

ANNUAL REPORT 2023-2024



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ABOUT THIS REPORT



Welcome to Mackay Regional Council's Annual Report 2023-2024. It is a comprehensive summary of our performance from July 1, 2023, to June 30, 2024.

The Annual Report is guided by our Corporate Plan 2022-2027, which outlines key strategic issues and projects council will advocate for on behalf of the community. It provides a blueprint for our strategic direction and priorities and is an overview of our effectiveness in delivering for the community against the backdrop of that Corporate Plan. The report is a snapshot of our achievements, setbacks, future direction, opportunities and how we plan to tackle any new challenges together with a united and systematic approach.

The Annual Report meets our statutory reporting requirements and informs all council stakeholders, including ratepayers, residents, businesses, community and interest groups, media, all levels of government, council staff and the wider general community. The report is also part of our commitment to transparent performance reporting. Mackay Regional Council acknowledges the traditional owners and custodians of the land in our region, and we pay respect to the Elders past, present and emerging.

Feedback

Please direct any feedback or suggestions about this annual report to our Corporate Communications and Marketing program on 1300 MACKAY (622 529) or email council@mackay.qld.gov.au.

Our purpose

Create opportunity to thrive.

Our vision

To become the best region for liveability and livelihood.

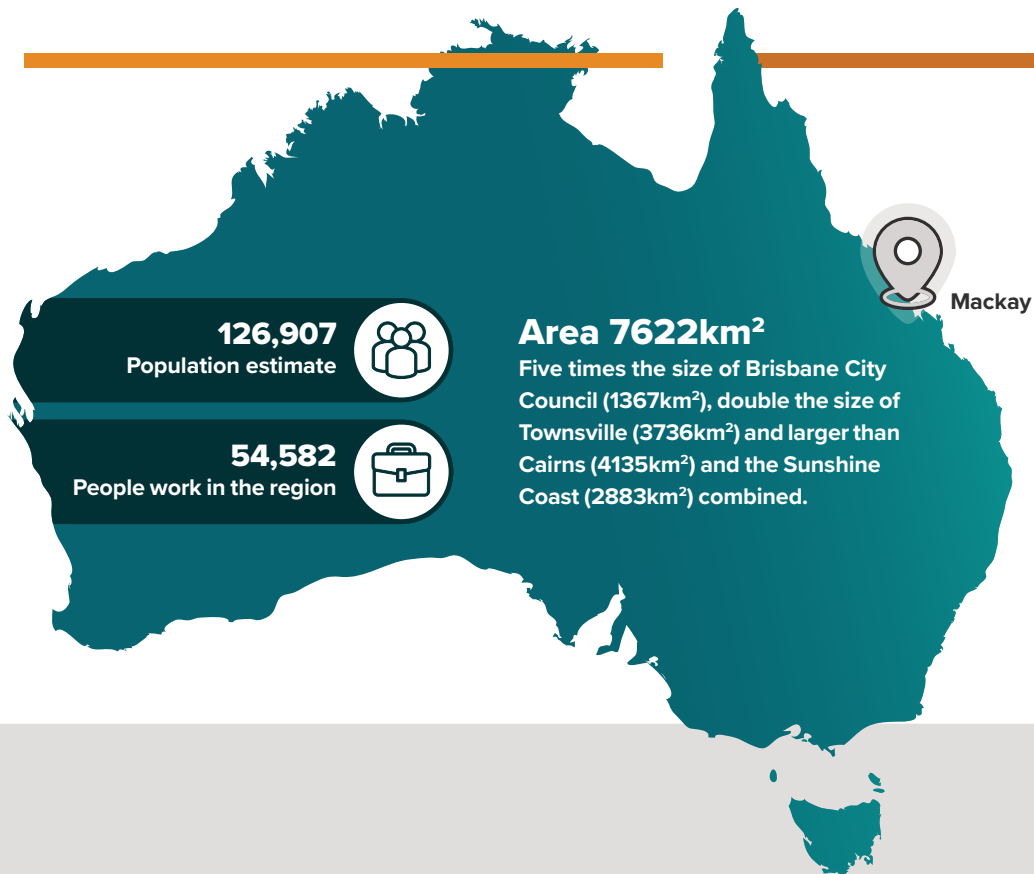
Strategic outcomes

Looking outwards: Invest and work, live and visit and community and sustainability.

Looking inwards: Financial strength and operational excellence.

This report is printed on 100 per cent recycled paper.

OUR PROFILE



Gross Regional Product (GRP) \$13.925 billion

Spread across a diverse economic base featuring health care and social assistance, retail trade, real estate, logistics and tourism.

Total economic output of \$25.997 billion

- ▶ \$11.048 billion mining and manufacturing sectors supporting 7141 jobs.
- ▶ One-third of region's economic output produced by mining and manufacturing sectors.
- ▶ Tourism outputs of \$534 million and 2900 direct jobs
(Source: Queensland Tourism Satellite Account (TSA) 2022 -2023).
- ▶ World leader in resource technology and innovation.

Key employment sectors

The following sectors contribute significantly to the employment of residents in the Mackay region:



8324
Positions in health care and social assistance



5662
Positions in retail trade



5006
Positions in construction



4471
Positions in education and training



3737
Positions in manufacturing

A WORD FROM OUR MAYOR



Mayor Greg Williamson

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“The new council has already endorsed the vision of becoming the best region in Australia for liveability and livelihood.”

The 2023-2024 financial year could be described as an “exciting ride”.

The opening of stage one of the Finch Hatton Mountain Bike Trails (MTB) with 14.5 kilometres of airflow trails, a pump track and a trailhead site, and the subsequent Finch Hatton MTB destination branding, has put the Mackay region on the leisure tourism map and is cause for celebration. This amazing project will attract visitors from every corner of the globe, and we are already seeing thousands of riders flocking to the area.

Also adding to our offering as a leisure tourism destination, the Seaforth Esplanade was opened in September 2023. This recreation hub with an all-abilities splashpad is a popular weekend destination for residents and tourists alike. Work has also commenced on the Northern Beaches Community Hub site, which is council's largest community infrastructure project in more than two decades.

It was also an election year, with new and returning councillors being sworn in on April 11, 2024, marking a new chapter in our region's governance. The new council has already endorsed the vision of becoming the best region in Australia for liveability and livelihood. This Annual Report outlines how we are working towards that vision.

It was also a year where we had to occasionally change direction – weather events meant that our teams had to move several big events like Daly Bay Illuminate (2023) and the Australia Day Awards Gala.

Our MECC Auditorium experienced significant water damage during heavy storms over Christmas and was closed to the community for many months. The MECC and Events team were exceptional in how they adapted. Dozens of events were rescheduled or moved, and countless disruptions were handled with great professionalism.

The Artspace Mackay team also turned a maintenance closure to install a new HVAC system into an opportunity. They took many of their programs on the road into the community, including children's art programs in regional areas like Eton.

Every day our 1177 staff deliver outstanding service to our region. Just to give you a small snapshot of what our people do:

- ▶ Civil Operations teams maintained 2423km of roads, 1279km of water mains and 967km of sewer mains.
- ▶ Parks and Open Spaces teams cut 123 million square metres of lawn and tendered to 260 parks.
- ▶ The Libraries team processed 900,001 loans.
- ▶ Vector Control teams treated 4409ha for mosquitos.

All of that in one of the toughest years on record for staff shortages and wet weather interruptions. Your elected body extends heartfelt thanks to the CEO, Directors, and staff for delivering a huge year for the people of the Mackay region.

Get to know our Mayor

Mayor Greg Williamson has an undeniable enthusiasm for the region he's always called home. Whether it be inspiring local sporting teams at their season launch or telling anyone who will listen that Mackay is the best place in the world to live, he speaks with unbridled passion when it comes to this region.

A fifth generation local, Mayor Williamson was elected for his third consecutive term as mayor at the 2024 local government elections. He returned to the mayoralty in 2016 and again served as mayor from 2020 to 2024. He had also previously been mayor of the then Mackay City Council from 1991 to 1994, before amalgamation with the former Pioneer Shire Council. Following that first stint in the early 90s, he gained vast management experience in large businesses and brought

that skillset back to the mayoralty. Mayor Williamson has a long history of service to the community, ranging from Rotary to the then Small Business Association and Mackay Tourism and more than 35 years of service with the Australian Air Force Cadets. He has also been at the helm of the Local Disaster Management Group (LDMG) as chair during Cyclone Debbie in 2017, the bushfires in 2018 and the Coronavirus pandemic in 2020.

A WORD FROM OUR CEO



CEO Scott Owen
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“I am excited about the future and the potential for our council to become more agile, responsive and innovative.”

In my role as CEO, I've had the privilege of working with a dedicated team committed to delivering council's essential services to the community. Their passion for providing excellent customer service is evident in everything they do, and it is this dedication that drives success and fosters trust within our community.

Our 2023-2024 Annual Report showcases our significant achievements over the past year. Notable highlights include officially opening the highly anticipated Seaforth Esplanade Redevelopment. Located beside Seaforth Camping Reserve, this project has transformed the esplanade into a vibrant and inviting space for residents and visitors alike.

We also opened the first stage of the Finch Hatton Mountain Bike Trails, which has positioned our region as a premier destination for outdoor recreation enthusiasts, providing numerous tourism and economic development opportunities.

We were also honoured to welcome Prime Minister Anthony Albanese to Mackay for the opening of the Pioneer River Floating Pontoon. This vital piece of infrastructure has enhanced recreational opportunities and accessibility along the river.

As part of our internal operations, council launched a new organisational structure designed to enhance the organisation's efficiency and adaptability. This structure places a strong emphasis on:

- ▶ **Business improvement:** Streamlining processes to deliver services more effectively and efficiently.
- ▶ **Change management:** Proactively managing transitions and transformations within the council to ensure smooth and successful implementation of new initiatives.
- ▶ **Customer experience:** Enhancing the interactions our community has with the council, ensuring every touchpoint is positive and constructive.

The new structure is designed to empower every employee, fostering ownership, accountability and leadership at all levels. Our goal is to create a more functional and transparent organisation that better serves our community and stakeholders.

As we move forward, our new corporate structure aims to address evolving business needs and innovate council operations. I am excited about the future and the potential for our council to become more agile, responsive and innovative.

Together, we can set new standards in service delivery and community engagement while supporting our most valuable asset – our people. By investing in our team's growth and development, we will ensure that we continue to meet and exceed the expectations of our community and achieve our vision of becoming the best region for liveability and livelihood.

Get to know our CEO

CEO Scott Owen is a passionate, enthusiastic, and innovative leader, who brings significant senior executive experience to Mackay Regional Council. Before joining council, he had more than five years of local government experience in a number of senior executive roles with large local governments

where he managed teams of up to 2000 staff with budgets of more than \$900 million. A continual focus point has been around continuous improvement and simplifying council operations to enhance the customer and community experience. Throughout his career, he has held several senior executive roles leading large diverse teams with significant budgets and commercial operations. He has led significant organisational transformation.

Hailing from Birmingham in the United Kingdom, he credits his 10 years in the British Armed Forces as making him the person he is today, and two operational tours in the Afghanistan conflict for grounding his desire to make life better for people where he can. Mr Owen holds a postgraduate diploma in strategic leadership, and is continually embarking on professional development to remain at the forefront of change.



COUNCILLOR PROFILES



The following councillors served Mackay Regional Council up until the Local Government election was declared after the March 16, 2024, elections.

Mayor Greg Williamson, Cr Karen May (Deputy Mayor), Cr Martin Bella, Cr Laurence Bonaventura, Cr Justin Englert, Cr Michelle Green, Cr Belinda Hassan, Cr Alison Jones, Cr Fran Mann, Cr Russell Seymour and Cr Pauline Townsend.

Cr Belinda Hassan served as Deputy Mayor before resigning from the role in early August 2024 after she became the endorsed candidate for the state seat of Mackay at the October State Government election. Cr Karen May was elected Deputy Mayor following Cr Hassan's resignation from the role.



Deputy Mayor Belinda Hassan Mackay Regional Council

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Deputy Mayor Belinda Hassan is serving her second term on Mackay Regional Council. She is a fifth-generation Mackay region local with a proven passion for supporting the community through both her professional work and volunteer efforts. Cr Hassan is co-chair of council's Economic Development and Growth Strategic Advisory Committee, which is focussed on diversification of the regional economy and promoting investment opportunities.

She is a councillor representative on the Mackay Local Disaster Management Group (LDMG) and Mackay Local Disaster Recovery Group. Cr Hassan is also a councillor representative for the Mayor's Domestic Violence Taskforce, Regional Development Australia (RDA) Greater Whitsunday and Mackay Tourism Limited. The former manager of Mackay Funerals and Sarina Funerals is committed to several community organisations, including the Zonta Club of Mackay, the Domestic Violence Resource Service/Mackay Women's Centre, and Samaritan House Women's Domestic Violence Shelter. A top priority for Cr Hassan is for all residents to have access to activities and events that promote healthy and active lifestyles.



Cr Martin Bella

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Cr Martin Bella is serving his third consecutive term on council, having been re-elected in 2024. He is chair of council's Regional Infrastructure Strategic Advisory Committee, a member of the Audit Committee and a councillor representative on the LGAQ Animal Management Taskforce.

During his first two terms, he earned a reputation for being straight-talking and a strong voice for rural landholders. He is especially a key advocate for residents in the southern part of our region, including Sarina, Sarina Range and Koumala. After being heavily involved in recovery in that southern region post Cyclone Debbie in 2017, he again helped lead residents in those areas during an unprecedented bushfire crisis in November 2018 and through the subsequent recovery.

A former Queensland State of Origin and Australian representative in rugby league, he's tackled his role as a councillor with plenty of passion. His expertise in sugar and beef provides council with a good insight into these industries, as well as landholder issues like pest and weed management. Cr Bella's career has included a vast range of roles, such as grazier, mining, cane farming, construction and maintenance, retail agricultural sales, hospitality, sales and transport and freight. He is a qualified physiotherapist and has owned and operated his own practice in Sarina.



Cr George Christensen

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Cr George Christensen's extensive political career has come full circle with his election to Mackay Regional Council in 2024. It is a return to the Council Chamber he'd previously served in two decades ago. Cr Christensen was first elected as a councillor with the then Mackay City Council in 2004. He was then re-elected to Mackay Regional Council in 2008 following amalgamation with the Sarina and Mirani shire councils.

Cr Christensen stepped down from council in 2010 and was elected as the Federal Member for Dawson. He held that Federal seat for 12 years before not recontesting the 2022 election after announcing he was stepping aside to spend more time with his young family.

Born in Mackay to third-generation cane farmers, Cr Christensen was a journalist early in his career. After studying journalism at university, he worked as a press secretary and electorate officer for the then Federal Member for Dawson De-Ann Kelly. Later, he became a founding publisher of two community newspapers – the former Walkerston and Valley Advertiser and Northern Beaches Advertiser. Cr Christensen still enjoys writing, contributing articles to various publications.



Cr Namarca Corowa

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Cr Namarca Corowa is the first elected councillor on Mackay Regional Council with Australian South Sea Islander and Aboriginal heritage. Elected as a first-term councillor in the 2024 local government elections, he currently serves as the chair of council's Arts, Culture and Heritage Strategic Advisory Committee and represents council on the Mayor's Domestic Violence Taskforce.

Cr Corowa is the founding director and lead facilitator of Reconcile Life, an organisation that collaborates with various levels of government and the community to provide men's domestic and family violence behavioural change services, as well as domestic violence awareness and prevention programs for youth. His work integrates healthy relationships workshops from traditional woodworking, cultural perspectives, art and music.

With a diverse professional background, Cr Corowa has extensive experience in Restorative Justice, Youth Justice, Training and Employment, foster care and various roles in the mining, construction and sugar industries. In addition to his professional achievements, Cr Corowa is a talented singer and songwriter, performing drums, guitar and bass on stage and with youth groups since 1990 to today.

COUNCILLOR PROFILES



Cr Ash-Lee Johnson

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Cr Ash-Lee Johnson is a dedicated first-time councillor with a good understanding of Mackay Regional Council's operations. Before being elected in March 2024, Cr Johnson worked in various roles in financial services and in the economic development program, gaining valuable experience to bring to the role.

Cr Johnson is co-chair of council's Liveability and Social Inclusion Strategic Advisory Committee and is an observer/proxy on the Audit Committee. She is also a council representative on the Mackay Regional Housing Company Limited, the North Queensland Sports Foundation and Mayor's Domestic Violence Taskforce.

With an Accounting degree and industry accreditation as an Australian Certified Economic Developer, Cr Johnson is committed to contributing to this diverse council. Outside of her professional life, Cr Johnson enjoys exploring the region with her young family, from its beautiful beaches to the unique rainforest.



Cr Alison Jones

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Cr Alison Jones has been a resident of the Mackay region for the past 40 years and is currently serving her fourth term on council. She holds the position of co-chair of council's Sustainability Strategic Advisory Committee and represents council on the Reef Guardian Council.

In recent years, Cr Jones dedicated her time to working in the NDIS sector, advocating for the rights of people with disabilities. Her extensive volunteer experience spans over 33 years and includes holding executive positions in not-for-profit organisations associated with the NDIS, homelessness, indigenous affairs, recreational fishing and environmental sectors.

During her tenure, Cr Jones takes pride in several council projects, including the development of the Bluewater Lagoon, the redevelopment of the Lamberts Beach Lookout and the Seagull Street Boat Ramp. She has also been actively involved in advocating for the construction of the Pioneer Valley Rail Trail, currently under construction. Cr Jones is passionate about supporting individuals of all abilities, as well as our Indigenous community members, including the indigenous business community. She has personally provided support and advocacy for the homeless in our region, notably through her involvement in the Mackay Sleep Bus project.



Cr Nathenea MacRae

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Cr Nathenea MacRae is a first-term councillor, having been elected at the March 2024 local government elections. As an administrator at her father's business, Professional Inspectors, she put her hand up for the councillor election as she wanted to support businesses in all sectors in the region.

Cr MacRae is co-chair of council's Economic Development and Growth Strategic Advisory Committee. She is also a proxy for Deputy Mayor Belinda Hassan on Mackay Tourism Limited.

