,823)	101%	budget \$63,000 Expenses under budget \$34,500. Finance Costs under budget \$18,000. Material & Services under budget \$16,000.
6.02 - Water & Sewage Infrastructure Planning	888,971	234,830	250,123	15,293	107%	Employee Costs and Material & Services over budget \$5,000 and \$10,000.
6.04 - Water Networks	5,351,941	1,315,266	1,447,395	132,129	110%	Expenses over budget \$141,000. Employee costs \$37,000 over budget. Material & Senices over budget \$104,000 largely due to timing difference in Services.
6.07 - Water Treatment	7,482,703	2,268,936	2,180,871	(88,065)	96%	Expenses under budget \$87,000. Employee Costs under budget \$36,000. Material & Services under budget \$51,000 largely due to Insurance under budget \$48,000.
Total Sewerage Fund	164,404	(8,436,322)	(8,471,788)	(35,466)	100%	l
Operating (surplus) / deficit	(3,030,166)	(17,441,110)	(16,675,094)	766.016	96%	

2.2. Operating Result for Water and Sewerage Fund



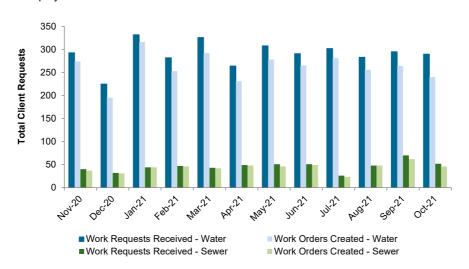
– Page 6 –

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

CUSTOMER SERVICES

3.1. Work Requests Received

The following Chart details the number of Customer Requests received during the reporting period that relate to both Water and Sewer requests. The associated Work Orders created from the Work Requests are also displayed.



October 2021 Summary:

A total of 342 Work Requests were received to 31 October 2021; i.e., 290 Work Requests relating to Water and 52 Work Requests relating to Sewer. From these Work Requests, 240 Work Orders were generated for Water and 46 Work Orders were generated for Sewer.

3.2. Work Orders Completed

The following Chart displays the number of Work Orders created during the previous reporting period. The target is to have 90% of all customer requests closed. A summary of the performance and percentage of Work Orders completed within that month is detailed below.

Please note, results are one month in arrears to allow for accurate reporting due the timing of completed work (i.e., a request received at the end of one month being actioned at the start of the next month).



Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

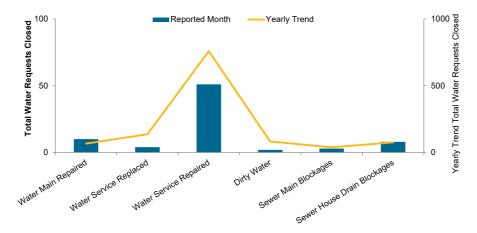
September 2021 Summary:

The number of Work Orders generated from Pathway Requests to 30 September 2021 was 326. 90% of these Work Orders were completed which aligns with the target of 90%.

3.3. Water Requests Closed

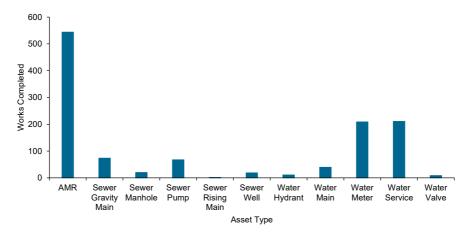
When a customer lodges a request via the Call Centre, it is sometimes not reflective of the actual problem. Therefore, the following graph shows the actual work undertaken and completed. The numbers of Customer Requests will not always match the number of actions undertaken mainly due to multiple customers reporting the one issue.

Please note, results are one month in arrears to allow for accurate reporting due the timing of completed work (i.e., a request received at the end of one month being actioned at the start of the next month).



3.4. Works Completed by Asset Type

The following Chart displays the work that was completed for each asset type during the reporting period. The work that was completed includes Corrective Maintenance (reactive) works, along with Preventative Maintenance Works.



October 2021 Summary:

The number of Work Orders completed for the reporting period was 1,207. This includes 209 Water Meter replacements or new installations.

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

3.5. Estimated Works

Water Services receives requests from customers for quotations to connect to Council's infrastructure (Estimates). It is important to note that many Estimates are requested by Developers as part of preplanning for future development stages. As a result, many of the Estimates completed do not result in requests for immediate work to be undertaken. Also, of note is the fact that often requests are received for two block subdivisions where clients seek to understand the total costs involved with subdivision before determining their final course of action.

In the instance where a client does not accept our initial estimate provided, they can request a further breakdown of the fees and charges involved. On some occasions, clients may be able to undertake certain aspects of the work themselves, however, Council always stipulates that any live works undertaken on Council's water or sewerage infrastructure is undertaken by Council. These requests range from large subdivision development connections to a single service connection for a property.

The following Chart displays the number of Estimates processed for customers for the reporting period and the average time taken to complete. The Chart also shows the number of Estimated Works completed and the average time taken for Water Services to complete the Estimated Works.



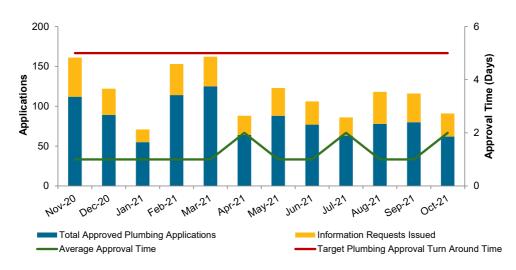
October 2021 Summary:

The number of Estimates processed for customers during the reporting period was 48 with the average time taken to process requests being 14 days which is within the 21 working day target. The number of Estimated Works Completed during the reporting period was 7 with an average time taken to complete works in the field of 15 days which is just outside the 14-working day target. The delay was due to one job where the applicant did not allow Water Network staff access to the site.

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

3.6. Plumbing Applications

In accordance with the *Plumbing and Drainage Act*, a plumbing application is required for all new or modifications to plumbing installations. A plumbing application must be lodged to Local Government. Water Services have a regulatory time frame of 20 business days to assess a plumbing application. An internal target of five business days has been set for all residential plumbing applications.



October 2021 Summary:

The number of Plumbing Applications approved for the period was 62 which represents a 22% decrease over the previous month. The Approval Turnaround Time is two days: i.e., well within the five-day target.

3.7. Trade Waste Approvals

There is an ongoing program for undertaking trade waste assessment and licensing applicable businesses that discharge trade waste. As part of the trade waste assessment process a temporary Trade Waste Approval is established while the formal approval process is undertaken. The table below summarises the number of Trade Waste Approvals for the Mackay region.

	Total Approved Businesses	Temporary Approvals in Place	New Approved Businesses for the Month
Mackay South	825	22	6
Mackay North	85	1	0
Sarina	54	0	0
Mirani/Marian	34	1	0
Total	998	24	6

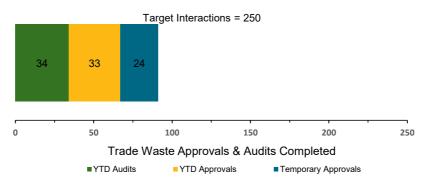
October 2021 Summary:

Six new Trade Waste Approvals were provided to businesses after completion of their Trade Waste requirements: two were for new businesses and four for change of ownership.

```
Engineering & Commercial Infrastructure -
Water Services Monthly Review > October 2021
```

3.8. **Annual Trade Waste Activity**

Annual targets are set for the Trade Waste Team with respect to licensing trade waste businesses. A combined target of 250 has been set for both new licensed businesses and audits to completed by June 2021. The following Chart shows the actual approvals, temporary approvals and audits achieved for the year to date.

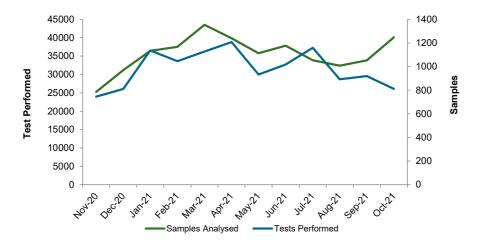


October 2021 Summary:

Six approvals were issued, and eight Audits were conducted. The combined annual target for Audits and Approvals is 250 for the 2021/2022 financial year.

3.9. Scientific and Analytical Services

Scientific and Analytical Services (MRC Laboratory) is National Association of Testing Authorities (NATA) accredited (ISO 17025) to provide sampling and laboratory analysis to both Mackay Regional Council and external customers. A summary of the laboratory activities is detailed below.



October 2021 Summary:

The number of sample batches registered during this period was 1,248. The total number of tests performed for the month was 26,091. Routine sampling and testing were performed together with new Mackay Sugar work from two mills. The current focus is on the Mirani Water Recycling Facility (WRF) Upgrade Analysis and the processes associated with Trace Metal Analysis using Inductively Coupled

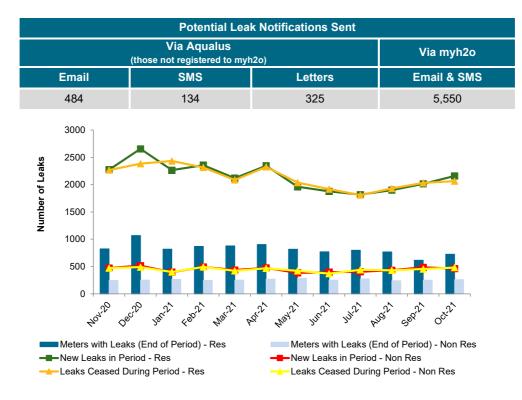


Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

Plasma – Mass Spectrometry (ICP-MS). The new Discrete Analyser verification indicates good performance at low levels and it is scheduled to be operational in November 2021.

3.10. Leak Detection Notifications

Potential leak notifications are sent to customers when the leak is identified as greater than 10 litres per hour (L/h). Notifications are sent by email, SMS and by post to those owners who have not signed up to the myh2o portal and cease after three consecutive months of notification. Property owners signed up to myh2o also receive notifications by email and/or SMS.



October 2021 Summary (25 September 2021 - 25 October 2021):

2,065 leaks ceased for residential properties during the reporting period with an average of 8 days for the leak to cease (i.e., for the leak to be addressed by the property owner). However, there have been leaks that commenced prior to 25 September 2021 that are still ongoing with an average of 63 leak days.

2,159 residential property leaks commenced during the period.

The number of average leak days for residential properties decreased from 71 for September 2021 to 63 in October 2021. The number of AMRs replaced during the month was 544 which will continue to impact reported leaks as data is now being received for these replaced meters whereas data was not being received previously and leaks were not being identified/reported.

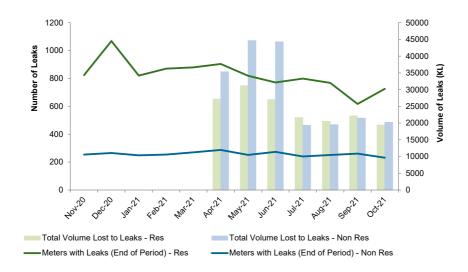
481 leaks ceased for non-residential properties during the reporting period with an average of 19 days for the leak to cease (i.e., for the leak to be repaired by the property owner). However, there have been leaks that commenced prior to 25 September 2021 that are still ongoing with an average of 112 leak days.

```
Engineering & Commercial Infrastructure -
Water Services Monthly Review > October 2021
```

a marchary monormal counter

463 non-residential property leaks commenced during the period.

Considerable effort is devoted towards encouraging non-residential customers to fix the identified leaks, however, some of these leaks are difficult to track down due to the size and complexity of the property.

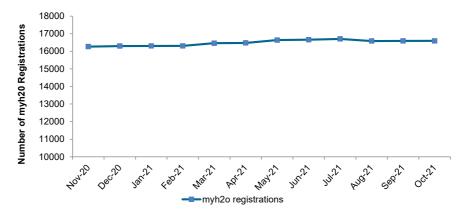


October 2021 Summary (25 September 2021 – 25 October 2021):

This graph highlights the actual total volume of water lost due to leaks for residential and non-residential property owners. For residential, a total of 22,689kL of water was lost due to leaks and for non-residential the total lost was 20,892kL.

3.11. Myh2o Registrations

The following chart shows the cumulative number of myh2o registrations for the reporting period. *Please* note: *MiWater relaunched as Aqualus in May 2020, with a new user interface – there has been no change to the public portal name 'myh2o'.*



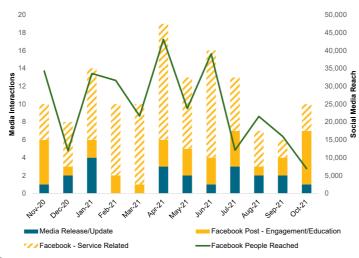
October 2021 Summary:

There were six new registrations during October 2021 bringing the total number of myh2o registrations to 16,595 including property owners, tenants, and real-estate agents.



3.12. Community Engagement – Social Media

Water Services engagement with the community is monitored; the following chart shows the number of Media Releases/Updates, informative Facebook posts, and the number of people reached through this social media platform.



October 2021 Summary:

There was one Media Release/Update and a total of nine Facebook posts: three for water supply interruptions or service-related advice and six community engagement posts for the reporting period.

- 10 likes were received for: Residents and businesses in Koumala are being reminded to conserve water (Tuesday, October 12). Council will be completing the cut-in works to the new Koumala Water Treatment Plant and a reservoir tank will be supplying the town with water.
- 9 likes for: Council is celebrating National Water Week this week by challenging our residents to not use their taps for 12 hours this Thursday, October 21. Our goal is for all residents to see for themselves just how often they reach for the taps.

3.13. Community Engagement – Education and Information

Water Education Sessions generally cover "Water Wise" content together with other topical issues such as the 3 Ps' message: what can and cannot be flushed down the toilet.

The Mackay Regional Council website also continues to provide a vast array of Water information to residents covering 22 important topics with the information updated as and when required. A sample of the topics covered are listed below:

- "Choose Tap"
- "Portable and Permanent Water Refill Stations"
- "Backflow Prevention"
- "Building Over Sewers"

The following Water Education Sessions were also delivered to schools during October 2021:

- Emmanuel Catholic Primary Year 4 (90 attendees)
- Northview State School Year 4 (78 attendees)
- Walkerston State School Year 4 (51 attendees)
- St Brendan's Catholic School Kindergarten (41 attendees)
- Fitzgerald State School Year 2 (100 attendees)
- Eimeo Road State School Year 2 (150 attendees)
- Eimeo Road State School Year 3 (120 attendees)

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021



Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

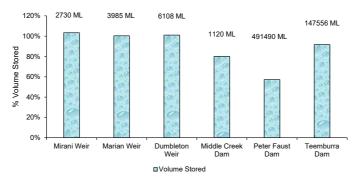
3.14. Customer Survey Results

The September/October 2021 Customer Survey Results will be finalised for the November/December 2021 Monthly Review.

ASSET MANAGEMENT

4.1. Surface Water Raw Water Storage Capacities

Water is sourced from a combination of surface and groundwater sources. With the exception of Middle Creek Dam, the storage facilities are owned and operated by SunWater. Middle Creek Dam is under Council's control. The water stored in each of the storages is detailed below.

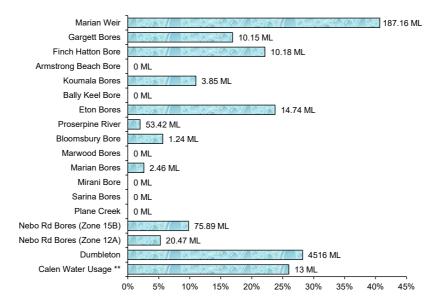


October 2021 Summary:

Dumbleton, Marian and Mirani Weirs are all above 100% of capacity. Teemburra Dam is at 92% of capacity. Middle Creek Dam is at 80% of capacity. Peter Faust Dam recorded the lowest level of all storages currently sitting at 57% of capacity.

4.2. Annual Water Consumption vs Allocation by Source

Water Services has an annual water allocation or water license for each water source. The water allocation and year to date water consumption for each of the water source is detailed below.



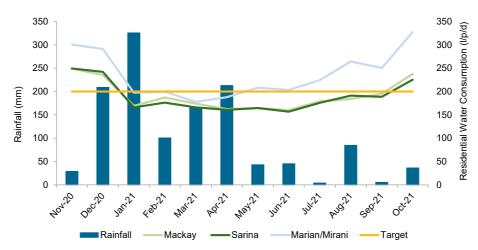
*Calen Water Usage figures are not based on Water Allocation but show the amount of water usage for the area to date. ** Please note no current flowmeter reading is available for Koumala. Estimated values are represented above.



Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

4.3. Water Consumption by Locality – Residential Customers Only

Water Services supplies potable water to both residential and non-residential customers throughout the Mackay region. The average water consumption in each of the three major community centres is detailed below for residential customers only. The water consumption is presented as litres per equivalent person per day (L/p/d).



October 2021 Summary:

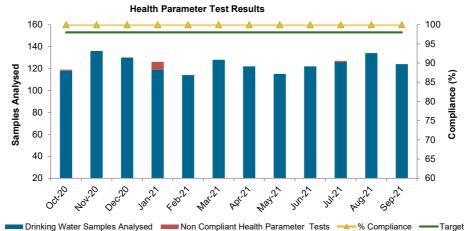
Water consumption has increased in the Mackay, Sarina and Marian/Mirani communities from September 2021 to October 2021. All communities have exceeded the daily residential water consumption target of 200 l/p/d with Mackay recording an average of 237 l/p/d, Sarina recording an average of 225 l/p/d and Marian/Mirani recording an average of 327 l/p/d. Rainfall in October 2021 (36.4mm) has increased from September 2021 (5.6 mm).

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

REGULATORY COMPLIANCE

5.1. Drinking Water Compliance

Potable water is provided in accordance with the requirements of the *Water Supply Safety and Reliability Act*, measured against the *Australian Drinking Water Quality Guidelines*. Drinking Water samples are taken at the outlet of Water Treatment Plants and at various locations within the reticulation network. *Please note, results are one month in arrears to allow for accurate reporting*.



September 2021 Summary:

All drinking water verification monitoring results from sampling undertaken in September 2021 complied with ADWG Health Guideline Values. Qld Health's preferred Guideline Value for chlorate was also complied with throughout September 2021.

Aesthetic Parameter Sample Results 8000 7000 6000 Samples Analysed 5000 4000 3000 2000 1000 0 404.20 Dect Maril APPAR octilo Jan 2 4002 JU1-21 AUG?2 Serie Jun 2 Marri Drinking Water Samples Analysed Non-Compliant Aesthetic Parameter Tests

September Summary:

There were four drinking water verification monitoring sample results which breached the corresponding ADWG Aesthetic Guideline Values in September 2021 (excluding total chlorine, dissolved oxygen and pH Aesthetic Guideline Value breaches which are considered operational aesthetic issues).



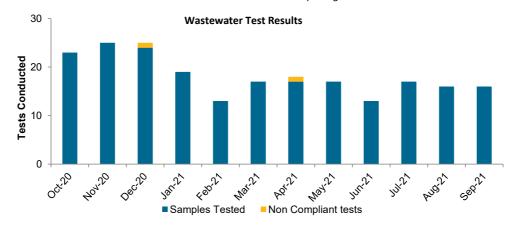
Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

There were two drinking water verification monitoring sample results which exceeded the ADWG Hardness Aesthetic Guideline Value of 200 mg/L. The two samples were taken from the Koumala WSS and returned hardness results of 369.5 mg/L and 390.3 mg/L. The Water Softening Plant Project at Koumala has experienced project delays and may not be completed by the end of the 2021 calendar year as previously forecast; however, the project is in progress and upon completion will reduce the risk of hard water within the Scheme.

There were two drinking water verification monitoring sample results which exceeded the ADWG Sodium Aesthetic Guideline Value of 180 mg/L. The samples, taken from the Eton WSS, returned sodium results of 185 and 185.4 mg/L. As seen in previous months, this result is only marginally above the aesthetic guideline value and is related to the plant's softening process. No follow up or action is deemed warranted at this stage as the results are within the operating range of the Water Softening Plant.

5.2. Wastewater Compliance

The discharges from wastewater treatment facilities are regulated by Development Approvals issued by the Department of Environment and Science (DES). The licence requirements differ based on the year the Development Approval was issued and the receiving environment associated with discharges. *Please note results are one month in arrears to allow for accurate reporting*



September 2021 Summary:

All wastewater tests were compliant in September 2021.

5.3. Regulator Reporting

There was one incident reported to the Department of Environment and Science (DES), the Environmental Regulator, during the month of October 2021 for breaches to Council's Environmental Authority Conditions.

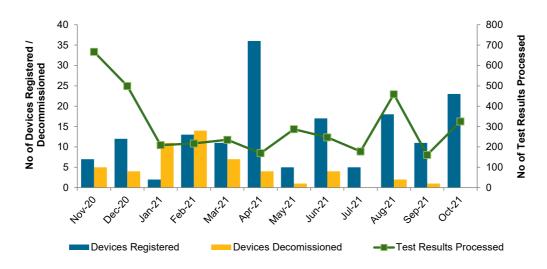
The incident relates to breaches of the Ammonia and Total Chlorine Release to Waters Limits in the effluent from the Mirani Water Recycling Facility (MWRF). This incident was reported to the Regulator on 18 October 2021 with the Final Part B Investigation Report submitted to the Regulator on 5 November 2021. The MWRF has recently undergone an upgrade and the plant is currently being commissioned. It is expected that the overall performance of the plant will improve once commissioning has been completed.

Engineering & Commercial Infrastructure -Water Services Monthly Review > October 2021

Mackay REGIONAL COUNCIL

5.4. Backflow Prevention Device Register

Backflow prevention devices are designed to protect the town's drinking water supply from contamination by acting as a barrier, keeping contaminated water separate from the drinking water supply. Local Governments have a legislative requirement in accordance with the *Plumbing and Drainage Regulation 2019* to implement and maintain a register of all devices in the municipality.



October 2021 Summary:

23 new devices were registered, and 325 tests were processed on backflow devices for October 2021.

