MINUTES

Ordinary Meeting

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

On Wednesday 23 June 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 **5**
7.1. Confirmation of Minutes - 9 June 2021 ..... **5**
8. Business Arising out of Previous Minutes **5**
9. Mayoral Minutes **5**
10. Consideration of Committee Reports & Recommendations **5**
10.1. Character and Heritage Advisory Committee Meeting Minutes **5**
10.2. Local Disaster Management Group (LDMG) Minutes **13**
10.3. Northern Beaches Community Hub - Community Reference Group - Meeting Minutes - 4 May 2021 ..... **18**
11. Correspondence and Officer's Reports **21**
11.1. Office of the Mayor and CEO **21**
11.1.1. Strategic Financial Report for the Month of May 2021 21
11.2. Development Services **42**
11.2.1. Development Services Monthly Review Report - May 2021 42
11.2.2. Vegetation Vandalism Report Extremely Significant Case - Bucasia Esplanade 71
11.2.3. Activate My Place Report – Application Review and Recommendation 79
11.3. Engineering and Commercial Infrastructure **85**
11.3.1. Engineering & Commercial Infrastructure - Transport & Drainage Monthly Review - May 2021 85
11.3.2. Engineering & Commercial Infrastructure - Waste Services Monthly Review - May 2021 104
11.3.3. Engineering & Commercial Infrastructure - Water Services Monthly Review - May 2021 122
11.4. Organisational Services **147**
11.4.1. Organisational Services Monthly Review Report - May 2021 147
11.4.2. Adoption of Council Policy 180
11.4.3. Adoption of the Operational Plan 2021-22 200

12. Receipt of Petitions....226
13. Tenders....226
14. Consideration of Notified Motions....226
15. Public Participation....226
16. Late Business....226
17. Confidential Reports....226
17.1. Legal Services Monthly Report - May 2021....227
17.2. Approved Sponsorship Under the Invest Mackay Events and Conference Attraction Program - May 2021....227
17.3. Approved Concessions Under the Facilitating Development in the Mackay Region Policy - May 2021....228
17.4. MRC Organisational Structure Change - Development Assessment and Development Engineering....228
18. Meeting Closure....229
19. For Information Only....229
19.1. Building Statistics - May 2021....229
19.2. Development Application Information - May 2021....232

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 P Jaenke (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), Ms K Lamb (Director - Organisational Services) and Mr M Sleeman (Manager - Corporate Communications & Marketing).

The meeting commenced at 10:00am.

2. OPENING PRAYER

Reverend John McKim from the Anglican Church led those present in Prayer.

3. ABSENT ON COUNCIL BUSINESS

Nil

4. APOLOGIES

Nil

5. CONDOLENCES

Cr Englert expressed condolences, on behalf of Council to the family of Carol Dunbavan, who passed away recently. Cr Englert advised that Ms Dunbavan had been the SES deputy local controller Sarina area and was a very quiet but extremely hard working member of the community who would be greatly missed by both the SES and Sarina community.

Cr Bella expressed condolences, on behalf of Council to the family of Dean Jarrett, who passed away recently. Cr Bella spoke of his past association with Mr Jarrett through schoolboys football and noted that Mr Jarrett had been very active in business life and was the first indigenous Australian to achieve a PhD from Sydney's University of Technology.

6. CONFLICT OF INTEREST

Nil

7. CONFIRMATION OF MINUTES

7.1. CONFIRMATION OF MINUTES - 9 JUNE 2021

Council Resolution ORD-2021-161

THAT the Ordinary Meeting Minutes dated 9 June 2021 be adopted.

Moved Cr Jones **Seconded Cr Green**

CARRIED

8. BUSINESS ARISING OUT OF PREVIOUS MINUTES

Nil

9. MAYORAL MINUTES

Nil

10. CONSIDERATION OF COMMITTEE REPORTS & RECOMMENDATIONS
10.1. CHARACTER AND HERITAGE ADVISORY COMMITTEE MEETING MINUTES

Author	Administration Officer (Tabitha Rix)
Responsible Officer	Director Development Services (Aletta Nugent)
File Reference	SPLP-031 – CHAC Meeting Agendas & Minutes
Attachments	1. CHAC Minutes - 14 May 2021 [**10.1.1** - 6 pages]

Purpose

To receive the draft minutes of the Character and Heritage Advisory Committee meeting held 14 May 2021 for information purposes and consideration of recommendations.

Related Parties

Nil

Officer's Recommendation

THAT the Draft Character and Heritage Advisory Committee Minutes dated 14 May 2021 be received.

Council Resolution ORD-2021-162

THAT the Draft Character and Heritage Advisory Committee Minutes dated 14 May 2021 be received.

Moved Cr Mann **Seconded Cr May**

Cr Mann noted the passing of Gloria Arrow and acknowledged her long connection to Greenmount Homestead and her contribution to the community. Cr Mann advised that the group had held a debrief on the Heritage Festival, had volunteers to undertake work on the City Centre heritage signage project and other Council projects, noted the popularity of the online heritage trails and thanked Council officers for their work on this project and advised that in future, the Committee meetings would be held in various locations throughout the Region.

CARRIED

MINUTES

Character and Heritage Advisory Committee (CHAC)

Date:	14 May 2021	Time: 8.30am – 10.30am	Venue: JCC – Training Room
Chairperson	Councillor Fran Mann (CFM), Deputy Chairperson Councillor Karen May (CKM)		
MRC Representatives:	Jaco Ackerman – Manager Strategic Planning (JA) Strategic Planning – Tabitha Rix (TR)	Heritage Collections Supervisor - Lara Clarke (LC) Museums Coordinator – Alicia Stevenson (AS)	
Built Environment Industry Representatives:			
Representatives from Historical and other Organisations:	Mackay Tourism – John Cant (JC), Mackay Historical Society – Steven Pritchard (SP), Mackay Family History Society - Jean Turvey (JT), Greenmount Historical Homestead – Sandy Field (SF), Pioneer Valley Museum – Carmel Kelly (CK)		
Individual Representatives:	Dominic McCarthy (DM), Muriel Kilcullen (MK)		
Local Historians:	Berenice Wright (BW), Nicholas McDougall (NM)		
Local Cultural Organisations:	Mackay and District Australian South Sea Islander Association Inc – Starett Vea Vea (SVV)		
Apologies	Mackay West State School – Margaret Spillman (MS), Sarina Museum - Carolyn Scott (CS), Debbie Brooker (DB) and Urban Trend Constructions – Ken Ogilvie (KO)		
Purpose	1. Identify current and emerging strategic heritage issues and opportunities within the Mackay Regional Council area; and 2. Advise Council on identified, committed heritage projects within the Mackay Regional Council area.		

Item Number	Item	Action Officer	Discussion/Actions/Update
Item 1	**Acknowledgement to Country**		
1.1	Welcome to meeting	CFM	Welcome to all committee members and thank you for attending the Character and Heritage Advisory Committee Meeting. Acknowledgement of the passing of Gloria Arrow. Sandy, Nicholas and Starrett shared some kind words on Gloria.
Item 2	**Adoption of Previous Minutes**		
2.1	Previous minutes were adopted by Council	CFM	Previous meeting minutes from meeting held 5 February were accepted and no further comments made.

Item 3	Actions Arising from Previous Minutes		
3.1	**2021 CHAC Volunteer Commitments** Previous Minutes: The finalised 2021 CHAC volunteer commitments were: 1. completing a cemetery heritage promotion project 2. assisting with heritage festival activities 3. conducting further research for the Silhouette Heritage Signage Project Actions from previous minutes: **Action:** TR to circulate the draft Street Façade information and research information to all volunteers for work to commence on the project. TR to also provide a template for volunteers to add information to and submit to Council for consolidation and inclusion with existing research. **Action:** CHAC volunteers review the Conserving Heritage Houses in the Mackay Region document by 5 March 2021 and advise Council (via email to Tabitha) if any changes are required. **Action:** Council will promote the conserving heritage homes in the Mackay Region document to raise awareness within the community and to encourage heritage preservation within our region. KO raised his current business premises, which has been renovated to include heritage aspects. KO suggested work at his premises could be utilised to demonstrate and encourage restoration works within our region. SM encouraged the CHAC to submit ideas on promoting heritage	ALL	Update on progress of CHAC volunteer commitments: **1. Completing cemetery heritage promotion project:** Volunteers of the Character and Heritage Advisory Committee partook in a workshop to contribute ideas on an end-product product cemetery promotional piece for our community and decided on a virtual cemetery tour. The same volunteers then were assigned one Early Settler each to research. An external videographer was engaged and Nicholas McDougall was filmed doing the virtual cemetery tour. The virtual cemetery tour was launched during the National Trust Heritage Festival and has received a great response. Two of the volunteers involved in the research, Berenice Wright and Jean Turvey also helped Council to host guided cemetery tours using the same script, the guided cemetery tours also had a fantastic turn out. **2. Assisting with heritage festival activities** Volunteers provided assistance across numerous events during the National Trust Heritage Festival. Council wishes to thank all involved for their efforts in promoting heritage and providing education for our community during these events. **3. Conducting further research for the City Centre Silhouette Heritage Signage Project** 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. Volunteers who nominated in today's meeting to assist with this project are: CFM, JT, NM, BW, TR, MK and DM. Meetings are able to be held at the Mackay Family History Society, with Thursday or Friday being most suitable. **Action:** TR to establish a working group for this project, to establish an order of work and work allocation. **4. Conserving Heritage Houses in Mackay Region guide** Update required on previous minutes action, CHAC volunteers previously asked to review the conserving heritage houses guide and provide council if any amendments were required. **Action**: TR to work with Corp Comms to promote this as no comments were received.

	conservation to Council for consideration.		
3.2	**Update on Heritage Discovery Trails** Previous minutes: Cr Mann raised the possibility of having a plaque or similar on each stop of the city centre heritage trail and QR codes with a bit of an explanation at each stop. **Action:** Permanent promotional signage at each stop will be considered in the City Centre way finding and signage strategy by the Mackay City Centre and Waterfront Team. **Action:** TR to complete research on the Racecourse Mill, locate multimedia and amend the Pioneer Valley Driving Trail and consider amending the Pioneer Valley Driving Trail to include this information. **Action:** Councils Corporate Communications team will schedule website and social media promotion of the trail during the National Trust Heritage Festival Dates, further details under item 3.5. **Action:** The feedback from the trail's consultation indicates potential for a digital heritage trail of Eungella, feasibility for this trail will be investigated in 2021. TR to approach local community group from Eungella and arrange an initial meeting to discuss.	TR	Mackay City Centre and Waterfront Heritage Discovery Walking Trail: The Mackay City Centre and Waterfront Heritage Discovery Self-Guided Trail was successfully launched in December 2020 and re-promoted during the National Trust Heritage Festival in 2021 via Mackay Regional Council's social media platforms, radio announcements and via the National Trust Website. Approximately 600 people took the self-guided city centre trail during the National Trust Heritage Festival, bringing the total views since launch up to almost 3000 views. Three City Centre guided walking tours were hosting during the festival, which were all well attended with fantastic feedback provided from those who attended the guided tours. Pioneer Valley Heritage Driving Trail: The Pioneer Valley Heritage Driving Trail was launched during the National Trust Heritage Festival. Approximately 600 people took the self-guided heritage driving trail since its launch on 28 April, receiving 96 views in one day following one council Facebook post. This self-guided trail is averaging 14 views a day. Feedback from sites on the trial in the Pioneer Valley are that they have customers every day that mention that they are on the self-guided driving trail. A companion brochure has been developed for this trail and distributed at the Visitor Information Centres. A bus tour with fifty attendees was hosted by Mackay Regional Council during the heritage festival to further promote the Pioneer Valley Heritage Driving Trail. Sarina Walking Trail: The Sarina Heritage Walking Trail was launched during the National Trust Heritage Festival, receiving just over 400 views since launch, averaging on 11 people a day completing the self-guided trail on the streets of Sarina. Cr Karen May hosted a guided Sarina Heritage Walk during the heritage festival which was very well attended and received excellent feedback from those who attended. A companion brochure for this trail has been developed, awaiting professional printing, when ready will be distributed to all organisations located within the Sarina Field of Dreams Parkland, including the main Visitor Information Centre. Eungella Heritage Trail: Council will work on this trail in the future when time and resources allow.
3.5	**Heritage Festival 2021**	ALL	Nineteen events/activities were held in celebration of the 2021 National Trust Heritage Festival. The main events held were the launch of the heritage festival, Family Chart Display, Art Deco Society Events, Pioneer Valley Bus Heritage Tour, Guided Cemetery Tours, Guided Sarina Heritage Tour, library showcase of Vintage Tourism Ephemera and Guided City Centre Mother's Day Heritage walks. Fantastic digital heritage resources developed with the assistance of

			Character and Heritage Advisory Committee Volunteers were published, launched, and promoted during the National Trust Heritage Festival, receiving over 4500 views across all digital heritage publications since their launch. Cr Mann noted that the heritage festival events were very well received and that some members of the public attended all events hosted by Council. Council had received very complimentary feedback from those who had attended the events expressing that they wish to see regular heritage festivals for our region. Cr May noted that the Family History Society hosted a fantastic display with almost 1000 attendees visiting within the week. Berenice Wright raised that she would like to see future cemetery tours/guided walks also be conducted at other cemeteries in Mackay. Sandy Field raised the current state of the Hazeldean Cemetery and enquired if this is still being maintained. It was noted that it is located on private property.
3.6	'**Nielsen's Crossing' commemorative sign** **Action**: Cr May to provide contact details of client who requested sign to TR. TR to contact client to gain information to include on storyboard sign, for consideration. Once information is provided, TR will liaise with other council programs about design and installation.	Cr May	Council are awaiting information to be submitted for inclusion on the Storyboard before this project can progress. Cr May has met with the customer who raised this agenda item. An email has been received by council on this subject matter, requesting a red memorial street sign to rename a street in Sarina currently being considered, however this may not progress. JA noted that the new name, if progressed, would need to follow council's street naming policy. Cr May also raised that a storyboard in station lane reflecting Neilson could be an option and that all names on the cenotaph could have a story board developed and displayed in a walk down station lane and included in an update of the heritage trail. Cr May noted that research on all soldiers were previously completed so may not be a very large research project.
3.7	**Sugar Research Building – Catholic Highschool Construction** **Action:** JA to contact site owners to express interest in a site tour and CHACs interest in having a building on this site named to honour Karl Langer.	JA	Council has approached a representative of the new school to attend a future CHAC meeting to provide an update. The property owners' naming convention is to name the buildings and schools after significant Catholics but there may be an opportunity to consider a plaque acknowledging Karl Langer and Harold Vivian Marsh Brown. Council will contact the site owner again to see if they may be interested in attending a future CHAC meeting. Starrett queried if the Royal Palms on this site were heritage listed, Berenice added that each palm was planted to signify each of the mills in the region.
3.8	**Memorial Swim Centre** **Action**: the CHAC recommend that the memorial pool as an additional site of the heritage trail, at the end of the trail walking. TR to conduct research and	JA	Strategic Planning will include information and historic images of the site in the City Centre heritage trail. Cr Mann raised that the state heritage listed Memorial Pool will be included in the Mackay Region Planning Scheme's next amendment.

	consider options to include in the City Centre StoryMaps trail.		
3.9	**City Centre & Waterfront PDA** The demolition works at 6 River Street were discussed and concept proposals displayed for this site. The CHAC volunteers suggested Storyboard signage could be installed on this site celebrating and telling the story of the River Street area. Cr Mann suggested the CHAC should attend the site to view progress. **Action:** TR to organise a date for the CHAC to attend the River Street site, late in 2021. **Action:** TR to invite Maltese Community Group to a future CHAC meeting in 2021, to present on petition and history.	JA	Demolition is nearing completion. The Maltese Community Groups petition has been successful and approved by Council. The Maltese Community Group are now fundraising to have these statues made and installed at Maltese corner. **Action:** TR to set date with Waterfront Team for CHAC to visit site in around November 2021.
3.10	**Register of volunteers for Ad Hoc heritage research** Mackay Regional Council often has Ad Hoc requests submitted, or projects planned that have heritage considerations. Council is calling for volunteers who would like to be contacted by Council to complete Ad Hoc research to please express interest via email to Tabitha and outline your areas of interest or specialty. **Action:** TR to compile register and make available for all in Council to access.		Jean Turvey, Chris Vaughan, and Berenice Wright expressed their interest in being added to this register. Berenice raised that we would need to be careful on receiving accurate information. Cr Mann responded that all information provided will need to include sources and citations.
Item 4	**Agenda Items**		
4.1	Sarina War Memorial		With the RSL in Sarina closing the Parks programme are looking into feasible options for the relocation of the war memorial statue and memorial plaques located in the front of the Sarina RSL. Tracie Harvison discussed options in relocating the RSL statue to Broad Street beside the existing war memorial including an option to create a ceremonial lawn in this area. Council has

			secured funding to progress this project to detailed design and engagement with the Dept of Environment and Science. Community consultation will be undertaken as part of this project. **Action:** TR to circulate the concept proposals to the CHAC. TR advise CHAC when available on connecting Mackay. Any comments on this proposal from the CHAC can be submitted to Tabitha within two weeks.
4.2	CHAC meeting at yesterdays memories	ALL	Cr Mann suggested that the next CHAC meeting be held at Yesterdays Memories. Cr Mann raised that CHAC meetings should be held in various heritage areas around the region.
4.3	Letter of thanks to Dean Williamson	ALL	Cr Mann raised she would like a letter of thanks be sent to Dean Williamson and others in the community who assisted with promotion and facilitation of the heritage festival.
4.4	Acknowledgement of Sugar City Art Deco & Modernism Society	ALL	Cr Mann passed on her thanks to Nicholas McDougall and members of the Sugar City Art Deco Society for hosting various events during the Heritage Festival.
4.5	Mission House at Homebush	JT	Jean raised that she recently visited the old Mission House at Homebush and noted that it is in a state of disrepair and requires maintenance. Starrett added this house is managed under a contract with CSR. **Action**: Jaco will phone the owner to convey concerns raised.
5.0	**Future Events**		
5.1	22 May 4.30pm		A dedication service will be held Half Tide Beach with the unveiling of a new war memorial wall. The park has played host to wartime remembrance events for many years, including the annual Anzac Day dawn service. The Australian Defence Force Federation Guard will be in attendance. RSVPs required.
6.0	**Next Meeting Date**		
	To be discussed at the meeting.		Please forward the meeting invite to nominated proxy if unable to attend and Tabitha know prior to the meeting day. **2021 meeting dates:** • **23 July 2021**

10.2. LOCAL DISASTER MANAGEMENT GROUP (LDMG) MINUTES

Author	Emergency Management Co-ordinator
Responsible Officer	Director Community & Client Services (Angela Hays)
File Reference	LDMG
Attachments	1. LDMG Minutes - 24 May 2021 [**10.2.1** - 4 pages]

Purpose

To present to Council the Local Disaster Management Group Minutes of the meeting held on 24 May 2021 for information purposes.

Related Parties

N/A

Corporate Plan Linkage

Priority: Community Health & Wellbeing
Strategy: Disaster preparedness - Build community preparedness and responsiveness to emergencies and natural disasters.

Officer's Recommendation

THAT the Minutes of the Local Disaster Management Group Meeting of 24 May 2021 be received.

Council Resolution ORD-2021-163

THAT the Minutes of the Local Disaster Management Group Meeting of 24 May 2021 be received.

Moved Cr Englert **Seconded Cr Hassan**

CARRIED

MACKAY LOCAL DISASTER MANAGEMENT GROUP MEETING

Monday, 24th May 2021, 1.00pm

MRC: Microsoft Teams Teleconference

MINUTES

Meeting Opened: 1:04pm

ATTENDEES	
AGENCY	**NAMES**
Mackay Regional Council	Cr. Greg Williamson
	Michael Thomson
	Jason Devitt
	Angela Hays
	Aletta Nugent
	Andrew Neil
	Cr Karen May
	Cr Fran Mann
	Kylie Lamb
	Mark Sleeman
	Kristie Brown
	Vicki Booth
	Robyn Birkett
CQ Rescue	Ian Rowan
Dalrymple Bay Coal Terminal	Sam Franettovich
Department of Communities, Disabilities Services and Seniors	Eric Boardman
Department of Education	Marg Coyne
Department of State Development, Infrastructure, Local Government and Planning	Nikki Wright
Department of Transport & Main Roads	Priyanga Senanayaka
Ergon	Jade Hammer
Mackay Airport	Philip Clark
Mackay Hospital and Health Service (MHHS)	Jenny Luke
Maritime Safety Queensland	Deane Alty
Mater Hospital	Sarah-Jane Warden
Queensland Fire and Emergency Services (QFES)	Carla Adams, Sven Diga, Darryl Youngberry, Anthony Schofield
Queensland Police Service (QPS)	Mark Lewer
Reef Catchments	Traci Ellwood
State Emergency Services (SES)	Alex McPhee
Sunwater	Ray Benson
Mackay Health & Hospital Services (Guest)	Sonia Davids

APOLOGIES	
AGENCY	**NAMES**
Mackay Regional Council	Cr Justin Englert
	Stephen Bourke
	Cameron Jessup
Mackay Hospital and Health Service (MHHS)	Janet Geisler
North Queensland Bulk Ports	Anthony Lee
North Queensland Primary Health Network	Jennifer Burnham
Queensland Police Service (QPS)	Jeremy Novosel
The Salvation Army	Steve Spencer

	Topic
1	**WELCOME** - Chair - Mayor, Cr Greg Williamson The Chair thanked everyone for their attendance at this LDMG meeting and acknowledged the Traditional Custodians of the land. Additional Apologies noted
2.	**MINUTES OF PREVIOUS MEETING** ▪ No business arising from the minutes dated 29 March 2021. **Moved:** Cr Fran Mann **Seconded:** Cr Karen May **CARRIED**
3.	**ACTION LIST** ▪ No Action Items
4.	**CORRESPONDENCE** Outwards correspondence was received and noted by the LDMG.
	AGENDA ITEMS:
5.	**FLOODPLAIN MANAGEMENT PLAN UPDATE** - Mackay Regional Council Robyn Birkett, Principal Engineer – Waterways, Strategic Planning, gave an update on the Mackay Flood Studies taking place. • Draft Mackay Floodplain Risk Management Study released for community engagement on 12 May with comments welcome up to 15 July 2021 o Updated flood studies for several locations o Emergency Management Plan o Flood Damage Report o Riverine/Storm Flooding o Proposed levee around airport o Cremorne most at risk for flooding o Emergency Response Precincts o Structural Flood Mitigations Options o Key recommendations • Other flood related projects o Development Planning Flood Report Tool o Local Flood Emergency Plan o Total Flood warning System o McCreadys Creek Flood and Stormwater Study If you would like to comment, please click on the following link - draft Mackay Floodplain Risk Management Study and Plan | Connecting Mackay
6.	**EUNGELLA RANGE ABLAZE – SHORT FILM** Following the 2018 Bushfires, The Eungella Creative Recovery Project took hold which involved recording stories through video and audio from residents who were affected. An exhibition of works was on display at a community event held at the Eungella community hall last month for the official launch of the video. All LDMG members are encouraged to view the video by clicking on this link: **https://vimeo.com/434527916?ref=em-share**
7.	**DISASTER MANAGEMENT TRAINING FOR LDMG MEMBERS** It is important that if you are a representative on the LDMG for your organisation (primary or proxy) you must have the necessary training and skills to do so. The latest copy of the Mackay LDMG Training Needs Analysis will be sent out to the group. QFES hosted a High Consequence Decision Making Masterclass which was well received and attended. **RECOMMENDATION** To be noted. If you require further training, please contact QFES Emergency Management Coordinator Mackay LDMG Training Needs Analysis will be sent as a separate attachment to the minutes.

8. **REPORTING: Agency Status Reports**

Comments:

- **CQ RESCUE** report
  - Attendance at CQ Rescue Emergency Services day was huge with around 6,000 attending
    - Thank you to all the services that held a stall/exhibition
    - Received great feedback
    - Fantastic day for the community

- **NQBP** report
  - Chair noted that the draft plan has been completed and asked if MRC had any input into it – advised by Emergency Management (EM) that we didn't as this plan was developed for NQBP. Chair asked if a copy could be obtained - EM to liaise with NQBP

- **QFES** report
  - Chair asked where the Vertical Rescue Prop was being built
    - Advised that it is at the North Mackay Station and looking at completion by end June 2021
      - Used for skills and drills
      - For fire safety and volunteers
  - Road Crash Rescue Fly Away Cache being trailed with air service providers which will result in a better response
    - Working on a local knowledge template for response
      - Question asked how this looks and if any impediments
        - No impediments, every situation is different – just another strategic response and will always have a plan B and C.
  - Completed an exercise with Mackay Sugar in preparation for the upcoming crushing season

- **SES** report
  - Attended the CQ Rescue Emergency Services day which was well received
    - 35 people registered to attend the next recruitment day
    - Educational trailer was a wonderful resource in being able to acknowledge the diverse things SES is involved in for our communities

- **MRC EM** report
  - Held the first Emergency Liaison Officers meeting since the beginning of COVID-19 which was well attended
  - The team attended the CQ Rescue Emergency Services Day and were kept busy for the duration of the event with customer interaction

- **QPS** update
  - Under the Interstate Exposure Directive
    - Commitment to do airport checks alongside Qld Heath
    - Vaccinations for QPS personnel – around 1/3 in district that fall within the 1a group have been vaccinated
  - Business as Usual

- **MHHS** update
  - COVID – looks like we will be back at the airport this afternoon due to the latest outbreak in Melbourne
  - Chair asked if the code yellow was an emergency or exercise
    - Responded that it was due to critical bed capacity but was managed internally and thanked health partners for their help. If it happened on a large emergency, MHHS would reach out for assistance

- **Qld Education** update
  - Business as Usual
  - We have reminded schools to update their emergency response plans

- **Mackay Airport** update
  - Proposed exercise has been moved to October 16th – will extend invites out closer to the time
  - Business as usual

- **Red Cross** update
  - Recently trained additional volunteers as Emergency Response Officers

- **DCDSS** update
  - District Human & Social Recovery Group Scenario being held next week in Whitsundays on QDMA training and how it works
  - Recruitment of Ready Reserves to build capacity of Human & Social response after an event – information sessions being conducted

- **Sunwater** update
  - Holding an open day for the community at the Kinchant Dam on 19th June, 10-2pm with demonstrations from various Emergency Services agencies

8.	**GENERAL BUSINESS:** **COVID VACCINATION ROLEOUT UPDATE – Qld Health & Hospital Services** Nurse Unit Manager, Sonia Davids is in charge of rolling out the COVID-19 vaccination and updated the group on how it is going. ▪ MHHS received Pfizer vaccines and started the roll out last Thursday (20 May) ▪ Vaccinations have dropped dramatically following the media on blood clot scares after receiving AstraZeneca ▪ Mackay Base Hospital are at this stage vaccinating 1a – QPS, QAS, EM Services etc ▪ CQ University has a clinic ▪ Communication will be sent to Mark Lewer of when they are rolling out rural clinics ▪ Service providers are online now for our region. GP's are only able to offer AstraZeneca ▪ Some pharmacies will also go online and may have the facilities to do both as have freezers so could assist MHHS in administering Pfizer ▪ Venues/Hubs in Mackay: o CQ University located in the Mackay CBD not suitable for mass vaccination centre as too small o CQ University located at Ooralea would work this is a larger complex ▪ Concerns with rural areas - rolling out vaccinations utilising health hospitals for 1a & 1b but will need to look at more venues to roll out 2a & 2b in September – this will need some input o It was noted by the Chair that the vaccination rollout is not going as good as expected along with the booking system not working online. ▪ Advised that completing the check on when you are eligible will then allow you to make a booking • Need to use "EDGE" as the system doesn't like a lot of the other internet browsers • Give us a call if you need assistance and remember that all the information is on the Qld Health website ▪ It was confirmed that anyone is able to receive the AstraZeneca vaccination as long as they are informed of the risks. ▪ Chair advised that if needed, MRC has community halls that maybe able to be utilised as hubs Chair thanked all for attending and to remember that we have a number of large gatherings in our community happening in the next couple of months eg Mackay Show, Country & Western Event which attract lots of people - be aware that if there is an outbreak we may have to activate.
9.	**NEXT MEETING** ▪ **Monday 19 July 2021** <u>Upcoming Meeting Dates:</u> ▪ Monday 13 September 2021 ▪ Monday 22 November 2021
	MEETING CLOSED at 1.55pm

10.3. NORTHERN BEACHES COMMUNITY HUB - COMMUNITY REFERENCE GROUP - MEETING MINUTES - 4 MAY 2021

Author	Administration Officer (Tabitha Rix)
Responsible Officer	Director Development Services (Aletta Nugent)
File Reference	SPLP-017 Northern Beaches Community Hub
Attachments	Draft Minutes – Northern Beaches Community Hub Reference Group – 4 May 2021

Purpose

To receive the draft minutes for the Northern Beaches Community Hub (NBCH) Reference Group meeting held 4 May 2021.

Related Parties

Council established the NBCH Reference Group in January 2021, these meeting minutes correspond to the third community reference group meeting held. The aim of the NBCH Reference Group is to provide a forum for the Northern Beaches community, relevant community groups and stakeholders to provide their views on the plans for the NBCH, in keeping with the most efficient use of the public funds and resources.

Officer's Recommendation

THAT the draft minutes of the Northern Beaches Community Hub Reference Group meeting held on 4 May 2021 be received.

Council Resolution ORD-2021-164

THAT the draft minutes of the Northern Beaches Community Hub Reference Group meeting held on 4 May 2021 be received.

Moved Cr May **Seconded Cr Green**

Cr May noted that at the recent Community Reference Group Meeting, library staff had provided an overview of services offered by the libraries, the group had discussed the organisations that would be targetted for consultation and noted that even at this early stage of consultation, there appeared to be themes coming through in relation to what the community wanted to see at the Northern Beaches Community Hub.

CARRIED

Northern Beaches Community Hub – Community Reference Group
MINUTES – 4 May 2021 – Venue: Northern Beaches State High School

Date:	Tuesday, 4 May 2021	**Time:** 5.00pm - 6.30pm	**Venue: NBSHS**
Chairperson:	Deputy Mayor Cr Karen May		
Community Representatives:	Maighan Grant Valeriya Edsall Geoff Berger Tegan Jones Sian Burrows	David Southwood Maria Nowela Maglente Laurence Mayer Rae Lee Cox	
Guests:	Nicole Hunt and Katie Roberts (MRC Libraries)		
Council:	Cr Michelle Green, Jaco Ackerman (Manager Strategic Planning), Julie Nimmo (MRC Social Planner), Aletta Nugent (Director Development Services);		
Apologies:	Cr Belinda Hassan; Tabitha Rix (Administrative Officer), Angela Hayes (Director Community and Client Services); Philip Grobler (Principal Planner);		
Purpose:	Third meeting of the Community Reference Group for the Northern Beaches Community Hub project; Information on proposed library for the Northern Beaches and contemporary libraries		

Item	Item	Discussion/ Actions	Action Officer
1	**Welcome and Introductions**		
1.1	Acknowledgement of Country	To acknowledge the traditional owners of the land on which we meet, the Yuwi People, and pay respects to their Elders past, present and emerging.	Cr Karen May
2	**Background and update of the Northern Beaches Community Hub**		
2.1	Progress Update Infrastructure progress The NBCH Library Presentation by Nicole Hunt and Katie Roberts from MRC libraries	Progress update on project generally – press release and item in Community News (23 April 2021) discussed. **Action:** Press item to be circulated. Progress on the Infrastructure Design was discussed. Mackay Regional Council Libraries outlined current library services, systems and programs, as well as consideration of possible inclusions for the new Northern Beaches Community Hub library space. Cr May acknowledged the great work library does and ability to adapt to COVID circumstances. Members of the CRG noted they were impressed by what the library offers including programs such as 'Beer and books' and 'cordial, and coffee with a cop'.	JA/JN Nicole Hunt & Katie Roberts

3	**Community Reference Group discussion**		
3.1	Discussion on NBCH activities at the library	Participants provided feedback on their understanding of their use of the library as described. Participants reported what they would like to see at the hub for example youth activities, work experience for students, resources for groups, rooms for home schooling groups with easy access and cultural and language group library trips. Groups will need storage and access to wet areas. Discussed Gordon White Library sound recording booth.	Cr Karen May
3.2	Discussion on Community Reference Group interests and potential for collaboration on the NBCH	Ongoing discussion for member interests and potential collaboration activities once the hub opens.	Cr Karen May
4	**Proposed Community Engagement outline and update**		
4.1	• Further consultation through Agencies and Community Reference Group (May). • Targeted consultation (May). • Update on Council investigations (Building Concept and Infrastructure) (July). • Public Consultation (August/ September).	Progress update on consultation provided. A list of stakeholder groups was discussed for input from the group. Additional suggestions were made to MRC regarding groups for inclusion on the consultation list. **Action:** The consultation list will be updated. Targeted consultation will be organised in the coming months with further public consultation later in the year. **Action:** Outcome of consultation will be collated and ideally available at the July meeting.	Cr Karen May
5	**Next Meeting**		
4.1	Purpose of next meeting • Update on progress • Update on Council investigations (Building Concept and Infrastructure) (July)	The intent of the next meeting was discussed.	Aletta Nugent
4.2	Next meeting date: **27 July 2021; 5.00pm - 6.30pm**	27 July 2021 Note that the meeting minutes will be included in a future Council meeting agenda for consideration.	Jaco Ackerman
4.3	Venue	Northern Beaches Bowling Club, subject to confirmation.	Jaco Ackerman

Circulate: Minutes, Library PDF

11. CORRESPONDENCE AND OFFICER'S REPORTS

11.1. OFFICE OF THE MAYOR AND CEO
11.1.1. STRATEGIC FINANCIAL REPORT FOR THE MONTH OF MAY 2021

Author	Director Organisational Services (Kylie Lamb)
Responsible Officer	Chief Executive Officer (Michael Thomson)
File Reference	Strategic Financial Report
Attachments	1. May 2021 Strategic Financial Report [**11.1.1.1** - 19 pages]

Purpose

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

The operating result for the 2020/21 financial year was originally budgeted in mid-2020 to be a $5M deficit. Through budget revisions, the result was amended to be a $2.65M deficit following adoption of the March Budget Review. Based on current financial indicators and projections for 30 June, it is estimated that a ~$1.5M surplus is likely at financial year end. As at 31 May, MRC reports a favourable YTD variance of $5M, noting that significant movement is expected through the finalisation of year-end accounting entries, including adjustments for accruals and provisions post this report.

Risk Management Implications

Variances will be closely monitored as delivery of the budget progresses.

Conclusion

As at May 2021, MRC reported a favourable variance of $5M against YTD budget. All revenue categories with exception of Grants and Subsidies reported higher than forecast.

Materials and Services, depreciation expense and employee benefits are also reporting lower than forecast, contributing to this favourable variance at this point in time.

Delivery of Council projects currently represents 97% of YTD budget. Council projects include 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 May 2021 be adopted.

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

Mayor Williamson noted how pleased he was that the deficit would be less than expected.

Council Resolution ORD-2021-165

THAT the attached Strategic Financial Report May 2021 be adopted.

Moved Cr Jones **Seconded Cr May**

Cr Jones acknowledged that loan borrowings are a very necessary source of funding for Council and reflect that the cost of infrastructure is not borne entirely by present-day ratepayers, noted that no new borrowings were forecast for the current financial year and that the operating surplus ratio percentage of between 0% and 10% reflects that Council is and will be viable into the future. Cr Jones thanked the Director and staff for their work.

CARRIED

Strategic Financial Report

> May 2021

Executive summary

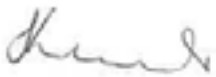
Council is currently budgeting an operating deficit of $2.65M for the 2020/21 financial year. The forecast includes assumptions around the financial impact of COVID-19. Following the adoption of the March budget review, current financial indicators and projections suggest the estimated operating result for 30 June will likely be closer to a ~$1.5M surplus.

	Annual Original Budget $000	Annual Revised Budget $000	YTD Budget $000	YTD Actual $000	YTD Variance $000
Total operating revenue	269,656	266,229	256,588	258,270	1,682
Total operating expenses	274,688	268,879	228,310	225,033	(3,277)
Operating surplus / (deficit)	**(5,032)**	**(2,650)**	**28,278**	**33,237**	**4,959**

The operating surplus as at 31 May 2021 is reporting a favourable variance of $5M against YTD budget. Higher than forecast revenue in all categories excluding grants and subsidies, and lower than forecast materials and services contributed to this result.

To date, $74.2M has been expended on council projects and includes associated operational expenditure in the delivery of these projects, representing 97% of YTD budget. At the reporting date current 30 June forecasts $97.1M, indicating a potential underspend to the annual revised budget of $108.5M. Continued risk in project delivery is referenced from tightened local market conditions, with resource shortage across local building and civil construction firms and difficulty in sourcing some products.

Figures provided are accurate as at the date of publication and are cumulative year to date, which may include adjustments for revenue or expenses accrued from prior accounting periods. 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.



Kylie Lamb
Director Organisational Services

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 5
- 3.3 Council projects expenditure 7

4 Balance Sheet 9
- 4.1 Statement of financial position 9
- 4.2 Cash and Investment Portfolio 10
  - 4.2.1 Cash and cash equivalents 10
  - 4.2.2 Investments 10
  - 4.2.3 Total Portfolio 11
- 4.3 Receivables 11
- 4.4 Property, plant and equipment 13
- 4.5 Borrowings 14

5 Cash Flow 15
- 5.1 Statement of cash flows 15

6 Financial analysis 16
- 6.1 Key performance indicators 16

7 Budget analysis - Commercial businesses 19
- 7.1 Mackay Water Services 19
- 7.2 Mackay Waste Services 20

1 Significant risks

Risk	Likelihood	Consequence	Treatment	Financial impact
MECC revenue	Possible	Reduction in revenue	Monitor and address in a future budget review process.	Uncertainty caused by COVID-19 and compliance with social distancing requirements continues to negatively impact the MECC operations budget.
Depreciation	Possible	Decrease in expense	Continuing work in this area leading to more accurate forecasts and impacts.	Significant work is being conducted in relation to asset management which could impact depreciation expense.
Expenditure	Possible	Decrease / Increase in expenditure	Monitor and address in future budget processes if required.	Product and service price increases from tightened market conditions, reflecting resource shortage across local building and civil construction firms. This may impact the capital program delivery and create unbudgeted variance in forecast expenditure.

2 Areas of concern for noting

Program	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.

3 Budget analysis – Consolidated

3.1 Income Statement

Income Statement
For the period ending 31 May 2021

	Annual Original Budget $000	Annual Revised Budget $000	YTD Budget $000	YTD Actual $000	YTD Variance $000
Rates and charges	218,550	219,023	219,419	219,737	318
Fees and charges	17,994	16,549	14,986	16,094	1,108
Rental income	1,153	1,181	1,080	1,110	30
Interest income	2,572	2,104	1,906	1,967	61
Sales contracts and recoverable works	7,005	7,481	5,461	5,753	292
Other recurrent income	5,140	3,360	3,023	3,847	824
Grants, subsidies, contributions and donations	17,242	16,531	10,713	9,762	(951)
Total operating revenue	**269,656**	**266,229**	**256,588**	**258,270**	**1,682**
Employee benefits	86,907	88,382	77,471	77,388	(83)
Materials and services	98,127	95,406	77,716	74,589	(3,127)
Finance costs	8,244	8,548	6,232	6,312	80
Depreciation and amortisation	81,410	76,542	66,892	66,744	(148)
Total operating expenses	**274,688**	**268,879**	**228,310**	**225,033**	**(3,277)**
Operating surplus / (deficit)	**(5,032)**	**(2,650)**	**28,278**	**33,237**	**4,959**
Grants, subsidies, contributions and donations	26,520	35,714	17,582	25,575	7,993
Other capital revenue	0	948	7	135	127
Capital expenses	(2,850)	(3,033)	(3,113)	(4,046)	(932)
Total capital revenue and expenses	**23,670**	**33,629**	**14,476**	**21,664**	**7,189**
Net result	**18,638**	**30,979**	**42,754**	**54,901**	**12,148**

3.2 Revenue and expenditure

Council is currently reporting an operating surplus of $33.2M, which is a $5M favourable variance against YTD budget. Trend analysis will continue as the financial year progresses, however based on current projections, MRC is anticipating the operating result will be close to ~$1.5M surplus.

Revenue and expenditure

Revenue

Total operating revenue reports a favourable variance of $1.7M against YTD budget. Higher than forecast fees and charges, particularly plumbing inspections are of note during the period. An unfavourable variance was observed in grants, subsidies, contributions and donations in relation to a delay in receiving the next round of funding. This is anticipated to align to forecast following processing of end of financial year adjustments.

All other revenue categories reported balances above forecast at the conclusion of the period.

Expenses

Total operating expenses are below budget by $3.3M at the reporting date. This variance is mainly attributable to lower than forecast expenditure in materials and services, however is still expected to align with revised budget in a future period. A slight unfavourable variance is observed in finance costs.

Employee benefits are reporting close to forecast at the end of the reporting period. This follows last month's interim pay increase to its employees, back paid to 1 July 2020. Negotiations for a new enterprise agreement continue.

Capital Revenue and Expenses

Total capital revenue and expenses is reporting a favourable variance of $7.2M against YTD budget at period end. This is mainly attributed to an increase in revenue recognised for capital grants and development contributions during the period, along with the recognition of some developer donated infrastructure within the region.

3.3 Council projects expenditure

	Annual Original Budget $000	Annual Revised Budget $000	YTD Budget $000	YTD Actual $000	YTD Variance $000
Capital expenditure ^	113,083	106,161	74,711	72,863	(1,848)
Operational expenditure	1,621	2,366	1,423	1,357	(66)
Total council projects expenditure	114,704	108,527	76,134	74,220	(1,914)

^ as depicted in the below graph

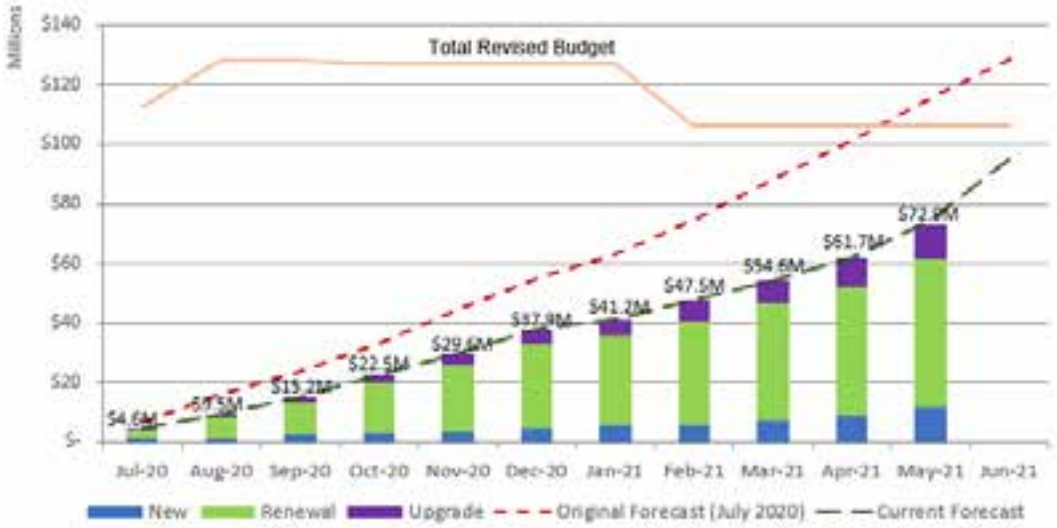
Total council projects expenditure is currently tracking $1.9M behind YTD budget representing 97% of YTD budget; noting this amount includes accrued expenditure for work completed in the month.

At the reporting date forecasts for 30 June indicates $97.1M; $95.1M capital expenditure and $2M operational expenditure. This represents 90% of the total council projects expenditure annual revised budget. Continued risk in project delivery is referenced from tightened local market conditions, with resource shortage across local building and civil construction firms and difficulty in sourcing some products.

3.3.1 Capital Expenditure

Capital projects expenditure is currently tracking $1.8M behind YTD budget representing 97.5% of YTD budget; noting this amount includes accrued expenditure for work completed in the month.

Cumulative capital expenditure



4 Balance Sheet

4.1 Statement of financial position

Statement of Financial Position
For the period ending 31 May 2021

	Annual Original Budget $000	Annual Revised Budget $000	Actual $000
Current assets			
Cash and cash equivalents	125,984	151,663	154,939
Investments	0	0	60,000
Trade and other receivables	22,267	19,849	27,378
Contract Assets	0	829	159
Other assets	0	3,200	1,595
Inventories	2,827	3,028	3,044
Non-current assets classified as held for sale	0	79	79
Total current assets	**151,078**	**178,648**	**247,193**
Non-current assets			
Investments	3,923	6,159	6,159
Trade and other receivables	0	0	2,049
Property, plant and equipment	3,547,648	3,295,031	3,317,424 ^
Right of use assets	0	874	874
Intangible assets	5,182	6,100	6,258
Total non-current assets	**3,556,753**	**3,308,164**	**3,332,759**
Total assets	**3,707,831**	**3,486,812**	**3,579,952**
Current liabilities			
Trade and other payables	24,757	9,590	22,957
Borrowings	16,211	16,213	4,139
Lease liabilities	0	77	8
Provisions	58,553	60,862	60,825
Contract Liabilities	0	4,239	6,117
Other liabilities	(4,808)	10,457	10,442
Total current liabilities	**94,713**	**101,438**	**104,487**

Non-current liabilities			
Borrowings	101,716	101,682	117,284
Lease liabilities	0	833	833
Provisions	17,684	18,928	18,928
Trade and other payables	0	882	0
Other liabilities	0	0	882
Total non-current liabilities	**119,400**	**122,325**	**137,926**
Total liabilities	**214,113**	**223,763**	**242,414**
Net community assets	**3,493,718**	**3,263,049**	**3,337,542**
Community equity			
Retained surplus	2,037,320	2,195,698	2,243,604
Asset revaluation surplus	1,456,398	1,067,351	1,093,939
Total community equity	**3,493,718**	**3,263,049**	**3,337,542**

^ refer section 4.4 for breakdown

4.2 Cash and Investment Portfolio

4.2.1 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 $114M was maintained in various reserves for management purposes with a high proportion of these funds constrained for specific purposes.

4.2.2 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 $60M invested with financial institutions other than QTC. Maturity of these investments is scheduled between July 2021 and April 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. Implications from low market interest rates on Council's forecast interest income budget will continue to be monitored.

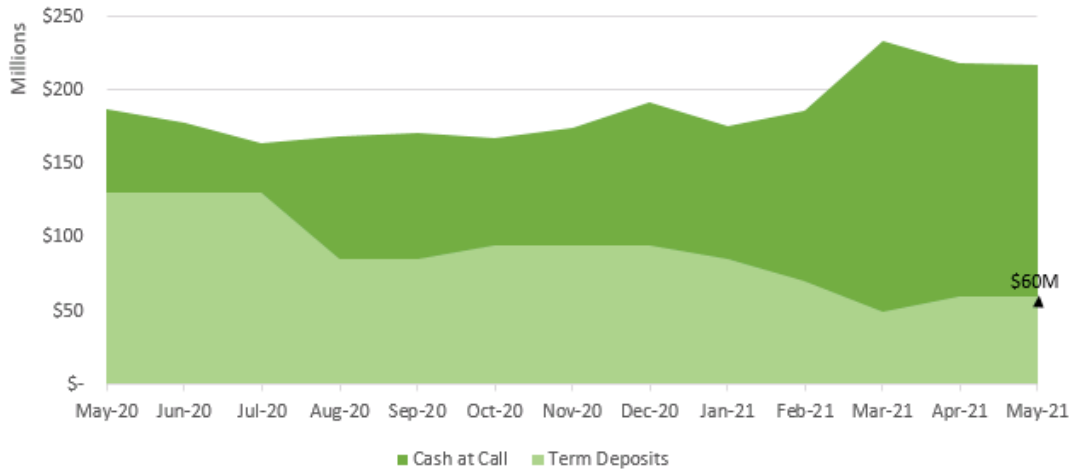
	May	12 Month Comparative
MRC Portfolio	0.72%	1.11%
AusBond Bank Bill Index	0.06%	0.41%

4.2.3 Total 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 statement of financial position due to unbanked cheques and other uncleared amounts.

MRC is currently holding a significant percentage (72%) 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



MRC's portfolio diversification

	Actual $000	Percentage of Portfolio
AAA to AA-	50,000	23%
BBB to A2	10,000	5%
Total investments in term deposits	**60,000**	**28%**
QTC	150,252	69%
Other financial institution	6,215	3%
Total cash at call	**156,467**	**72%**
Total investment portfolio	**216,467**	**100%**

Note: All institution ratings referenced are Standard and Poors.

4.3 Receivables

Rates and charges revenue represent ~82% 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 Overdue $000	Current year 2020/2021 $000	1 year 2019/2020 $000	2 years 2018/2019 $000	> 3 years $000
Total rate arrears	9,824	6,225	2,077	854	668

Water consumption notices for the second half of the year were issued in May, with a due date in June. Rates and charges for the second billing of FY2021 were issued to ratepayers during February with payment due during March to receive discount.

The rates arrears percentage is consistent with previous reporting periods. This and the extension of payment terms and a temporary hold on the recovery of outstanding's due to COVID-19 is visible in the below graph. The current arrears balance is anticipated to decrease as collection action continues.

Trend rate arrears %

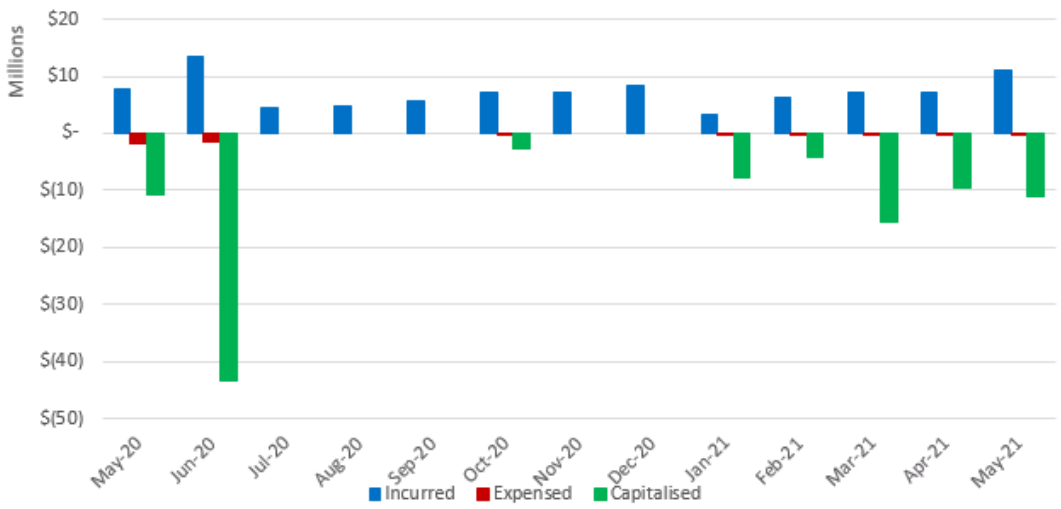
* *Each year the Department of State Development, Infrastructure, Local Government and Planning collects information from local governments about the key services they provide and publishes it in the Queensland local government comparative information report. The report includes a suite of efficiency, 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 2019 and 30 June 2020.*

4.4 Property, plant and equipment

Property, Plant and Equipment movement

	Annual Original Budget $000	Annual Revised Budget $000	Actual $000
Opening balance as at 1 July	3,513,702	3,262,968	3,262,968
Opening balance adjustment	0	0	50,578
Net additions (including WIP) and contributed assets	114,844	108,161	74,734
Depreciation	(80,048)	(75,281)	(65,554)
Write off / disposed	(850)	(817)	(5,207)
Revaluation	0	0	(8)
Transfers to other asset classes	0	0	(86)
Closing balance	**3,547,648**	**3,295,031**	**3,317,424**

Work in progess (WIP) movement

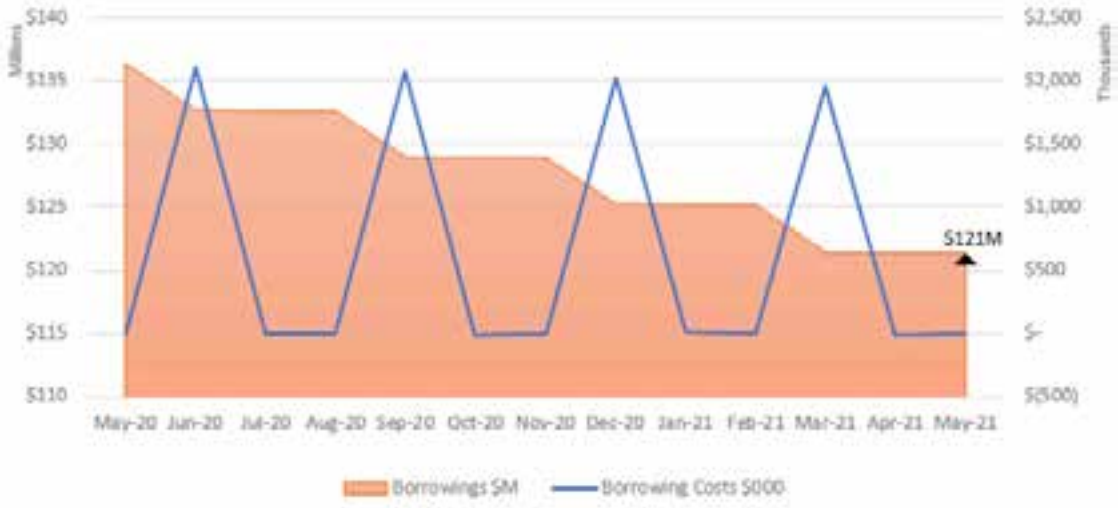


*Note: **Incurred**; represents capital expenditure for the construction or acquisition of assets transferred to WIP. These assets are incomplete and are non-depreciating. **Capitalised**; refers to the addition of property, plant and equipment in MRC's asset register during the financial year. **Expended;** 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 the May, MRC had $121M in total loan borrowings outstanding. In line with the council debt policy, no new borrowings are forecast in the current financial year.