Away from work and council, Cr MacRae has volunteered with Mackay Street Chaplaincy, which helps people keep safe on the streets during a night out, as well as with the ADRA Op Shop and the Dancing Together initiative.

Cr MacRae is a proud mum of two daughters and is a fifth-generation resident, born and raised in the Mackay region. She is passionate about the Mackay region and issues affecting residents. She wants our region to continue to strive to increase liveability to help retain young people and attract new residents.



Cr Karen May

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Cr Karen May's vast local government experience totals 20 years. The most experienced councillor on the current council, she was deputy mayor during the last term from 2020-2024. She was also a councillor, deputy mayor and mayor of the former Sarina Shire Council. As mayor, she led Sarina through amalgamation with Mackay City and Mirani Shire councils in 2008 and was elected to the new, amalgamated Mackay Regional Council.

She was re-elected for her fourth consecutive term on the amalgamated council at the 2024 local government elections. Cr May is co-chair of council's Liveability and Social Inclusion Strategic Advisory Committee. She is also a council representative on the not-for-profit regional body for community and social development, Greater Whitsunday Communities and the Mackay Regional Housing Company Limited.

During her time on council, Cr May has been dedicated to helping and listening to the community. She is passionate about advocating on behalf of business, industry and tourism for our region. Her volunteer work includes serving as chairperson of the Mackay Women's Service, Community Bank Sarina Bendigo Bank and committee member of Regional Development Australia Greater Whitsunday.



Cr Heath Paton

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First-term councillor Heath Paton is used to shaping many Mackay hairstyles. Now he's excited to be playing a part in helping shape the direction of the Mackay region and its future.

Cr Paton, elected at the 2024 local government elections, has owned his own barber store for 12 years and that profession has helped hone his communication skills. The barber shop can be a sanctuary for the community, particularly men, to open up and talk.

Cr Paton, a father of two, has done a lot of outreach work to promote men's mental health. He has also been passionate about sport as a football (soccer) player and coach.

Cr Paton is co-chair of council's Arts, Culture and Heritage Strategic Advisory Committee. He describes himself as a creative person and wants to focus on building a stronger community presence. He wants to hear from the community.

Cr Paton believes Mackay is a blank slate with a clear canvas from which the region can build and improve.



Cr Peter Sheedy

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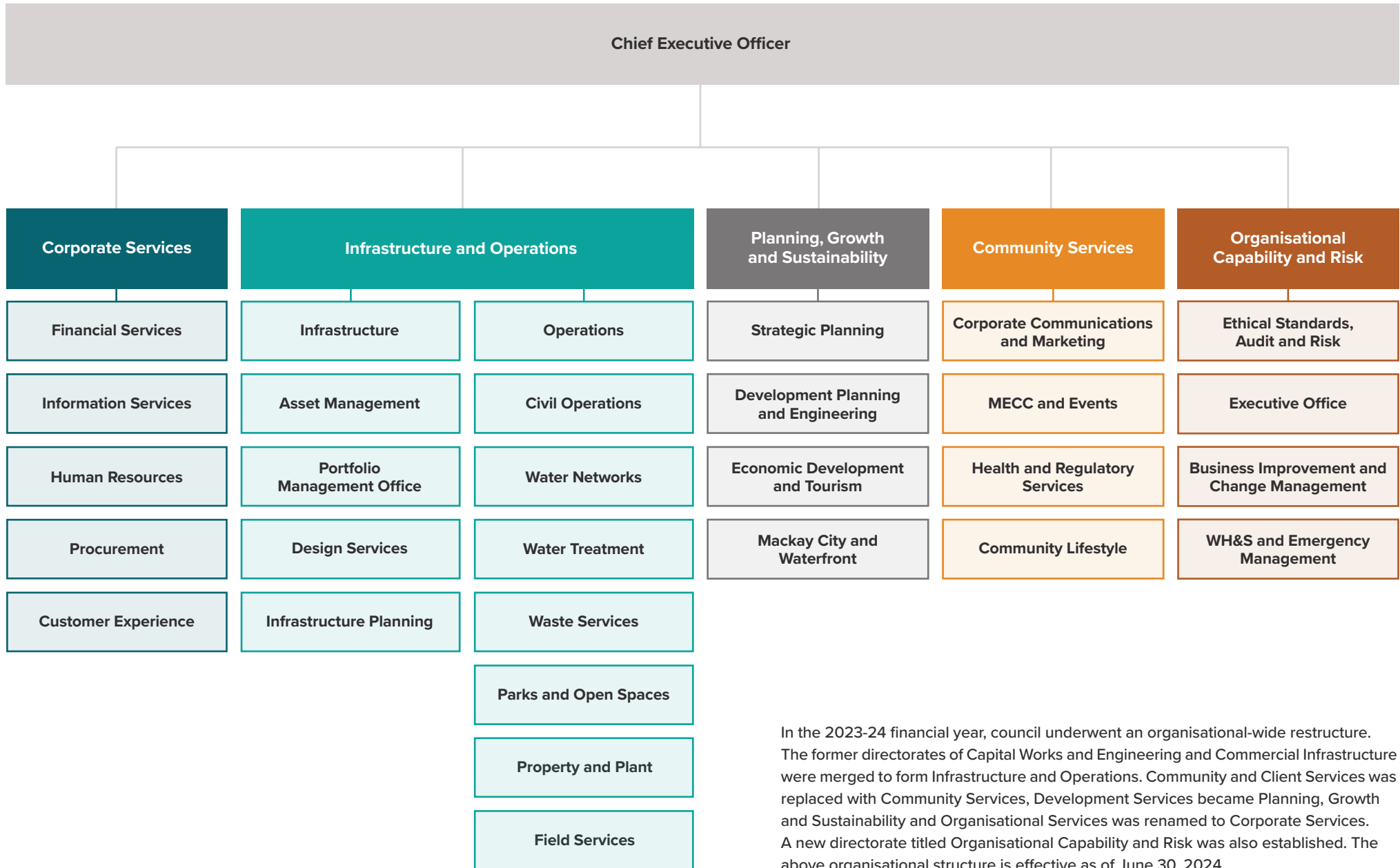
First-term councillor Peter Sheedy is a fourth generation Mackay resident and great nephew of Wentford Street's namesake, Trooper Jack Wentford, who was a casualty in the first World War.

Cr Sheedy grew up at Marian and worked as a clerk at Racecourse Mill whilst embarking on external studies with UQ. He was elected at the 2024 local government elections.

A qualified accountant, Cr Sheedy has spent much of his career working with canegrowers. After a period of four years with Maryborough Sugar as Company Secretary and Financial Accountant, he was in Ingham from 1988 until 2018, where he represented up to 800 farmers and negotiated with CSR and later Wilmar on their behalf. Cr Sheedy will bring a focus on financial responsibility in his role on council. He is co-chair of council's Sustainability Strategic Advisory Committee.

Cr Sheedy is a member of West Mackay Rotary Club and attends monthly working bees to support transitional housing in a rural area off Seaforth Road. He is also a foundation member of Pioneer Valley Men's Shed.

CORPORATE STRUCTURE



In the 2023-24 financial year, council underwent an organisational-wide restructure. The former directorates of Capital Works and Engineering and Commercial Infrastructure were merged to form Infrastructure and Operations. Community and Client Services was replaced with Community Services, Development Services became Planning, Growth and Sustainability and Organisational Services was renamed to Corporate Services. A new directorate titled Organisational Capability and Risk was also established. The above organisational structure is effective as of June 30, 2024.

CORPORATE PLAN 2022-2027



Council's Corporate Plan 2022-2027 provides an exciting blueprint for the region. It has been developed in consultation with council's senior leadership team, staff and the community.

The Corporate Plan drives and coordinates all strategic document policies and forms the basis of strategic decision-making.

The plan includes key projects already under way, such as the Mackay Waterfront Priority Development Area, Finch Hatton Mountain Bike Trails and the Northern Beaches Community Hub. The plan also outlines key strategic issues or projects that council will advocate for on behalf of the community through five pillars.

Of the five pillars, the following three are outward facing:

- ▶ Invest and work.
- ▶ Live and visit.
- ▶ Community and environment.

The final two pillars are inward facing:

- ▶ Financial strength.
- ▶ Operational excellence.

As documented in the plan, council's purpose is to "create opportunity to thrive" with a vision that is "to become the best region for liveability and livelihood."

The CEO monitors our progress towards achieving the objectives of the Corporate Plan through the Operational Plan, which is prepared annually and reported on quarterly.

You can view the quarterly reports at mackay.qld.gov.au/quarterlyreports.



THE YEAR IN REVIEW

July 2023

- A local coastal plan was adopted for Sarina Beach at council's ordinary meeting on July 26.
- The Mackay Region RV Strategy was adopted with a range of actions aimed at capturing an even larger portion of the flourishing RV market. Strategic actions include developing an RV communications and marketing strategy and wayfinding plan.
- Wisely Wine and Food Day was held at Queens Park with approximately 26,000 attendees rocking out to local and interstate acts, such as the Conrad Sewell.
- The 2023 Mackay Festival of Arts delivered a jam-packed 30-day program, hosting a record number of 31 events throughout the Mackay region.

August 2023

- Sarina Sugar Shed took out four national awards at the 2023 Australian Distilled Spirit Awards.
- The Mackay Disability Expo attracted more than 1000 people and more than 60 stallholders.
- Discover Mackay website was launched to encourage people to work, live and invest in the region.
- Clean-up, Mackay Region was held with 124 volunteers collecting close to three tonnes of litter at nine sites across the region.
- 50 people dressed as their favourite book characters for Mackay Regional Council Libraries' Picnic in the Gardens Book Week event.

September 2023

- Woollam Constructions commenced works on stage two of the Caneland Station Bus Interchange project. The \$6.4 million project was funded by the Queensland Government, through Translink, and project managed by Mackay Regional Council.
- Hundreds of orchids were on display at the annual Orchid Extravaganza in Queens Park.
- Management of BB Print Stadium Mackay transitioned from the Mackay Cutters to the MECC and Events team.
- Council supported the second annual Mackay Isaac Lucky Catch and Snap fishing competition from September 9 to October 8, which attracted more than 960 keen anglers.



October 2023

- Council launched an education campaign asking vehicle users not to drive on the dunes along Harbour Beach.
- About 40,000 people visited Daly Bay Illuminate at Queens Park, which had giant interactive dogs, exotic UV florals and neon sea creatures.
- Council announced 15 new positions as part of its 2024 Apprentice and Trainee intake.
- About 3000 people attended the Mackay Seniors Expo at the Showgrounds' big shed.
- Global Grooves returned to Queens Park on October 21 and showcased the cultures of more than a dozen proud local multicultural communities to a crowd of about 8000.



November 2023

- Businesses looking to leverage off the exciting Finch Hatton Mountain Bike Trails were invited to workshops hosted by destination and marketing specialists, Destination Marketing Store (DMS) and Swell Design.
- The new Finch Hatton MTB brand which promised a “spirited adventure with a tropical vibe” was launched on November 13.
- 1200 information bags were given out at Disaster Ready Saturday at Caneland Central on November 4.
- A new Legends of League plaque was unveiled at the Buffy the Cane Toad statue in Broad Street Park, honouring players Daly Cherry-Evans, Reuben Cotter and Brianna Clark.



December 2023

- Council adopted the Mackay Coast – Our Future, Coastal Hazard Adaptation Study to ensure the region’s coastal communities are prepared for the impacts of climate change.
- A music festival, a community Christmas fair and a light show combined to make a festive extravaganza in Sarina at the Bob Wood Cultural Hall Park.
- Artspace Mackay closed on December 4 to undergo critical facility maintenance, including installing a brand-new HVAC air conditioning system.
- The Bluewater Quay got even bluer on New Year’s Eve, thanks to special visitors Smurfette and Papa Smurf for the free family-friendly celebration.



THE YEAR IN REVIEW

January 2024

- Council awarded a \$10.2 million tender to Fergus Builders for stage 1A of the Northern Beaches Community Hub.
- Council welcomed five new employees in key skills shortage areas as part of a Graduate Program.
- Sections of the MECC experienced significant water damage over the Christmas period during heavy storms and were closed for extended remediation works.
- The 2024 Australia Day Awards saw 183 nominations. Peter Reedman was named the Citizen of the Year for driving a resurgence in junior rugby union in the Mackay region and Jasmine Fuhlbohm was Young Citizen of the Year for her fundraising efforts to buy defibrillators.

February 2024

- The JET Maintenance Services Sports Expo and Sign-on was held in the MECC with more than 100 interactive sport and recreation booths and more than 5000 attendees.
- Council was presented with the annual Red Cross Lifeblood Teams award for ranking number one in the Mackay region for the most blood and plasma donations in 2023.
- Contractor, Seaforth Civil, undertook work to upgrade 13 bus stops in the Mackay region to improve accessibility.
- Council partnered with the Department Employment, Small Business and Training and the University of the Sunshine Coast to deliver a free business planning course in Mackay.

March 2024

- Council hosted a Regional Arts Development Fund (RADF) Showcase to highlight some of the amazing talent, vision and creativity we have in our region.
- Local Government elections were held, with three mayoral candidates and 29 councillor candidates running.
- Council ran the Legendary Neighbour campaign to encourage community connectivity and resilience.
- Sarina Sugar Shed was named the best tour experience in Australia at the Grey Nomad Awards.
- Contractor, SMC Marine, completed construction on the Pioneer River Floating Pontoon.



April 2024

- Following the Local Government elections, a new council made up of returning and new councillors was sworn in, along with returning mayor, Greg Williamson.
- The Finch Hatton Mountain Bike Trails were officially opened with a community fun day.
- Council secured a three-year deal with Century Cricket Competitions to bring its hugely successful independent competition to our region.
- Containers for Change Container Exchange Points were installed on 70 public bins around the region.
- Prime Minister Anthony Albanese officially opened the Riverside Revitalisation Project.



May 2024

- In May, Federal Member for Dawson Andrew Willcox announced a \$15 million funding boost to kickstart the Northern Beaches Community Hub Stage 1B.
- The 2024 Mackay Festival of Arts program dropped with a dynamic showcase of about 30 events promising art, culture, cuisine and entertainment.
- More than \$80,000 was raised by the 2024 Mayors Charity Ball and the 400 attendees, which was donated to Australian Street Aid Project and Grapevine Group.
- An increasing trend of incidents involving verbal and physical threats against its staff prompted council to stand up for its workers and launch the No Excuse for Abuse campaign.



June 2024

- The Mackay Volunteer Expo featured more than 40 volunteer groups offering hundreds of roles.
- Council supported Legends on the Lawn to return to the region.
- Council hosted a NAIDOC Week flag raising ceremony and took part in a range of regional NAIDOC celebrations.
- Council's Mackay Show display had a focus on responsible pet ownership with lots of prizes on offer to promote pet registration.
- The 2024 Mackay Festival of Arts kicked off and the Sarina Sugar Shed launched a limited edition Zesty Chilli Agave to celebrate.



MAJOR PROJECTS

Mackay Waterfront Priority Development Area (PDA)

This visionary project identifies significant opportunities to unlock the full potential of the pristine waterfronts along the Pioneer River and Binnington Esplanade. It also promotes the City Centre as a key business hub.

In March 2024, contractor SMC Marine completed construction on the Pioneer River Floating Pontoon. The pontoon is designed for recreational and commercial watercraft users, providing them with access to load and unload their vessels. On April 22, Prime Minister Anthony Albanese visited Mackay to join Mayor Greg Williamson, councillors, CEO Scott Owen and other key stakeholders for the official opening of the pontoon.

In May 2024, council demolished the building at 8 River Street and reinstated the riverbank after an investigation revealed the building was structurally compromised and not suitable for refurbishment. Design options for the development of a facility that will maximise the views of the river at the site are being investigated.

Council is also working on the Sydney and River Street Intersection and Bluewater Trail upgrade, which will provide improved pedestrian and cycle connectivity between the City Centre and Riverside precincts. Work is scheduled for the 2024-2025 financial year. A PDA customised signage package is also set to be rolled out through the precincts as projects evolve.

Northern Beaches Community Hub

The Northern Beaches Community Hub will be council's largest community infrastructure project in more than 20 years. It is planned to be delivered over three stages. Stage one will provide residents with access to a range of community facilities, including flexible community rooms, a library and recreational and youth spaces, among other things. Subsequent stages are planned as future works, including the stage two aquatic facility and stage three is being set aside for future development.

In December 2023, council completed the construction of J4 Road, off Rosewood Drive and Eimeo Road. It was renamed Badyari Yalu Road in consultation with traditional owners, which translates to "little child". The name is in recognition



of the many young children who died during the years an orphanage was run at the Northern Beaches. In March 2024, contractor Fergus Builders began site works on stage 1A, which has received \$6.5 million in funding from the Australian Government and a \$4.2 million contribution from council. Stage 1A will include an undercover multipurpose court, adjoining kitchenette and storeroom, nature play and picnic spaces, as well as landscaping, pedestrian links and a parking area. Stage 1A is expected to be completed by May 2025, weather permitting.

In May 2024, the Australian Government announced a \$15 million funding boost for stage 1B. Design work already completed for stage 1B by CA Architects includes a library, flexible community rooms and space for an onsite café.



Finch Hatton Mountain Bike Trails

Council is developing a network of world-class mountain bike trails in the picturesque Pioneer Valley, spanning from Eungella to Finch Hatton.

On April 21, Mayor Greg Williamson and Member for Mackay Julieanne Gilbert officially opened stage one of Finch Hatton MTB, which included a 14.5km network of airflow trails built by World Trail, a pump track built by Bike Tracks Australia and a trailhead site constructed by JMac Constructions. Council secured \$150,000 from the State Government in January 2024 for the continued planning and investigations of stage two of Finch Hatton MTB, which will continue until 2025. Proposals for stage two include a combination of airflow and gravity trails as well as a wilderness trail from Eungella to Finch Hatton.



Seaforth Esplanade

Council officially opened the \$8.6 million Seaforth Esplanade Redevelopment on Saturday, September 2, 2023.