12.4. ORGANISATIONAL SERVICES 12.4.1. ORGANISATIONAL SERVICES MONTHLY REVIEW REPORT - OCTOBER 2021

Author	Director Organisational Services (Kylie Lamb)
Responsible Officer	Director Organisational Services (Kylie Lamb)
File Reference	Departmental Monthly Review Reports
Attachments	 Organisational Services - Monthly Review Report - October 2021 [12.4.1.1 - 31 pages]

Purpose

To provide Council with the Organisational Services Monthly Review Report for the month of October 2021.

Related Parties

Nil.

Officer's Recommendation

THAT the Organisational Services Monthly Review Report for the month of October 2021 be received.

The Acting Director for Organisational Services Joe Pappalardo, provided an overview and highlights of the Organisational Services Monthly Review Report for October 2021.

Cr Mann referred to the increased call volumes and 60% increase in processing noting that in the overview of external customer service it states that it is challenging to meet service levels without increased staffing levels. Cr Mann queried if Council's staffing levels are correct.

The Acting Director advised that all of Council's vacancies are actively managed in that there is recruitment action underway for all of the vacancies noting that there has been some recruitment challenges across Council and also in the broader community. The Acting Director advised that Council has put in place some interim measures such as labour hire and where possible extended the hours of part-time staff and was pleased to report that the Customer Service team has a full complement of staff as does the development support team.

Cr Mann further queried the KPIs and queried if they need to be reviewed given there is the same amount of staff as five years ago but an increase in processing, when will this happen and also requested a briefing.

The Acting Director advised he would take the question on notice and provide a response.

Cr Mann referred to the EBA arbitration process and queried if there is an update on this.

The CEO advised that a Directions Hearing was held yesterday which confirmed the hearing date for January 2022 and that Council has been advised to prepare for one agreement vs two agreements and any other outstanding issues.

Cr Mann referred to the Staff Christmas party and noted that there will not be a central function for all staff due to COVID 19 restrictions and queried these restrictions.

The CEO advised that a decision had been made some time ago as it was unclear whether there would be prohibitive restrictions noting that whilst Council would have liked to have one central function, the decision was made to keep this year separate and hopefully return to normality next year.

Cr Bella referred to the Business Improvement process initiatives, in particular the SMS reminders for rates notices, noting that Council sent out 6,000 reminders with only 1,280 payments received from those reminders. Cr Bella advised that he is trying to understand the numbers to determine what actually happens and requested a breakdown on how long its takes to catch up on those that are outstanding and what trigger points prompt someone to pay or proceed down the line of debt recovery, including any repeat offenders.

The Acting Director advised he would take the question on notice and provide a response.

Cr Jones had some queries around Page 164 regarding staff vacancies of 150 and on page 166 talks about resignations and asked how many people did Council employ for the month and are we going backwards if we are using labour hire to fill the gaps.

The A/Director advised he would take the question on notice and provide a response out of session.

Cr Jones referred to the aquatics facilities and the memorial pool and advised that she undertake some research and there appears to be a lack of signage. Cr Jones requested an audit of signage both digital and physical compared to other pools in the Region.

The Acting Director advised he would take the question on notice and provide a response.

Cr Jones referred to the HVAC noting it is 60% completed and under budget and requested a timeframe be provided on completion.

The Acting Director advised he would take the question on notice and provide a response.

Council Resolution ORD-2021-325

THAT the Organisational Services Monthly Review Report for the month of October 2021 be received.

Moved Cr Mann

Seconded Cr May

Cr Mann spoke in favour of the report and thanked all staff on their focus on safety with no LTIs and minimal incidents, however expressed concern that a child was found in a floatation device submerged which is a reminder to parents and carers to watch for those sorts of incidents. Cr Mann noted that in terms of business improvements it is fantastic to see good results in SMS reminders for rates and acknowledged our frontline staff who continue to deliver to a high standard noting that it doesn't go unnoticed.

Cr Jones spoke in favour of the report and highlighted the new mobile library and the fantastic work of our IT support team. Cr Jones asked that her thanks be passed on to the team.

Cr Bonaventura highlighted the attendance numbers at our Mirani and Sarina pools and also thanked the team for the new graph provided on Page 160.

Cr Green highlighted the participation of the P&C team in the sporting wheelie machine team noting that it is important for our staff to have immersive insight into how we can better support our employees within our organisation and make Council an employer of choice.

CARRIED



Organisational Services

Monthly Review > October 2021

Organisational Services Monthly Review > October 2021

Contents

1.	EXECUTIVE SUMMARY	3
2.	SAFETY	4
2.1	Incidents and Injuries	4
2.2	Lost Time Injuries & Days Lost	5
3.	BUSINESS IMPROVEMENTS	6
3.1	Organisational Services Business Improvement Projects / Initiatives	6
4.	FINANCIAL POSITION	. 7
5.	SHARED SERVICES	8
5.1	Overview of External Customer Services	8
5.2	Development Services Business Support	13
5.3	Employee Services	13
6.	INFORMATION SERVICES	15
6.1	IT Support	15
6.2	Cyber Security	17
7.	PROCUREMENT & PLANT	18
7.1	Procurement Services	18
7.2	Fleet	19
8.	PROPERTY SERVICES	20
8.1	Overview of Property Services	20
8.2	Aquatic Facilities	20
8.3	Building Maintenance	22
8.4	Security	24
8.5	Scheduled Maintenance	24
8.6	Land & Tenure	25
9.	PEOPLE AND CULTURE	25
9.1	Key Projects and Initiatives	25
9.2	Organisational Development Metrics	28
10.	GOVERNANCE & SAFETY	28
10.1	Workplace Health & Safety	28
10.2	Corporate Performance Planning & Reporting	28
10.3	Enterprise Risk Management	29
10.4	Corporate Governance	29
10.5	Fraud & Corruption Prevention	30
10.6	Internal Audit	30
11.	FINANCIAL SERVICES	31
11.1	Financial Compliance	31
11.2	Key Activities	31

1. EXECUTIVE SUMMARY

This report is for the Organisational Services Department for the month of October 2021.

- Safety continues to be a focus of the department.
- The Customer Service Team again achieved outstanding customer satisfaction results this month, with 96% of completed surveys indicating that our external customers were satisfied with the service provided.
- Information Services (IS) Officers continue to achieve pleasing internal customer satisfaction survey results for October 2021 with 99% of staff stating their experience with IS met or exceeded their expectations.
- The Mackay Aquatic and Recreation Centre (MARC) recorded 9,379 aquatic attendances during October. This is an increase of over 1,500 people from last month.
- The *Elev8* Operational Leadership program is underway with all remaining Program Managers participating in this training, as well as the first cohorts of Coordinators. These programs will be completed in early December 2021.
- Workplace Health and Safety Officers have completed reviews of the emergency plans for all Mackay Regional Council (MRC) facilities.
- Financial Services Officers completed the Strategic Financial Report for September 2021 and provided a financial update to the Executive Leadership Team (ELT).

Kylie Lamb Director Organisational Services

Organisational Services

Monthly Review > October 2021

Mackay REGIONAL COUNCIL



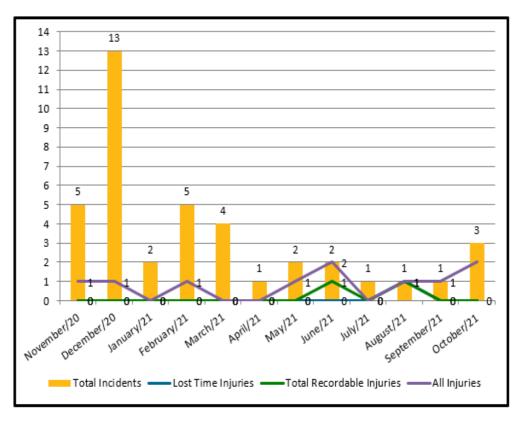
2.1 Incidents and Injuries

Summary

In October 2021:

- Thirteen safety interactions were undertaken.
- Six site safety inspections were undertaken.
- 98% of monthly action plans activities were carried out.

Three incidents were recorded in October.



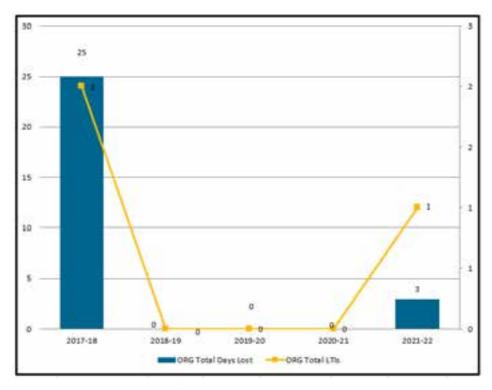
The following injuries to a staff member were reported in October:

- Staff member reported some psychological stress.
- While crossing road, misjudged kerb and fell onto knee.

The following incident involving a member of the public was reported in October:

• Child in floatation device was submersed under water after being flipped over by sibling.

Each incident is investigated, and appropriate corrective measures implemented to reduce future risks.



2.2 Lost Time Injuries & Days Lost

	20	17-18	20	18-19	20	019-20	20	20-21	20	21-22
Department	LTI	Days Lost								
Finance										
Information Services										
Shared Services									1	3
People & Culture										
Procurement & Plant	1	17								
Property Services										
Governance & Safety	1	8								
Office of the Mayor & CEO										
Organisational Services Total	2	25	0	0	0	0	0	0	1	3

3. BUSINESS IMPROVEMENTS

3.1 Organisational Services Business Improvement Projects / Initiatives

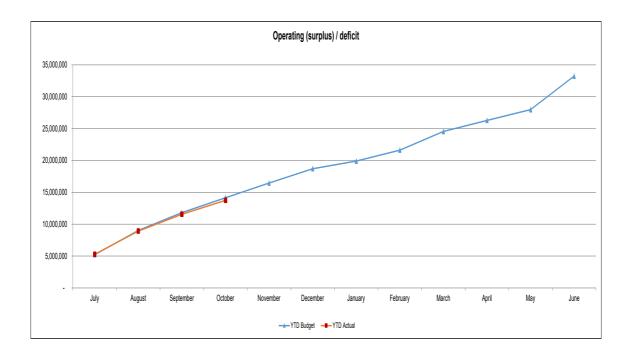
Description	Program	Comments
Policy, Planning and Risk Framework Review.	Governance & Safety	 Following on from last month, focus on the comprehensive update to the Corporate Plan has continued with community consultation now underway. Also this month, the risk framework refresh has recommenced, focussing on risk appetite.
Long Term Financial Forecast (LTFF) Program Development Project	Director Organisational Services	 The LTFF Working group met again this month, shifting focus as planned to the processes that inform inputs to timeframes three years and beyond in the LTFF. Additionally, this month updates to the concept form have been drafted and agreed to by the LTFF Working Group. These updates contribute to the continual improvement to processes that inform the 1-3 year sections of the LTFF.
SMS Reminders – Rates Notices	Shared Services	 5,718 reminder notices issued. 2,813 SMS/emails sent prior to engaging collection agency. 1,280 payments received totalling \$1.5M (40%). 87 payment arrangements entered. 1,194 files sent for collection.
Business Process Management (BPM)	Shared Services	BPM continues to be rolled out with 51 of 113 identified process being published. Teams are working with their Process Champions to publish remaining processes
Corporate Training and Travel Review	Shared Services	 Training package is complete as well as delivery to travel coordinators. BRUCE travel coordinator site has been refreshed and redundant pages decommissioned.
Online Plumbing Inspection Bookings	Shared Services	• System testing has been delayed and is planned for recommencement in the new year.
Digitalisation	Shared Services	 250 Food Licences remaining to complete this project. These are large files with fragile plans that require specialised scanning. Team are on track for the completion by the end of the year.

Organisational Services

Monthly Review > October 2021

4. FINANCIAL POSITION

Financial Performance Report		Organisational	Sanvisoo	% YTD Variance of YTD Budget YTD Variance favourable of budget		
Period Covered: 1 July 2021 to 31 October 2021		Organisational	Services			
					YTD Variance unfavourable, between 0% and 5% of YTD Budget	
					YTD Variance unfavourable, more than 5% of YTD Budget	
	Revised Budget	YTD Budget	Actual	YTD Variance	Comments	
3.01 - Organisational Services Management	396,698	116,246	119,359	3,113	Wages tracking slightly above budget.	
3.02 - People & Culture	3,165,061	831,118	877,597	46,479	Additional temporary staffing costs [\$44.7K].	
3.03 - Financial Services	3,498,539	859,106	825,402	(33,705)	\$22K under staff expenses due to vacancies. Increased revenue above expectation in sale of land \$7K.	
3.04 - Procurement & Plant	(4,786,694)	(1,345,506)	(1,373,386)	(27,881)	On budget, some additional government subsidies received (ATO).	
3.05 - Information Services	9,106,054	5,473,199	5,407,810	(65,389)	On budget, slight 1% variance due to timings on invoicing.	
	4,664,674	3,058,069	3,018,360	(39,709)	On budget, some savings anticipated as three positions currently vacant.	
3.06 - Governance & Safety						
3.09 - Shared Services	6,846,656	2,172,644	2,126,280	(46,364)	On budget, some savings from vacancies and increases in revenue.	
3.11 - Property Services	10,329,150	2,854,081	2,632,175	(221,905)	Timing issue due to delay in contractor invoicing.	
3.15 - Works For Queensland Funding Project	35,698	28,189	9,991	(18,198)	Delay in finalisation of project costs.	
3.17 - W4Q & Fed's COVID Funding	(18,820)	(63)	(20,740)	(20,677)	Delay in awarding contract for Waste Hardstand construction, delayed commencement of project.	
3.18 - Works for Queensland Round 4	-	98,529	124,321	25,792	Unsealed road maintenance slightly ahead of schedule for grant funding package. Scheduling has been reviewed to deliver grant funding package of works first.	
Operating (surplus) / deficit	33,237,016	14,145,614	13,747,170	(398,444)		



7



Organisational Services Monthly Review > October 2021

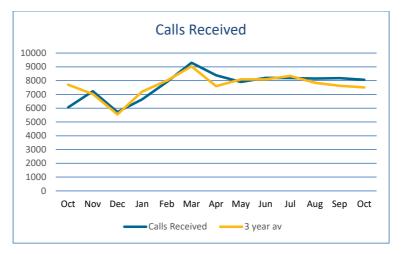
5. SHARED SERVICES

5.1 Overview of External Customer Services

KPI	KPI Description	Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	Result
First Contact Resolution (FCR)	< 50%	50-60%	> 60%	53%	
Grade ofThe percentage of customer callsGrade ofthat are answered within 60Service (GOS)seconds across the SharedServices team.		< 80%	80-85%	> 85%	70%
Abandoned Calls	abandon their call before being		4.5-6%	< 4.5%	9%
Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	96%
Customer Request Completion*		< 80%	80-85%	> 85%	60%

*Note: Customer request completion rates were affected by a 60% increase in processing when compared to the same time last year. This is a result of increased activity such as property transfers, payment plan applications and late discount applications.

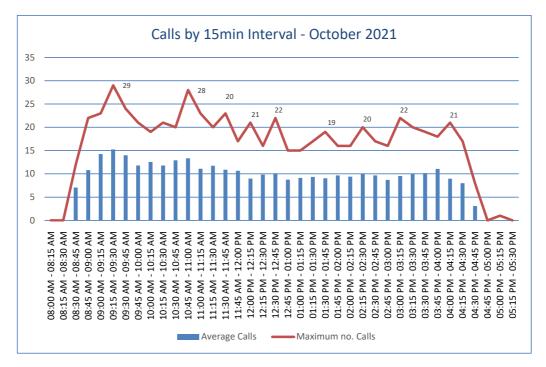
KPI Graphs and Commentary



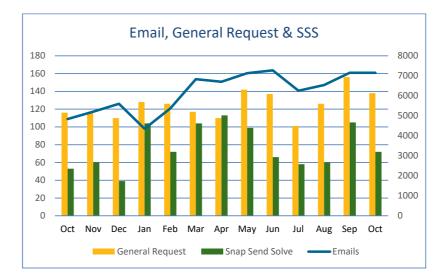
Calls Received: A total of 8,063 calls were received in the October reporting period, averaging 383 calls per day. A significantly increased number of calls received in comparison to the same time last year where just over 6,000 calls were received. Calls received continue to track above the 3-year average.

```
Mackay REGIONAL COUNCIL
```



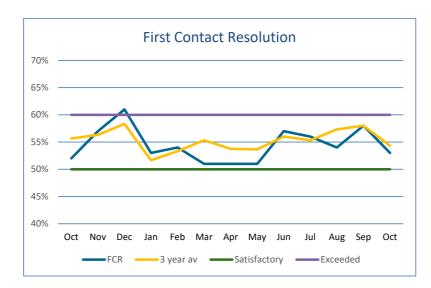


Call Arrival Patterns: Average call arrival rates were high and steady for the month of October, with high maximum number of calls being received for a single interval, 44% of intervals receiving greater than 10 calls in a space of 15 minutes. During these high volume intervals, it is challenging to meet service levels without increased resourcing.

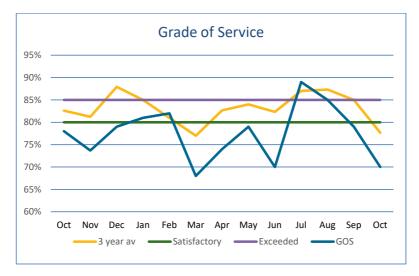


Emails and Online Services: A total of 7,155 emails were received in October, 2,315 more than the same period last year. General Requests and Snap, Send, Solve submissions have remained steady over the reporting period, receiving 138 and 72 respectively.





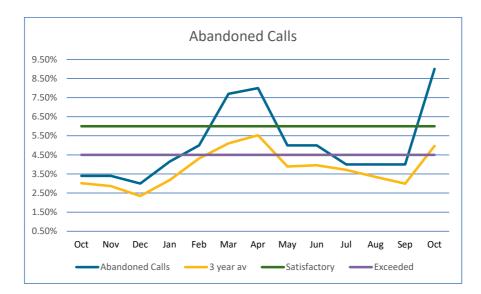
First Contact Resolution (FCR): In October, FCR showed that 53% of customer queries were resolved at first contact, which is slightly lower than the 3-year average. The team were able to satisfy over 1,215 (86%) rates enquiries, processed over 297 (65%) payment plans and 471 (78%) bin requests.



Grade of Service (GOS): For the month of October the Customer Service team achieved a GOS of 70%. Achievement of this service level was greatly impacted by increased number of calls and call arrival patterns.



Organisational Services Monthly Review > October 2021



Abandoned Calls: Abandoned Calls were 9% for October (597 calls) with a 7% (466 calls) call back take up rate. The average time to answer a call was 2 minute and 48 seconds. Average call handling time for October was 5 minutes and 40 seconds. The significant increase during the reporting period can be attributed to the high volume of enquiries from debt collection SMS and also a decrease in staff resourcing due to training and unplanned absences.



External Customer Satisfaction: The Customer Service Team again achieved outstanding customer satisfaction results this month, with 96% of completed surveys indicating that our external customers were satisfied with the service that was provided.



Organisational Services Monthly Review > October 2021



Customer Satisfaction Survey: Of the 3,801 eligible calls, 2,600% (68%) were offered surveys which resulted in 1,835 (71%) of those surveys being completed.

Customer Request Completion:

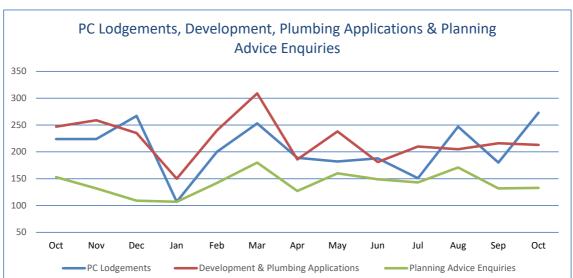
	Lodged	Resolved within SLA		
MRC Total	3,466	77%		
SSC	1,032	60%		

MRC Top 5 Pathway requests Lodged in October 2021	Volume	% of total requests
Change of mailing address	252	24.4%
Planning Advice Enquiries	158	15.3%
BINS - Damaged Wheelie Bins	156	15.1%
Phone Message	70	6.8%
Client Contact Update	67	6.5%

Organisational Services

Monthly Review > October 2021

Mackay REGIONAL COUNCIL



5.2 Development Services Business Support

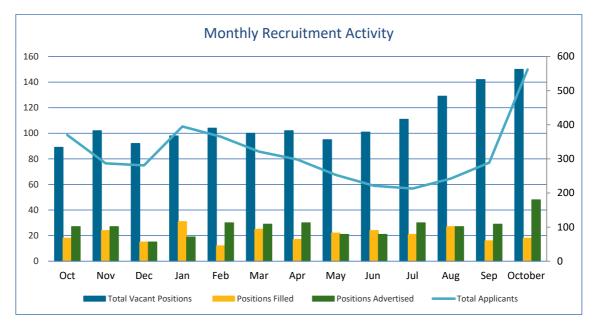
PC Lodgments and Enquiries: 273 building approvals were lodged by private certifiers (PC) in October. 213 development/plumbing applications and 133 planning advice enquiries were also received during the month.

5.3 Employee Services

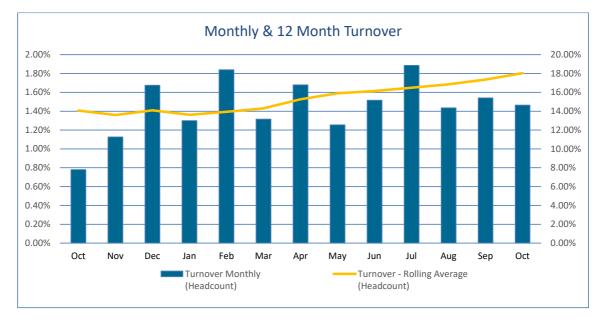
Staff Contingent:

Status	омс	ECI	DS	ccs	OS	cw	TOTAL	Prev. Mth.
Full Time	10	290	157	127	185	91	860	861
Part Time	0	9	6	33	41	1	90	91
Apprentice/Trainees	0	2	6	1	8	1	18	20
Temp	0	10	3	8	13	6	40	42
Casual	1	3	12	59	0	2	77	78
TOTAL EMPLOYED	11	314	184	228	247	101	1085	1092
Active Vacant	1	36	41	30	23	19	150	142
TOTAL	12	350	225	258	270	120	1235	1234





Monthly Recruitment: For the month of October there were 150 total vacant positions, 48 positions were advertised resulting in 562 applicants and 18 positions filled.