5 Cash Flow

5.1 Statement of cash flows

Statement of Cash Flows
For the period ending 31 May 2021

	Annual Original Budget $000	Annual Revised Budget $000	Actual $000
Cash flows from operating activities			
Receipts from customers	249,924	255,425	248,866
Payments to suppliers and employees	(185,442)	(206,610)	(159,027)
Interest income	2,572	2,104	1,967
Non-capital grants, subsidies, contributions and donations	17,249	17,407	9,762
Borrowing costs	(7,925)	(7,923)	(6,051)
Net cash inflow from operating activities	**76,378**	**60,403**	**95,518**
Cash flows from investing activities			
Payments for property, plant and equipment	(115,083)	(106,133)	(71,857)
Payments for investments	1,738	1,738	70,000
Other capital income	0	0	135
Other capital expenses	0	(1,361)	(550)
Proceeds from sale of property, plant and equipment	1,730	1,784	1,712
Capital grants, subsidies, contributions and donations	22,520	31,686	22,671
Net cash outflow from investing activities	**(89,095)**	**(72,286)**	**22,110**
Cash flows from financing activities			
Repayment of borrowings	(15,211)	(15,213)	(11,378)
Repayments made on leases (principal only)	0	0	(70)
New cash outflow form financing activities	**(15,211)**	**(15,213)**	**(11,448)**
Net increase / (decrease) in cash and cash equivalents	**(27,928)**	**(27,096)**	**106,180**
Cash and cash equivalents at beginning of the period	**153,912**	**178,759**	**48,759**
Cash and cash equivalents at end of the period	**125,984**	**151,663**	**154,939**

6 Financial analysis

6.1 Key performance indicators

Ratio	Description	Target	FY2019	FY2020	Revised Budget FY2021	May FY2021
Operating surplus ratio (%)	Extent to which operating revenues covers operating expenses (excludes capital items)	0% - 10%	(0.2%)	(0.9%)	(1.0%)	12.9%
Interest coverage ratio (%)	Extent to which operating revenues cover net interest expense	0% - 5%	1.7%	2.0%	2.4%	1.7%
Net financial liabilities ratio (%)	Extent to which net financial liabilities can be serviced by operating revenues	< 60%	15.5%	17.7%	16.9%	(1.9%)
Current ratio	Extent to which current assets cover current liabilities	Between 1 and 4	2.0	1.7	1.8	2.4
Asset sustainability ratio (%)	Extent to which the infrastructure assets are being replaced/renewed	> 90%	63.5%	58.2%	93.4%	74.8%
Capital expenditure ratio (times)	Extent to which capital expenditure exceeds depreciation.	> 1.1 times	1.5	1.1	1.5	1.1

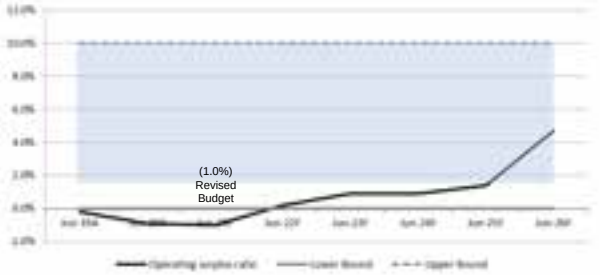
Year to date results are indicative of business timing in the delivery of the annual budget and are anticipated to return to revised budget levels by the end of the financial year. Noting the operating surplus ratio is currently showing variances due to generation of rates and charges for the second billing of the financial year.

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 using actual (a) results, with revised budget forecasts (f) applied in future financial periods.

Operating surplus ratio %

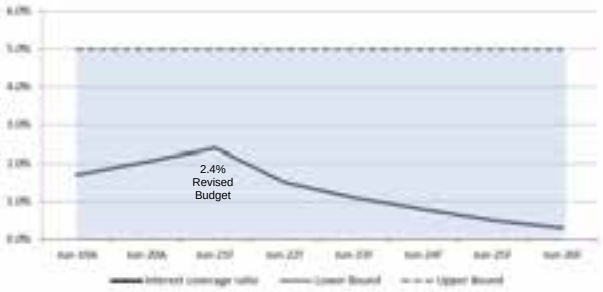
A percentage between 0% and 10% over the long term means Council is expecting to generate healthy levels of revenue with an ability to fund proposed capital expenditure and / or debt repayments.



Interest coverage ratio %

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

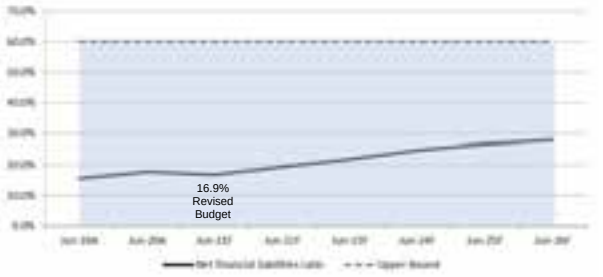
It is noted that MRC is expected to remain within target bounds indicative that the financial risk is being effectively managed.



Net financial liabilities ratio %

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

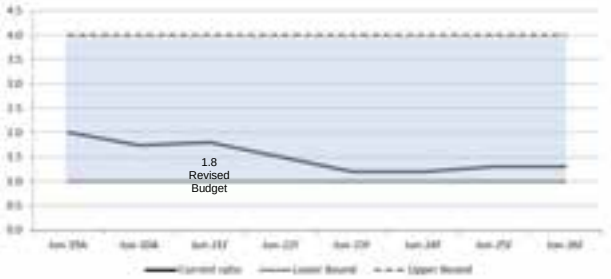
It is noted that MRC is expected to remain within target bounds indicative that the financial risk is being effectively managed.



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.

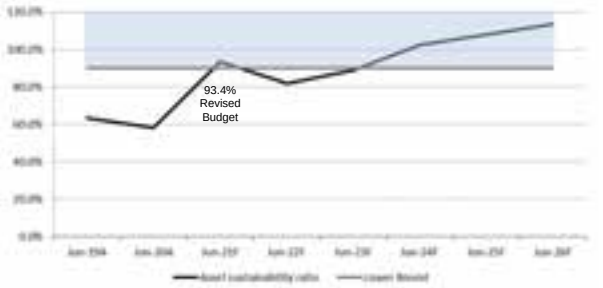


Asset sustainability ratio %

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.

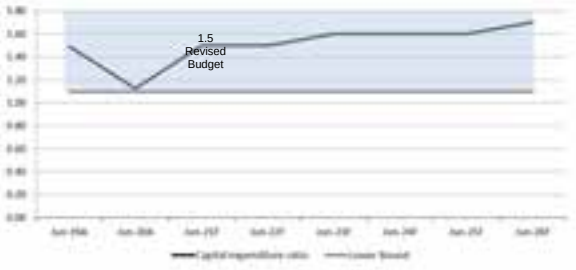
This ratio is also reflective of the relative new age of MRC's asset base following a period of high growth and a sustained period of NDRRA repairs. This means the requirement to spend significant funds on renewals at this stage is relatively low but will be monitored to ensure future spend is sufficient.



Capital expenditure ratio (times)

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.



7 Budget analysis - Commercial businesses

7.1 Mackay Water Services

Income Statement
For the period ending 31 May 2021

	Annual Original Budget $000	Annual Revised Budget $000	YTD Budget $000	YTD Actual $000	YTD Variance $000
Operating revenue	93,495	94,512	93,657	95,143	1,486
Operating expenses	38,949	39,425	33,898	33,679	(219)
Earnings before interest, depreciation, dividend and tax	**54,546**	**55,087**	**59,759**	**61,464**	**1,705**
Finance costs	4,340	4,343	3,255	3,316	61
Depreciation	26,181	26,006	22,945	23,766	821
Earnings before dividend and tax	**24,025**	**24,738**	**33,559**	**34,382**	**823**
Dividend and tax	23,821	23,822	22,421	22,421	0
Operating surplus / (deficit)	**204**	**916**	**11,138**	**11,961**	**823**
Total capital revenue and expenses	2,532	5,430	2,129	4,039	1,910
Net result	**2,736**	**6,346**	**13,267**	**16,000**	**2,733**

% 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 $12M for the month of May, which is a $823K favourable variance against YTD budget.

Operating revenue is $1.5M above YTD budget at period end. Higher than forecast residential water usage reported in rates and charges are of note along with plumbing inspections within fees and charges. All other revenue streams reported favourable variances against YTD budget apart from grants and subsidies which will align once end of financial year adjustments are entered.

Total expenses (operating expenses, finance costs and depreciation) are reporting an unfavourable variance of $663K against YTD budget at period end. This is mostly attributed to higher than forecast depreciation expense.

Total capital revenue and expenses is $1.9M above YTD budget which relates largely to the recognition of development contributions and developer donated infrastructure revenue and is anticipated to realign with forecast in a future period.

7.2 Mackay Waste Services

Income Statement
For the period ending 31 May 2021

	Annual Original Budget $000	Annual Revised Budget $000	YTD Budget $000	YTD Actual $000	YTD Variance $000
Operating revenue	34,309	29,481	28,125	28,131	6
Operating expenses	25,571	19,447	17,185	16,193	(992)
Earnings before interest, depreciation, dividend and tax	**8,738**	**10,034**	**10,940**	**11,938**	**998**
Finance costs	824	1,024	618	639	21
Depreciation	2,080	2,080	1,760	1,639	(121)
Earnings before dividend and tax	**5,834**	**6,930**	**8,562**	**9,660**	**1,098**
Dividend and tax	4,607	4,608	4,322	4,322	0
Operating surplus / (deficit)	**1,227**	**2,322**	**4,240**	**5,338**	**1,098**
Total capital revenue and expenses	(100)	(64)	(64)	0	64
Net result	**1,127**	**2,258**	**4,176**	**5,338**	**1,162**

% 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 $5.3M for the period, which is a $1.1M favourable variance against YTD budget.

Operating revenue is $6K above YTD budget at period end. All revenue streams remain closely aligned to or reported favourable variances against YTD budget.

Total expenses (operating expenses, finance costs and depreciation) are reporting a favourable variance of $1.1M against YTD budget at period end. A minor unfavourable variance in finance costs is offset by favourable variances in all other categories.

Total capital revenue and expenses is $64K lower than YTD budget due to a delay in the recognition of non-current asset disposals at the reporting date and is anticipated to realign with forecast in a future period.

11.2. DEVELOPMENT SERVICES
11.2.1. DEVELOPMENT SERVICES MONTHLY REVIEW REPORT - MAY 2021

Author	Director Development Services (Aletta Nugent)
Responsible Officer	Director Development Services (Aletta Nugent)
File Reference	DMRR
Attachments	1. Monthly Review Report May [**11.2.1.1** - 27 pages]

Purpose

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

Related Parties

Nil

Officer's Recommendation

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

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

Cr Mann queried if any action had been taken in relation to the issue some Eungella residents had of being unable to complete the Finch Hatton and Eungella Township local planning frameworks survey due to a lack of phone reception.

The Director advised that she was unaware of this and would take the question on notice.

Cr Bonaventura queried the reason for the demolition of concrete which had only been laid a short time ago at the Cone Street Park.

The Director advised that there was a defect in the concrete and it was being removed and relaid with the cost borne by the contractor.

Cr Bonaventura noted that the quarterly economic indictors were not up to date and queried if the latest figures would be available soon.

The Director advised that the figures were received after the Agenda was published but would be provided in the next report.

Mayor Williamson asked the Director to circulate the most recent figures to Councillors.

Cr Bonaventura noted the very significant increase in active users and sessions in the Mackay Region Joblink e-Statistics and queried if this was accurate.

The Director advised that the department had also queried the accuracy of the figures and they were confirmed as accurate with a media campaign undertaken in May attributed to the increase.

Cr Jones noted that Mackay Tourism had engaged the Reel Destinations fishing program to film an episode in the Mackay Region but expressed disappointment that it appeared that not a lot of marketing had been done

by Mackay Tourism around that segment. Cr Jones queried if it was possible to ascertain what marketing Mackay Tourism had undertaken.

The Director advised that the question could be put to Mackay Tourism.

Cr Jones noted that contractors have suggested that only one more sample may need to be taken for the desilting trial project and queried the timeframe for the final results.

The Director advised that while it was looking promising, she did not want to pre-empt a timeframe or results.

Cr Jones noted that the Mackay Beach Horse Races was mentioned in the report and queried if this had been left in the report in error, noting that it had been discussed in a previous report.

The Director advised that this was in the report because Council has received an officer level copy of the draft feasibility study.

Council Resolution ORD-2021-166

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

Moved Cr Green **Seconded Cr Englert**

Cr Green highlighted several items from the report including the small business mentoring program, the excellent upgrades to Canecutters Drive Park and National Tree Day, with a site confirmed that will enhance the continuity of shade.

Cr Bonaventura noted the number of development assessment applications approved which reflects the strong growth in the Region.

Cr Townsend offered congratulations to the Sarina Sugar Shed for exceeding its revenue targets for the 2020-2021 financial year by the eleventh month with retail sales exceeding the annual budget by almost 11% by the end of May. Cr Townsend noted that the Sarina Sugar Shed had been awarded Best of Queensland Experience status in May and offered her congratulations to management and staff.

CARRIED

Mackay
REGIONAL COUNCIL
Development Services
Monthly Review Report
May 2021

Executive Summary

DEVELOPMENT SERVICES

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

- Public consultation on Major amendment 2 of the Mackay Region Planning Scheme closed on 21 May 2021. The purpose of the major amendment is to update and improve parts of the Planning Scheme as a result of new information and studies, to address workability matters, to reflect current development approvals and improve alignment with the *Planning Act 2016*. A number of submissions were received and are being considered.
- Consultation on the draft Mackay Floodplain Risk Management Study and Plan has commenced and is open for comments to 15 July. Consultation sessions where the public and stakeholders can obtain more information are scheduled to occur in June.
- The Mackay Region Chamber of Commerce coordinates the City Centre Reference Group, providing a forum to discuss issues and opportunities affecting the Mackay City Centre. The Reference Group held a City Centre Think Tank on 28 May 2021, where key stakeholders gathered to develop a clear and agreed vision for the Mackay City Centre, and to prioritise action to stimulate and strengthen the City Centre.
- The Nell Baker Park play equipment replacement and park refurbishment project is complete and the park reopened in May. The project involved construction of a new playground and shade structure, installation of connecting path, a new drinking fountain, painting of the picnic shelter and basketball court and planting of trees and turf.
- Works on the South Sea Islander Eagle Monument at the Mackay Regional Botanic Gardens have commenced. The pole has been removed from its supports with a new pole procured by MADASSIA for installation. The original eagle head carving will be fixed to the new pole, timber wings replaced and the entire monument repainted in South Sea Islander colours.
- As part of the project aimed at improving how Council captures, quantifies and evaluates the economic, social and environmental impacts of events held in the Mackay Region, a free training program 'Measuring Your Events Success – Event Evaluation Training' was delivered on 27 May 2021 at Harrup Park. Twenty event organisers attended this training.
- On 29 May the Reel Destinations fishing show aired on the 9 Network. The Reel Destinations fishing program was engaged by Mackay Tourism and the Economic Development program to film an episode of their fishing show in the Mackay region.
- The Sarina Sugar Shed continues to attract interest from local business and community groups for small events. There were numerous bookings in May, including a networking event for Small Business Week on 19 May.

Aletta Nugent
Director Development Services

Development News 05/2021

Updates on Significant Developments Currently Being Assessed by Council

APPLICATION LODGED

DA-2021-72

26-28 Sneyd Street, West Mackay

Code assessable material change of use development application seeking a development permit for 5 Multiple Dwelling Units. The proposal is to remove an existing dwelling house and replace it with a complex of five single storey townhouses.

APPLICATION LODGED

OW-2021-21

129-133 Diesel Drive Paget

Application for operational works approval including roadworks, stormwater, drainage works, earthworks, landscaping and signage.

APPLICATION APPROVED

DA-2020-102

145 Midge Point Road, Bloomsbury

Development approval granted for a Community Use (Driver Reviver Facility) on Midge Point Road. It is intended that the facility will help motorists arrive safely at their destinations by encouraging drivers and passengers to take a break at a driver reviver site.

APPLICATION APPROVED

OW-2020-33

Lot 956 Morehead Drive, Rural View

Operational works approval granted for Premier Gardens Estate Stage 12. Approved works include roadworks, stormwater, water and sewerage infrastructure, drainage works, earthworks and landscaping to create 48 residential lots.

THINK SAFE, STAY SAFE.

Monthly Safety Review

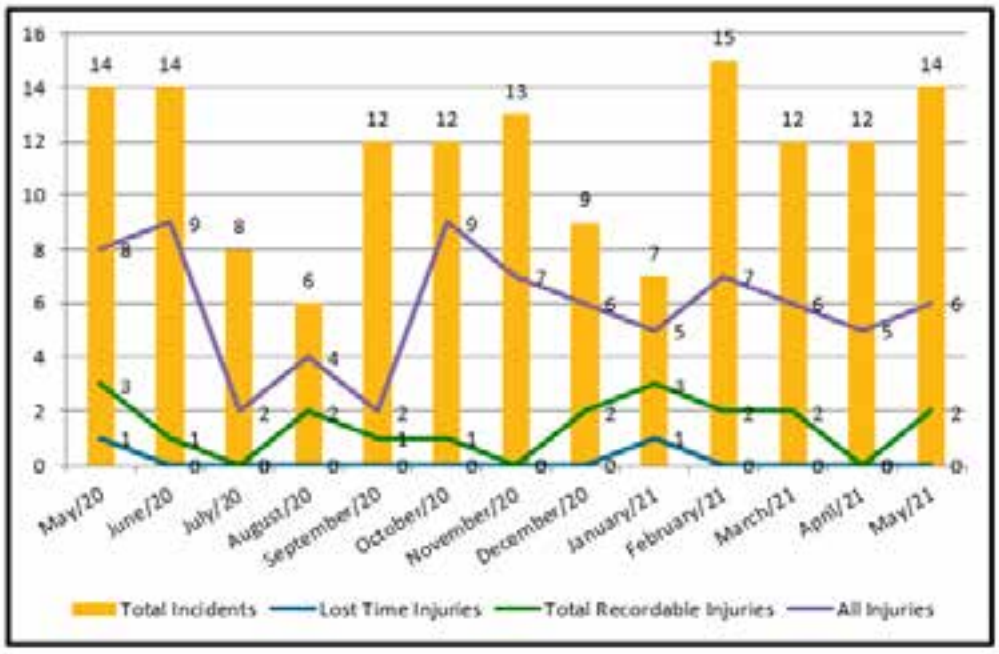
Summary

In May 2021:

- Seventeen safety interactions were undertaken.
- Five site safety inspections were undertaken.
- 92% of monthly action plans activities were carried out.

Fourteen incidents were reported in May involving MRC employees, members of the public or contractors.

Incidents and Injuries



The following injuries to MRC employees were reported during May:

- Shoulder muscle pain and restricted movement after receiving flu vaccine.
- Minor neck pain when an out-front mower hit a kerb while travelling on the side of the road.
- Grazed knee after tripping and falling in depot carpark.
- Knee pain from repetitive kneeling whilst weeding.
- Knee pain after tripping on footpath.
- Elbow strain from repetitive movement while undertaking garden maintenance tasks including use of hedger and chemical spray pack.

The following near miss incidents involving an MRC employee were reported during May:

- Spilt hot drink onto hand.
- Person walking past a truck bumped into raised windscreen wiper.

- Bolts on a hire EWP were found to be loose. Machine was tagged out and returned to hire company.

The following asset damage incidents involving an MRC employee were reported during May:

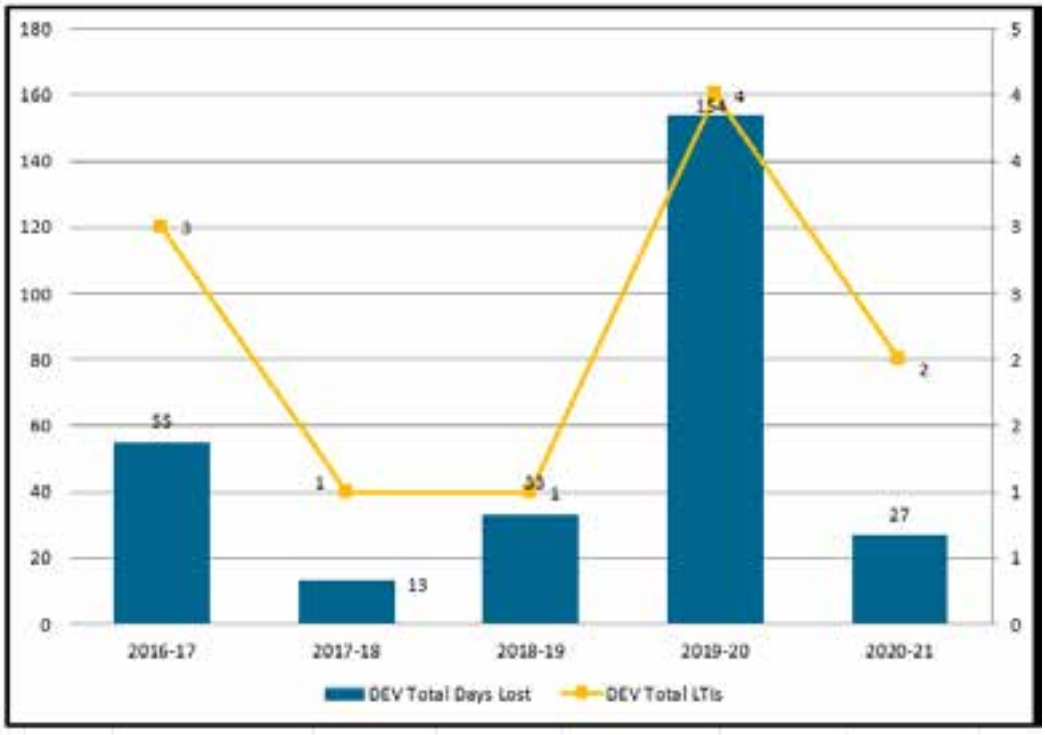
- Reversed into tray of stationary vehicle.
- Reversing truck and trailer to exit parking bay and struck vehicle of non-staff member.
- Passing vehicle flicked up rock hitting windscreen of MRC vehicle resulting in a large crack across driver's side.

The following incident involving a member of the public or contractor was reported during May:

- A member of the public on bus tour organised by MRC slipped and fell.
- A contractor felt pain in their lower back after completing whipper snipping task.

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

Lost Time Injuries & Days Lost



Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Development Engineering										
Development Assessment										
Parks, Environment & Sustainability	3	55	1	13	1	33	4	154	2	27
Strategic Planning										
Economic Development & Tourism										
Development Services Total	**3**	**55**	**1**	**13**	**1**	**33**	**4**	**154**	**2**	**27**

For the 2020-21 year, two lost time injuries has been recorded:

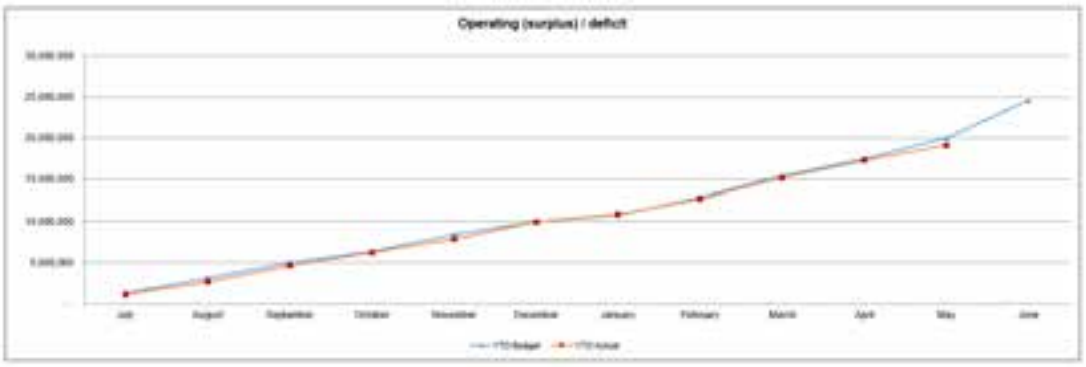
- In August 2020, a worker injured their shoulder while operating a pole saw. To support a full recovery, surgery was required and was undertaken in March 2021. Twenty days have been lost as they receive treatment.
- In January 2021, a worker sustained burns to fingers / hand, when a fire broke out while refuelling a mower. Seven days were lost as the worker recovered.

Financial Report

The Development Services Management, Strategic Planning and Parks, Environment and Sustainability Programs are showing a positive variance, largely due to savings in wages. Revenue from development related fees and charges is continuing to exceed budget projections, resulting in a positive variance in the Development Assessment and Development Engineering Programs. A number of small under expenditures, wages savings and Sugar Shed revenue above budget projections is resulting in the positive variance for the Economic Development and Tourism Program.

Operating Results	YTD budget	YTD actual	Variance	Status
Development Services Management	856,313	805,640	(50,673)	●
Strategic Planning	1,592,527	1,550,532	(41,995)	●
Development Assessment	(148,554)	(248,203)	(99,648)	●
Development Engineering	(349,543)	(485,524)	(135,981)	●
Economic Development & Tourism	2,459,945	2,358,005	(101,940)	●
Parks, Environment & Sustainability	15,566,979	15,118,163	(448,817)	●
TOTAL OPERATIONAL	**19,977,666**	**19,098,613**	**(879,053)**	●
Legend	● YTD Variance favourable of budget ● YTD Variance unfavourable, between 0% and 5% of YTD Budget ● YTD Variance unfavourable, more than 5% of YTD Budget			

Operating Results

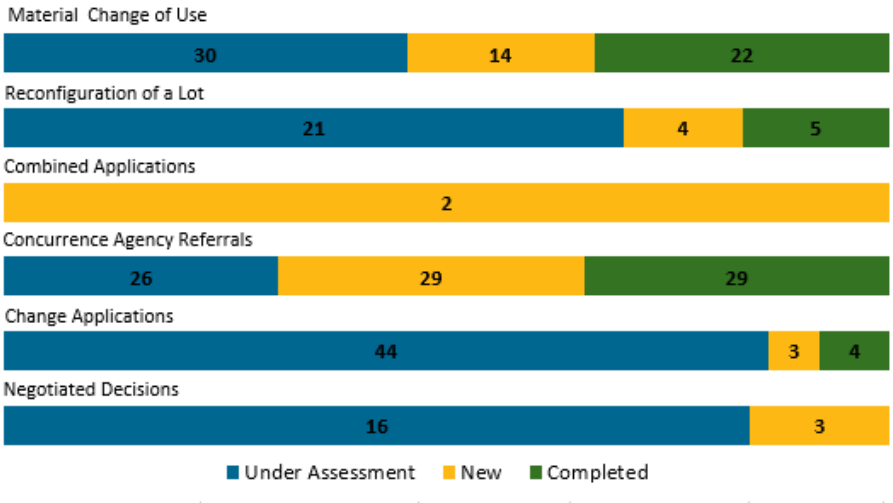


Review of Operations

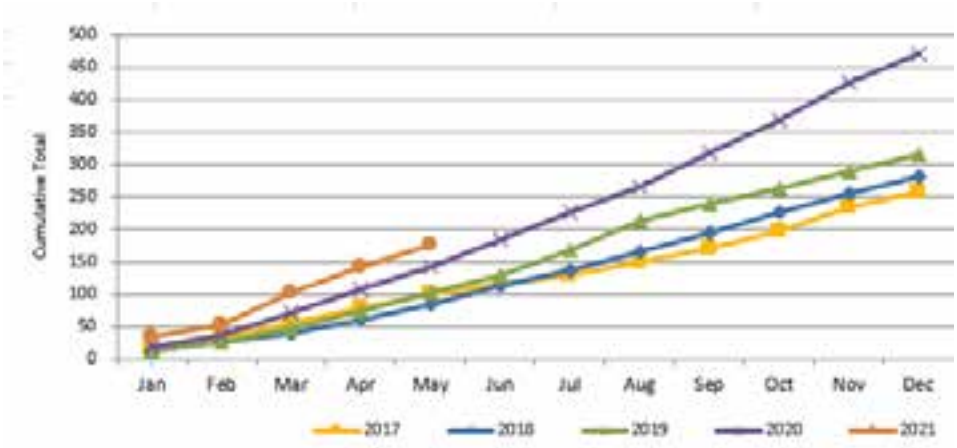
On Track
Potential Issue
Definite Issue

DEVELOPMENT ASSESSMENT

Volume of Operations



Cumulative Number of Approved Development Assessment Applications

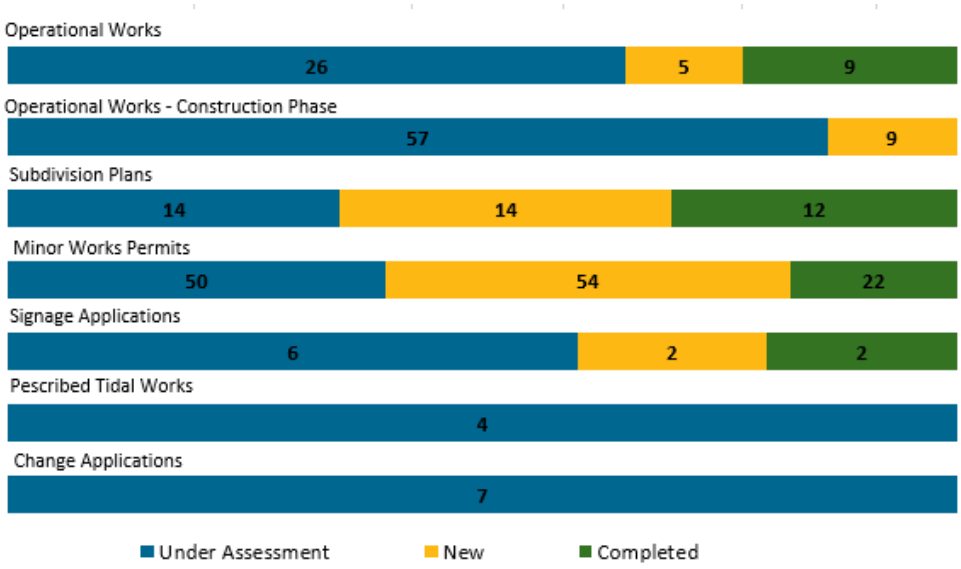


Development Assessment Performance Against Legislative Timeframes

Application	Status	% Decided
MCU Code (85% in 35 Days)	●	100% decided in 35 days.
MCU Impact (50% in 35 Days)	●	0% decided in 35 days. Only 2 applications decided this month. One was decided at a Council meeting, so it was not possible to meet the KPI. Discussions in relation to draft conditions of approvals resulted in the exceedance of the KPI for the second application.
ROL (85% in 35 Days)	●	100% decided in 35 days.
Concurrence Agency (85% in 10 Days)	●	75% decided in 10 days. Volume of applications prevented KPI being met. Average time to decide was 8.1 days.

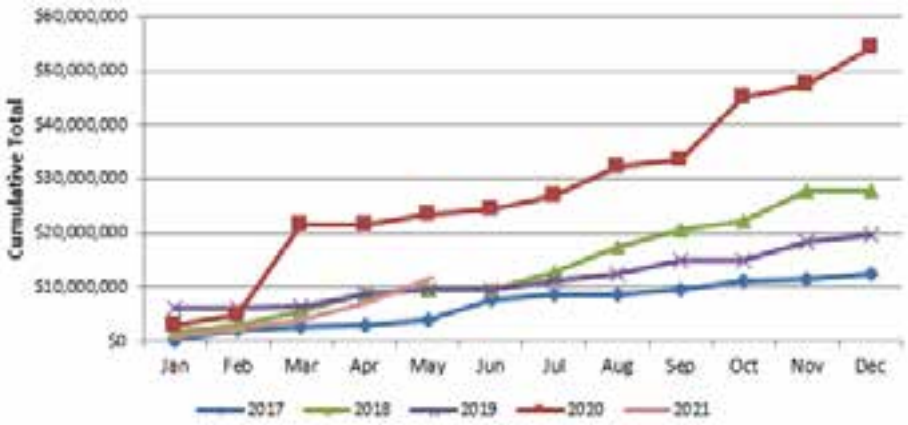
DEVELOPMENT ENGINEERING

Volume of Operations



Cumulative Value of Approved Operational Works

Nine Operational Works applications were approved in May with a total value of works of $4,364,652.



Development Engineering Performance Against Legislative Timeframes

Application	Status	% Decided
Minor Works (85% in <20 Days)	●	96% decided in 20 days.
Signage Applications (85% in <20 Days)	●	100% decided in 20 days.
Operational Works (85% in 35 Days)	●	100% decided in 35 days.
Plan Sealing (85% decided in 20 days without action notice)	●	86% decided in 20 days without action notice.

STRATEGIC PLANNING

Regional and Local Area Planning		
Projects	**Status**	**Description / Update of Project**
Mackay Region Planning Scheme - Minor amendment 5		Preliminary work has commenced in preparation for Minor amendment 5 that is proposed to incorporate the recently adopted flood studies for North Mackay, West Mackay and Andergrove/Beaconsfield into the Flood and coastal hazards planning scheme overlay. In addition, the proposed minor amendment will seek to update State planning policy mapping to ensure the planning scheme reflects up to date state mapping.
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 *Planning Act 2016*. The consultation period for the proposed amendments was from 7 April 2021 to 21 May 2021. Two information sessions were held during May. Submissions are currently being considered.
Mackay Region Planning Scheme – Planning Scheme Policy (PSP) review		The review of the Planning Scheme Policies (PSPs) continues to progress through a governance process by relevant internal programs. PSP amendment 3 has been finalised. Public consultation on the Planning scheme policy – bushfire was undertaken at the same time as consultation for Major amendment 2 as it is related to changes within the Planning Scheme. Internal review of the following PSPs are progressing and planned to be completed later during 2021: • 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		Local planning frameworks for the Finch Hatton and Eungella townships are being prepared to support the implementation of the mountain bike strategy. Following initial community engagement, the draft Finch Hatton local area planning framework is being prepared for consultation. The Eungella local planning framework investigations commenced with a survey to identify features and opportunities. The survey was open from 27 April to 25 May 2021.
Mirani Community Precinct Master Plan and Concept Design		Detailed design of the Mirani Community Precinct has commenced. Consultants have now met with stakeholders to refine the endorsed concept and prepare the detailed design. Once the detailed design is complete the project will be shovel ready. Further consultation on the design is proposed once the detailed design is at 30% completion.

		The planning and design stage of this project is funded by the Queensland Government and Council. Construction is subject to external grant funding.
Northern Beaches Community Hub	●	A draft masterplan for the Northern Beaches Community Hub site has been finalised for consultation with stakeholders, the Community Reference Group and agency groups. The masterplan describes the staged development of the site over time with a preferred multi-level building option. Further work on the building concept is continuing in conjunction with this engagement. Work is progressing on the site infrastructure detailed design including roads, drainage, and other services.

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. The 2020 model review was undertaken with due consideration of published Queensland Government Population Projections. The reviewed model will be used to inform the review of the Local Government Infrastructure Plan during 2021. Updates to the model is now complete. Lead and lag statistics are continually monitored to measure growth projections against actual economic activity and population movements.
Mackay Region Integrated Transport Strategy	●	The Mackay Region Integrated Transport Strategy is being finalised for adoption by Council.

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.
Mackay Floodplain Management Plan	●	Consultation on the draft flood studies and management plan has commenced and is open for comments to 15 July. Consultation sessions are occurring in June and Council officers will be at the Council display at the Mackay Show to discuss the plan.
Flood Intelligence Plan	●	The Flood Intelligence Plan project currently includes two main projects: • A “pilot” flood emergency assessment and action plan; and • A Total Flood Warning system. The two projects are expected to be finalised in June. This project has received funding from the Australian and Queensland Governments through the Far North and North Queensland Monsoon Trough Flexible Funding Grants Round One.

MACKAY CITY AND WATERFRONT

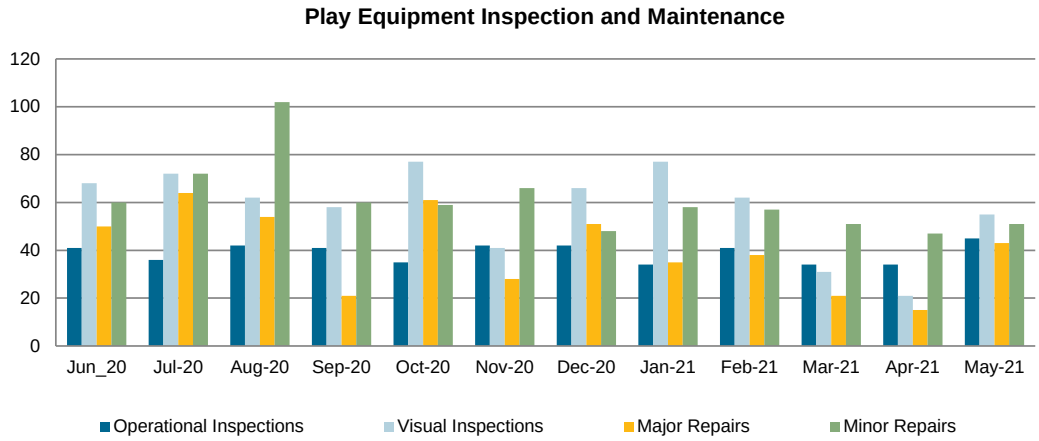
Mackay City and Waterfront		
Projects	**Status**	**Description / Update of Project**
Riverside Public Realm upgrades		Council is currently prioritising design efforts on the Riverside Precinct, with design for the area between Paxton's and the Fish Market being finalised to support construction commencing later this year. The demolition works for the former Seafresh shed at 6 River Street have now been completed and there is a stock pile of recycled timber that was salvaged from the building to be used in construction. There are less pylons remaining than anticipated due to poor structural condition, however those remaining will still be featured in the final design. A funding application for this package of work to a total project value of $9.1M has been submitted for the Federal Government Building Better Regions Fund Round Five.
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 now been finalised. The Department of Transport and Main Roads have submitted a funding application for this project under the Active Transport Infrastructure Project fund.
Expression of Interest (EOI)		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. Council has continued conversations and negotiations with the two short-listed parties with the intent of working towards a draft development agreement for issue to Tender. The Tender documentation is now being finalised, with the intent to release before the end of the financial year.
Neighbourlytics 'Launch City' Program		Council recently partnered with Neighbourlytics as part of their 'Launch City' tailored 6-month program to help Council measure, benchmark and adopt a data-driven approach to citizen well-being. Neighbourlytics is a digital platform dedicated to measuring the quality of life and wellbeing in neighbourhoods based on their unique data footprint and is being used by a number of regional Councils across Australia. This project has now commenced and the Mackay City and Waterfront team has established an internal working group for the project. The working group has collaborated to identify 50 1km radius areas of interest within the region that specific data will be collated for analysis. The whole region base line report was presented by the Neighbourlytics team to Council officers in December and gave viewers an understanding of how to begin to interpret the data and use the dashboard. The Neighbourlytics internal working group continue to meet monthly to determine Council's priorities in getting the most value from the program and data.
Activate Mackay City Centre		**Fifth Lane resurfacing works** A project to resurface Fifth Lane and install festoon lighting began in February and is due to be completed this financial year. The resurfaced and decorated laneway will allow neighbouring properties to consider opportunities to open up to this space and will allow provision for small activations. This project is considered to be overall of benefit to business in this location for the following reasons:

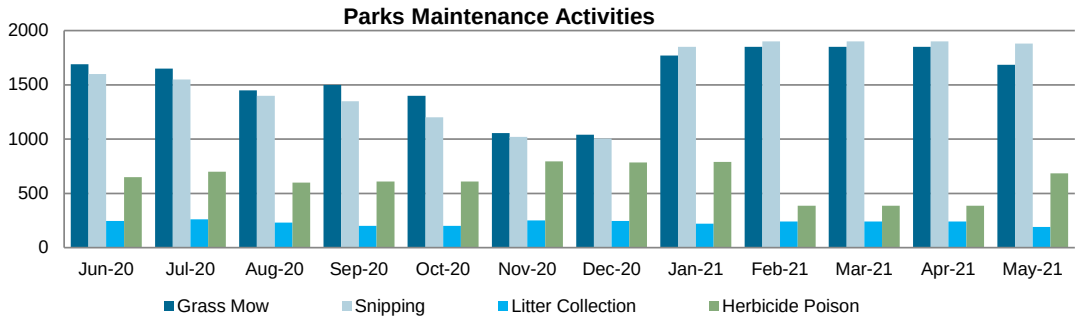
		• Council officers have consulted with every business and property owner that has direct/rear frontage to Fifth Lane, in the early stages of project development and extensively during construction. • Approximately 50% of the businesses that front both Victoria Street and Fifth Lane are currently vacant, and in the discussions with the owners, the intent has been to showcase the potential for their property/business by having a dual frontage and in turn, improve vacancy rates. • The owners and current businesses have been very responsive to this, and are actively looking at opportunities to potentially use the Lane for events that complement their business and increase activation opportunities. • Fifth Lane is currently being upgraded with the intent of activating a space that is otherwise dirty, underutilised and unsafe. This upgrade, along with placemaking and activations proposed in the City Centre in the coming year, is complementary to adjacent City Centre streets and businesses, and is intended to increase people, and in turn foot traffic in all of the City Centre, not just Fifth Lane. **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 Economic Development and the Mackay City and Waterfront team 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. The City Centre reference group 'Think Tank' session was held in May. Key stakeholders were gathered to develop a clear and agreed vision and set of priorities actions to stimulate and strengthen the City Centre. The day was productive and participants participated in constructive and valuable discussions.

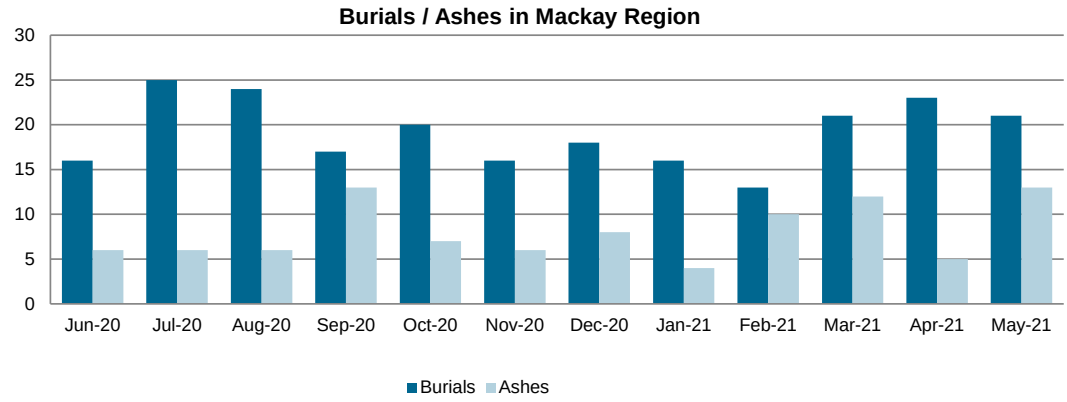
e-Statistics

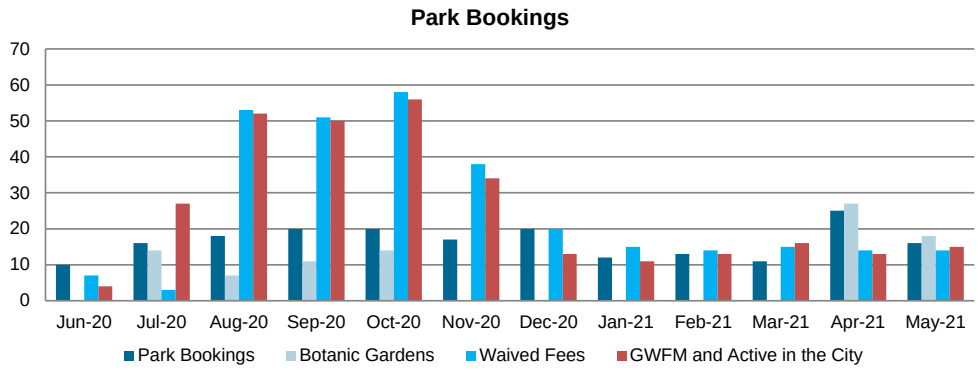
Subscribers	Dec 20	Jan 21	Feb 21	March 21	April 21	May 21
City Centre Facebook Likes	6,461	6,459	6,453	6,452	6,441	6,507
City Centre Instagram Followers	1,451	1,448	1,454	1,456	1,459	1,457
City Centre Wi-Fi Sessions	658 users	618 users	496 users	507 users	585 users	660 users
	6538 sessions	6864 sessions	5235 sessions	5052 sessions	5876 sessions	7185 sessions

PARKS, ENVIRONMENT & SUSTAINABILITY









Natural Environment Projects		
Project	**Status**	**Description / Update of Project**
Mackay Local Marine Advisory Committee (LMAC)		The final meeting of the current term for the Mackay LMAC was held on 12 May. Local Marine Advisory Committees are set up by the Great Barrier Reef Marine Park Authority and enable local community input into managing issues that affect marine resources.
Coastcare program		A Coastcare activity was held at Far Beach on Saturday, 29 May. Volunteers hand weeded the foreshore area, collecting several bags of weeds.
National Tree Day		The National Tree Day site for 2021 has been confirmed as the Bluewater Trail, just east of the Ron Camm Bridge. Schools Tree Day will be held on Friday, 30 July and National Tree Day will be Sunday, 1 August.
Reef Assist Program		Council has worked with the Sarina and Pioneer Catchment Landcare groups to finalise sites for the Reef Assist Program. Sites include Demoleyns Lagoon and the Bucasia Coastal Zone D.

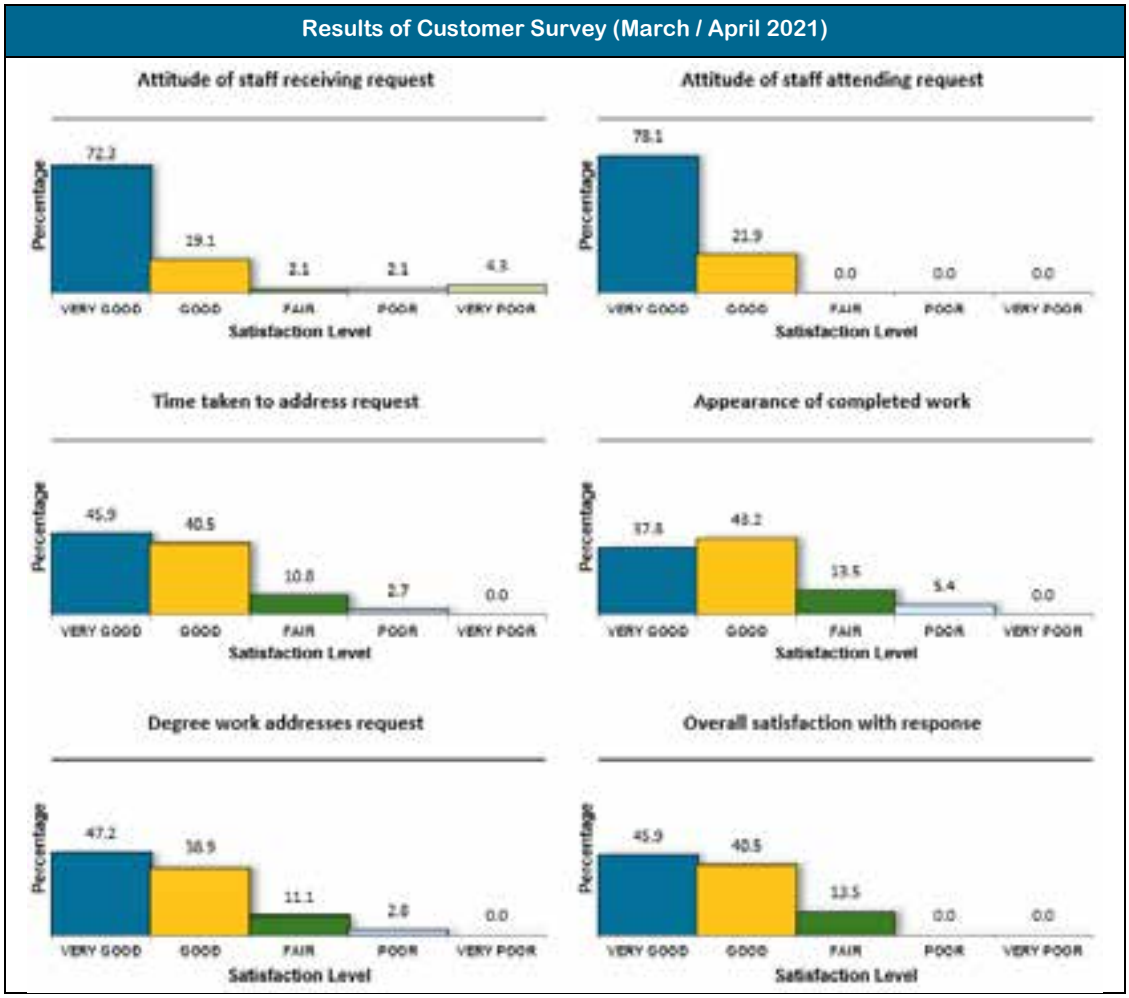
Capital Works Projects		
Project	**Status**	**Description / Update of Project**
Works for Queensland COVID19 Funding		A list of repairs/refurbishments to approximately fifty parks amenity buildings involving plumbing, carpentry, floor resurfacing and painting has been developed. To date, plumbing works were completed at fifteen of the public amenity buildings and carpentry works completed at forty-one of the buildings. Works are almost complete on resealing/ replacement of epoxy flake floors in nine of the amenities with eight completed to date. Internal and external painting at twenty amenities currently in progress.
Canecutters Drive Park, Ooralea		Works have been completed on the project which involved replacement of play equipment, installation of a solid roofed shade structure to the play area and refurbishment of picnic shelters. Additional paths were constructed to add to the play experience, and minor works to complete the project included installation of turf and planting of trees. The park has been opened to the public and has proven to be very popular with high visitation numbers.

		Turf and trees will continue to be maintained by the contractor for the remainder of the establishment period.
Nell Baker Park, Marian		Works have been completed on the Nell Baker Park play equipment replacement and park refurbishment. The project involved construction of an entire new playground and shade structure, installation of connecting path, a new drinking fountain, painting of the picnic shelter and basketball court and planting of trees and turf to complete the project. The park was opened to the public in mid-May. The contractor will continue to maintain the trees and turf for the remainder of the establishment period.
Cone St Park, Shoal Point		The upgrading of Cone Street Park is continuing. The paths connecting O'Brien Esplanade with Cone Street, new half basketball court, new picnic shelter and pedestrian bridge on the walkway have been completed. Planting of vegetated landscape areas, trees and irrigation installation have also been completed. Final clean up and planting of turf is in progress.