The recreation hub features new playground facilities that cater to a variety of age groups and an aquatic themed all-abilities splashpad replaced the old wading pool. A new barbecue and picnic area overlooks the popular swimming enclosure and provides residents and visitors with the opportunity to relax and take in the scenery from sun lounges. To improve accessibility in the area, a Changing Places facility and wheelchair and ambulant toilet facilities were installed for people with disabilities.

The Seaforth Esplanade is proving to be a major drawcard for the region, unlocking the waterfront and improving our already world-class lifestyle. This project was proudly funded by the Queensland Government's Works for Queensland Program in association with Mackay Regional Council.



Woodlands District Park

Woodlands District Park is set to become a sought-after destination for leisure and social activities in the Beaconsfield/Andergrove area. The bushland will continue to be protected and remains a key feature of the new 21-hectare park.

This expansive park has been created through the amalgamation of several council-owned allotments, park and open space reserves including the 10ha Woodlands Reserve. The site contains open green spaces, beautiful remnant bushland and a picturesque lake. As the park is progressively developed, it will boast a range of facilities including an all-abilities playground, public amenities, paths to run, walk and cycle on and family-friendly barbecue facilities and picnic shelters. The first phase of stage one, which included drainage improvements, path construction, barbecue facilities and lighting was completed in May 2023. In April 2024, council began construction on phase two, which includes a 300-metre multipurpose track, public toilets and landscaping. The works on phase two were completed in August 2024. This project is proudly funded by the Queensland Government's Works for Queensland Program in association with Mackay Regional Council.



INVEST AND WORK



This outward facing pillar focuses on the following strategic goals:

Diversified economy; industries, jobs and growth; region of choice skills, training and education; and technologically advanced region.

In 2023-2024 council:

- ▶ Approved 78 new residential lots.
- ▶ Registered 161 new residential lots.
- ▶ Released 13 lots on survey plans.
- ▶ Received 2251 planning advice enquiries.
- ▶ Held 142 pre-lodgement meetings.

- ▶ Received 410 development applications including Material Change of Use, Operational Works and Reconfiguration of a Lot applications.
- ▶ Approved concessions for 15 developments through the Facilitating Development in the Mackay Region Policy, delivering a combined economic output of over \$104.6 million and an estimated 230 construction jobs for the region.

- ▶ Mackay region's building approvals totalled \$361,094,300, including \$193,242,700 in residential approvals.
- ▶ Council's local contracts spend within the Mackay region this financial year was \$163,570,182.04 (71.67 per cent of total spend).

Capital works projects

Capital works remained a key focus for council in 2023-24, with \$102 million delivered. Of the \$102 million spent, 25 contracts, totalling \$42,448,066.43 were finalised and approved during the 2023-2024 financial year. Of these, 20 contracts totalling \$30,645,265.43 were awarded to local businesses. The largest contracts awarded included:

Project	Contractor	Amount
Northern Beaches Community Hub	Fergus Builders Pty Ltd	\$10,225,223.00
Bloomsbury water line	Utilstra Pty Ltd	\$5,550,698.81
Asphalt resurfacing	Fulton Hogan Industries Pty Ltd	\$3,823,391.59
Concrete bridges rehabilitation packages	Freyssinet Australia Pty Ltd	\$3,267,520.38
53978 Caneland Bus Station (structural works)	TF Woollam and Son Pty Ltd trading as Woollam Constructions	\$2,136,500.00



Accessibility improved at local bus stops

Work on stage two of the Caneland Station Bus Interchange project was completed by Woollam Constructions on behalf of council in March 2024. The relocation of the bus stop, which is the busiest in the network, ensures the station has improved amenities, such as being enclosed for better weather protection, increased seating and improved lighting for safety. The station was designed to provide people using mobility aids and prams with easier access to and from the bus. The project is valued at \$6.4 million and was funded by the Queensland Government, through Translink.

Seaforth Civil also undertook work on behalf of council to upgrade 13 bus stops to improve accessibility. Concrete slabs, footpaths, tactile ground surface indicators, pram ramps and shelters were installed. The bus stops upgraded include:

- ▶ Camilleri Street near Eimeo Road, Eimeo.
- ▶ Annie Wood Avenue, Mt Pleasant.
- ▶ Charles Hodge Avenue, Mt Pleasant.
- ▶ Bruce Highway, Bakers Creek.
- ▶ Napier Street at Ivana Court, South Mackay.
- ▶ Nebo Road at Keith Hamilton Street, West Mackay.
- ▶ Kippen Street at Dennis Street, South Mackay.
- ▶ Peak Downs Highway, Te Kowai.
- ▶ Downie Avenue, Bucasia.
- ▶ Bourke Street at Belbin Street, Blacks Beach.
- ▶ Anzac Avenue near Trojan Court, Marian.

INVEST AND WORK

Academic Bursary recipients

Four university students received a very welcome boost to their careers as recipients of Mackay Regional Council's Academic Bursary in July 2023.

Mackay locals, Indus Fisher, Kai Sanim, Chanadda Klumkratok and Mackenzie Tower all received \$5000 to go towards their studies along with the opportunity for paid work experience at council. This is the 11th year of council's Academic Bursary program.



Mackay Region RV Strategy

The Mackay Region RV Strategy was adopted in July 2023 with a range of actions aimed at capturing an even larger portion of the flourishing RV market.

Strategic actions include developing an RV communications and marketing strategy and wayfinding plan. All actions identified in the strategy are subject to future funding submissions, the economic environment and operational budget allocations of council.



Façade Improvement Grants

Seven Mackay businesses were given a helping hand to breathe new life into their building facades in November 2023 as part of council's Façade Improvement initiative.

The grant is a co-contribution of up to 50 per cent of the total project costs (up to \$5000). It covers projects such as painting of façades and exterior walls, restoration of historic buildings, renovation of entranceways and installation of new exterior signage, external awnings, lighting and street-visible windows.



Infrastructure and transport maintenance

Over the last financial year council maintained:

- ▶ 2955 roads (2423km) - 879 rural roads (totalling 1677.9km, including 812.2km of sealed and 865.7km of unsealed roads) and 2076 urban roads (745.1km).
- ▶ 413km of footpaths/shared pathways and cycle paths.
- ▶ 357 car park areas and 32 boat ramps.
- ▶ 312 bus shelters and 462 bus stops.
- ▶ 378 traffic signals and 3193 traffic management devices, including medians and calming devices.
- ▶ 195 bridges and 443 major culverts.
- ▶ 405km of open drains mowed.
- ▶ 36km of underground CCTV drainage inspections.
- ▶ 1km of underground drainage relined.



Graduate Program

Council welcomed five new employees through its doors in January 2024 as part of the Graduate Program. The five graduates were employed in the key skills shortage areas of urban planning, process engineering, civil engineering and mechanical engineering. The graduates will embark on a two-year program where they will be placed in different areas to expose them to relevant work experience that aligns with their area of study. Council also welcomed 14 apprentices and trainees to the workforce in January, highlighting our commitment to developing the next generation of skilled professionals in our region.

Activate My Place! Grants

Council approved funding for three community projects through the Activate My Place! (AMP!) Grants in November 2023. The Mackay City Heart Collective's Bee Mindful Mural Project received \$12,170 to create a mural connecting Wood Street Park with 7th Lane. The bee-themed mural commemorated World Bee Day in May 2024. The mural also received a \$9000 RADF grant.

The Grasstree Beach Progress Association received \$7000 to host Grasstree Grooves. The event included a series of three events on the foreshore of Grasstree Beach that included dining, entertainment and a 'blackboard' for community members to showcase their talent. The Northern Beaches Community Activation received \$10,829 to deliver a nine-day event showcasing the diverse local businesses, services and activities available in the rapidly growing Northern Beaches area. Activities included fitness sessions, children's activities and a pop-up library.

Discover Mackay

The Discover Mackay website was launched in August 2023 to promote the region to those looking to work, live and invest here. The website is a one-stop-shop that promotes the best of Mackay. By utilising this tool, businesses will be better placed to attract labour from all around Australia and the world.

Council also ran a pirate-themed Discover Mackay treasure trail from September 23 to October 8, 2023, which encouraged residents to discover more about the region they live in by visiting 10 mystery locations and solving a series of riddles and clues on the council website. The trail was a great success with more than 1000 competition entries submitted by contestants completing a leg of the trail.

LIVE AND VISIT



This outward facing pillar focuses on the following strategic goals:

Live, visit and play; eco-tourism adventure and leisure; enhance liveability; places and spaces; and community participation and active lifestyles.

In 2023-2024 council:

- ▶ Approved funding from \$400 to \$1000 for 12 Australia Day celebrations by local not-for-profit groups, with more than 1000 people attending. (Some of the events were postponed to later in the year due to a cyclone approaching the coast).
- ▶ Welcomed 270 new Australian citizens at three ceremonies.

- ▶ Attracted more than 84,000 attendees to Mackay Festival of Arts events, including Wisely Wine and Food Day and Daly Bay Illuminate.
- ▶ Overall attendance for the MECC and BB Print Stadium Mackay was 123,809, with an annual satisfaction rating of 92 per cent.

- ▶ Libraries delivered 2414 programs and 344 outreach events across the region, which were attended by more than 82,562 attendees.
- ▶ Libraries processed 900,001 loans, including 652,303 physical loans and 247,698 digital loans.

Mackay Waterfront Priority Development Area - 8 River Street

The building at 8 River Street, earmarked for a refurbished food and beverage outlet, was demolished in May 2024 after an investigation revealed it was structurally compromised and not suitable for refurbishment.

A portion of the budget council had committed for refurbishment of the building was used to investigate design options for the development of the prime riverfront site. The balance of funding has been set aside to go towards delivery of a preferred option once approved.

Pioneer River Floating Pontoon

Construction was completed in March 2024 by contractor SMC Marine. The pontoon is an exciting part of council's Mackay Waterfront Priority Development Area's (PDA) Riverside Revitalisation project and can be accessed via a gangway from the Brisbane Street fishing pier, next to the Bluewater Quay.

The pontoon is specifically designed for recreational and commercial watercraft users, providing them with access to load and unload their vessels for a day of recreation. Anglers can also use the pontoon; however, watercraft have priority use at all times.

Aquatic and recreational facilities

The Mackay Aquatic Recreation Complex hosted five high-performance training camps during the financial year, attracting some of Australia's top Olympic swimming hopefuls to the region.

The swimmers represented various clubs including Surrey Park Swimming Club (Victoria), Marist College Ashgrove Swimming Club (Brisbane), St Andrew's Swimming Club (Sunshine Coast), USC Spartans Swimming Club (Sunshine Coast) and South Australia Sports Institute Swimming (South Australia).



Attendance figures at the region's aquatic and recreational facilities from July 2023 to June 2024 totalled:

167,403	Bluewater Lagoon
25,340	Memorial Swim Centre
31,933	Pioneer Swim Centre
18,565	Sarina Swim Centre
15,241	Mirani Swim Centre
106,216	Mackay ARC aquatics
27,542	Mackay ARC athletics
392,240	Total



LIVE AND VISIT



Sarina Sugar Shed



The Sarina Sugar Shed continued on its growth trajectory in 2023-2024, despite challenging trading conditions such as cost of living increases, which has impacted visitor spending. This seems to be a general tourism/hospitality trend, with visitation still strong, but visitors spending less.

Total unpaid visitation in 2023-2024 reached 53,962 which was a 23 per cent increase on last year's visitation. This is a new visitation record for the Sarina Sugar Shed and means that visitation has increased by almost 25,000 people (85 per cent) over the past two years.

There were increases across most sales functions during 2023-2024, including a 6.9 per cent increase in retail sales. Rum Distillery Tour bookings were up by 54 per cent, and the café revenue increased by 51 per cent from the previous financial year.

Despite soft overall visitor spending, the Sugar Shed focused on innovation and marketing to mitigate these impacts. For example, ticketed events accounted for 10.5 per cent of all ticketed revenue in 2023-2024, which represents a 22 per cent increase on the previous year and 166 per cent increase over last two years. Ticketed events during the year included an expanded Halloween event (149 pax), three Distillery Dinners (123 pax) and a Mad Hatters Tea Party Easter event (153 pax).

At the same time, the Sugar Shed was able to maintain high customer satisfaction scores on review platforms such as being named as a Top 10 per cent global attraction through the TripAdvisor Travellers Choice Award (second year running) and a Best of Queensland Experience score of 94.3, which is well above the state (88.7) and regional (86.7) average.



Other highlights for 2023-2024 include:

- ▶ Hosted the Mackay Festival of the Arts Launch Party.
- ▶ Created a new Christmas in Sarina collaboration with Mackay Adventures Tours and Sarina Beach Motel.
- ▶ Released new products including a Strawberry and Lychee NOI, a Coffee Liqueur and Zesty Chilli Agave Liqueur.
- ▶ Completed an extensive business case for a proposed redevelopment of the Sarina Sugar Shed.
- ▶ Installation of an augmented reality board featuring sugar cane critters.
- ▶ Hosted several media famils and events, including the Triple M Queensland Rush Hour with AB and Elliott broadcast live from the Sugar Shed.

Langford Park Masterplan

A masterplan for Langford Park in Eton was approved in August 2023. The park is earmarked to undergo a facelift to ensure its longevity, with stage one works expected to commence in the 2024-2025 financial year.

The plan includes replacement of the playground, seating and improved access and connectivity within the park via a series of pathways.



E-scooter boundaries extended

In December 2023, council strengthened its partnership with Beam e-scooters when the boundary area was extended to include Andergrove and Beaconsfield.

Initially, 50 e-scooters were available only within Andergrove and Beaconsfield, but high demand has seen the suburbs connected to the Mackay City Centre.



Library services

There was continued strong support for our Libraries across the community, with residents making about 300,226 visits to our branches during the year and borrowing 900,001 items.

The Mackay Libraries App saw an increase of 11.38 per cent in usage and a 138 per cent increase in downloads of eMusic through the app.



Sugar Shed awards for 2023-2024:

The Sarina Sugar Shed has achieved remarkable success over the last financial year, earning prestigious awards across multiple categories, including recognition in food tourism, tours and distilling at both state and national levels.

- ▶ Queensland Tourism Awards - Excellence in Food Tourism (silver).
- ▶ Mackay Isaac Tourism Awards - Excellence in Food Tourism (gold) and Best Tour (silver).
- ▶ Grey Nomad Awards (national) - Best Tour (gold) and Best Foodie Experience (silver).
- ▶ Australian Rum Awards - Sugar Shed Classic Rum Liqueur (bronze).
- ▶ Australian Distilled Spirits Awards - Sugar Shed Aromatic Bitters (gold) and Lime NOI (silver).

Library highlights for 2023-2024:

- 4792** New members
- 61,581** Total members
- 96.42%** Satisfaction rating
- 13.71%** Increased visitation
- 54,432** Library app opens



LIVE AND VISIT



Mackay Entertainment and Convention Centre



Pathways to Performance Program

This program continues to assist schools in Mackay and surrounding districts. For the financial year, \$30,918.49 of funding was allocated for 2388 students (both transport and ticket funding), with a further 239 students attending the theatre as a “flow on” from the targeted relationship marketing established during this time. The combined ticketing income from these students contributed \$32,985.50 to the MECC.

The Mackay Entertainment and Convention Centre (MECC) was a hive of activity throughout the year. The team hosted 156 performances, catered 127 events and sold 64,314 tickets (including 2884 tickets to people outside of the region). The overall attendance for the MECC (81,797) and BB Print Stadium Mackay (42,012) was 123,809, with an annual satisfaction rating of 92 per cent.

Unfortunately, sections of the MECC experienced significant water damage over the 2023 Christmas period during heavy storms. As a result, the MECC’s Auditorium, North Foyer and Lynette Denny Space were closed to the public for remediation works and did not reopen until August 31, 2024. The southern wing of the MECC, including the Convention Centre, resumed normal operations in January 2024.





Mackay Festival of Arts

The 2023 Mackay Festival of Arts delivered a jam-packed 30-day program, hosting a record number of 31 events throughout the Mackay region.

Some of the highlights included the Whitsunday Wealth Festival Hub featuring High Tea with Boof and Le Coup, Daly Bay Illuminate at Queens Park and the Wisely Wine and Food Day headlined by Australian-born singer songwriter Conrad Sewell. The festival experienced significant growth in 2023, attracting more than 84,000 attendees, up from 58,000 in 2022. This had a positive effect on the local economy, with visitor nights in Mackay topping 2858, up from 1806 in 2022, and equating to \$611,612 in domestic overnight visitor expenditure. In addition to this, the program included 236 performers, 62 local businesses, 53 food vendors and market stalls. This had a significant economic impact for the Mackay region, with the Mackay Festival of Arts contributing \$1.8 million to the local economy in 2023.



BB Print Stadium Mackay

In September 2023, council began work developing a memorandum of understanding to bring the stadium management role inhouse. The stadium will remain the home of Mackay Cutters, but MECC and Events staff now manage the stadium to help activate and improve the facility going forward.

A key catalyst for the transition was the Mackay Stadium Masterplan. Council has allocated \$3.1 million, which includes \$1.782 million of funding as part of the Queensland Government's Local Government Grants and Subsidies Program, for the Stadium Mackay refurbishment and master planning for future development. In March 2024, the lighting component of the project was completed. The field lights were upgraded to LED lights, which use a quarter of the power of the original field lighting. Testing revealed the lighting reached 1500 lumens, which is considered optimal for nighttime television broadcast. The next part of the refurbishment will see the stadium's seating receive an upgrade.



Invest Mackay Events and Conference Attraction Program

42 events and conferences were approved for funding support through our Invest Mackay Events and Conferences Attraction Program. These events injected an estimated \$41 million into the local economy. Two highlights included:

Legends on the Lawn returned in 2024 with an iconic all-Australian line-up featuring Icehouse, Jet, Jon Stevens, Pete Murray, Baby Animals, 1927 and Bachelor Girl. The one-day festival, which is supported by council's Invest Mackay Events and Conference Attraction Program, was held on Saturday, June 1, at Harrup Park where the entertainers played to a sold-out crowd. Council also secured a three-year deal with Century Cricket Competitions to bring its hugely successful independent competition to North Queensland. The tournaments will showcase the Great Barrier Reef Arena and are expected to draw a big crowd to the region.