Staff Turnover: 12 month rolling average turnover was 18.04%. The monthly turnover for October was 1.46%. The Turnover and Retention Research Report conducted by the Australian Human Resource Institute (AHRI) in 2018 found regional areas to have turnover rates of 19.32%.





Staff Separations: For the month of October there were 16 separations as detailed in the graph above.

6. INFORMATION SERVICES

6.1 IT Support

Internal Service Metrics:

KPI	KPI Description	Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	Result
Incident Resolution	Percentage of incidents resolved within corporate standard timeframes	<80%	80-85%	>85%	90%
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	<80%	80-85%	>85%	92%
Internal Customer Satisfaction Survey	IT email survey - % of customers whose experience met or exceeded expectations	<75%	75-85%	>85%	99%

Notes:

These are again encouraging results for Information Services. Further comments as follows:

- The survey request resolution and internal customer satisfaction survey results for October 2021 are again very satisfying.
- Obtaining and retaining skilled resources within the Mackay region is a continuing challenge and one that we continue to explore further on techniques to attract and retain skilled people.
- Strategies are continuing to be explored to work in partnership with educational facilities and other key
 organisations recruiting IT skill sets in the region to build and foster an extended local resource pool. This has
 proved successful with the recent agreement to engage in the Microsoft Traineeship Program as part of the IS
 apprentice intake. This is a significant achievement improving upon our previous Cert III trainee intake. Skills
 delivery with the partnership will achieve a Cert IV and Microsoft cloud Certification. Discussions are now
 underway to finalise the agreement, potentially positioning Council as a leader in this partnership program with
 Microsoft within Regional QLD Councils.

15

• In addition, advancements in standards within People and Culture will help retain key skilled staff within positions that can offer significant development opportunity to the individual.

Information Services Satisfaction Survey – October 2021

	October 2021 Survey	Rating %
1	How would you rate the level of customer service received? (Timely updates, follow through, helpfulness, communication skills)	91%
2	Was your request completed within a reasonable timeframe? (If not please state expectation in comments section please.)	89%
3	Was your support request completed to your satisfaction?	87%

October 2021 Survey Results	Below Expectations	Met Expectations	Exceeding Expectations	Not Assigned	Totals	
# of Responses	6	197	436	0	639	* Not assigned excluded
Overall Rating	1%	31%	68%	N/A	99%	

Applications Availability:

КРІ	KPI Description				
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	Result
Tier 1 Systems	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 98%	98-99%	> 99%	100%
Tier 2 Systems		< 98%	98-99%	> 99%	100%
Tier 3 Systems		< 98%	98-99%	> 99%	100%

Applications Availability: The below table shows which corporate applications are considered tier 1 and 2. All other systems not specifically noted are considered tier 3.

	Tier 1	Tier 2		Tier 3	
U	ECM Finance One	AURORA	Aurora	ManageEngine	Manage Engine
Q a	Email	5 🔊	Bruce		
() esri	GIS	Mandala,	Mandalay		
e	Internet				
0	Kiosk_Chris21				
infor	Pathway				
asseuc	Assetic				

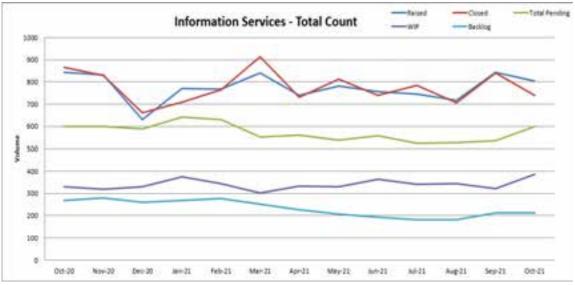
16

Organisational Services Monthly Review > October 2021

Mackay REGIONAL COUNCIL

KPI Commentary:

Incident and Service Request Metrics: The volume of incident and service requests has decreased from 844 in September to 803 in October. Information Services continues to deliver significant infrastructure and application improvements (both functional and technical including security) whilst maintaining quality. The below graph identifies the Raised Vs Closed and Pending requests, along with WIP and backlog.



Definitions:

WIP – complex support requests that are within service level agreements and simple support requests open on day of raising.

Backlog – complex support requests that have exceeded service level agreements and simple support requests remaining unresolved after day of raising.

6.2 Cyber Security

The update below is aligned to work streams conducted under the Cyber Security @ Council (CS@C) Governance and Controls plan.

- Sustainable cultural and behavioural change
 - October 2021 as follows (inclusive employee and contractor):-
 - 12 new enrolments notified to conduct training.
 - 13 enrolments successfully completed training.
 - 3 enrolments awaiting completion of training.
 - o Distribution of Cyber Security Bulletin October 2021.
- Advancing Cyber Security Industry Alignment
 - o Continuation of plan as follows:-
 - Blocking of legacy authentication protocols.
 - Incorporation of additional corporate access and applications currently non-federated to federated.
 - Multi Factor Authentication extended group trials expands throughout the organisation.
 - Implementation and operationalisation of Security Information and Event Management (SIEM) system.
 - Implementation and operationalisation of Vulnerability Assessment System (VAS).

Organisational Services Monthly Review > October 2021

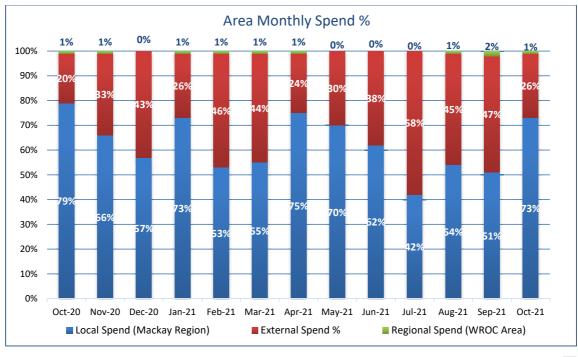
7. PROCUREMENT & PLANT

7.1 **Procurement Services**

Activity	October 2020	October 2021
Purchase Orders (PO) Raised	1,340	1,362
Line Items in POs	3,097	3,713
POs Received	1,508	1,717
Line Items in POs Received	4,933	6,314
Invoices Processed	2,916	3,213

Request for Quotes Issued	3	1
Request for Tenders Issued	9	8
Tenders Awarded	9	0
Quotes Awarded	7	4

Area	Monthly Amount October 2021	Monthly % October 2021	FYTD Amount	FYTD %
Local Spend (Mackay region)	\$18,140,818	73%	\$43,732,748	62%
Regional Spend (WROC area)	\$55,646	1%	\$175,723	1%
External Spend	\$6,428,090	26%	\$26,499,057	37%



Organisational Services Monthly Review > October 2021

Mackay REGIONAL COUNCIL

7.2 Fleet

In October, the Fleet team took delivery of a number of items including a JCB Rubber tracked loader, tri axle dog trailer, flat deck tandem axle trailer, vehicle hoist, low loader and utilities together with a number of small plant items.



The Fleet team have recently purchased and commenced using the mobile weigh station "pads". This has resulted in the team providing a number of information sessions to the operational staff highlighting the importance for ongoing diligence regarding vehicle weights.



This month has seen the new mobile library van take shape. While it is still some time before we see the van in Mackay, the build is starting to take shape.





Organisational Services Monthly Review > October 2021

8. PROPERTY SERVICES

8.1 Overview of Property Services

The Property Services Team are continuing to work with programs to achieve improved outcomes. Migration
into Assetic continues to progress, and although this entails a larger body of work in the short term, greater
asset data will inform future investments and the LTFF, and ultimately provide a better level of client service.

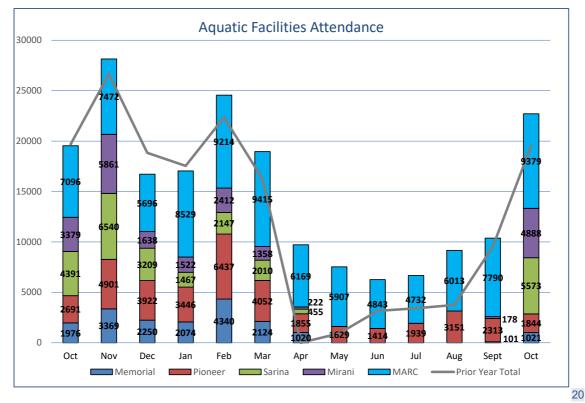
8.2 Aquatic Facilities

- 4,310 members of the public attended the free weekends at MARC in October. 1,109 attended the free weekend at Pioneer Swimming Centre.
- 800 participants enrolled in the MARC Learn to Swim programs and 100 participants in the Pioneer Swimming Centre Learn to Swim Programs.

Aquatic Facility Attendance Figures

Facility	September 2021	October 2021
Memorial Pool	101	1,021
Pioneer Pool	2,313	1,844
Mirani Pool	178	4,888
Sarina Pool	545	5,573
Mackay Athletic and Recreation Complex (MARC)	7,790	9,379

Aquatic Facilities Attendance October 2020 to October 2021 - Monthly Comparison



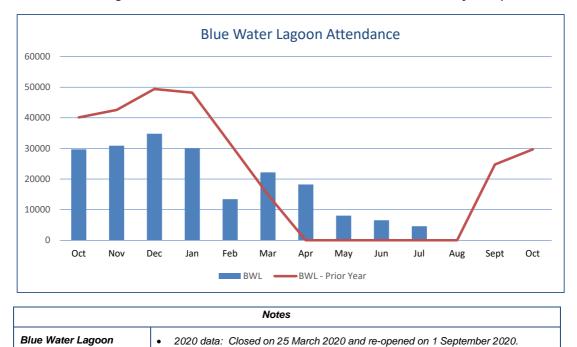
MACKAY REGIONAL COUNCIL

Organisational Services

Monthly Review > October 2021

Notes				
Memorial Pool • 2021 data: Closed on 1 May 2021 and reopened on 1 September 2021.				
Sarina Pool	• 2021 data: Closed for winter from 19 April 2021 and reopened on 13 September 2021.			
Mirani Pool • 2021 data: Closed for winter from 19 April 2021 and reopened on 18 September 2021.				
Facility September 2021 October 2021				
Bluewater Lagoon 0 0				

Bluewater Lagoon Attendance – October 2020 to October 2021 – Monthly Comparison



MARC Attendance	Figures

2021 data: Closed on the 11 July 2021.

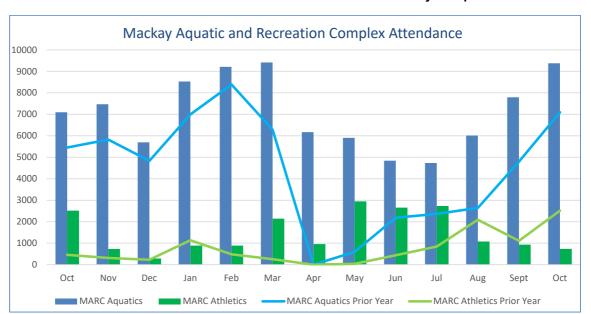
•

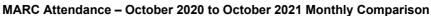
	September 2021	October 2021
MARC Aquatic Attendances	7,790	9,379
MARC Athletic Attendances	932	738
MARC Total Attendances (Aquatics and Athletics)	8,722	10,117

Organisational Services

Monthly Review > October 2021

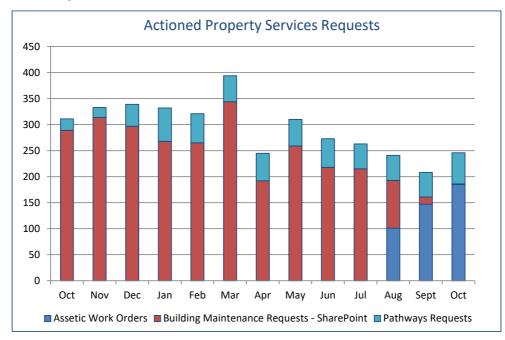
Mackay REGIONAL COUNCIL





8.3 Building Maintenance

From 2 August 2021, the submission of smartforms via SharePoint for Building Maintenance Requests ceased and were replaced with the new request form linked directly to the Assetic portal. Due to existing open maintenance requests still being closed out in the redundant SharePoint system, statistics for the next few of months will contain data from the two systems.



Organisational Services

Monthly Review > October 2021

Breakdown of SharePoint Actioned Building Maintenance Requests (October 2021)	Volume	% of Total Requests	Comments
Repairs	1	100%	• Only one Building Maintenance Request was closed out from the old SharePoint system for the month, this related to floor coverings.

A total of 185 work orders were closed out within the Assetic portal during the month of October. Of these, 165 were reactive building maintenance requests and were categorised into the Failure Cause Codes as detailed in the table below. The remaining 20 work orders related to preventative/proactive maintenance requests.

Assetic Actioned Building Maintenance Work Orders (October 2021)	Volume
Structure, Internal	1
Structure, External	5
Fitout & Fittings, Internal	81
Fitout & Fittings, External	15
Services & Equipment, Kitchen and Catering	1
Services & Equipment, Plumbing	8
Services & Equipment, Electrical	4
Services & Equipment, Air Conditioning	23
Services & Equipment, Cleaning	2
Services & Equipment, Pest Control	1
Services & Equipment, Security	20
Services & Equipment, Consumables	1
Services & Equipment, Mechanical	0
Lighting, Damaged or not working	3

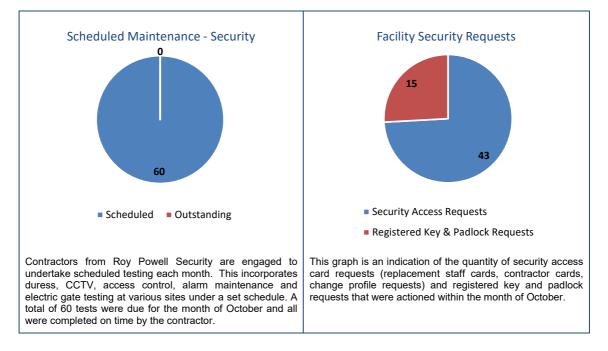
•	Sarina Yukan Building – full replacement of decking, external wall cladding, ramps, step treads, asbestos removal from the external and full external repaint.
•	BB Print Stadium – Painting works are continuing at the facility and are due to be completed by the end of February 2022.
•	All Abilities leased facility on Casey Avenue – Full roof replacement of facility, full electrical switchboard replacement and awning replacement.
•	HVAC works at 42 Wellington Street and Paget Depot – Paget Depot is now 60% complete and Wellington Street is now 80% complete.

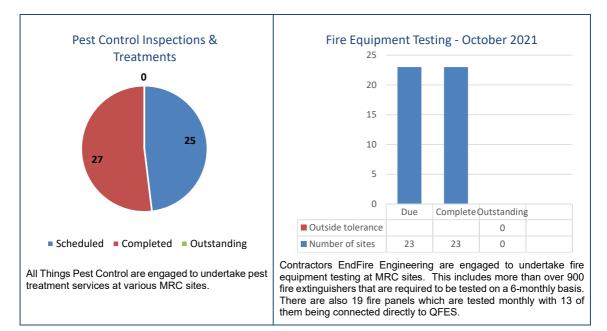
Organisational Services

Monthly Review > October 2021

Mackay REGIONAL COUNCIL

8.4 Security





8.5 Scheduled Maintenance



Organisational Services Monthly Review > October 2021

8.6 Land & Tenure

Description:	
Leases	
New Leases	2
Lease Matters still being negotiated	1
New Lease Enquiries	1
Lease Inspections	1
General Lease Matters	16
Lease Compliance	15 x insurance
Tenders	1
Council Reports	1
The Dome	3
Land Matters	
Fencing	3
Current negotiations for sale of freehold land	1
Encroachments	3
Land Maintenance	3
Land & Road Use Committee	2 x land matters 3 x road matters
Miscellaneous	22

9. PEOPLE AND CULTURE

9.1 Key Projects and Initiatives

Description	Status	Comments
Workforce Capability	Θ	• The annual Workforce Planning process is due to commence in October for FY22/23 has been deferred based upon the new Corporate Plan development process.
	*	 The workforce change process for the amalgamation of the Development Engineering and Development Assessment programs has a late November implementation date. The workforce change process for the restructure of the Parks and Environment Program has an estimated implementation date of late January 2022.
	Θ	 The HRS23 interim project team has assessed an externally conducted due diligence review of the plan to replace the current HRIS [CHRIS21]. A revised plan is being developed for submission to ELT for commencement in FY22-23.

Organisational Services Monthly Review > October 2021

Description	Status	Comments	
Volunteers	ø	 International Volunteer Managers Day (5 November 2021) - planned International Volunteer Day (5 December 2021) - planned 	
Certified Agreement	×	 The Certified Agreement arbitration process is progressing with the first hearing to occur in mid-November 2021. MRC have submitted their material for consideration by the Commission prior to the hearing. 	
Water Industry Worker (WIW) Pilot Program	*	 The review into options to extend the program, roll the traineeships into the apprentice and trainee Program, and/or expand the role to consider other critical skills shortages in regional Queensland continues with engagement with other Councils. Block One training commenced in Mackay, with trainees attending from Cairns, Townsville and the Whitsunday region. The cohort of 20 will embark on 10 months of learnings to develop skills and knowledge in the water industry. The L&D Project Coordinator (LDPC) virtually attended Queensland Water Skills Meeting where attendees were updated on training package reviews and the supply market of RTOs. The feedback from WIWs first cohorts is now available on www.qldwatercareers.com.au. The LDPC saw a presentation from Department of Planning, Industry and Environment - NSW Town Risk Reduction Program. The presentation showcased similar issues for the industry in Queensland. These items that have been raised with the Skills Minister and her team, outlining the need for essential nature of service delivery, support for upskilling programs, minimum competencies for water and wastewater treatment operators and inter-agency engagement. 	
Organisational Development	*	 Culture Values Week, to start the promotion and implementation of the refreshed Values, was planned for the week of 8 November. The Annual Staff Awards were launched with the refreshed Values, with nominations closing on 12 November. The awards are presented on Thursday 2 December at 3.00pm in the MECC. Toastmasters Conference was attended by the MRC Committee & Members. Megan Dillon & Angela Isnor competed and respectively won their categories and will now represent MRC at the Townsville event in 2022. Leadership, Coaching and Mentoring The <i>Elev§</i> Operational Leadership program is underway with all remaining Managers participating as well as two cohorts of Coordinators. These programs will be completed in early December 2021. The SLT leadership workshops will conclude for 2021 in late November with the last of this year's two-day workshops. The <i>Elev§</i> Fundamental Leadership program has restarted with a focus on Supervisors and Team Leaders. The Mackay Mentoring Program a joint venture with Resource Industry Network (RIN) 	
	ø	 The Mackay Mentoring Program, a joint venture with Resource Industry Network (RIN), is underway and due to conclude in January 2022. The 2022 cohort will be a single cohort over seven months. MRC promoted the Mackay Mentoring program at the recent RIN Professional Development Conference held in October 2021. 	

Organisational Services Monthly Review > October 2021

Description	Status	Comments	
		Diversity, Inclusion and Belonging	
		 The OD team has delayed reviewing the Queensland Government DRAFT Queensland Women's Strategy for alignment and synergy, so to better contextualise it more holistically with the Corporate Plan outcomes. 	
		• The People and culture (P&C) team was invited to participate in a training session with the Sporting Wheelies Mackay Machines team. Members for the P&C team took to Wheelchairs for a game of basketball to take a small slice of a day in the life of a person with a disability. The contest was heated and there was no taking it easy on the P&C team. Lots of laughs and good competition was had. The day ended with debrief with players on the challenges and benefits they face as employees. MRC took away new insights to how we can better support current and entering employees who may have distinct needs.	
		Health & Wellbeing	
		 Staff Christmas parties have been planned for ELT approval in mid-November. There will not be a central function for all staff due to COVID-19 restrictions which, hopefully, will not be the case in 2022. 	
		 ELT approved the plan for implementing a culture of human rights into MRC and initial work has commenced with relevant Programs. 	
		• The MRC Domestic Family Violence (DFV) accreditation process has been reviewed to ensure that MRC remains aligned with the Mackay DFV Task Force led by the Mayor.	
		• A digital wellbeing platform is in final stages of review with a <i>soft</i> launch planned in December followed by formal launch in January 2022. The platform will greatly enhance the capability of MRC to individually tailor programs for and connect with individual employees for their personal health and wellbeing needs and desires.	

💥 Below Target 🖋 On Target Complete

9.2 Organisational Development Metrics

Learning and Development Activities for October	Total Number
Inductees The number of employees inducted in the month.	9
Trainees The number of trainees currently progressing through their traineeship.	6
Apprentices The number of apprentices currently progressing through their apprenticeship.	12
Active Accredited Training Contracts (existing Workers) The number of employees actively undertaking AQTF accredited professional development.	37
Active Education Assistance Employee Development and Further Study The number of current Education Assistance recipients	18
eLearning: MRC Compliance Modules Completed Number of compliance-based MRC eLearning modules completed in the month.	234
eLearning: Professional Development Completed Number of self-paced professional development eLearning courses completed in the month.	186

10. GOVERNANCE & SAFETY

10.1 Workplace Health & Safety

- Completed reviews of emergency plans for all council facilities.
- Undertook investigations for critical incidents.
- WHS staff attended a Local Government Safety Network workshop in Gladstone.
- Planning underway to refresh safety interactions by holding workshops across council with management staff and coordinators that are required to undertake safety interactions.
- Analysis of options to develop a safety culture improvement program completed for consideration by ELT in November.
- Released internal communications around recent incidents, including snake bites and vehicle safety on worksites. .

10.2 Corporate Performance Planning & Reporting

- This month the first quarter report that measures MRC's performance against the 2021/2022 Operational Plan report was presented to the Executive Leadership Team. This is the preparation step for the report to be adopted by Council, which is scheduled for next month.
- The first quarter results are positive with the majority of actions on target as planned. This gives confidence for Council in achieving the objectives set out in the current Corporate Plan.
- The Policy, Planning and Risk Project (PPR) that will deliver improvements to MRC's Corporate Performance Planning and Reporting Framework continues this month as referenced in the Business Improvement section of this report.