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. Watering has commenced on the site a fortnight ago to aid with the site continuing to produce leachate. More samples will be taken once enough leachate has accumulated. Visual inspections have noted weeds and grasses growing well in all trial plots (excluding the two covered in black plastic), this is a good indicator the silt could be reused onsite once treated. Contractors have suggested that only one more sample will need to be taken before they are able to start on the reporting stage of the trial.
Lagoon weed Management		A long arm excavator has cleared a large section of the lagoon leading into the Lansdowne Road culvert. Spraying has re-commenced with onset of favourable weather, in an effort to maintain the sections the excavator has cleared. Ongoing spraying will continue.
South Sea Islander Eagle Monument		Works have commenced with the old Eagle pole being removed from its supports. A new pole had been procured by MADASSIA with plans to remove original eagle head carving from the old pole and fix it to the new pole. The timber wings will also be replaced and the entire monument will be repainted in South Sea Islander colours.
Regional Forrest Signage Upgrades		New signage has been designed and ordered to upgrade the wayfinding and information signage though the regional forest sections of the Botanic Gardens.
Banyan Playground		Work has started to address stormwater issues at Banyan Playground. The intention is to direct the flow of water towards a stormwater pit. Some old playground equipment will be removed

		as part of this project also. The work is scheduled for completion by mid-June 2021.

Requests for Maintenance Work



Representative Comments	Trends
• It was repaired quickly. • Always helpful. • Very happy with the response to my request, and very happy with the work crew and the task performed. • [Poor] Grass just left laying around. This area used to be maintained beautifully when I first moved in and now it only gets mowed when complaints are placed. It is a beautiful area when maintained properly. • The area needs to be put back on the schedule to be done regularly as it used to be. • 100% • It needs to be maintained more regular as does the whole estate. There are 2 parks in the Estate and they look absolutely appalling at times… as do the middle islands along the streets. Grass is mowed and the edges not trimmed and grass is just left there.	

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.		The supply arrangement for the professional services to capture, quantify and evaluate the economic, social and environment impacts of identified events held across the Mackay region was finalised and awarded to IER in February 2021.The baseline survey was finalised in May. As a component of the event evaluation project, twenty event organisers attended the free training program called 'Measuring Your Events Success – Event Evaluation Training' which was delivered on 27 May 2021 at Harrup Park. The training covered the following topics: • What are economic impact assessments • Insights and KPIs • Determining attendances • Maximising event organiser income and expenditure • Strategic importance of research • Creating economic value with events • Other impacts – social and environmental • Broader events research and developing key actions • Hands on training using a questionnaire/survey developed by Council and IER. Selected Invest Mackay Events and Conference Attraction Program recipients will receive a post-event outcome report to measure the 'triple bottom line' outcomes from their event. This will assist both the event organiser and Council in evaluating the return on investment of the event. 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 (particularly given the span of events across three different directorates and numerous teams). • 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. To inform the audit process, Luminair conducted interviews with Council staff between 24 May 24 and 4 June. In addition, a baseline survey has been developed by Luminair to be conducted with event organisers that interact with Council. The aim of the survey is to understand the customer service experience and identify areas of improvement so Council can provide a better service to event organisers. This survey is scheduled to go out to event organisers in June. The audit and findings are expected to be finalised by 30 July 2021.
Regional Events Strategy Implementation - Create the correct environment for event success and		Following on from the 2021 Events Bootcamp that was held in February, event mentor Krista Hauritz will undertake 10 x one-on-one mentoring sessions with local event organisers. This is due for completion by 30 June 2021.

sustainability via supporting programs, increased awareness of Mackay as an events destination and increased leverage of event benefits for the region.		
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** Eleven events were held in the month of May: • 2021 Barrier Reef Congress • Great Barrier Reef Arena Bash for Cash • Australian Junior Basketball Championships • Zach Mach Adventure Challenge • Fox Superflow Series Event (Mountain Bike) • Steve Dinsdale Memorial Two Day Motorcross • 2021 PGA Mackay Series Pro-Am – Sarina • 2021 North Queensland Law Association Conference • 2021 PGA Mackay Series Pro-Am – Mackay • MAD Mountain Bike Mackay Cup • 2021 PGA Mackay Series Pro-Am – Pioneer Valley There were two new event bids and three event sponsorships approved and endorsed through the program in May including: • Two x confidential sporting event bids • 2021 Queensland State Show Jumping and Jumping Equitation • 2021 Pirtek Mackay Motor Show • 2022 Australia Day Basketball Carnival **Mackay Beach Horse Races – Expression of Interest** Council has been working in partnership with Mackay Tourism Ltd and key stakeholders on the future of the Mackay Beach Horse Races event. Stakeholders agreed to seek Expressions of Interest from professional event management firms to investigate the potential of delivering a refreshed version of the Mackay Beach Horse Races. Sound Australia was subsequently engaged by Mackay Tourism Ltd in November to undertake an operational feasibility study and full event costing. The feasibility study was presented to Mackay Tourism and Council officers in May 2021 for review.

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	✹	The below media articles, promoting positive economic development activities and initiatives, were published during May: • Facebook Post – MAD Mtb Classic 2021 – And that's a wrap, MAD Mtb Classic is done • Daily Mercury – We couldn't grow enough sugar, that's the reality • Mackay Life Newspaper - Superflow Mountain Bike Gravity Racing • The Courier Mail – MAD mountain biking Mackay • Twitter – DGL Accountants – Small Business Month • Daily Mercury – 10 projects to kick start the Mackay Whitsunday economy • The Observer – Talks resume on Mackay Airport's freight hub potential

economic development.		• Mackay Life – Zach Mack Champions • Daily Mercury – 3 projects set to boost jobs in Mackay Whitsunday revealed • Daily Mercury – Housing and high-rises in the spotlight • Media release – Mackay Tourism launching two new fishing guides.
Economic Development Strategy Implementation - Investment Attraction activities to promote and market investment opportunities.	✹	Preparations and development of the program for the NEDA 2021 Conference is progressing well, with Simon Banks confirmed as MC and Merete Daniel Nielsen from Cluster Excellence Denmark announced as the first official international keynote speaker. The next organising committee meeting is scheduled on 30 June 2021. Officers continue to work with ICMSA and EDA to coordinate the conference. The Economic Development team is currently reviewing the Invest in Mackay website as well as the region's Invest in Mackay Regional Prospectus. Both mediums will provide an overview of the regional economy, illustrate the benefits of investing in Mackay, future growth opportunities, and business support and funding available through Council.
Economic Development Strategy Implementation - Industry Development through engagement with local businesses and industry groups, providing support and assistance for growth.	✹	Resource Industry Network held their annual RIN Awards and Gala Dinner on 21 May. The night was a celebration of the region's mining, engineering, technology and service sector, where 16 finalists in seven categories were showcased at the industry event. Business commentator, Bernard Salt, was the keynote speaker, and Council was the silver sponsor of the event. Council officers continue to participate on the MIW METS Export Hub steering committee. The International In-Market Study was released during May, and committee members began preparation of the region's METS Export Strategy. Sparrowly Group has been appointed to deliver the Small Business Mentoring Program, which is targeted at businesses in Eungella and Finch Hatton in preparation for the Pioneer Valley Mountain Bike Trails. The program aims to provide businesses with the tools needed to take advantage of the development of the mountain bike trail tourism product. The program will be delivered over a period of seven months, and will include one-on-one mentoring, webinars and access to additional business tools and resources. A maximum of ten businesses will have the opportunity to take part in the program. Expressions of Interest from persons/businesses interested in participating in the project will be sought in June. Council has partnered with the Greater Whitsunday Food Network (GWFN) as a 'Premium Network Sponsor'. From 1 July 2021, Council's sponsorship will assist the GWFN design and implement a marketing strategy to gain additional exposure for their members and expand their current membership base. GWFN will also create a series of Business Breakfast Hub events commencing in August 2021 using available regional produce. The initiative will support GWFN to implement their recently developed business plan and foster organisational growth. The inaugural meeting of the internal Small Business Friendly Working Group was held in May. The key functions of the working group are to: • Identify opportunities and implement strategies to improve Council services, streamline administrative processes and implement best practice approaches to encourage a vibrant and flourishing small business sector in the Mackay region; • Provide advice, strategic direction and advocacy for the enhancement of Council's interactions with small businesses along with associated projects and priorities;

		• Work collaboratively to advance the implementation of the Small Business Friendly Councils Charter commitments. On 29 May, the Reel Destinations fishing show aired on the 9 Network. The Reel Destinations fishing program was engaged by Mackay Tourism and the Economic Development program to film an episode of their fishing show in our region. A series of posts have been made on the Hooked on Mackay social media pages highlighting the importance of the Mackay Net Free Zone and the continuation of fishers 'doing the right thing'. Posts have contained data from the boat ramp surveys conducted by the Mackay Recreational Fishing Alliance. Positive engagement has been received from the fishing community. The Building Improvement Rebate program is available to property and business owners as well as real estate agents and property managers to facilitate and support the revitalisation of commercial facades throughout the whole of the Mackay region. Rebates of up to $3000 to upgrade the appearance of a property, or up to $1000 for exterior cleaning fees, are available. To date, thirteen applications have been received and approved. Of those thirteen applications, seven of the applicants have completed the works and received their rebate payment. All approved projects are required to be finalised by 30 June 2021. The Activate My Place (AMP!) grant program was launched on 15 March and was actively promoted to all eligible applicants across the region including not-for-profit groups, registered businesses, entrepreneurs, sole traders and progress associations. Applications closed on 3 May and have been reviewed by the assessment panel, with a recommendation report being prepared for the Council meeting on 23 June. The last round of AMP! funding resulted in the following projects: • The Finch Hatton Progress Association completed Stage 2 of the Finch Hatton Flood Wall. Stage 2 involved installing large sepia photographs to the already painted flood wall near the entry to the showgrounds. The official unveiling of the project occurred on 3 May, with many locals and members of the pioneering families in attendance. • The Mackay Hospital Foundation is in the final stages of completing the Indigenous Meeting Place and Healing Garden at the Mackay Base Hospital. The project has experienced some delays due to COVID19, however, the Hospital Foundation is planning to coincide the unveiling with NAIDOC Week 4-11 July 2021.
Economic Development Strategy Implementation - Workforce and Skills Development through partnerships to upskill residents and attract new workers to the region.	✹	Discussions are being held with Resource Industry Network regarding the creation of an expanded web-based platform to assist industry sectors attract workforce to the MIW region. A project brief is being prepared which will include initial costings and scope of the project. The intent is to broaden the concept to engage the construction, agricultural and health industries.

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** May was a solid month with revenue reaching $75,000 across the full month. There were good results in all aspects of the business, with tour tickets, merchandise, product sales and the café all doing well. This result means that the Sarina Sugar Shed has exceeded all of its revenue targets for the 2020-2021 financial year by the eleventh month, a result achieved during a period that is still impacted by the flow-on effects of COVID19 and uncertainty around border closures. **Retail performance** Retail sales, including the café, merchandise, and ticket sales, has to date exceeded the annual budget by almost 11% by the end of May, with the café in particular, contributing well. The introduction of new menu items, plus the investment in a new coffee machine and an independent choice of coffee beans, has benefited revenue, and the café is now a strong part of the business. In May, the Sarina Sugar Shed received a 5-star food safety rating. The revitalisation of the café, supported by some investment from Property Services, is one of the Sarina Sugar Shed's success stories in 2020-2021. Internet bookings accounted for 38% of all ticket sales in May, down on its contribution of 42% in April, while walk-up ticket sales were 39% which means there is still some work to be done to encourage visitors to book in advance. Some of this is attributable to the 'grey nomad' market of caravanners who came through earlier this year and may not see the advertising efforts which are primarily focussed on the intrastate market. Some new promotional banners on the Bruce Highway side of the Sarina Sugar Shed may also have attracted more people to pull into the Field of Dreams Parkland. 8% of tickets sold were through the Sarina Visitor Information Centre (VIC) which is a positive improvement. In addition to the flow-through of caravanners, coach groups have started returning, and the Sugar Shed hosted several of these groups in May. The high selling items in the Chefs' Gusto range in May continued to be the perennial best-sellers, the 4-pack chutneys and relishes, followed by the Lime Sweet Chilli sauce, the Asian-Style Mango Chutney and the Chunky Orange-Pineapple Marmalade. The policy of Sarina Sugar Shed to support local agribusinesses also paid dividends with the recipe book produced by the Greater Whitsunday Food Network selling out, and the newly-introduced range by local producer One Hungry Mumma also selling very well. **Production performance** There were no new alcohol releases during May; however, the Chocolate Turkish Delight liqueur introduced in April continued to sell very well with the 700ml bottle being the third highest seller for May. In terms of alcohol sales, the 700ml Celebration Rum Liqueur is the best individual seller by a considerable margin. The NOI Lime 500ml also performed strongly.
Implement the Sarina Sugar Shed Business Review 2020.		**Business Review Implementation** Recommendations from the Business Review continue to be planned and rolled out.

Enable operational efficiencies

Expanded use of the facility

The Sarina Sugar Shed continues to attract interest from local business and community groups for small events, with numerous bookings in May, including a networking event for Small Business Week on 19 May.

Staff facilities

After months of planning, a staff room demountable arrived onsite at the Sugar Shed and is currently being installed, ready for use in early June. This will provide staff with a lunch and recreation area during their breaks. It will also add much needed extra space within the facility. Other storage options are currently being investigated as the operations continue to outgrow available space.

Future development

Responses to the Request for Quote for the Sarina Sugar Shed Pre-Feasibility for Distillery Operations are currently being assessed with a consultant to be appointed in June.

Marketing and communications

Work continued with the Corporate Communications team on the brand refresh for the Sarina Sugar Shed. Preparations are being made for the rebuild of the website, which should start in late July. This includes a video and photoshoot for new imagery.

The Sarina Sugar Shed was one of many tourism/hospitality businesses in the Mackay region to be awarded Best of Queensland Experience status in May by Tourism & Events Queensland, Queensland Tourism Industry Council, and the Department of Tourism, Sport and Recreation. This status is based on a benchmark score of 80% across a number of criteria, predominately positive visitor reviews on online platforms. The Sarina Sugar Shed scored 91.4% which is higher than the state average of 88%.

Business Operations (excluding accruals)

	Item	May	YTD	Annual Target
✹	Tour Visitation (Paid)	947	9,878	10,000
	Visitation (Total)	2,109	22,537	-
	Volunteer Hours	212	3,255	-
	Item	**May**	**YTD**	**Annual Budget (Original)**
✹	Ticket Sales	$19,552	$178,258	$165,000
✹	Retail Sales	$48,167	$567,724	$506,089
✹	Total Income (incl. Ticket income)	$67,720	$745,982	$671,089
✹	Total Expenses	$77,443	$858,191	$1,046,392

Economic Indicators (Quarterly)

Indicator	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20
Employment							
Unemployment rate	5.8%	6.3%	6.4%	5.8%	5.2%	5.5%	5.7%
Employed persons	56,751	56,122	56,709	58,906	60,582	61,530	62,673
Real Estate							
Median house sale	$340,000	◦$360,000	$360,000	$355,000	$360,000	$379,000	$360,000
Res vacancy rate	1.5%	1.7%	2.5%	2.5%	1.3%	0.6%	0.9%
Residential Lot Supply							
Lots Approved^	18	11	53	31	118	13	39
Lots Endorsed^	44	54	37	80	32	178	173

*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.

e-Statistics

Subscribers	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	April 21	May 21
Invested in Mackay Subscribers	564	570	566	567	565	566	566	567	567	573
Mackay Region Joblink Analytic Report*	351 active users	232 active users	230 active users	197 active users	244 active users	237 active users	267 active users	199 active users	156 active users	2,403 active users
	638 sessions	403 sessions	365 sessions	331 sessions	327 sessions	362 sessions	460 sessions	305 sessions	268 sessions	2,866 sessions
	2m 14s average session	2m 12s average session	2m 26s average session	2m 38s average session	2m 31s average session	4m 01s average session	2m 24s average session	2m 56s average session	3m 26s average session	2m Average session
Sarina Field of Dreams Usage Wi-Fi	28 users	45 users	54 users	34 users	33 users	21 users	38 users	50 users	49 users	45 Users
	137 sessions	354 sessions	383 sessions	190 sessions	221 sessions	276 sessions	282 sessions	674 sessions	921 sessions	784 sessions
Hooked on Mackay Facebook	3,572	3,642	3,698	3,740	3,785	3,821	4,025	4,139	4,161	4,216
Hooked on Mackay Instagram	-	-	-	-	156 followers	190 followers	338 followers	415 followers	458 followers	554 Followers
Hooked on Mackay Youtube Subscribers	-	12	16	16	22	25	28	30	34	38
Net Free Zone Voluntary Code	583	583	583	585	589	599	600	604	604	631
Mackay Region Event Organisers Connect Facebook Group Members	78	80	80	81	81	83	86	87	87	88

*The data supplied for Mackay Region Joblink Analytic report has changed to provide a more accurate reflection of site usage. The user figure has changed from the number of registered users on the site to the number of users utilising the site in each month. 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 very big spike in users and sessions.

UPCOMING EVENTS

Date	Event	Location
2 – 4 June 2021	Queensland Association of State School Principals (QASSP) Conference ***– Invest Mackay Funded***	MECC
5 June 2021	Mackay Regional Botanic Gardens Open Day	Mackay Regional Botanic Gardens
6 June 2021	Mackay Marina Run ***– Invest Mackay Funded***	Mackay Basketball / Multi-Sports Stadium
15-17 June 2021	Mackay Show Booth – Strategic Planning will be there to discuss the Draft Floodplain Management Plan and a review of the MECC.	Pavilion 500, Mackay Showgrounds
18 – 20 June 2021	F5WC Regional Qualifier tournaments ***– Invest Mackay Funded***	Mackay Basketball / Multi-Sports Stadium
4 July 2021	Grasstree Beach Motorbike Races ***– Invest Mackay Funded***	Grasstree Beach
7 – 10 July 2021	Basketball QLD U14 Girls State Championship ***– Invest Mackay Funded***	Mackay Basketball / Multi-Sports Stadium
10 July 2021	The Platypus Paddle ***– Invest Mackay Funded***	Mackay Harbour
10 July 2021	Mackay Bluewater Fling Scottish Festival ***– Mackay City Centre Funded***	Bluewater Quay
13 – 14 July 2021	2021 Queensland Motocross Championships ***– Mackay City Centre Funded***	Mackay Junior MX
19 July 2021	2021 Multi-Disability Qld Championships (Bowls Qld event) ***– Invest Mackay Funded***	Souths Suburbans Bowls Club
29 – 30 July 2021	Australian Water Association Queensland Conference (AWA) ***– Invest Mackay Funded***	MECC
30 July and 1 August	National Tree Day events	Mackay Natural Environment Centre (MNEC) Nursery
20 and 21 August 2021	Free Native Plant Giveaway days	Mackay Natural Environment Centre (MNEC) Nursery
20 – 22 August 2021	NQ Rock'N Country ***– Invest Mackay Funded***	Mackay showgrounds
23 – 27 August 2021	Bowen Basin Symposium ***– Invest Mackay Funded***	MECC
18 – 20 September 2021	Softball Qld U16 Boys State Championships ***– Invest Mackay Funded***	Theo Hansen Park, Beaconsfield
20 – 26 September 2021	Rumble on the Reef ***– Invest Mackay Funded***	Sugar Bowl Skate Park
22 – 25 September 2021	2021 Rumble on the Reef – Wakeboarding ***– Invest Mackay Funded***	Wakehouse Australia, Andergrove
23 – 28 September 2021	2021 Qld Champion of Champions Finals (Bowls Qld event) ***– Invest Mackay Funded***	Souths Suburbans Bowls Club
1 – 3 October 2021	2021 400 Thunder Sugar City Titles ***– Invest Mackay Funded***	Palmyra Dragway

2 October 2021	2021 Rhythm and Reef Music & Arts Festival ***– Invest Mackay Funded***	Wakehouse Australia, Andergrove
2 – 4 October 2021	Hydrofoil Pro Tour ***– Invest Mackay Funded***	North Wall Beach
8 – 10 October 2021	Freshwater Fishing and Fish Stocking Workshop ***- Invest Mackay Funded***	Windmill Events and Conference Centre
13 – 14 October 2021	National Economic Development Conference (NEDC) ***– Invest Mackay Funded***	MECC
25 – 27 October 2021	Local Government Association of Queensland (LGAQ) Conference ***– Invest Mackay Funded***	MECC

11.2.2. VEGETATION VANDALISM REPORT EXTREMELY SIGNIFICANT CASE - BUCASIA ESPLANADE

Author	Manager Health and Regulatory Services (Craig Shepherd)
Responsible Officer	Director Development Services (Aletta Nugent)
File Number	013 - Tree and/or Vegetation Vandalism Policy
Attachments	1. Vegetation Vandalism on Bucasia Esplanade east of Downie Avenue Bucasia [**11.2.2.1** - 5 pages]

Purpose

To inform Council of a recent vegetation vandalism incident at Bucasia Esplanade, Bucasia that is in the 'Extremely Significant' category, and the actions taken or proposed in line with the Tree and/or Vegetation Vandalism Policy.

Related Parties

Nil.

Corporate Plan Linkage

Priority: Environment
Strategy: 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.
Strategy: Natural environment - Work in partnership with the community to protect and enhance the Mackay Region's natural assets and its biodiversity.

Background/Discussion

Council adopted the Tree and/or Vegetation Vandalism Policy in August 2017 and made minor amendments in October 2019. The Policy outlines a transparent investigation and decision-making framework when responding to tree and vegetation vandalism events. The Policy provides a consistent approach to deterring and responding to the loss of trees or vegetation arising from deliberate vandalism on Council-managed land.

This report has been prepared in response to an incident of vegetation vandalism which was reported to Council on 25 January 2021 which scored Extremely Significant on the assessment scale. The incident was investigated by Council's Environmental Ranger and an Investigation Report was completed.

The matter is summarised in the table below, a location map and photographs are provided in Attachment 1.

Date first reported	Location	Details of vandalism	Details of investigation	Action to be taken in line with the Policy
25 January 2021	Foreshore vegetation on Bucasia Esplanade, east of Downie Avenue, Bucasia	Continuous damage to vegetation. One tree poisoned in February 2020 and hoop pine poisoned in 2021. Same herbicide used in both occurrences.	Site inspection carried out on 30 January and 17 February 2021 and photographic evidence taken. Soil sample taken on 11 March 2021. Phone calls made to property owners at 49 – 55 Bucasia Esplanade, no evidence obtained.	• Replanting at a density of three for one (3 plants) • Install one large billboard sign • Media release to community • Continue to monitor the site.

This case of vegetation vandalism is classified as Extremely Significant in accordance with the Policy, and therefore the following actions have been undertaken or are proposed:

- Site assessment, information gathering, and door knocking local residents (completed)
- Undertake media about the vandalism (proposed)
- Leave vegetation in place (completed – branches were cut on hoop pine to make safe)
- Installation of an 1800 x 3600mm billboard sign (proposed)
- Replanting at the rate of 3:1 (3 plants) (proposed)
- Monitoring of site with regular site inspections (ongoing)

It has not been possible to gather evidence proving the identity of the person responsible for the vandalism. Therefore, enforcement/court action is not recommended in this case, however this will be reassessed should further evidence be obtained.

Council records show that vegetation vandalism occurred in this area last year (2020). The same herbicides were used on both trees.

Consultation and Communication

Consultation has been undertaken with Parks, Environment and Sustainability staff and contractors about this incident, and discussions have been held with members of the public as part of the investigation.

Resource Implications

Funds are available for restoration works and signage installation within Council's Parks, Environment and Sustainability operational budget. The cost of the restoration works is insignificant given the small number of plants involved. The cost to supply and install a billboard sign is $6,500.

Risk Management Implications

The Tree and/or Vegetation Vandalism Policy provides a framework for assessing the significance of damage to trees or vegetation and specifies the action to be taken. Implementation of the Policy demonstrates sound risk management in that it ensures Council has a consistent and transparent approach to responding to vegetation vandalism across the region.

Conclusion

This report provides details of the Extremely Significant tree and vegetation vandalism incident at Bucasia that was reported on 25 January 2021. It provides information on the action taken or proposed in line with the Tree and/or Vegetation Vandalism Policy adopted by Council in October 2019.

Officer's Recommendation

THAT Council notes the Extremely Significant tree and vegetation vandalism that has occurred recently at Bucasia and notes the actions proposed to be taken in line with the Tree and/or Vegetation Vandalism Policy:

- Undertake media about the vandalism;
- Install an 1800 x 3600mm billboard sign;
- Replant at the rate of 3:1 (3 plants); and
- Monitor site with regular site inspections.

Council Resolution ORD-2021-167

THAT Council notes the Extremely Significant tree and vegetation vandalism that has occurred recently at Bucasia and notes the actions proposed to be taken in line with the Tree and/or Vegetation Vandalism Policy:

- **Undertake media about the vandalism;**
- **Install an 1800 x 3600mm billboard sign;**
- **Replant at the rate of 3:1 (3 plants); and**
- **Monitor site with regular site inspections.**

Moved Cr Jones **Seconded Cr Green**

Cr Jones expressed disappointment that Council had to waste time and resources on vegetation vandalism and reiterated that Council would not tolerate acts of vandalism.

Cr Green acknowledged the seriousness of this incident which involved the illegal poisoning of shade trees, which are there for the enjoyment of all.

Cr Englert noted that the planting of three trees for every one destroyed, the erection of a large billboard and the media around this incident would educate residents that perpetrators will not win.

CARRIED

Vegetation vandalism on Bucasia Esplanade, east of Downie Avenue, Bucasia – January 2021

Map of area of vegetation on Bucasia Esplanade, Bucasia.

Damage that occurred in January 2021 located at GPS point 1. Damage that occurred in February 2020 is located at GPS point 2.

Photos of damage - damaged trees

Proposed billboard signage

11.2.3. ACTIVATE MY PLACE REPORT – APPLICATION REVIEW AND RECOMMENDATION

Author	Economic Development Officer (Ashley Ferguson)
Responsible Officer	Director Development Services (Aletta Nugent)
File Reference	Activate My Place - Round 3
Attachments	Nil

Purpose

To ratify the Activate My Place Grant (AMP Grant) Round 3 recommendations.

Related Parties

Marian State School P&C Association
Mackay Laneway Project (Jodie Connolly)
Sarina Beach Progress Association

Corporate Plan Linkage

Priority: Regional Identity
Strategy: Place management of suburbs and localities across the region - Implement place management principles and an integrated approach in particular suburbs and localities to achieve social, economic, environmental potential and activate places through targeted services, facilities and events.

Background/Discussion

The Activate My Place! (AMP!) is a placemaking grants program that supports communities and businesses across the region to create and deliver inspiring, inclusive and vibrant projects in public spaces. AMP! aims to connected and engaged communities and facilitate thriving local economies and an enhanced quality of life. Projects can include public art, beautification works, signage, lighting, pop-up activations, and events. The AMP Grant Round 3 offered grants of up to 80% of the project budget.

The Economic Development team has just completed the third round of the AMP! program. Based on experience and feedback from the previous two rounds, a slight amendment was made to the guidelines to allow more flexibility on project completion dates, extending timeframes from 6 to 12 months from signing the funding agreement.

The Economic Development team actively worked with Corporate Communications to promote the program, via media releases, social media, website and videos, to ensure all eligible applicants (including not-for-profit groups, registered businesses, entrepreneurs, sole traders and partnerships) were aware of the program.

Economic Development Officers also reached out to 16 progress associations across the region, including face to face meetings with the St Helens, Bloomsbury, Armstrong Beach, McEwens Beach, Grasstree Beach and Sarina Beach Progress Associations. Feedback from these meetings was very positive, with the Associations keen to work with their communities in preparing a submission for future AMP! rounds.

Applications were opened for a seven week period, from 15 March until 3 May, and this included a one week extension to allow applicants more time to finalise their submissions. At the conclusion of the round, a total of three AMP! applications were received, with funding requests totalling $36,661. Given the funding budget of $30,000, Council was able to work with one applicant to modify their project and reduce costs in order to allow all three projects to be funded.

The assessment panel, consisting of the Manager Economic Development and Tourism, Director of Artspace, Principal Economic Development Officer and Economic Development Officer, reviewed the applications against the grant criteria on 21 May 2021. The AMP Grant assessment criteria is as follows:

Essential:

1. The project is proposed in a publicly accessible location in the Mackay Local Government Area
2. Ability to obtain all development approvals, permits and licenses (where public art is proposed the applicant must obtain prior written approval from Council before the installation of any public works)
3. Ability to obtain public liability insurance to a minimum of $20,000,000.

Desirable:

1. The application demonstrates how the project will create vibrant, innovative, and inclusive places (30%)
2. The application demonstrates how the project will encourage people to visit, invest, live, work, play and spend time in a place, improving the health and well-being of the community (25%)
3. The application shows or creates collaboration between individuals or groups and connects with the broader community (20%)
4. The application demonstrates the applicant's ability to deliver the project to a high standard within 12 months of date of approval (15%)
5. The application demonstrates a reasonable financial contribution to the project (in-kind or cash) (10%).

The received applications and assessment panel recommendations are outlined below.

Marian State School P&C Association

Project Name: Pioneer Valley Showcase Mural

Amount Requested: $10,490

Project Description: The Marian State School P&C Association is seeking funding to paint a mural on a newly installed brick wall on Kenny's Road, Marian (approximately 25 metres from the Mackay-Eungella Road intersection). The P&C is proposing the mural will feature the array of native wildlife and tourism attractions found in the Pioneer Valley. The mural will be large scale as the wall is 20 metres long and 1.8 metres high and is located just inside the school grounds, right beside the public footpath. The P&C envisage this public art project will be an educational landmark for locals and tourists, informing them on what they can do while they are visiting the Pioneer Valley.

As part of this project the P&C is proposing to include augmented reality experiences into the mural to further encourage users to go out and explore the Pioneer Valley.

The P&C has advised they would like to engage artist Scott Naggy as lead artist for the project. Scott was involved with the Slade Point Water Tower mural project. The P&C will also engage with the local community, businesses, visitor information centre and schools to source ideas for the mural and augmented reality. The P&C intends to actively involve the Mirani State High School in the project, providing opportunities for students to be mentored by the artist and participate in the design and marketing of the project.

The funds sought for this grant application will be used for the artist fee, travel, accommodation, painting and augmented reality.

Recommendation: That the requested funding amount be supported in full ($10,490). The total budget for the project is $22,970 with the Marian State School P&C Association committing $2,360 towards the project. Other cash and in-kind contributions have been committed to the project from other sources. Potential funding from Council will equate to 49% of the total project budget.

Comment: Officers support this project as it provides an opportunity to showcase our region's natural attractions. This project has the potential to be an economic driver for tourism, while adding to the region's growing list of murals. This project clearly demonstrates how a quiet pocket of the region can be reimagined and reinvented. The application displays a collaborative approach to delivering the project, with the Association engaging with the wider community, schools and businesses. The project will add another point of interest for visitors to the region and strengthen the connection between Mackay residents and the Pioneer Valley area.

The applicant has submitted an Installation of Art in Public Places Application which has been conditionally approved by the Visual Arts Advisory Committee pending submission of a risk management plan and mural design concept. The Visual Arts Advisory Committee and the Economic Development team will work with the P&C to ensure the project can move forward.

Mackay Laneway Project (Jodie Connolly)
Project Name: 9th Lane - Revitalisation Project
Amount Requested: $22,506
Project Description: The 9th Lane Revitalisation Project involves a large mural installation behind Wood Street Plaza, at 47 Wood Street. The mural site is visible and accessible to the public via the walkway linking Sydney and Wood Street. The Mackay Laneway Project team's larger vision is to revitalise the whole laneway through art installations, incorporating the theme "Our Multicultural Neighbourhood" to raise awareness of our multicultural community and our vibrant and colourful neighbourhoods.
The project will be broken into two stages, with funding provided for Stage One. The mural for this stage has a working title of 'Our Underwater Neighbours', which aims to "reflect our wider global community by depicting 'Mother earth' as the guardian of the world we live in and the people who inhabit the earth". The garden will be illustrated by an underwater reef that meanders across the wall, flowing into a future Stage Two (previously Kaytown Shoes building, 62 Sydney) which will feature colourful multicultural themed villages.
The local Neighbourhood Hub will be engaged throughout the development of the design concept to ensure the multicultural community are represented.
The Laneway Project team is proposing to engage Bjarni Wark, an artist who is specialised in delivering large scale murals. Bjarni will work with local artists and community groups offering mentoring opportunities. Extensive consultation has already been undertaken with surrounding business owners who have provided support for the project. The Laneway Project team anticipate the revitalisation of laneways in the City Centre will add to the development of a "cultural trail" and will encourage tourist and locals to visit the City Centre and explore the laneways.
The funds sought for this grant application will be used towards the artist fee, travel, accommodation, painting, scissor lift hire and project management costs.
Recommendation: That this project be partially funded to the amount of $15,845 which is $6,661 short of the requested $22,506 budget. Potential funding from Council will equate to 70% of the total project budget.
Comment: Officers believe this project has the potential to reenergise 9th Lane, turning an empty area into a place where the community and those visiting the region can create memories and experiences. It will also assist in making the laneway a much cleaner and safer environment through increased activation.
The Laneway Project team have clearly demonstrated a broad range of communication and engagement with surrounding businesses, local artists and community groups. Letters of support have been received from Jeremiah Bullfrog, Neighbourhood Hub, Cross Road Arts, Milton Picture Framers and the Mackay City and Waterfront team.
The applicant has submitted an Installation of Art in Public Places Application which has been conditionally approved by the Visual Arts Advisory Committee pending submission of a risk management plan and mural design concept.
Officers have spoken with the Laneway Project team about the reduced funding amount. The Project team is willing to accept the proposed funding amount, however, but have advised they may not be able to deliver on some of the items listed in their project proposal including augmented reality experiences, video documentation and mentee fee. Officers have suggested the Laneway Project team approach complementary businesses for funding support.

Sarina Beach Progress Association
Project Name: Sarina Beach Toilet Block Mural Beautification
Amount Requested: $3,665
Project Description: The Sarina Beach Progress Association is proposing a beach themed mural to be installed on the external walls of the toilet block located at the entrance to Sarina Beach (adjacent to the Sarina Life Savers building). The Progress Association would like to improve the appearance of the toilet block and catch people's attention as they first enter Sarina Beach. The Progress Association anticipate the installation of the mural will complement the existing murals installed on the park shelters and will encourage locals and tourists

to visit and explore the area. The design of the mural will incorporate a social media hashtag which will encourage visitors to take images and upload to social media platforms creating more awareness of Sarina Beach. The Progress Association has proposed engaging local artists to take the lead on painting the mural, along with working with the community and volunteers on the mural design concept.
The funds sought for this application will be used towards the artist fees and purchasing paint and painting supplies. The Progress Association is planning to unveil the mural at Sarina Beach Coconut Festival in September 2021.
Recommendation: That the project be funded in full ($3,665). The total budget for the project is $4,705 with Progress Association providing $1,040 worth of in-kind support including preparation of the walls for painting and application of an anti-graffiti coating. Potential funding from Council will equate to 78% of the total project budget.
Comment: Officers agree this project will connect people to Sarina Beach and has the potential to encourage more visitation. The Progress Association has demonstrated their ability in delivering quality projects with the successful management of the Sarina Beach Coconut Festival over the last few years.
The applicant has submitted an Installation of Art in Public Places Application which the Visual Arts Advisory Committee has conditionally approved pending submission of a risk management plan, mural design concept, and letter of support from the Surf Life Saving Club. The Visual Arts Advisory Committee and Economic Development team will work with the Progress Association to ensure the project can move forward.

Business and Regional Benefits

The AMP! placemaking program was first introduced in 2018 and provided over $25,000 in funding to four regional projects. Round 2 supported two regional projects and provided over $8,490 funding.

The projects recommended for approval in Round 3 comply with the grant guidelines and demonstrate the ability to empower communities and have the potential to enhance quality of life and improve local economies.

Consultation and Communication

The AMP! program was actively promoted to all eligible applicants across the region including not-for-profit groups, registered businesses, entrepreneurs, sole traders, partnerships and progress associations.

The Economic Development team worked with Corporate Communications to create interest through existing media platforms including media releases, social media, website, E-Newsletters and Council Connect. Video and radio advertisements were also used to promote the grant program.

Resource Implications

The recommended projects are within the budget available for the AMP! Program for the 2020/2021 financial year.

Risk Management Implications

The risks associated with approving grants to successful applicants is sufficiently mitigated by using a rigorous application, assessment and acquittal process facilitated by the Economic Development Program.

Conclusion

The AMP! Program provides funding for placemaking projects that will deliver vibrant, activated spaces in our region. The proposed applications support the desired outcomes of the program and will deliver community driven solutions.

The panel is recommending all three applications receive funding approval, to a combined total of $30,000 (excl. GST).

Officer's Recommendation

THAT funding to the following applicants be endorsed, for the amounts stated in the table below, to a total of $30,000 (excl. GST):

Applicant	Project Name	Funding Requested (excl. GST)	Funding Recommended (excl. GST)
Marian State School P&C Association	Pioneer Valley Showcase Mural	$10,490.00	$10,490.00
Mackay Laneway Project (Jodie Connolly)	9th Lane - Revitalisation Project – Stage 1	$22,506.00	$15,845.00
Sarina Beach Progress Association	Sarina Beach Toilet Block Mural Beautification	$3,665.00	$3,665.00
	Total	$36,661.00	$30,000.00

The Director for Development Services, Aletta Nugent noted that the promotional work undertaken by Economic Development was excellent and there were some very good applications.

Council Resolution ORD-2021-168

THAT funding to the following applicants be endorsed, for the amounts stated in the table below, to a total of $30,000 (excl. GST):

Applicant	Project Name	Funding Requested (excl. GST)	Funding Recommended (excl. GST)
Marian State School P&C Association	Pioneer Valley Showcase Mural	$10,490.00	$10,490.00
Mackay Laneway Project (Jodie Connolly)	9th Lane - Revitalisation Project – Stage 1	$22,506.00	$15,845.00
Sarina Beach Progress Association	Sarina Beach Toilet Block Mural Beautification	$3,665.00	$3,665.00
	Total	$36,661.00	$30,000.00

Moved Cr May **Seconded Cr Mann**

Cr May noted how pleased she was to see that consultation had occurred with the Progress Associations across the Region and was looking forward to seeing the three murals come to life.

Cr Mann advised that she had been involved with the Marian State School P & C Association and noted that the President had a very clear idea of the artist they wanted to engage and the type of mural they wanted to

provide. Cr Mann advised that the artist would be mentoring students from Mirani High School during the project.

CARRIED

11.3. ENGINEERING AND COMMERCIAL INFRASTRUCTURE

11.3.1. ENGINEERING & COMMERCIAL INFRASTRUCTURE - TRANSPORT & DRAINAGE MONTHLY REVIEW - MAY 2021

Author	Executive Assistant (Robyn Smith)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	MRR - T & D
Attachments	1. ECI - Transport Drainage Monthly Review - May 2021 [**11.3.1.1** - 17 pages]

Purpose

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

Related Parties

N/A

Officer's Recommendation

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

Cr Mann noted that 80% of Monthly Action Plans had been carried out which was below the target of 90% and queried if there was a reason for this.

The Director advised that he would take the question of notice.

Cr Bella referred to the open drain maintenance and queried if consultation with the Department of Agriculture and Fisheries was slowing Council's progress.

The Director advised that this consultation had slowed progress but once approvals are in place, Council should be able to continue the maintenance.

Cr Bella queried if that meant that once approvals are in place, there would be no delay.

The Director advised that without the approval, Council has to leave one side of the drain vegetated but once approval is granted, both sides of the drains will be able to be cleared.

Cr Bella queried how long the approval lasts.

The Director advised that he would take the question on notice.

Cr May queried the reason for the reduced level of Main Roads maintenance.

The Director advised that he believed this was more of a timing issue and expects the Main Roads maintenance to be fully expended.

Cr Jones noted the Water and Sewerage asset valuation review and queried how long it would take to determine the life of the assets.

The Director advised that pre-valuation work is currently being undertaken with the formal valuation to occur in the new financial year.

Cr Jones queried when that valuation work would be completed.

The Director advised that the expectation was that the valuation work would start in October and would not be completed until after Christmas.

Cr May queried if Councillors could receive a copy of the valuation plan.

The Director advised that he would be happy to circulate that or could bring the information back as a briefing.

Mayor Williamson advised that he would like the information to be presented in a briefing.

Council Resolution ORD-2021-169

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

Moved Cr Mann **Seconded Cr Hassan**

Cr Mann highlighted several items from the report including safety, the high volume of line marking, unsealed road maintenance and footpath cleaning undertaken. Cr Mann advised that a business owner in the City heart expressed appreciation to her in relation to the footpath cleaning undertaken by Council.

Cr Bella noted that often the public don't realise what has happened behind the scenes to allow certain work to be done by Council and offered his congratulations to the department for working with the Department of Agriculture and Fisheries in relation to the open drainage maintenance.

Cr Bonaventura noted the important work carried out to maintain Council's unsealed roads, especially during the crushing and thanked the Director and staff for this work. Cr Bonaventura also expressed appreciation for the photographs and information provided in relation to the open drainage maintenance at Hoey Street which was very important, especially during wet weather and flooding.

CARRIED

Engineering and Commercial Infrastructure - Transport & Drainage

Monthly Review

May 2021

OVERVIEW **3**

SAFETY **4**

1.1. Incidents and Injuries 4
1.2. Lost Time Injuries & Days Lost 5

FINANCE **6**

2.1. Operational Financial Report - 1 April 2021 - 30 April 2021 6
3.1 Road and Drainage Maintenance Activities 7
3.2 Unsealed Road Maintenance Activities 8
3.3 Open Drainage Maintenance 8

CLIENT SURVEYS **9**

4.1 Requests for Maintenance Work 10

ASSET MANAGEMENT **11**

OVERVIEW

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

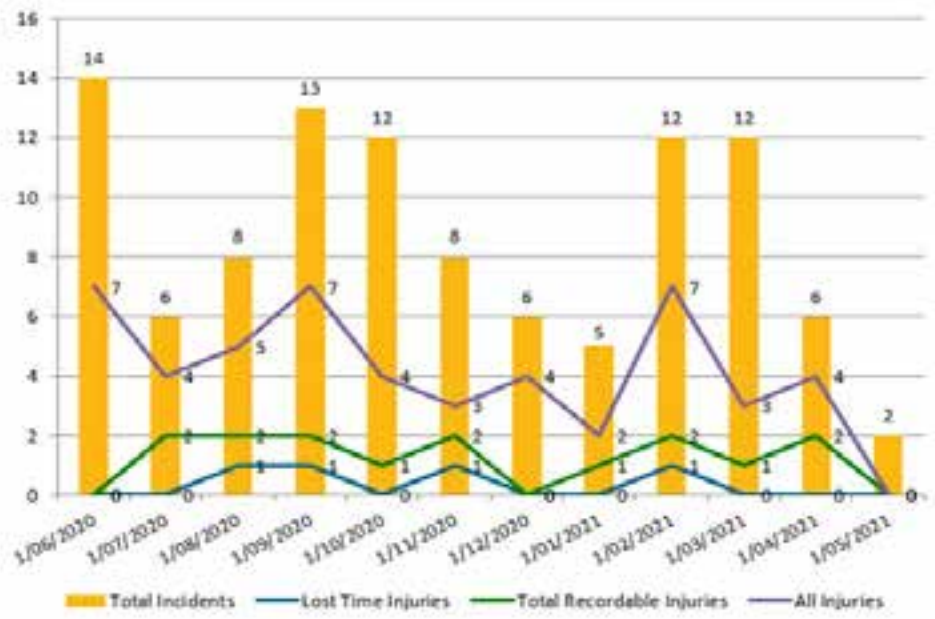
- There were no LTI during the month of May 2021. There were two safety incidents during the month both being vehicle incidents.
- Line-marking works in the heavier trafficked roads, such as Juliet Street and surrounds, Bridge Road and surrounds and Mackay CBD, are being undertaken at night to minimise the impact on businesses and to improve productivity through reduced traffic associated delays.
- Civil Operations' six Internal Grader Crews are continuing the Program of Formation Grading and Gravel Re-sheeting on the Unsealed Road Network with the crews being supplemented by a Field Services Grader Crew and a Contract Grader Crew.
- The Drainage Crews have been working hard to catch-up on the backlog of open drains maintenance resulting from disruptions associated with the on-going intermittent wet weather received over the summer period.
- An extensive Program of Open Drain Special Maintenance Works is in progress with works being undertaken in East Mackay, South Mackay, Paget and Blacks Beach areas. The Project has included notification to and consultation with the Department of Agriculture & Fisheries in relation to marine plant trimming works. These programmed works are scheduled to be completed by the end of June 2021.

Director Engineering & Commercial Infrastructure

SAFETY

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.



May 2021 Summary:

- Seventeen Safety Interactions were undertaken.
- Twelve Safety Inspections were undertaken.
- 80% of Monthly Action Plans activities were carried out.

Two incidents were reported during May.

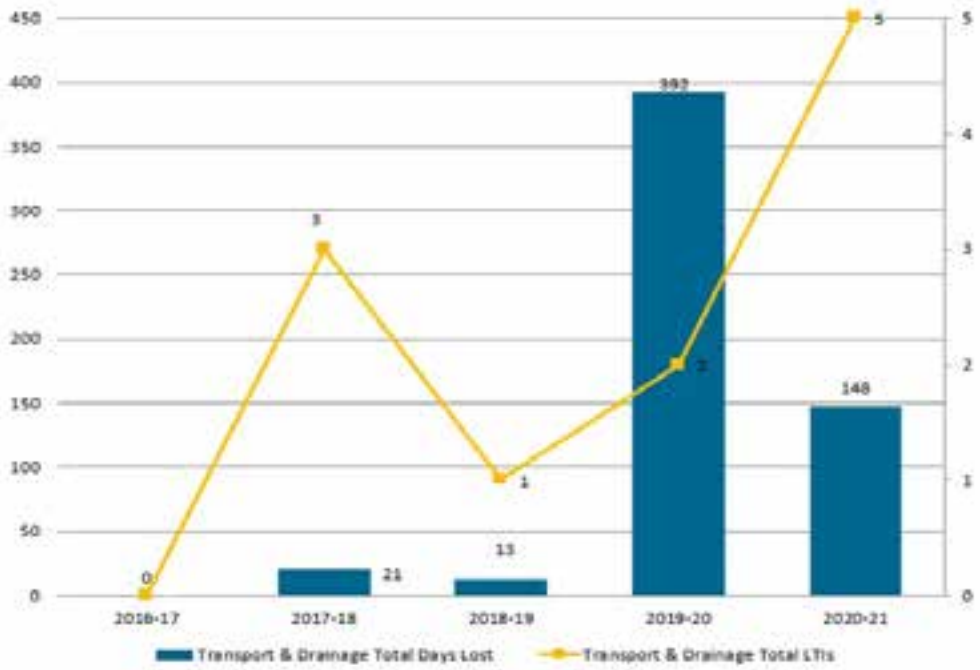
The following asset damage incidents involving MRC employees were reported during May:

- While spraying in an easement a truck became bogged. While being towing out with backhoe the truck slid into concrete posts which were in long grass, resulting in front bumper damage.
- While clearing grass, the backhoe hit an unmarked service valve.

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

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.

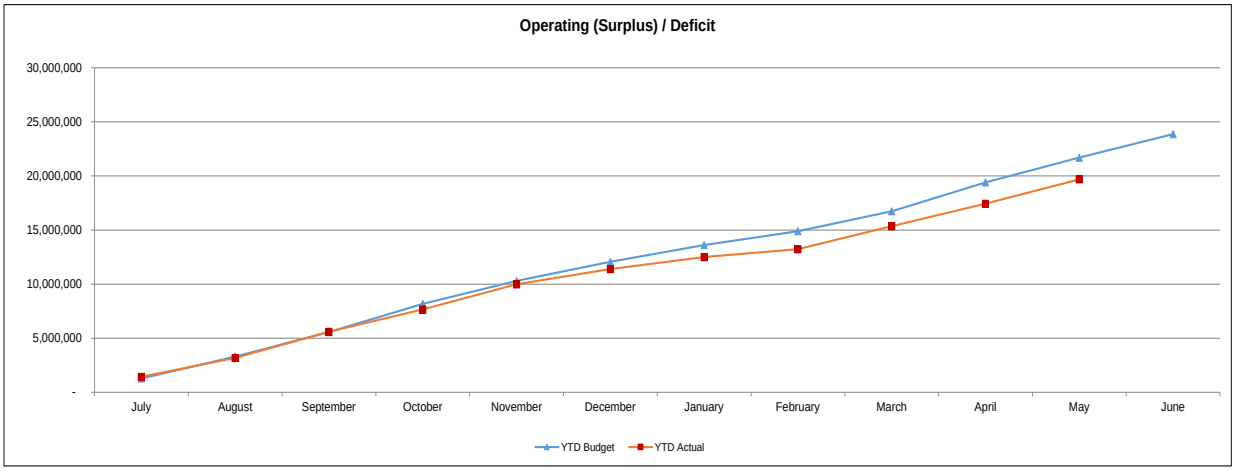


Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Civil Operations			3	21	1	13	2	392	5	148
Transport & Infrastructure Projects (Field Services/Civil Projects)										
Transport & Drainage Infrastructure Planning										
Asset Management										
Transport & Drainage			**3**	**21**	**1**	**13**	**2**	**392**	**5**	**148**

FINANCE

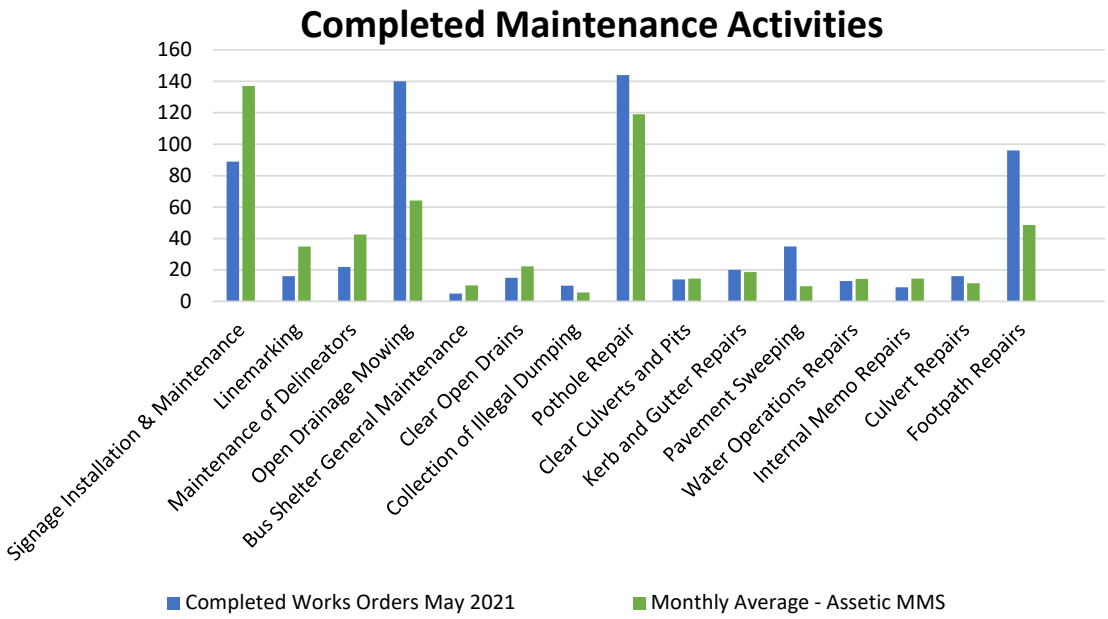
2.1. Operational Financial Report - 1 May 2021 - 31 May 2021

Financial Performance Report Period Covered: 1 July 2020 to 31 May 2021	Engineering Revised Budget	YTD Budget	Actual	YTD Variance	% 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 Comments
5.01 - Engineering Management	(823,137)	(866,791)	(874,123)	(7,332)	Additional Rates income recevied.
5.02 - Civil Operations	18,528,485	17,464,658	15,830,292	(1,634,366)	Reduced level of Main Roads Maintenance ($501,000), Unsealed Road Maintenance ($398,000) and Drainage Maintenance ($329,000).
5.03 - Transport and Drainage Infrastructure Planning	4,675,656	3,767,484	3,522,309	(245,174)	Reduced level of Street Lighting Expenses ($166,000) and unbudgeted Development Application Fee Refunds ($71,000).
5.04 - Asset Management	1,485,288	1,327,197	1,212,890	(114,307)	Savings in Employee Costs due to vacant positions and external labour hire.
Operating (surplus) / deficit	**23,866,292**	**21,692,547**	**19,691,368**	**(2,001,179)**	



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.