COMMUNITY AND ENVIRONMENT



This outward facing pillar focuses on the following strategic goals:

Safe, healthy and engaged region; Arts, culture and heritage; Sustainable practices; Integrated social services; and First nations people.

Fast facts:

- ▶ 7004 people took part in Artspace Mackay's public programs, most of which were outreach programs due to the gallery closure on December 4.
- ▶ More than 4500 people attended Active in Regions, Activate Mackay Region and Healthier Parents programs.
- ▶ About 1500 people took part in Ride to School, Healthy Breakfast and Walk Safely to School initiatives from Seaforth to Swayneville.
- ▶ Clubs Connect, an online one-stop-shop for information, guidance and support, now has 165 clubs and organisations registered.
- ▶ At least 20,000 museum items have been viewed with their condition, significance and location recorded as part of the Museum Rationalisation Project.
- ▶ \$533,078 worth of Community Grants were awarded.

Grab a shopping list and get your emergency kits ready

Council joined forces with Woolworths to make it easier for Mackay region residents to organise their disaster supply kit. Council provided banners with tear-off shopping lists outside of Woolworths stores for customers to take into the store with them.

The shopping lists were designed to list most of the key items that a household would need in an emergency situation.



Iconic Mackay - Mayor's Charity Ball

The theme for the 2024 Mayor's Charity Ball held in the MECC Plenary Halls on Saturday, May 11, was "Iconic Mackay". This year's Ball was all about celebrating Iconic Mackay – its features, history, events and people.

The main musical entertainment was a world-class Elton John Experience. More than \$80,000 was raised by the event and the 400 attendees, which was donated to Australian Street Aid Project and Grapevine Group.



Santa shreds trails for Christmas

Santa Claus dropped into the region to try out the new Finch Hatton Mountain Bike Trails in time for the Mayor's annual Christmas video.

Apparently, his elves do quality control on most presents, but "he likes to road test some of the bigger stuff". The video was watched by more than 21,000 people, providing an early showcase for the trails and the Seaforth water play area.



Council encouraged residents to become legendary neighbours by hosting community meet-and-greets

Every March, residents in our region are encouraged to get to know their neighbours as part of council's Legendary Neighbour campaign.

In 2024, council hosted free Cuppa with your Neighbour events at Homebush, Finch Hatton, Shoal Point, Sarina Beach, Calen and The Leap, and residents were invited to come along and meet members of their community and chat with a

council Community Development Officer. Residents could also apply to host their own neighbourhood gathering and 40 Legendary Neighbour party packs were distributed.

Each pack included a \$100 MeatCo barbecue voucher and all the odds and ends needed to host a fun meet-and-greet event.

COMMUNITY AND ENVIRONMENT

Community Programs team hold specialist expos

Council's Community Programs team, in collaboration with other council teams, delivered four successful expo events – the JET Group Mackay Sport and Rec Expo, the Mackay Disability Expo, the Mackay Seniors Expo and the Mackay Volunteer Expo. All of the expos reported exceptional turnouts with increased numbers of stallholders and exceptional public feedback. These events help to connect specialist clubs, organisations and businesses with their target audiences in an accessible in inexpensive way.

The JET Group Mackay Sport and Rec Expo was by far the biggest, and was held on Sunday, February 11, 2024. The event featured displays from more than 100 clubs, creating a one-stop-shop of sport and recreation opportunities. There was more than 5000 people in attendance.

Artspace closed for maintenance

Artspace Mackay closed on December 4 to undergo critical facility maintenance, with both the gallery and Foodspace Café closing. Artspace Mackay is a AAA-rated, international standard gallery space that celebrated its 20th birthday in 2023. The building improvement works, including the installing of a new HVAC air conditioning system, would ensure the gallery could maintain that rating and standard.

During the closure, Artspace Mackay and BHP Mitsubishi Alliance (BMA) took the Kidspace program on the road to locations like North Eton CWA Hall, Bucasia, Slade Point, Sarina and Andergrove. This program gives children up to five years old the opportunity to explore and have fun with art and music with the guidance of skilled local artists and musicians. Families from all over the region were encouraged to drop-in and enjoy the free activities.

Regional Arts Development Fund

This fund is a partnership between council and Arts Queensland that supports one-off, short-term projects that offer professional arts, cultural and heritage opportunities for our community. The total amount allocated to the RADF program for the financial year was \$237,881. Of that funding, council successfully secured \$105,000 from Arts Queensland.

RADF funding to a total of \$216,881 was awarded to support arts, cultural and heritage opportunities via our Community Funding Pool. This included three rounds with \$50,000 per round for general categories, \$30,000 for the Green Arts Category and \$15,000 for the Young People Category, as well as identified surplus funds from the previous year. Strategic initiatives, such as First Nations development, networking events and various workshops, also accounted for \$21,000.





RAP actions reviewed

This year, council worked hard to share information about the Innovate Reconciliation Action Plan (RAP) June 2023 - June 2025 with staff and stakeholders. RAP sessions were held across the organisation, both online and in person. Council saw an increase in staff taking part in First Nations' events and activities. For example, a record number of council staff took part in the annual NAIDOC Street Parade and the NAIDOC Flag Raising Ceremony. A number of RAP actions were completed across various programs, including:

- ▶ Coordinating the NAIDOC Flag Raising Ceremony and welcome.
- ▶ Hosting activities during National Reconciliation Week.
- ▶ Community Programs prioritised supporting Indigenous communities as a part of their program plan.
- ▶ The development of the First Nations Network.
- ▶ The First Nations/RAP induction video was created and updated.
- ▶ Multiple arts projects with First Nations artists were supported at Artspace Mackay, through exhibitions, public art projects and community and youth workshops.



Australia Day Awards

In February, we held a special evening to honour our 2024 Mackay Regional Council Australia Day Award winners, following the cancellation of the Australia Day Awards Gala due to the threat of Tropical Cyclone Jasper. Peter Reedman received the major award for being a pillar of the community whose selfless contributions have created a resurgence in junior rugby union in the Mackay region. A huge congratulations to:

- ▶ Citizen of the Year: Peter Reedman.
- ▶ Young Citizen of the Year: Jasmine Fuhlbohm.
- ▶ Lori Burgess Community Volunteer of the Year: Kimberly Doyle.
- ▶ Arts and Culture Award: Margaret Ross.
- ▶ Environmental Achievement Award: Mackay and District Turtle Watch.
- ▶ Community Group Award: Sarina Surf Lifesaving.
- ▶ Senior Sports Award: Heath Galletly.
- ▶ Junior Sports Award: Takiah Moore-Barrett.

COMMUNITY AND ENVIRONMENT

Council stands united against domestic violence

“NOT now, not ever” – this is the very clear pledge that was taken on May 22, 2024 by council’s elected members and the Executive Leadership Team. The pledge was signed to highlight council’s collective stance against domestic and family violence (DFV) in our community.

Council is also a proud supporter of the Red Rose Foundation that aims to eliminate domestic and family violence related deaths. One of the key initiatives of the foundation is the Red Bench project that works with councils across the nation to install red bench seats as a constant reminder of the effects of domestic violence in communities. Council has now supported the installation of eight red benches in the Mackay region.



Museum Rationalisation Project

Council is currently in the second year of a rationalisation project that will provide council with a comprehensive understanding of its museum collection.

The project is progressing well. The Mackay Museum collection was inventoried, preventative conservation, re-housing and remediation works were undertaken and interior building improvements were made. More than 20,000 items were viewed with their condition, significance and location recorded in the project database. The Museums team also curated and installed new displays, showcasing significant collection items and key themes like the 1918 Cyclone, sugar, tourism and prominent people. As the rationalisation project continues, the team will now turn their attention to the Sarina Museum.



Council in the Community

Councillors and senior management were out and about throughout our regional footprint as part of the Council in Community initiative. A total of four days were held throughout the year.

Month	Area
September 2023	Northern
November 2023	Southern
May 2024	Council sites (council inductions)
July 2024	City Centre



Community Grants (2023-2024)

Funding included grants for small equipment (up to \$1500), community initiatives, programs, events and upgrades (up to \$7500) and minor infrastructure and assets (up to \$30,000).

Applications were accepted three times during the financial year and local not-for-profit organisations could apply for funding through the following four categories:

- ▶ Minor Asset Grant.
- ▶ Minor Infrastructure Grant.
- ▶ Community Grant.
- ▶ Small Equipment.

Grants awarded for the year totalled \$533,078. Grants that awarded more than \$7000 to applicants are listed on the right.

Image credit: The Wilde Collective



Organisations	Amount
Artist Connect Inc. Funds to support the Artist Trail 2024 Program.	\$25,000
Bakers Creek Tigers AFL Purchase and installation of electronic scoreboard.	\$30,000
Bravehearts Foundation Limited Funds to purchase resources to support the provision of resources to schools and childcare centres within the region.	\$7550
Brothers Cricket Club Service connections to Brothers Cricket Club storage shed at Nita Flemming Park.	\$20,240
Clontarf Foundation L-2-P Driving Program to support young Aboriginal and Torres Strait Islander men to obtain their drivers licence.	\$7500
East Mackay Australian Football Club Funds to install storage shed.	\$30,000
Film and Arts Mackay Inc. Funds to support the delivery of the 2024 Mackay International Film Festival.	\$7500
Finch Hatton Primary P&C Association Stage two of the multipurpose courts upgrade.	\$30,000
Greater Whitsundays Communities Funds to support the delivery of the Camilleri Skate Park activation project.	\$7500
Mackay and District Hack and Pony Club Inc. Upgrading and extending the current cross country course.	\$24,300
Mackay and District Woodchopping Association Inc. Purchase of a large, heavy duty tipper trailer.	\$26,000

Organisations	Amount
Mackay Children's Contact Service Inc. To support the purchase of furniture and resources to create a space for users of the service who experience sensory disorders.	\$7500
Mackay Filipino-Australian Community Inc. Funds to support the delivery of the 2024 Friendship Games – bringing together regional Filipino communities for a weekend of cultural and sporting events.	\$7500
Mackay Junior Motocross Inc. Replacement of the scoring tower.	\$24,000
Mackay Lions Soccer Club Replacing existing dug outs.	\$18,736
Mackay Northern Beaches Play Group Establishment of a play group in the Northern Beaches.	\$7500
Mirani State School P&C Association Construction of a community Indigenous yarning circle and sensory garden	\$10,000
North Mackay Saints AFC Upgrading of the club canteen.	\$30,000
Sarina Bowls Club Purchase of shade sails.	\$27,000
Sarina Crocs Touch Football Alliance Lighting for the club grounds.	\$18,500
Seaforth Bowls Club Upgrade of existing swinging glass door to an electric sliding glass door.	\$8330
Seaforth Men's Shed Trimming of a tree on the property.	\$7500
Western District Junior Rugby League Football Club Inc. Purchase and installation of new goal posts.	\$19,785

COMMUNITY AND ENVIRONMENT



Environment



- ▶ Volunteers contributed 3382 hours at the Mackay Natural Environment Centre.
- ▶ 109,828 orders for local native plants were completed.
- ▶ 11,738 native plants given away as part of the Free Native Plant Program.
- ▶ 2515 native plants were grown for schools, community groups and new citizens as part of the Free Native Plant Program.
- ▶ 3528 plants were planted as part of National Tree Day along the Bluewater Trail at Sandfly Creek and at Finch Hatton Mountain Bike Trails by 308 students and teachers and 95 community volunteers.
- ▶ Conducted 25 parks blitzes in August 2023 as part of a winter blitz program, which combined multiple council crews to makeover key parks ahead the summer growth season.
- ▶ 1200 Everlasting Daisies were planted as part of Daisy Day.
- ▶ 5278 people visited the Ken Burgess Orchid House at Queens Park including 1372 at the Orchid Extravaganza.
- ▶ 113 events were held at the Botanic Gardens.
- ▶ About 5000 people attended Carols in the Gardens.



Urban greening encourages creation of Gardens for Wildlife

Work on the implementation of the Mackay Urban Greening Strategy has focussed on increasing the numbers of trees planted, reducing the number of trees removed and providing additional free plants to rate payers to increase tree numbers on private properties.

The Gardens for Wildlife program was launched in October 2023 which provides an additional ten free plants to rate payers on top of their annual four free plants. More than 200 gardens are currently signed up. Over the coming years council hopes to ramp up the number of trees being planted and further reduce removal numbers. More than 70 trees were also planted along a pathway on Blacks Beach Road and Eimeo Road and designs of seven locations for future planting projects have been completed. Work is progressing on improved policies to protect and retain existing trees and embed tree planting into the designs of all applicable council projects.

58,000 plants for Aurizon

In a bid to meet a net zero emissions target by 2050, Aurizon set a number of initiatives, including carbon offset planting. Council was approached in June 2023 to supply 58,000 plants for a revegetation project in Koumala.

The Mackay Natural Environment Centre Nursery team collected seeds from 26 local provenances, grew the order over summer and successfully delivered healthy plants to a very happy client in June 2024.



Sarina Beach Local Coastal Plan

A Local Coastal Plan was adopted for Sarina Beach (July 26) at council's ordinary meeting. The plan builds on the former beach plan that was developed by Sarina Shire Council in 2008.

The updated plan was developed with extensive community engagement and focuses on weed control, vegetation management and improving dedicated beach accesses and carparks to ensure turtle nesting areas are protected.



East Point education campaign

Council launched a public education campaign on October 24 asking vehicle and motorbike users to not drive on the seaward side of the coastal track along Harbour Beach to East Point.

The plea aimed to help protect sea turtles and hatchlings during the nesting season as well as shore birds, which nest along the coastal dunes. The campaign was accompanied by turtle nesting awareness signage across the region.



OPERATIONAL EXCELLENCE



This inward facing pillar focuses on the following strategic goals:

Customer/community focus; Our people and culture; and Process and systems.

In 2023-2024 council:

- ▶ Received 88,188 total customer phone enquiries (through eight queues).
- ▶ There were 13,153 new registrations for customers to receive notices electronically through eNotices for rates, water, animals, tradewaste and backflow.

- ▶ The Animal Management Centre achieved an impressive milestone of five years since a rehoming cat was euthanised and seven years for rehoming dogs.
- ▶ Received 3896 applications across the 429 jobs advertised.

- ▶ Council issued seven infringement notices to motorists driving on foreshore and dune areas at local beaches during turtle nesting season.
- ▶ Council's YouTube views surged by 86.11 per cent.

Customer Experience program established

Council established a dedicated Customer Experience program to create a comprehensive strategy that aligns with the community's needs and organisational goals.

By leveraging data and feedback, the program aims to drive continuous improvement and innovation to enhance customer satisfaction. It will also serve as the community's voice, advocating for customer-focused changes in systems, policies and processes.



Council going digital

Council committed to making efforts to reduce emissions, enhance environmental sustainability and reduce postage and handling costs by transitioning to digital council notices from May 2024.

From that date, all paper notices issued by post incurred a \$3 fee. Pensioners are exempt. Registrations over the financial year increased by 13,153, to a total of 21,122 eNotice registrations. The eNotices are accessible on any electronic device and can be viewed anytime, anywhere.



Top five customer requests

There were 47,616 customer requests received for the year.

- 7048** Waste bins
- 1779** Water leaks
- 1638** Duty planner
- 1476** Roads general
- 1359** Change of address



OPERATIONAL EXCELLENCE



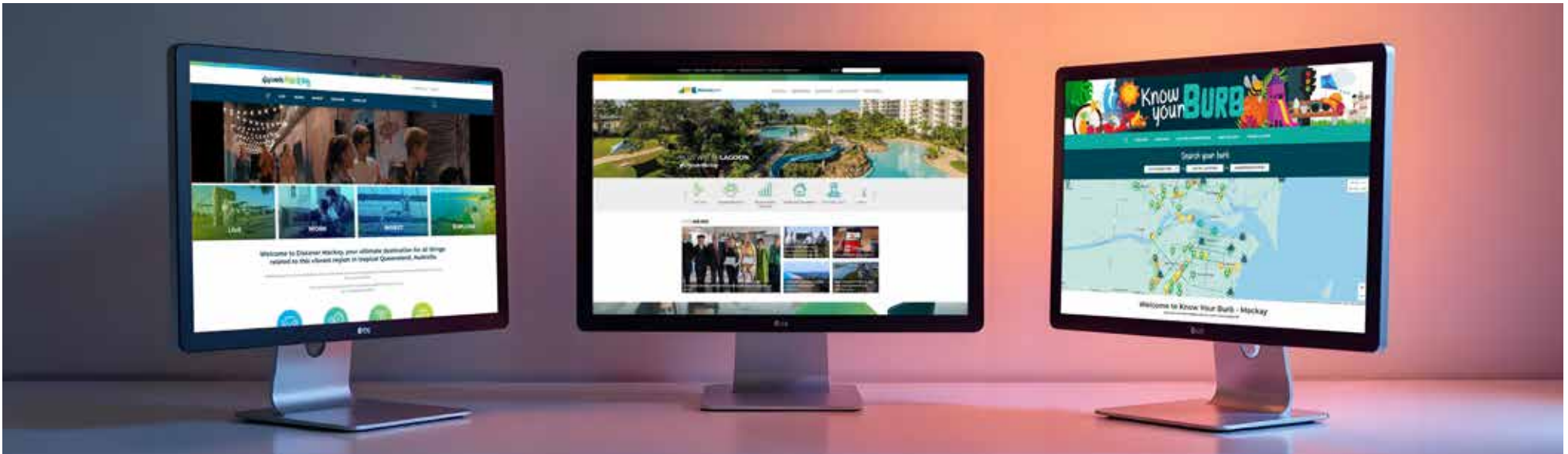
Digital media

Websites

Over the past two years, council's online presence has evolved, with some sites thriving while others declined. The main council website experienced a slight drop in traffic, while MECC and newer platforms like Discover Mackay and Know Your Burb saw increased engagement.

Notably, Know Your Burb tripled its visits, and the Sarina Field of Dreams website also grew. Conversely, the Sarina Sugar Shed and Artspace Mackay saw decreases. These trends highlight the shifting digital interests within the Mackay community.