Organisational Services Monthly Review > October 2021

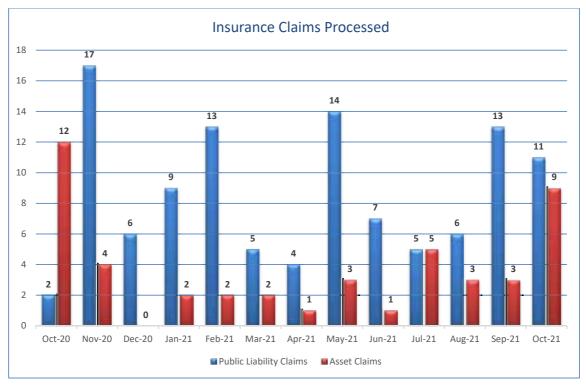
Mackay REGIONAL COUNCIL

10.3 Enterprise Risk Management

- This month the first quarter report that examines MRC's progress of additional control actions for each of its' Strategic Risks was presented to the Executive Leadership Team. This is the preparation step for the report to be tabled at the December Audit Committee meeting.
- The first quarter results are positive with all additional control actions on track as planned as reported by Risk Owners and Risk Managers. This provides confidence that strategic risks are being actively monitored and managed so as to understand and manage any identified impacts on Council achieving its strategic objectives as set out in the current Corporate Plan.
- The Policy, Planning and Risk Project (PPR) that will deliver improvements to MRC's Enterprise Risk Management Framework that continues this month as referenced in the Business Improvement Section of this report.

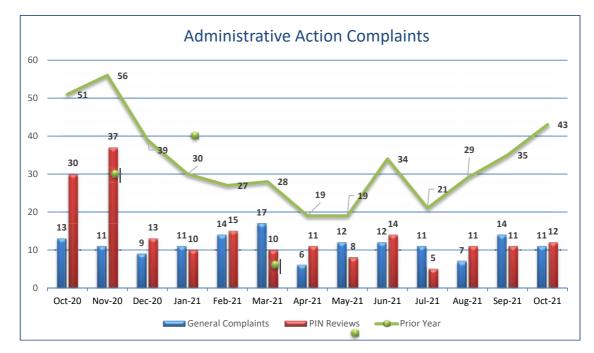
10.4 Corporate Governance

Right to Information (RTI) Applications Processed in October 2021	Documents Requested	Status
No. 5	A complete copy of a property file.	\bigcirc
No. 6	A copy of the investigation file regarding a barking dog.	\bigcirc
No. 7	A complete copy of a property file.	\$



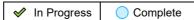
Public Liability Claims (include Personal Injury, Public Liability Plant, Public Liability & Professional Indemnity. Asset Claims (include Motor Vehicle, Water Damage, Theft, Malicious Damage, Other)

Organisational Services Monthly Review > October 2021



10.5 Fraud & Corruption Prevention

2021/22 Fraud and Corruption Prevention Plan Actions for October 2021		
Action No.	Action Description	Status
2.1	Completion of fraud risk assessment in relation to cash handling at Sarina Customer Service Centre	~



10.6 Internal Audit

2021/22 Internal Audit Plan – Progress Update				
Sundry Debtor Management	~	Information & Communications Technology (ICT)	Э	
Asset Accounting		Infrastructure Assets – Condition Assessment, Operations and Maintenance	/	
Asset Management	Θ	COVID Fraud impact Assessment	Э	
Design Services Operations	Θ	Human Resources	/	
The next Audit Committee meeting will be held on 2 December 2021.				
	eview is a mmencer	Solution of the second of t		

11. FINANCIAL SERVICES

11.1 Financial Compliance

Description	Timeframe
Manage capital and operational budgets to achieve the benchmark Local Government financial sustainability ratios, including the operating surplus, net financial liabilities, and asset sustainability ratios.	8
Measure: Completion of Long-Term Financial Forecast including applicable ratios	
Provide relevant and useful information to Council, stakeholders and clients. Measure: Production of monthly strategic financial reports	8
Provide relevant and useful information to Council, stakeholders and clients. Measure: Number of high-risk audit issues	

11.2 Key Activities

Activity	Comments	Timeframe
Statutory Reporting	 Strategic Financial report (September) delivered. Fortnightly WIP update provided to CEO & Directors for comment. Monthly Finance update provided to ELT. 	
Comprehensive Revaluation – Water & Sewerage Business	• Stakeholder engagement commenced with meetings with Chief Operating Officer and Program Managers to understand their required outcomes of the valuation service.	×
Staff Matters	 Asset Accounting team welcomed two new staff members to round out the compliment of team members. Onboarding and training is well underway to bring up to speed. LTFF Management Accountant position has been advertised. Recruitment is underway for Finance Officer role in Revenue & Treasury function. 	~

🖋 On Target 🛛 💥 Below Target

12.4.2. ADOPTION OF COUNCIL POLICIES

Author Responsible Officer File Reference	Manager Governance & Safety (Joe Pappalardo) Director Organisational Services (Kylie Lamb) 053 Waste Collection Services Policy / 073 Provision of Road Infrastructure to Educational Establishments Policy / 044 Accessible Communities Policy /068 Cultural Diversity Policy
Attachments	 053 - Waste Collection Services [12.4.2.1 - 7 pages] 073 Provision of Road Infrastructure to Educational Establishments [12.4.2.2 - 5 pages] 044 Accessible Communities [12.4.2.3 - 4 pages] 068 Cultural Diversity Policy [12.4.2.4 - 3 pages]

Purpose

To present the following Council Policies for consideration and adoption:

- 1. 053 Waste Collection Services
- 2. 073 Provision of Road Infrastructure to Educational Establishments
- 3. 044 Accessible Communities

And the below Council Policy for rescission:

1. 068 – Cultural Diversity Policy

Related Parties

There are no identified related parties.

Corporate Plan Linkage

Priority: Organisational Performance

Strategy: Governance and performance - Ensure that council complies with all its statutory obligations, minimises its exposure to litigation, manages its risk, undertakes targeted internal audits, and meets community expectations of transparency and performance reporting.

Background/Discussion

Mackay Regional Council (MRC) has a process of reviewing policies to ensure that they are relevant and up to date. The process involves a review by the responsible program manager, circulation to the management team for consultation and final submission to the Executive Leadership Team (ELT) for endorsement, prior to presenting to Council for adoption.

053 – Waste Collection Services

The policy establishes a framework for the ongoing provision of solid waste and recycling collection services.

The policy has been reviewed as part of MRC's policy review process.

073 – Provision of Road Infrastructure to Educational Establishments

This policy establishes the provisions and operation of on street and off-street parking facilities and associated infrastructure around educational establishments, including but not limited to, additional car parking, drop off and pick up zones, or similar infrastructure or traffic arrangements.

The policy has been reviewed as part of MRC's policy review process.

044 – Accessible Communities

This policy provides a coordinated framework for the delivery of accessible and equitable MRC services, programs, infrastructure to all residents and visitors to MRC.

This policy has been reviewed and amended to incorporate Policy 068 - Cultural Diversity. Policy 068 – Cultural Diversity can now be rescinded as this amended policy has made it redundant.

Consultation and Communication

As part of the renew process consultation has been undertaken with relevant stakeholders including the responsible Program Manager, Director and ELT.

Resource Implications

The implementation and rescinding of the policies will not require additional resources beyond those currently budgeted.

Risk Management Implications

There were no risk management implications identified regard the proposed policies.

Conclusion

It is recommended that Council adopt the following policies:

- 1. 053 Waste Collection Services
- 2. 073 Provision of Road Infrastructure to Educational Establishments
- 3. 044 Accessible Communities

And that the following policy be rescinded:

1. 068 – Cultural Diversity

Officer's Recommendation

THAT Council adopt the following policies:

- 1. 053 Waste Collection Services
- 2. 073 Provision of Road Infrastructure to Educational Establishments
- 3. 044 Accessible Communities

And that Council rescind the following policy:

1. 068 – Cultural Diversity

Council Resolution ORD-2021-326

THAT Council adopt the following policies:

- 1. 053 Waste Collection Services
- 2. 073 Provision of Road Infrastructure to Educational Establishments
- 3. 044 Accessible Communities

And that Council rescind the following policy:

1. 068 – Cultural Diversity

Moved Cr Jones

Seconded Cr Hassan

Cr Jones spoke to the report and highlighted the importance of these polices.

CARRIED

WASTE COLLECTION SERVICES

Program:	Waste Services
Date of Adoption:	
Resolution Number:	
Review Date:	

1.0 Scope

This policy applies to waste and recycling collection services provided by Mackay Regional Council (MRC).

2.0 Objective

The purpose of this policy is to establish a framework for the ongoing provision of solid waste and recycling collection services.

In conjunction with the Waste Management Strategic Plan, this policy ensures supply of waste management services such as waste and recycling collection. The objectives being to reduce the amount of waste to landfill by recovering resources from the waste stream and increase the recovery and recycling of resources across all waste streams.

3.0 Reference

- Local Government Act 2009
- Environmental Protection Act 1994
- Environmental Protection Regulation 2019
- Environmental Protection (Noise) Policy 2019
- Waste Reduction and Recycling Act 2011
- Waste Reduction and Recycling Regulation 2011
- Mackay Regional Council Revenue Policy

4.0 Definitions

To assist in interpretation the following definitions shall apply:

Commercial premises shall mean any of the following types of premises -

- (a) a hotel, motel, caravan park, café, food store or canteen;
- (b) an assembly building, institutional building, kindergarten, child minding centre, school or other building used for education;
- (c) premises where a sport or game is ordinarily played in public;
- (d) an exhibition ground, show ground or racecourse;
- (e) an office, shop or other process where business or work, other than a manufacturing process, is carried out.

Council shall mean the Mayor and Councillors of Mackay Regional Council.

Domestic premises shall mean any of the following types of premises -

(a) a single unit private dwelling;

```
COU053 – WASTE COLLECTION SERVICES
Electronic version current – uncontrolled copy valid only at time of printing.
Version No.
```



(c) a boarding house, hostel, lodging house or guest house.

MRC shall mean Mackay Regional Council.

Regulated Waste shall mean regulated waste in accordance with the Environmental Protection Regulation 2019..

Recycling shall mean the kerbside or bulk bin collection of glass bottles, glass jars, steel cans, aluminium cans, paper, cardboard, milk and juice cartons and PET / HDPE plastic containers.

Refuse service charge shall mean the charge applied by MRC through its rating activities for the provision of a waste collection service.

Waste shall mean the everyday 'refuse', 'rubbish' or 'garbage' generated by domestic or commercial premises that cannot be recycled and would normally be collected by an MRC or private waste bin contractor. The term waste <u>does not</u> refer to any regulated, hazardous or toxic waste generated by industry.

5.0 Policy Statement

MRC is committed to providing waste collection services, on a fee for service basis, that are economically and environmentally sustainable, with a focus on customer service delivery, cost effectiveness and quality.

Currently services are mainly conducted through collection of 240 litre bins for either waste or recycle collection. MRC's current collection contract does provide for options in 140 litre waste or 360 litre recycle bin capacity should they be required for future services.

5.1 <u>Residential Premises: Designated Area</u>

The MRC area is a designated area for the purposes of general waste collection from residential premises.

- 5.2 <u>Residential Premises Single-Unit Dwellings</u>
 - 5.2.1 Service Entitlement

All single-unit residential dwellings located on a road serviced by MRC's waste and recycling contractors will be provided with a kerbside waste collection service by MRC or its nominated contractor.

MRC's basic kerbside waste collection service consists of one 240 litre general waste bin per single unit dwelling to be serviced weekly.

A refuse service charge will be applied by MRC to respective property rates for the provision of a kerbside waste collection service.

COU053 – WASTE COLLECTION SERVICES Electronic version current – uncontrolled copy valid only at time of printing Version No.

WASTE COLLECTION SERVICES

One 240 litre recycle bin (serviced fortnightly) is generally provided at no additional cost with each waste bin service.

A property owner (ratepayer) may request an additional waste bin; however, one additional refuse service charge will apply to each additional waste bin that is requested. One recycling bin (serviced fortnightly) is provided additional with each additional waste bin service at no additional cost.

A property owner (ratepayer) may request an additional recycle bin only, however one additional recycle bin service charge will apply to each additional recycle bin that is requested. An additional recycle bin is serviced fortnightly on the scheduled collection day.

5.2.2 Bin Placement

The occupier of a single-unit residential dwelling is responsible for placing the MRC provided waste bin and recycling bin on the kerbside frontage of the property prior to 6.00am on the nominated collection day.

The occupier of the premises must ensure that access to the bin/s is unobstructed and that the bins are placed 50cm apart when both bins are being collected.

Bins must be returned to within the property boundary as soon as possible after collection and not later than 24 hours after the nominated day of service.

A Mackay Waste Services authorised officer may direct a resident to present waste and recycling bins in a more accessible location, for the safety of residents, the public and the collection vehicles and/or for the protection of property.

5.2.3 Condition of Use

The occupier of the premises must ensure that only appropriate materials are placed in the bin and that bins are not overloaded, with the lid closed.

The occupier of premises must ensure that each waste bin is clean and in good repair. Damaged bins are to be reported to MRC for repairs or replacement as soon as practicable.

5.3 <u>Residential Premises: Multi-Unit Dwellings</u>

5.3.1 All multi-unit residential dwellings located on a road serviced by MRC's waste and recycling contractors will be provided with a waste collection service by MRC or its nominated contractor.

240 litre waste and recycling bins may be used for multi-unit developments with ten (10) or less unit dwellings.

COU053 – WASTE COLLECTION SERVICES Electronic version current – uncontrolled copy valid only at time of printing Version No.

WASTE COLLECTION SERVICES

The maximum allowable number of 240 litre bins at a multi-unit dwelling will be determined by a Mackay Waste Services authorised officer following assessment of on-site storage facilities based on the suitability of, and access to, kerbside presentation/ service point(s).

If there is no satisfactory kerbside location for presentation of, or service of 240 litre waste bins, at the discretion of a Mackay Waste Service' authorised officer, a bulk refuse bin service may be provided to multiunit dwellings.

All multi-unit residential dwellings with <u>11 or more</u> units will be provided with an MRC bulk bin waste collection service. The number of bulk bins, size of bulk bins, and frequency of bin service provided will vary according to the size of the development.

A Mackay Waste Services authorised officer will determine the number and size of bulk waste bins, and the frequency of the bulk bin waste service.

Multi-unit residential dwellings with 11 or more units may be provided with an MRC bulk bin recycling collection service. MRC bulk bin recycling is conducted using 1100 Litre yellow lidded bins. The number of bulk bins, and frequency of bin service provided will vary according to the size of the development.

All multi-unit dwelling developments must provide on-site dedicated enclosure(s) for the storage of waste and recycling bins.

One refuse service charge will be applied to each residential dwelling in a multi-unit dwelling for the provision of a waste and recycling collection services.

5.3.2 Where a bin service is provided to a multi-unit dwelling, the respective occupiers of each unit are responsible for placing the MRC provided waste and recycling bins on the kerbside in an accessible location prior to 6.00 am on the nominated collection day and returning the bins to the on-site dedicated enclosures not later than 24 hours after the nominated day of service.

Where a multi-unit dwelling receives, a bulk bin service a Mackay Waste Services authorised officer in conjunction with the body corporate and MRC's nominated bin collection contractor will agree an accepted procedure for presentation and servicing the bulk bin(s).

5.4 <u>Commercial Premises</u>

5.4.1 MRC does not provide new waste collection services to commercial premises. This is due to the availability of providers for the commercial sector.

COU053 – WASTE COLLECTION SERVICES Electronic version current – uncontrolled copy valid only at time of printing Version No.

WASTE COLLECTION SERVICES

Historical commercial waste collection services continue to be provided. Waste Services may review sustainability of a current service and withdraw those services on notice.

A refuse service charge will be applied by MRC to the commercial property rates for the provision of a kerbside waste collection service.

One 240 litre recycle bin (serviced fortnightly) is generally provided at no additional cost with each waste bin service.

Additional waste bin requests for commercial premises are no longer accepted. For historical services, one additional refuse service charge will apply to each additional waste bin that was previously requested.

All commercial premises that receive an MRC waste collection service must provide on-site dedicated enclosure/s for the storage of waste and recycling bins.

5.4.2 MRC the occupier of a commercial property is responsible for placing the MRC provided waste and recycling bins on the kerbside in an accessible location prior to 6.00 am on the nominated collection day and returning the bins to the on-site dedicated enclosures not later than 24 hours after the nominated day of service.

An authorised MRC officer may direct a commercial property occupant to place waste and recycling bins in a more accessible location.

5.5 Recycle Education and Compliance

5.5.1 Audits

An authorised officer will be utilised to conduct audits of the contents of recycle bins and may include waste bins to assist with determining behavioural drivers. This is to ensure proactive compliance and a targeted approach to education of residents. The frequency of the audit program will be determined by MRC's Resource Recovery Education program. Random inspections of bin contents may also take place to ensure compliance.

5.5.2 Suspension of Bin Use

If it is determined that the recycling bin is not being used for its proper purpose, the collection service may be suspended or terminated and the recycling bin retrieved by MRC.

5.5.3 An MRC recycling bin service may be re-instated when the owner or tenant of the property changes, or if the timeframe of suspension has been served.

5.6 <u>Presentation of multiple bins for services</u>

5.6.1 A premises must only present the number of bins provided by MRC and charged through rates. MRC must provide advice to the resident and/or owner that present either multiple bins or non-council council bins in these circumstances.

COU053 – WASTE COLLECTION SERVICES Electronic version current – uncontrolled copy valid only at time of printing. Version No.

WASTE COLLECTION SERVICES

- 5.6.2 In the event that an advice is ignored after the second written advice, MRC may apply an additional refuse collection charge without further notice.
- 5.6.3 In the event that an owner consents to paying for an additional service, a pro-rata rate will be applied from the date of acceptance.

5.7 Registered Charity Organisations

5.7.1 MRC does not provide free waste collection services for 'not-for-profit' or charity organisations.

Registered Charities can apply to MRC in writing for exemption from waste disposal charges at MRC waste disposal facilities. A copy of the current Waste Services Charitable Organisation Certificate must be presented upon arrival at an MRC waste disposal facility for the in-kind exemption to apply.

5.8 Assisted Waste Collection

- 5.8.1 MRC will provide an assisted waste collection service, at no additional cost, to residents whereby reason of ill health, physical or mental incapacity of the resident or for safety of the general public or other physical condition the bin cannot be placed in an accessible position by the resident.
- 5.8.2 The resident or the resident's representative can apply to MRC for an assisted waste collection service. Applications for an assisted waste collection service must include a certificate from a registered medical professional stating the reason for the request.
- 5.8.3 An authorised officer will determine the collection point for the property where the assisted waste collection service is to be provided and MRC's contractor will manually collect from and return the bins to the collection point.

5.9 Service Assessments

- 5.9.1 A planning referral in assessment for the provision of waste collection services must be conducted when assessing Development Applications where waste collection services apply, to ensure adequate provision of a refuse management system.
- 5.9.2 The objective of an assessment is to ensure sustainable and safe collection operations can be achieved prior to development taking place and assess whether Performance Objectives are achieved through Acceptable Outcomes.
- 5.9.3 A Service Assessment is available to commercial and other development premises, and a mandatory requirement for residential premises.

COU053 – WASTE COLLECTION SERVICES Electronic version current – uncontrolled copy valid only at time of printing. Version No.



WASTE COLLECTION SERVICES

5.10 Complaints

Any complaints in relation to this service will be assessed and managed in accordance with MRC's Administrative Action Complaints Policy, a copy of which can be found on MRC's website.

When an individual feels that they are the subject of MRC's failure to act compatibly with human rights, they can make a complaint directly to MRC. These complaints will be assessed against the Human Rights Act 2019.

Complaints may be made as following:

In writing to Chief Executive Officer Mackay Regional Council PO Box 41 MACKAY QLD 4740

Via Email - <u>complaints@mackay.qld.gov.au</u>

In person at the following Council Client Services Centres:

- o MRC Mackay Office 73 Gordon Street, Mackay
- o MRC Sarina Office 65 Broad Street, Sarina
- MRC Mirani Council Office 20 Victoria Street, Mirani

6.0 Review of Policy

This policy will be reviewed when any of the following occur:

- 1. The related documents are amended or replaced.
- 2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years.

COU053 – WASTE COLLECTION SERVICES Electronic version current – uncontrolled copy valid only at time of printing. Version No.

PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS

Program:	Transport and Drainage Infrastructure Planning
Date of Adoption:	
Resolution Number:	
Review Date:	

1.0 Scope

To define Mackay Regional Council's (MRC) policy in relation to the provision and operation of on-street and off-street parking facilities and associated infrastructure around Educational establishments, including but not limited to, additional car parking, drop off and pick up zones, or similar infrastructure or traffic arrangements.

2.0 Objective

MRC receives requests for the provision of road-based infrastructure within the road reserve around and adjacent to Educational Establishments within the MRC area. Sometimes, provision of such infrastructure is not Council's responsibility and detrimentally impacts traffic flows.

The purpose of the Policy is to set out guidelines for those requests in relation to applications & requests related to road reserve areas under MRC's management.

All requests for new or improved facilities and associated infrastructure within a road reserve under the jurisdiction of the Department of Transport and Main Roads (DTMR) will be forwarded directly to DTMR for consideration.

3.0 Reference

- DTMR Planning for Safe Transport Infrastructure at Schools March 2018
- MOU Qld Govt/LGAQ -Guidelines on Arrangements for Infrastructure External to State Government Sites and Non-State Schools – Dec 1997
- DTMR Manual of Uniform Traffic Control Devices (MUTCD)
- DTMR Traffic and Road Use Management Manual (TRUM)
- Australian Standards AS1742 Manual of uniform traffic control devices Set
- Australian Standards AS/NZS 2890 Parking Facilities Set
- Ausroads Guide to Road Safety Set
- Ausroads Guide to Traffic Management Set

4.0 Definitions

To assist in interpretation the following definitions shall apply:

MRC shall mean Mackay Regional Council.

DTMR shall mean the Department of Transport and Main Roads.