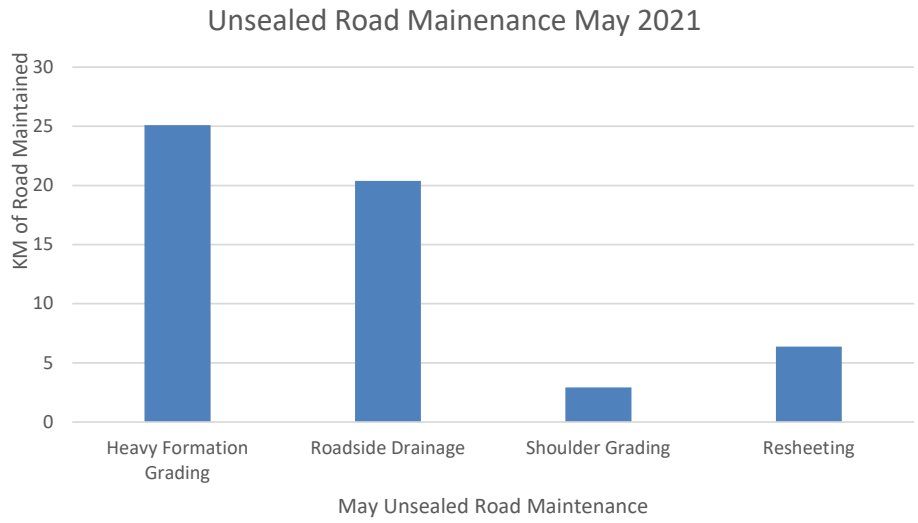
Scheduled Works Orders for programmed maintenance such as street-sweeping, open drains and line-marking have been established to incorporate the programme works into our Assetic Maintenance Management System.

Programmed line-marking works are being undertaken in South Mackay, East Mackay and West Mackay areas. Line-marking works in the heavier trafficked roads such as Juliet St and surrounds, Bridge Rd and surrounds and Mackay CBD, are being undertaken at night to minimise the impact on businesses and to improve productivity through reduced traffic associated delays.

Additional contract resources have been utilised during the month to undertake footpath repairs and utilisation of these resources will continue into June 2021 in a concerted effort to reduce the backlog of footpath defects.

Footpath cleaning in the small shopping precincts in Shakespeare Street (Martins Corner, Gasworks to Sydney), Nebo Road (Fourways), Evans Avenue and around the Showgrounds have commenced and will be completed in June 2021.

3.2 Unsealed Road Maintenance Activities



Civil Operations' six Internal Grader Crews are continuing the Program of Formation Grading and Gravel Re-sheeting. A Field Services Grader Crew and a contract crew are also being utilised to deliver the programmed works. The bi-annual Road Asset Condition Assessment System (RACAS) Condition Inspection/Assessment of the Unsealed Road Network has been completed. A summary of the assessment in the following table:

	Now	3 Months	6 Months
Average Condition Score	8.8	10.9	13.0
Number of Roads at Intervention Level	19	59	143
% Network @ Intervention Level	3%	14%	31%

Notes: Intervention Level Condition Score = 15
Total Number of Roads = 664
Total Network = 899 km

3.3 Open Drainage Maintenance

The Drainage Crews have been working hard to catch-up on the backlog of open drains maintenance resulting from disruptions associated with the on-going intermittent wet weather received over the summer period. There are some open drains that still cannot be mowed owing to residual wet conditions and the continued isolated showers.

An extensive Program of Open Drain Special Maintenance Works is in progress with works being undertaken in East Mackay, South Mackay, Paget and Blacks Beach areas. The Project has included notification to and consultation with the Department of Agriculture & Fisheries in relation to marine plant trimming works. These programmed works are scheduled to be completed by the end of June 2021.

Hoey Street Drainage - Special Drainage Project

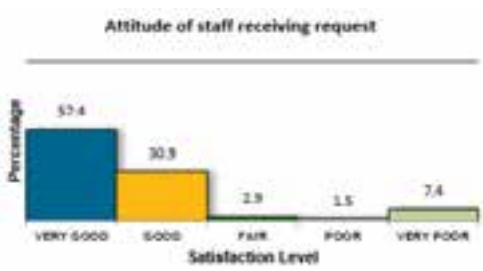
3.4 Bridge Maintenance

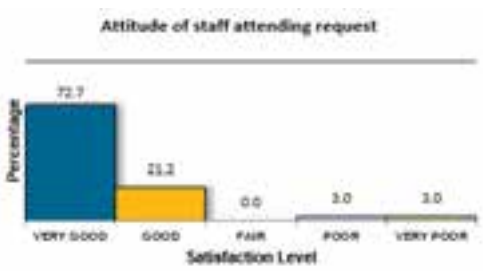
Minor rehabilitation works are being undertaken on the pedestrian bridge adjacent to Malcolmson Street at the Gooseponds to keep the bridge serviceable until it is replaced in approximately two years' time.

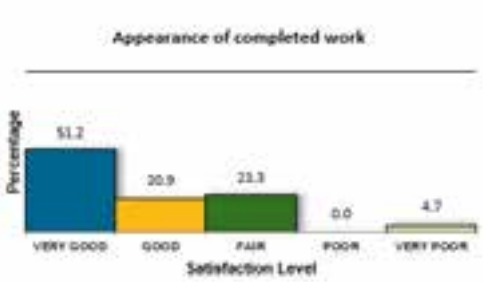
CLIENT SURVEYS

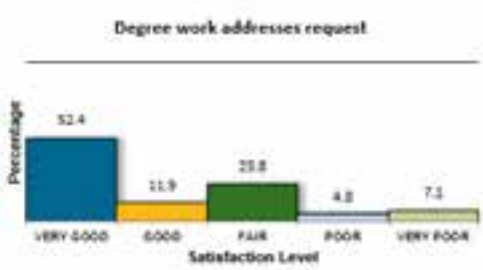
4.1 Requests for Maintenance Work

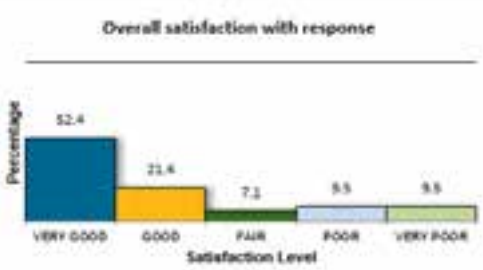
Results of Customer Survey (March / April 2021)











Representative Comments	Trends

• *Very Good.* • The lads did a very good job. I am very happy. • No feedback. • Thank you very much for carrying out the works as requested. It is a much safer right hand turn now. • This drain used to be cleaned on a fairly regular basis, prior to cyclone season. But over the last few years I have had to put in a request for cleaning. • Thanks to everyone who was involved on my request. Job done all round. • Both the lady who initially answered my call and the staff member who organised for my request to be done was fantastic. Was kept up to date on the progress of my request and was very satisfied with the service requested.	

ASSET MANAGEMENT

5.1 Asset Management Program – Strategic Goals

Recruitment

The recruitment for four Project Officer Asset roles (two permanent and two temporary) is at the shortlisting stage with interviews scheduled for June 2021. There has been a high volume of candidates with numerous quality applicants.

The role of Systems Analysts, Asset Management is currently being advertised and is due to close on 14 June 2021. This position is a critical resource for the Asset Management Program.

Performance and Improvement

The Asset Management Program will be submitting the following for consultation in June 2021:

- Asset Management Governance Framework
- Asset Management Change Request Process
- Water & Sewer Valuation Timeframe

Work is being undertaken to implement the recommendations from the Roads Revaluation Learning Workshop held in November 2020. The recommendations being implemented include:

- Early Stakeholder Engagement (and its advantages)
- Consultation
- Early Impact Assessment
- Adequate Methodology Documentation

Asset Management is currently in consultation with Water & Sewer to ensure these learnings are utilised.

The May 2021 Asset Information, Valuation & Reporting Working Group (AVRG) Meetings occurred and the following was discussed:

AVRG Roads

- Found Assets and Surveys
- Annual Rate Movements

AVRG Parks, Environment & Sustainability

- Maintenance Rollout Training Requirements
- Impact of Parks, Environment & Sustainability restructure on the Maintenance Rollout Project
- Proposed Change Request Process
- Found Assets and Surveys

AVRG Water, Sewer & Waste

- Found Assets and Surveys
- Proposed Valuation Timeframe
- Upcoming Site Visit from Redlands City Council

Asset Valuations

An emerging risk has been created and added to Council's Risk Register. This risk is around valuations and the potential negative impacts on the Profit and Loss Statements/future budgets and the accuracy of asset values due to poor management of the Valuation Program.

To mitigate this risk, a Valuation Framework was proposed with the core component being a long-term Valuation Plan which has now been delivered. The Plan has also made several recommendations for improvement on how MRC's asset valuations are managed which will be considered for implementation after consulting with the business.

Water and Sewer Pre-Valuation work:

AEC Group has been engaged to deliver several outcomes for the Water and Sewer Portfolio including:

- Methodology for determining Gross Replacement Cost (GRC)
- Comparison of unit rates from previous Valuation to other recently completed Asset Valuations
- Assessment of suitability of Valuation Modifiers and comparison to other recently completed Asset Valuations
- Review of the Useful Lives assigned for different asset types and material types for consistency within the previous Valuation and comparison to other recently completed Asset Valuations
- Reviewing assets that are close to reaching End of Life
- Assessment of the potential impact of increased granularity/componentisation for assets

- Discussion of the level of granularity/componentisation used by other Authorities and assessment of the extent to which the existing Asset Valuation addresses business requirements
- A forecast of any potential financial impacts to Council because of a comprehensive Valuation of the Water and Sewer Network

Maturity Targets

The Asset Management Program continues to work with the other Programs to refine the Asset Maturity Targets. The importance of the data structures in underpinning the consistency in application in the Asset Register is currently in focus.

External Resourcing

The engagement with GHD ends on 4 June 2021. The availability of this resource was impacted by end of financial year commitments at GHD and was unavailable for June 2021. The potential for re-engagement in July 2021 will be considered at the end of June 2021.

Due to the conclusion of the engagement, the following work requests are on hold until July 2021:

- Rural Culvert Condition Assessments
- CCTV Urban Stormwater Condition Assessments
- Water & Sewer Condition Assessments

An external resource from Premise has been working through the Work-in-Progress (WIP) and donated assets backlog.

5.2 Corporate Performance

The outstanding Work-in-Progress (WIP) balance continues to be a priority for the Asset Technical Team. Capitalisation of Queens Park has commenced and is progressing slowly. This is a very large and complex job and will take some time to complete.

The efforts from the Technical Team and Consultant (Premise) have been focussed on capitalisation of subdivisions, resulting in a slowing of overall reduction of the WIP balance. With only two subdivisions remaining to be capitalised, the Technical Team is on track to have Donated Assets completed by the end of the financial year. Once complete, focus will return to the remaining WIP balance with the priority still higher value and long overdue assets.

5.4 Asset Management Project Update

Project	Project Objective	Project Update	Risks
PES Phase 2 - Maintenance Rollout	To develop data structures for Parks, Environment & Sustainability priority assets (i.e., Trees, Garden Beds and Mowing) and deliver Assetic Maintenance to the Parks Maintenance Teams, Mowing/Horticulture and Electrical.	• Training for the PES maintenance teams for mowing, horticulture, electrical and amenities are scheduled for June. • The templates for the data cleanse of mowing and garden beds have been developed. • Final sign-off in progress for Property Poles and conduit	**Aligned with ADAC requirements** – data structures do not align all options as per the ADAC Scheme. **Update:** The alignment to be reviewed to better understand the impact. **All asset owners engaged** - Data structures are developed without consultation of all asset owners of an asset type. **Update:** Data structures that are developed to be shared with other asset owners. **Set data structures for 12 months** - affect the ability for the asset owners to update their assets as changes occur and therefore is a risk to the data accuracy. **Update:** Minor and major changes have been outlined and are to be consulted with the key users **Restructure not approved** – The PES restructure yet to be finalised can impact the scheduling of training and decision making on the maintenance configuration. **Update:** The training for PES maintenance is to go ahead however will need to be reviewed once structure is finalised.
Property Services - Maintenance Rollout	To data cleanse building and land assets and implement Assetic Maintenance Module to replace the Building Maintenance Requests (BMR) Smartform.	• The Building Maintenance Request form (BMR) has been developed and is to be piloted by the Libraries Services team from the 14-25 June 2021. • The Property Services maintenance team has been trained in Assetic	**Undefined BMR Solution** – Information Services still to scope the BMR solution and define the requirements which may delay the Project delivery timeframe. **Update:** This is no longer a risk as the BMR solution has been tested and is ready for the next phase

		and the mobile application. • The maintenance configuration has been tested and will be reviewed during the BMR pilot.	**Assetic functionality unknown** - Managing the maintenance with Simple Assets is a new function for Council and is unknown if meets all requirements. **Update:** A simple asset structure is being developed based on Property Services maintenance requirements

Waste Services Data Cleanse	To data cleanse the Waste Services infrastructure assets within the Asset Management System.	• Data structure update:
		  • Workshops held for 12 new data structures
		  • 6 data structures approved
		• Upload templates developed for the priority 1 assets to be cleansed
			Re-categorisation of assets – Changes to the asset categories requires disposal. This will impact the workload for Finance. **Update:** The cleanse of assets to start post EOFY. This will lessen the impact to Finance

MECC Data Cleanse	To deliver a single Asset Management repository for MECC assets including Portable and Attractive (P&A).	• The process to capture new assets through capitalisation has been reviewed with MECC, Asset Management, Finance and Capital Works • Reports are being developed to track P&A through Assetic • MECC continue to cleanse assets as per the approved data structures	**Unexpected Workload**– Asset information requires more analysis by the Subject Matter Expert then scheduled. **Update:** The cleansing of assets to continue post project. Asset Management to continue to upload assets as required.
Treatment Plant Data Cleanse	To data cleanse the water and sewer treatment assets across 11 sites	• The validated assets for Nebo Rd treatment plant have been updated in Assetic • The onsite cleanse is in progress for Mackay South Treatment Plant	**Unknown financial impacts -** Assets are to be captured at the maintenance level. The financial hierarchy is yet to be outlined and therefore a potential financial risk. **Update:** Changes to the data structures are under review
TDIP Shepherd Engagement	To provide the necessary tools at the scoping phase of the Shepherd engagement to ensure efficiency and accuracy of data capture.	• Prestart meeting has been held. • Methodology documentation is being provided by Shepherd for assessment to ensure audit compliance.	**Update:** Collection of data to be completed by EOFY, AM processing of data deadline not until end of year. **Availability of resources –** Shared resource availability in

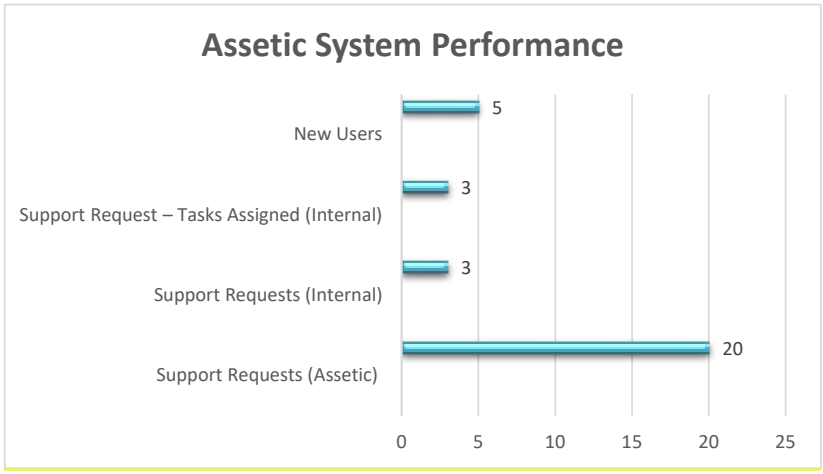
		• Data structures for Bridges, Signals and Roads are prioritised to be completed next.	June is limited due to other project priorities.

5.5 Work in Progress and Donated Assets

Value Outstanding (monthly ongoing from 1st May figures)	Completed	Comments	
$21,217,134	**$3,458,419**	- $0.6 million completed in the past week. Note that this is technical asset registration and is not capitalisation completion	
Total number of WIP projects completed (Technical - accounting not finalised)	**6**	- The six jobs completed totalled $313,000 in value and were up to 765 days overdue. Many jobs can be time-consuming and the overall value from the WIP total is an insignificant amount. Priorities are being balanced between overdue and higher value projects. - Queens Park Redevelopment ($8.2 million) - Technical team has commenced technical capture for capitalisation. This job is enormous and is conservatively estimated to take 2 - 3 weeks to complete. Only one technician is working on this job at the moment as there are other high priorities - Water meters and AMRs are now up to date with only May's to be completed	
Value Outstanding (total official figures from Finance)	**No of Projects**		
$34 Million	163 - This figure does not yet reflect the two projects captured this week by the Technical team. It is the number of projects that have completely cleared capitalisation (accounting finalised)		
Year to Date WIP	$53 million	Completed with engagement of Premise of 116	Total spend on overtime - $0

Clearance value		hours to date - total cost $13,920	
Total WIP Clearance FY 2019/2020	$60 million (Total WIP $90 million)	Completed with a total engagement of Premise resource for 592 hours - total cost $64,000	Total spend on overtime - $5,000
Total WIP Clearance FY 2018/2019	$47 million (Total WIP $80 million)	Premise engagement unknown	Total spend on overtime - $18,400

5.6 Asset Management System Performance



Support Requests (Assetic) – 19 Closed and 1 Open
Support Requests (Internal) – 2 Closed and 1 Open

11.3.2. ENGINEERING & COMMERCIAL INFRASTRUCTURE - WASTE SERVICES MONTHLY REVIEW - MAY 2021

Author	Executive Assistant (Robyn Smith)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	MRR - Waste
Attachments	1. ECI - Waste Services Monthly Review May 2021 [**11.3.2.1** - 16 pages]

Purpose

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

Related Parties

N/A

Officer's Recommendation

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

Cr Jones noted the extensive drop in Facebook reach and queried if there was missing data in the community engagement graph.

The Director advised that the Facebook reach was dependent on what was happening and whether there were many posts.

Mayor Williamson noted that there was no missing data because if there are no media releases, there is no data.

Cr Bella expressed concern in relation to the recycling of solar panels and queried if Council was investigating whether that is possible and also queried the disposal of batteries as this may become more of an issue as we move toward electric vehicles.

The Director advised that he would take the query in relation to solar panel recycling on notice and advised that there is a specific method of battery disposal.

Cr Bonaventura noted that the resheeting of Hogans Pocket Road is in the capital projects and queried if Council would continue to use crushed glass.

The Director advised that Council would continue to use the crushed glass.

Council Resolution ORD-2021-170

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

Moved Cr Jones **Seconded Cr Hassan**

Cr Jones expressed appreciation of the shortened version of the safety update.

CARRIED

Engineering and Commercial Infrastructure - Waste Services

Monthly Review

May 2021

Contents

OVERVIEW **3**

SAFETY **4**

1.1 Safety Incidents and Lost Time Injuries 4
1.2 Lost Time Injuries 4

FINANCE **5**

2.1 Community Service Obligations – Fee Waivers 5
2.2 Waste Financial Report 6
2.3 Operating Result for Waste Fund 6

CLIENT SERVICE **7**

3.1 Number of Bin Requests Actioned by Bin Contractors 7
3.2 Dump Vouchers 8
3.3 Education 9
3.4 Community Engagement 9
3.5 Facebook Feedback 10

ASSET MANAGEMENT **11**

4.1 Hogan's Pocket Landfill Waste Disposal Tonnages 11
4.2 Green Waste Management 12
4.3 Material Recovery Facility Operations 12
4.4 Resource Recovery Facility – Tonnages 13

REGULATORY COMPLIANCE **14**

5.1 Surface Water Discharge Management 14
5.2 Waste Facility Audits 14
5.3 Landfill Biogas Safety 14

MANAGEMENT INITIATIVES **15**

6.1 COVID-19 – Waste Services Status 15
6.2 Current Waste Services Management Improvements 15
6.3 External Interactions 16

OVERVIEW

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

Significant items in this period include:

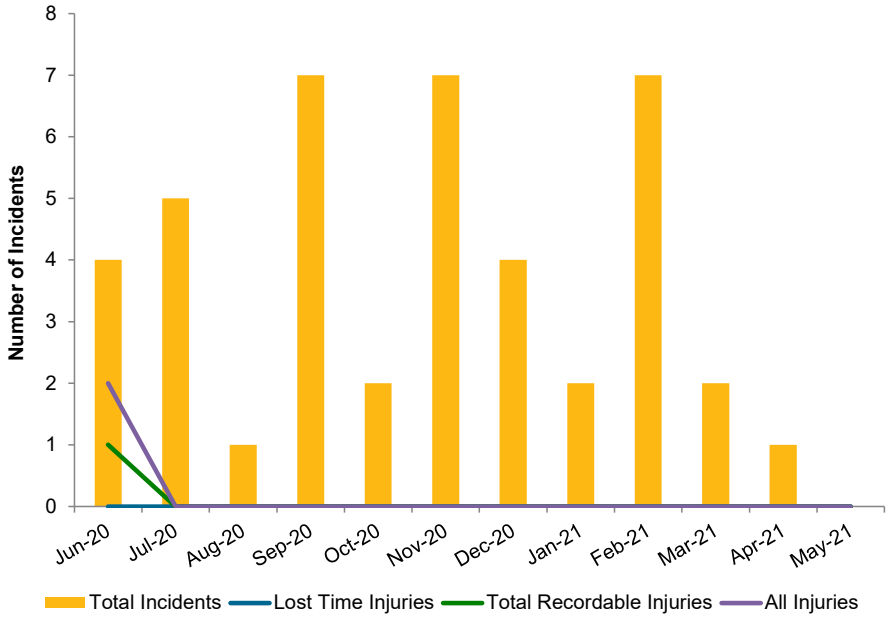
- Recycling Bin Inspections commenced in May 2021 with 1,247 properties audited in round one.
- No incidents or LTIs were recorded during the month.
- Hogan's Pocket Landfill has recorded a decrease in tonnes of waste received for May 2021. The total tonnes received were lower than those received for April 2021.
- 2,643.75 hours contributed by individual volunteers at the Incredable operations since 1 July 2020.
- Current Year to Date budget actuals remain positive and are tracking ahead of forecast.
- Great Northern Clean-Up planning has commenced. The clean-up will be held on Saturday, 28 August 2021 and Sunday, 29 August 2021.

Director Engineering & Commercial Infrastructure

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.



May 2021 Summary:

- 100% of monthly action plan activities were carried out.

There were no incidents reported during May.

1.2 Lost Time Injuries

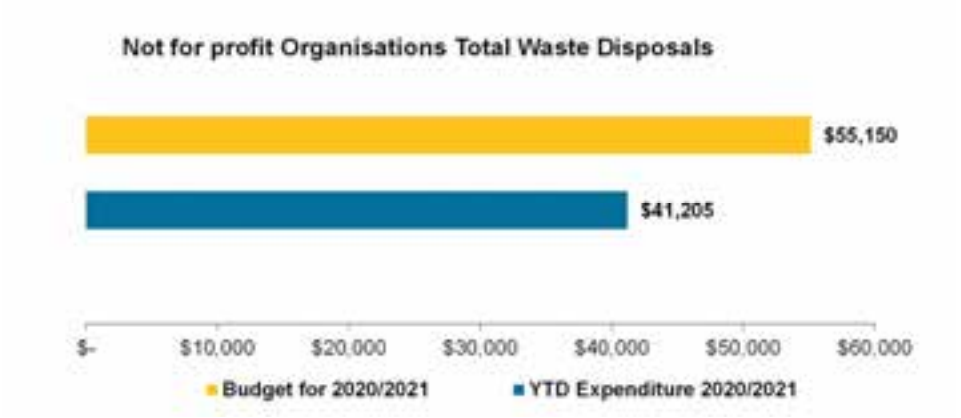
Waste Services aspires to achieve zero Lost Time Injuries by improving safety performance and developing a proactive safety culture while implementing the best practice of safety management across the whole of Waste Services.

	2016-17		2017-18		2018-19		2019-20		2020-21	
Department	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Waste Services	0	0	0	0	0	0	0	0	0	0

FINANCE

2.1 Community Service Obligations – Fee Waivers

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



Expenditure for the Period:

Charity/Organisation	May-21		YTD Expenditure 2020/2021		Budget for 2020/2021
	Tonnage	$ (excl gst)	Tonnage	$ (excl gst)	$ (excl gst)
Adopt-a-Spot				$0.00	$80.00
Bolzys Go4 Services	0.10	$27.28	2.78	$713.20	$900.00
Community Accommodation & Support			0.00	$0.00	$80.00
Iona West Mens Shed			0.32	$71.13	$80.00
Kidney Support Network Inc	0.22	$30.80	1.64	$229.60	$0.00
Lifeline Mackay			202.42	$28,352.08	$28,000.00
Mackay Coloured Co-op.			4.04	$578.95	$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			4.82	$704.16	$700.00
RSL Pioneer -Fitzroy District			0.22	$31.00	$550.00
Sarina Landcare Catchment Support			0.00	$0.00	$110.00
Society of St Vincent De Paul	0.72	$100.80	43.84	$6,137.60	$11,500.00
St Vincent De Paul Society - Sarina			0.00	$0.00	$860.00
The Salvation Army	2.90	$406.00	30.94	$4,356.08	$10,000.00
The Samaritan House			0.14	$31.02	$110.00
TOTAL	3.94	$ 564.88	291.16	$41,204.82	$ 55,150.00

May 2021 Summary:

Year to date expenditure for Not-for-Profit Organisations is reported on a calendar month basis. Lifeline Mackay and New Life Christian exceeded their budget last month and are now being charged on their accounts. Monitoring of the Not-for-Profit organisations will continue to ensure individual Year-to-Date budgets are not exceeded.

2.2 Waste Financial Report

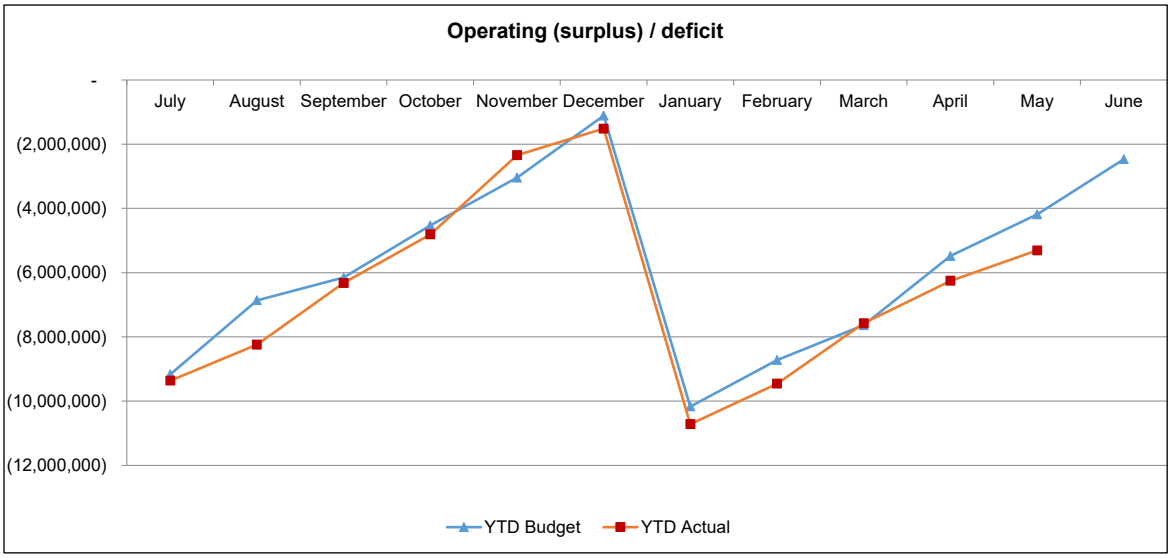
Financial Performance Report
Period Covered: 1 July 2020 to 31 May 2021

Commercial Infrastructure

% 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	YTD Actual	YTD Variance	YTD % Spent	
Waste Fund						
6.01 - Commercial Infrastructure Management	9,614,659	8,621,996	8,512,152	(109,844)	99%	Depreciation under budget $121,000. Material & Services under budget $13,000. Employee costs and Finance Costs over budget by $11,000 and $13,000.
6.05 - Waste Services	(12,179,989)	(12,880,976)	(13,897,594)	(1,016,618)	108%	Revenue over budget $56,000. Gate Fees under budget $8,000. Rates Revenue, Investment Interest and Scrap Metal Revenue over budget $37,000, $22,000 and $5,000. Expenses under budget $961,000. Material & Services and Employee Costs under budget $946,000 and $22,000. Finance costs over budget $7,000. (Note: Internal Waste Fees Revenue which falls under Material & Services, is over Budget $662,000 mainly due to higher than forecasted biosolids going to landfill)
6.07 - Water Treatment	98,492	70,289	74,890	4,601	107%	Revenue under budget $4,500 mostly due to External Lab Fees. Expenses on budget. Wages over budget $14,000. Material & Services under budget $14,000.
Total Waste Fund	**(2,466,838)**	**(4,188,691)**	**(5,310,552)**	**(1,121,861)**	127%	
Operating (surplus) / deficit	**(2,466,838)**	**(4,188,691)**	**(5,310,552)**	**(1,121,861)**	127%	

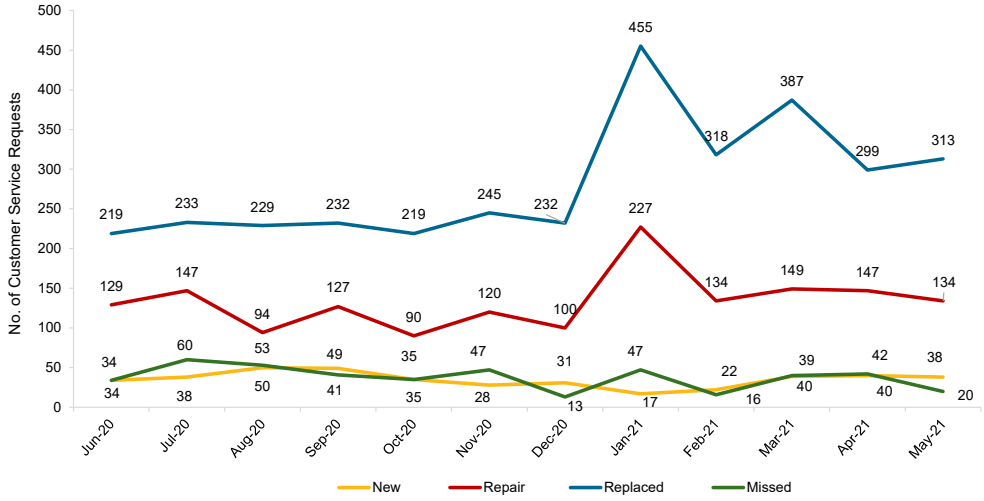
2.3 Operating Result for Waste Fund



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 May 2021.



May 2021 Summary:

The statistics for May 2021 are as follows:

- 38 new bins - annual median of 35
- 134 repaired bins - annual median of 134
- 313 replaced bins - annual median of 282
- 20 missed bins by contractor - annual median of 37

Approximately 307,123 bin lifts were performed during the month of which 38 were new services. A total of 447 Bin Maintenance Requests were received of which 134 were repairs and 313 were replacements.

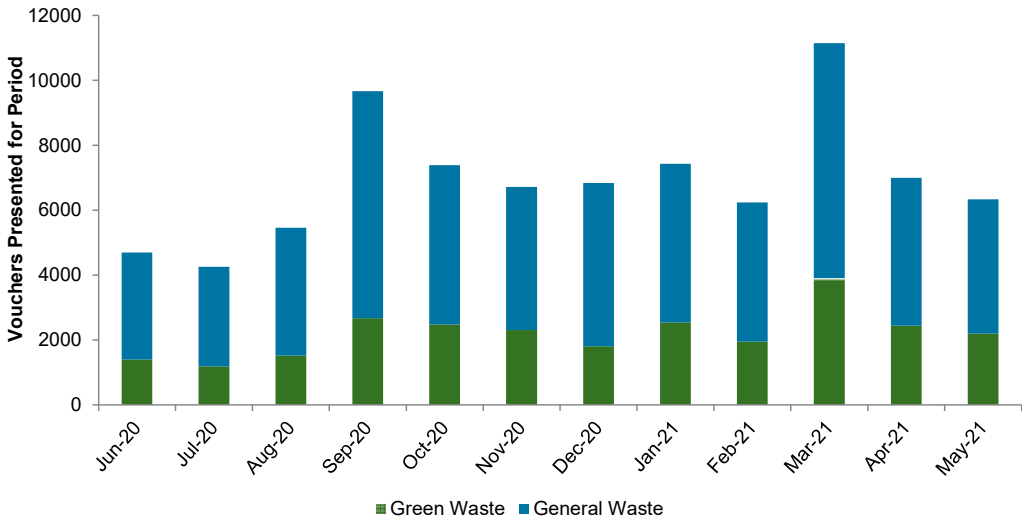
For this reporting period, 20 bins were recorded as missed, which included 6 on Cutler Drive in Andergrove due to a human error. This issue was rectified within 24 hours as is required under the Collection Contract. The 20 missed bins represented 0.00651% of the total number of bins collected.

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	13,354	8.9%

Total number and $ value of vouchers presented to date:		
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)	78,492	$585,327



May 2021 Summary:

The redemption rate for the current rating period to 31 May 2021 is 8.9% at the commencement of the new 6-monthly rating period. The voucher usage is higher than the reported usage for the same time last year.

3.3 Education

3.3.1 Material Recovery Facility (MRF) Tours:

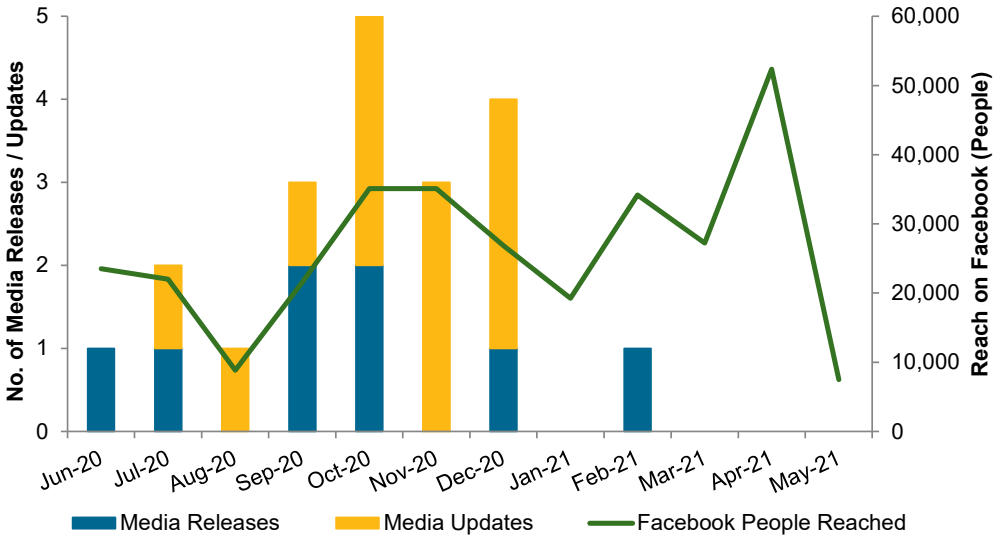
Due to COVID-19 all group tours of the MRF continue to be suspended

3.3.2 Education Programs:

- The Education Program is currently on hold until the Resource Recovery Education Officer position has been filled. Interviews have now been undertaken and the start date of the preferred candidate is being confirmed. All enquiries relating to the Education Program are being recorded for future follow up.

3.4 Community Engagement

Waste Services' engagement with the community on the services provided is monitored. The following chart shows the number of media releases, media updates and the number of people that were reached by the media releases on Facebook.



May 2021 Summary:

Media Releases	Media Updates
Nil	Nil

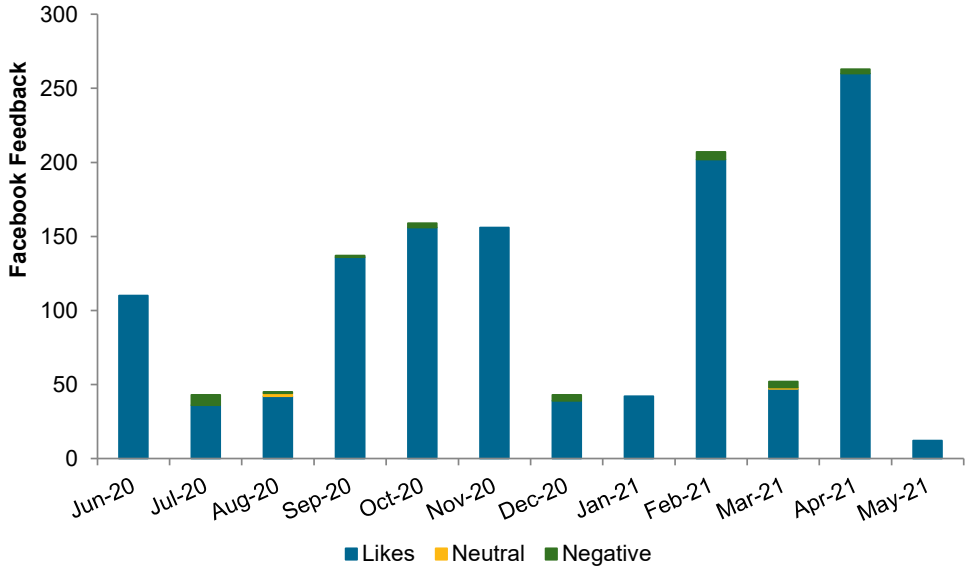
The "Take a look inside the Materials Recovery Facility" You Tube video clip remains available for viewing on the Mackay Regional Council website sending a succinct but very important recycling message to the community. The short video has received 129 views to-date and looks inside Council's Materials Recovery Facility (MRF) which processes 15,000 tonnes of recyclables each year from Mackay, Whitsunday, and Isaac Regions. Recycling it's not rubbish.

The Mackay Regional Council website also continues to provide a vast array of Waste information to residents covering 12 important topics with the information updated as and when required. A sample of the topics covered are listed below:

- "A - Z Waste Disposal"
- "Composting & Worm Farms"
- "Dump Vouchers"
- "Waste Facilities "

3.5 Facebook Feedback

The following chart shows the number of likes and positive comments, the number of neutral comments and the number of negative comments received on Facebook from Media Releases and Media updates for Waste Services.



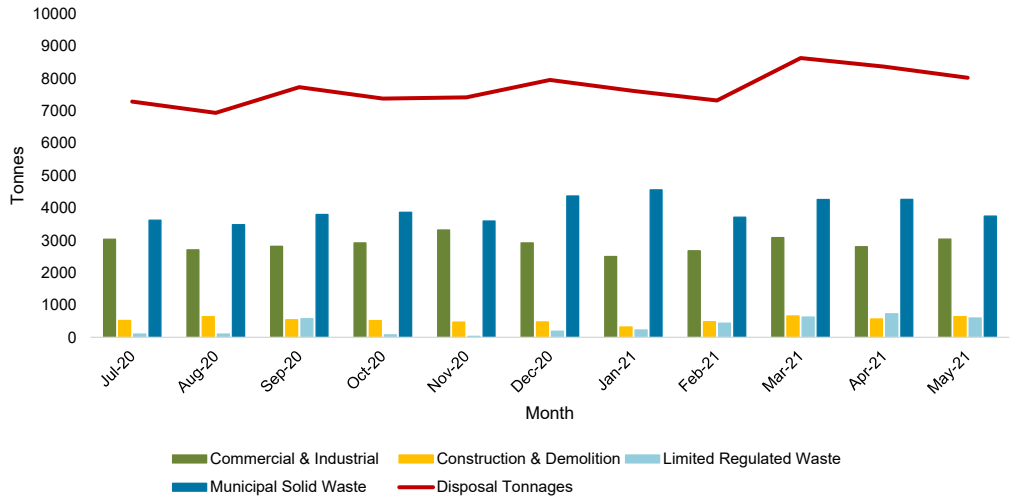
May 2021 Summary:

Facebook Likes	
9 – For post "Composting Workshop"	*3 – For post "5 year anniversary of Paintback"*
1 – For post "From the chambers Increased tonnage at Hogans Pocket"	
Negative / Other Comments	
Nil	

ASSET MANAGEMENT

4.1 Hogan's Pocket Landfill Waste Disposal Tonnages

The chart currently shows the continued variability in waste across the region.



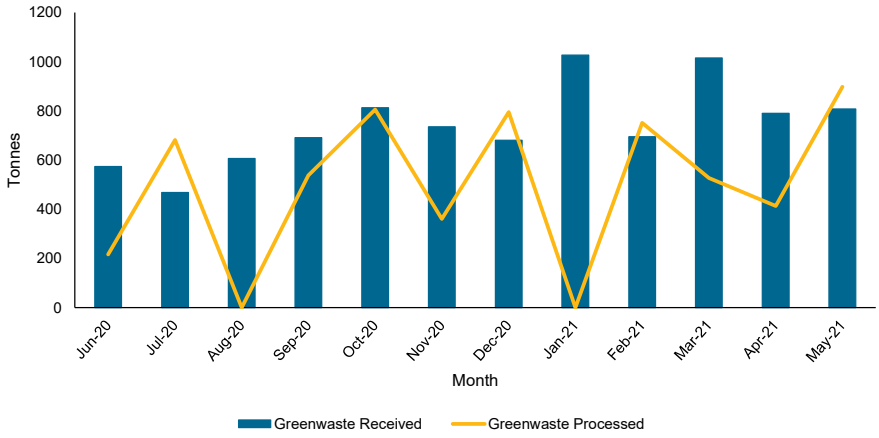
May 2021 Summary:

The total waste received at Hogan's Pocket for the past two years varied between 6,000 tonnes and 8,000 tonnes per month. In the month of May 2021, the total tonnes received at Hogan's Pocket Landfill were lower (by 300 tonnes) than those received for April 2021; being 8,020 tonnes.

During May 2021 there were increases in Commercial & Industrial and Construction & Demolition waste streams when compared to the April 2021 figures. However, there were decreases in the Regulated Waste and Municipal Solid Waste received when compared to the April 2021 figures. There is no single reason for this increase in waste received in the Commercial & Industrial and Construction & Demolition waste streams but it is largely attributed to the increased regional development activity.

4.2 Green Waste Management

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

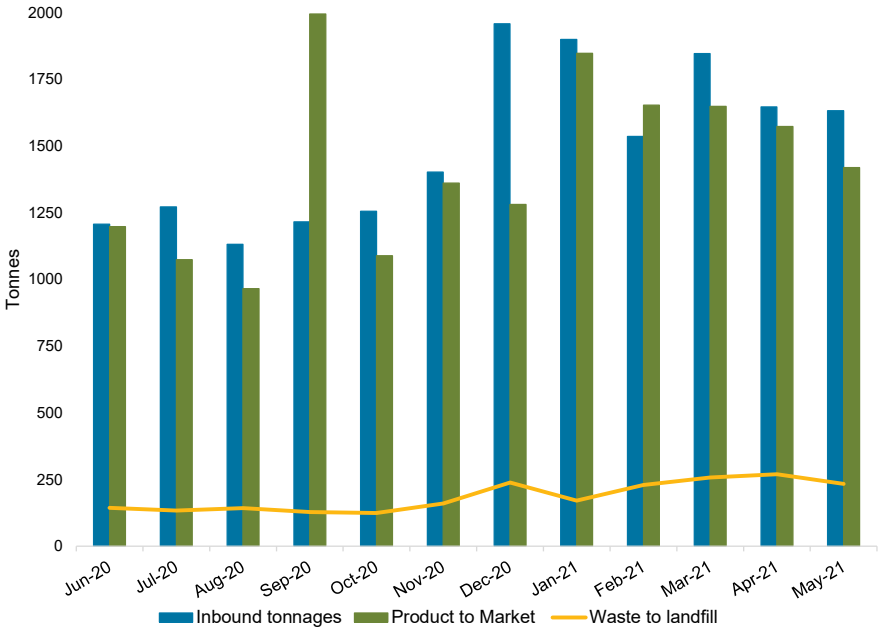


May 2021 Summary:

During the month of May 2021, 898 tonnes of green waste were received which is an increase of 2% over the previous month. Mulching was completed at both the Bucasia Transfer Station and Walkerston Transfer Station in the month of May 2021.

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.



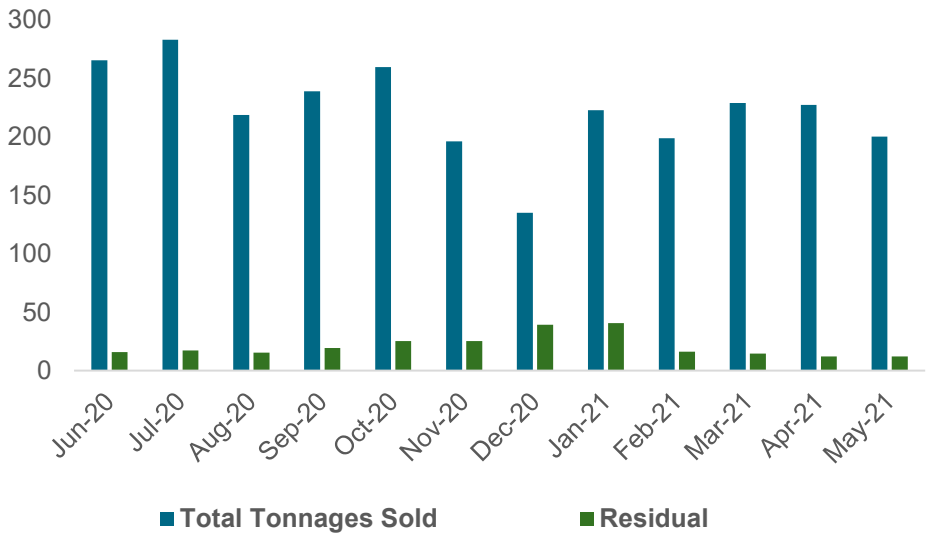
May 2021 Summary:

Council's contractor continues to work to locate new markets for the cleaner recycling product being produced. During May 2021, clean aluminium, 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 Highland Councils. This is a direct commercial arrangement entered into between the respective MRF contractors that receive material from the Rockhampton and Mackay Regions.

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.



May 2021 Summary:

There was a nominal decrease in tonnes of material diverted from landfill in May 2021 compared to April 2021. There was also a decrease in residual to landfill. Several events affected sales in the month of May 2021 including inclement cold weather and an increase in local events.

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 2,643.75 hours of volunteer contributions from 1 July 2020 to 31 May 2021. The volunteers are individuals that 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.

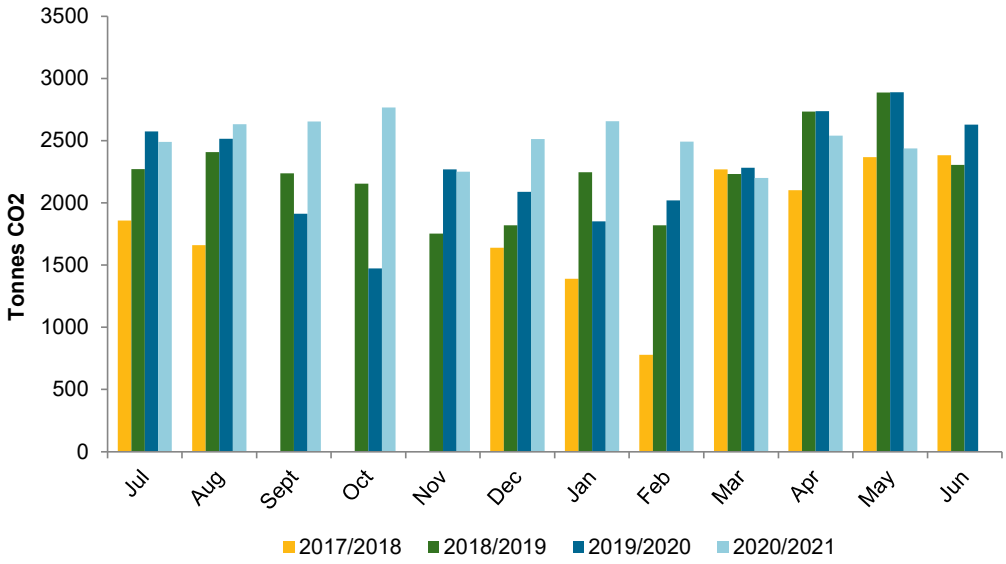
5.2 Waste Facility Audits

Inspection Frequency	Number required	% Complete	Completed/ Carryover	Risk	Comments
Bi-Monthly	14	100%	0		All required inspections were completed in May

All audits were completed during May 2021.

5.3 Landfill Biogas Safety

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



May 2021 Summary:

This month's SCADA report cannot be accessed due to the connectivity issues with the onsite computer, however, the data for May 2021 has been derived from previous data.

The Hogan's Pocket Biogas Plant continued to perform without any incidents during May 2021. The biogas flare combusted 2,436.25 tonnes of CO_2-e (284,557 cubic metres) for the period.

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:

- **Capital Project – Green Waste Hardstand Areas**
  Green Waste Hardstand Areas are being re-sheeted using Federal Funding from the Local Roads and Community Infrastructure Program Phase 2. The Paget Green Waste Site has been completed and quotes are currently being obtained for the Bucasia and Walkerston sites.

- **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 early in the next financial year.

- **Capital Project – New Waste Oil Disposal Facilities**
  New Waste Oil Sheds have been delivered to the sites and the relevant slabs have been poured. The completion of this project will occur in June 2021.

- **Capital Project - Stormwater Network Improvements Project at Hogan's Pocket**
  Currently in Design Phase with preliminary deliverables now to be provided in June 2021.

- **Capital Project - Batter Chutes Replacement Hogan's Pocket**
  Project has been completed with post construction meeting to be held June 2021.

- **Operational Project - Asset Management Project**
  Data Structure continues to be developed and is ahead of the proposed Project Program. Data cleansing continues to progress.

- **Operational Project - Closed Landfill Review**
  Initial Site Review completed.
  Golders has completed a number of Closed Landfill Site Summaries for review and sign off. Closed Landfill Auditor Consultancy Evaluation has been completed and appointment will occur in early June 2021.

- **Operational Project - Leachate Pond Condition Assessment and Repair Works**
  Condition Assessment has been completed by Council's consultant.
  Quote requests are being prepared to complete the necessary repairs and maintenance.

- **Operational Project - Hogan's Pocket Ground Water Monitoring Assessment**
  The assessment has been completed and report provided to Waste Services titled Hogan's Pocket Landfill Conceptual Site Model and Risk Assessment Report. There are a number of recommendations provided in the report that are currently being planned and actioned by Waste Services.

- **Operational Project - Waste Management and Resource Recovery Strategy Review**
  Consultant brief has been completed and will be released in the first week of June 2021. Council was briefed on the plan for the proposed review.

- **Operational Project - Strategic Asset Management Plan for Waste Services**
  Work is currently being undertaken by the Waste Services Asset Management Project Officer.

- **Operational Project - Closed Landfill Bores Condition Assessment and Improvement Project**
  Work to repair and maintain the monitoring bores has commenced based on review recommendations.

- **Operational Project – Annual Bin Inspection Program**
  The Annual Bin Inspections Program commenced in May 2021 and will operate for a 6-week period during May-June 2021. 1,247 properties were audited in round one.