Websites	2022-2023	2023-2024
Mackay Regional Council	752,764	720,504
MECC	208,002	211,784
Artspace Mackay	18,486	14,066
Mackay Regional Botanic Gardens	18,911	18,875
Sarina Sugar Shed	35,636	16,672
Mackay Waterfront	8573	9647
Sarina Field of Dreams	5442	7470
Discover Mackay	-	8931
Connecting Mackay	32,681	35,230
Know Your Burb	3631	10,037



eNewsletters

Council's eNewsletter subscriptions showed overall growth from 2023-2024, with total subscriptions rising from 31,238 to 32,098. The Libraries newsletter saw the most significant increase, adding more than 1000 new subscribers.

Artspace Mackay and Recreation Services newsletters saw modest gains, while Council Connect and Mackay Planning News experienced slight declines. Overall, the eNewsletters continue to be a valuable tool for community engagement.

eNewsletters	2022-2023	2023-2024
Artspace Mackay	1856	1875
Botanic Gardens	1145	1149
Council Connect	3426	3297
Libraries	19,422	20,460
Recreation Services	1064	1079
Mackay Planning News	1241	1221
Connecting Mackay	2802	2684
Mackay City Centre and Waterfront	282	333
Total	31,238	32,098



Social media

Council's social media presence saw varied growth across platforms in 2023-2024. Twitter remained stable with minimal change, while Instagram and LinkedIn experienced steady increases of 4.85 per cent and 11.33 per cent, respectively.

Facebook also saw a healthy rise in followers, growing by nearly six per cent. The most impressive growth came from YouTube, where views surged by 86.11 per cent, showcasing a significant boost in video content engagement.

Social media	2022-2023	2023-2024	Growth
Twitter	2966	2967	0.03%
Instagram	5979	6269	4.85%
YouTube	84,614 views	157,478 views	86.11%
LinkedIn	9034	10,058	11.33%
Facebook	38,145	40,429	5.99%



Council live stream

Council's live stream viewership saw mixed results in 2023-2024. While YouTube views declined by 11.8 per cent, dropping from 2263 to 1996, Facebook live streams experienced a significant boost, with views increasing by 51.54 per cent from 811 to 1229.

This shift highlights a growing preference for Facebook as a platform for engaging with council live streams.

Council live stream	2022-2023	2023-2024	Growth
YouTube	2263	1996	-11.80%
Facebook	811	1229	51.54%



OPERATIONAL EXCELLENCE



Health and Regulatory Services



Vector control

The table below represents the mosquito control work carried out by the Vector Control team during 2023-24.

Sites inspected	Sites treated	Hectares treated
1112	690	4409ha



Patrols and infringement activity

The Local Laws team conducted 642 animal patrols throughout the year.

Infringement activity	Amount
Regulated parking infringements issued for the year	4116
Local Laws	357

Environmental health activities

Area	Actioned requests
Food	72
Nuisance	229
Noise	170
Health/misc	120

Pest management

Sites inspected	Requests	No. properties baited	Hours to perform all activities relating to topic
Dingo/wild dog	43	169	211
Pigs	8		69
Invasive plants	69	N/A	3949



Invasive plants summary breakdown

Plants	Hours
Rats Tail Grass	1618
Sicklepod	423
Water Hyacinth	243
Salvinia	192
Other Invasive plants	131
Lantana	123
Madeira Vine	123
Pathenium	122
Singapore Daisy	114
Cactus	100
Water Lettuce	99
African Tulip Tree	78
Hymenachne	66
Navua Sedge	63
Elephant Ear	47
Thunbergia	5
Rubber Vine	1



Licensing and approvals

Premises	Inspections
Accommodation	57
Caravan parks	19
ERA	7
Food	558
Footpath dining	8
Skin penetration	15
Swimming pools	49
Temporary food permit (commercial)	8
Temporary entertainment events	2
Total	730

The majority of premises' compliance levels were satisfactory. In those that had opportunities for improvement, a general lack of knowledge from food handlers on sanitising of food contact surfaces and utensils was apparent.

For swimming pools, there was a need for some operators to perform more regular water testing to meet approval conditions. Accommodation providers are approved for short term stays, but rooms are often used for long-term occupancy.

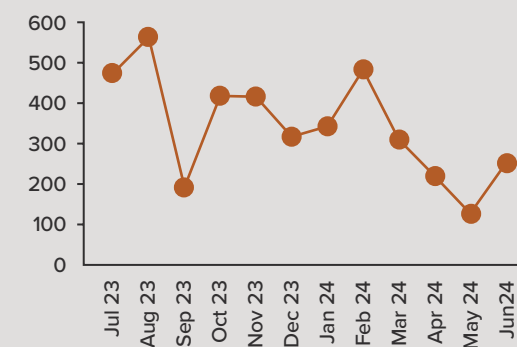


Pet registration

This financial year, we recorded 14,559 dog and 2840 cat registrations. We impounded 517 dogs and 201 cats. Of the total animals impounded, 90 cats and 108 dogs had to be forwarded to either the RSPCA or foster groups in the region.

The Animal Management Centre achieved a milestone of five years since a rehoming cat was euthanised and seven years for rehoming dogs.

Parking infringements



OPERATIONAL EXCELLENCE



Our staff

Our people are the heart of the Mackay Regional Council. Their dedication and expertise drive our commitment to delivering exceptional services to our community. The evolving People Strategy guides our efforts to create a high-performance culture where our employees thrive. By investing in our people, we are building a resilient and adaptable workforce capable of navigating future challenges and opportunities. Key priorities include attracting top talent, fostering a safe and supportive workplace and developing inspiring leaders. Guided by our core values, we make decisions that reflect our shared purpose and commitment to the Mackay community.



Values

Our values shape our culture. Our core values, Code of Conduct, competency framework and performance review process collectively create the foundation for a sound workplace philosophy.



Reward and Recognition Program

Council believes in celebrating the achievements of its employees. Outstanding achievement is recognised monthly and annually. There was a total of 89 nominations across seven annual awards. The 2023 winners were:

Awardee	Award
Corby Stuart	Safety and Wellbeing Advocate Award
Shawn Kelly	Service Excellence Award
Bradley Spark, Laurence Barba, Christopher Foster, Lincon Burnett, Allan Matsen and Carl Costigan	Innovation Award
Christopher Ward	Jason Vassallo Trainee or Apprentice of the Year Award
Kate Balderson	Core Values Award
Patrick Davis	Leadership Excellence Award
Trent Dyson	Mayoral Perpetual Award





External awards

Council is proud to attract, grow and inspire high-quality employees. We are excited when our employees are recognised. In 2023-2024, the council and its employees were successfully nominated for and/or won the following external awards.

Awardee	Award	Awarding body
Eboni-Kate Pitcher	Nominee for Queensland Young Operator of the Year	Water Industry Operations Association of Australia
Charli Sharam and Keione Hulme-Moir	Bob Marshmann Trainee of the Year Award - Finalists	Department of Education, Small Business and Training - Queensland Training Awards
Amie Stibbards-Swan	Standing Out From the Crowd Award - Nominee - Top 4	Resource Industry Network
Chris Reed	Queensland Operator of the Year - Nominee	Water Industry Operators Association (WIOA) QLD Awards
John Holmes	Best Paper (3rd) by an Operator. (Technical Paper 'the start to finish on what is required to solve a critical process failure')	
Mackay Regional Council	2023 IXOM Water of Origin (NSW/ QLD) - Finalist/Winner - award sponsored by IXOM	
Mackay Entertainment and Convention Centre	Silver: Business Event Venues 2023	Queensland Tourism Awards
	Gold: Business Event Venues 2023	Mackay Issac Tourism Awards

Awardee	Award	Awarding body
Kristie Brown and Davina Harrison	Queensland Disaster Resilience Champions	Local Government Association Queensland (LGAQ)
Sarina Sugar Shed	Silver Award, Excellence in Food Tourism	2023 Queensland Tourism Awards
	<ul style="list-style-type: none"> Gold Award, Excellence in Food Tourism Silver Award, Best Tour 	Mackay Region Tourism Awards 2023
	Bronze - Sugar Shed Classic Rum Liqueur	2023 Australian Rum Award
	<ul style="list-style-type: none"> Gold - Sugar Shed Aromatic Bitters Chocolate Silver - Lime NOI Silver - Aromatic Bitters Spiced Orange Bronze - Sarina Sugar Shed Liqueur 	2023 Australian Distilled Spirits Awards
	<ul style="list-style-type: none"> Silver, Best Foodie Experience Gold, Best Tour 	2023 Grey Nomads Award
	2024 Trip Advisor Travellers Choice Award	
	2024 TripAdvisor has named Sarina Sugar Shed in the top 10 per cent of things to do in the world	

OPERATIONAL EXCELLENCE

Workforce profile

As of June 30, 2024, we employed 1117 people, including 835 permanent full time staff and 30 contract staff. Council's workforce is made up of a diverse range of people, with plenty of experience.

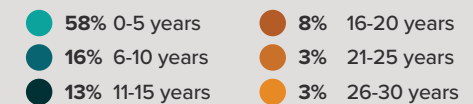
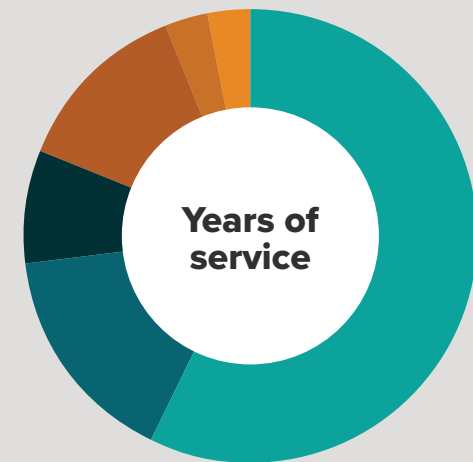
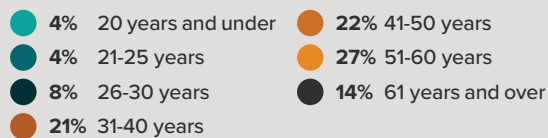
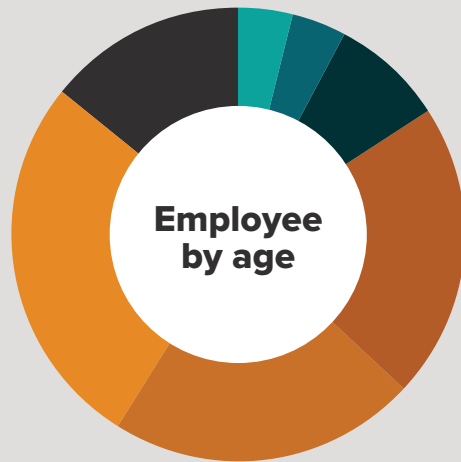
More than 60 per cent of the workforce is over 41 years of age and 43 per cent of the workforce has been at council for more than five years. A breakdown of our workforce headcount per employment type is shown in the table on the right.

Employment status	Total
Casual	95
Contract	30
Permanent full time	835
Permanent part time	82
Temporary full time	107
Temporary part time	14

Workforce attraction and retention

Council strives to be an attractive employer, offering a wide variety of jobs and careers. During the financial year, council received 3896 job applications across the 429 jobs advertised.

Council formally celebrates employment anniversaries of 10, 15, 20 and 25-plus years of accumulated service with Mackay Regional Council and all prior pre-amalgamated Mackay councils. Eligible employees are presented with a recognition of service gift and a framed certificate, as a gesture of appreciation for their years of service with council.



Diversity and inclusion

Council champions a diverse and inclusive workplace, essential for innovation and success. We strive to create an environment where everyone is recognised and valued.

Through open dialogue, diversity education and inclusive policies, we aim to understand and serve our community's needs effectively, fostering a creative, cooperative workforce for lasting prosperity.



Individual flexibility arrangements

Council understands the importance of a healthy work-life balance and provides a range of work-life options and benefits to support employees.

Contemporary working arrangements are supported by offering various flexible work options to meet business and workforce needs. These include time off in lieu, flexible working hours and locations, and part-time and job share arrangements.



Education assistance program

Our education assistance program encourages employees to undertake formal tertiary studies as an option for ongoing professional development.

Council has supported 111 employees under this arrangement since 2011, with 10 new applications this financial year. The total self-education assistance spend equates to \$89,972 for this financial period, with these funds allocated across 22 employees.



Growing careers at council

As a large employer, we are dedicated to growing our workforce and providing opportunities to Mackay residents through various initiatives, such as our apprentice and trainee program, academic bursaries, work placement, graduates and internal education assistance programs.

This year we continued to see abundant interest in our apprentice and trainee program, with roles receiving a high number of applications and all being filled. Eight apprentices or trainees successfully completed their training contracts, with five securing full-time employment in our region and one going on to further study. The high quality of our trainees was evidenced with two of our trainees representing Mackay as finalists for the Bob Marshman Trainee of the Year for the Central Qld Regional Finals of the Qld Training Awards. Council also welcomed our first Graduate Program, with five graduates starting in January 2024.



Work placements and bursaries

We facilitated work experience placements for 50 students from the region in 2023-2024.

Experience was gained in areas such as Libraries, MECC, Botanic Gardens and Natural Environment, Water Networks, Information Services, Youth Services, Trades, Strategic Planning, Engineering and Local Laws. We awarded four bursaries in 2023 and five in 2024. One bursary recipient completed activities during the 2023-2024 financial year.

OPERATIONAL EXCELLENCE

Employee engagement

At council, we recognise the importance of employee engagement as a cornerstone of our organisational health. To this end, we conduct an Annual Employee Engagement Survey, which serves as a barometer for the level of engagement across all directorates and programs. The insights garnered from this survey are invaluable, as they inform the subsequent phases of consultation and discussion.

The survey results catalyse a series of consultations, focusing on continuous improvement. Each program, guided by the feedback received, undertakes the development and implementation of targeted action plans. These plans are crafted with the intent to enhance the work environment, thereby fostering a more engaged workforce.

Through these concerted efforts, council is dedicated to not only measuring but actively improving employee engagement. We believe that by nurturing our workforce in this manner, we can create a thriving work environment that benefits both our employees and the community we serve.



Health and wellbeing

Our commitment to health and wellbeing initiatives boosted morale and community generosity. Council staff generously donated blood 163 times in 2023 and 145 times (so far) in 2024, saving a total of 924 lives. The implementation of free skin checks to staff members was rolled out in August 2023, with 138 employees booking their spot.

The annual Health and Wellbeing Challenge, with a focus on “moving more”, saw 150 staff take part, more than double the participation rate for 2024. A sea of council shirts also flooded the Mackay Marina Run, with three sponsored teams and additional organised teams.



No Excuse for Abuse campaign launched

An increasing trend of incidents involving verbal and physical threats against staff prompted council to launch a No Excuse for Abuse campaign in May. Council stood up for its workers and said it wouldn't tolerate this abuse.

The campaign included radio and television ads featuring four council staff members, as well as posters at its facilities.



Commitment to consultation

Council consults in line with the conditions outlined in the current Mackay Regional Council Determination 2022. Council remains committed to consulting with our employees and our union partners.

Council commenced the new Certified Bargaining period in late 2023, engaging with the workforce and the representing union partners regarding the current Mackay Regional Council Determination 2022, which has a nominal expiry of June 30, 2024.



Safety

At council, we actively seek out every learning opportunity to enhance safety. We consider safety a foundational principle that underpins our core values. By continuously learning and adapting, we create a safer environment for all.

In May 2023, we established the Strategic Safety Advisory Committee with a central focus on fostering alignment and nurturing the desired safety culture and maturity. The committee endorsed the roadmap for the upcoming 12 months, aiming to achieve aligned leadership, streamlined processes, accessible information, open communication, proactive measures and continuous learning. Our commitment also extends to implementing the Safety Action Plan as part of our 2022–2025 Safety Strategy.

In accordance with the Managing the Risk of Psychosocial Hazards at Work Code of Practice 2022, we have designed an awareness program. The program aims to build foundational knowledge of psychological safety and provide leaders insights into achieving early intervention by using robust procedures,

streamlined processes and compliance. Safety advisors have also undergone mental health first aid training. This training equips advisors with the knowledge and confidence to recognise, connect with and respond to individuals experiencing mental health issues. Additionally, the suicide threat checklist and guideline were developed in consultation with experts from Gryphon Psychology, Grapevine Group and Safe Talk. This will enhance the Safety Management System and improve the effectiveness of their advice for Safeline calls.

The Safety Management Dashboard was identified as a key business improvement initiative to transform safety data into actionable insights that support informed decision making. The creation of intuitive dashboards will enable consumers to identify trends within the business and take action to improve safety.

In the past year, a total of 703 corrective actions were successfully completed. We also conducted 1612 safety interactions and 262 site safety inspections – activities which provide an opportunity to engage with our workforce and identify workplace safety

issues and hazards. During the year, we facilitated 1439 workplace health and safety (WHS) inductions for contractors, volunteers and work experience students. On November 9, 2023, we hosted our inaugural Safety Day. More than 500 staff members attended and actively participated in a diverse range of activities, engaging keynote addresses, interactive elements and valuable information sessions throughout the day.

The Safety Team has facilitated several Learning Team events. These empower workers and stakeholders to collaboratively explore controls, processes, challenges and improvements through group problem-solving and reflection. In the Community Services department, four events focused on critical controls for high-risk tasks, including managing crocodile and snake habitats, animal management, aggressive public interactions and fatigue management at the MECC. Agreed improvements have been recorded as corrective actions. The implementation of Learning Teams is one key improvement fostering council's new, desired safety culture.

OPERATIONAL EXCELLENCE

Right to information

In 2023-2024, council:

- ▶ Received 15 Right to Information applications.
- ▶ A total of 3568 pages were considered.
- ▶ A total of 2914 pages were released in full.
- ▶ Another 654 pages were determined to be contrary to public interest in accordance with the provisions of the Right to Information Act 2009.
- ▶ One application was listed on the disclosure log on the council website.

Requests for information under the Right to Information Act 2009 must be made on the required form available on our website or by calling 1300 MACKAY (622 529).