Road Reserve is a legally described area within which facilities such as roads, footpaths, and associated features may be constructed for public travel. It is the total area between boundaries shown on a cadastral plan.

COU073 – PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS Version No. 003

Electronic version current – uncontrolled copy valid only at time of printing.



COUNCIL POLICY PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS

Educational Establishments means public or private schools, kindergartens, day-care centres, colleges and universities

5.0 Policy Statement

5.1 <u>General</u>

MRC via a memorandum of understanding signed in 1997 has obligations to the State Government to provide infrastructure for new Educational Establishments external to the school site in accordance with the established cost breakdown in this document.

However, MRC has had numerous approaches to provide additional infrastructure at existing Educational Establishments generated by changed expectations of parents and or intensification of development on the education site.

In most cases no representations have been made to the Department of Education or the Private School involved, and some expectation exists that MRC will provide such infrastructure. Ongoing complaints and representations to Councillors result.

Given that the request for infrastructure are effectively purely driven by needs of the Educational Establishment, it is considered that the responsibility for such infrastructure provision should not lie with MRC

5.2 Principles

MRC expects that Educational Establishments will exercise a duty of care to staff, patrons, visitors, the general public and students by:-

- Engaging MRC and the community when developing plans for new Educational Establishments or the re-development of Educational Establishments, seeking to mitigate the affect the new facilities will have on traffic movements and parking within the road reserve.
- Providing onsite parking spaces as outlined in DTMR's *Planning for* Safe Transport Infrastructure at Schools within the Educational Establishment grounds, using approved entry and exit points to the road reserve.
- Developing and implementing school policies in relation to the expected behaviours for drivers and pedestrians for parking and during student drop-off and pick-up a Car Parking, Drop Off and Pick Up Operation and Supervision Policy (funded and implemented by the school).
- Creating and implementing plans and education programs about traffic movement and parking procedures around the school including educating students and their parents and carers on safe school travel & parking.

COU073 – PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS Version No. 003

Electronic version current – uncontrolled copy valid only at time of printing.

PROVISION OF ROAD INFRASTRUCTURE TO COUNCIL POLICY EDUCATIONAL ESTABLISHMENTS Actively and regularly promoting walking, cycling and the use of public transport for all members of the school community. Notifying parents of any parking issues via school newsletters. Advocating the following suggestions to parents and carers to help reduce traffic congestion:-Car pool. • Use public transport. Have their child ride their bike or walk to school. Having agreed pick up times with children. Drop off and pick up children at an alternate time to avoid peak time congestion and problematic traffic manoeuvres. Pick children up at alternate times to avoid peaks. Park nearby and walk a short distance to the school. Minimising the time vehicles need to wait. Adhere to signage and line marking at all times, such as yellow line marking, timed parking such as Stop Drop & Go. Not park in front of resident's driveways, footpaths or double park. Slow down around school and be aware. Prior to seeking MRC's assistance with addressing parking related issues in the road reserve, the Educational Establishment must provide documented evidence that they have:-Actively promoted active transport (walking, cycling and public i. transport) and sustainable transport options to its students, parents, carers and staff. ii. Promoted different arrival and departure times, where practical. Shared use of facilities and ovals with the general community during iii. drop off and pick up peak times. Developed and implemented a strategy to manage the school's parking iv. and traffic requirements within the school grounds and road reserve. Actively policed and monitored the traffic behaviour during the peak v. times of drop off and pick up of students. Complied and/or followed with all previous Development Approval vi. conditions related to parking (if applicable). Developed on site facilities to the required capacity as indicated in vii. DTMR's Planning for Safe Transport Infrastructure at Schools. Provided a summary report/statement about the effectiveness of the viii. above requirements, identifying the reasons why infrastructure is still requested for the Educational Establishment COU073 - PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS Version No. 003

Electronic version current – uncontrolled copy valid only at time of printing.

COUNCIL POLICY PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS

Once MRC is satisfied that the Educational Establishment has addressed items (i) to (vii) above, MRC will (at its cost):-

- Assist the Educational Establishment to investigate alternative car parking arrangements.
- **May** consider carrying out modifications and/or additions to road facilities and associated infrastructure that MRC deems necessary to encourage responsible road user behaviour and improved parking performance.
- Consider implementing timed parking around Educational Establishments to discourage all day parking by staff, parents and students.
- Patrol the area on a regular basis and issue infringements for any illegal parking.

6.0 Funding

Notwithstanding, the principles stated in this Policy, MRC's general position is, within:-

- MRC Road Reserve For existing Educational Establishments new, improved or maintenance of parking facilities and associated infrastructure within the MRC road reserve will be fully funded by MRC subject to budget approval.
- DTMR Road Reserve New, improved or maintenance of parking facilities and associated infrastructure within the DTMR road reserve will be fully funded by the State Government subject to their consideration and budget approval.

Educational Establishment Grounds - New, improved or maintenance of parking facilities within the Educational Establishment's grounds will be fully funded by the Educational Establishment (this may be Education Queensland and/or a private schools' own funds).

7.0 Complaints

Any complaints in relation to this service will be assessed and managed in accordance with MRC's Administrative Action Complaints Policy, a copy of which can be found on MRC's website.

When an individual feels that they are the subject of MRC's failure to act compatibly with human rights, they can make a complaint directly to MRC. These complaints will be assessed against the Human Rights Act 2019.

Complaints may be made as following:

In writing to

Chief Executive Officer

Mackay Regional Council PO Box 41 MACKAY QLD 4740

COU073 – PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS Version No. 003

Electronic version current – uncontrolled copy valid only at time of printing.



COUNCIL POLICY PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS

Via Email - complaints@mackay.qld.gov.au

In person at the following Council Client Services Centres:

- MRC Mackay Office 73 Gordon Street, Mackay
- o MRC Sarina Office 65 Broad Street, Sarina
- o MRC Mirani Council Office 20 Victoria Street, Mirani

8.0 Review of Policy

This policy will be reviewed when any of the following occur:

- 1. The related documents are amended or replaced.
- 2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years.

COU073 – PROVISION OF ROAD INFRASTRUCTURE TO EDUCATIONAL ESTABLISHMENTS Version No. 003

Electronic version current – uncontrolled copy valid only at time of printing.



ACCESSIBLE COMMUNITIES

Program:	Community Lifestyle
Date of Adoption:	
Resolution Number:	
Review Date:	

1.0 Scope

This policy applies to all Mackay Regional Council (MRC) Councillors, Staff and its facilities, services, programs, activities and information owned by or under its control. It also applies to all contractors and consultants who are acting on MRC's behalf or engaged in Council's business.

2.0 Objective

The objectives of the policy are to:

- Provide a coordinated policy framework for the delivery of accessible and equitable MRC services, programs, infrastructure; opportunities that facilitate necessary outcomes for all residents and visitors to MRC; and to be treated in a fair manner when accessing these services;
- Guide and improve MRC's planning, design and implementation processes to incorporate best practice access and equity principles in the provision of facilities, services, programs, information and open spaces and in conducting MRC's activities;
- Strengthen MRC's ability to pursue equitable access through lobbying other providers of facilities, services, programs, activities, information and open spaces at local, State and Commonwealth levels;
- Raise awareness of the equitable access and discrimination issues that exist for residents and visitors to the MRC area;
- Increase representation in MRC's public participation activities;
- Strengthen MRC's ability to pursue equitable access through development assessment; and
- Decrease the risk of legal action.

3.0 Reference

The Accessible Communities Policy should be read in conjunction with the following relevant documentation and legislation.

- Anti-Discrimination Act 1991(Qld)
- Disability (Access to Premises Buildings) Standards 2010
- Disability Discrimination Act 1992 (Cth)
- Human Services Quality Framework
- Local Government Act 2009
- Local Government Regulations 2012
- Multicultural Recognition Act 2016 (Qld)
- National Construction Code 2016
- Industrial Relations Act 2016 (Qld)
- Work Health and Safety Act 2011(Qld)

COU044 ACCESSIBLE COMMUNITIES Electronic version current – uncontrolled copy valid only at time of printing. Version No. 003

ACCESSIBLE COMMUNITIES

This policy should be read in-conjunction with the following MRC Documents.

- Mackay Regional Council's Corporate Plan 2009 2016 2021
- Mackay Regional Council's Equal Employment Opportunity Policy
- Mackay Regional Council's Inclusive Workplace Policy
- Mackay Regional Council's Language Services Policy
- Mackay Regional Council's Aboriginal and Torres Strait Islander Policy

4.0 Definitions

To assist in interpretation the following definitions shall apply:

Advocacy shall mean lobbying at Local, State and Federal levels including submitting proposals for legislative change.

Access shall mean the practice of ensuring that all members of the community will have the opportunity to access information, services, facilities and activities regardless of individual circumstances, characteristics, abilities, culture, or background.

Council shall mean the Mayor and Councillors of Mackay Regional Council.

Councillors shall mean the Mayor, Deputy Mayor and Councillors.

Equity shall mean the practice or act of ensuring that information, services, facilities, and activities are provided to the community in a fair manner regardless of individual circumstances, characteristics, abilities, culture, and background.

Fair and just shall mean the criteria to determine whether an opportunity is fair and just is:

- All reasonable steps have been taken to provide information about the opportunity.
- The person has not been unreasonably denied the opportunity.
- It will not cause 'unjustifiable hardship' to the person or the organisation providing the access.

Human Rights Complaint shall mean a complaint about an alleged contravention of section 58-1 by a public entity in relation to an act or decision of the public entity.

Inclusive shall mean the practice or act of creating an environment where people feel included regardless of their individual circumstances, characteristics, abilities, culture, or background.

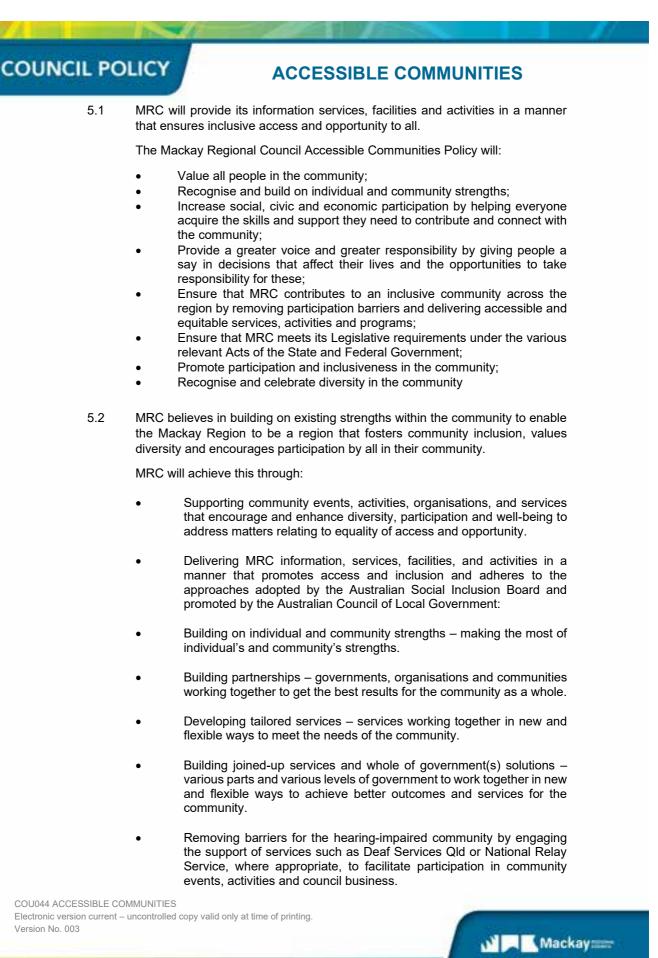
MRC shall mean Mackay Regional Council.

Organisation shall mean the government organisations, community groups, not-forprofit organisations, for-profit organisations and service providers.

Staff shall mean all persons employed by Mackay Regional Council on a permanent, temporary, or casual basis, or otherwise engaged by Mackay Regional Council including those under a contract of service or a volunteer program

5.0 Policy Statement

COU044 ACCESSIBLE COMMUNITIES Electronic version current – uncontrolled copy valid only at time of printing Version No. 003



ACCESSIBLE COMMUNITIES

- Where appropriate making information available in large print, electronic format, Braille or other appropriate format to ensure members of the community that have a vision impairment are able to participate in council led programs, events and business.
- Recognising that, at times, community members need the support of an advocate to assist them to access and participate in the community.
- Provision of Translating and Interpreting services to allow equitable access to information and services.
- Education of MRC staff and Councillors about cross cultural issues through internal training programs and promotional activities/events.

5.3 Complaints

Any complaints in relation to this service will be assessed and managed in accordance with MRC's Administrative Action Complaints Policy, a copy of which can be found on MRC's website.

When an individual feels that they are the subject of MRC's failure to act compatibly with human rights, they can make a complaint directly to MRC. These complaints will be assessed against the Human Rights Act 2019.

Complaints may be made as following:

In writing to

Chief Executive Officer

Mackay Regional Council PO Box 41 MACKAY QLD 4740

Via Email - complaints@mackay.qld.gov.au

In person at the following Council Client Services Centres:

- MRC Mackay Office 73 Gordon Street, Mackay
- o MRC Sarina Office 65 Broad Street, Sarina
- MRC Mirani Council Office 20 Victoria Street, Mirani

6.0 Review of Policy

This policy will be reviewed when any of the following occur:

- 1. The related documents are amended or replaced.
- 2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years.

COU044 ACCESSIBLE COMMUNITIES Electronic version current – uncontrolled copy valid only at time of printing Version No. 003

Mackay

Mackay REGIONAL COUNCIL	COUNCIL POLICY	
	Cultural Diversity Policy	
	POLICY NO	068
	DEPARTMENT	Community & Client Services
	PROGRAM	Community Lifestyle
	ADOPTED BY COUNCIL	28 February 2018 (Folio 48959)

1.0 Scope

The Cultural Diversity Policy applies to all facilities, services, programs, activities and information owned by or under the control of Mackay Regional Council (MRC). It is also applicable to all MRC staff (temporary and permanent), Councillors, contractors and consultants who are acting on MRC's behalf or engaged in Council's business.

2.0 Purpose

This policy has been developed to demonstrate MRC's commitment to ensuring that all members of the region's community, regardless of their cultural, linguistic or religious background:

- have equitable access to services and programs that respond appropriately to their needs
- are able to fully participate in and benefit from all aspects of life in the Mackay region
- feel a sense of belonging in a cohesive and harmonious community.

3.0 Reference

- Australian Government Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness.
- United Nations' Universal Declaration on Cultural Diversity.
- Queensland Anti- Discrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Multicultural Recognition Act 2016
- wOur Story, our future; Queensland Multicultural Policy 2016
- Mackay Regional Council's Language Services Policy
- Mackay Regional Council's Indigenous Policy
- Mackay Regional Council's Reconciliation Action Plan

4.0 Definitions

To assist in interpretation the following definitions shall apply:

Council shall mean the Mayor and Councillors of Mackay Regional Council.

Cultural Diversity shall mean the many and varied groups of people living in a community from different cultural backgrounds, who possess various attitudes, beliefs, language, behavior, lifestyles that are an expression of their culture.

068 Culture Diversity Policy

Electronic version current – uncontrolled copy valid only at time of printing

Page 1 of 3

MRC shall mean Mackay Regional Council.

Multiculturalism shall mean ensuring that all Australians have equality of opportunity to benefit from the contribution to all aspects of life without prejudice or discrimination.

Culturally and Linguistically Diverse (CALD) Community. For the purpose of this policy, people from CALD backgrounds include:

- People who were born overseas (citizens, residents, refugees);
- Descendants of people who were born overseas;
- Long and short term visitors from overseas (tourists, international students, delegations, people on working visas etc);
- Australian South Sea Islander people;
- Aboriginal and Torres Strait Islander People (see MRC's Indigenous Policy and MRC's Reconciliation Action Plan).

5.0 Background

11.3% of the region's population indicated in the 2016 census that they were born overseas, and since 2013 residents from 79 countries have been represented at citizenship ceremonies held at MRC.

5.1% of Mackay's population indicated in the 2016 census that they identify as Aboriginal and/or Torres Strait Islander. In addition, Mackay is home to the largest population of Australian South Sea Islander people in Queensland with local studies estimating that there is a population of approximately 6,000.

6.0 Policy Statement

MRC embraces the contributions of the region's CALD community to the social, cultural and economic fabric of our region. It acknowledges that all residents, regardless of their background, must have equal opportunity to access and participate in MRC facilities, services, programs, activities and information and the opportunity to feel a sense of belonging in the local community.

With this in mind, this policy demonstrates MRC's corporate commitment to enhancing outcomes in the areas of:

- Accessibility and participation of CALD community members in MRC programs, services, activities, events and planning and decision making processes.
- Education of MRC staff and Councillors about cross cultural issues through internal training programs and promotional activities/events.
- Provision of support to MRC programs and departments working directly with CALD communities, building effective working partnerships.
- Increasing responsiveness of MRC programs and services to CALD community needs.
- Provision of Translating and Interpreting services to allow for equitable access (See MRC's Language Services Policy)
- Building and strengthening identity and pride in the local CALD community in a variety of ways, including through the provision and support of local groups, festivals and events.
- Consultation and engagement with community members from culturally and linguistically diverse backgrounds, allowing MRC to identify, respond to and address current and emerging issues.

068 Culture Diversity Policy

Electronic version current - uncontrolled copy valid only at time of printing

Page 2 of 3

Encouraging the building of strong networks across the region where people of all backgrounds can interact socially and safely through sport, recreation, cultural life and the arts.

It does this with the aim of:

- Strengthening the appreciation of and responsiveness to cultural and linguistic diversity within MRC and the community;
- Promoting positive intercultural relations and social cohesion in the region;
- Allowing for equitable access to MRC programs, services, activities, events and planning and decision making processes.

7.0 Review

This policy will be reviewed when any of the following occur:

- 1. The related documents are amended or replaced.
- 2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years. SCIMPY

Version Control:

Version	Reason / Trigger	Change	Endorsed / Reviewed	Date
1	Review by Community		To be reviewed by CEO	16/03/2015
	Development.		and Directors.	
			Adopted by Council	13/05/2015
2	Review of Policy	Amendments	Council	28/02/2018

Electronic version current - uncontrolled copy valid only at time of printing

Page 3 of 3

12.4.3. APPLICATION FOR CONVERSION TO FREEHOLD OVER PART OF LOT 491 ON SP271107

Author	Acting Manager Property Services (David Cowley)
Responsible Officer	Director Organisational Services (Kylie Lamb)
File Reference	271107-491-SP
Attachments	1. Plan showing proposed area of acquisition [12.4.3.1 - 8 pages]

Purpose

To consider a request from Magpies Sporting Club Limited for Council to support the revocation of part of reserve land, Lot 491 on SP271107 to freehold land to be acquired by the Club. This land is reserve for recreation purposes.

Related Parties

Magpies Sporting Club Limited The Department of Resources

Corporate Plan Linkage

Priority: Community Health & Wellbeing

_Strategy: Active and healthy community - Promote active and healthy lifestyles by providing equitable access and encouraging sporting, recreational and outdoor activities throughout the region.

Priority: Community Pride

Strategy: Community facilities - Provide community facilities to improve the liveability of the region ensuring equitable focus.

Background/Discussion

Mackay Regional Council (Council) is trustee manager of Lot 491 on SP271107, reserve for recreation purposes. Magpies Sporting Club Limited (Magpies) currently lease the whole of the 9.78 hectare parcel. The current lease has a consideration of \$50 per annum and expires 27/05/2028.

In 2005 Council supported a request from Magpies to lease a portion of the Reserve for Recreation directly from the Department of Resources (DOR). This area, now Lot 492 on SP210122 (6,799 square metres) was required to allow for development of the land as a car park which would be an inconsistent use within the purpose of the reserve.

Council agreed to relinquish Trusteeship of part of the Reserve to allow Magpies Sporting Club Inc to negotiate a lease arrangement directly with DOR.

Council further agreed that any agreement to relinquish Trusteeship is conditional upon and not limited to the following issues being addressed in the lease negotiations:

- a) Public walkways/children's playground areas along Jane's Creek are provided in the first stage of the development and pedestrian cycle thoroughfare along Jane Creek is maintained in perpetuity.
- b) Carparking be increased in accordance with the requirements of the (then) Mackay City Council Planning Scheme.
- c) All present associated sporting clubs be agreeable to the proposed development.
- e) The developed lease contains provisions allowing public access to sporting facilities under certain conditions.

f) Furthermore, Council is to be provided with the opportunity to review the Lease prior to the relinquishing of the Trusteeship.

The above conditions appear to have been satisfied with the exception of a children's playground area along Jane's Creek.

A direct lease between Magpies and DOR over Lot 492 commenced 15/12/2007 for a term of 30 years. The purpose for which the lease was granted is commercial/business and the land must be used for car park spaces only.

Magpies are now making an application to purchase an area of the reserve being 1,246 square metres located to the south of the existing clubhouse. Magpies propose to amalgamate the land into their adjoining freehold parcel, Lot 490 on CP866454. The proposed use of the land will be for an extension of the clubhouse. Magpies are also applying to purchase 232 square metres of lot 492 which they lease directly from DOR.

Consultation and Communication

The Department of Resources and internal Council programs including development assessment, community engagement and legal counsel have been consulted. Council's Land & Road Use Committee has considered the application with no objections.

The community consultation project commenced on 25 May 2021 and was advertised through several channels including:

- a half page advertisement in the Mackay and Whitsunday Life on 20 August 2021.
- a corflute sign was erected on the reserve.
- a project page was published on Council's Connecting Mackay website and remains active. It contains an overview of the project and maps showing the reserve area, the location and area of encroachment along with aerial views and identification survey. The page attracted a total of 1600 visitors during the consultation period.

A total of 3 responses were received. One was an objection to the sale of the land and the two other responses objected to the entire reserve being sold which is not the proposal for this application.

Resource Implications

All costs incurred in respect to the revocation of this portion of the reserve and the new lease on the remaining portion of the reserve will be the responsibility of Magpies.

Conclusion

Magpies have undertaken significant works to improve the reserve for the community. Council support will allow Magpies to make an application to purchase 1,246 square metres of land to be amalgamated into their existing freehold parcel.