6.3 External Interactions

Mackay Waste Services Officers attended the following external interactions:

- Waste Management Resource Recovery Association (WMRR) Queensland Branch Committee Meeting – 11 May 2021

- LAWMAC Meeting, Cairns – 20 & 21 May 2021
  Key topics for discussion included:

  - The future direction of LAWMAC and the potential transition to an incorporated association
  - The progress of Single-use Plastic Legislation in Queensland
  - The commencement of consultation for the State Government's Organic Waste Action Plan

- Waste Management Resource Recovery Association (WMRR) Landfill Levy Survey Guideline Updates and Department of Environment & Science (DES) Drone Survey Meeting – 24 May 2021

11.3.3. ENGINEERING & COMMERCIAL INFRASTRUCTURE - WATER SERVICES MONTHLY REVIEW - MAY 2021

Author	Executive Assistant (Robyn Smith)
Responsible Officer	Director Engineering & Commercial Infrastructure (Jason Devitt)
File Reference	MRR - Water
Attachments	1. ECI - Water Services Monthly Review - May 2021 [**11.3.3.1** - 23 pages]

Purpose

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

Related Parties

N/A

Officer's Recommendation

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

Mayor Williamson noted that he was pleased to see the strong focus on reducing the number of water leaks and was also pleased to note that there had been 271 new myh2o registrations.

Council Resolution ORD-2021-171

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

Moved Cr Hassan **Seconded Cr Mann**

Cr Hassan highlighted several items from the report including safety, the increased number of plumbing applications, the fulfilment of work orders, the audit undertaken and the number of leak notifications forwarded to rate payers. Cr Hassan offered her congratulations to the team.

Cr Mann also highlighted several items from the report including safety, the number of monthly action plans completed, incident reporting and learnings from that, workflow improvements and laboratory testing.

Cr Bella highlighted the time, money and care that goes into ensuring that the Regions water is of the highest quality and suggested that it is imperative that residents attend to their water leaks so they don't receive a large water bill. Cr Bella urged residents to sign up to myh2o.

CARRIED

Engineering and Commercial Infrastructure - Water Services

Monthly Review

May 2021

1

OVERVIEW **3**

SAFETY **4**

1.1. Incident Statistics 4
1.2. Lost Time Injuries 5

FINANCE **6**

2.1. Water and Wastewater Financial Report 6
2.2. Operating Result for Water and Sewerage Fund 7

CUSTOMER SERVICES **7**

3.1. Work Requests Received 7
3.2. Work Orders Completed 8
3.3. Water Requests Closed 8
3.4. Works Completed by Asset Type 9
3.5. Estimated Works 9
3.6. Plumbing Applications 10
3.7. Trade Waste Approvals 11
3.8. Annual Trade Waste Activity 11
3.9. Scientific and Analytical Services 12
3.10. Leak Detection Notifications 13
3.11. Myh2o Registrations 15
3.12. Community Engagement - Media and Customer Survey Results 15
3.13. Facebook Feedback 17

ASSET MANAGEMENT **19**

4.1. Surface Water Raw Water Storage Capacities 19
4.2. Annual Water Consumption vs Allocation by Source 19
4.3. Water Consumption by Locality – Residential Customers Only 20

REGULATORY COMPLIANCE **20**

5.1. Drinking Water Compliance 20
5.2. Wastewater Compliance 22
5.3. Regulator Reporting 22
5.4. Backflow Prevention Device Register 23

OVERVIEW

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

Significant items in this period include:

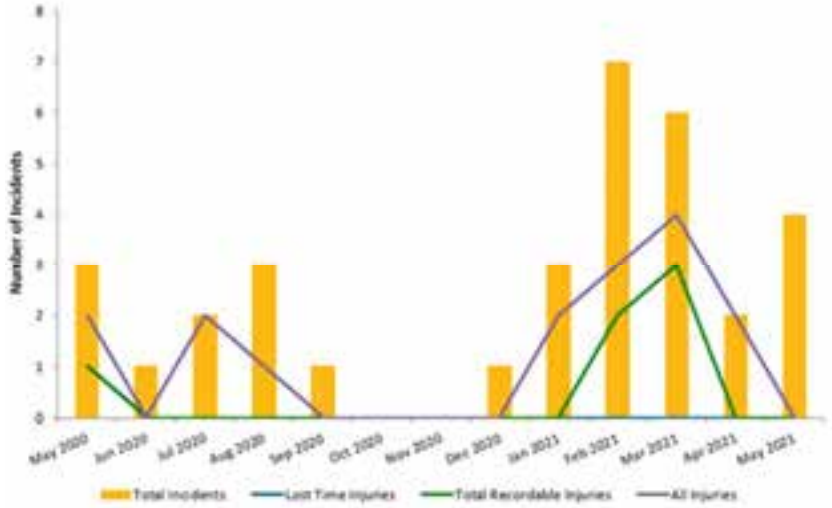
- No Lost Time Injuries were recorded for the month of May 2021. There were four incidents recorded for the month.
- Water consumption has increased slightly in the Mackay, Sarina and Marian/Mirani communities from April 2021 to May 2021. Mackay and Sarina remain under the residential water consumption target of 200 litres per day with Marian/Mirani over target.
- There were 1,376 leak notifications issued for non myh2o members and 6,105 leak notifications issued for registered myh2o members during May 2021. The total volume of water lost due to leaks for residential and non-residential properties was 27,030kl for residential and 44,270kl for non-residential.
- A total of 359 Work Requests were received up to 31 May 2021; i.e. 308 Work Requests related to Water and 51 Work Requests related to Sewer.
- There was one environmental incident reported to the Department of Environment and Science (DES) for a breach of a contaminant release limit stipulated in Council's Environmental Authority. The incident relates to a high pH result for discharge from the Mackay South Water Recycling Scheme, Recycled Water Storage Dam 2 (RWS2).
- Work at Midge Point continues with construction of the return pipeline commencing in late May 2021. Design of the Packed Aeration Tower is also complete with tender documents now under development. There was also a community information session held in early May 2021 that was attended by Water & Waste Services and Capital Works staff members.

Director Engineering & Commercial Infrastructure

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.



May 2021 Summary:

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

There were four incidents reported during May.

The following asset damage incidents involving MRC employees were reported during May:

- While excavating, the data cable associated with the traffic light pad sensor was damaged. Cable had been approximately located by contractor.
- A backhoe that was manoeuvring on-site struck an MRC truck.

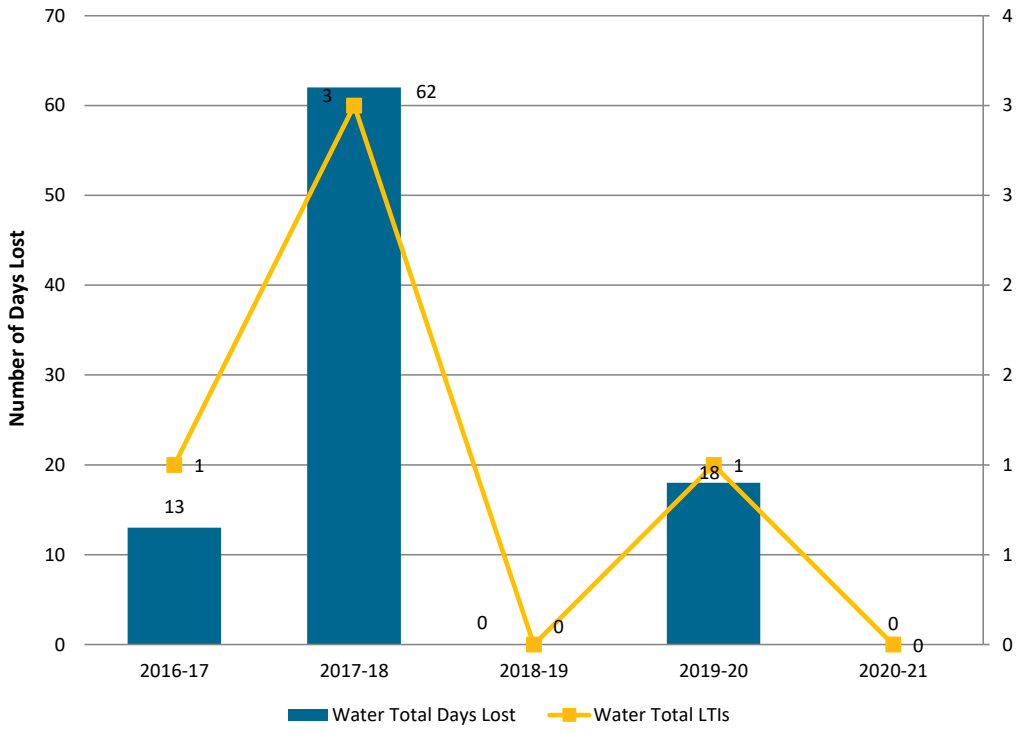
The following near miss incidents involving MRC employees were reported during May:

- Whilst walking across the internal pedestrian crossing at the depot, a MRC vehicle turned the corner and came very close to the pedestrian.
- At a water treatment facility, pumps were isolated to enable safe maintenance work, without proper notification being provided to the operators.

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

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.



Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Administration										
Business Services										
Water & Sewerage Infrastructure Planning										
Water Network	1	13	2	35			1	18		
Water Treatment										
Infrastructure Delivery			1	27						
Water Services	**1**	**13**	**3**	**62**			**1**	**18**	**0**	**0**

FINANCE

2.1. Water and Wastewater Financial Report

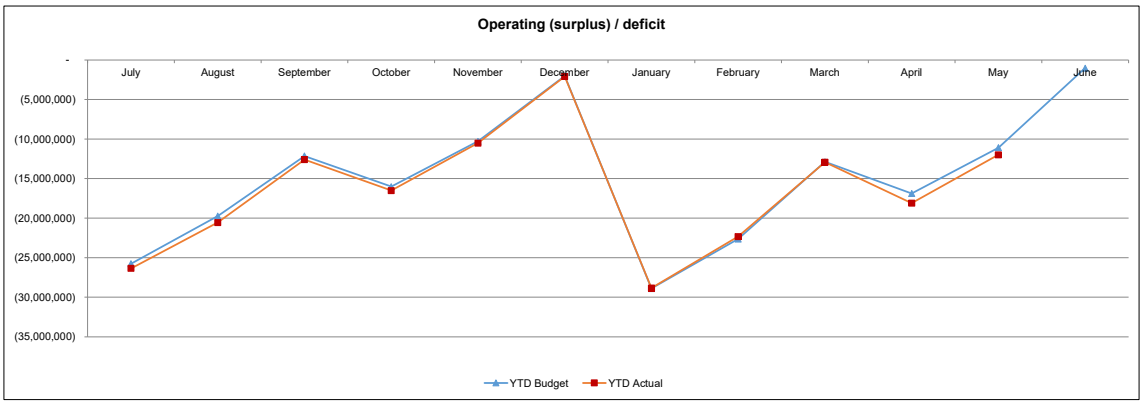
Financial Performance Report
Period Covered: 1 July 2020 to 31 May 2021

Commercial Infrastructure

% 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	YTD Actual	YTD Variance	YTD % Spent	
Water Fund						
6.01 - Commercial Infrastructure Management	(14,531,755)	(18,114,298)	(17,873,643)	240,655	99%	Revenue over budget $712,000. Rates Revenue over budget $758,000 (Note: Residential Charges over budget $1,261,000. However, Commercial Charges under budget $511,000). Investment Interest, Rental Income and Other Revenue over budget $42,000, $27,000 and $4,000. Water Sales are under by $119,000. Expenses over budget $953,000. Depreciation, Employee Costs and Finance Costs over budget $940,000, $23,000 and $25,000. Material & Services under budget $35,000. (Note: Financial Performance year to date is heavily impacted by depreciation with depreciation costs more than $940,000 over budget. This is in part due to a change in the reporting and calculation methodology used for depreciation. In previous years, depreciation has been determined based on an equal monthly allocation. This year depreciation has been determined on a month-by-month basis and the actual depreciation amounts are significantly higher than forecast in the budget).
6.02 - Water & Sewage Infrastructure Planning	844,502	675,858	557,781	(118,077)	83%	Expenses under budget $118,000. Employee costs and Material & Services under budget $58,000 and $60,000. Employee costs are below budget as a result of an outstanding vacancy and other staff backfilling into other programs.
6.04 - Water Networks	7,051,918	6,174,445	5,944,867	(229,578)	96%	Revenue over budget $666,500. Recoverable Works, Plumbing Inspection Fees, Search Fees,over budget $355,500, $206,000 and $107,000. Expenses over budget $437,000 mainly due to Material & Services over budget $446,500. This is mainly due to Hydro Excavation - $104,000, Water Fittings - $63,000, Internal Plant Hire - $50,000, Plumbing Fittings - $48,000 and Traffic Control - $43,000.
6.07 - Water Treatment	5,425,890	4,668,196	4,694,055	25,859	101%	Revenue over budget $31,000 due to Lab Fees. Expenses over budget $57,000. Employee Costs over budget $176,500. Material & Services under budget $119,500 mainly due to Electricity and Lab Internal Fees.
Total Water Fund	**(1,209,444)**	**(6,595,800)**	**(6,676,939)**	**(81,140)**	101%	
Sewerage Fund						
6.01 - Commercial Infrastructure Management	(13,350,303)	(15,933,714)	(16,127,135)	(193,421)	101%	Revenue over budget $72,000 manily due to Rates Revenue over budget $52,500. Expenses under budget $121,000. Depreciation and Material & Services under budget $120,000 and $59,000. Employee Costs and Finance Costs over budget $23,000 and $35,000.
6.02 - Water & Sewage Infrastructure Planning	900,562	647,774	552,475	(95,299)	85%	Grant Revenue under budget $48,500. Employee Costs and Material & Services under budget $45,500 and $98,000. Employee costs are below budget as result of an outstanding vacancy and other staff backfilling into other programs.
6.04 - Water Networks	5,535,568	4,775,192	4,524,001	(251,191)	95%	Revenue over budget $393,000 mainly due to Plumbing Inspections and Recoverable Worksover budget by $338,000 and $76,000. Expenses over budget $142,000. Material & Services over budget $401,000 mainly due to MHL - $79,000, Transfer Station Fees - $59,000, Internal Plant hire - $41,000 and External Labour Hire - $78,000) Employee costs under budget $260,000.
6.07 - Water Treatment	7,090,271	6,019,632	5,743,736	(275,896)	95%	Revenue under budget $76,000 mainly due to Septic Waste. Lab Fees & Grant Income over budget $72,500 and $30,000. Expenses under budget $352,000 mainly due to Material and services under budget $441,000 . (However, this is overstated by $213,000 due to credit budgets for Downer Accruals which are no longer required). Therefore, Material & Services are under budget $228,000 mainly due to Services - $247,000, Electricity - $191,000, Chlorine (Liquid) - $190,000 and Repairs & Maint - $157,000). Employee Costs are over budget by $89,000.
Total Sewerage Fund	**176,098**	**(4,491,116)**	**(5,306,923)**	**(815,807)**	118%	
Operating (surplus) / deficit	**(1,033,346)**	**(11,086,915)**	**(11,983,862)**	**(896,947)**	108%	

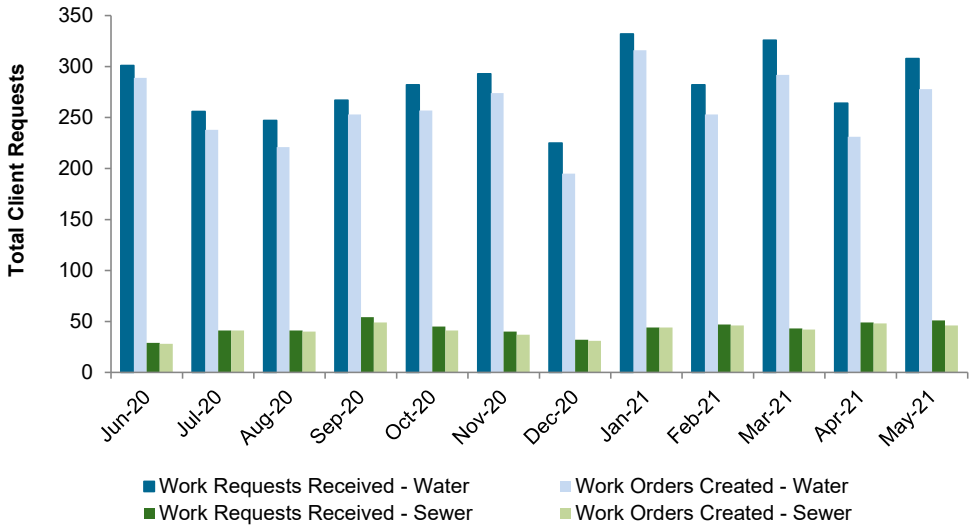
2.2. Operating Result for Water and Sewerage Fund



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.



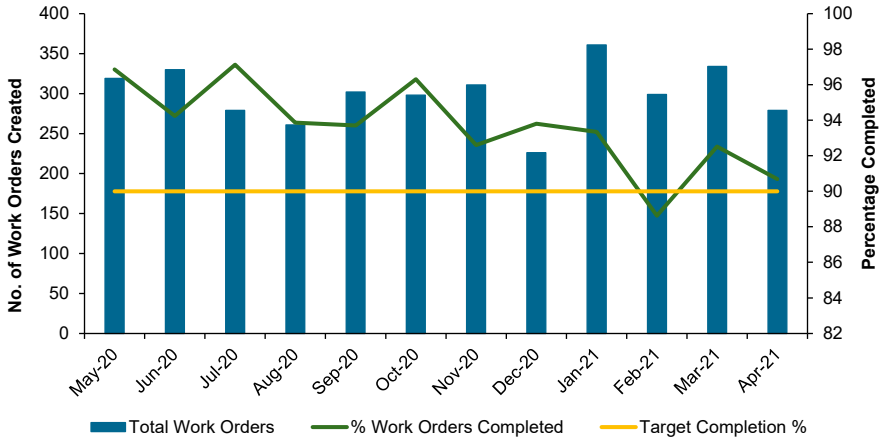
May 2021 Summary:

A total of 359 Work Requests were received to 31 May 2021; i.e., 308 Work Requests relating to Water and 51 Work Requests relating to Sewer. From these Work Requests, 278 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).



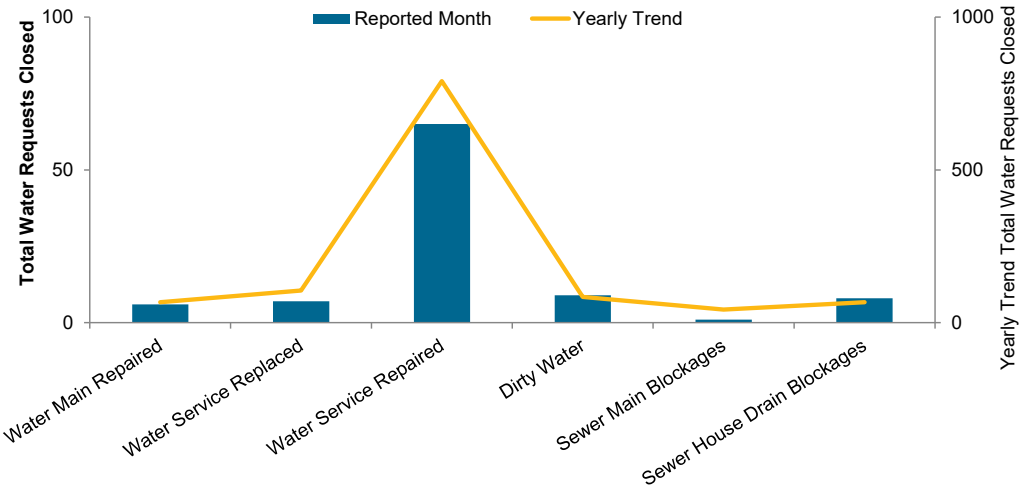
April 2021 Summary:

The number of Work Orders generated from Pathway Requests to 30 April 2021 was 279.
91% of these Work Orders were completed which is above the target of 90%.

3.3. Water Requests Closed

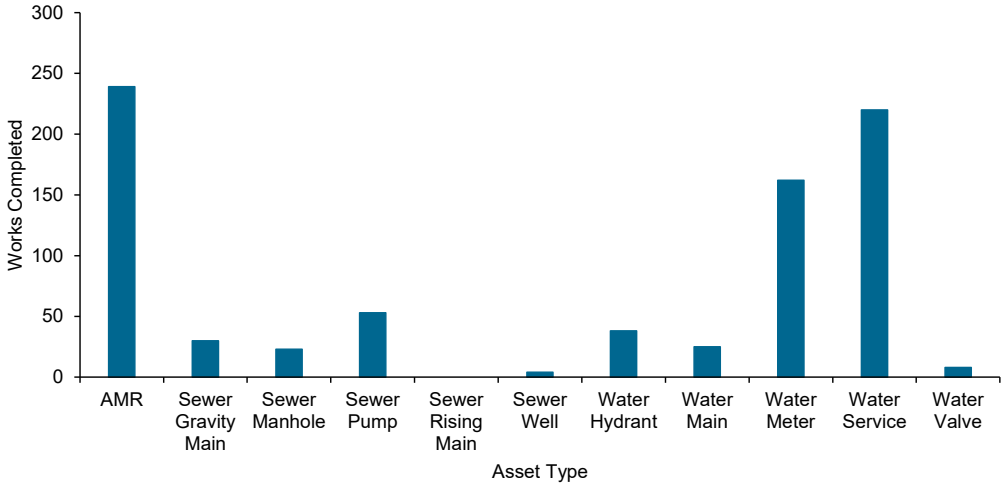
When a customer lodges a request via the Call Centre, it is sometimes not reflective of the actual problem. Therefore, the following graph shows the actual work undertaken and completed. The numbers of Customer Requests will not always match the number of actions undertaken mainly due to multiple customers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



May 2021 Summary:

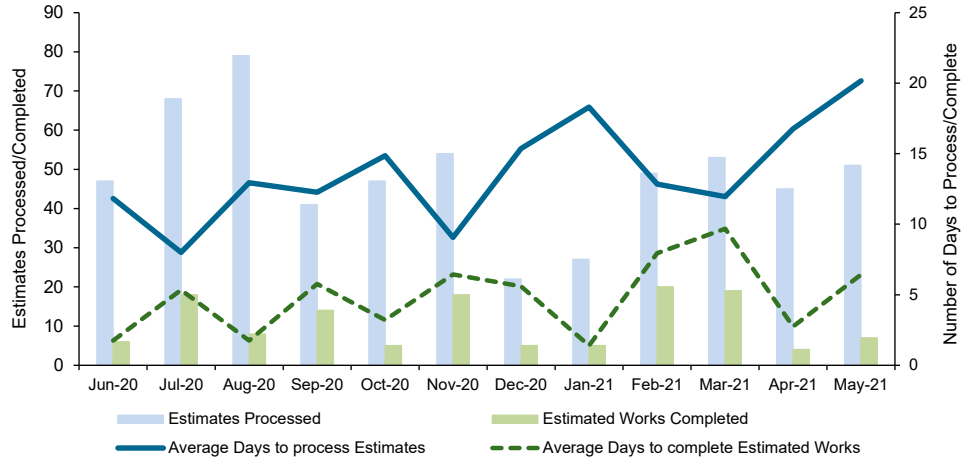
The number of Work Orders completed for the reporting period was 802. This includes 162 Water Meter replacements or new installations.

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 pre-planning 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 only undertaken by Council. These requests range from large subdivision development connections to a single service connection for a property.

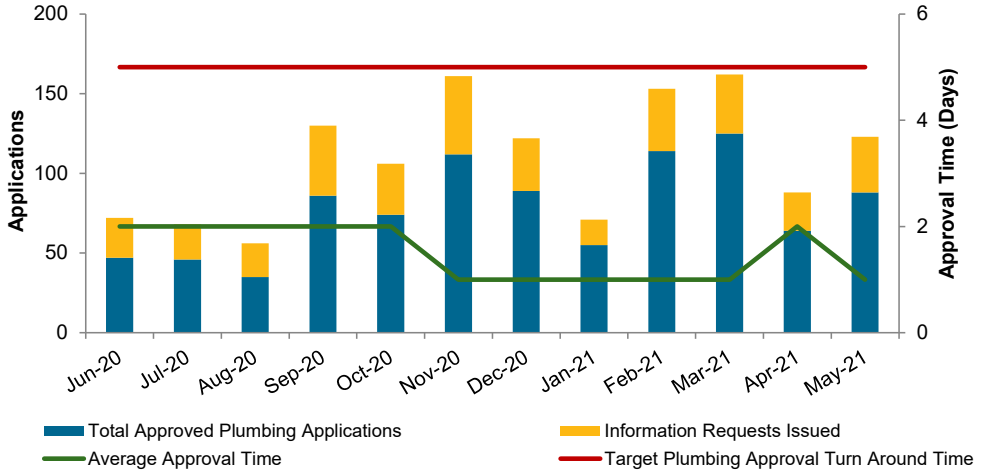
The following Chart displays the number of Estimates processed for customers for the reporting period and the average time taken to complete. The Chart also shows the number of Estimated Works completed and the average time taken for Water Services to complete the Estimated Works.



May 2021 Summary:
The number of Estimates processed for customers during the reporting period was 51 with the average time taken to process requests being 21 days which meets 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 7 days which is within the 14 working day target.

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.



May 2021 Summary:
The number of Plumbing Applications approved for the period was 88 which represents a 28% increase over the previous month. The Approval Turnaround Time was one day: 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.

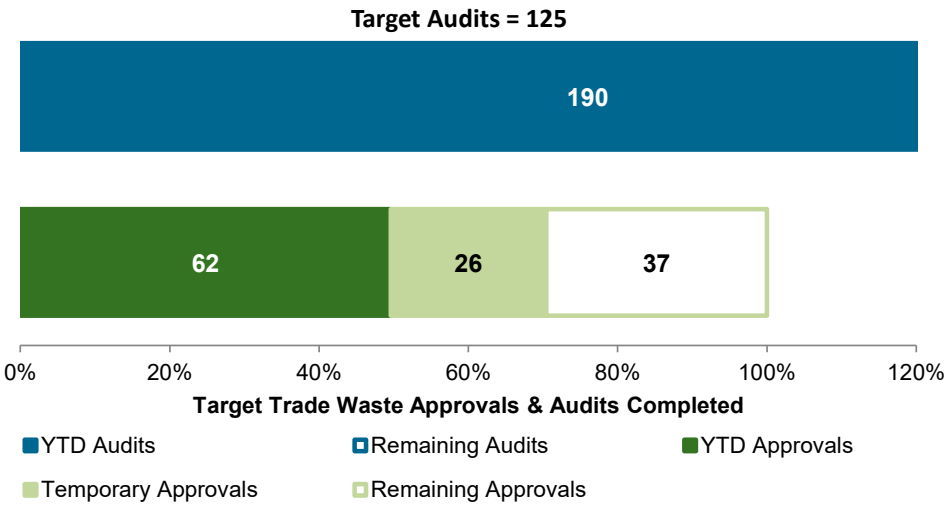
	Total Approved Businesses	Temporary Approvals in Place	New Approved Businesses for the Month
Mackay South	827	25	2
Mackay North	82	1	0
Sarina	55	0	0
Mirani/Marian	33	2	0
Total	**997**	**28**	**2**

May 2021 Summary:

Two new Trade Waste Approvals were provided to businesses after completion of their Trade Waste requirements: one was a new business, and one was a change of ownership.

3.8. Annual Trade Waste Activity

Annual targets are set for the Trade Waste Team with respect to licensing trade waste businesses. The target has been set at 125 each for both new licensed businesses and audits completed by June 2021. The following Chart shows the actual approvals, temporary approvals and audits achieved and the number of the target remaining.

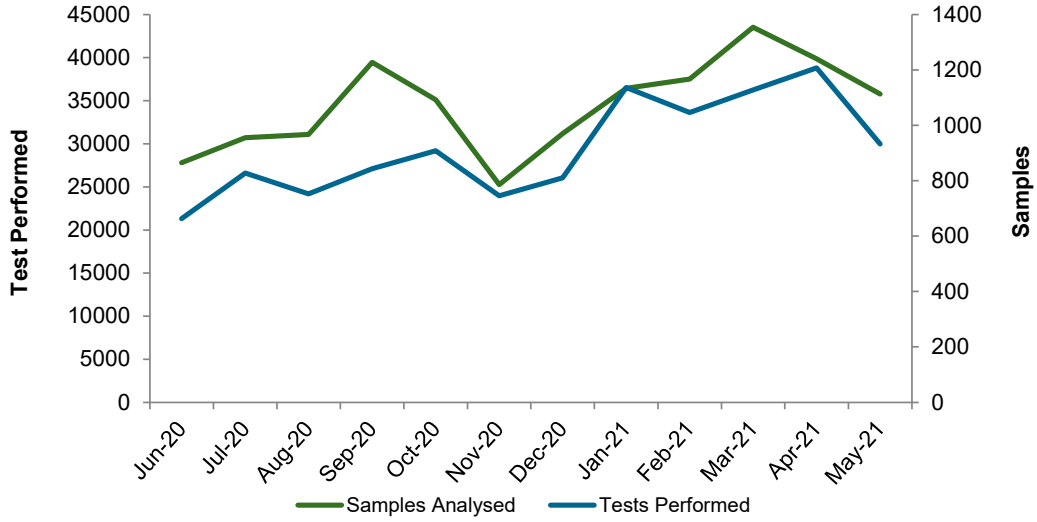


May 2021 Summary:

Two approvals were issued, and 30 Audits were conducted. The annual targets for Audits and Approvals remain at 125 each for the 2020/2021 financial year. The Audits Completed target was achieved during the March 2021 reporting period with 120% of target being achieved after this current reporting period.

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.



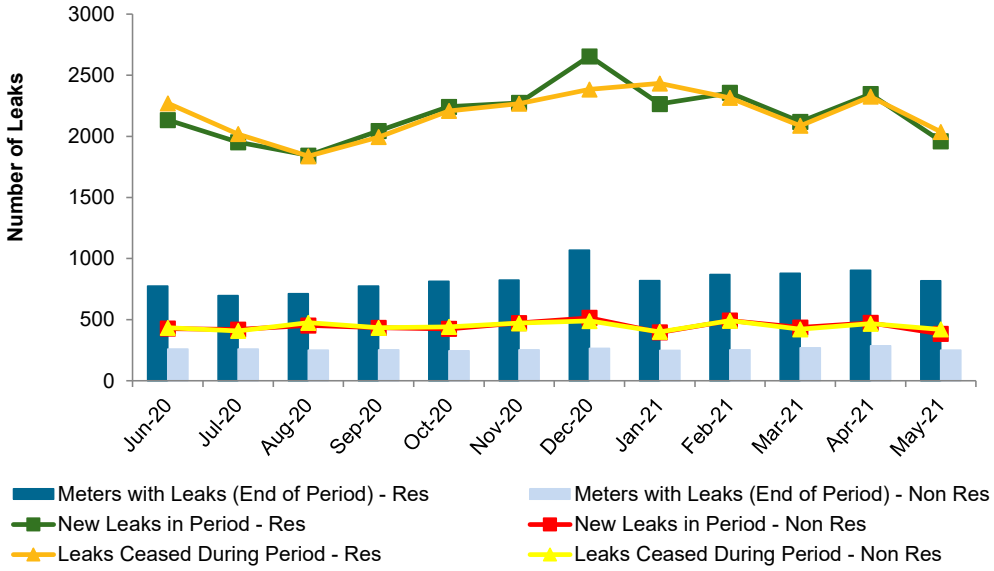
May 2021 Summary:

The number of sample batches registered during this period was 1,113. The total number of tests performed for the month was 29,976.

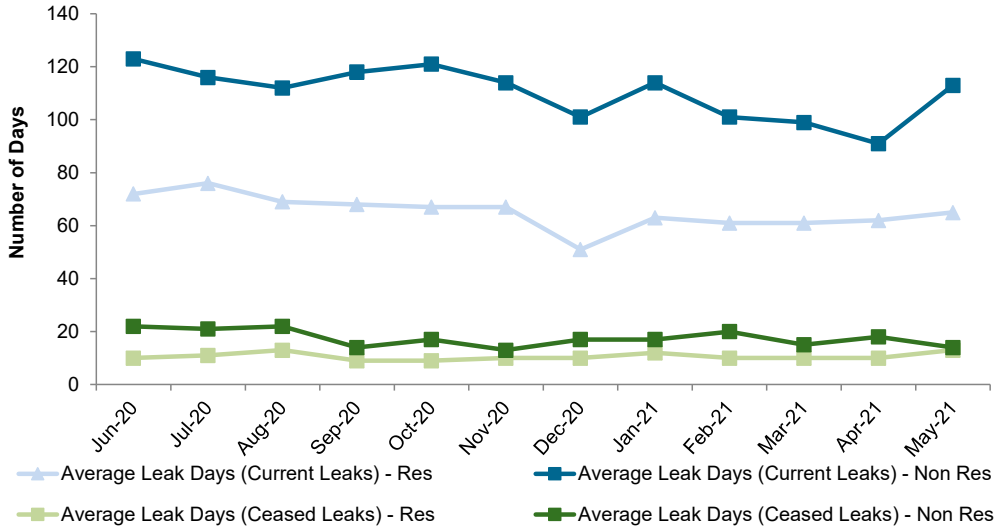
Routine sampling and testing were performed, however, no additional work or projects occurred during the period, so test numbers remained stable. Efforts are focussed on improving workflow efficiencies in the laboratory areas, currently nutrient analysis and preparing for the National Association of Testing Authorities, Australia (NATA) ISO 17025 Audit occurring in the coming month.

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.



Potential Leak Notifications Sent			
Via Aqualus (those not registered to myh2o)			Via myh2o
Email	SMS	Letters	Email & SMS
661	174	541	6,105



May 2021 Summary (25 April 2021 – 25 May 2021):

2,037 leaks ceased for residential properties during the reporting period with an average of 13 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 April 2021 that are still ongoing with an average of 65 leak days.

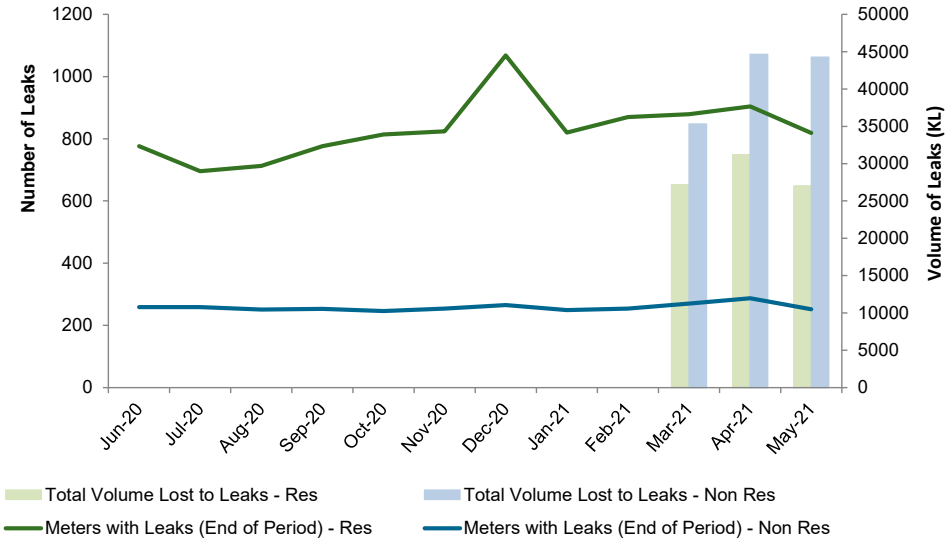
1,961 residential property leaks commenced during the period.

The number of average leak days for residential properties increased from 62 for April 2021 to 65 in May 2021. This could have resulted from numerous factors; however, a significant contributing factor is the number of AMRs replaced during the month (i.e., 239) as we are now receiving data for these replaced meters whereas data was not being received previously and leaks were not being identified/reported.

421 leaks ceased for non-residential properties during the reporting period with an average of 14 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 April 2021 that are still ongoing with an average of 113 leak days.

384 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.



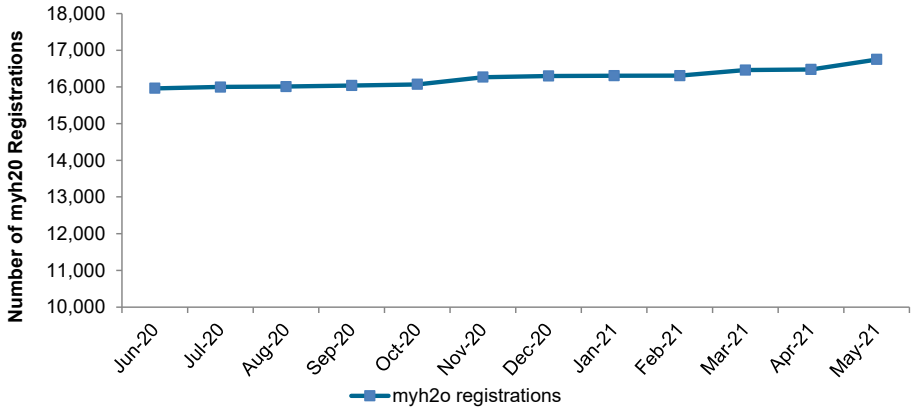
April 2021 Summary (25 April 2021 – 25 May 2021):

This new graph highlights the actual total volume of water lost due to leaks for residential and non-residential property owners. For residential, a total of 27,030kL of water was lost due to leaks and for non-residential that total was 44,270kL.

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'.



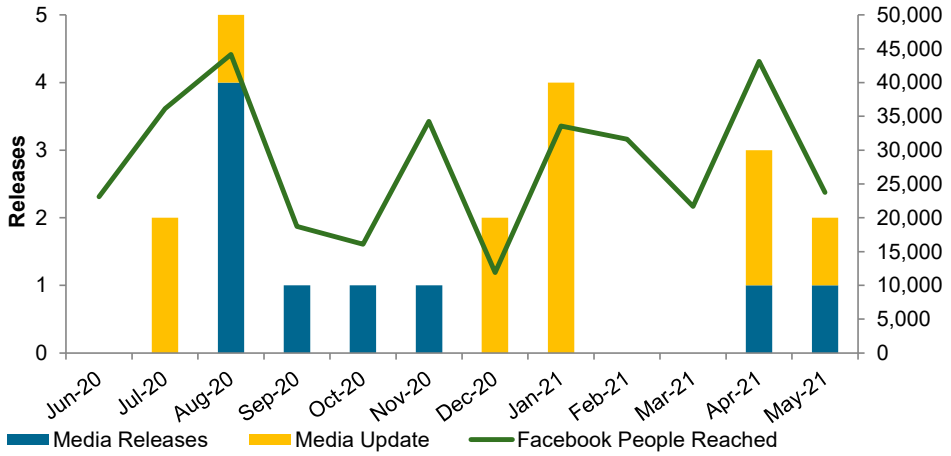
May 2021 Summary:

There were 271 new registrations during May 2021 bringing the total number of myh2o registrations to 16,748 including property owners, tenants, and real-estate agents.

3.12. Community Engagement - Media and Customer Survey Results

Water Services engagement with the community is monitored; the following Chart shows the number of Media Releases, Media Updates and the number of people reached by Media Releases on Facebook. Community engagement also includes registrations to myh2o, and leak detection notifications identified.

Please note: The April and May Customer Survey Results will be finalised for the June Monthly Review.



May 2021 Summary:

Media Releases	Media Updates
Myh2o can help save water and money	*Mackay Life - Mackay residents protecting their liquid assets*

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

- Good Start Kindergarten, Shakespeare Street – 22 Students
- Beaconsfield C & K (Kindy) x 2 sessions – 44 Students
- Whitsunday Anglican School, Year 2 – 47 Students

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

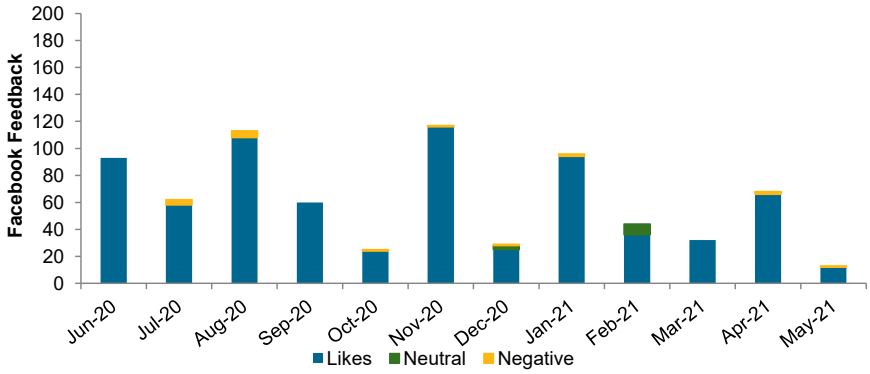
The "Sign up to myh2o.qld.gov.au!" YouTube video clip continues to be displayed on the Mackay Regional Council website and continues to generate views receiving 94 views to date. The short video shows one Blacks Beach business owner who signed up to Council's free myh2o website two years ago and discusses how she keeps track of her business' water usage avoiding large water bills. She was alerted to a 700 litre per hour water leak at her property via the myh2o.

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:

- "Water Saving Tips"
- "Portable Water Refill Stations"
- "Permanent Water Conservation Measures"
- "Reading Your Water Meter"

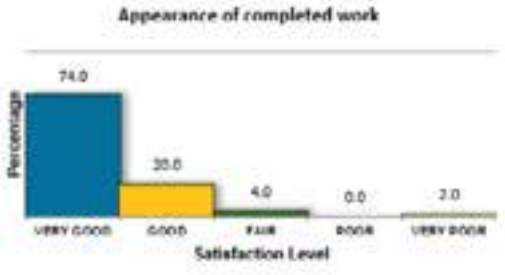
3.13. Facebook Feedback

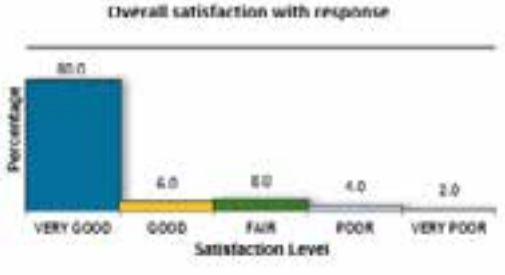
The following Chart shows the number of likes and positive comments, the number of neutral comments and the number of other comments received from Facebook posts, media releases and/or media updates for Water Services.



Facebook Likes	
3 for *Water bills on way to letter boxes*	10 for *Choose Tap Water Stations*
5 for *Midge Pt community information session*	3 for *Water Interruption - Yakapari Rd, Seaforth*
0 for *Water Interruption - Alan St, Marian*	3 for *Water Interruption - Windsor Dr, Hay Point*
1 for *Water Interruption - McCartney St, Marian*	2 for *Water Interruption - Rosewood Dr, Rural View*
3 for *Water Interruption - Anzac Ave, Marian*	2 for *Water Interruption - Knight and Loudon streets, Mount Pleasant*
1 for *Water Interruption - Cinnamon Dr, Glenella*	
Negative Comments	
NIL	

Results of Customer Survey (March/April 2021)





Representative Comments

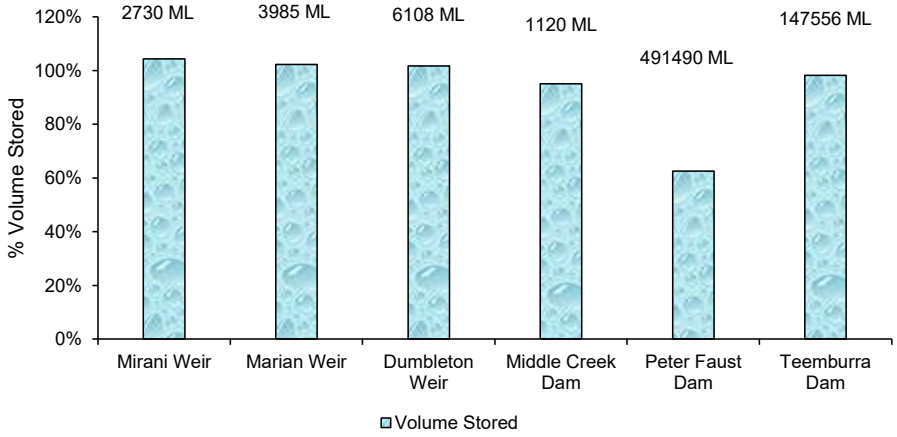
- The plumbers who come out were very professional & courteous the work was extremely tidy and quick. You should be proud to have staff passionate about their work.
- I rang in the afternoon and the faulty tap was replaced early the next morning before I had even got up! I was very impressed, amazed even!
- It took 5 telephone calls over a period of 2 weeks to have the leaking water pipe attended to and fixed.
- Staff and tradesman were very helpful even giving advice on how to reduce water consumption and tradie offered free advice on how to diagnose water leaks on my property
- Got in and got the job done quickly.
- I rarely complete surveys but in this case I wanted to acknowledge the great service from your staff !!!

Trends

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.

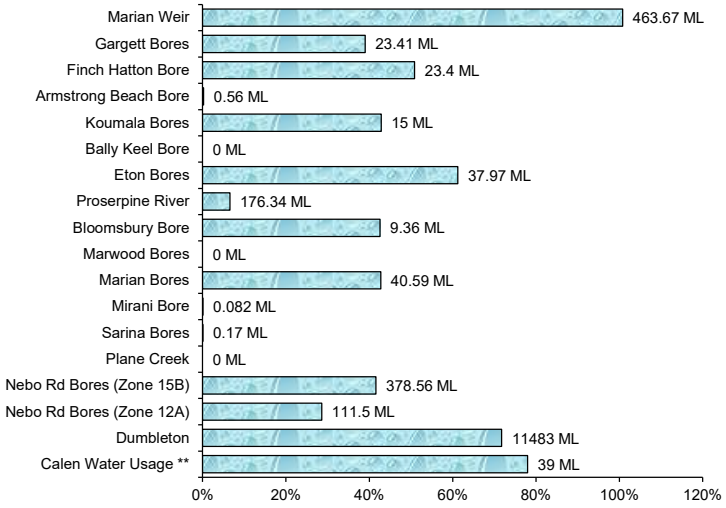


May 2021 Summary:

Dumbleton, Marian and Mirani Weirs are all above 100% capacity. Teemburra Dam is at 98% capacity. Middle Creek Dam is at 95% capacity. Peter Faust Dam recorded the lowest level of all storages with 63% capacity.

4.2. Annual Water Consumption vs Allocation by Source

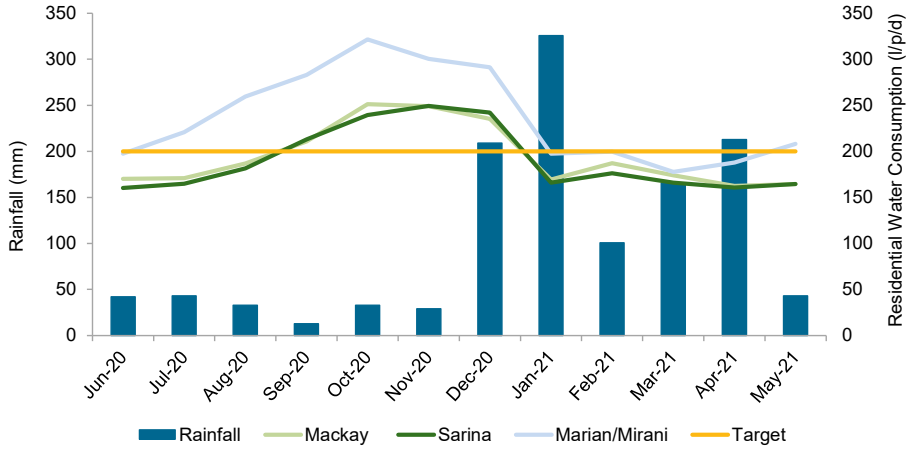
Water Services has an annual water allocation or water license for each water source. The water allocation and year to date water consumption for each of the water source is detailed below.



*Calen Water Usage figures are not based on Water Allocation but show the amount of water usage for the area to date.

4.3. Water Consumption by Locality – Residential Customers Only

Water Services supplies potable water to both residential and commercial 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 population per day (L/p/d).



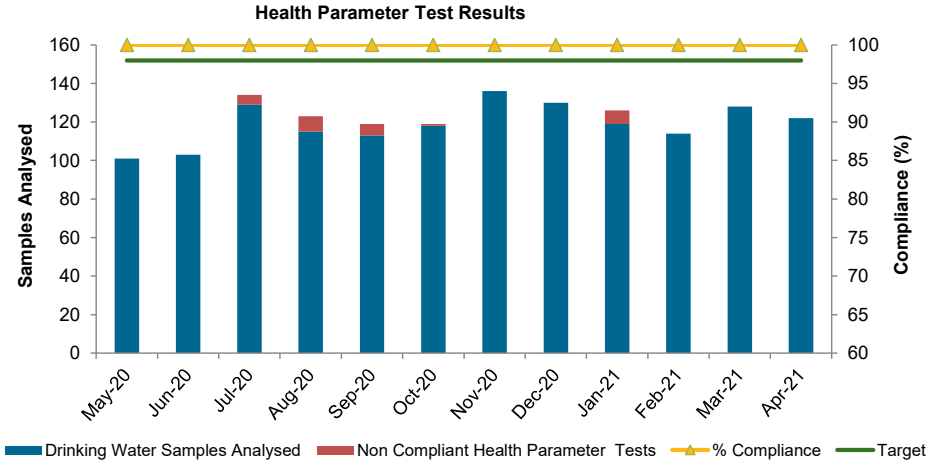
May 2021 Summary:

Water consumption has increased marginally in the Mackay, Sarina and Marian/Mirani communities from April 2021 to May 2021. Mackay and Sarina communities remain under the daily residential water consumption target of 200lpd, however, the Marian/Mirani community is over the daily residential water consumption target by 8lpd for the reported month. Rainfall in May 2021 (43.2mm) has decreased from April 2021 (212.8mm).

REGULATORY COMPLIANCE

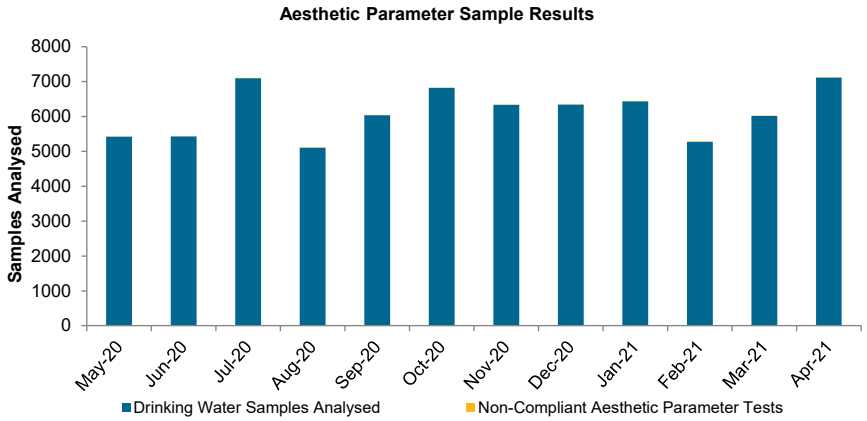
5.1. Drinking Water Compliance

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.*



April 2021 Summary:
All drinking water verification monitoring results from sampling undertaken in April 2021 complied with ADWG Health Guideline Values.

Queensland Health's Preferred Guideline Value for chlorate was also complied with throughout April 2021.



April 2021 Summary:
There were nine drinking water verification monitoring sample results which breached the corresponding ADWG aesthetic guideline values in April 2021 (excluding total chlorine, dissolved oxygen and pH aesthetic guideline value breaches which are considered operational aesthetic issues).

The Midge Point Water Supply Scheme (WSS) recorded one exceedance of the 0.1 mg/L manganese ADWG aesthetic guideline value with Kelsey Creek Treated Water samples recording manganese levels of 0.33 mg/L. The Midge Point water supply is sourced from Peter Faust Dam which contains naturally occurring high levels of iron and manganese. The scouring of the Kelsey Creek to Midge Point Trunk Main was undertaken during March 2021 to assist in the removal of sediments that have built up in the trunk main over time. Unfortunately, the source water being received continues to record manganese levels higher than typical levels in recent years and investigations continue for satisfactory outcome to be achieved. As an interim measure, the settling time for the Aeration Tank has now been increased from 8 hours to 10 hours allowing further time for the manganese to drop out of the raw water. While the manganese limit is still exceeding the aesthetic limit, some improvement has been achieved with levels appearing to reduce slowly and marginally improved test results received late in the month. The design for a Packed Aeration Tower (PAT), which will treat iron and improve raw water quality, at Kelsey Creek is being finalised and will soon be released to the market with expected completion by the end of 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 taken from the Koumala WSS returned hardness results of 349 and 367 mg/L. At this stage, the Water Softening Plant at the Koumala Water Treatment Plant is still expected to be completed by the end of the 2021 calendar year.