Official documents

Our Inclusive Workplace Policy and Community Engagement Policy are available on council's website at mackay.qld.gov.au/policies.

The Code of Conduct and delegation register (which records the delegated levels of authority and instruments of authority held by all council officers) is also a public document and available on request.



Audit committee

The Audit Committee (AC) is an advisory committee of council established in accordance with Section 105 of the Local Government Act 2009 and Section 208-211 of the Local Government Regulation 2012.

The committee assists council in fulfilling its oversight responsibilities relating to internal audit, external audit, financial statements and reporting, risk management, internal controls and legislative and policy compliance. During the first eight months of 2023-2024, the membership of AC comprised of four councillors (two voting and two non-voting) and two independent external members.

- ▶ Mr Tim Cronin - chair from February 25, 2022.
- ▶ Ms Monica McKendry - independent member from February 25, 2022.
- ▶ Cr Greg Williamson - Mayor (voting).
- ▶ Cr Martin Bella - councillor (voting).
- ▶ Cr Karen May - councillor (non-voting).
- ▶ Cr Belinda Hassan - councillor (non-voting).

In June 2024, council appointed the new AC comprising of:

- ▶ Mr Tim Cronin - chair from February 25, 2022.
- ▶ Ms Monica McKendry - independent member from February 25, 2022.
- ▶ Cr Greg Williamson - Mayor (voting).
- ▶ Cr Martin Bella - councillor (voting).
- ▶ Cr Ash-Lee Johnson - councillor (non-voting).

During 2023-2024, the committee met five times.

Internal audit

The purpose of our internal audit function is to provide the independent assurance and advice to improve operations by evaluating the effectiveness of governance, internal controls and risk management.

In addition to the traditional role of internal audit, the focus is also on “adding value” by working with management to recommend improvements to systems, processes, work practices, compliance and business effectiveness. It operates in accordance with the Internal Audit Charter, State Government legislative requirements and the Institute of Internal Auditors International Professional Practices Framework. Internal audit reviews are undertaken according to the Internal Audit Plan endorsed by the Audit Committee and approved by the CEO.

Activities in 2023-2024 included

- ▶ Internal audit reviews - Commercial Business Unit Compliance, Contract Management - Local Buy, Copilot for Microsoft 365 Project (Advisory), Mackay Regional Council Policies and Strategies, Procurement, Environmental Sustainability and Follow up of Audit Action Recommendations from previous Internal Audits.
- ▶ Development and refinement of data analytic methodology.
- ▶ Development of Internal Audit Plan 2024-2025.
- ▶ Monitoring the actions resulting from internal and external audit recommendations.

Significant business activities

Below is a list of all the significant business activities that council has conducted during the financial year.

We apply the competitive neutrality principle to all significant business activities and we manage any competitive advantage by accounting for the likes of community service obligations, tax equivalents and separation of activities by fund to accurately account for the separate services.

When assessing business activities as part of the compilation of the 2023-2024 original budget, section 19 of the Local Government Regulation 2012 prescribes the threshold that a business activity must meet to be a significant business activity for a financial year:

- ▶ If the business activity is the provision of combined water and sewerage services, the threshold is 10,000 or more premises being connected to a water service as of June 30 of the financial year, ending immediately before the current financial year.
- ▶ For any other business activity, the threshold is expenditure of at least \$9.7 million for the financial year ending immediately before the current financial year.

Council has two significant business activities – Mackay Water and Mackay Waste. In accordance with legislation, these significant business activities are conducted as business units. No new significant business activities were identified during the year.

As part of the 2024-25 budget process, council resolved to operate the significant business activities using full cost pricing in accordance with section 21 of the Local Government Regulations.

Code of competitive conduct for business activities

In accordance with sections 45 and 47 of the Local Government Act 2009, council resolved not to apply the Code of Competitive Conduct (the Code) to the following business activities: Mackay Entertainment and Convention Centre, Sarina Sugar Shed, off-street parking and sporting facilities. Ultimately, council determined the costs of applying the Code would outweigh the benefits and the activities have significant non-commercial objectives. We do not conduct any other business activities or prescribed business activities.

Controlled entities and beneficial enterprises

Council had no controlled entities.

Council's significant beneficial enterprises include:

- ▶ Whitsunday ROC Limited (Trading as Greater Whitsunday Council of Mayors).
- ▶ Mackay Regional Housing Company (Trading as Connect Housing Group).
- ▶ The Minister for Economic Development Queensland (MEDQ) - (formally Urban Land Development Authority).
- ▶ Regional Development Australia Mackay-Isaac-Whitsunday Inc. (RDA).
- ▶ Greater Whitsunday Alliance Limited (GW3).
- ▶ Regional Queensland Council of Mayors Inc.
- ▶ Mackay Tourism Limited.

COMMERCIALISED BUSINESS UNITS



Mackay Waste Services

In 2023-2024 we:

- ▶ Responded to 11,608 client service requests.
- ▶ Collected 35,016 tonnes of household waste and 6461 tonnes of kerbside recycling.
- ▶ Received 9665 additional tonnes of recyclables from commercial and other regional council collections.
- ▶ Processed 6889 tonnes of green waste, 279 tonnes more than the previous financial year.
- ▶ Serviced a total of 2,722,148 waste and 1,356,186 recycling bins, replaced 3906 general bins and 1188 recycling bins, and repaired 692 general bins and 488 recycling bins.
- ▶ Recovered 2285 tonnes of material through our Resource Recovery Facility.
- ▶ Delivered 15 waste education lessons to 780 members of the community.
- ▶ Organised 11 sites for the Clean Up, Mackay Region and collected 2.9 tonnes of rubbish.
- ▶ Disposed of 95,628 tonnes of waste at Hogan's Pocket landfill and destroyed 17,551 tonnes of Co2-e from Hogan's Pocket Landfill via gas flaring.

Mackay Waste Services

Mackay Waste Services is a commercialised business unit of Mackay Regional Council.

The program is responsible for weekly waste and fortnightly recyclable bin collection services, processing of recyclables, transfer station management and operations, landfill and haulage management and operations, green waste processing, resource recovery operations, legacy waste management and landfill gas management.

Our vision

To be an innovative waste service provider recognised for its commercial performance, that provides regional leadership, has the respect of its clients and industry regulators and prides itself on its sustainability.

Our mission

To deliver sustainable waste services to the Mackay region in an efficient and commercially responsible manner.

Overview

We had nine active staff on the reporting date and an annual operating expense budget of \$32.47 million and a capital budget of \$1.53 million.

Our operations were carried out according to the Annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.

Voucher innovation

In 2024, Waste Services implemented a QR code-based voucher system for waste disposal. This system was first introduced in the February 2024 rate notice.

The new approach streamlines the user experience, as well as enhancing Waste Services' ability to gather detailed insights into usage patterns, vehicle operations, product analytics and data from source to site. These insights will aid in evaluating and addressing future community needs more effectively.



Pay it Forward docking stations

In February 2024, Mackay Regional Council introduced 70 Pay It Forward docking stations across the Mackay CBD, parks and reserves where only general waste bins are available.

This initiative is designed to enhance waste diversion by facilitating the recycling of Containers for Change and to provide residents with an opportunity to reclaim funds on recyclable cans.



COMMERCIALISED BUSINESS UNITS

Clean up Mackay

The 2023-2024 Clean Up, Mackay Region event involved 124 volunteers who collected 2.9 tonnes of material.

This consisted of four shopping trolleys (all returned to supermarkets), 41 tyres, 484 Containers For Change donated to Incredible Tip Shop and 744kg of resources recovered for recycling and resale at Incredible Tip Shop.



Customer service standards

We are committed to delivering excellent customer service, environmental management and efficient operation.

This commitment and the acceptable guidelines for the delivery of waste services is outlined in our Customer Charter, available at: mackay.qld.gov.au/wastecharter



Recyclables sent to market

We processed 12,814 tonnes of recyclables at our Materials Recovery Facility (MRF) and sent these to market.

A significant decrease in the amount of glass received can be attributed to the addition of wine and spirit bottles in container for refund schemes.

Recyclables	2021-22	2022-23	2023-24
Glass	2465	2437	2061
Paper and cardboard	9676	9418	9854
H.D.P.E.	209	195	185
P.E.T.	161	63	225
Aluminium	121	116	122
Steel/tin	405	399	367
Mixed plastics/ plastic film	454	453	531
Landfill	3029	2685	3022*
Total tonnes	16,520	15,766	16,367

*Landfill amount includes 239.6 tonnes from the results of the MRF fire this financial year.

Environmental monitoring and management

We performed regular environmental monitoring at both our operational and closed landfill sites.

The following activities occurred in 2023-2024:

- ▶ Groundwater monitoring was undertaken quarterly at active, inactive and former landfill sites in accordance with Environmental Authority conditions.
- ▶ Surface water was also monitored quarterly at 13 sites, including Hogan’s Pocket and Bayersville. Leachate monitoring and collection also occurred at these two sites.
- ▶ Landfill gas monitoring was undertaken during the reporting period at 21 different operational and closed landfill sites, including Hogan’s Pocket, Bayersville, Koliyo and Seaforth.
- ▶ Gas monitoring is completed twice annually and includes monitoring habitable dwelling/offices located within the facilities footprint.



Client service standards

Our standards are a result of legislative and/or regulatory requirements and key performance indicators as set by council.

Category	Waste Service standards and targets
Customer response times	Repair or replacement of bin upon customer request by next collection day.
	Provision of new bins for a new standard service request within three business days.
Deliver essential services	Waste collection service - once a week.
	Recyclable collection service - once a fortnight.
	Collection of bins on scheduled service day - aim to have one or less missed kerbside bin per 5000 services per month.
Education and Community	Waste disposal facilities open on published days and operating times - 100 per cent compliance.
	Perform waste minimisation education sessions at the MRF, in schools and the community throughout the year
Safety	Conduct a minimum of five council registered sites for 2024 Clean Up, Mackay Region.
	Zero lost time injuries recorded.



Partnerships

LAWMAC:

Council’s affiliation with the Local Authority Waste Management Advisory Committee (LAWMAC) was significant during the 2023-2024 year, with much discussion of the Queensland Government’s Waste and Resource Recovery Strategy and the national ban on exports of recycled product.

drumMUSTER initiative:

The Paget and Sarina waste management centres as well as the Bloomsbury, Gargett, Koliyo and Seaforth transfer stations continued to provide drumMUSTER collection sites. This initiative provides a reliable, cost effective and sustainable option for recycling empty farm chemical containers benefiting the user, environment, industry and wider community.

Paintback scheme:

The Paget Waste Management Centre continued to house a Paintback collection point so residents and tradies could recycle their unwanted paint. This scheme diverted paint from landfill.

Fertiliser bag recycling scheme:

Six collection points for fertiliser bag recycling are offered throughout the region. This scheme enables farmers to recycle their unwanted, used fertiliser bags and divert farm waste from landfill.



COMMERCIALISED BUSINESS UNITS

Our assets and asset value

Asset category	Asset type	Qty
Landfill	Active	1
	Inactive (legacy)	20
Disposal facilities	Waste management centre	1
	Transfer stations	9
	Green waste only facility	2
Recyclate receivals	Material recovery facility	1
	Resource recovery facility	1
Asset	Total replacement value	Written down value* as of June 30, 2024
Waste	\$118,786,929	\$58,904,010

* The written down value is the difference between the replacement value and the current accumulated depreciation.



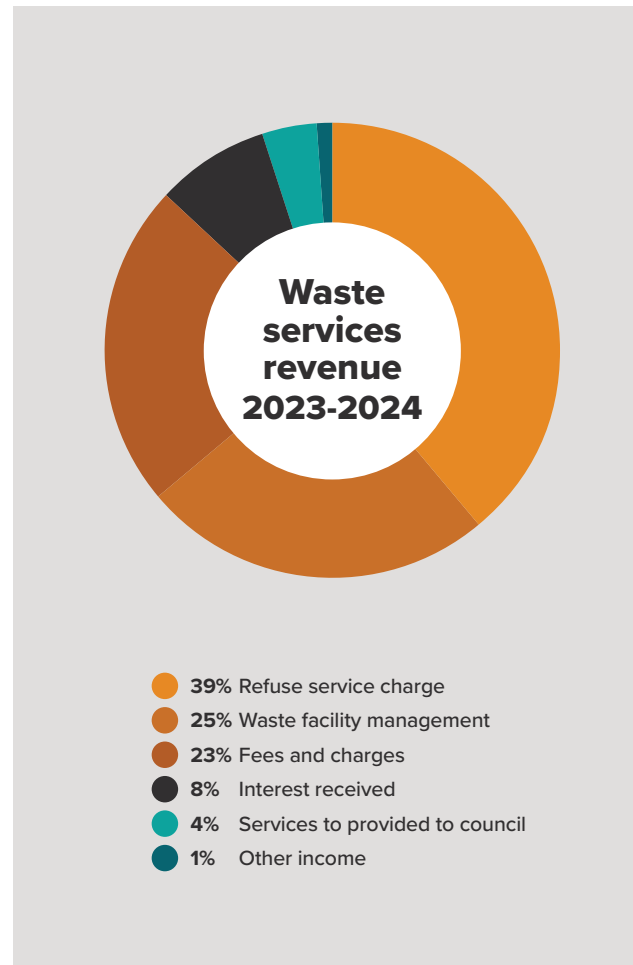
Waste levies

Waste facilities operations charge - \$167.60. This is applied to all assessments and partially funds council's waste program. The charges and gate fees fund residual program costs.

Refuse service charge - \$293.60. This funds council's bin service and contributes towards bin collection, processing and disposal costs.

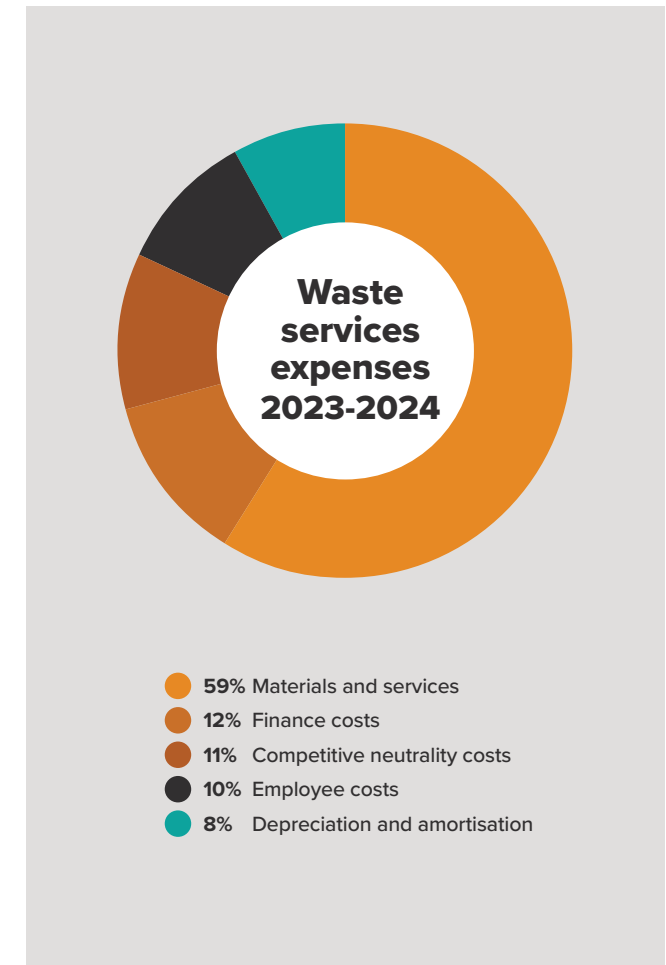
Where our money came from

Our operational revenue for the 12 months ending June 30, 2024, totalled \$36.2 million, with 87 per cent generated from rates and fees and charges.



Where our money went

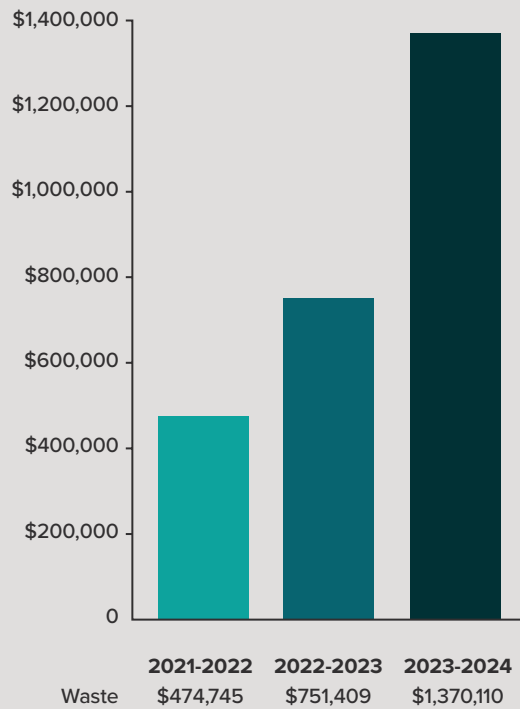
Our operational expenditure for the 12 months ending June 30, 2024, totalled \$32.1 million. The main expenses were material and services and finance costs.



Investing in infrastructure

Council spent \$1.37 million on waste infrastructure. This included construction at Hogan's Pocket, environmental monitoring and aftercare costs of closed waste disposal sites.