Officer's Recommendation

THAT Council resolves to support an application for revocation of a 1,246 square metre portion of Lot 491 on SP271107, Reserve for Recreation.

AND THAT, the Department of Resources and Magpies Sporting Club Limited be advised of this decision.

Council Resolution ORD-2021-327

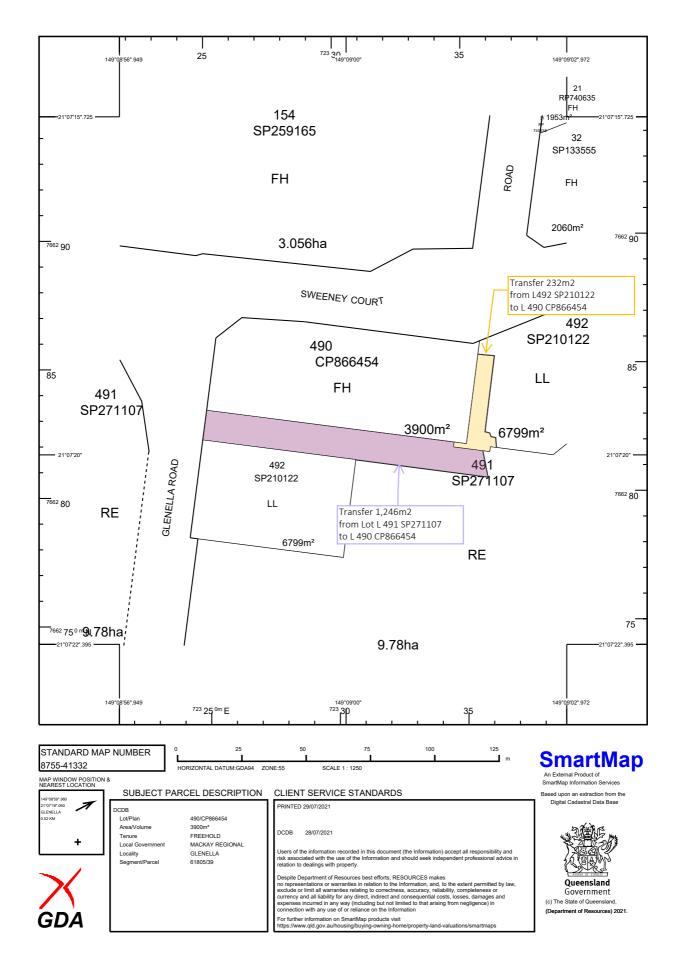
THAT Council resolves to support an application for revocation of a 1,246 square metre portion of Lot 491 on SP271107, Reserve for Recreation.

AND THAT, the Department of Resources and Magpies Sporting Club Limited be advised of this decision.

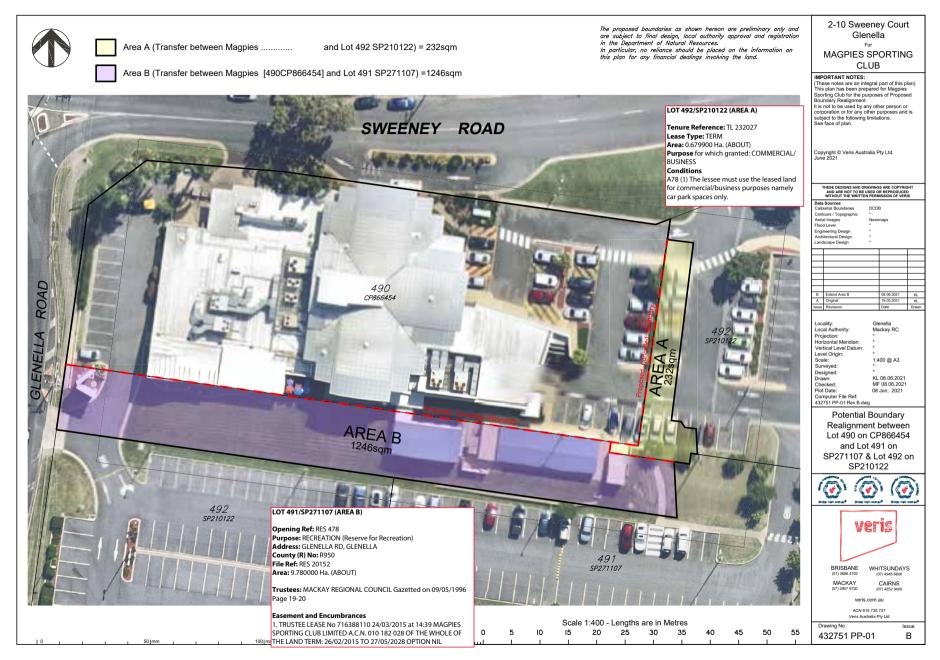
Moved Cr Green

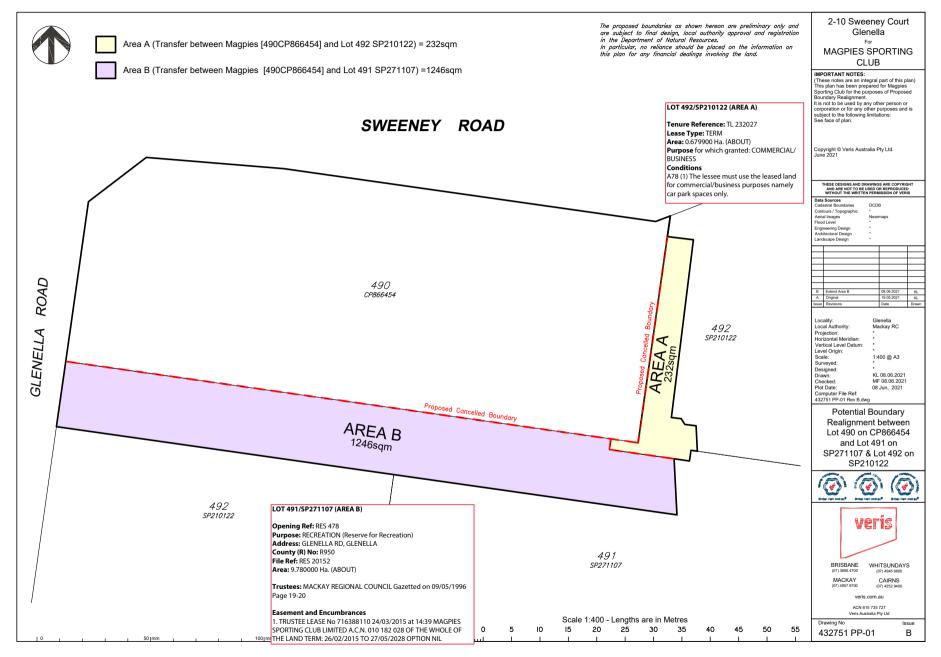
Seconded Cr Englert

Cr Green spoke in favour of the report and highlighted several areas including their current infrastructure and programs they currently provide to the community.



ATTACHMENT_12.4.3.1





Magpies Site Map





21°7'22"S 149°8'58"E





Legend located on next page

21°7'17"S 149°9'4"E

21°7'22"S 149°9'4"E

0 10 metres Scale: 1:595

Printed at: A3 Print date: 29/7/2021 Datum: Geocentric Datum of Australia 1994 Projection: Web Mercator EPSG 102100

For more information, visit https://qldglobe.information.qld.gov.au/help-info/Contactus.html

Includes material © State of Queensland 2021. You are responsible for ensuring that the map is suitable for your purposes. The State of Queensland makes no representation or warranties in relation to the map contents and disclaims all liability.

If imagery is displayed, imagery includes material © CNES reproduced under license from Airbus DS, all rights reserved © 21AT © Earth-i, all rights reserved, 2019



Magpies Tenure Map

21°7'16"S 149°8'55"E



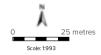
21°7'23"S 149°8'55"E



Legend located on next page

21°7'16"S 149°9'6"E

21°7'23"S 149°9'6"E



Printed at: A3 Print date: 29/7/2021 **Datum:** Geocentric Datum of Australia 1994 **Projection:** Web Mercator EPSG 102100

For more information, visit https://qldglobe.information.qld.gov.au/help-info/Contactus.html

Includes material © State of Queensland 2021. You are responsible for ensuring that the map is suitable for your purposes. The State of Queensland makes no representation or warranties in relation to the map contents and disclaims all liability.

If imagery is displayed, imagery includes material © CNES reproduced under license from Airbus DS, all rights reserved © 21AT © Earth-i, all rights reserved, 2019



ATTACHMENT 12.4.3.1

Magpies Tenure Map

Legend		Set Attribution	
Natural parcel boundary	Tenure	Includes material © State of Queensland (Department of Resources); © Commonwealth of Australia (Geoscience Australia); © 21AT, © Earth-i, all rights reserved. 2021.	
Road parcel Land parcel	 Below the Depth Plans Boat Harbours Carbon Abatement Interest Commonwealth Acquisition Covenant Easement 	© State of Queensland (Department of Resources) 2021	
Land parcel label	Forest Reserve Freehold Housing Land		
Road Crossing Bridge Tunnel Road	Industrial Estates Lands Lease Main Road Mines Tenure		
Highway Main Local Private	National Park Port and Harbours Boards Profit Ä. Prendre Railway Reserve		
Railway	State Forest State Land Timber Reserve Water Resource		

Magpies Tenure Map (Regional)



A product of



21°7'39"S 149°8'33"E

21°7'39"S 149°9'27"E

100 metres Scale: 1:5000

Printed at: A3 Print date: 29/7/2021 Datum: Geocentric Datum of Australia 1994 Projection: Web Mercator EPSG 102100

For more information, visit https://qldglobe.information.qld.gov.au/help-info/Contactus.html

the map is suitable for your purposes. The State of Queensland makes no representation or warranties in relation to the map contents and disclaims all liability.

If imagery is displayed, imagery includes material © CNES reproduced under license from Airbus DS, all rights reserved © 21AT © Earth-i, all rights reserved, 2019



Magpies Tenure Map (Regional)

Legend		Sector Attribution	
Natural parcel boundary	Tenure	Maxar Includes material © State of Queensland (Department of Resources); ©	
Road parcel	 Below the Depth Plans Boat Harbours Carbon Abatement Interest Commonwealth Acquisition 	Commonwealth of Australia (Geoscience Australia); © 21AT, © Earth-i, all rights reserved, 2021. © State of Queensland (Department of Resources) 2021	
Land parcel Parcel Land parcel label	Covenant Easement Forest Reserve Freehold		
Railway	Housing Land Industrial Estates Lands Lease Main Road		
Road crossing — Bridge Tunnel Road	Mines Tenure National Park Port and Harbours Boards Profit à Prendre Railway		
 Highway Main Local Private 	Reserve State Forest State Land Timber Reserve Water Resource		

13. RECEIPT OF PETITIONS 13.1. PETITION - SEALING OF POWELLS ROAD MARIAN

Author	Chief Executive Officer (Michael Thomson)
Responsible Officer	Chief Executive Officer (Michael Thomson)
File Number	Powells Road, Roads - General, Ordinary Council Meeting

Purpose

A petition was received by Council on the 18 November 2021 and relates to a request to seal the remaining dirt sections on Powells Road, Marian.

Related Parties

Listed petitioners per the attached petition.

Corporate Plan Linkage

N/A

Background/Discussion

In terms of Council's Standing Orders, where a petition is put to a meeting no debate is undertaken on the petition itself, with the only motion which may be moved being:

- (a) the petition be received, and consideration stand as an order of the day for:
 - (i) the meeting; or
 - (ii) a future meeting; or
- (b) the petition be received and referred to the Chief Executive Officer for consideration and a report to the local government; or
- (c) the petition not be received.

The petition meets the requirements as per the Standing Orders, in that it is legible and has more than 25 signatures.

Consultation and Communication

That the petitioners, through their lead petitioner, be informed that Council acknowledges receipt of the Petition and that it has been accepted as a formal submission. The issues raised will be addressed in the report to be tabled before Council in the future.

Resource Implications

NIL at this stage as the recommendation relates only to the preparation of a report on the matter.

Risk Management Implications

NIL.

Conclusion

It is proposed that as the petition meets the necessary requirement for consideration by Council, that the petition be referred to the Chief Executive Officer for a report to be prepared for further consideration by Council.

Officer's Recommendation

THAT the petition be received and referred to the Chief Executive Officer for a report to be prepared for consideration by Council which investigates the issues identified within the petition.

THAT the principal petitioner be advised of Council's determination.

Council Resolution ORD-2021-328

THAT the petition be received and referred to the Chief Executive Officer for a report to be prepared for consideration by Council which investigates the issues identified within the petition.

THAT the principal petitioner be advised of Council's determination.

Moved Cr Englert

Seconded Cr Green

Dashirlana Zasaan Lashan	REME TENOV ZOZI MRC
Petition Cover Letter	17(3): Nr
To whom 8 may concern,	······································

Please and attached an overwhelming supply of signatures to support to have the remaining sections of dict road scaled on Powells Road, Marian.

Chave also attached a ropy of the letter that was sent to readents in 2010 informing as that "(he remaining unscaled section has been included in Councils TO Year Capital Works Program". This now been 11 years! The readents original concerns in 2001 (20 years agol) of dust and safety has not changed. And since the letter the number of readents and road users has increased SIGNIFICANTLY, therefore it is only fitting that road facilities and conditions are met with the new demand.

Playse had the time to read our concerns in the attached letters from residents, as we have taken the time to write them to you. As care payers that only receive garbage collection incontives, we describe to him to a safe and healthful environment.



Cligicia Incalad at CAIRNS - ATHERTON - RAVENSHOE - INNISPAIL - MISSION BEACH - INGHAM - AYR - BOWEN - MIRANI www.lransnorthbus.com.au

Petition to Mackay Regional Council

If way further signatorial required, a copy of this page toget he used each time. Pages of reporterion without the information provided on this form will not be accompany. Photocopies will not be accopted



Petition Request

We the orderaigned request that Coursel give consideration to:

Completing the sealing/bitumen of dirt sections on Rowell's Rol. Manan that was suppose to be included in councils 10 year Copilal Works programmin 2010 . Il your ages! Plense see allached corregendent Name and Arithmess of Principal Politioner (if no Principal Palifioner is appointed, the first signatory on the polition will be nominated Principal Patitioner) ub(tenCassandra Namu: Revell's Pd. Marian Addronatic Postanto: 4-7 5 5 tund Cordenation Calling Pringers at corres. Bust daytion phone control: 04(45) 9493 Signature - ----Signature of Petitioners Signatoro Print Address Proof Namo Date 141 BWELLS RD MARIAN MARTY ETTEMARK 3-11-21 - Bur Elizabet , Red, Oak par Warriches Lichers sciences 3-11-21 7-11-2116ENTNERSCORY 3500 POWELS-SAD MARIAN. 3-11-21 Occie Conversio TTH KOWLEND KCA May warn WASS PERMETERS REAL MUNICIPAL 3-11-21 MARCE CANNER Jarmine Band 196 Powers and marines 3 - 0.50Mo Paracillo P.C. Muricino いいいい Long Bewing S-11-21 KRIANS MEEGINARS 1707 Hadred KARD MARKIR- κ_{lacurv} PUSSA MELCIANTO CONCLES. RO ડના રા 164 10000000000000000000000 н, 211-21 SANG NONSI B·#·24 1/41 NOKE 169 LELENGS FOR Valles sΰ 11120 Sugar. Corryer OHO POWARD $\langle J - H \cdot \partial f \rangle$ F≦syst⊃ i NIGE MOODON ALLO PELICARS RUMS 4-11-20 MARAN WISHING JUD LOWERCE ROND - New yours we had a consistent vedt-11-11-25 John Callan "O ALAN ERT BURCH Beach Y 41 - 21 Bridge', Oat Chery (Callen 4.0 21 152 YOWCOUL ROAD BRATT MOULTAN 4-11-24 12011/11/10 Daraber 5°NUIAS, KUUCHMAAMIAM 11-11-21 182 Protecci Kan MAMINI 11-11-11 VANOV CAMERTE 132 Buselly, but Medium 11 11 - 151 FUELER MALLEI Cacina Mathems 152 Powertic Road, Manan 1(71)(2) 148 Powell's Poad, Marian 200 BORLINSK 11 11 21 Read Weencers fear 115 11 11 11 Mark (24) FI UP 1134

Document St EA 200282671 UDF NUMBER OF PAGES 10 Phote 1978 Version: 1, Version Date: 18/11/2021

Petition to Mackay Regional Council

If any further signatures required, a copy of this page must be used each time. Pages of signatures without the information provided on this form will not be accepted. Photocopies will not be accepted.



Petition Request

Comol	eting the sealing	il give consideration to: sections	vian that
was su	poose to be inclu	ided in Councils 10 year Copital 1	Jork's Prayram
in 201	0 - IL YEARS AG	o! Please see attached correspon	dance .
Name and A	and the second state and the second state of t	ner (if no Principal Petitioner is appointed, the first signate	And a stream Automation that we want to the Walt of the State of the
Name:	Cassandra (Nation	
Address: _	93 Powells R	load, Marian	
		Postcode: _427	
Best daytime	phone contact: 041651	4493 Email: Cassandra Callane	bigpond com
Signature ∠			· · · · · · · · · · · · · · · · · · ·
and the second second second	f Petitioners:	WARD TRACTOR	Signature
Dato	Print Name	Print Address	Signature
1-11-21	Cassandra Walto	93 Ravells Rd, Marian	Other .
2-11-21	Darion Harej	369 Newbury MT-Vince Rd	D. Ila
2-11-21	Jay Dewar	203 Powells Ed, Marian	that
2-11-21	Ruth Dewar	203 Rowells Rd. Marian	123
2-11-21	JIM LAW	87 POWELLS RD. MARIAN	Mean
2-11-2		87 Rowells Rd, MARIAN	Shaw
2.10-21		77 Pouchs RS Marian	62
2-11-21	Mishal Stevart	77 forelly Red Morrison	In
2-11-21	Tyson Sellings	114 Powelly Rd Marian	5PM
2/11/21		181 Powelle rel Marian	Muser:
2-11-21	RUDNEY MOODE		Gallorie
2-11-21	JUDY MOORE	169 PURIELLS Rd MARIAN	- A CONTRACTOR OF A CONTRACTOR
2-11-21	Justine French	185 Powells Rd Marian	O. Auro
2-11-11	Allan French	216 Powells Maran.	a.m. grund
B-11-5	LOUGST STORING	226 Powells Rd Marian	Sahung
		226 Powell'S RD MARIAN	millen
		and Ido VELLAS RD MARIAN	Vaullorda
		216 Powars RD, MARIAN	AS
3-11-21		229 Ponells Rd, Marian	Shall
3.11.21	Aaron Mekie	229 Powells Rd, Marian	Swelli
3.11.21	Rylan Mokie	N. //	RACKIE
3.11.21	Tyson Makie	" "	1 600

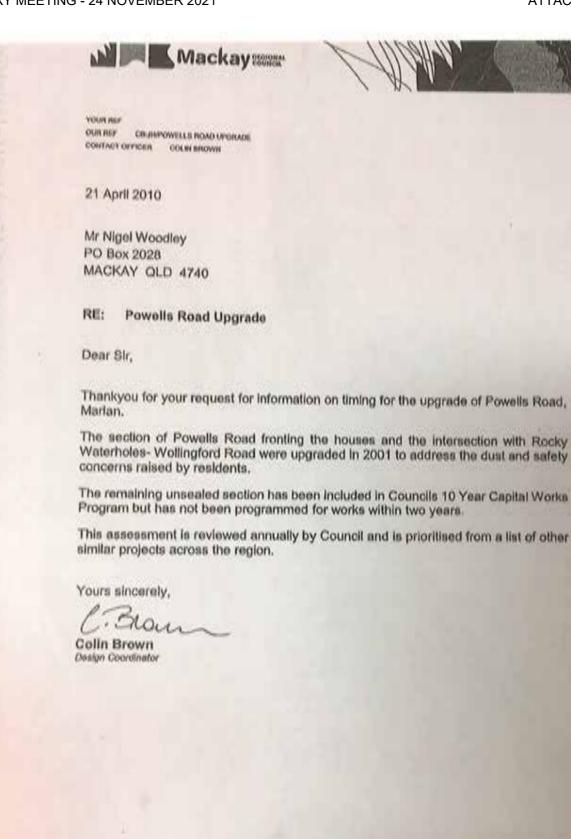
Document SetTIP 3002826 LUDE NUMBER OF PAGES EG. Page 1 of 6 Version: 1, Version Date: 18/11/2021 PAGES 2/12

Petition to Mackay Regional Council

If any tarity expectation and and developing of this page more by conditions the second case in the expectation without the advanceion provided on this form will not be remember. Phylocopers will not be an optical

Parition Request

We the order optional request that Council give connectoration to: Completing the entireplatements of dirt sections on Auchts Rel Marian that was approve to be included in Councils to your Copilal Wallis Program in 2010. Il yes app? Please are allouted nonespondance. Name and Address of Principal Politioner (II no Principal Politioner is exponented, the first signatory on the patition will be nominated Principal Politioner) Casulandia Walton Marian Nom RECENTS 77 Addition Bout daytum phone contant. 0416514493 Town Cassin der Miller Der prover corres Sumature Signature of Potitioners: Segurators Front Addresses Oala They Norman 11-11-2.3 BU PRIMICES ROAD MARIAN USSO. ADDM LANDS N Niede Mikeming in Rowells Read Marian 19763 11-11-9A Simon Mythsight 121 Rowells Rand Marian 47153 Ma(24 She Matterian 121 Rowells, Road, Marcan 19753 11. 11 (2) 101 mould sound Manun 4159 12 11.21 Congrant & Car markey Eingetta Qd, Maydowe 4/4/ 13-11-22 Colympions Velles Joseph Velta (353 Machelly Conjector 183 Merrican 1944) 15-11-24 to Roomson Struct on the marking $Y_{p,T}$, where 17 11-01 James much H. Comerciaster Clother H. 11 1444 13.11.21 1.8 2 2 3 14 Car 14 14 14 14 14 Parten Course Company 4.140 1241 20 Out Langelly Decound Catting To vellers plant, Sten with Related 13 11 21 CORE A COLLARS 96 VELLINS KOOD, ANDKONN RED ATSO 1941 21 PAGES 3/10 *PLEASE INCLUDE NUMBER OF PACES — Inclusional



Civic Precinct, Gordon Street PO Box 41 Mackey 1 OLD 4740 1 Australia poument Set ID: 2120728 Phone 1300 MACKAY (1300 022 520) Fax 07 4944 2400 Email council@mackay.gkl.gov.su ABN 56 240 712 069

Document Set ID: 9002526 Version: 1, Version Date: 18/11/2021

vision: 1, Version Date: 22/04/2010

To whom It may concern,

t an writing this letter in relation to the attached petition to have the remainder of the roadscaled on Powells Road. Martan. This was supposed to be included in councils **10** year capital works program back in **2010**111 **11** years agol. The resident's concerns around dust and safety. I can assure you, has not changed for the remaining unscaled parts of the road and given the resident population has grown significantly in 10 years, it is even more in need of the opgrades required. As a resident of Powells Road and being located on the dist section of the road. I can give you an insight of the doly challenges and concerns that majority of the rest of the mod are also subject to.