There were five drinking water verification monitoring sample results which exceeded the ADWG sodium aesthetic guideline value of 180 mg/L. All five results were for samples taken from the Eton WSS with results ranging from 205 to 214 mg/L. As seen in previous months, these results are only marginally

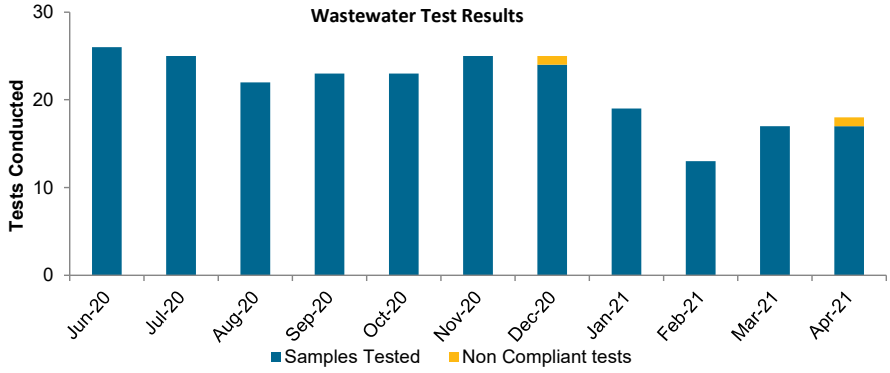
above the aesthetic guideline and are related to the plant's softening process. No follow up or action is deemed warranted at this stage as the results are within the operating range of the Water Softening Plant.

There was one drinking water verification monitoring sample result which exceeded the ADWG turbidity aesthetic guideline value of 5 NTU. The sample, taken from the Marian WSS, returned turbidity result of 10.5 NTU. This is an aesthetic parameter only, with no corresponding health-based limit in the ADWG, and will continue to be monitored.

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



April 2021 Summary:

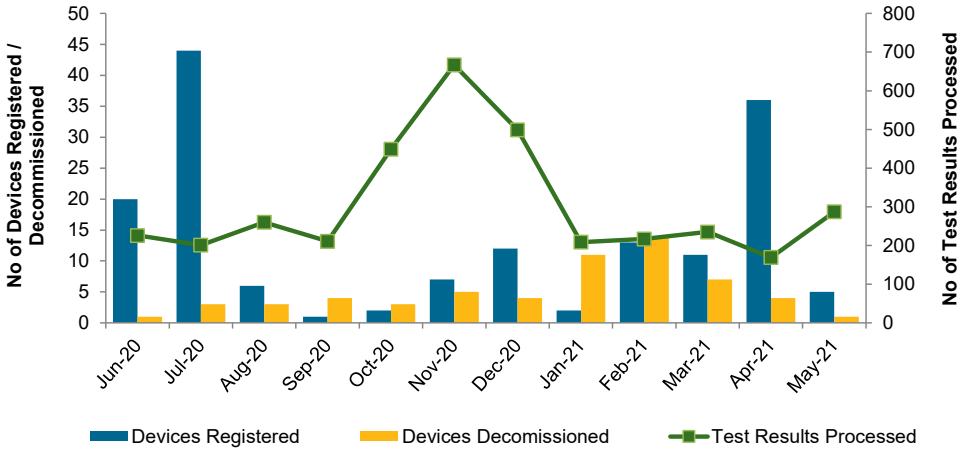
All wastewater tests were compliant in April 2021 except for one result which relates to a high Total Suspended Solids result recorded at Seaforth STP. Investigations are presently occurring around the potential upgrades to the Seaforth STP to improve effluent compliance.

5.3. Regulator Reporting

There was one environmental incident reported to the Department of Environment and Science (DES), the Environmental Regulator, during the month of May 2021, for a breach of a contaminant release limit stipulated in Council's Environmental Authority. This incident relates to a high pH result for a discharge from the Mackay South Water Recycling Scheme, Recycled Water Storage Dam 2 (RWS2). This environmental incident was initially reported to the Regulator on 19 May 2021 with the Final Investigation Report due to be submitted by 8 June 2021.

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.



May 2021 Summary:
5 new devices were registered, 1 device was decommissioned, and 287 tests were processed on backflow devices for May 2021.

11.4. ORGANISATIONAL SERVICES
11.4.1. ORGANISATIONAL SERVICES MONTHLY REVIEW REPORT - MAY 2021

Author	Director Organisational Services (Kylie Lamb)
Responsible Officer	Director Organisational Services (Kylie Lamb)
File Reference	Departmental Monthly Review Reports
Attachments	1. Organisational Services - Monthly Review Report - May 2021 [**11.4.1.1** - 31 pages]

Purpose

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

Related Parties

Nil.

Officer's Recommendation

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

The Director for Organisational Services Kylie Lamb, provided an overview and highlights of the Organisational Services Monthly Review Report for May 2021. The Director thanked the finance team and Manager Justin Rule, for their work in preparing the budget that will be considered by Council this afternoon.

Mayor Williamson noted that the processing of 3,200 invoices for the month really highlights how big the Council organisation is.

Cr Jones noted that work is continuing on the Policy, Planning and Risk Framework review and queried when this was expected to come to Council.

The Director advised that there was a significant amount of work still to be done on the review and at this stage, was unable to provide a time-frame.

Cr Jones queried if it could be 6 to 12 months before it comes to Council.

The Director advised that it was possible it would be this long.

Cr Mann noted that Shared Services did not meet their KPI's and queried if staffing levels and training were adequate or whether KPI's needed to be changed.

The Director advised that this area tends to see a high turnover of staff and it takes approximately 2 months for full training to occur but they were constantly looking to see how improvements could be made. The Director noted that KPI's had not been considered for a long time and could be reviewed.

Mayor Williamson noted that Council was currently seeking staff in that area.

Cr Mann queried if KPI's should be reviewed.

Mayor Williamson noted that the Director had indicated this could occur.

Cr May queried how many staff were actually answering the calls.

The Director advised that she would take the question on notice.

Cr Seymour queried if the injury that occurred when a folding elevated work platform was being lifted out of the van was because it was too heavy to lift, or whether it was dropped.

The Director advised that she believed it was because of the way it was being lifted but would provide further information.

Council Resolution ORD-2021-172

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

Moved Cr Mann **Seconded Cr Hassan**

Cr Mann noted several items from the report including safety, the excellent work done by the Shared Services, Accounts Payable and the Call Centre staff and the decrease in positions vacant. Cr Mann thanked the Financial Services team for their work on the budget, the end of the year statements and for conducting business as usual.

Cr Bella noted that great work of the Call Centre staff with abandoned calls only at 5% and the average call back time being only 1 minute 20 seconds, which is significantly less than many other large organisations.

CARRIED

Organisational Services

Monthly Review

> May 2021

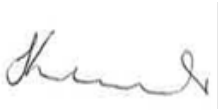
Contents

1. EXECUTIVE SUMMARY 1
2. SAFETY 2
2.1 Incidents and Injuries 2
2.2 Lost Time Injuries & Days Lost 3
2.3 2020/21 Safety Action Plan 3
3. BUSINESS IMPROVEMENTS 4
3.1 Organisational Services Business Improvement Projects / Initiatives 4
4. FINANCIAL POSITION 5
5. SHARED SERVICES 7
5.1 Overview of External Customer Services 7
5.2 Development Services Business Support 11
5.3 Learning and Development 13
6. INFORMATION SERVICES 14
6.1 IT Support 14
6.2 Cyber Security 16
7. PROCUREMENT & PLANT 17
7.1 Procurement Services 17
7.2 Fleet 18
8. PROPERTY SERVICES 18
8.1 Overview of Property Services 18
8.2 Aquatic Facilities 18
8.3 Building Maintenance 21
8.4 Land & Tenure 22
9. PEOPLE AND CULTURE 23
9.1 Key Projects and Initiatives 23
10. GOVERNANCE & SAFETY 26
10.1 Workplace Health & Safety 26
10.2 Corporate Performance Planning & Reporting 26
10.3 Enterprise Risk Management 26
10.4 Corporate Governance 26
10.5 Fraud & Corruption Prevention 27
10.6 Internal Audit 28
11. FINANCIAL SERVICES 28
11.1 Financial Compliance 28
11.2 Key Activities 28

1. EXECUTIVE SUMMARY

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

- Safety continues to be a focus of the Department with no LTI's reported since 2017/18.
- Work continues in preparation for the 2021/22 Budget including the review of all budget policies, finalisation of operational and capital budgets and completion of the Financial Strategy and Long Term Financial Forecast (LTFF) model.
- Mackay Regional Council (MRC) received recognition for its involvement in the Water Industry Worker project which was acknowledged as a finalist in the 'Collaboration' category at the Local Government Managers Association Awards ceremony.
- National Volunteer Week (NVW) was held from 17-23 May 2021. The theme for NVW 2021 is *Recognise. Reconnect. Reimagine*, and was an opportunity for Council to celebrate and thank our volunteers. Council volunteers received a thank you letter from the Mayor and CEO as well as free plant vouchers from the Mackay Natural Environment Centre.
- The Property Services team are finalising an updated Asset Management Plan to ensure MRC building assets are maintained to best practice asset management principles.
- The Procurement Operations team has had a busy month leading into the EOFY with 3,207 invoices being processed in May. It was also pleasing to note that 70% of MRC expenditure was spent in the local area.
- The Information Services survey request resolution and internal customer satisfaction survey results for May 2021 are again very satisfying. 96% of requests were resolved within timeframes with a 99% customer satisfaction rating.
- The Customer Service Team continue to achieve outstanding customer satisfaction results, with 96% of completed surveys indicating that our external customers were satisfied with the service provided.
- Work is continuing on the Policy, Planning and Risk Framework Review Project. Project planning for the delivery of refreshed risk and planning frameworks is now complete, with endorsement by the Project Management Team achieved.



Kylie Lamb
Director Organisational Services

2. SAFETY

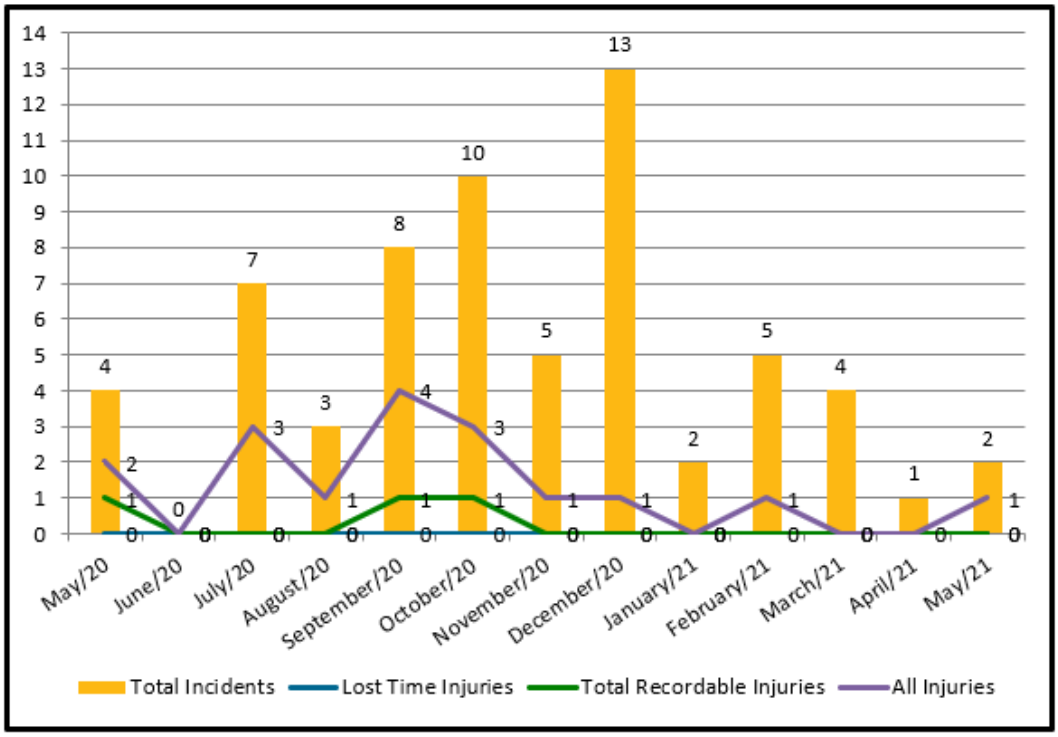
2.1 Incidents and Injuries

Summary

In May 2021:

- Nineteen safety interactions were undertaken.
- Five site safety inspections were undertaken.
- 88% of monthly action plan activities were carried out.

Two incidents were reported in May.



The following injury involving MRC employees was reported during May:

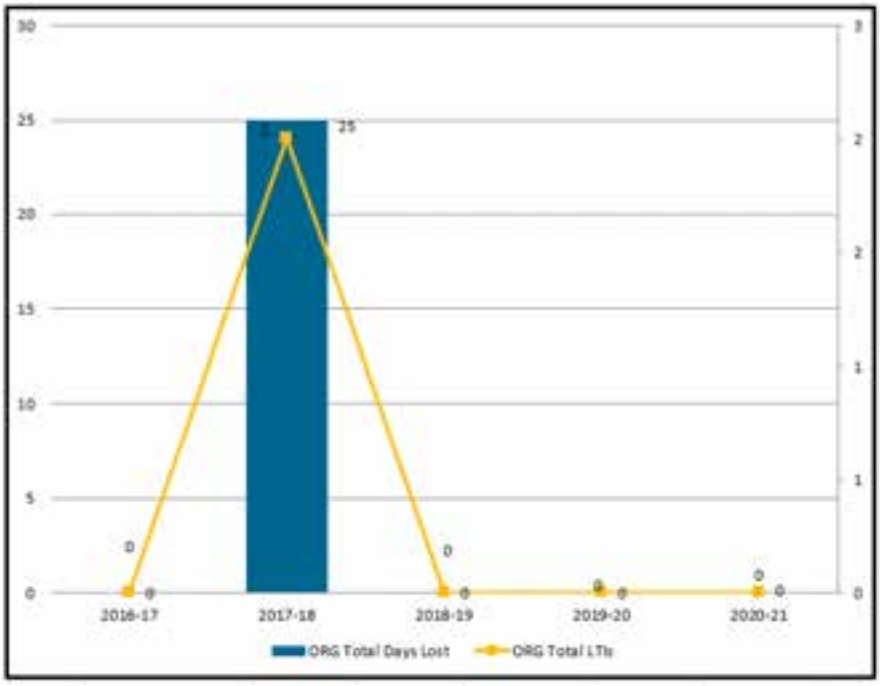
- While team-lifting a folding elevating work platform (EWP) out of van, EWP slipped out of hands of one person and dropped resulting in slight graze on arm.

The following incident involving a contractor was reported during May:

- A cafe employee at a pool slipped on water on the floor in the kitchen and hit their head and tail bone in the fall and injured their knee.

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

2.2 Lost Time Injuries & Days Lost



Department	2016-17		2017-18		2018-19		2019-20		2020-21	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Finance										
Information Services										
Shared Services										
People & Culture										
Procurement & Plant			1	17						
Property Services										
Governance & Safety			1	8						
Office of the Mayor & CEO										
Organisational Services Total	**0**	**0**	**2**	**25**	**0**	**0**	**0**	**0**	**0**	**0**

2.3 2020/21 Safety Action Plan

Implementation of the 2020-2021 Safety Action Plan delivering actions from the 2019-2022 Safety Strategy is on track. Highlights include:

- Development of 2021-2022 Monthly Action Plans.
- Detailed analysis of injuries – identifying musculoskeletal injury from undertaking manual tasks or from slips and trips as most common. Investigations on long-term corrective actions are being undertaken.
- Contractor safety spot-checks are being regularly undertaken in accordance with schedules – a major outcome of the contractor safety management project undertaken in 2020.
- Review and amendment of the Action Plan for 2021-2022 developed, for consultation with ELT.

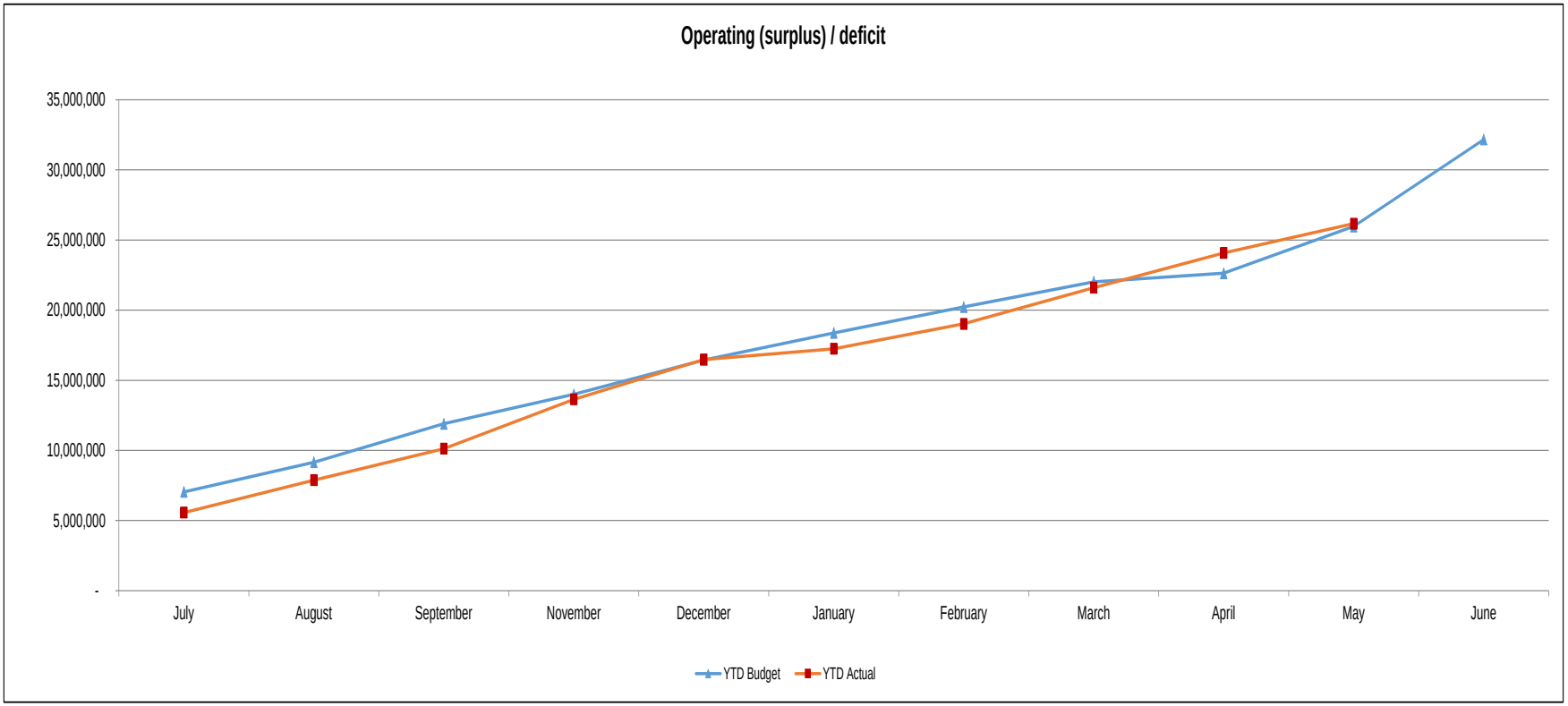
3. BUSINESS IMPROVEMENTS

3.1 Organisational Services Business Improvement Projects / Initiatives

Description	Program	Comments
Policy, Planning and Risk Framework Review.	Governance & Safety	• Project planning for the delivery of refreshed risk and planning frameworks is now complete, with endorsement by the Project Management Team achieved. • Stakeholder engagement commenced this month for both frameworks. • A draft of the refreshed risk management framework and risk appetite statements has also been prepared and is undergoing review by stakeholders.
Long Term Financial Forecast (LTFF) Program Development Project	Director Organisational Services	• This month the LTFF Working Group gathered as planned, exploring processes that inform the capital program beyond three years. • The group will meet again in July to further unpack these processes.
Business Process Management (BPM)	Shared Services	• Work continues on rolling out Business Process Management across the organisation. • First biannual BPMX forum held 18 May, with 14 Process Champions from across the organisation in attendance. Participants tasked with identifying and recording suggestions to continue progress with Process Understanding phase of BPM. Feedback captured will be used to create an Action List which will be shared with PCs and Managers.
Training – Pathway and BPM	Shared Services	• No uptake of training for this month.
Corporate Training and Travel Review	Shared Services	• Recommendation to centralise on hold. Planning commenced to improve current process.
Standpipes Process Improvement	Shared Services	• Business Support now utilising new process. • Monitoring phase has commenced. • Preparation for Stage 2 commenced.

4. FINANCIAL POSITION

Financial Performance Report		Organisational Services			% YTD Variance of YTD Budget
Period Covered: 1 July 2020 to 31 May 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	Actual	YTD Variance	Comments
3.01 - Organisational Services Management	395,331	330,749	363,326	32,578	Wages tracking above budget, due to no vacancies in this area.
3.02 - People & Culture	2,893,877	2,356,439	1,999,573	(356,866)	Changing priorities has resulted in some projects not progressing as planned.
3.03 - Financial Services	3,187,854	2,489,359	2,111,537	(377,821)	Underspend in salaries due to unplanned vacancies. Awaiting Invoice from external audit, sale of land proceedings and land valuations to bring actual spend closer to forecast.
3.04 - Procurement & Plant	(4,279,244)	(5,102,207)	(4,615,729)	486,478	Savings in salaries due to unplanned vacancies. Fuel and repairs and maintenance for fleet are also tracking lower than forecast.
3.05 - Information Services	8,554,519	7,795,474	8,325,924	530,451	Actuals include a number of annual subscriptions and payments which will be split over the relevant financial year as part of end of year processes.
3.06 - Governance & Safety	4,113,558	3,798,003	3,725,456	(72,547)	Consultants fees for the Policy, Planning and Risk project and for the Assets internal audit scheduled for payment in May will be paid in June.
3.09 - Shared Services	6,737,925	5,918,378	5,821,891	(96,487)	Increase in fees and charges and vacancies resulting in a surplus budget.
3.11 - Property Services	10,488,561	8,288,983	7,892,190	(396,793)	Delays have been experienced in the receipt of some invoices for work completed. This will be rectified in June.
3.15 - Works For Queensland Funding Project	46,246	23,498	43,196	19,699	Timing issue of receiving grant money.
3.17 - W4Q & Fed's COVID Funding	30,000	60,644	494,656	434,013	Timing Issue of receiving grant money. Funds have been received in June and will be allocated accordingly.
Operating (surplus) / deficit	**32,168,627**	**25,959,319**	**26,162,022**	**202,703**	


Operating (surplus) / deficit
35,000,000
30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000
-
July
August
September
November
December
January
February
March
April
May
June
YTD Budget
YTD Actual

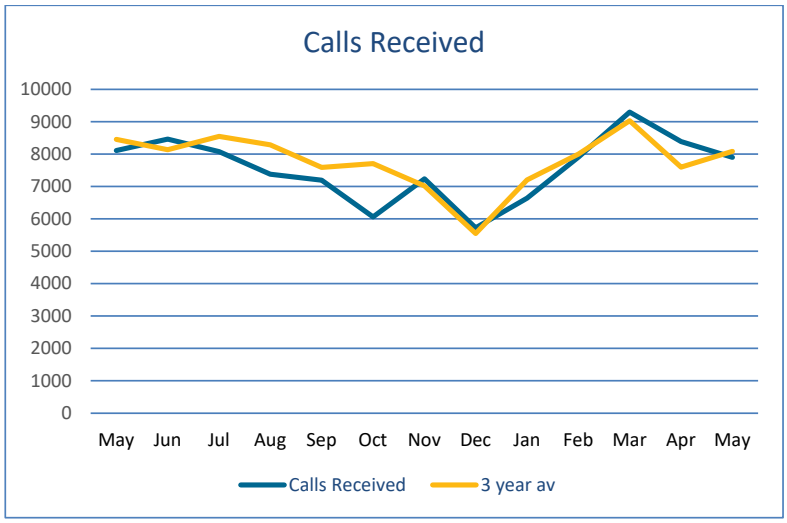
5. SHARED SERVICES

5.1 Overview of External Customer Services

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	**53%**
Grade of Service (GOS)	The percentage of customer calls that are answered within 60 seconds across the Shared Services team.	< 80%	80-85%	> 85%	**79%**
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	**5%**
Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	**96%**
Customer Request Completion	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	**79%**

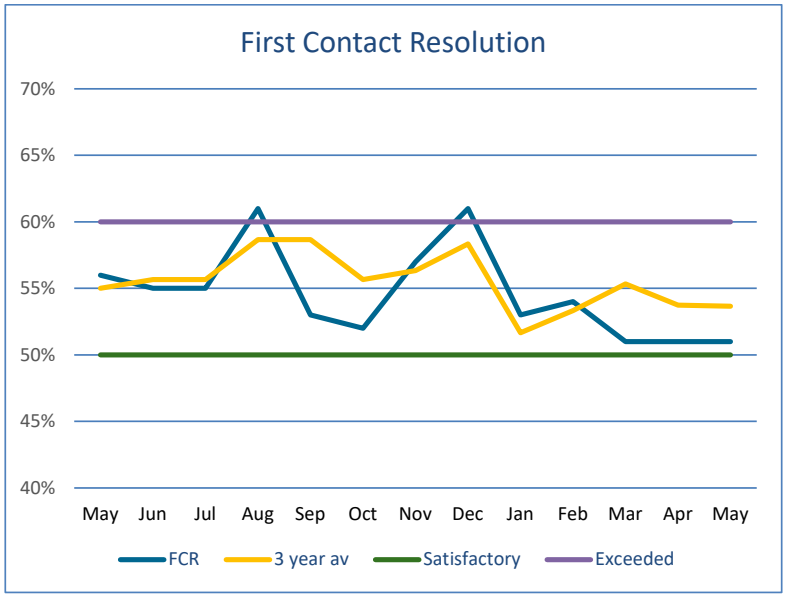
(Note: During the month of May, Customer Service has experienced an increase in work activities, this along with the training of new officers, has impacted the overall customer services results).

KPI Graphs and Commentary

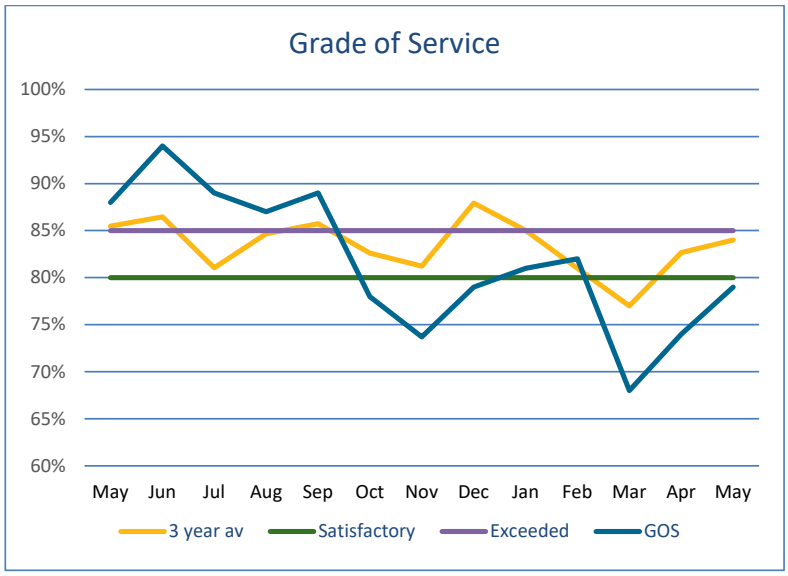


Calls Received: A total of 7,905 calls were received in the May reporting period, averaging 377 calls per day, 341 less calls than the same time last year and slightly less calls higher than the 3-year average.

7

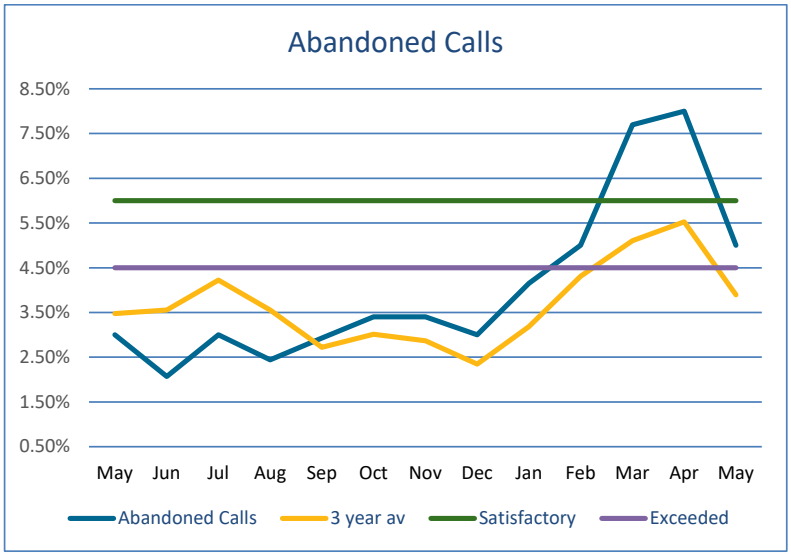


First Contact Resolution (FCR): In May, FCR showed that 51% of customer queries were resolved at first contact, which is within benchmark.

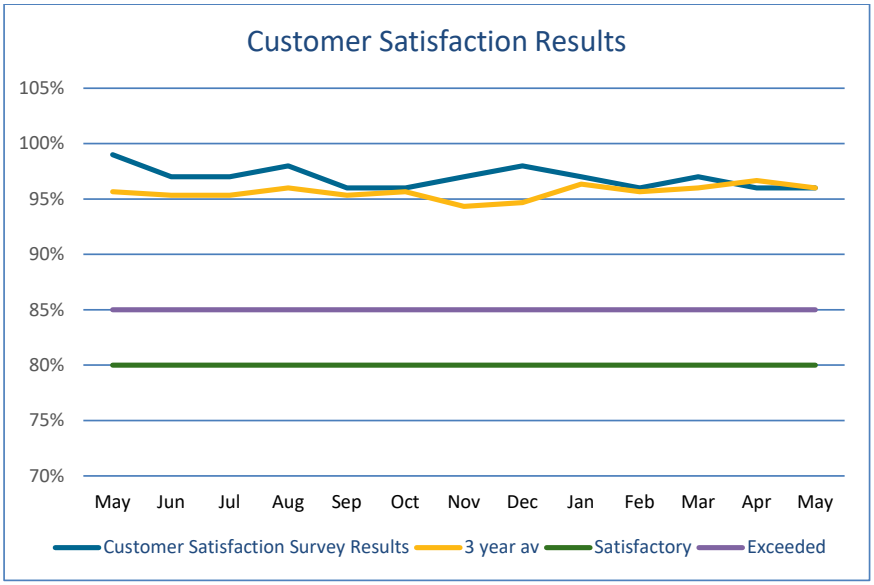


Grade of Service (GOS): For the month of May the Customer Service team achieved a GOS of 79% (YTD GOS remains high at 84%). GOS this month was significantly affected by the IT password reset queue, 12 calls were made to this queue during high call volume periods, resulting in this queue having a monthly GOS of only 46%. This resulted in the overall GOS coming down from 86% (higher than the 3 year average) to the reported 79%.

Council's inbox continues to receive high volumes, 7,133 (342 per day) emails were received in May as compared with 5,061 (241 per day) same time last year.



Abandoned Calls: Abandoned Calls were 5% for May (401 calls) with a 4% (239 calls) call back take up rate. The average time to answer a call was 1 minutes and 20 seconds.



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.

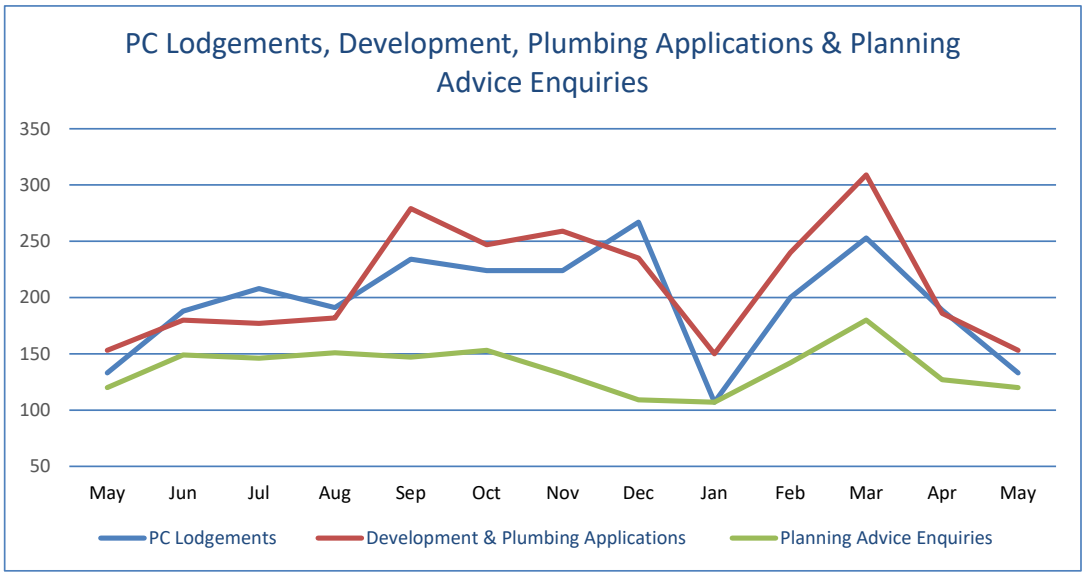
Customer Satisfaction Survey: Of the 3,788 eligible calls, 2,392 (63%) were offered surveys which resulted in 1,709 (71%) of those surveys being completed.

Customer Request Completion:

	Lodged	Resolved within SLA
MRC Total	4,388	78%
SSC	1,058	79%

MRC Top 5 Pathway requests Lodged in May 2021	Volume	% of total requests
Phone Message	555	52.5%
Replace wheelie bin	334	31.6%
Change of mailing address	287	27.1%
Planning Advice Enquiries	158	14.9%
Water - Leak (Public Area)	145	13.7%

5.2 Development Services Business Support

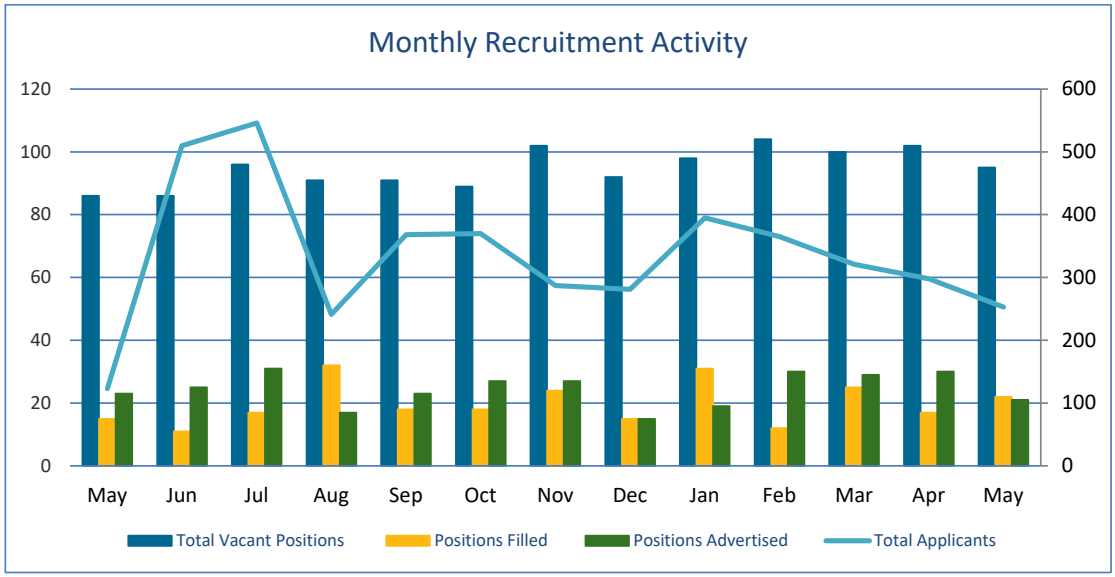


PC Lodgments and Enquiries: 133 building approvals were lodged by private certifiers (PC) in May with 98% resolved within 5 business days. 153 development/plumbing applications were also received with 97% resolved within service levels. 120 planning advice enquiries were received in May with 100% resolved within 10 business days.

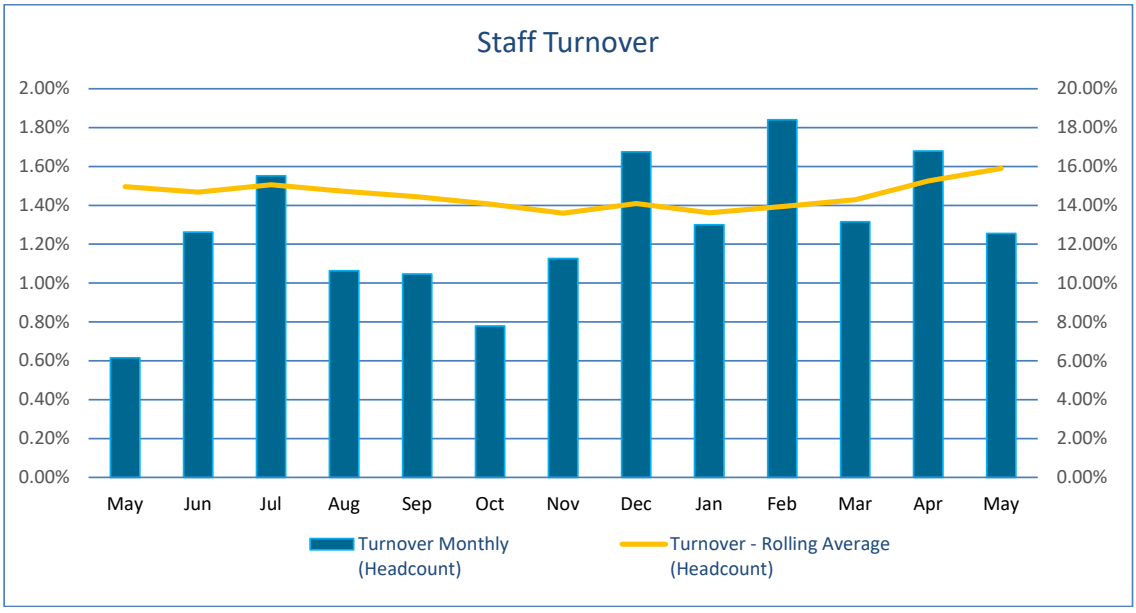
5.3 Employee Services

Staff Contingent:

Status	OMC	ECI	DS	CCS	OS	CW	TOTAL	Prev. Mth.
Full Time	9	290	166	114	187	89	855	863
Part Time	0	9	7	39	41	2	98	98
Apprentice/Trainees	0	2	7	2	8	2	21	21
Temp	0	10	6	15	14	3	48	50
Casual	1	3	12	57	0	2	75	76
TOTAL EMPLOYED	**10**	**314**	**198**	**227**	**250**	**98**	**1097**	**1108**
Active Vacant	0	24	20	26	10	15	95	102
TOTAL	**10**	**338**	**218**	**253**	**260**	**113**	**1192**	**1210**

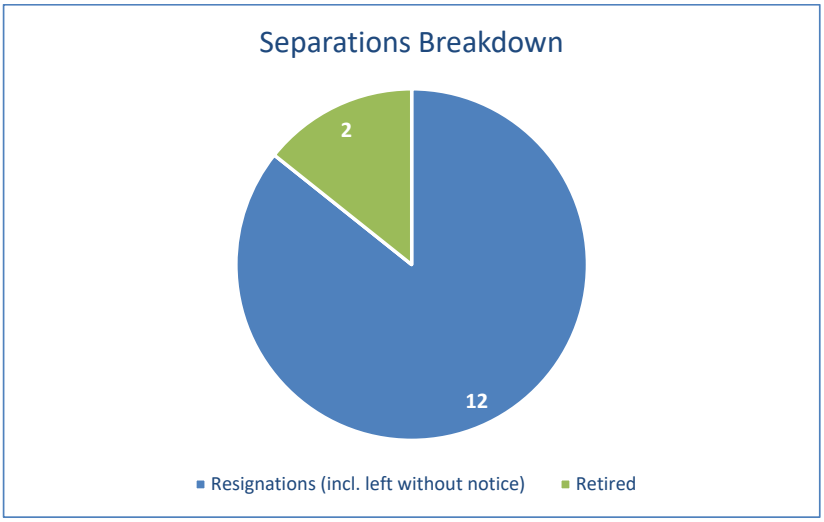


Monthly Recruitment: For the month of May there were 95 total vacant positions, 21 positions were advertised resulting in 253 applicants and 22 positions filled.



Staff Turnover: 12 month rolling average turnover was 15.9%. The monthly turnover for May was 1.26%.

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 May there were 14 separations as detailed in the graph above.

5.4 Learning and Development

Learning and Development Activities for May 2021	Total Number
Inductions	13
Trainees – (*Coordination of training, facilitating progress of study, professional support, liaison with RTO for 20 trainees)*	9
Apprentices – (*Coordination of training, facilitating progress of study, professional support, liaison with RTO for 17 apprentices)*	13
Training Contracts	25
Employee Development and Further Study *(Education Assistance Recipients)*	21
MRC and Skillsoft eLearning Training Packages	369
Skillsoft Online Resources	96

eLearning Review/Development	Comments
Fraud and Corruption	Review and update for June deployment.
Information Privacy	Review and update for June deployment.
KIOSK Tutorials	Creation of a suite of video tutorials required for KIOSK upgrade.
Use of MRC Vehicles	Draft developed for review and feedback.
e-Smart Libraries	Working with subject matter expert to devise existing draft content into 7 smaller courses.

6. INFORMATION SERVICES

6.1 IT Support

Internal Service Metrics:

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Incident Resolution	Percentage of incidents resolved within corporate standard timeframes	<80%	80-85%	>85%	**83%**
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	<80%	80-85%	>85%	**96%**
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 May 2021 are again very satisfying.
- Obtaining skilled resources within the Mackay region is a continuing challenge and one that we need to explore further on recruitment techniques to attract skilled people to permanently locate themselves in Mackay. Strategies will continue 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.
- Grant application completed to Cyber Security Skills Partnership Innovation Fund – Round 1 from the Department of Industry, Science, Energy and Resources. A successful application would enable Council to potentially fulfil a partnership with Microsoft for Cert IV and cloud certification (previously submitted for consideration with the MRC apprentice and traineeship intake), amongst other training initiatives.

Information Services Satisfaction Survey – May 2021

	May 2021 Survey	Rating %
1	How would you rate the level of customer service received? (Timely updates, follow through, helpfulness, communication skills)	**90%**
2	Was your request completed within a reasonable timeframe? (If not please state expectation in comments section please.)	**88%**
3	Was your support request completed to your satisfaction?	**86%**

May 2021 Survey Results	Below Expectations	Met Expectations	Exceeding Expectations	Not Assigned	Totals
# of Responses	10	228	477	0	715
Overall Rating	1%	32%	67%	N/A	99%

* Not assigned excluded

Applications Availability:

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
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%

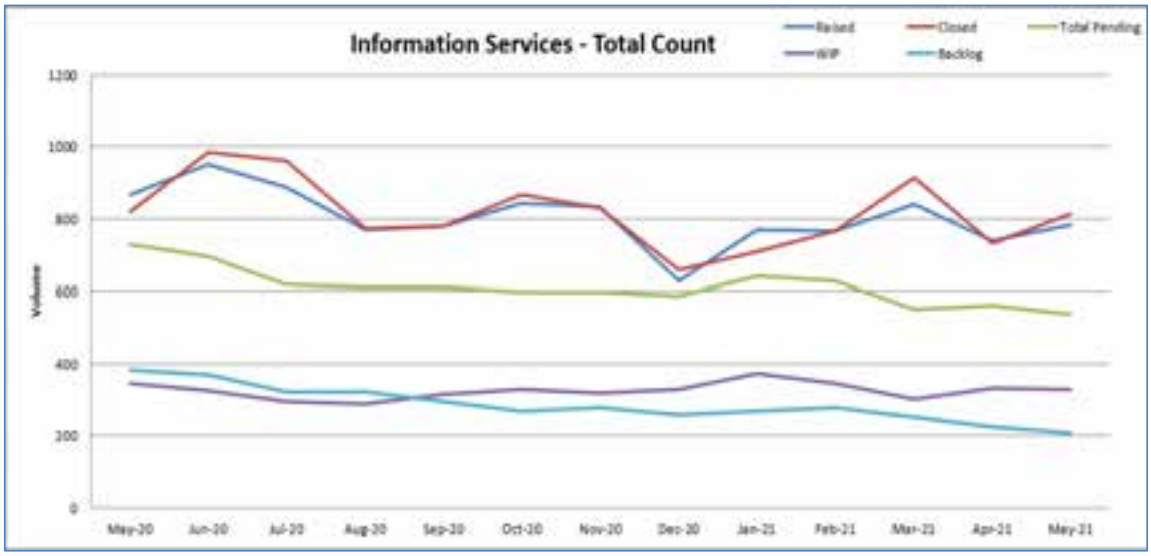
Applications Availability: The below table shows which corporate applications are considered tier 1 and 2. All other systems not specifically noted are considered tier 3.

Tier 1	*Tier 2*	*Tier 3*
ECM Finance One	Aurora	Manage Engine
Email	Bruce	
GIS	Mandalay	
Internet		
Kiosk_Chris21		
Pathway		
Assetic		

KPI Commentary:

Incident and Service Request Metrics: The volume of incident and service requests has increased from 740 in April to 782 in May. 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.

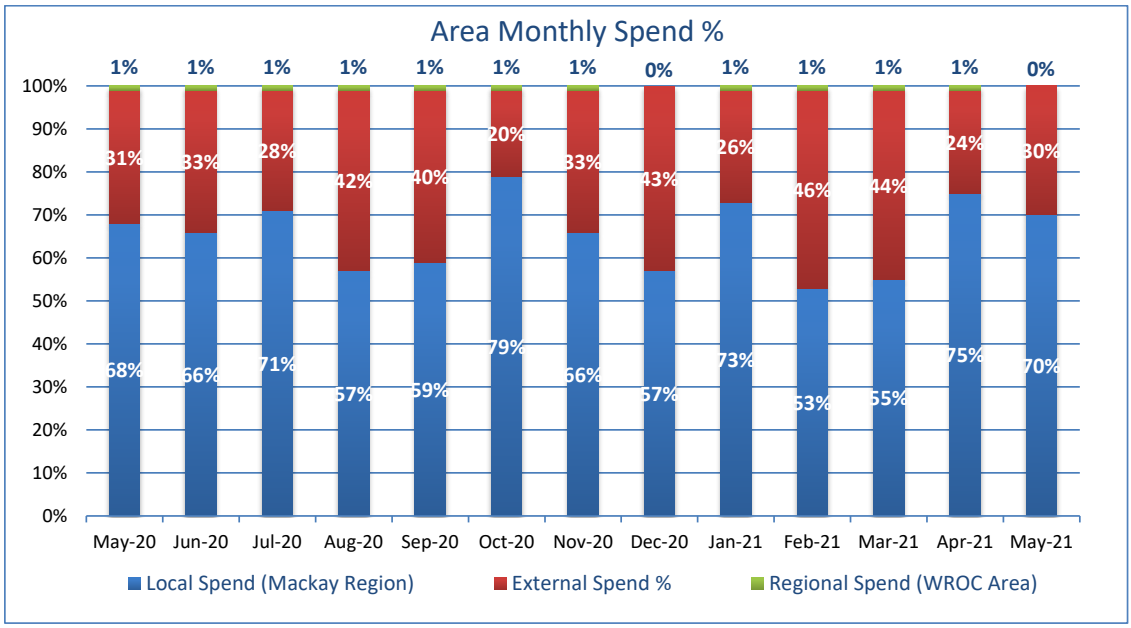
- **Sustainable cultural and behavioural change**
  - May 2021 as follows (inclusive employee and contractor):-
    - 12 new enrolments notified to conduct training.
    - 5 enrolments successfully completed training.
    - 7 enrolments awaiting completion of training.
  - Distribution of Cyber Security Bulletin – June 2021.
- **Advancing Cyber Security – Industry Alignment**
  - 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.
    - Implementation and operationalisation of Security Information and Event Management (SIEM) system.
    - Implementation and operationalisation of Vulnerability Assessment System (VAS).

7. PROCUREMENT & PLANT

7.1 Procurement Services

Activity	May 2020	May 2021
Purchase Orders (PO) Raised	1,150	1,378
Line Items in POs	2,522	3,544
POs Received	1,200	1,792
Line Items in POs Received	3,980	5,955
Invoices Processed	2,905	3,207

Request for Quotes Issued	6	5
Request for Tenders Issued	8	2
Tenders Awarded	3	8
Quotes Awarded	11	6



Area	Monthly Amount May 2021	Monthly % May 2021	FYTD Amount	FYTD %
Local Spend (Mackay region)	$7,191,108	70%	$110,663,448	67%
Regional Spend (WROC area)	$18,976	0%	$603,912	1%
External Spend	$3,047,319	30%	$52,924,864	32%

7.2 Fleet

The Fleet team took a number of deliveries during May including road sweepers, tractor, utilities, trucks and trailers.

8. PROPERTY SERVICES

8.1 Overview of Property Services

- The Property Services team have had a busy month implementing change in the program. The team have been preparing to test a new BMR system that will capture asset data into Assetic and the trial will commence in the month of June for a two week period. The team are also finalising an updated Asset Management Plan to ensure our building assets are maintained to best practice asset management principles.
- The ARC complex usage growth is also of note and is pleasing to see its ongoing engagement with the community.