Capital expenditure past three years



Community service obligations

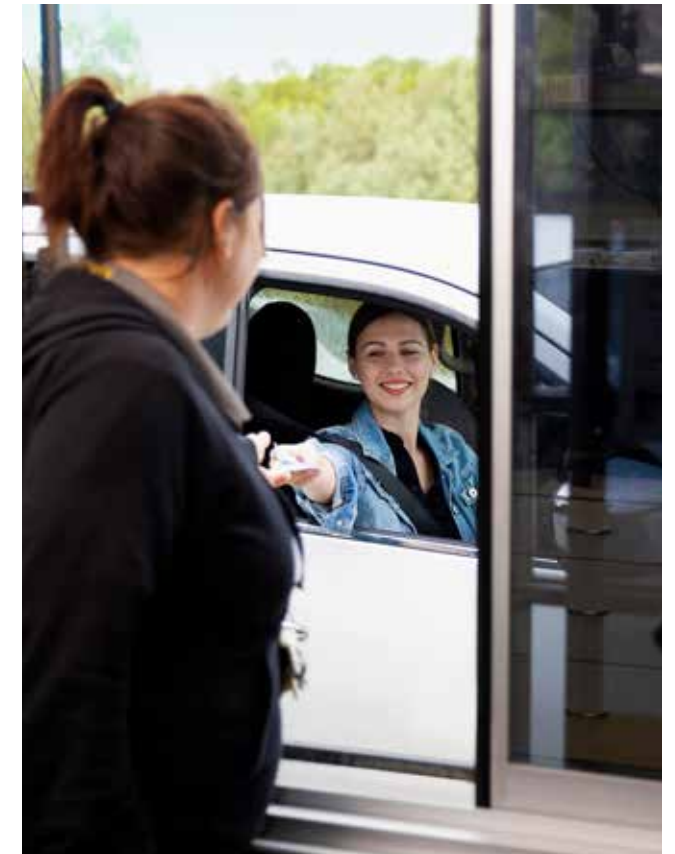
Council provided waste disposal support to not-for-profit community groups during the year totalling \$39,098.



Dump vouchers

In a concerted effort to keep our region clean and tidy, we continued to provide three dump vouchers per rates notice to residential properties in 2023-2024.

The vouchers were valid for the disposal of self-hauled domestic and green waste under one tonne. Voucher usage totalled \$766,546.



COMMERCIALISED BUSINESS UNITS



Mackay Water Services

In 2023-2024 we:

- ▶ Provided treated water to 38,855 residential properties and 3319 commercial and industrial connections – a total of 42,174 connections.
- ▶ Provided sewage collection, treatment and disposal for 38,662 residential properties and 3258 commercial and industrial connections – a total of 41,920 connections.
- ▶ Provided high quality non-potable recycled water to 32 local farmers and two public recreational facilities for irrigation purposes.
- ▶ Performed 2930 plumbing inspections (a 4.5 per cent decrease) and completed 656 plumbing approvals (a two per cent increase).
- ▶ Delivered the 'Watch the Flow' water education program to 808 students.
- ▶ Received 1982 notifiable works (plumbing and drainage) and completed the required five per cent audit inspections.
- ▶ Conducted 146 trade waste audits and issued 96 approvals to discharge trade waste to sewer.
- ▶ Sent more than 77,000 water leak notifications, reducing the number of concealed leak concession applications to 106.

Mackay Water Services

Mackay Water Services is a commercialised business unit of Mackay Regional Council.

The program is responsible for the delivery of water and sewerage services, providing high quality, safe and reliable water as well as providing collection, treatment and disposal of wastewater in accordance with our environmental obligations.

Our vision

To be an innovative water service provider that is recognised for its commercial performance, provides regional leadership, has the respect of its clients and industry regulators, and prides itself on sustainability.

Our mission

We are committed to delivering sustainable water services to the Mackay region in an efficient and commercially responsible manner.

Overview

We had 140 staff and an annual operating expense budget of \$105.32 million and a capital budget of \$21.14 million.

Our operations were carried out in accordance with the Annual Performance Plan that defines council's expectations in terms of performance, reporting, level of service and policy compliance.

Clever canines sniff out water leaks

In a first for the region, council recruited the help of two very clever canines to detect water leaks. Bubbles and Splash from NTS Group are two highly trained spaniels which were able to sniff out water leaks around the region. Together with the help of their diligent handlers, they covered about 63 kilometres of water mains in the City Centre precinct, South Mackay and East Mackay areas over two weeks.

Besides being adorable, these two pooches are incredibly accurate and quick at detecting a leak early and leading crews right to the source. They managed to identify 120 leaks and the water networks team then worked to identify the source of these the leaks. This method has been used by other councils further south and is highly effective, not to mention cost saving. Using this method also means that leaks can be detected without shutting down networks, digging up roads and interrupting businesses and households.



Water team helps Port Douglas

The Water Network team responded to a call to arms from Douglas Shire Council to help with leak detection and repairs. Douglas Shire Council has experienced ongoing issues with water supply leaks since Ex-Tropical Cyclone Jasper hit near Port Douglas in December 2023.

The monsoonal rain event that followed the cyclone caused significant water leaks across the network due to the saturation of soil and subsequent ground movement. The water treatment plant was also under significant strain as operations had to adjust their processes to accommodate the changed water quality following the significant rain event all the while trying to keep up with demand. Two of our experienced plumbers, Peter McKechnie and Paul Balchin, went to Port Douglas for a week in early June 2024 to provide guidance and share their skills and knowledge. Peter and Paul went above and beyond and their assistance was greatly appreciated.



COMMERCIALISED BUSINESS UNITS

Smart water meter rollout

Over the next five years council will be replacing 6500 residential meters every year with the new integrated smart meters, as the current meters are coming to their end of life.

The smart meters collect data on a near real-time basis improving the ability to identify any unusual activity such as water loss or reduction in water supply. This will assist property owners in monitoring their water consumption. At council, we recognise that water is one of our most valuable resources. Managing our water supplies to meet growing demand over the next 30 years is a high priority. The use of smart water meters will make a significant contribution to our water security by reducing water loss caused by leaks.

Customer service standards

We are committed to delivering quality water and sewerage services to enhance our community.

This commitment and the acceptable guidelines for the delivery of water and sewerage services is outlined in our Customer Charter, available at: mackay.qld.gov.au/watercharter

Monitoring and testing

In 2023-2024, the laboratory:

- ▶ Purchased new equipment to implement new chemistry and microbiology techniques and improve capability and efficiency. This advanced instrumentation has reduced the need to outsource samples for external analysis, allowing the laboratory to handle most of the testing in-house. As a result, only 10 per cent of samples are now sent to external laboratories for analysis.
- ▶ Expanded the National Association of Testing Authorities (NATA) accreditation scope in testing to further strengthen council's water and waste laboratory's capabilities, enabling it to handle an increasing number of samples. This growth has positioned council's laboratory as the fastest-growing water and waste laboratory in Central Queensland with NATA accreditation in water and waste chemistry, microbiology and water sampling.
- ▶ Served more than 95 regular clients, including local and state-wide companies, as well as individual members of the community, and performed more than 358,000 individual tests, surpassing the previous record of 350,000 individual tests.
- ▶ Provided support to local environmental groups, university and TAFE students.
- ▶ Offered scientific advice and testing services to neighbouring councils, including Isaac and Whitsunday.



Presentations

The following table lists the presentations that were given by our team during the year.

Conference/event	Name of paper/presentation	Staff member
Water Industry Operators Association (WIOA) QLD Conference and Exhibition, Sunshine Coast, July 19-20, 2023	Presentation: Rainfall and its impacts on water treatment amid alkalinity challenges	Alexander Blanch
	Presentation: The start to finish on what is required to solve a critical process failure	John Holmes
Central Highlands Regional Council Workshop, July 20, 2023	Presentation: 'Smart Metering' on smart metering, Supervisory Control and Data Acquisition (SCADA) and fatigue management	Andrea Thayer
	Presentation: SCADA	James Lloyd
	Presentation: Fatigue management	Matthew Harris
Australian Water Association (AWA) North Queensland Conference, Townsville, August 14-16, 2023	Presentation: End of life for automatic meter readers	Andrea Thayer
	Presentation: Geospatial AI for pipeline risk monitoring – using technology to inform	Andrew Walz
Water Industry Information Session, Magpies Sporting Complex, Mackay, March 12, 2024	Presentation: Tips and tricks on completing plumbing application forms for smooth process	Dean Eiser
	Presentation: Future of trade waste meters	Paul Hudson
	Presentation: House drain connection – who is responsible for what?	Ron Bailey
	Presentation: Sewer blockages/overflow – reimbursements	Blake Montiford
Redlands City Council Workshop, May 15, 2024	Presentation: Smart metering and outsourcing services	Jason Cocker and Andrea Thayer
	Presentation: SCADA	Bala Gurunathan
	Presentation: Maintenance planning, scheduling and delivery, and plant and equipment	Blake Montiford

Service delivery

- ▶ Completed water main renewal works for: East Gordon Street (Lawson to Goldsmith streets), Webberley Street, Bucasia Esplanade, Waverley Street and Peak Downs Highway Crossing near Flaherty Street Eton.
- ▶ Completed WPS upgrade works at Green Street Reservoir.
- ▶ Completed raw water bores renewal works at Bally Keel, Calen and Gargett.
- ▶ Completed upgrade works at Kelsey Creek Water Treatment Facility.
- ▶ Completed filter media replacement and renewal works at Nebo Road Water Treatment Plant.
- ▶ Completed annual water service, water meter and Automatic Meter Reading (AMR) replacement works.
- ▶ Completed upgrade works of Powdered Activated Carbon (PAC) unloading system at Marian Water Treatment Plant.
- ▶ Completed sewer rising main renewal works at Keelan Street.
- ▶ Completed annual sewer manhole inspection, repair and renewal works.
- ▶ Completed annual sewerage pumping station renewal, upgrade and improvement works.
- ▶ Completed annual telemetry upgrade works at sewerage pumping stations.
- ▶ Completed annual sewer gravity mains relining works.
- ▶ Completed annual asset renewal program at Mackay North Water Recycling Facility (MNWRF) and Mackay South Water Recycling Facility (MSWRF).
- ▶ Continued the sewer network refurbishment program. Twenty-six kilometres of sewer was inspected using CCTV cameras.

COMMERCIALISED BUSINESS UNITS

Partnerships

Choose Tap Coalition:

Water Services continued to work with the national Choose Tap Coalition in the 2023-2024 financial year raising awareness about the health, environmental and financial benefits of drinking tap water.

CTM Water Alliance:

The water businesses of Cairns, Townsville and Mackay councils (CTM Water Alliance) have developed a design and construction code for water and sewerage across all three council businesses.

The Cairns, Townsville, Mackay Water Alliance Design and Construction Code V1.0 (CTM Code) is based on the Water Services of Australia codes and Southeast Queensland Water Supply and Sewerage Design and Construction Code and serves as a standard for design and construction of water supply and sewerage reticulation infrastructure relevant to North Queensland. The CTM Code was adopted by a council resolution in November 2020.

Queensland Water Regional Alliance Program (QWRAP):

Mackay Regional Council's involvement with QWRAP enhances the region's ability to effectively deliver safe and essential water and wastewater services to the community. The second year of funding for a project coordinator has been invaluable, providing regional councils with a voice to state departments on the challenges for training and attraction to regional areas.

Water Industry Worker (WIW) Program:

The collaboration fostered through the WIW training program improves performance by sharing learnings and best practices.

The 2023 intake saw 100 learners from 17 councils participate in the cohort. Mackay Regional Council had five learners from the water network team and six learners from the water treatment team. The program's focus on consistent training standards across regional Queensland ensures that all participating local governments adhere to the highest industry practices, providing improvement to their water management strategies.

The Whitsunday, Isaac and Mackay (WIM) Water Alliance:

The WIM Water Alliance continued their collaboration and teamwork during the year. Innovation in research has been strengthened with a range of ongoing joint projects undertaken over the financial year.

These included the Supervisory Control and Data Acquisition Alignment Project, assessing presence of Contaminants of Emerging Concern (CEC) associated with waste water treatment plant discharges and finalisation of the ongoing research project to develop an in-field biosensor for nitrogen detection in waterways with expertise drawn from Central Queensland University and WIM Water Alliance entities.

The Alliance Work Plan activities over the 2023-2024 year have continued to focus on the strategic objectives contained in its Terms of Reference and several collaborative project and discussion groups looking at regional alignment.



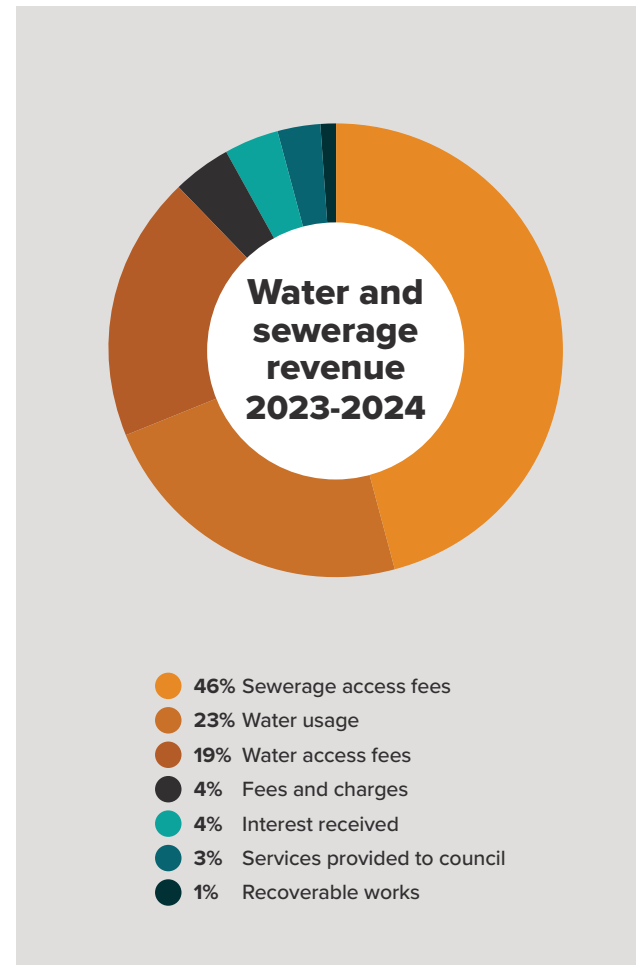
Our assets and asset value

Asset category	Asset type	Qty
Raw water	Dams/weirs	1
	Pump stations	2
	Boreholes	45
Water treatment	Water treatment plants	2
	Water treatment facilities/schemes	5
	Disinfection facilities	7
Water distribution network	Service reservoirs	38
	Water pump stations	38
	Water mains	1247km
Wastewater collection network	Wastewater network	966km
	Wastewater manholes	18,151
	Sewage pumping stations	220
Wastewater treatment	Sewage treatment plants	5
Recycled water	Recycled water storages	5
	Recycled water network (mains)	32km
	Recycled water pump stations	4
Asset	Total replacement value	Written down value as of June 30, 2024
Water	\$976,899,049	\$542,947,414
Sewerage	\$1,123,771,540	\$746,221,741

The written down value is the difference between the replacement value and the current accumulated depreciation.

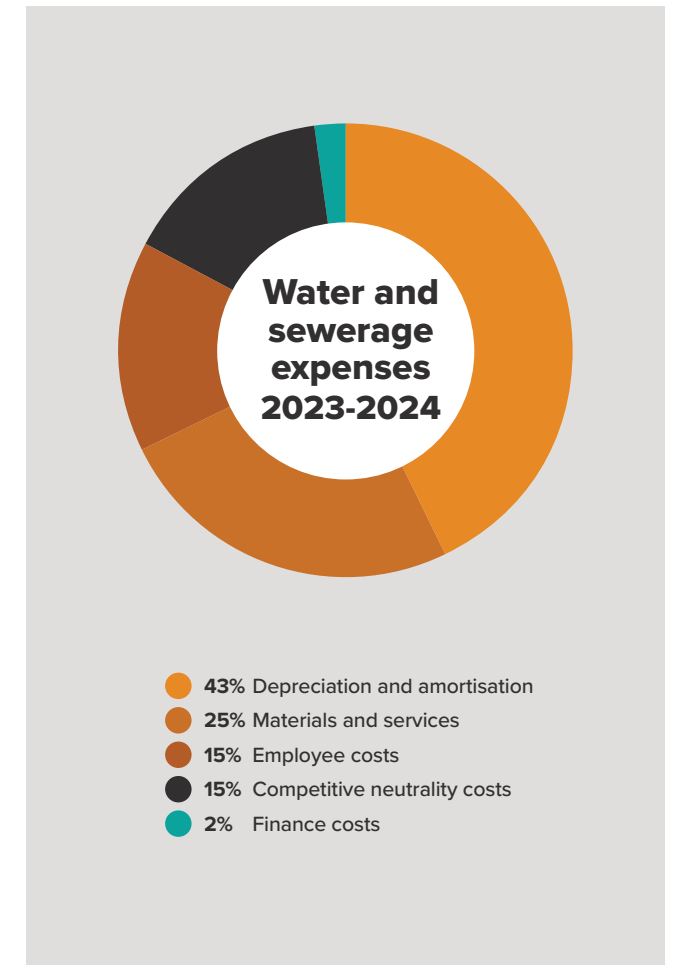
Where our money came from

Our operating revenue for the 12 months ending June 30, 2024, totalled \$112 million, with 88 per cent generated from rates, access and usage charges.



Where our money went

Our operating expenditure for the 12 months ending June 30, 2024, totalled \$80.5 million. The main expenses were depreciation and amortisation and dividend and notional tax.



COMMERCIALISED BUSINESS UNITS

Investing in infrastructure

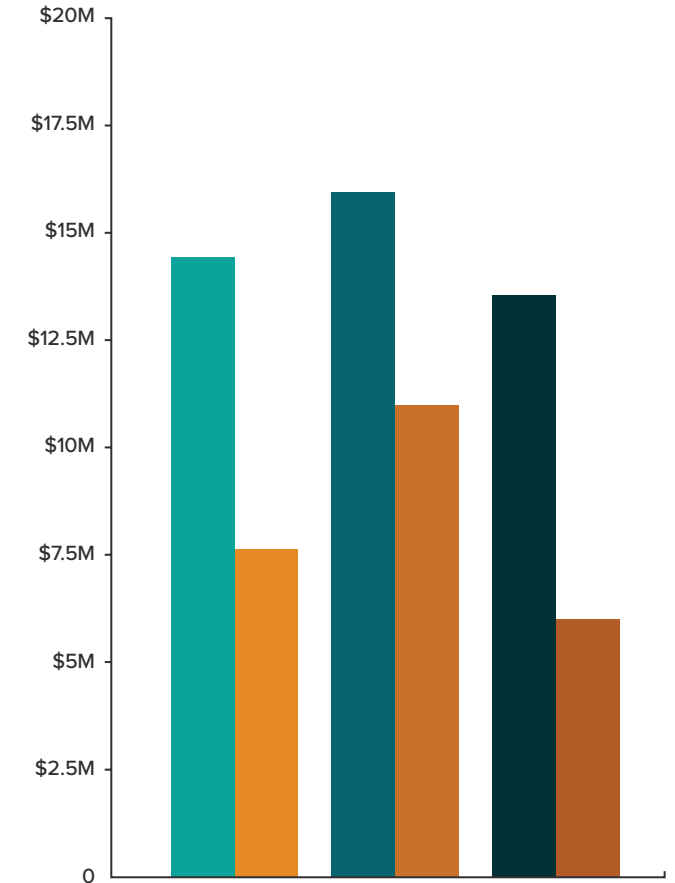
Council spent \$19.65 million during the year on water and sewerage infrastructure. This was \$7.42 million less than the previous financial year. These works included significant refurbishment of the Kelsey Creek Water Treatment Plant, Calen Water Softener Project and various water main renewals.