List and foremost 6 the health risk the dust from this road creates. Not only does it affect air quality and the health bazards that come with that, but also water quality. The residents on this road are not spollt with access to fown water, therefore, we are reliant on fain water

which in turn means rainwater tank systems. The constant doct movement that blows in and travels to our bonnes means it also travels to our rouses and from there into our rainwater supplies. Since moving onto Powells fload in 2020 we have had to install a costly water filtration system to help filter out the dust/dirt from our water supply. While the has been a quick fix to the water lastle, there will still be ongoing rosts to run the filtration system and tank cleaning. This, however, will not fix the air quality bratch issues. Dust allergies and other illnesses that come from poor air quality have cleab to our household, which once again means more costs for doctors and ourdications. A simple

lix......removing/controlling majority of the dust issue which comes from the unusaled road. - SLALTL

Moving onto to safety zonceros, I have 2 young children (ages 1.8.6) who would love to go for walks of an alternoon, but because of the road and the terrible condition that ICs in most of the time, it is just too unsafe for us to walk along. With cars driving post at a normal speed, the rocks that flick/spray onto us is a hospital trip waiting to happen. So we can't even utilise the road for braith and exercise purposes because of the dangers of dust and rocks. Powells fload also acts as a by pass/shortcot road to a lot of other residents around the area. We also act as a by pass If the the Pleystown-Longella road is closed for works or accidents.

Next issue is the wear and tear on our vehicles. There is always wear and tear with driving vehicles, that's just life, but the wear and tear this road creates is costly and unsafe, then though the road gets graded once a year, within a week it is back to being full of corregation, putholes, loose gravel on the sides of the road where we must drive it another can is passing as. Not only this but, blown tires from the sharp rocks (which if ye had 3 of an the last 12 months), crarked windscreens (we've had to replace our windscreen in the last 6 months) and ches, and duty from rock spray from other vehicles.

with all this said, I really hope Conocil takes the time to read our personal letters as we have made the time to volce them. This is a serious issue and as rate paynes, I feel cooncil need to make the necessary works to help keep its residents and community safe and healthy with a much-needed upgrade and scaling of the remaining sections of Powells Road.

Regardes

Cassandra Walton 93 Powells Road, Marian

216 Courtle Ket Alanar 1.7 2021

no colored it among concern San writing this letter in companyies with the petrician to request the sealing of the remainder of Country Road Marian Barrie & have a few concorns regarding sufficient isomers (usity, I walk my deep carry stander, I have withoutly been with in the head by with a flying rock by a pressering where to which the - drive to rock of be down this road I also have to get off the read at fines and walk in the lary grave which is a hagh and equiverity with the number of southers in this area, and ther source is the reputty increasing purcher of heavy wether were this head which pushes the loH de gravel to the sale of the work dang with encourse rests for bales work longe stances other you therefore have to dreve to the server of the road (gravel) where you snow hist? front labo you could excely below constant of your care. I attended the prequised not begins second the then connection placen by a sold to the reasonantes] h.t would be woold by the year 3011. I to bear this property have not from on the organite for the last 2400 - and a man or the organite for the last 2400 - and a more and we are now a lay new for natural allowed all reallelances and now clouderful read presidential changed from rund which I gross , demand higher water a few literary which any horse allaged of anothe from . Swalling deremond in a set this a love Still

Document Set ID: 9002526 Version: 1, Version Date: 18/11/2021

t

14th November 7021

Maturala Mottabl

75 Powells Road

Mailan 4751 QLD

to Whom it may concern,

Lane writing this letter to voice my numerous concerns as follows regarding the current amouts factory condition of Powells road (f) at 1 believe is well and muly overdue to be scaled.

Health Issues

Oue to having no access to towo water we refy on failtwater (atthorem, because of the high dost levels settledg on our convesive have had to install a very expressive filtration system in ander to be able to safety consume this ratiowater.

The high levels of dust as the air due to constant traffic scienciting on the shall be been of sciences concern as in-jor factors complicition to recorrect allergy and breathing bases within our family.

Safety Issues

My 10 year old som catches the busite and from school to Morian and it is of great concern to me that dot only is the busiat tisk of an accident due to the poor condition of the road but also every time my son get, on or off the busite is at risk of being fut by fight stores from cars passing by or worse still being fut by a vehicle that fails to see free life to reasont the road due to poor visibility because of the dust.

We like to go for walks up the road for health and filmess but but it almost impossible to do due to not only the rocks and dust liming fluing up by passing cars but also the fact that if two cars pass each other they are practically coming over the top of any pedestivity walking along the side of the road and again due to dow do reasing visibility in 5 very difficult for any algoes to ar toally see them thus increasing the rock of incident.

My 12 year old daughter enjoys indiag her push blke out and about but again it is practically impossible for her to do so on this stretch of road. In fact it is that (butterous Lido not feel someonished) without able allowing her to do so.

Motor vehicle wear and tear

In the time that there fixed on Powells coad Lhave sustained immerzity ponetriced tyres, marks may from windercem and a completely snatched back windercem. I find that Comrequired to replace my tyres to more regularly than I should need to due to the wear and tear on them due to the sub-standard road conditions. I have also just recently been arrived that my shock absorbers require artemation, I believe flux to be due to the terrible corrugation on the road.

4. High builte bound

Powells coult seems to have his one-source what of a short cut for a significant amount of path; linking the Pisak Downs highway to Marian and surrounds so the numbers of residents on the road is nowhere inductive of the number of vehicles that use it no a regulational Added to that if there are even any inodems or as idents on the Langella mail all traffic to

Maran and the ploaner Valley & automatically diverted through Powel's rulei this forming it into some what of a temperary hiphway.

The jewe the issues that we are to enjoy with a result of this condition of freeelb road are barres shared by most if not all of the approximately 30 rate paying endoests of the read. Labor effects the letter to a resident from council dated April 2010 that indicates the upgrade/sealing of the remaining discaled section to be individed in the 10 year capital works plan. It is now 11 years later and closely this has not been fulfilled, as rare payers the only service we are really provided to our own homes is garbage disposit to one would not think surely it wouldn't be too much to ask that we have access to a reasonably trafficable and solve to add.

I thank you for your time on this and look forward to a positive and constructive outcome regarding this matter.

Yours Succeedy.

Malinda Moltah

0438 875 057

Fo whom it may concorn,

I pon this fettim with regards to the unsouled read as a part of Powells Read Martan 4753. My partner and myself currently live at 134 Powells Read and have found as the prominent wind comes from the South east our roof is constantly revered in dust. Normally this wouldn't be a problem but as we solely rely on rainwater (as there is no town web) available) we have found this to become a health caule. I have and a linitelled a new filtration ayatem on our rainwater tanks but an constantly going through filters. As we are tooking to report on our rainwater tanks but an constantly going through filters. As we are tooking to report our failing in the neutrality we can't open our house up when the wind is blowing from the south east or everything is covered in dost. It was our understanding during the purchase of the property that the read opgrade was in the 10 year plan during back to April 2010 inforimbal opgrades were undertaked in 2001. Of an afternoon coming home from werk Leffin come across the local school has doing its afternoon drop off. I regularly find it hard to see the children crossing the read due to root which I find the gradiest danger. If you wish to speak at any time do not hesitate to contact me Thems you for your consideration.

Adam Davidson

134 Powells Road Manan 4753

0402814042

adam_davidson@holme#.com

Dear member of Mackay City Council,

I am writing to express my concerns regarding the unsealed sections of Powells Road, Marian 4753.

Firstly, I am a local Physiotherapist and like to practice what I preach. I enjoy exercising daily and going for run along Powells road. On one occasion I have ended up in a coughing fit due to a car driving past and disturbing the lose dirt. On another occasional, a rock has flicked up and hit me on my right clavicle. I am sure you will agree, both could have ended in serious health complications.

Secondly, I do not enjoy drinking water contaminated by lose dirt. I would like to see the council supply the members of Powells road subsidized water filtration systems for our tanks or better yet, seal the remainder of the road.

Thirdly, here is a picture of my recently cracked windscreen.



Because you didn't seal the road

Yours in anticipation of a sealed road in 2022, or even a response,

U

Madison Abela

134 Powells Road

Marian, 4753

Mackey Regional Council Re: Scaling of Powells Road, Marian

Dear Council members,

We reside at 121 Powells Road, Marian and strongly believe it is time for normal to seal the remainder of this road.

In a letter dated April 21, 2010, Colin Brown, the Design Coordinator at Mackay Regional Located stated that the remainder of this road would be sealed in the councils 10 year capital works program. This promise has not been fulfilled.

The amount of traffic on Powells Road is cause for contern as we believe the traffic on this road is not just incal traffic but is used as a short out route from the Peak downs Highway through to the township of Marian. Emergency vehicles are regularly seen using this route.

Our driveway is situated where the bitumen and the unscaled gravel meet therefore cars travelling 100 kph from the scaled section bit the gravel section and circate a lot of dust that rolls op the hill and directly into our house. The amount of dust tilling our house is a serious health concern for my family.

We have hild 2 separate windscreens chipped and cracked from gravel spraying up from passing cars and have recently replaced a ponctured type from the road.

it is a serious safety concern, and we hope you consider this request and act in a timely fashion to address these concerns and make good your promise to seal the remainder of the road.

Yours Slocerely, Sue and Simon Matteson 121 Powells Road Marian QLD 4753

14. TENDERS

14.1. CONTRACTUAL ARRANGEMENT TENDERING EXEMPTION - THIRD PARTY QUALITY CERTIFICATION ISO 9001

Author	Executive Assistant (Robyn Smith)
Responsible Officer File Number	Director Engineering & Commercial Infrastructure (Jason Devitt) TENDER

Attachments Nil

Purpose

To seek a Council Resolution to engage Bureau Veritas Certification without first inviting written tenders to provide services, equipment and ancillary works for the provision of Third Party Quality Certification Services to ISO 9001 standards in accordance with Section 235(b) of the *Local Government Regulation 2012 (Regulation):*

(b) the local government resolves that, because of the specialised or confidential nature of the services that are sought, it would be impractical or disadvantageous for the local government to invite quotes or tenders.

Related Parties

The parties relating to this report are as follows:

• Bureau Veritas Certification

Corporate Plan Linkage

Priority: Infrastructure and Transport

Strategy: Asset management - Ensure that asset management aligns to the council's strategic direction and that effective asset management practices are in place to optimise the use of council's assets required to deliver services to the community.

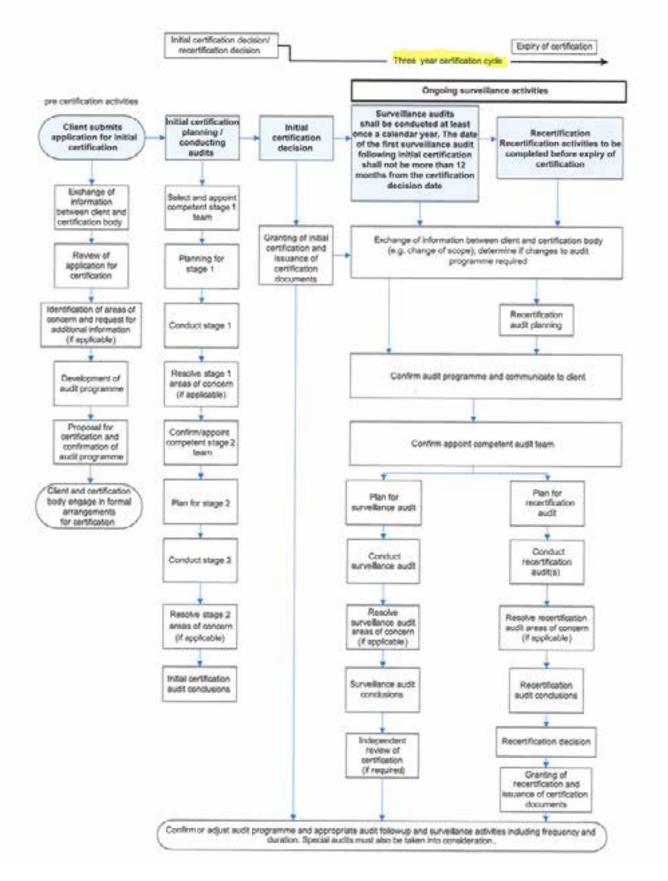
Background/Discussion

Mackay Regional Council (Council) operates under a Third Party ISO 9001 certification to meet requirements under the Road Maintenance Performance Contract with Transport Main Roads (TMR) and these requirements have been extended to cover Capital delivery and operational areas of operations in Capital Works, Civil Operations, Water and Waste and some Parks operations.

The Certification, Re-Certification and Audit process is shown in the below table. In general terms the process follows a three (3) year Certification cycle with Re-Certification required at the end of each cycle period.

The current engagement with Bureau Veritas Certification was initially commenced in 2014 and renewed in 2017 and 2020. Issues have arisen in compliance with the terms of the Procurement Policy with renewal of the engagement especially for the current period with the

Certification Period ending on 6 September 2023 at which time a 5½ day Re-Certification Audit would be required. Annual costs, excluding special audits, for the required Surveillance Audits are of the order of \$9,000 per annum during the Certification Cycle Period.



While alternative suppliers are available, given the nature of the three-year Certification Cycle, it is not best practice to introduce an alternate supplier part way through the Certification Cycle. It is understood that full Re-Certification would be required by an alternative certifier.

The requirements to hold Third Party Certification is a mandatory item under the RMPC Contract as well as internal Quality requirements, and it is recommended that Council continue the current engagement with Bureau Veritas Certification through to the end of the current Certification Cycle at which time new quotations for the 2023-2026 Certification Period would be sought.

Therefore, pursuant to Section 235 (b) of the *Local Government Regulations 2012*, Council is requested to resolve that it would be impractical or disadvantageous for the Local Government to invite quotes.

On that basis, it is recommended that Council support the ongoing engagement of Bureau Veritas Certification to supply certification services through to the end of the current Certification Cycle.

Consultation and Communication

Discussion has occurred with Procurement & Plant to understand the process for purchase and supply and aligning with the Local Government Purchasing Requirements. Their advice to utilise the exemption under the *Regulations*, resulted from commentary received that without such the engagement would be in conflict with Council's Procurement Policy.

Resource Implications

Current operational funding allocations under 5.03 exist for the certification engagement. No additional funds are sought for the required purpose.

Risk Management Implications

Risk related to this purpose is relevant to maintaining current Third Party Certification Coverage. Delivery by an alternative provider will result in additional financial cost in this current year because of the need to undertake a full Re-Certification Audit as well as Surveillance Audit activities.

Conclusion

Due to the nature of the 3 years' Certification Cycle, it is recommended under s235(b) of the Regulation, that Council resolve, due to the extended timeframe required for Third Part Certification Engagements, that it is impractical and disadvantageous for Council to invite tenders/quotations for renewal of the current engagement and, therefore, should directly engage Bureau Veritas Certification without inviting tenders/quotation.

Following the current Audit Cycle, quotations will be sought to cover the next required audit.

Officer's Recommendation

THAT under s235(b) of the *Local Government Regulation 2012,* Council resolves that because of the extended Certification Cycle related to Third Part Quality Certification under ISO 9001, it would be impractical and disadvantageous for Council to invite quotes or tenders for supply by suppliers other than Bureau Veritas Certification.

The CEO provided an overview of the report.

Council Resolution ORD-2021-329

THAT under s235(b) of the *Local Government Regulation 2012,* Council resolves that because of the extended Certification Cycle related to Third Part Quality Certification under ISO 9001, it would be

impractical and disadvantageous for Council to invite quotes or tenders for supply by suppliers other than Bureau Veritas Certification.

Moved Cr May

Seconded Cr Mann

15. CONSIDERATION OF NOTIFIED MOTIONS

Nil

16. LATE BUSINESS

Cr May highlighted the joint effort between North Queensland Primary Health Ltd and the Queensland Government Community Services promotion of services in Sarina which is being done in conjunction with the Legends of League event occurring next weekend at Ray Edwards Oval, Sarina.

17. CONFIDENTIAL REPORTS

THAT the meeting be closed to the public in accordance with the *Local Government Act 2009 (Section 275 (1) of the Local Government Regulation 2012)* to discuss matters relating to:-

Confidential Item	Reason for Meeting Closure
17.1 - Legal Services Monthly Report	(f) starting or defending legal proceedings involving Council
	(g) negotiations relating to a commercial matter involving the Council for which a public discussion would be likely to prejudice the interest of the Council
	(h) relating to negotiations relating to the taking of land by the Council under the Acquisition of Land Act 1967
17.2 - Draft Minutes - Invest Mackay Events and Conference Attraction Program Advisory Committee Meeting - 8 November 2021	(c) the Council's budget
17.3 - Approved Sponsorship Under the Invest Mackay Events and Conference Attraction Program - October 2021	(c) the Council's budget
17.4 - Approved Concessions Under Facilitating Development in the mackay Region - September and October 2021	(d) the Council's budget

Moved Cr Jones

Seconded Cr Green

CARRIED

12:04 pm - The meeting be closed to the public.

THAT the meeting be reopened to the public.

Moved Cr May

Seconded Cr Mann

12:13 pm - The meeting reopened to the public.

17.1. LEGAL SERVICES MONTHLY REPORT - OCTOBER 2021

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (e) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter relating to legal advice obtained by Council or legal proceedings involving Council including for example, legal proceedings that may be taken by or against Council.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (g) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter relating to negotiations relating to a commercial matter involving the Council for which a public discussion would be likely to prejudice the interests of the Council.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (h) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to negotiations relating to the taking of land by the Council under the** *Acquisition of Land Act 1967.*

Council Resolution ORD-2021-330

THAT the Legal Services Monthly Report for October 2021 be accepted.

Moved Cr Mann

Seconded Cr Green

CARRIED

17.2. DRAFT MINUTES - INVEST MACKAY EVENTS AND CONFERENCE ATTRACTION PROGRAM ADVISORY COMMITTEE MEETING - 8 NOVEMBER 2021

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (c) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to Council's budget.**

Council Resolution ORD-2021-331

THAT the draft minutes of the Invest Mackay Events and Conference Attraction Program Advisory Committee meeting dated 8 November 2021 be received.

Moved Cr May

Seconded Cr Green

17.3. APPROVED SPONSORSHIP UNDER THE INVEST MACKAY EVENTS AND CONFERENCE ATTRACTION PROGRAM - OCTOBER 2021

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (c) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to Council's budget.**

Council Resolution ORD-2021-332

THAT the sponsorship approved under the Invest Mackay Events and Conference Attraction Program are noted.

Moved Cr Hassan

Seconded Cr Mann

CARRIED

17.4. APPROVED CONCESSIONS UNDER FACILITATING DEVELOPMENT IN THE MACKAY REGION -SEPTEMBER AND OCTOBER 2021

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (c) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter **relating to Council's budget.**

Council Resolution ORD-2021-333

THAT the concessions approved under the Facilitating Development in the Mackay Region are noted.

Moved Cr Mann

Seconded Cr Hassan

CARRIED

18. MEETING CLOSURE

Meeting closed at 12:16 pm.