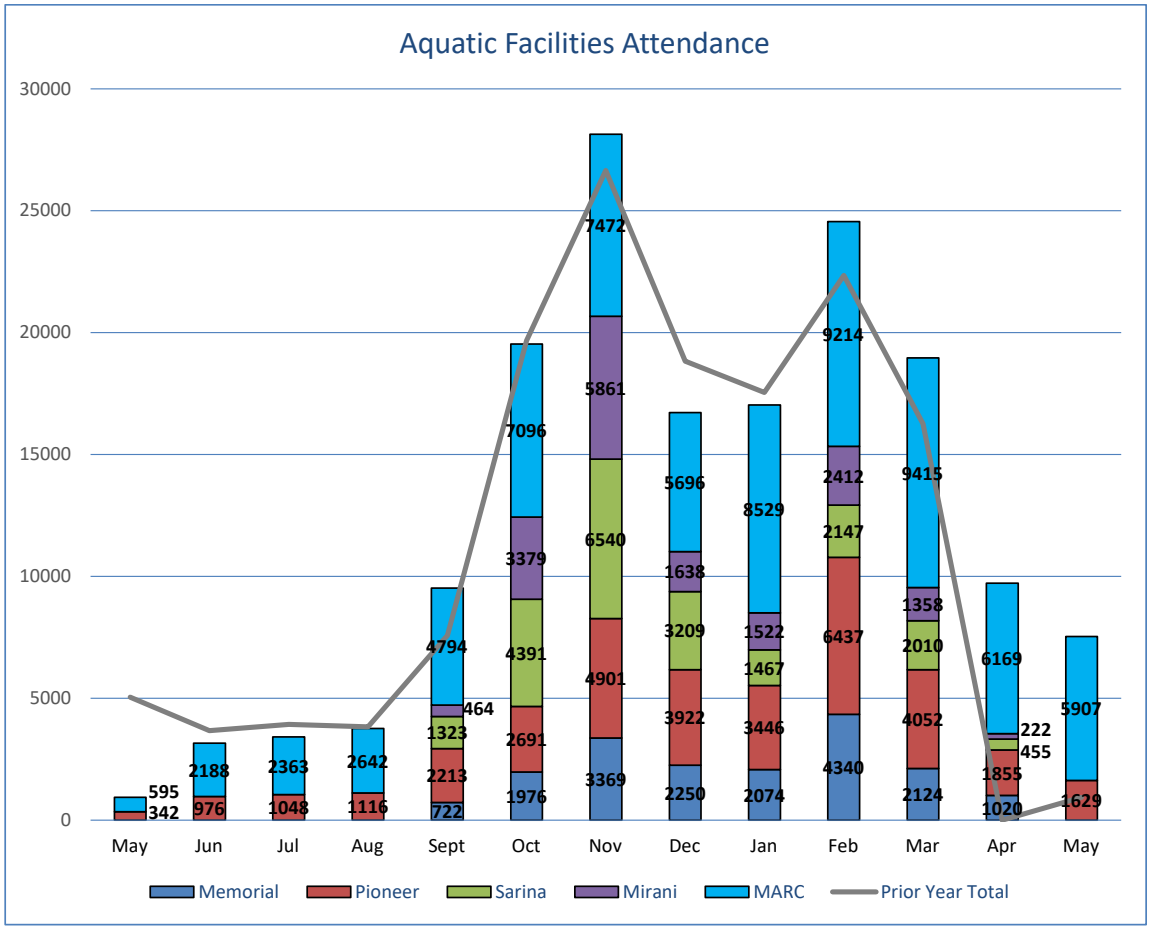
8.2 Aquatic Facilities

- ***All aquatic facilities were closed under the COVID-19 government directive as at midnight 25 March 2020. Pioneer Pool and the Mackay Aquatic Recreation Complex 25 metre and 50 metre pools reopened on 23 May 2020. Memorial Pool and Sarina Pool re-opened on 1 September 2020. Mirani Pool re-opened on 12 September 2020.***

Aquatic Facility Attendance Figures

Facility	April 2021	May 2021
Memorial Pool	1,020	Closed
Pioneer Pool	1,855	1,629
Mirani Pool	222	Closed
Sarina Pool	455	Closed
Mackay Athletic and Recreation Complex (MARC)	6,169	5,907

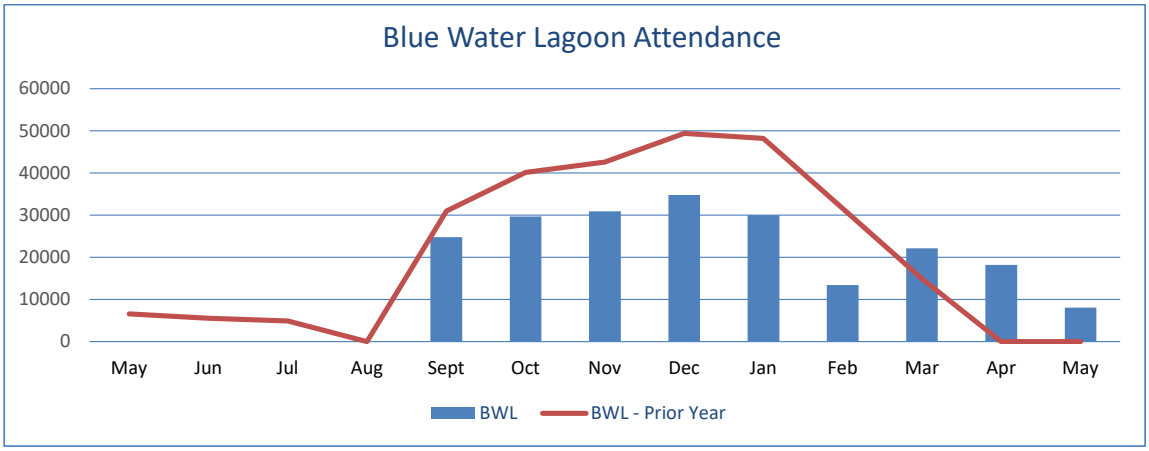
Aquatic Facilities Attendance May 2020 to May 2021 - Monthly Comparison



Notes	
Memorial Pool	• *2020 data: Closed for winter and re-opened on 1 September 2020.* • *2021 data: Scheduled winter closure 1 May to 31 August 2021.*
Pioneer Pool	• *2020 data: Reopened on 23 May 2020.*
Sarina Pool	• *2020 data: Closed for winter and re-opened on 1 September 2020.* • *2021 data: Closed for winter from 19 April 2021.*
Mirani Pool	• *2020 data: Closed for winter and re-opened on 12 September 2020.* • *2021 data: Closed for winter from 19 April 2021.*

Facility	April 2021	May 2021
Bluewater Lagoon	18,217	8,056

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

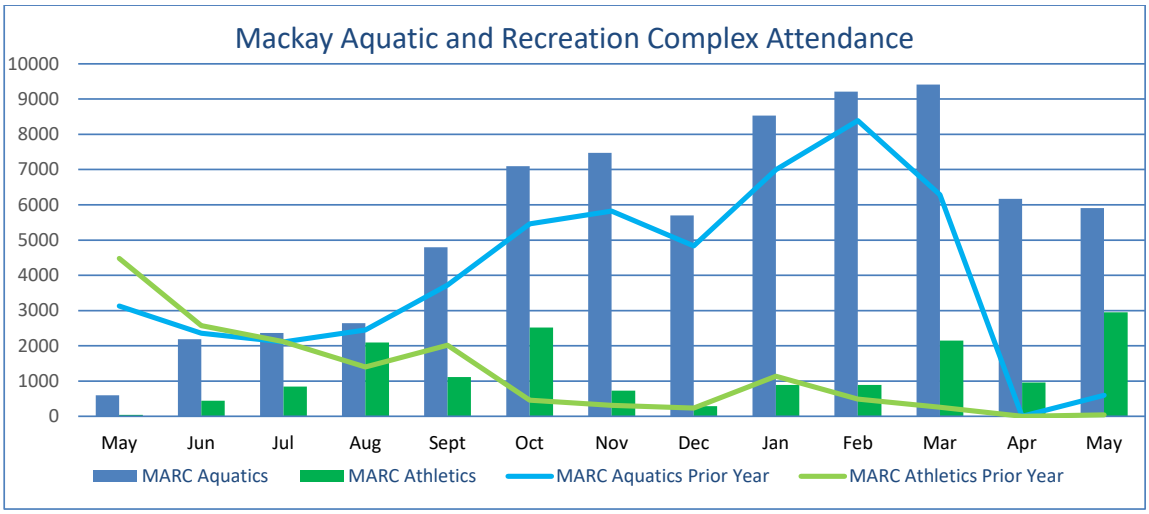


Notes	
Blue Water Lagoon	• *Closed on 25 March 2020 and re-opened on 1 September 2020.* • *Closes on the 11 July 2021.*

MARC Attendance Figures

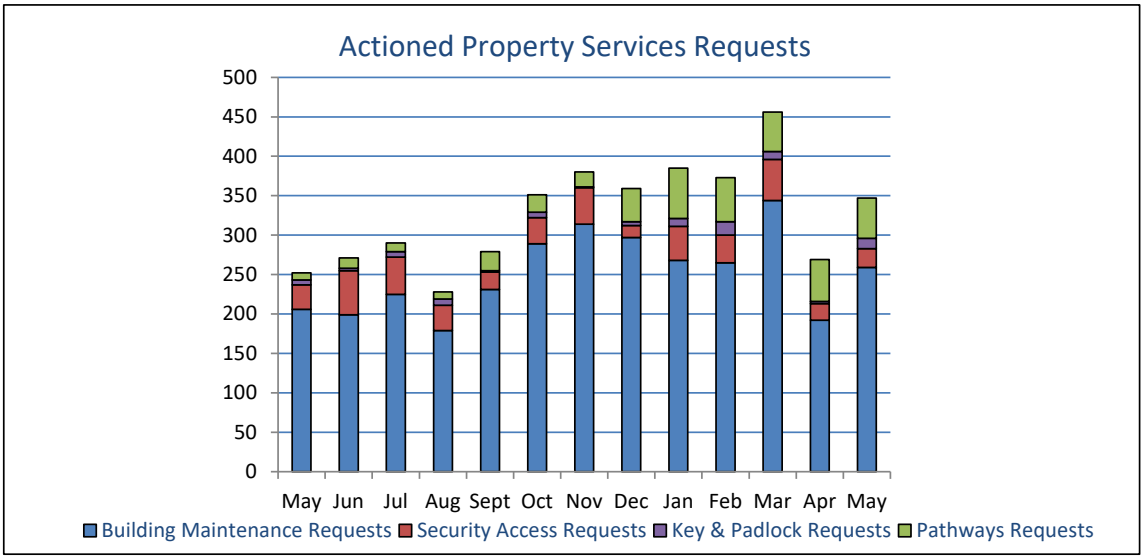
	April 2021	May 2021
MARC Aquatic Attendances	6,169	5,907
MARC Athletic Attendances	956	2,950
MARC Total Attendances (Aquatics and Athletics)	**7,125**	**8,857**

MARC Attendance- May 2020 to May 2021 Monthly Comparison



Notes	
MARC	• *25 metre and 50 metre pools closed 25 March 2020 and reopened on 23 May 2020.*

8.3 Building Maintenance



Breakdown of Actioned Building Maintenance Requests (May 2021)	Volume	% of Total Requests	Comments
Miscellaneous	69	26.64%	For the building maintenance requests completed within the month of May (259) the top 3 categories related to; • Miscellaneous – consisting mostly of cleaning issues, security, signage and kitchen related requests. • Repairs – most requests relating to doors, locks and hardware. • Electrical and plumbing related requests received the same amount for the month.
Repairs	45	17.37%	
Electrical	39	15.06%	
Plumbing	39	15.06%	
Air Conditioning	17	6.56%	
Safety & Legislation	9	3.47%	
Call outs	41	15.83%	

Description:

- Mackay Administration Building – Level 1 balcony has been resurfaced.

Before:

After:

- Pioneer Pool – switchboard replacement has been completed

Before:

After:

- Pioneer Pool – new autonomous dosing unit has been installed at facility.
- Paget Depot genset compound has been completely repainted to protect the asset from weather.

8.4 Land & Tenure

Description:	
Leases	
Lease Renewals	2
New Leases	0
Lease Matters still being negotiated	4
New Lease Enquiries	0
General Lease Matters	19
Lease Inspections	0
Lease Compliance	1 x general, 25 x insurance requests and follow ups, 18 public liability certificates received.
Council Reports	1
The Dome	2
Land Matters	
Fencing	5
Encroachments	3 ongoing
Land Maintenance	2
General Land enquiries	2
Land & Road Use Committee	2 x land matters, 1 road matter
Miscellaneous	14

9. PEOPLE AND CULTURE

9.1 Key Projects and Initiatives

Description	Status	Comments
Volunteers	✓	• National Volunteer Week (NVW) was held from 17-23 May 2021. • The theme for NVW 2021 is *Recognise. Reconnect. Reimagine*, and was an opportunity for Council to celebrate and thank our volunteers, reconnect with our volunteers, and reimagine how we support volunteers and the communities they help. • 376 registered Council volunteers received a personally signed thank you letter from the Mayor and CEO. • Volunteers received a voucher for two additional free plants from the Mackay Natural Environment Centre. • With support from Corporate Communications, a digital campaign recognising Council volunteers was run during National Volunteer Week. The campaign introduced some of our volunteers and the work they do, and included posts on Facebook, LinkedIn, Instagram as well as a radio advertisement. The posts included profiles and videos of volunteers, and featured volunteers from Artspace, Friends of the Library, Home Library Service, Friends of the MECC, Sarina Sugar Shed, Pioneer Valley Museum.
Workforce Capability	✓	• Operational nomenclature planning has commenced which will create greater consistency and understanding of the naming of different roles at different levels across the whole of MRC. This will improve engagement both internally and externally through making it clearer what role a person is engaging with.

Description	Status	Comments
Water Industry Worker (WIW) Pilot Program	✔	**Water Industry Worker Update** • Mackay and Townsville hosted the final blocks for the current cohorts with tours of the treatment plants and reservoirs incorporated in the block training. • All staff at MRC are on-track with their training and preparing for the final assessment in July. • The Water Industry Worker project was acknowledged as a finalist in the 'Collaboration' category at LGMA Awards ceremony.
Organisational Development	✔	**Diversity, Inclusion, and Belonging** • MRC hosted [Hastings Deering sponsored] the *Mackay and Regional Queensland LGBTQ+ Awareness Forum* delivered by *Pride in Diversity*. • MRC hosted several morning teas in recognising #IDAHOBIT Day 17 May 2021. International Day Against Homophobia, Biphobia, Interphobia & Transphobia (IDAHOBIT) celebrates LGBTQIA+ people globally and raises awareness for the work still needed to combat discrimination.

Description	Status	Comments
		• *Pride in Diversity* delivered a specific to MRC awareness and education session for 40 leaders on LGBTQ matters. • The 2021 Australian Workplace Equity Index survey results were received. A brief for ELT will be prepared for June and awareness sessions for workgroups in July-August. **Health & Wellbeing** • 2021 Influenza vaccination program completed in May. Approx. 36% of the workforce participated in the program via on-site clinics at 4 key locations. **Leadership, Coaching and Mentoring** • The Mackay Mentoring Network, joint venture with Resource Industry Network, continued with specific events for mentors and mentees. • The MRC Women in Leadership mentoring program drew to a close with a final discussion and presentation session for all mentees and mentors. • The *Elev8* Operational Leadership Program [PILOT] continued and will be completed in June 2021. The remainder of Program Managers will complete the program in the latter half of 2021, with Coordinators participating from 2022. • The Values and Behaviours refresh process commenced under the tutelage of select group of Program Managers. • MRC will be establishing a corporate Toastmasters Club as a part of broadening the opportunity for aspiring leaders to develop their confidence and capability in public speaking in a variety of forums. Often aspiring leaders struggle as they *cannot find their voice* which can then become a deterrent to stepping up as a leader. **Employee Engagement** • The Employee Engagement Survey results were briefed to ELT and SLT. • Action planning will be commenced in June 2021.
Employee Relations	✖	2020 Certified Agreement • MRC participated in QIRC mediation on 25 May to resolve the *impasse* in bargaining.

✔ On Target | ✖ Below Target | Complete

10. GOVERNANCE & SAFETY

10.1 Workplace Health & Safety

- Development of Action Plan to implement opportunities for improvement that were identified in the March 2021 external WHS audit.
- Attendance at safety related webinar and face to face meeting supported by WHS Queensland.
- Investigation of critical incidents.
- Safety related procedure and policy review and development.
- Participation and development of Safety in Design risk registers for upcoming construction projects.
- Attendance and participation in safety interactions, toolbox talks / team meetings and Health and Safety Committee meetings.

10.2 Corporate Performance Planning & Reporting

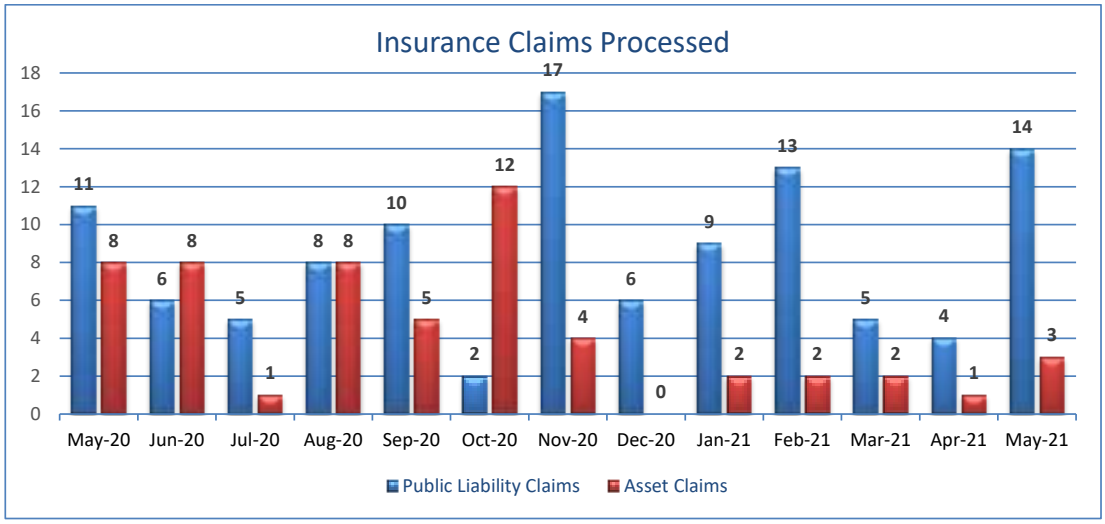
- This month the Corporate Plan 2021 – 2026 was adopted by Council. This version of the Corporate Plan was an administrative update, whilst Councillors and the Executive Leadership Team work on a vision reset that will inform a more comprehensive update to the Corporate Plan.
- As we near the end of the annual corporate performance planning cycle, the 2021-2022 Operational Plan was tabled with Council this month for their review in preparation for adoption next month. The adoption of the 2021-2022 Operational Plan is on track as required by the annual budget process.
- The Policy, Planning and Risk Project 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.

10.3 Enterprise Risk Management

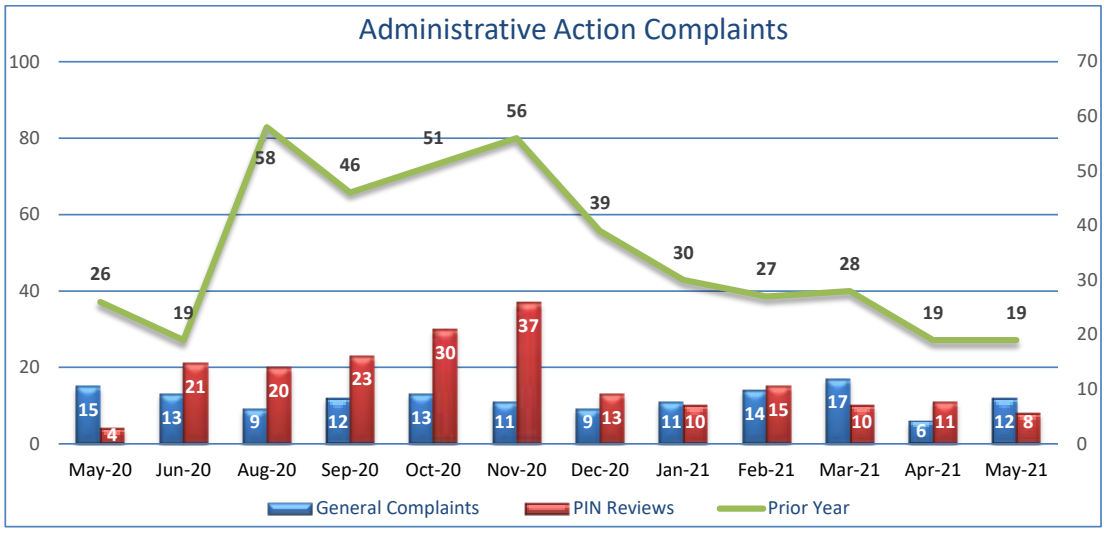
- This month the Audit Committee were presented with the third quarter Strategic Risk Report, where the majority of risk control actions are on track to support risk mitigation activities moving forward. Where there are exceptions, actions to resolve have been agreed by the relevant business area.
- A review of the Pandemic Plan drafted last month is now underway through the COVID-19 Management Response Group. A further iteration of the plan will be finalised with the group and the Executive Leadership Team next month.
- The Policy, Planning and Risk Project that will deliver improvements to MRC's Enterprise Risk Management Framework continues this month as referenced in the Business Improvement section of this report.

10.4 Corporate Governance

- Actions from the Policy Planning & Risk Review are continuing.
- No RTI Applications were received or finalised during May 2021.



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



10.5 Fraud & Corruption Prevention

2020/21 Fraud and Corruption Prevention Plan Actions		
Action No.	**Action Description**	**Status**
1.1	Review of the Code of Conduct	✔
1.3	The Fraud and Corruption Prevention e-learning module reviewed for deployment to employees in June.	✔
2.5	Fraud Risk Assessment Action Register circulated to relevant Program Managers for review	✔

Note: Implementation of the 2020/21 Fraud and Corruption Prevention Plan is on schedule.

✔ In Progress	Complete

10.6 Internal Audit

2020/21 Internal Audit Plan – Progress Update			
Parking Fees and Infringements	◍	Commuter / Private Use – MRC Vehicles	◍
Infrastructure Assets – Condition Assessment, Operations and Maintenance	◍	Waste Collection Contract Payments / Services	✔
Asset Management Framework	✔	Emergency / Disaster Management	✔
Major Projects	◍	Public Event Management	✔
• Audit Committee meeting was held 20 May 2021. • Planning completed to identify priority reviews for the Internal Audit Plan 2021/22 completed and submitted to the Audit Committee for endorsement			

✔ Review has commenced and is in progress.	⊖ Review is awaiting commencement.	◍ Review has been completed and has been/to be presented to the Audit Committee

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. 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	✔
Provide relevant and useful information to Council, stakeholders and clients. Measure: Number of high-risk audit issues	✔

11.2 Key Activities

Activity	Comments	Timeframe
Budgets & Long Term Financial Forecast (LTFF)	• Preparation and Finalisation of Operational and Capital budgets • Review and updates made to the following policies ready for Council adoption. o Revenue Policy o Revenue Statement 21/22 o Rating Remission for non-Profit Community Organisation Policy o Conservation Remission Policy o Rates Relief Policy o Discount on Late Rates Payment Policy o Debt Recovery Policy o Debt Policy o Investment Policy	✔

	• Financial Strategy and LTFF model completed and report written for inclusion into 21/22 budget document	
Statutory Reporting	• Audit Committee attendance o 2021 Interim Management Report to the Mayor received. ▪ No significant deficiencies were identified during the interim audit. • All agreed milestones in our external plan and previously agreed with Management have been met to date.	✔
Comprehensive Revaluation – Water & Sewerage Business	• Initial stakeholder consultation started with valuation plan to be drafted for delivery in June.	✔

✔ On Target	✘ Below Target

11.4.2. ADOPTION OF COUNCIL POLICY

Author	Manager Governance & Safety (Joe Pappalardo)
Responsible Officer	Director Organisational Services (Kylie Lamb)
File Reference	031 - Grants Policy
Attachments	1. 031 Grants Policy [**11.4.2.1** - 18 pages]

Purpose

To present the Grants Policy for consideration and adoption.

Related Parties

There are no identified related parties.

Corporate Plan Linkage

Priority: Organisational Performance
Strategy: Governance and performance - Ensure that council complies with all of 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

Policy 031 – Grants Policy was adopted by Council at its Ordinary Meeting of 10 February 2021.

Following adoption, it was noted by the Policy owners that grants names and approval processes were not current and that the Small Equipment Grant needed to be included. Also, the Mackay City Centre and Mackay Pride Façade Improvement Schemes Grant has been renamed as a Building Improvement Rebate.

Further, Council has advised of a desire to re-establish the Covid-19 Hardship Grants for community organisations, in a modified form, and in line with a 2021/22 Budget initiative.

Following correction, the policy was reviewed by the responsible program manager and submitted to the Executive Leadership Team (ELT) for endorsement, prior to presenting to Council for adoption.

Consultation and Communication

Consultation has been undertaken with the relevant stakeholders including the responsible program manager, director and ELT.

Resource Implications

The implementation of this policy will not require additional resources beyond those currently budgeted.

Risk Management Implications

There were no risk management implications identified regarding the proposed policy.

Conclusion

It is recommended that Council adopt policy 031 – Grants Policy.

Officer's Recommendation

THAT Council adopt policy 031 – Grants Policy.

Mayor Williamson noted that there were only small updates made to the policy.

Cr Jones noted the 12 grants within the policy and queried what the budget allocation was for all grants.

The Director for Client and Community Services, Angela Hays advised that there was a budget of $2.6 million which covers all grant categories, including the COVID grants.

Council Resolution ORD-2021-173

THAT Council adopt policy 031 – Grants Policy.

Moved Cr May **Seconded Cr Englert**

Cr May noted that it was very good to see Council is offering the COVID-19 hardship grant again this year as it will assist many community organisations.

CARRIED

	COUNCIL POLICY
	GRANTS POLICY
	POLICY NO 031
	DEPARTMENT COMMUNITY & CLIENT SERVICES
	PROGRAM COMMUNITY LIFESTYLE
	ENDORSED BY COUNCIL

1.0 Scope

This policy is designed to meet the statutory requirement and to outline Council's commitment to supporting communities in the region by providing financial and/or in-kind assistance to activities that build community capacity, encourage participation and make a positive and ongoing contribution to the region.

2.0 Purpose

This policy aims to support the distribution of funds in an equitable, transparent and sustainable manner.

The Council will provide grants only when the Council is satisfied that:

- The grant is appropriate having regard to other priorities and available resources;
- The receiving community organisation, entity or community members meet the eligibility criteria set out in this policy and in the supporting guidelines for the specific funding program;
- The grant will be used for a purpose that is in the public interest; and
- The grant will meet a community and/or social need in the local community.

3.0 Reference

- Associations *Incorporation Act 1981* and *Associations Incorporation Regulation 1999*.
- *Local Government Act 2009*
- *Local Government Regulations 2012*
- *Public Sector Ethics Act 1994*
- *Crime and Corruption Act 2001*

4.0 Definitions

To assist in interpretation the following definitions shall apply:

Acquittal the process by which a recipient demonstrates in writing to the funding body that is has expended the funds in accordance with the terms and conditions of the funding agreement on completion of the activity or project.

Auspicing is an agreement from one organisation to apply for funding on behalf of a second organisation. The Auspicing organisation agrees to act legally and financially on the applicant's behalf.

Conflict of Interest is a conflict between:
a) an officer's or Councillor's personal interests (including person interests arising from their relationships or club memberships for example); and
(b) the public interest that might lead to a decision that is contrary to the public interest.

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

Grant refers to funds provided to a recipient through a formal program for a specified purpose, directed at achieving goals and objectives consistent with council policy, where a recipient is selected on merit against a set of criteria.

Incorporated Organisation shall mean an organisation whose status is registered with the Office of Fair Trading and operates within the scope of the Associations *Incorporation Act 1981* and *Associations Incorporation Regulation 1999*.

MRC shall mean Mackay Regional Council.

Not-for-profit organisations shall mean an organisation that is not operating for the profit or gain of its members.

Recurrent nature shall mean an agreement to provide a financial or in-kind assistance on more than one occasion over a specified time period to achieve a specific outcome.

Regional shall mean an area defined by electoral boundaries of Mackay Regional Council.

5.0 Background

This policy is to guide the administration of Council's grant programs so that grants:

- Assist Council to achieve its strategic goals and identified key initiatives; and
- Align with the intent of the *Local Government Act 2009* and the *Local Government Regulation 2012*, which state that grants will be used for a purpose that is in the public interest.

This Policy is to be read in conjunction with any supporting guidelines for specific funding programs. This Policy does not apply to sponsorship, donations, advertising, naming rights and/or service level agreements.

6.0 Policy Statement

This Policy provides the framework for the provision of financial assistance to not-for-profit organisations and individuals.

6.1 Grant Categories

- Small Equipment Grants
- Community Grants
- Regional Arts Development Fund
- Arts and Culture Grants
- Junior Sporting Grants
- Christmas Grants
- Australia Day Grants
- Graffiti Grants
- Building Improvement Rebate
- Activate My Place
- Covid-19 Hardship Grant

Attached is a summary of each funding program including purpose, eligibility, selection criteria and accountability requirements. Full grant details are outlined in the separate funding guidelines.

6.2 Grant program key processes

Each separate Council funding program (as listed in section 6.1) will adhere to the following key processes:

1. Guidelines and criteria;
2. Application form;
3. Assessment process;
4. Accountability requirements.

The minimum requirements for each process are listed below:

1. Guidelines and Criteria

- Descriptions of grant
- Eligibility requirements, including any specific exclusions
- Selection criteria
- Conditions of funding
- Insurance obligations

2. Application form

- Applicant details
- Selection criteria
- Budget breakdown
- Signed verification

3. Assessment process

- Clearly defined assessment process
- Applications assessed against criteria
- Funding recommendations approved by Management and/or Council endorsement as further defined in policy attachment.

4. Accountability requirements

Applicants successful in receiving a Council grant will be required to:

- Provide a copy of their current Certificate of Currency or that of their auspicing organisation (where grants are provided to an individual);
- Notify in writing changes to agreed project/funding terms;
- Prepare a report on project outcomes and/or provide receipts of grant expenditure (as per the specific grant guidelines);
- Return unexpended funds to Council or obtain approval for variation to agreed funding.

For grants over the amount of $10,000 the following additional accountability requirements will apply:

- A copy of the organisations Incorporated Association Certificate;
- Names and contact details of current Executive or Management Committee;
- Copy of recent bank statement in the name of the organisation.

6.3 Conflict of Interest

To ensure an accountable and transparent assessment process is maintained, Councillors, Council Officers and members of the public assessing grant applications are required to declare any perceived or potential conflict of interests prior to the assessment process commencing. This may include but is not limited to personal connections with any applicant or personal involvement with any organisation. Anyone having a conflict of interest should not debate, be involved in any discussions, or vote on any matter relating to the specific application.

6.4 Grievance process

All applicants must be informed of the outcome of their application in writing and offered the opportunity to discuss the application process.

Applicants can request, in writing, a review of the decision if not satisfied with the selection process. The applicant will be notified of the outcome in writing.

6.5 Unacquitted grants

In the circumstance that an organisation or individual has not complied with acquittal timeframes and requirements in accordance with a grant Agreement, the following actions will be considered:

- Council will issue an Outcome Report to be completed and returned by the sponsorship recipient no more than four (4) weeks after the conclusion of the project.
- If the sponsorship remains unacquitted the sponsorship recipient will be made ineligible to apply for future council sponsorship for a period of at least three years.

- At the discretion of the Chief Executive Officer, actions may be taken to recover unacquitted funds.

7.0 Review

Grants Program:

The Council grants program will be reviewed, at a minimum, annually to include a breakdown across the grant programs of successful applicants and grant amounts provided. This information will be directed to the Director of Community & Client Services in the first instance, and to the Executive Leadership Team at their discretion.

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.

Version Control:

Version	Reason / Trigger	Change	Endorsed / Reviewed	Date
1	New Policy		Council	12.09.18
2	Review of Policy	Amendments to Policy	Council	13.11.19
3	Review of Policy	Amendments to Policy	Council	24.06.20
4	Review of Policy	Amendments to Policy	Council	10.02.21

NAME OF GRANT PROGRAM:

SMALL EQUIPMENT GRANT

Purpose:

The small equipment grant program seeks to support the development of not-for-profit organisations and/or its volunteers with the purchase of items under $1,500.00 (i.e., computers, office equipment, kitchen appliances)

Eligibility:

- Located within and servicing the Mackay Regional Council community.
- Be an incorporated association with not-for-profit status or auspiced by an eligible organisation.
- Be free of debt with Mackay Regional Council.
- Have satisfactorily acquitted any previous Mackay Regional Council grant.
- Have a valid public liability certificate.
- Submit a detailed budget as per the budget page of the application.
- Submit the organisations (or sponsoring organisations) most current financial statement or latest treasurer's report.

The following requests will not be considered eligible:

- Ongoing salaries/wages for staff.
- Recurrent costs associated with day-to-day operations of the organisation.
- Retrospective funding.
- Items/programs that are the core business of a Government Department.
- Business/commercial ventures.
- Clubs that have a Gaming Machine License.
- Equipment that does not benefit the Mackay Regional Council community.

Selection Criteria:

Grants will be assessed against the following criteria:

1. The equipment provides a direct or indirect benefit, including social and economic, for residents in the community. (75%)
2. Local businesses or contractors are being used for the purchase. (25%)

Approval:

Small equipment grant applications will be assessed and approved by a Delegated Officer under current level of financial delegation.

A summary of approved grants will be presented to Council as part of the relevant Department's Monthly Report.

Timelines:

A minimum of two rounds will be called each financial year with application closing dates announced following adoption of council's budget. Check Council's website for closing dates.

Accountability:

Successful applicants must provide a financial acquittal of funds including receipts relating to grant expenditure within 4 weeks of the small equipment purchase being made.

NAME OF GRANT PROGRAM:

COMMUNITY GRANT

Purpose:

The community grants program provides assistance to local community groups/organisations who make positive contributions to the quality of life in the local government area.
Applications can be submitted under three categories:

- Community Grant
- Minor Infrastructure
- Minor Assets Grant

Eligibility:

- Located within and servicing the Mackay Regional Council community.
- Be an incorporated association with not-for-profit status or auspiced by an eligible organisation.
- Be free of debt with Mackay Regional Council.
- Have acquitted any previous Mackay Regional Council grant satisfactorily.
- Have a valid public liability certificate.
- Submit a detailed budget as per the budget page of the application.
- Submit the organisations (or sponsoring organisations) most current financial statement or latest treasurer's report.

The following requests will not be considered eligible:

- Ongoing salaries/wages for staff.
- Recurrent costs associated with day-to-day operations of the organisation.
- Retrospective funding.
- Items/programs that are the core business of a Government Department.
- Business/commercial ventures.
- Clubs that have a Gaming Machine License (this restriction does not apply if the application is for a minor asset or minor infrastructure grant).
- Projects that do not benefit the Mackay Regional Council community.

Selection Criteria:

Each application will be assessed against the following criteria:

1. The project provides a direct or indirect benefit, including social and economic, for residents in the community (75%)
2. The application demonstrates that attempts have been made to raise funds from other sources (5%)
3. The applicant organisation is contributing a minimum of 20% of the financial cost (cash or in-kind) of the project/program/event (excluding small equipment grants) (10%)
4. Local business or contractors are being used for the project/program/event. (10%)

Approval:

Community Grants to be decided by way of assessment committee which shall comprise of:

- Nominated Councillors
- Director Community and Client Services, or nominated delegate;
- Manager Financial Services

Assessment recommendations will be approved by a Delegated Officer under current level of financial delegation.

A summary of approved grants will be presented to Council as part of the relevant Department's Monthly Report.

Timelines:

A minimum of two rounds will be called each financial year with application closing dates announced following adoption of council's budget. Check Council's website for closing dates.

Accountability:

Successful applicants must provide a financial acquittal of funds including receipts relating to grant expenditure within 4 weeks of the completion of their event or project.

NAME OF GRANT PROGRAM:

REGIONAL ARTS DEVELOPMENT FUND

Purpose:

A grant delivered in partnership between Queensland Government through Arts Queensland and local government.

Promotes the role and value of arts, culture and heritage as key drivers of diverse and inclusive communities and strong regions. RADF invests in local arts and cultural priorities, as determined by local communities across Queensland.

Eligibility:

- Individual professional artists, emerging professional artists, arts workers, cultural workers or project coordinators who:
  - Are based in the Mackay Regional Council area, or if based outside the Council area are able to demonstrate how the project will directly benefit arts and culture in the Council area;
  - Are permanent residents or Australian citizens;
  - Have an Australian Business Number (ABN) or who will be auspiced by an incorporated organisation or individual with an ABN.
- Incorporated arts and cultural organisations based in the Council area, or those based outside the Council area that are able to demonstrate how the project will directly benefit arts and culture in the Council area.
- Unincorporated organisations, auspiced by an incorporated body, that are based in the Council area, or those based outside the Council area that are able to demonstrate how the project will directly benefit arts and culture in the Council area.
- Have a valid public liability certificate.

Selection Criteria:

- Quality – contributes high quality arts and cultural initiatives for the local community.
- Reach – provides access to and engagement in arts and culture for diverse communities, practitioners, participants and audiences.
- Impact – demonstrates cultural, artistic, social and economic benefit either to the individual or to the broader community.
- Viability – evidence of good planning and partnership capacity.

Timelines:

Three rounds a year offered usually in October, February and May, final dates are approved at the time of confirmation of funding from Arts Queensland.

Approval:

Regional Arts Development grants to be decided by way of assessment committee which shall comprise of:

- Minimum of 2 Councillors
- Up to 10 community representatives

Assessment recommendations will be approved by a Delegated Officer under current level of financial delegation.

A summary of approved grants will be presented to Council as part of the relevant Department's Monthly Report.

Accountability:

Successful applicants must complete a Project Outcome Report within 8 weeks of the completion of their project.

Grants of $10,000 or more must seek feedback either from partners, participants or community.

NAME OF GRANT PROGRAM:

ARTS AND CULTURE GRANT

Purpose:

Encourages the further development of groups and individuals in their chosen field of arts. This grant provides support for individuals who have been invited to participate in exhibitions/events of a state or national significance.

Eligibility:

- Reside within the Mackay Regional Council area.
- Have been invited to represent the State or Nation in their chosen art field.
- Must provide a CV with their application.

Selection Criteria:

If an applicant meets all eligibility requirements, they are deemed a successful applicant.

Timelines:

Open all year. Applications must be received at least 1 month prior to event.

Approval:

Arts and Culture Grants will be assessed and approved by a Delegated Officer under current level of financial delegation.

Accountability:

- Some form of document that evidences participation in the event e.g. Photo, attendance certificate etc.
- Receipts of use of grant monies towards event costs.
- To be supplied within 4 weeks of the completion of the event.

NAME OF GRANT PROGRAM:

JUNIOR SPORTS GRANT

Purpose:

To provide financial assistance toward the costs of team levies, registration, uniforms, travel and other costs associated with junior sports persons participating in National or International competitions outside the boundaries of Mackay, Whitsunday and Isaac.

Eligibility:

The applicant must have been selected as a:

- Queensland or equivalent representative participating in a national event.
  Or
- Australian representative participating in an international event.
- Be a resident of the Mackay Regional Council area.
- Be an amateur sports person.
- Be no older than 21 years of age at the conclusion of the event.
- The event is recognised as a National or International event by the relevant sporting body.
- Sporting events must be outside of the Local Government boundaries of Mackay, Whitsunday and Isaac.

Selection Criteria:

If an applicant meets all eligibility requirements, they are deemed a successful applicant.

Timeline:

Open all year. Applications must be received at least 30 days prior to the event.

Approval:

Junior Sports Grants will be assessed and approved by a Delegated Officer under current level of financial delegation.

Accountability:

- Some form of document that evidences participation in the event e.g. Photo, attendance certificate etc.
- Receipts of use of grant monies towards event costs.
- To be supplied within 4 weeks of the completion of the event.

NAME OF GRANTS PROGRAM:

GRAFFITI REMOVAL GRANT

Purpose:

Open to businesses/and or organisations as a means of supporting the removal of graffiti from non-Council owned facilities, so as not to create a visual or general impact on the community.

Eligibility:

- The graffiti must be deemed by Council to have a community impact.
- Quotes to the satisfaction of Council should be obtained for the cost of removal of the applicable graffiti.
- Council's commitment to each facility for each graffiti event is to a maximum of $500 (plus GST) and to a maximum of $2000 per financial year for multiple applications.

Selection Criteria:

Council reserves the absolute right and discretion whether to grant the applicable funding to a facility and/or graffiti event.

Timeline:

Open all year.

Approval:

Graffiti Removal Grants will be assessed and approved by a Delegated Officer under current level of financial delegation.

Accountability:

- Graffiti must be removed within 14 days of approval of funding (unless a longer period is specifically approved).
- Images of removal to be provided within 2 weeks of completion.

NAME OF GRANT PROGRAM:

AUSTRALIA DAY GRANTS

Purpose:

To provide non-profit groups and organisations with monetary support to hold community activities/events in celebration of Australia Day.

Eligibility:

- Located within and servicing the Mackay Regional Council community.
- Be an incorporated association with not-for-profit status or auspiced by an eligible organisation.
- Event to take place on Australia Day.
- Have sufficient risk control measures in place to provide a safe event.
- Be open to all members of the public.
- Be free to attend.
- Recognise Mackay Regional Council's support for the event on the day and in all promotional material.
- Have a valid public liability certificate.

Selection Criteria:

- Does the event meet the expected level of community engagement/participation?
- Does the event have a 'flavour' of Australia Day?
- Does the event have any partners or in-kind support from other organisations?
- Will the event provide benefit to the broader community?

Timeline:

Opens and closes in the November.

Approval:

Australia Day Grants will be assessed and approved by a Delegated Officer under current level of financial delegation.

Accountability:

- Provide complete event details to Council (confirmed times, location, activities etc.)
- Complete an Australia Day Grant Outcome Form within 4 weeks of the event completion

NAME OF GRANT PROGRAM:

CHRISTMAS GRANT

Purpose:

To provide non-profit groups and organisations with monetary support to hold community activities/events in celebration of Christmas.

Eligibility:

- Located within and servicing the Mackay Regional Council community.
- Be an incorporated association with not-for-profit status or auspiced by an eligible organisation.
- Have sufficient risk control measures in place to provide a safe event
- Be open to all members of the public.
- Be free to attend.
- Recognise Mackay Regional Council's support for the event on the day and in all promotional material.
- Have a valid public liability certificate.

Selection Criteria:

- Does the event meet the expected level of community engagement/participation?
- Does the event have any partners or in-kind support from other organisations?
- Will the event provide benefit to the broader community?

Timeline:

Opens and closes in October.

Approval:

Christmas Grants will be assessed and approved by a Delegated Officer under current level of financial delegation.

Accountability:

- Provide complete event details to Council (confirmed times, location, activities etc.)
- Complete a Christmas Grant Outcome Form within 4 weeks of the event completion

NAME OF GRANT PROGRAM:

BUILDING IMPROVEMENT REBATE

Purpose:

The Building Improvement Rebate can be provided by Council to work in partnership with property and business owners as well as real estate agents and property managers to facilitate and support the revitalisation of commercial facades.

Terms and Conditions:

- Applications and approval of funds under the rebate, must be made prior to the project commencing
- Council will not grant funds retrospectively to works completed prior to the approval of an application
- Applications will not be accepted for projects that have already received previous Building Improvement Rebate grant funding from Council within a period of two years.
- Applications can be submitted by anyone but must be accompanied by the building owner's consent.
- Council will not provide funds for operational or administrative costs related to the project.
- Grants will not pay for business marketing or promotion.
- Building works that involve a heritage-listed building may require development approval or an exemption certificate. It is recommended that applicants seek advice from Council prior to lodging a rebate application
- All work being carried out must have the required permits and planning approvals.
- Rebate applications may be submitted for improvements that:
    - Buildings provide key active frontages with street-orientated development
    - Where buildings are built up to the front property boundary to form a traditional 'main street' character; or
    - Where building façades are visible from the public realm (e.g. adjacent to a public laneway)
- The applicant must provide their matched contribution in cash and not in-kind
- Applicants must provide documentation and/or plans detailing the proposed improvements
- Applicants must submit high resolution before photos of the proposed building with completed application
- Two written quotes from licensed contractors are to be submitted with the application
- Only one rebate application can be lodged per business/property; however, a number of businesses/ properties may jointly make a combined application.

Selection Criteria:

- Applications will be assessed against the rebate guidelines at Council's absolute discretion and all applications may not be successful
- Council reserves the right to seek further information or clarification of a proposal to facilitate an improved outcome
- Council may only authorise the approval of the grant funds, if the funds are available and within the budget approved by Council
- Rebates are awarded based on merit and not all applications that meet the assessment guidelines will be funded

Timeline:

- Applicants will be notified of the outcome of their application within two weeks of submission. If the application is approved, a letter of acceptance will be sent to successful applicants and must be signed and returned within seven days of the issue date,
- Council reserves the right to withdraw the acceptance should the letter not be returned within the required timeframe.
- Once approved, applicants will be required to enter into a funding agreement with Council. This agreement will outline the level of funding approved and timeframes for work to be undertaken and completed

• The applicant's proposed works are to be carried out as detailed in the approved proposal within three months of signing the letter of agreement
Approval: Building Improvement Rebate grants will be assessed and approved by a Delegated Officer under current level of financial delegation.
Accountability: • An outcome report is required to be submitted by the applicant within two weeks of the project's completion • A document must be submitted from the applicant to Council, demonstrating proof of payment from the applicant to the licensed contractor/s • High resolution images must be submitted (free from obstruction) showcasing the completed works • Council will release grant funding to the successful applicant once the improvement works have been completed • Payment will be processed within 30 days after appropriate documentation has been submitted.

NAME OF GRANT PROGRAM:

ACTIVATE MY PLACE

Purpose:

Activate My Place! (AMP!) is a placemaking grants program that supports communities and businesses across the Mackay region to create and deliver inspiring, inclusive and vibrant projects in public spaces.

Eligibility:

Any person or organisation based in the Mackay region who: has an appreciation of placemaking; can demonstrate community support; and has the ability to manage the project, is eligible to apply to the AMP! grants program. Not-for-profit organisations, registered businesses, individuals, artists, community groups, and service organisations are all encouraged to apply.

If the applicant does not have an ABN, the application must be auspiced by an incorporated organisation or an individual with an ABN (known as the auspice body) who manages the grant on behalf of the applicant. The auspice body is responsible for providing a financial report on completion of the project.

AMP! grants will support projects that:

- Create vibrant, innovative, and inclusive places
- Encourage more people to visit, invest, live, work, play
- and spend time in a place, improving the health and wellbeing of the community
- Show or create collaboration between individuals or groups and connect with the broader community
- Have a reasonable financial contribution to the project (in-kind, material or cash)
- Demonstrate the ability to deliver the project to a high standard within 12 months of date of approval
- Occur in the Mackay Local Government area, in publicly accessible spaces (the project may be on private land, with permission from owner)

Selection Criteria:

Essential:

- The project is proposed in a publicly accessible location in the Mackay Local Government Area.
- Ability to obtain all development approvals, permits and licenses. *(Where public art is proposed the applicant must obtain prior written approval from Council before the installation of any public works. For more information and to access the Installation of Art in Public Places application form, visit: https://www.artspacemackay.com.au/learning/collection/public_art).*
- *Ability to obtain public liability to a minimum of $20,000,000.*

Desirable:

- The application demonstrates how the project will create vibrant, innovative, and inclusive places. (30%)
- The application demonstrates how the project will encourage people to visit, invest, live, work, play and spend time in a place, improving the health and well-being of the community. (25%)
- The application shows or creates collaboration between individuals or groups and connects with the broader community. (20%)
- The application demonstrates the applicant's ability to deliver the project to a high standard within 12 months of date of approval. (15%)
- The application demonstrates a reasonable financial contribution to the project (in-kind, or cash). (10%)

Timeline:

Application opening and closing dates to be determined by Manager Economic Development.

Approval:

Activate My Place Grants are to be assessed by Economic Development and Tourism officers in consultation with officers from relevant Council programs. Assessment recommendations will be approved by Council at an Ordinary Meeting.
Accountability: • An outcome report is required to be completed no more than 4 weeks after the conclusion of the project.

NAME OF GRANT PROGRAM:

COVID-19 HARDSHIP GRANT

Purpose:

The COVID-19 Hardship Grant is offered to local community and sporting groups/organisations that have been impacted by the COVID-19 pandemic.

Eligibility:

- Located within and servicing the Mackay Regional Council community
- Be an incorporated association or company with not-for-profit status
- Have a valid public liability certificate.

The following Organisation types are ineligible:

- Religious Groups
- Fundraising bodies/groups (where this is the primary purpose)
- Parents and Citizens Associations
- Member body organisations
- Service Clubs
- National Groups/Service Agencies with a local presence.

Selection Criteria:

- Applications will be assessed on:
- the nature of the ongoing impact being experienced by the applicant organisation
- the organisation's limited ability to meet its annual operational expenses as demonstrated through provision of treasurers reports for the last 2 financial years evidencing the hardship
- the long-term sustainability measures being implemented by the organisation to guarantee future operations.

Funding available

Grants up to $2,000 are available to support organisations that clearly demonstrate a level of ongoing hardship coupled with a demonstrated recovery strategy.

Timeline:

Application opening and closing dates to be determined by the Chief Executive Officer.

Approval:

COVID-19 Hardship Grants to be approved through delegation of the Chief Executive Officer and Management.

Accountability:

- Recipients are required to provide evidence as to how this grant was used to support the organisation.

11.4.3. ADOPTION OF THE OPERATIONAL PLAN 2021-22

Author	Manager Governance and Safety (Joe Pappalardo)
Responsible Officer	Director Organisational Services (Kylie Lamb)
File Reference	Operational Plan 2021/2022 - Build
Attachments	1. Operational Plan 2021-22 [**11.4.3.1** - 24 pages]

Purpose

To submit the Operational Plan 2021-2022 for adoption.

Related Parties

Nil.

Corporate Plan Linkage

Priority: Organisational Performance
Strategy: Governance and performance - Ensure that council complies with all of 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

Sections 174 and 175 *Local Government Regulation 2012* mandate that a local government prepare and adopt an operational plan that states how it will implement its 5-year corporate plan during the year. The operational plan must be consistent with the annual budget, set out how operational risk will be managed and include an annual performance plan for each commercial business unit.

The Operational Plan 2021-2022 includes actions against Corporate Plan priorities and strategies. Each action includes a responsible program and an evaluation measure to assess performance.

The Operational Plan 2021-2022 is informed by actions identified in programs' annual action plans. Program action plans are developed to support the implementation of priorities identified in department and program 3-year business plans.

Consultation and Communication

The Operational Plan 2021-2022 was developed through an extensive engagement process with the Chief Executive Officer, Directors and Program Managers.

Once received by the Mayor and Councillors, the plan will be published on the MRC website for access by the community.

Resource Implications

There are no resource implications directly related to preparation of the operational plan.

The Operational Plan 2021-2022 has been prepared prior to Council's adoption of the annual budget, however Program Managers have been consulted to confirm that all actions are funded in the proposed 2021-2022 budget.

Risk Management Implications

The operational plan minimises risk to Council by ensuring performance is planned, monitored, and managed.

Conclusion

It is recommended that the Operational Plan 2021-2022 be adopted as tabled.

Officer's Recommendation

THAT Council adopts the Operational Plan 2021-2022 in accordance with Section 174 of the *Local Government Regulation 2012*.

The Chief Executive Officer commended the Operational Plan to Council and looks forward to a high level of achievement.

Council Resolution ORD-2021-174

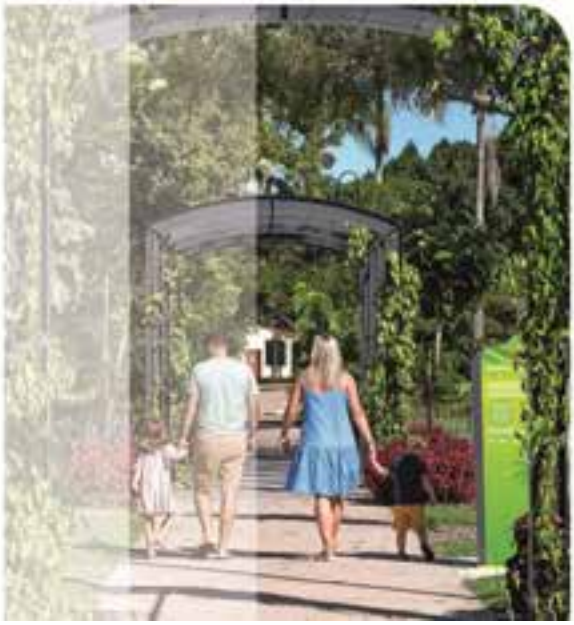
THAT Council adopts the Operational Plan 2021-2022 in accordance with Section 174 of the *Local Government Regulation 2012*.

Moved Cr Mann **Seconded Cr Green**

Cr Mann noted that the Operational Plan outlines the key priorities, acknowledged the enormous amount of work that had gone into its' preparation and looks forward to seeing priorities achieved.

CARRIED

OPERATIONAL PLAN
2021-2022



Mackay REGIONAL COUNCIL

TABLE OF CONTENTS

INTRODUCTION 1

CORPORATE PERFORMANCE, PLANNING AND REPORTING FRAMEWORK 2

MONITORING AND REVIEW 3

RISK MANAGEMENT 3

OUR CORPORATE STRUCTURE 4

COMMERCIAL BUSINESS UNITS 4

- COMMUNITY PRIDE 5
- REGIONAL IDENTITY 7
- COMMUNITY HEALTH AND WELLBEING 8
- ENVIRONMENT 10
- LIFELONG LEARNING 11
- ECONOMY 12
- INFRASTRUCTURE AND TRANSPORT 16
- ORGANISATIONAL PERFORMANCE 19

Introduction

The Operational Plan 2021-22 outlines how we will progress implementation of our Corporate Plan 2021-26 during the financial year.

Our Corporate Plan 2021-26 sets our strategic direction over the five-year period with eight key priorities (shown in **Figure 1**), supported by a range of strategies.

Figure 1: Mackay Regional Council Corporate Plan 2021 - 2026 Key themes

The Operational Plan details programs, projects and services that we will deliver in 2021-22 to achieve our strategic vision. Each action has a lead Mackay Regional Council (MRC) Program and an evaluation measure that we will use to monitor and report on our performance.

Preparation of an operational plan is a requirement under s.174(1) *Local Government Regulation 2012*. An annual operational plan for a local government must be consistent with its annual budget, include an annual performance plan for each commercial business unit, state how the local government will manage operational risks and how it will progress implementation of the 5-year corporate plan during the period of the annual operational plan.

Our Operational Plan 2021-22 is consistent with our Mackay Regional Council Budget 2021-22, which allocates funding for projects, programs and services that will be delivered during the financial year.

Corporate Performance, Planning and Reporting Framework

Our Corporate Performance, Planning and Reporting Framework (**Figure 2**) cascades from our five-year Corporate Plan.

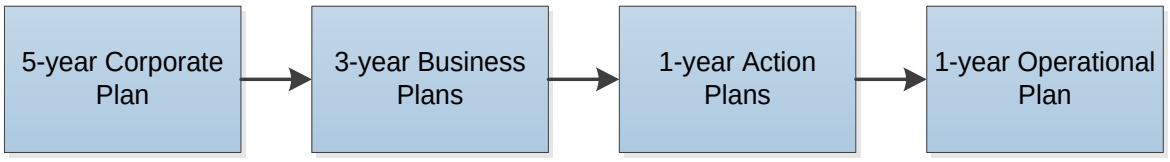


Figure 2: Corporate Performance Planning and Reporting Framework

Each MRC Department or Program (or cluster of like Programs) has a Business Plan aligned to the corporate priorities. The Business Plans, which have a three-year outlook from 2021-2022, outline each program's business priorities.

The actions which will be delivered in 2021-2022 to achieve these business priorities are detailed in the Programs' annual action trackers. Every 2021-2022 action has a target and a key performance indicator to measure performance.

The content of this operational plan is drawn from MRC Programs' 2021-2022 action trackers.

Monitoring and Review

We will review our progress in completing the actions contained in the Operational Plan 2021-2022, on a quarterly basis. The outcome of this review will be documented in a quarterly Operational Plan report, which will include a status report on each action. The status of each action will be categorised as 'on target', 'below target' or 'complete', while actions that will be reported in a later quarter will be reported as 'not required to be reported on this quarter'.

This reporting meets the requirements of s.174(3) *Local Government Regulation 2012*, which requires that a written assessment of progress towards implementing the operational plan is presented at a council meeting held at regular intervals of not more than three months.

Risk Management

The *Local Government Regulation 2012* requires that the Operational Plan states how the local government will manage operational risk.

Mackay Regional Council's approach to risk management is based on the Australian/New Zealand Standard ISO 31000:2018 Risk Management – Principles and Guidelines.

Our Enterprise Risk Management Framework guides the identification, assessment and management of strategic risks across the organisation. We undertake annual risk assessments, where risks are reviewed and assessed, and control actions are identified to mitigate risks. **Figure 3** shows the spread of our strategic risks by risk category.

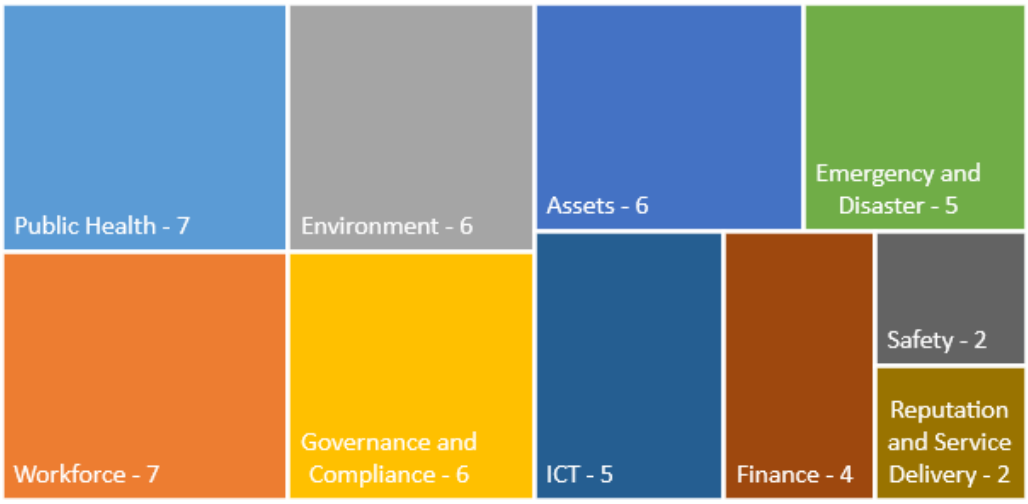


Figure 3: Mackay Regional Council's Strategic Risks per category

We review and report on implementation of risk control actions on a quarterly basis. The risk report is presented to our Executive Leadership Team (ELT) and the Audit Committee.

Our Corporate Structure

Mackay Regional Council's structure includes departments through which it delivers its programs, projects and services. Each MRC department includes programs which are responsible for delivering actions in the annual operational plan.

Our corporate structure is outlined below:

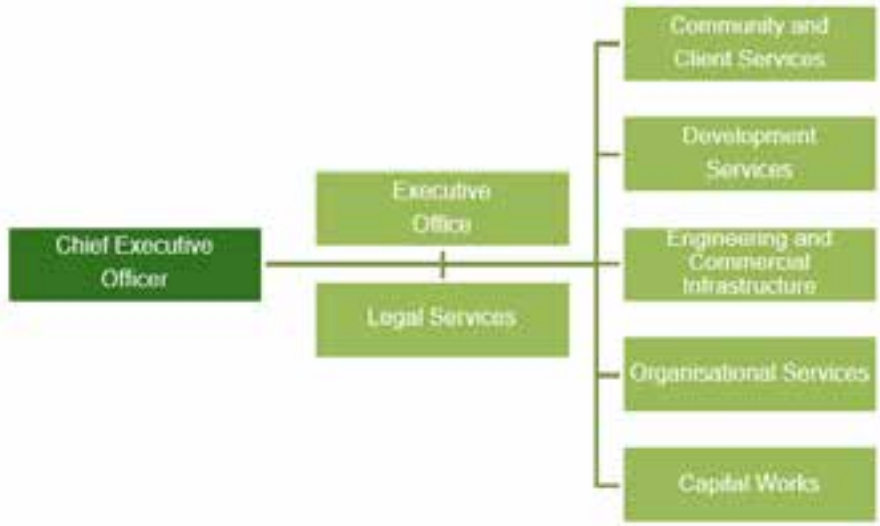


***Figure 4**: Mackay Regional Council corporate structure*

Commercial Business Units

The annual operational plan for a local government must include an annual performance plan for each commercial business unit (in accordance with s.175(1)(c) *Local Government Regulation 2012*).

We have two commercial business units, MRC Waste Services and MRC Water Services. Each has a 5-year performance plan, which satisfies the legislative requirements for an annual performance plan. The MRC Waste Services and MRC Water Services Performance Plans for 2021-2026 are published on our website at: www.mackay.qld.gov.au or are available by contacting us on 1300 MACKAY (622 529).

We update the performance plans for our commercial business annually and they are adopted by council at its Special Budget Meeting.

COMMUNITY PRIDE - a community that creates a supportive environment for people of all social, cultural and linguistic backgrounds.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Cultural diversity Support cultural activities and pursuits which seek to recognise and celebrate diverse backgrounds within our community.	Deliver the suite of programmed events and assist with community festivals and civic events.	Event key performance indicators are met.	Community Lifestyle
Community facilities Provide community facilities to improve the liveability of the region and to promote community connection.	Undertake a local area planning project for Finch Hatton and Eungella to support the Mountain Bike Trail project.	Completed local area planning project endorsed by Council.	Strategic Planning
	Seek funding for the Mirani Community Precinct.	Through success in gaining funding for the Mirani Community Precinct, community facilities in the area can be improved.	Office of the Mayor & CEO
	Develop a conservation management plan/asset management sub-plan to guide future investment in Greenmount Homestead and its collection.	Plan developed and exemption certificates obtained.	Community Lifestyle
Strategic volunteer program Provide a strategic volunteer program delivering a range of opportunities for residents to contribute to the development of their community through volunteering.	Implement the Volunteer Management Strategy.	At least 90% of Strategy Actions completed in accordance with timeframes.	People & Culture
Regional and community events In partnership with other stakeholders, support the development and delivery of significant regional and community events that stimulate the economy, and promote civic pride and community enjoyment.	Contribute to the delivery of a suite of programmed events, including the Global Grooves multicultural festival, and assist with other community festivals and civic events.	Number of community events held.	Community Lifestyle
		Number of community organisations engaged in the programming and delivery of events	Community Lifestyle

Corporate Plan Strategy	Action	Evaluation	Responsibility
	Prioritise the delivery of events and event development which increases levels of domestic tourism visitation and/or increases the length of stay of international visitors.	Delivery of the Invest Mackay Conference and Events Attraction Program.	Economic Development
	Further enhance livestream capabilities at the MECC to support hosting of remote events.	Enhancements delivered.	MECC & Events
Engaging young people in the region Attract and retain young people in the region. This includes leveraging the tertiary education sector, improving liveability through expanding job opportunities and providing affordable accommodation, recreation, entertainment and sporting opportunities.	Working groups focused on improving youth sector and its associated programs.	Young people have improved access to the youth sector and its support systems – survey. results reveal increased youth engagement.	Community Lifestyle
	Develop and deliver youth leadership programs.	Youth leadership programs are developed and implemented.	Community Lifestyle
Not for profit organisations We will actively support and develop not for profit organisations across the region that support a great quality of life and wellbeing for our community.	Facilitate professional development initiatives and workshops that build the capacity of the not-for-profit sector.	Feedback indicates an increase of knowledge and skill.	Community Lifestyle

REGIONAL IDENTITY - develop a strong regional voice to promote and facilitate growth to become a leading community in Northern Australia. Recognise that our satellite towns have and cherish their own identities.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Northern Australia Alliance Participate as a strategic and active partner in the Northern Australia Alliance ensuring the Mackay region maximises these opportunities to advocate for, and influence, government policies for the benefit of the region.	Assist Greater Whitsunday Alliance (GW3) to participate as a strategic and active regional partner, ensuring the Mackay Region maximises opportunities to advocate for, and influence, government policies for the benefit of the region.	Number of Mackay Regional issues that GW3 advocate on behalf of the region.	Office of the Mayor and CEO
Working together with neighbouring councils Maximise the opportunities through active participation in the Greater Whitsunday Council of Mayors, build strategic alliances, advocate on regional priorities and collaborate to capitalise on opportunities for joint cost savings and improved service delivery.	Promote collaborative ventures by the Greater Whitsunday Council of Mayors, including advocacy on regional priorities and collaborate to capitalise on opportunities for joint cost savings and improved service delivery.	Number of active ventures.	Office of the Mayor and CEO
Place management of suburbs and localities across the region Implement place management principles and an integrated approach in particular suburbs and localities to achieve social, economic, environmental potential and activate places through targeted services, facilities and events.	Continue placemaking efforts across Mackay and other townships and centres.	Number of projects completed.	Economic Development & Tourism
Prioritise the promotion of the Mackay Region Promote the Mackay region through the development of a shared brand.	Provide funding support to Mackay Tourism Ltd for destination marketing.	Destination marketing in accordance with the Mackay Tourism Limited's Destination Tourism Plan.	Economic Development & Tourism

COMMUNITY HEALTH AND WELLBEING - deliver a safe, healthy and accessible community that offers a diverse range of services and facilities.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Active and healthy community Promote active and healthy lifestyles by providing equitable access and encouraging sporting, recreational and outdoor activities throughout the region.	Implement the Clubs Connect Program, as per the Mackay Sport and Recreation Strategy.	100 clubs registered in the program.	Community Lifestyle
	Maintain active participation in the North Queensland Sports Foundation (NQSF) committee and associated events/activities.	Maintain Council membership status to NQSF Committee and Advisory Forums.	Community Lifestyle
		A mix of elected members and Officers to attend at least 4 NQSF Committee meetings and/or Advisory Group meetings.	Community Lifestyle
		Encourage community participation in NQSF events/activities.	Community Lifestyle
	Contract for the delivery of Health and wellbeing programs across the region.	Number of physical activity programs delivered.	Community Lifestyle
		Number of residents engaged in each of the programs delivered.	Community Lifestyle
	Progress the development of the Pioneer Valley Mountain Bike Park.	Project is design finalised and 'shovel-ready'.	Office of the Mayor and CEO
Parks and open spaces Provide well-designed and maintained parks and open space networks which cater for the changing needs of all members of the community, to promote participation in outdoor social and recreational activities.	Maintain parks and high profile public open space areas in line with adopted service standards and to protect public safety.	Requests actioned within specified timeframes.	Parks, Environment & Sustainability
	Customer requests receive a personal response, where capacity allows.	Average 4-star customer satisfaction rating received per year.	Parks, Environment & Sustainability

Corporate Plan Strategy	Action	Evaluation	Responsibility
	Achieve sustainable management of parks, and natural areas in line with community needs.	Open Space Maintenance Plans developed for all new or renewed parks.	Parks, Environment & Sustainability
	Plan for the development of parks that meet community needs and achieve minimum parks service levels.	Open Space Strategy reviewed and updated.	Parks, Environment & Sustainability
Environmental health Implement a range of public information and education programs and other measures to prevent, control and reduce risks to public health.	Licence, audit and inspect businesses that are required to hold licenses, registrations or approvals under relevant legislation.	Routine compliance inspections are completed for all regulated premises.	Health & Regulatory Services
Disaster preparedness Build community preparedness.	Train staff in accordance with the Queensland Disaster Management Training Framework's (QDMTF) Queensland Disaster Management Arrangements (QDMA).	All staff have been suitably trained in accordance with the QDMTF.	Emergency Management
	Work with the Local Disaster Management Group (LDMG) to enact the pandemic disaster recovery sub plan.	Plan enacted.	Emergency Management

ENVIRONMENT - minimise our environmental impact by adopting best practice to achieve a well-managed and healthy environment that provides a balance between built infrastructure and the conservation of our natural and cultural resources.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Sustainability Promote sustainable practices and respond to climate change in council operations.	Implement the Environmental Sustainability Strategy (2017-2022).	Complete 80% of the relevant actions in the plan.	Parks, Environment & Sustainability
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.	Develop a beach unit prioritisation formula for future Local Coastal Plan development for review.	Prioritisation formula developed and endorsed.	Parks, Environment & Sustainability
Recycling and reuse Increase recycling and reuse by diverting waste from landfill and raising community awareness, in order to reduce the costs of providing waste services, gain the economic advantages of producing material for reuse, and reducing the impact on the environment.	Monitor and report the impacts of the current change to markets on MRC's recycling service.	Through reports to council, in the Engineering and Commercial Infrastructure Waste Services Monthly Review, impacts of current change to markets on MRC's recycling service is understood.	Waste Services
Natural environment Work in partnership with the community to protect and enhance the Mackay region's natural assets and its biodiversity.	Environmental and waterway activities are undertaken with the active involvement of local communities.	Ten community events are facilitated per year.	Parks, Environment & Sustainability

LIFELONG LEARNING - build an informed, involved and digitally connected community that retains and attracts knowledge.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Tapping into the experience of seniors Utilise the skills and experience of older residents to support early childhood learning and to transfer sporting skills and knowledge.	Plan and deliver a Seniors Expo.	Volunteer Expo participation target met.	Community Lifestyle
Libraries, museums and art Enhance lifelong learning opportunities that improve literacy and public access to information and knowledge, history and art.	Increase library membership, including membership options.	5% net increase in library membership, based on the baseline recorded 30 June 2021.	Community Lifestyle
	Museum collection sorted and catalogued.	Museum collection sorted and catalogued for one site.	Community Lifestyle
Northern Beaches Community Hub and Mirani Community Precinct Progress the development of the Northern Beaches Community Hub and the Mirani Community Precinct.	Undertake preliminary design works for the Mirani Community Precinct, including development of full scope of works.	Project concept design finalised and 'shovel-ready'.	Strategic Planning/ Major Projects
	Finalise the Masterplan for the Northern Beaches Community Hub to get project 'shovel-ready'.	Masterplan is finalised to concept design level and infrastructure studies completed.	Strategic Planning
Cultural heritage We recognise, value, protect and promote, the rich cultural heritage, history and stories of our region.	Quarterly meetings with Council's Character and Heritage Advisory Committee.	Meeting minutes of the Character and Heritage Advisory Committee considered by Council.	Strategic Planning
	Review and implement the Reconciliation Action Plan (RAP).	Progress on implementation of the RAP.	Community Lifestyle
	Prepare development plan for the region's heritage sites and collections.	Development plan for heritage sites and collections established.	Community Lifestyle

ECONOMY - We will encourage a buoyant, diverse economy that creates opportunities and employment and builds on our strengths so that we are a key player in the regional, state and global economy.
A key foundation to the Mackay region's long-term prosperity and lifestyle is a strong and resilient economic base, supported by the resource sector, service industries, agricultural industries, education and tourism.
Recognising that our outlying areas are major contributors to our economy – we will adopt strategies to enhance the lifestyles and business opportunities in our regional areas which benefit the entire region.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Partnerships for a diversified economy that embraces all industry and jobs of the future Champion the growth of globally competitive local industries by working with industry stakeholders. Support the economic development and viability of the region by implementing council's long-term economic development plans in partnership with key stakeholders, including Greater Whitsunday Alliance (GW3), Mackay Tourism, Resource Industry Network, Mackay Region Chamber of Commerce, Regional Development Australia, Urban Development Institute of Australia, universities, State and Federal government agencies, and other business and industry groups.	Identify opportunities to attract co-investment in regional priorities and strategies from State and Federal Governments and the private sector through strategic partnerships.	40 grant applications received.	Office of the Mayor and CEO
		>$7.5M funding received.	Office of the Mayor and CEO
	Continue to implement, monitor and evaluate the Facilitating Development in the Mackay Region Policy.	Number of applications received.	Economic Development & Tourism
	Together with partners, conduct a regional marketing campaign in key interstate workforce markets regarding the benefits of moving to Mackay.	Campaign developed.	Economic Development & Tourism
	Support Split Spaces to provide infrastructure and to encourage business start-ups and innovation through program and events.	Number of initiatives supported.	Economic Development & Tourism
	Monitor the impacts of COVID-19 on the local economy and implement initiatives to promote economic recovery.	Initiatives developed.	Economic Development & Tourism
Strong local businesses with a global reach Support stakeholder groups to assist Mackay and Regional business and industry to become export-ready and extend the global reach of their products and services.	Support establishment and operation of the Mackay Isaac Whitsunday Small-medium Enterprise METS Export Hub.	Number of projects supported.	Economic Development & Tourism

Corporate Plan Strategy	Action	Evaluation	Responsibility
Develop networks that capitalise on the government's trading relationships and free trade agreements.	Partner with stakeholders to support local businesses impacted by COVID-19.	Joint initiatives undertaken.	Economic Development & Tourism
Enhance regional centres Focus on regional centres to enhance identity and local economies.	Continue to provide support to the region's business centres through the Building Improvement Rebate.	Number of applications approved.	Economic Development & Tourism
Activation of the Mackay Waterfront Work in partnership with the community, government agencies and other stakeholders to further the objectives of the Mackay Waterfront project. Enhance the aesthetic and recreational aspects of the Pioneer River system and Binnington Esplanade.	Undertake concept designs and place making initiatives for key priorities with relevant stakeholders.	Concept designs completed and place making initiatives implemented.	Mackay City & Waterfront
	Undertake concept designs and place making initiatives for priorities to increase activation of key locations.	Concept designs completed and place making initiatives implemented.	Mackay City & Waterfront
	Deliver the strategies highlighted in the Implementation Strategy of the Development Scheme and ensure all designs and initiatives reflect the Master Plan vision.	Strategies implemented as per endorsed schedule.	Mackay City & Waterfront
Facilitate development Utilising the Planning Scheme to deliver an integrated approach to the facilitation of development and sustainable growth. Facilitate catalytic land and infrastructure developments by attracting investment through joint ventures and partnerships with the private sector, and by working with State and Federal governments on joint initiatives.	Conduct a regular review of the Mackay Region Planning Scheme and policies and make appropriate amendments.	Number of planning scheme amendments adopted by council.	Strategic Planning
	Work with partners to proactively identify and engage with prospective. investors/businesses in identified targeted sectors.	Develop and maintain the Invest Mackay prospectus and supporting investment attraction material.	Economic Development & Tourism
	Review the Mackay Growth Allocation Modelling based on updated data to inform land use and infrastructure planning.	Model reviewed and updated.	Strategic Planning
	Undertake region-wide demographic analysis, audit of social and community infrastructure to inform actions within prioritised catchments.	Completed demographic analysis and audit of social/community infrastructure needs per catchment.	Strategic Planning

Corporate Plan Strategy	Action	Evaluation	Responsibility
	Continue statutory review of the Local Government Infrastructure Plan (LGIP) and work with asset owners.	Project milestones met.	Strategic Planning
	Assist in implementation and interpretation of the LGIP.	Assistance provided.	Strategic Planning
	Prepare and monitor a set of development indicators to monitor market conditions and growth trends.	Updated quarterly development indicators created.	Strategic Planning
	Complete an annual internal desktop review of industrial land demand and supply.	Annual review completed.	Strategic Planning
	Attend and arrange meetings with consultants and development industry bodies to ensure MRC is aware of emerging issues and projects.	Project/emerging issue meetings held with industry stakeholders.	Development Assessment
	Ensure all actions at various phases of operational works application are compliant with legislated timeframes.	Actual timeframes and imposed conditions comply with legislative requirements.	Development Engineering
	Support the operation of the Resource Centre of Excellence.	Successful operation.	Economic Development & Tourism
Support local business Ensure that MRC's procurement activities support local businesses where possible.	Deliver an annual information session to the Mackay public.	Information session delivered.	Procurement & Plant
	Investigate online information sessions / tutorials on specific contractual topics held every two months.	Investigation finalised.	Procurement & Plant
Mountain biking Progress the Pioneer Valley Mountain Bike Trail to optimise economic, social and environmental opportunities for the region.	Advocate for delivery and funding of the Pioneer Valley Mountain Bike Trail to Government agencies and regional stakeholders.	Investment material developed and meetings held with funding agencies.	Economic Development & Tourism

Corporate Plan Strategy	Action	Evaluation	Responsibility
	Delivery of the Pioneer Valley Mountain Bike Trail.	Complete the relevant masterplans and designs associated with the Pioneer Valley Mountain Bike Trail Project. Completion of Stage 1 & 2 of the Environmental Assessment and Cultural Heritage Assessment.	Major Projects
	Deliver business development and branding activities to optimise economic and investment opportunities.	Marketing Plan and collateral developed, and Business Mentoring Program delivered.	Economic Development & Tourism
	Continued coordination of the Mackay Region Mountain Bike Alliance and implementation of the Mackay Region Mountain Bike Strategy.	Quarterly meetings with the Mountain Bike Alliance, and delivery of three action items from Mackay Region Mountain Bike Strategy.	Economic Development & Tourism
Tourism We support initiatives that build on and enhance our unique tourism experiences and opportunities.	Provide funding support to Mackay Tourism Ltd for the delivery of visitor information services.	Visitor information services delivered in accordance with the Mackay Tourism Limited's Destination Tourism Plan.	Economic Development & Tourism
	Work with partners to proactively identify and engage with prospective investors/businesses in identified targeted sectors.	Develop and maintain the Invest Mackay prospectus and supporting investment attraction material.	Economic Development & Tourism
	Consider business support and potential grant programs for tourism product development.	Program identified.	Economic Development & Tourism

INFRASTRUCTURE AND TRANSPORT - The development and maintenance of our infrastructure is based on best practice and supports a high standard of living for the local community. Council will have robust strategic asset management practices to optimise the planning, delivery and maintenance of public assets.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Mackay Ring Road Support the construction of Mackay's Ring Road network.	Advocate for delivery of Stage 2 of the Mackay Ring Road which will connect the Bruce Highway north of Mackay to Harbour Road and the Mackay Port.	Advocacy for State and Federal Government Stage 2 Mackay Ring Road funding is completed.	Office of the Mayor & CEO
Bowen Basin Service Link Support the implementation of the proposed Bowen Basin Service Link.	Support Department of Transport and Main Roads in the design and construction phases of the Mackay to Bowen Basin Service Link.	Preliminary design commenced.	Office of the Mayor & CEO
Infrastructure assets Maintain and improve councils, sealed and unsealed road network, drainage network, water and sewerage networks, and waste facilities by adopting more efficient service delivery mechanisms, prioritisation and improved practices in consultation with the community.	Prepare 20-year Capital Works Program (CWP) and submission for adoption by council within corporate timeframes.	Draft CWP prepared and submitted.	Transport & Drainage Infrastructure Planning
	Develop a 3-year CWP schedule, for council approval.	Rolling 3-year CWP completed and council indicative approval in place.	Transport & Drainage Infrastructure Planning
	Defect inspections are undertaken in line with the approved inspection schedule.	95% of asset defect inspections are completed on time.	Civil Operations
	Respond to client requests in line with agreed timelines.	90% client requests are responded to within agreed timelines.	Civil Operations
	Conduct Client Satisfaction Surveys to assess satisfaction rating on a bi-monthly basis and achieve target satisfaction rating.	Maintain client satisfaction star rating at or above an average of 4 over the 12-month period.	Civil Operations
	Implement actions in the 10-year Flood and Stormwater Strategy.	Implement actions as required for 2021/22 or out-years.	Strategic Planning
	Undertake continuous improvement to eliminate or reduce risks identified in the stormwater strategy, floodplain management plan and other flood studies.	Priority projects as identified by the Stormwater Strategy Project Control Group (PCG).	Strategic Planning

Corporate Plan Strategy	Action	Evaluation	Responsibility
	Implement the Pioneer Floodplain Management Plan.	Pioneer Floodplain Management Plan finalised, and recommendations considered.	Strategic Planning
	Ensure coastal and inland flood hazard studies remain current and planning scheme updated.	Planning Scheme reflects best information on coastal hazards (coastal erosion and storm tide) and risk management controls.	Strategic Planning
	Enhance the community's resilience by assisting with evacuation planning.	Provide flood hazard information online.	Strategic Planning
	Develop a capital program to maintain required services over the next 10 years at optimal investment, with business cases developed for projects identified for the first year.	Program developed.	Transport & Drainage Infrastructure Planning
		Indicative 2021-22 water and sewerage capital works program supported by the Water and Waste Advisory Board and endorsed by council.	Water & Sewage Infrastructure Planning
	Provide safe, reliable and high-quality water services to the community.	99% compliance with Health Guidelines of Australian Drinking Water Guidelines.	Water Treatment
	Work with the Department of Regional Development, Manufacturing and Water and Department of Environment and Science to ensure the meeting of all regulatory obligations.	Nil regulatory enforcement notices.	Water Treatment Waste Services
	Optimise the quality of effluent (treated sewage) released into the environment.	95% regulatory compliance with licence requirements for treated sewage.	Water Treatment
	Review and publish the Drinking Water Management Plan (DWMP)	DWMP reviewed and published.	Water Treatment
	Review and publish the Waste Management Strategic Plan (WMSP).	WMSP reviewed and published.	Waste Services

Corporate Plan Strategy	Action	Evaluation	Responsibility
Planning for growth Plan for the delivery of public infrastructure and services to match the needs of our changing population.	Complete identified and approved projects under the Works for Queensland (W4Q) funding program.	Completion of identified projects to funding level.	Office of the Mayor & CEO
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.	Develop an Asset Management Improvement Plan.	Results against actions in the plan.	Asset Management
	The corporate maintenance management system is used for the majority of works completed for all MRC assets.	Maintenance management modules are fully used.	Asset Management
	Prepare new Supervisory Control And Data Acquisition (SCADA) Strategy.	Strategy completed.	Water Networks
	Monitor the value of the buildings and facilities asset base.	No change to the base value of buildings and facilities.	Property Services
Advocacy for better public transport Work closely with the State Government to secure funding to increase the frequency and number of public transport services in the Mackay Local Government Area.	Implement the actions from the Mackay Region Integrated Transport Strategy.	Completion/progression of priorities that require action in 2021-22.	Strategic Planning

Mackay

ORGANISATIONAL PERFORMANCE - we are an innovative and responsive council that strives for excellence to achieve for our customers and the community. We operate efficiently and effectively to develop strong partnerships with all stakeholders providing value for money services.

Corporate Plan Strategy	Action	Evaluation	Responsibility
Financial sustainability and efficiencies Maintain the financial sustainability of the council by implementing rigorous financial management practices across all council programs.	Deliver and track progress of capital works program each month.	90% delivery of the capital works against the original budget - as amended.	Capital Works Directorate
	Share financial information and concepts via knowledge shares to allow staff to improve the accuracy of data inputs into the financial system.	Accurate financial reporting and minimal issues arising from audit.	Financial Services
	Prepare draft financial statements on or prior to planned date.	Draft statements should be of sufficient quality for management approval, without any material errors or adjustments.	Financial Services
Safety in the workplace Practise a "safety first" attitude to ensure the safety and wellbeing of council employees, contractors and volunteers.	Implement the actions contained in the 2021-22 Safety Action Plan.	90% of actions completed in accordance with the Safety Action Plan.	Governance & Safety
Our culture Foster a culture where staff willingly engage in council's values and expected service delivery outcomes for our community.	Roll out culture education.	Rollout completed.	People & Culture
Community engagement Ensure that council officers and elected members have the tools and skills to effectively communicate with our customers to enable a positive interaction with council.	International Association for Public Participation (IAP^2), Council's community engagement processes and portal. Community Engagement officers attend staff meetings of relevant programs and brief councillors to provide an overview of the project.	Relevant programs are briefed in accordance with IAP^2 processes.	Corporate Communications & Marketing
Promote council's services Raise community awareness about council's services and initiatives.	Deliver local promotion in October 2021 and MRC Mackay Show stand in June 2022.	Two marketing campaigns are delivered.	Corporate Communications & Marketing

Corporate Plan Strategy	Action	Evaluation	Responsibility
	Undertake a quarterly review of digital media operations and continue to investigate effective monitoring platforms.	Visits to MRC's digital media platforms are maintained.	Corporate Communications & Marketing
Smarter technologies Optimise the use of information and communication technologies (ICT) and other innovations to improve service delivery and operate more efficiently.	Review the MRC ICT Strategy 2020-2023.	Review of the MRC ICT Strategy 2020-2023 is completed, and an updated Strategy is prepared and approved by ELT.	Information Services
	Procure and implement new Human Resource Information System (HRIS).	HRIS procurement and implementation progressed.	People & Culture
	Work with stakeholders to deliver the MIW Digital Infrastructure Study and other initiatives to support the region's digital growth and transformations towards smart technologies.	Number of actions supported.	Economic Development
Our people Implement industry-leading people management practices including recruitment, training and development, performance management, and workforce planning.	Design high performance culture and supporting tools.	Design complete; tools developed.	People & Culture
	Communicate intention of culture change and baseline data established.	Communication delivered; baseline established.	People & Culture
	Implement a succession planning framework and system.	Implement framework and system.	People & Culture
	Implement an integrated talent framework, linked to succession planning and workforce capability planning.	Implement framework and system.	People & Culture
	Implement position profiling process.	Process implemented.	People & Culture

Corporate Plan Strategy	Action	Evaluation	Responsibility
Governance and performance Ensure that council complies with all of its statutory obligations, minimises its exposure to litigation, manages its risk, undertakes targeted internal audits, and meets community expectations of transparency and performance reporting.	Deliver an internal audit program targeting areas of highest risk and greatest potential for business improvement gains.	Audits completed in accordance with the approved Internal Audit Plan and endorsed by ELT and the Audit Committee.	Governance & Safety
	Improve fraud control through the development and implementation of the Fraud Corruption and Prevention Action Plan.	Percentage of actions completed in accordance with the Fraud and Corruption Prevention Action Plan.	Governance & Safety
	Complete quarterly risk reports.	Prepare and submit quarterly strategic risk reports to ELT and the Audit Committee.	Governance & Safety
	Facilitate the annual review of Business Plans.	ELT endorsement of business plans developed by the business and used to guide operations ensuring strategic objectives are met.	Governance & Safety
	Annual report on Council strategies (method of implementation, key outcomes of the strategy).	Council strategy report complete & endorsed by ELT.	Governance & Safety
	Identify, collaborate and support implementation of organisational efficiencies.	Processes between teams streamlined, value add activities identified and integrated into service provision.	Shared Services Centre
	Develop channel migration framework.	Framework developed and approved for implementation.	Shared Services Centre
	Provide efficient and cost-effective legal services to all MRC departments and functions.	Proportion of legal services provided in-house in 2021-22 is greater than 2020-21.	Office of the Mayor & CEO

Corporate Plan Strategy	Action	Evaluation	Responsibility
	Provide legal training and education programs in-house to increase the capacity of MRC officers to understand and coordinate legal matters.	Through a minimum of four in-house legal training sessions each year, MRC officers have an improved understanding and capacity for coordinating legal matters.	Office of the Mayor & CEO

12. RECEIPT OF PETITIONS

Nil

13. TENDERS

Nil

14. CONSIDERATION OF NOTIFIED MOTIONS

Nil

15. PUBLIC PARTICIPATION

Mr Darren Purdie noted that he had met with the Mayor approximately 18 months earlier and addressed the Council providing an outline of an issue of barking dogs he and his family had been experiencing for over 3 years. Mr Purdie advised that he had had a great deal of contact with Local Laws over the years but felt that after a certain amount of time, more action needs to be taken and he would like some feedback from Local Law.

Mayor Williamson noted that he was aware that there had been considerable interaction with Local Laws and requested the CEO follow this matter up with Mr Purdie.

16. LATE BUSINESS

Nil

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
Item 17.1 - Legal Services Monthly Report	(e) legal advice obtained by Council (g) negotiations relating to a commercial matter (h) action to the taken under the Acquisition of Land Act 1967
Item 17.2 - Approved Sponsorship Under the Invest Mackay Events and Conference Attraction Program	(c) the Council's budget
Item 17.3 - Approved Concessions Under the Facilitating Development in the Mackay Region Policy	(c) the Council's budget
Item 17.4 - MRC Organisational Structure Change - Development Assessment and Development Engineering	(b) industrial matters affecting employees

Moved Cr Mann **Seconded Cr Bonaventura**

CARRIED

11:13 am - The meeting closed to the public.

THAT the meeting be reopened to the public.

Moved Cr Bonaventura **Seconded Cr Mann**

CARRIED

11:28 am - The meeting reopened to the public.

17.1. LEGAL SERVICES MONTHLY REPORT - MAY 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-2021-175

THAT the legal Services Monthly Report for May 2021 be accepted.

Moved Cr Bonaventura **Seconded Cr Englert**

CARRIED

17.2. APPROVED SPONSORSHIP UNDER THE INVEST MACKAY EVENTS AND CONFERENCE ATTRACTION PROGRAM - MAY 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-2021-176

THAT the sponsorship approved under the Invest Mackay Events and Conference Program are noted.

Moved Cr Townsend **Seconded Cr Mann**

CARRIED

17.3. APPROVED CONCESSIONS UNDER THE FACILITATING DEVELOPMENT IN THE MACKAY REGION POLICY - MAY 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-2021-177

THAT the concessions approved under the Facilitating Development in the Mackay Region Policy are noted.

Moved Cr Green **Seconded Cr Townsend**

CARRIED

17.4. MRC ORGANISATIONAL STRUCTURE CHANGE - DEVELOPMENT ASSESSMENT AND DEVELOPMENT ENGINEERING

Confidential

Confidential Report to be forwarded separately.

This report is **CONFIDENTIAL** in accordance with the Section 254J (3) (b) of the *Local Government Regulation 2012* which permits the meeting to be closed to the public to discuss a matter relating to **industrial matters affecting employees.**

Council Resolution ORD-2021-178

THAT Council adopts the amended organisational structure.

Moved Cr Hassan **Seconded Cr Townsend**

CARRIED

18. MEETING CLOSURE

Meeting closed at 11:30 am.

19. FOR INFORMATION ONLY

19.1. BUILDING STATISTICS - MAY 2021

Attachments

1. Building Statistics - May 2021 [**19.1.1** - 2 pages]

Class	Description	Total May 2021	Total Value Of Proposed Works	Average Proposed Floor Area (m2)	Total May 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	84	$24,659,877	191	59	417
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			0	0
Class 2	A building containing 2 or more sole-occupancy units each being a separate dwelling	1	$289,167	194	0	2
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			0	0
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	1	$96,034	150	1	4
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	8	$897,365	367	1	21
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	2	$166	332	3	10
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	3	$3,741,125	2,265	0	8
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	2	$70,000	674	1	7
Class 9C	An aged care building	0			1	0
Class 10A	A private garage, carport, shed or the like	79	$2,285,745	95	91	392
Class 10B	A structure being a fence, mast, antenna, retaining or free standing wall, swimming pool or the like	18	$976,471	6	17	97
Class 10C	A private bushfire shelter	0			4	0
Sundry	Demolition residential/commercial/industrial, class n/a, class s/s	0		N/A	1	2
Totals		**198**	**$33,015,949**	**4,272**	**179**	**960**

Description	Total May 2021	Total Value of Proposed Works	Average Proposed Floor Area (m2)	Total May 2020	YTD
New building or structure	153	$29,389,733	179	132	703
Change of building classification	0			0	2
Demolition	5	$187,983	N/A	1	20
Repairs, alterations, additions	23	$2,027,856	292	28	141
Swimming pool and/or pool fence	16	$703,832	N/A	17	97
Relocation or removal	2	$42,650	90	0	3
Totals	**199**	**$32,352,053**	**558**	**178**	**966**

19.2. DEVELOPMENT APPLICATION INFORMATION - MAY 2021

Attachments 1. DA Informaiton Report - May 2021 [**19.2.1** - 4 pages]

Development Applications Received

App No.	Code / Impact	Address	Applicant	Description	Officer
DA-2006-133/C	Code	35 Commercial Avenue PAGET	Denbass Pty Ltd	Change Application (Minor) - Change to approved plan to remove Stage 3 works	Emma Langford
DA-2007-553/C	Code	86 Holts Road RICHMOND	Home Investment Consortium Company Pty Ltd	Change Application (Minor Change) - Amendment to approved proposal plans to reposition the Food & Drink Outlet, car parking layout and GFA changes (reduction of 42m2) - Homemaker Centre	Daniel Walsh
DA-2009-479/B	Code	Lot 957 Morehead Drive RURAL VIEW	Michael J McEachern Family Trust	Extension to Currency Period (4 Years) Reconfiguration of a Lot - 1 Urban Residential Lot into 94 Urban Residential Lots (Stages - 14 & 15)	Brogan Jones
DA-2009-484/B	Code	Lot 954 Morehead Drive RURAL VIEW	Michael J McEachern Family Trust	Extension to Currency Period (4 Years) Reconfiguration of a Lot - 1 Urban Residential Lot into 84 Urban Residential Lots (Stages - 16 & 17)	Brogan Jones
DA-2009-486/A	Code	Lot 957 Morehead Drive RURAL VIEW	Michael J McEachern Family Trust	Extension to Currency Period (4 Years) Reconfiguration of a Lot - 1 Urban Residential Lot into 93 Urban Residential Lots (Stages - 12 & 13)	Brogan Jones
DA-2010-135/C	Code	Lot 900 Mirani-Eton Road MIRANI	Iliv Central QLD Mackay Land Development Pty Ltd	Extension of Relevant Period (6 Years) - Preliminary Approval to vary the effect of the Planning Scheme pursuant to s242 of the Sustainable Planning Act 2009 to facilitate development for Residential Uses (Dwelling Houses, Home Occupations, Multiple Dwelling Units and Oversized Sheds) and Community Uses (Community Facilities, Local Utilities)	Stacey Mills
DA-2013-335/B	Code	Lot 915 Primavera Boulevard BEACONSFIELD	Echochaff Pty Ltd	Change Application (Minor) - Reduction in density for Stage 7Mira Flores Estate Stage 5-7 is covered under two DA's. DA-2012-149/A for 74 lots in Stages 5 – 7, DA-2013-335 for 74 Urban Residential Lots into 89 Urban Residential Lots (15 Additional Lots to Mira Flores Estate Stages 6 & 7) andDA-2013-335/A for one additional lot in Stages 6-7 of development for 75 lots. Permissible Change - Amendment to Layout to 75 Urban Residential Lots (Mira Flores Estate Stages 6 & 7)	Darryl Bibay
DA-2015-107/A	Code	12-38 Cooks Lane BAKERS CREEK	Southlink Industrial Pty Ltd	Change Application (Minor)From: Reconfiguration of a Lot – 1 Rural Lot into 9 Lots To: Reconfiguration of a Lot – 1 Lot into 10 Lots	Brogan Jones
DA-2015-150/A	Code	48-52 Carlyle Street MACKAY	Geocal Education Pty Ltd	Request to Extend Currency Period (4 years) Child Care Centre	Josephine McCann
DA-2017-15/B	Code	180 Shoal Point Road SHOAL POINT	Charter Capital Pty Ltd	Request to Extension to Currency Period (4 years) - 3 Urban Residential Lots into 23 Lots	Darryl Bibay
DA-2019-9/A	Code	Lot 1 Mount Martin Road MOUNT MARTIN	Malcolm R Burston and Benjamin T Burston	Change Application (Minor) - Change of Condition 10 - Boundary Realignment - 4 Rural lots into 4 lots	Darryl Bibay
DA-2021-10/A	Code	17 Bernborough Avenue OORALEA	Jesse D Moor	Request to Consider Plans Generally in Accordance - Dwelling House - Domestic Outbuilding (Overheight)	Darryl Bibay
DA-2021-42	Code	157-159 Maggiolo Drive PAGET	Justin D Peel and V2r Properties Mackay Pty Ltd	Medium Impact Industry (Building Contractors Depot)	Emma Langford
DA-2021-43	Code	Lot 2 Palm Ridge Drive RICHMOND	AAA Planning & Consultancy	Dwelling House (Domestic Outbuilding within Extractive resources overlay)	Daniel Walsh
DA-2021-45	Code	523 Lindeman Drive BLOOMSBURY	Zebulon Bredl	Dwelling House (Secondary Dwelling)	Emma Langford

DA-2021-46	Code	1576 Sarina Homebush Road SUNNYSIDE	Rural Fire Services	Emergency Services - Rural Fire Brigade Shed	Darryl Bibay
DA-2021-47	Impact	Lot 2 Victoria Plains Road VICTORIA PLAINS	SJ & MJ Clark Super Pty Ltd	Crematorium (Pet Crematorium)	Brogan Jones
DA-2021-48	Code	25 Argents Drive BALNAGOWAN	AAA Building Consultants	Dwelling Extension	Daniel Walsh
DA-2021-49	Code	19 Wardrop Street WEST MACKAY	AAA Building Consultants	New Dwelling	Emma Langford
DA-2021-51	Code	37-43 Arana Drive RURAL VIEW	Hickey Oatley Planning & Development	Combined Material Change of Use - Food and Drink Outlet, Indoor Sport and Recreation and Low Impact Industry and Reconfiguration of 1 Lot in to 2 Lots and an Access Easement	Dennis O'Riely
DA-2021-52	Code	Lot 15 Sands Road KOUMALA	AAA Building Consultants	New Dwelling	Daniel Walsh
DA-2021-54	Code	171 Gardiners Road HABANA	AAA Building Consultants	New Shed	Daniel Walsh
DA-2021-57	Code	964 Mackay-Habana Road HABANA	AAA Planning & Consultancy	Dwelling House - Boundary Setback for a Domestic Outbuilding	Darryl Bibay
DA-2021-58	Code	43 Pinevale Road PINEVALE	Statewide Survey Group	Boundary Realignment - 2 lots into 2 lots and Access Easement	Darryl Bibay
DA-2021-60	Code	106 Sydney Street MACKAY	KPOB Pty Ltd	Material Change of Use - Expansion of Shop/Showroom (Centre Activities) - additional car parking	Dennis O'Riely

Development Applications Entering Decision Making Period

App No.	Code / Impact	Address	Applicant	Description	Officer
DA-2020-105	Code	Lot 1 Bruce Highway BAKERS CREEK	Southlink Industrial Pty Ltd	1 Industry Investigation Lot into 9 Lots	Darryl Bibay
DA-2020-212	Code	1523 Maraju-Yakapari Road BALNAGOWAN	Anne M Agius	Boundary Realignment – 2 Rural Lots into 2 Lots	Stacey Mills
DA-2020-213	Code	971 Bruce Highway FARLEIGH	Start Property Holdings Pty Ltd	Service Station	Emma Langford
DA-2021-19	Code	Lot 505 Production Drive PAGET	Joyce Resources Pty Ltd and Veris Mackay	MCU - Medium Impact Industry	Darryl Bibay
DA-2021-22	Code	Lot 195 Whitsunday Drive BLOOMSBURY	Mt Tyson Holdings Pty Ltd	Boundary Realignment - 2 Lots into 2 Lots, and Access Easement	Josephine McCann
DA-2021-30	Code	78 Alexandra Street WEST MACKAY	AAA Planning & Consultancy	Domestic Outbuilding - Oversize and Overheight	Darryl Bibay
DA-2021-33	Code	10 Kate Street EAST MACKAY	Higgins Designer Homes	Multiple Dwelling Units (3)	Daniel Walsh
DA-2021-34	Code	7 Duncan Street WEST MACKAY	Daniel J Murphy	Dwelling House - (Domestic ++Outbuilding – Carport in Character Residential Area)	Darryl Bibay
DA-2021-35	Code	312 Mia Mia Connection Road MIA MIA	Alan H Hewitt and Patricia L Hewitt	Boundary Realignment – 2 Rural Lots into 2 Lots	Daniel Walsh
DA-2021-36	Code	77-79 Archibald Street PAGET	Burgess Group Australia	Warehouse	Emma Langford
DA-2021-37	Code	145 Midge Point Road BLOOMSBURY	Mt Tyson Holdings Pty Ltd	1 Rural Lot into 2 Lots	Josephine McCann
DA-2021-38	Code	8 Sands Terrace NORTH MACKAY	John Smith	Boundary Realignment – 3 Residential Lots into 3 Lots	Daniel Walsh
DA-2021-40	Code	2 Jackman Court BEACONSFIELD	SHD Pty Ltd	Reconfiguration of a Lot – 1 Medium Density Residential Lot into 6 Lots	Emma Langford
DA-2021-42	Code	157-159 Maggiolo Drive PAGET	Justin D Peel and V2r Properties Mackay Pty Ltd	Medium Impact Industry (Building Contractors Depot)	Emma Langford

DA-2021-45	Code	523 Lindeman Drive BLOOMSBURY	Zebulon Bredl	Dwelling House (Secondary Dwelling)	Emma Langford
DA-2021-54	Code	171 Gardiners Road HABANA	AAA Building Consultants	New Shed	Daniel Walsh

Development Applications Finalised

App No.	Code / Impact	Address	Applicant	Description	Officer
Consent Order Issued					
DA-2001-107/E	Code	Lot 1 Sugarshed Road ERAKALA	Sugar Shed Road Pty Ltd	Change Application (Minor) Reconfiguration of a Rural Lot into 375 Park Residential Lots Framework S01-107	Brogan Jones
DA-2001-39/E	Code	Lot 1 Sugarshed Road ERAKALA	Sugar Shed Road Pty Ltd	Change Application (Minor) Material Change of Use - Impact Assessment - Park Residential Subdivision (375 Lots) MCI01-39	Brogan Jones
Application Not Required					
DA-2007-553/C	Code	86 Holts Road RICHMOND	Home Investment Consortium Company Pty Ltd	Change Application (Minor Change) - Amendment to approved proposal plans to reposition the Food & Drink Outlet, car parking layout and GFA changes (reduction of 42m2) - Homemaker Centre	Daniel Walsh
Approved Subject to Conditions					
DA-2011-187/C	Code	1094 Sarina Beach Road SARINA BEACH	Lance M Steindl	Extension of Currency Period (2 Years) - 1 Rural Residential Lot into 19 Lots	Emma Langford
DA-2018-41/A	Impact	24 Milton Street MACKAY	CPS Global	Minor Change - Change of Conditions - Telecommunications Facility	Josephine McCann
DA-2019-12/B	Code	9-15 Windmill Crossing MOUNT PLEASANT	Reece Australia Pty Ltd	Hardware and Trade Supplies	Darryl Bibay
DA-2020-103/A	Impact	Lot 504 Michigan Way ANDERGROVE	Andergrove Lakes Pty Ltd	Change Application (Minor) Mackay Adventure Lodge & Apartments (Short Term Accommodation & Multiple Dwelling Units) and Reconfiguration of 2 Emerging Community Lots into 3 Lots	Emma Langford
DA-2020-130/A	Code	Lot 1 Dawlish Road SARINA	Mark D Storey and Glenda J Storey	Change Application (Other) Tradeable Development Rights - Boundary Realignment 5 Rural Lots into 5 Lots	Emma Langford
DA-2020-164	Code	8-14 Pacific Esplanade SLADE POINT	Stephen P Cross	1 Medium Density Residential Lot into 7 Lots	Emma Langford
DA-2020-188	Impact	14-18 Boundary Road PAGET	Bruce Drysdale	Combined Application - Reconfiguring a Lot (1 Special Purpose Lot into 3 lots & Access Easement)) and Material Change of Use for an 'Agricultural Supplies Store' on the proposed new lot (on the balance of the site adjacent to the DGH premises)	Josephine McCann
DA-2020-208	Code	126-136 Diesel Drive PAGET	Stockroute Investments Pty Ltd	Reconfiguring a Lot - 1 High Impact Industry Lot into 2 Lots and Material Change of Use - Medium Impact Industry	Brogan Jones
DA-2021-11	Code	687 Grasstree Road GRASSTREE BEACH	ACL Farming Pty Ltd	Caretaker's Accommodation	Emma Langford
DA-2021-14	Code	48 Melba Street ARMSTRONG BEACH	Allan D Matsen and Karen M Matsen	Dwelling House (Storm Tide Overlay)	Josephine McCann
DA-2021-15	Code	Lot 3 Bruce Highway HAMPDEN	John B Page and Andrew Wallis	Boundary Realignment - 2 Lots into 2 Lots	Josephine McCann
DA-2021-25	Code	22 Harvison Street EAST MACKAY	AAA Building Consultants	Dwelling House - Heritage and Neighbourhood Character Overlay & Boundary Setback for Shed and Carport	Emma Langford

DA-2021-26	Code	369 Newbury-Mount Vince Road MARIAN	Darion V Harej and Casey L Harej	Dwelling House (Extractive Resources and High Impact Activities)	Daniel Walsh
DA-2021-9	Code	170 Wainai Road FARLEIGH	The Quantum Family Trust	Boundary Realignment – 2 Rural Residential Lots into 2 Lots	Emma Langford
Negotiated Decision					
DA-2015-107	Code	12-38 Cooks Lane BAKERS CREEK	Zined Pty Ltd	1 Rural Lot into 9 Industrial Lots	Darryl Bibay
DA-2019-135	Code	55-59 Michelmore Street PAGET	Clifford Group Pty Ltd	Material Change of Use - High Impact Industry and Reconfiguration of a Lot - 2 High Impact Industry Lots into 3 Lots	Josephine McCann
DA-2019-159	Impact	145 Archibald Street PAGET	Aurizon Property Pty Ltd	Development Permit for Reconfiguration of a Lot - One (1) Lot into Four (4) Lots & Material Change of Use - Variation Request to Vary the Mackay Region Planning Scheme 2017 v2	Josephine McCann
DA-2020-147	Code	13 Eaglemount Road ANDERGROVE	Albert H Graves	Staged Reconfiguring a Lot – Stage 1 – 1 standard format lot into 7 community title lots, 1 standard format lot and common property – Stage 2 – 1 standard format lot into 3 standard format lots	Darryl Bibay
Application Lapsed					
DA-2016-18	Code	17 Ungerer Street NORTH MACKAY	Barry J Evans	1 Urban Residential Lot into 3 Lots	Josephine McCann