19. FOR INFORMATION ONLY

19.1. DEVELOPMENT APPLICATION INFORMATION - OCTOBER 2021

Development Applications Rec	ceived – October 2021
------------------------------	-----------------------

App No.	Code / Impact	Address	Applicant	Description	Officer
DA-2008-229/G	Code	35 Leichhardt Road MIRANI	Pioneer Lakes Pty Ltd	Minor Change - Remove Development Approval Condition Extension to Currency Period (2 Years) Material Change of Use - 173 multiple dwelling units and associated community facilities	Daniel Walsh
DA-2008-291/A	Code	275 Newmans Road DEVEREUX CREEK	Amber Grech and Edward A Grech	Minor Change - Removal of Building EnvelopeBoundary realignment of 3 Rural lots involving amalgamation of 2 lots incorporating a road reserve to be closed plus subdivision of 1 lot into 2 lots.	Josephine McCann
DA-2009-479/C	Code	L 958 Morehead Drive RURAL VIEW	Michael J McEachern Family Trust	Change Application (request to delete or amend a condition) -Reconfiguration of a Lot - 1 Urban Residential Lot into 94 Urban Residential Lots (Stages - 14 & 15)	Brogan Jones
DA-2009-484/C	Code	L 958 Morehead Drive RURAL VIEW	Michael J McEachern Family Trust	Change Application (Request to delete or amend a condition) - Reconfiguration of a Lot - 1 Urban Residential Lot into 84 Urban Residential Lots (Stages - 16 & 17)	Brogan Jones
DA-2009-486/B	Code	L 958 Morehead Drive RURAL VIEW	Michael J McEachern Family Trust	Change Application (request to delete or amend a condition) - Reconfiguration of a Lot - 1 Urban Residential Lot into 93 Urban Residential Lots (Stages - 12 & 13)	Brogan Jones
DA-2012-152/E	Code	35 Norwood Parade BEACONSFIELD	Good Shepherd Lodge Ltd	Minor Change - Amendment to Carparking - Hospital (Aged Care Facility, including Ancillary Retail and Medical uses and Supported Care Villas)	Emma Langford
DA-2012-152/F	Code	35 Norwood Parade BEACONSFIELD	Good Shepherd Lodge Ltd	Generally in Accordance (Amendment to Internal Building Design) -Hospital (Aged Care Facility, including Ancillary Retail and Medical uses and Supported Care Villas)	Emma Langford
DA-2019-152/A	Code	34-40 Production Drive PAGET	WHF Group Pty Ltd	Generally in Accordance -Material Change of Use - Medium Impact Industry	Darryl Bibay
DA-2020-193/A	Code	72 Waverley Street BUCASIA	Brac Investment Trust	Minor Change - increase lot sizes and change of condition2 Low Density Residential Lots into 3 Lots	Emma Langford
DA-2020-213/A	Code	971 Bruce Highway FARLEIGH	Start Property Holdings Pty Ltd	Request for Plans to be Considered Generally in Accordance with Approved Plans (Material Change of Use - Service Station)	Emma Langford
DA-2021-166	Code	94 Smith-Cross Road DEVEREUX CREEK	Nadia J House and Joshua J House	Reconfiguration of a Lot - 1 Rural Residential Lot into 2 Lots	Cherise Ayling
DA-2021-167	Code	30 Jardine Drive ERAKALA	Justin & Ronlyn Kelly	Boundary Realignment – 2 Lots into 2 Lots	Darryl Bibay
DA-2021-168	Impact	L 19 Exmoor Road BLOOMSBURY	Kelly M Dittmann	Material Change of Use - Major Sport, Recreation & Entertainment Facility and Reconfiguring a Lot - 1 Rural Lot into 2 Lots & Access Easement	Brogan Jones
DA-2021-169	Code	23 Symons Street SOUTH MACKAY	Siju Joseph and Magi Abraham	Material Change of Use - Multiple Dwellings (3 units)	Daniel Walsh
DA-2021-170	Code	689 Devereux Creek Road DEVEREUX CREEK	Shane Magann	Reconfiguration of a Lot – 1 Rural Residential Lot into 2 Lots	Cherise Ayling
DA-2021-171	Low	3 Borgs Road ALLIGATOR CREEK	AAA Planning & Consultancy	Material Change of Use - Dwelling House (Outbuilding Structure - Boundary Setback Variation).	Josephine McCann
DA-2021-172	Code	160 Oswald Street SARINA	Sentinel Sarina Development Pty Ltd	Combined Application: Material Change of Use - Car Wash, Community Care Centre, Emergency Services, Food and Drink Outlet, Funeral Parlour, Hardware and Trade Supplies, Health Care Services, Office, Service Station, Showroom, Shop, and Veterinary Services; andReconfiguring a Lot - 1 Emerging Community Lot into 3 Lots + Balance Lot + Access Easement	Cherise Ayling
DA-2021-173	Code	35 Ferguson Street WEST MACKAY	Gemini Homes (QLD) Pty Ltd	Material Change of Use - Dwelling House (Neighbourhood Character)	Cherise Ayling
DA-2021-174	Code	25 Conder Parade MIDGE POINT	AAA Planning & Consultancy	Building Work - Proposed Shed exceeding site coverage	Josephine McCann
DA-2021-175	Code	89975 Bruce Highway SARINA	Glen R Brady and Sheree G Bitcon	Boundary Realignment – 2 Lots into 2 Lots	Josephine McCann
DA-2021-176	Code	39 Panoramic Drive SARINA	AAA Planning & Consultancy	Dwelling House (Domestic Outbuilding) - Side/ Rear Boundary Setback Relaxation	Darryl Bibay
DA-2021-177	Code	23-25 Schmidtkes Road OORALEA	Ooralea Farming Pty Ltd	Reconfiguring a Lot - 1 Specialised Centre Lot into 21 Lots, 1 Drainage Lot and 1 Balance Lot	Brogan Jones
DA-2021-178	Code	6260 Mackay-Eungella Road NETHERDALE	AAA Planning & Consultancy	Material Change of Use - Proposed Secondary Dwelling	Josephine McCann
DA-2021-179	Code	73 Hans Christian Street SARINA	Kate McGreal	Dwelling (Secondary Dwelling) in Extractive Resources and High Impact Activities Overlay	Darryl Bibay
DA-2021-180	Code	1983 Maraju-Yakapari Road THE LEAP	Robert M Faltinsky	Boundary Realignment - 2 lots into 2 lots	Darryl Bibay
DA-2021-181	Code	L 22 Mount Ossa-Seaforth Road SEAFORTH	AAA Planning & Consultancy	Dwelling House (Extractive Resources and High Impact Activities Overlay)	Darryl Bibay
DA-2021-182	Code	16 Mary Street WEST MACKAY	Deslee J Stevens	Dwelling - Deck (Neighbourhood Character Overlay)	Emma Langford
DA-2021-183	Code	565 Kinchant Dam Road KINCHANT DAM	Jeffrey G Daveson and Letitia M Daveson	Dwelling House (Domestic Outbuilding >200m2)	Josephine McCann
DA-2021-184	Code	109 Moonlight Drive SARINA	Luke M Cooper and Allison J Perceval	Dwelling House (Domestic Outbuilding) - Setback Relaxation	Darryl Bibay
DA-2021-185	Code	421 Shakespeare Street	AAA Planning & Consultancy	Dwelling House (Neighbourhood Character Overlay)	Emma Langford

Development Applications Received – October 2021

DA-2021-186	Code	4 Simpsons Road BAKERS CREEK	AAA Planning & Consultancy	Dwelling House (Domestic Outbuilding) - Extractive Resources & High Impact Activities Overlay and Side Boundary Relaxation	Darryl Bibay
DA-2021-187	Code	9 Sugarland Court ALLIGATOR CREEK	Rapid Building Approvals	Dwelling House (Domestic Outbuilding) - Extractive Resources & High Impact Activities Overlay and Side Boundary Relaxation	Darryl Bibay
DA-2021-188	Code	L 22 O'Donnells Road BLOOMSBURY	John V Weymouth	Boundary Realignment - 2 Rural Lots into 2 Lots and Access Easement	Josephine McCann
DA-2021-189	Code	11 Shady Lane HABANA	AAA Planning & Consultancy	Material Change of Use - Dwelling House (Outbuilding - Boundary Relaxation and Height)	Cherise Ayling
PDA-2020-2/A	Code	2/2 Chain Street MACKAY	J & J Brewing Co Pty Ltd A.C.N 642 692 948	PDA - Generally in Accordance - Material Change of Use for an Undefined Use (Craft Brewery)	Cherise Ayling

Development Applications Entering Decision Making Period – October 2021

App No Code / Impact		Address	Applicant	Description	Officer	
DA-2004-315/B	Code	419 Stockroute Road TE KOWAI	HSE Group Pty Ltd	Change Application (Other) Combined Application for Material Change of Use and Reconfiguration of 2 Rural Lots by boundary realignment.	Josephine McCann	
DA-2019-75/A	Code	1-11 Carl Street RURAL VIEW	Stockwell Development Group Pty Ltd	Change Application (Other) Material Change of Use – Research and technology, Service industry, Indoor sport and recreation, Low impact industry, Agricultrual supplies, Hardware and trade supplies, Service station, and Food and drink outlet (buildings 1 – 5) and Preliminary Approval – Research and technology, Service industry, Indoor sport and recreation, Agricultural supplies store, and Hardware and trade supplies (building 6 and 7). (Changing Condition 2 (in part) from Research and technology – 750m2 & Indoor sport and recreation – 500m2, to Research and technology – 610m2 & Indoor sport and recreation – 640m2)	Dennis O'Riely	
DA-2021-101	Code	L 984 Eimeo Road RURAL VIEW	Stockwell Development Group Pty Ltd	Retirement Facility (Manufactured Home Estate)	Dennis O'Riely	
DA-2021-105	Impact	L 42 Bruce Highway BLOOMSBURY	Mt Tyson Holdings Pty Ltd and Jewell Planning Consultants	Food & Drink Outlet, Health Care Services and Office	Brogan Jones	
DA-2021-107	Code	19 Daly Street MARIAN	P & Z Mulherin Super Fund Pty Ltd	Home-based Business (Chiropractic)	Josephine McCann	
DA-2021-122	Code	30-32 Production Drive PAGET	Joyce Resources Pty Ltd	Access Easement	Darryl Bibay	
DA-2021-130	Code	153 Paradise Street SOUTH MACKAY	Kevin Ford	Material Change of Use - Indoor Sport & Recreation	Daniel Walsh	
DA-2021-131	Code	L 51 Kennedy Street WALKERSTON	Michael J Jewell and NAAB Property Investments (QLD) Pty Ltd	Reconfiguring a Lot - 1 Lot into 3 Lots	Darryl Bibay	
DA-2021-131	Code	L 51 Kennedy Street WALKERSTON	Michael J Jewell and NAAB Property Investments (QLD) Pty Ltd	Reconfiguring a Lot - 1 Lot into 3 Lots	Darryl Bibay	
DA-2021-132	Code	121 Farrellys Road PAGET	Maggiolo Holdings P/L and Bosso Holdings P/L	Material Change of Use - High Impact Industry (Waste Disposal & Recycling Facility)	Josephine McCann	
DA-2021-132	Code	121 Farrellys Road PAGET	Maggiolo Holdings P/L and Bosso Holdings P/L	Material Change of Use - High Impact Industry (Waste Disposal & Recycling Facility)	Josephine McCann	
DA-2021-137	Code	L 602 Norwood Parade BEACONSFIELD	SHD Pty Ltd	Reconfiguration of a Lot - 2 Lots into 72 Lots & Balance Lots (Kerrisdale Estate Stages 5A & 5B)	Dennis O'Riely	
DA-2021-137	Code	L 602 Norwood Parade BEACONSFIELD	SHD Pty Ltd	Reconfiguration of a Lot - 2 Lots into 72 Lots & Balance Lots (Kerrisdale Estate Stages 5A & 5B)	Dennis O'Riely	
DA-2021-150	Code	191 Osbornes Road OAKENDEN	June A Kidcaff and Alexis J Kidcaff	Reconfiguration of a Lot - Boundary Realignment - 2 Rural Lots into 2 Lots	Darryl Bibay	
DA-2021-157	Code	43 Savannah Drive KINCHANT DAM	Brett K Pittaway and Samantha A Pittaway	Reconfiguration of a Lot – 1 Rural Residential Lot into 2 Lots and Access Easement	Cherise Ayling	
DA-2021-161	Code	145 Archibald Street PAGET	Aurizon Property Pty Ltd	Reconfiguration of a Lot - 1 High Impact Industry Lot into 2 Lots	Cherise Ayling	
DA-2021-161	Code	145 Archibald Street PAGET	Aurizon Property Pty Ltd	Reconfiguration of a Lot - 1 High Impact Industry Lot into 2 Lots	Cherise Ayling	
DA-2021-162	Code	431 Dawlish Road SARINA	Daniel J Miles and Karissa R Miles	Intensive Animal Industry (Free Range Egg Farm)	Emma Langford	
DA-2021-163	Code	28 Campbell Street SLADE POINT	Steppe Pty Ltd	Material Change of Use - Warehouse	Cherise Ayling	
DA-2021-166	Code	94 Smith-Cross Road DEVEREUX CREEK	Nadia J House and Joshua J House	Reconfiguration of a Lot - 1 Rural Residential Lot into 2 Lots	Cherise Ayling	
DA-2021-167	Code	30 Jardine Drive ERAKALA	Justin & Ronlyn Kelly	Boundary Realignment – 2 Lots into 2 Lots	Darryl Bibay	
DA-2021-178	Code	6260 Mackay-Eungella Road NETHERDALE	AAA Planning & Consultancy	Material Change of Use - Proposed Secondary Dwelling	Josephine McCann	

Page:1 of 1

Development Applications Finalised – October 2021

Арр No	Code / Impact	Address	Applicant	Description	Officer
Relevant Period	I Extend	ed			I
DA-2000-13/C	Code	117 Archibald Street PAGET	Investec Bank (Aust) Ltd	Extension of Relevant Period - Combined Material Change of Use - Impact Assessment - Rezone - From Special Use & Reserves to Light Industrial and Reconfigure a Lot from 1 Lot to 10 lots - Preliminary Approval. Framework R00-13 & S00-36	Brogan Jones
DA-2008-229/F	Code	35 Leichhardt Road MIRANI	Pioneer Lakes Pty Ltd	Extension to Currency Period (2 Years) Material Change of Use - 173 multiple dwelling units and associated community facilities	Daniel Walsh
Approved Subje	ect to Co	onditions			
DA-2000-13/D	Code	117 Archibald Street PAGET	Investec Australia Finance Pty Ltd	Change Application (Minor) (Light Industrial Lots) - Material Change of Use - Code Assessment - Additions to Factory/Warehouse. Framework CD00-13	Brogan Jones
DA-2007-467/A	Code	10 Eimeo Road RURAL VIEW	McDonalds Australia Limited	Change Application (Minor) - Conversion of existing drive-thru to dual lane & reduction of carpark Combined Application comprising a Preliminary Approval for the Neighbourhood Centre Core Locality Concept Plan Number No. 7, Development Permit for a Reconfiguration of a lot by lease for a 1810 sq metre development lease lot , Development Permit for Material Change of Use for Core Centre Use Group (Catering Shop incorporating preliminary approval for the building works on the site) in accordance with provisions of the Eulbertie Park Plan of Development as approved by Council (MCI- 2000-30) issued 17th December 2003.	Dennis O'Riely
DA-2008-229/G	Code	35 Leichhardt Road MIRANI	Pioneer Lakes Pty Ltd	Minor Change - Remove Development Approval Condition Extension to Currency Period (2 Years) Material Change of Use - 173 multiple dwelling units and associated community facilities	Daniel Walsh
DA-2015-8/F	Code	L 719 East Point Drive MACKAY HARBOUR	Eastpoint Mackay Pty Ltd	Change Application (minor) Development Permit Reconfiguration of a Lot - 2 Lots into 162 Lots (154 Residential Lots + 1 Tourist Hub lot + 2 Tourist Accommodation Lots + 2 Local Community Centre Lots + 2 Open Space Lots + 1 balance lot)- Material Change of Use - Caravan Park (238 sites)- Material Change of Use - Dwelling Houses (154 Dwellings)Preliminary Approval:- Reconfiguration of a Lot - 235 lots (231 Residential lots + 2 Open Space lots + 2 Tourist hub lots) - Material Change of Use - Motel Units (100 units)- Material Change of Use - Multiple Dwelling Units (175 units)- Material Change of Use - Catering Store (2000m2 GFA)	Dennis O'Riely
DA-2021-100	Impact	L 55 Gargett-Mia Mia Road GARGETT	The Corporation of The Diocesan Synod of North QLD	Dwelling House	Darryl Bibay
DA-2021-109	Impact	2-16 Celeber Drive ANDERGROVE	Whitsunday Anglican School Ltd	Educational Establishment - Expansion "Resource, Science & Design Centre"	Emma Langford
DA-2021-113	Code	20 Rural View Drive RURAL VIEW	Grant D Allen	Reconfiguration of a lot 1 Rural Residential lot into 2	Josephine McCann
DA-2021-115	Code	2491 Marlborough-Sarina Road SARINA RANGE	Ross L Griffin	Boundary Realignment – 2 Rural Lots into 2 Lots	Emma Langford
DA-2021-128	Code	99 Beaconsfield Road BEACONSFIELD	Stilmark Holdings Pty Ltd	Telecommunications Facility	Leah Harris
DA-2021-133	Code	30 Beaconsfield Road BEACONSFIELD	Matthew O'Sullivan Pty Ltd and Stuart Craig Financial Planning Pty Ltd	Combined Application – Reconfiguration of a Lot (1 Lot into 2 Community Title Lots) and Material Change of Use for Multiple Dwelling (Dual Occupancy)	Emma Langford
DA-2021-134	Code	402 Petersens Road SANDIFORD	AAA Planning & Consultancy	Material Change of Use - Building Work - Boundary Setback for Dwelling	Darryl Bibay
DA-2021-138	Code	55 Jardine Drive ERAKALA	Leigh D Clark	Dwelling House (Road Frontage Setbacks)	Josephine McCann
DA-2021-139	Code	54 Bonsons Scrub Road THE LEAP	AAA Planning & Consultancy	Dwelling House - conversion of a shed to a Dwelling House - (Extractive Resources and High Impact Activities Overlay)	Darryl Bibay
DA-2021-140	Code	33 Gumnut Drive ALLIGATOR CREEK	AAA Planning & Consultancy	Domestic Outbuilding - Oversized	Darryl Bibay
DA-2021-143	Code	10 Austin Drive ETON	AAA Building Consultants	Dwelling House (Outbuilding) - Extractive Resources and High Impact Activity Overlay	Darryl Bibay
DA-2021-47	Impact	L 2 Victoria Plains Road VICTORIA PLAINS	SJ & MJ Clark Super Pty Ltd	Crematorium (Pet Crematorium)	Brogan Jones

Page:1 of 1

Development Applications Finalised - October 2021

DA-2021-82	Code	11 Conder Parade MIDGE POINT	Laguna Developments Pty Ltd and Mitchson Pty Ltd	Reconfiguring a Lot - 3 Rural Residential Lots into 3 Lots and Access Easements and Material Change of Use - Tourist Park (self-contained recreational vehicle ground - 60 sites)	Cherise Ayling
DA-2021-92	Code	14 Discovery Lane MOUNT PLEASANT	Peter M Batley	Showroom (extension)	Dennis O'Riely
DA-2021-93	Code	24 Sorensens Road KUTTABUL	Katrina M Perna and Rex W Munchow	Boundary Realignment - 2 Rural Lots into 2 lots	Emma Langford
APPLICATION	CREATE	D IN ERROR			
DA-2002-27/B	Impact	1-33 Slater Avenue BLACKS BEACH	Paynters	Change Application (Minor) - Change to Approved Plans - Blacks Beach Tavern (previously Melaleuca Tavern) Material Change of Use - Impact Assessment - Melaleuca Tavern, Blacks Beach.	Daniel Walsh
DA-2005-7/A	Code	L 10 Cemetery Road SARINA		Minor Change - Change to Condition Reconfiguration of a lot - Central Park Estate Stages 1 - 10	
Negotiated Dec	ision				
DA-2013-19/B	Code	1 Gateway Drive PAGET	Pengelly Developments Pty Ltd	Change Application (Minor) General Industry (Bulk Equipment) change to Transport Depot	Josephine McCann
Application Ref	used	•			
DA-2021-102	Code	585 Farleigh-Habana Road HABANA	WHF Group Pty Ltd	1 Rural Lot into 2 Lots	Brogan Jones
Application Wit	hdrawn				
DA-2021-176	Code	39 Panoramic Drive SARINA	AAA Planning & Consultancy	Dwelling House (Domestic Outbuilding) - Side/ Rear Boundary Setback Relaxation	Darryl Bibay

Page:1 of 1

19.2. BUILDING WORKS STATISTICS - OCTOBER 2021

Nil

Building Works Statistics – October 2021

Class	Description		Total Value Of Proposed Works	Average Proposed Floor Area (m2)	Total October 2020	YTD
Class 1A	A single dwelling being a detached house, or one of a group of two or more attached dwellings, each being a building, separated by a fire- resisting wall, including a row house, terrace house, town house or villa unit		\$12,332,469	417,816	105	726
Class 1B	A boarding house, guest house, hostel or the like with a total area of all floors not exceeding 300m2, and where not more than 12 people reside, and is not located above or below another dwelling or another Class of building other than a private garage				0	1
Class 2	A building containing 2 or more sole-occupancy units each being a separate dwelling	0			0	3
Class 3	A residential building, other than a Class 1 or 2 building, which is a common place of long term or transient living for a number of unrelated persons. Example: boarding-house, hostel, backpackers accommodation or residential part of a hotel, motel, school or detention centre	0			1	1
Class 4	A dwelling in a building that is Class 5, 6, 7, 8 or 9 if it is the only dwelling in the building	0			0	0
Class 5	An office building used for professional or commercial purposes, excluding buildings of Class 6, 7, 8 or 9		\$240,000	419	2	13
Class 6	A shop or other building for the sale of goods by retail or the supply of services direct to the public. Example: café, restaurant, kiosk, hairdressers, showroom or service station		\$486,935	77	3	59
Class 7A	A building which is a car park	0			0	0
Class 7B	A building which is for storage or display of goods or produce for sale by wholesale	1	\$120	120	0	21
Class 8	A laboratory, or a building in which a handicraft or process for the production, assembling, altering, repairing, packing, finishing, or cleaning of goods or produce is carried on for trade, sale or gain		\$10,248,256	2,600	0	22
Class 9A	A health care building, including those parts of the building set aside as a laboratory	0			0	0
Class 9B	An assembly building, including a trade workshop, laboratory or the like, in a primary or secondary school, but excluding any other parts of the building that are of another class	1	\$924,158	2,446	1	16
Class 9C	An aged care building	0			0	0
Class 10A	A private garage, carport, shed or the like	62	\$1,908,054	260,374	99	839
Class 10B	A structure being a fence, mast, antenna, retaining or free standing wall, swimming pool or the like	18	\$846,275	70,738	23	211
Class 10C	A private bushfire shelter	0			4	0
Sundry	Demolition residential/commercial/industrial, class n/a, class s/s	1	\$24,000	N/A	3	6
	Totals	126	\$27,010,266	754,588	241	1,918
Description	escription		Total Value Of Proposed Works	Average Proposed Floor Area (m2)	Total October 2020	YTD
New building or s	ew building or structure		\$25,441,508	324,949	166	1,389
Change of buildin	hange of building classification				1	5
Demolition			\$214,580	N/A	1	43

ATTACHMENT 19.2.1

ORDINARY MEETING - 24 NOVEMBER 2021

Building Works Statistics – October 2021

Totals	127	\$27,082,105	324,998	233	1,916
Relocation or removal	1	\$30,000	0	1	6
Swimming pool and/or pool fence	15	\$685,062	N/A	22	197
Repairs, alterations, additions	9	\$710,956	51	42	276



Confirmed on Wednesday 8 December 2021.

.....

MAYOR