Community service obligations

Council supported local not-for-profit community groups with water and sewerage services during the year totalling \$220,964.



Capital expenditure past three years



	2021-2022	2022-2023	2023-2024
Water	\$14,502,859	\$16,034,908	\$13,607,654
Sewerage	\$7,683,726	\$11,033,148	\$6,040,291



Water access charge

The annual water access charge in 2023-2024 was \$398.10. Properties where a metered water supply was connected were charged on a per factor basis. Vacant land was allocated one factor per allotment.

Water consumption tariffs

Council is responsible for providing water and sewerage infrastructure to existing and future users of these services. The charges are listed below:

Tariff 1	0-150 kilolitres per half year	\$1.97/kl
Tariff 2	Over 150 kilolitres per half year	\$2.91/kl



Sewerage access charge

The annual sewerage access charge in 2023-2024 was \$962.70. Charges were based on the number of sewerage pedestals or urinal services installed on the premises. Vacant land was allocated one per allotment. Single occupation residence had a maximum of one pedestal charge.

Cross subsidies evaluation

No cross subsidies existed between consumer classes in the provision of water and sewerage services.

FINANCIAL STRENGTH



This inward facing pillar focuses on the following strategic goals: Affordable living; Ethical decision-making and good governance; Resilient and agile economy; Optimised asset management; and Planned capital and forecasting.

Community financial report

Vision

Corporate Plan 2023-2028.

Strategy

- ▶ 10-year Long Term Financial Forecast.
- ▶ Asset Management Plan.
- ▶ Local Government Infrastructure Plan.

Direction

Operational plans, annual budgets, monthly council meetings and strategic advisory committee.

Monitoring

Budget and operational plan reviews, monthly strategic financial reports and departmental performance reports.

Inform our community

- ▶ Annual Report.
- ▶ Independent Annual Audit.
- ▶ Audit Committee.
- ▶ Public access to financial reporting and council minutes.

In 2023-2024 council:

- ▶ Recognised a total revenue of \$332 million.
- ▶ Recognised operating costs of \$307 million.

- ▶ Expended \$99 million on capital projects.
- ▶ The community's net wealth was \$4.5 billion.

How we report

A Community Financial Report contains a summary and analysis of a Local Government's financial performance and position for the financial year.

This report makes it easier for readers to understand council's financial management and performance by focusing on the four key financial statements.

1. Statement of Comprehensive Income

How did we perform in relation to our trading result over the last 12 months?

2. Statement of Financial Position

What do we own and owe at year end?

3. Statement of Cashflows

Where has our cash been received and used during the past 12 months and how much remains at year end?

4. Statement of Changes in Equity

What is the wealth of the community at year end?

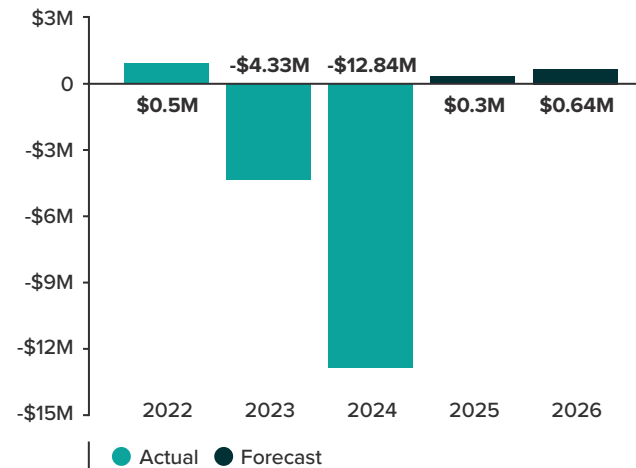
Amounts disclosed are rounded to the nearest thousand (\$000) unless otherwise stated.

Statement of comprehensive income

This statement presents council's consolidated revenues (where the money comes from) and expenses (where the money is spent). This result does not necessarily represent surplus funds available for general use as certain items of revenue have restrictions on their use. Some revenue is non-monetary (for example, contributed infrastructure assets, such as roads, sewerage mains and water mains, constructed by developers on council's behalf, in new land subdivisions), while other revenue is constrained for use on specific future activities (for example, developer contributions or grants used to maintain and/or expand the region's infrastructure).

The operational result of council's operations (total operating revenue less total operating expenses) shows if an operational surplus or deficit was reported during the year.

Operating result



This is graphed below and excludes capital items. Council reports an increase of \$10 million in total operating revenue in comparison to the prior year. The biggest contributors to this being rates and charges. Council experienced a net increase of \$18.75 million in operating expenses for the reporting period. Materials and services represent a significant amount of this variance. Depreciation and amortisation also notably increased.

Total recurrent income (excluding operational grants and subsidies) increased five per cent from 2023, in line with employee costs, as well as materials and services that also increased five per cent from 2023. Grants and subsidies reflected a decrease from 2023 due to the timing of a Financial Assistance Grant of \$3.08 million. Unwinding of the discount was impacted by sustained high interest rates. Depreciation and amortisation increased nine per cent due to increases in the costs of replacing council assets.

Council is currently forecasting a \$0.3 million surplus in the 2024-2025 financial year continuing to increase in the 2025-2026 financial year. The local government maintains a financially sustainable long-term outlook and remains focused on continuing to provide a wide range of services to the community.



FINANCIAL STRENGTH

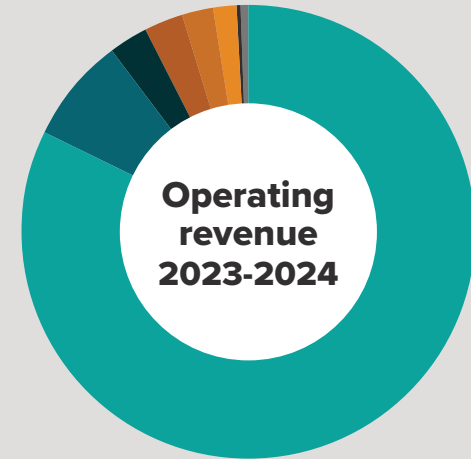
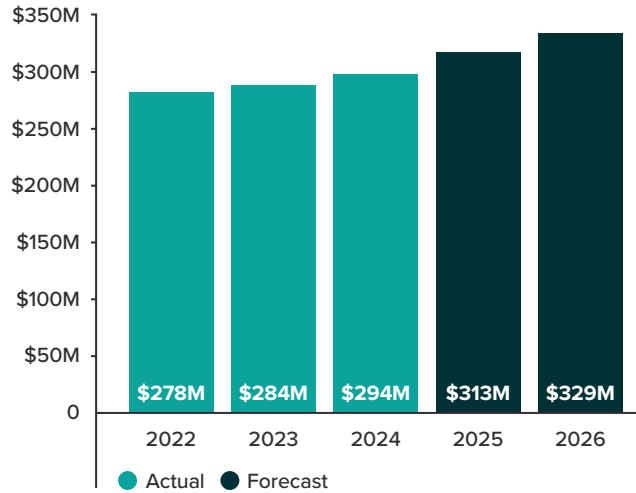
Total revenue – where our money comes from

Total revenue of \$332 million was recognised during the 12 months ending June 30, 2024. Operational revenue represents 89 per cent of this amount, with the remainder being capital revenue received through grants, subsidies, contributions and donations, and other capital income.

Capital revenue relates to the capital funding of infrastructure mainly through contributions or donated assets. Council's operational revenue is generated from the sources on the right.

Council actively seeks revenue from other sources and attempts to maximise investment earnings to assist in funding the many services council provides.

Operating revenue



- 82.3% Rates and charges
- 7.6% Fees and charges
- 2.8% Interest income
- 2.6% Contracts and recoverable works
- 2.3% Grants, subsidies, contributions and donations
- 1.7% Sales revenue
- 0.4% Rental income
- 0.3% Other income

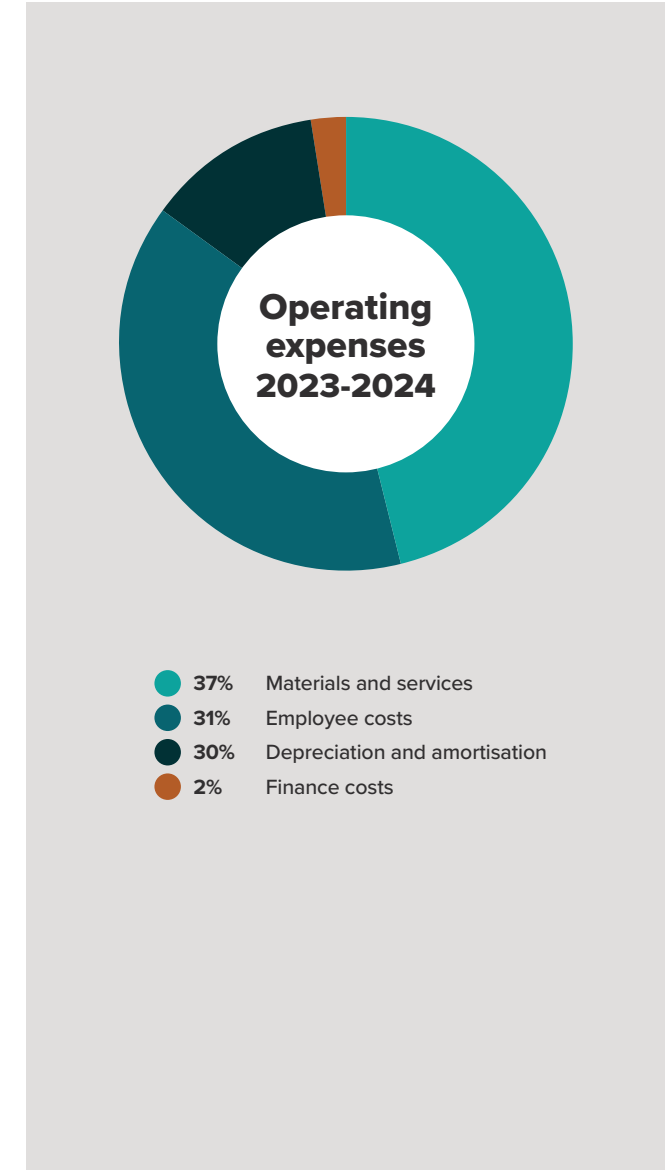
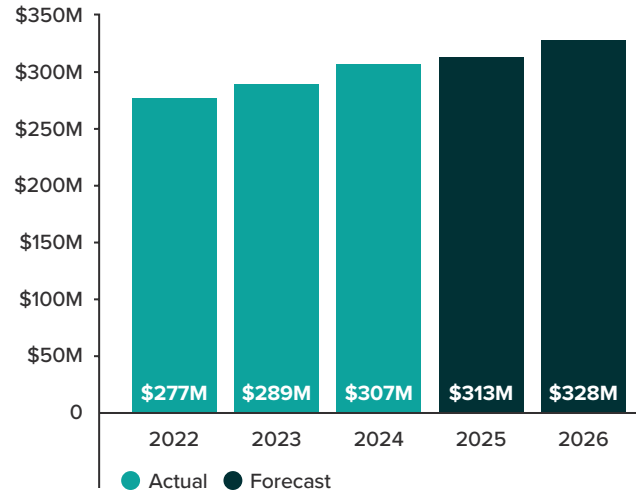


Expenses – where our money goes

Council incurs both operational and capital expenditure in providing services to the community. Capital spending is added to the carrying value of assets as it maintains and expands council's asset base. The graph on the right shows the components of operating expenditure only.

The level of council's expenditure is monitored constantly throughout the year. Detailed budgets are prepared at the beginning of each financial year and performance is measured against these budgets through regular budget reviews, ensuring funds are utilised as efficiently as possible. Council recognised operating costs of \$307 million during the financial year and expended a further \$99 million on capital projects. Major capital expenditure per program recognised in the period included: Infrastructure Planning \$58 million, Property and Plant \$13 million and Executive Office \$9 million.

Operating expenses



FINANCIAL STRENGTH

Statement of Financial Position

This statement measures what council owns and owes to relevant stakeholders at the end of financial year. The result of these two components determines the net wealth of council, which is also the net wealth of the community.

Our community's net wealth at the end of the financial year was \$4.5 billion.

Statement of financial position as at June 30, 2024 (\$000's)

Assets (what we own)	\$4,703,582
Liabilities (what we owe)	\$191,460
Equity (community wealth)	\$4,512,122

Assets: What do we own?

The bulk of council's assets are in the form of infrastructure, such as roads, drainage, water and sewerage assets. These asset types collectively make up 86 per cent of council's total asset base. Significant parts of council's expenditure in the long-term financial forecast are focused on the construction, upgrade and renewal of these assets. The table illustrates council's assets as at June 30, 2024.

Cash and cash equivalents and investments (fixed term deposits) represent 2.81 per cent of council's \$4.7 billion total assets as at June 30, 2024. Investments are separately classified from cash and cash equivalents and represent term deposits with fixed interest rates, held for periods greater than three months.

Asset class	Asset value (\$000's)	Written down value (\$000's)
Buildings	\$315,617	\$182,157
Land	\$176,400	\$176,400
Plant and equipment	\$95,921	\$47,781
Roads, bridge and drainage network	\$3,532,565	\$2,640,598
Sewerage	\$1,119,881	\$742,867
Site improvements	\$213,341	\$121,394
Water	\$964,773	\$532,559
Work in progress	\$76,557	\$76,557
Total	\$6,495,055	\$4,520,313

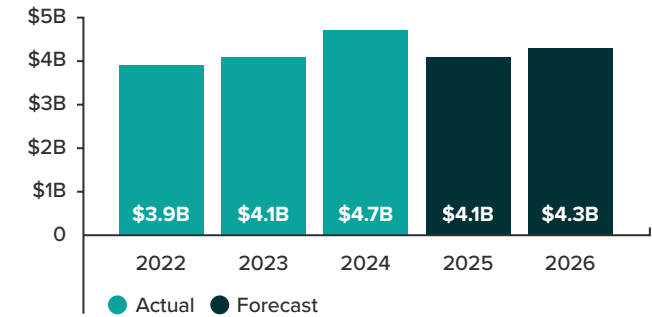
Liabilities: What do we owe?

Liabilities are the amounts council owes to suppliers, employees and lenders both now and in the future. The bulk of council's liabilities are in the form of loans and provisions which collectively represent 65 per cent of our total liabilities.

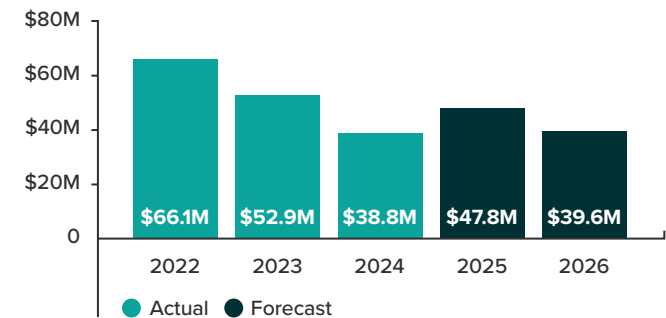
Borrowing to undertake the construction or purchase of long-term assets is an effective way of spreading the cost of community infrastructure over the life of the assets in such a way that those deriving a benefit from the investment pay for it as it is being used. Provisions include retainment of funds to rehabilitate waste and quarry sites administered by council as well as expenses relating to employee entitlements (for example, long service leave).

Council's long-term financial forecast reflects a concerted effort to reduce debt and borrowing over the life of the plan. To this end, council has not borrowed any funds for the past five financial years, concentrating on the repayment of existing debt. Council's outstanding debt at financial year end was \$39 million. The graph below shows council's debt balance.

Total assets



Borrowings





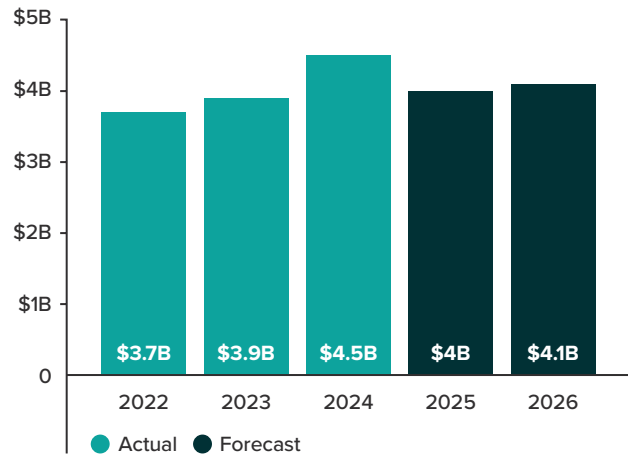
Statement of Changes in Equity

This statement measures the change in our net wealth – what council owns, less what it owes.

Community equity consists of the asset revaluation surplus and the retained surplus, which increased by a net movement of \$588 million during the year. This followed recognition of increases in the fair values of roads, bridges and drainage assets as a result of the comprehensive revaluation of the roads, bridges and drainage asset class.

The long-term financial forecast, represented by the financial years 2025 and 2026 is still to be updated to reflect closing June 30, 2024, balances. This is anticipated to result in an increase in net assets and reported equity when completed.

Equity



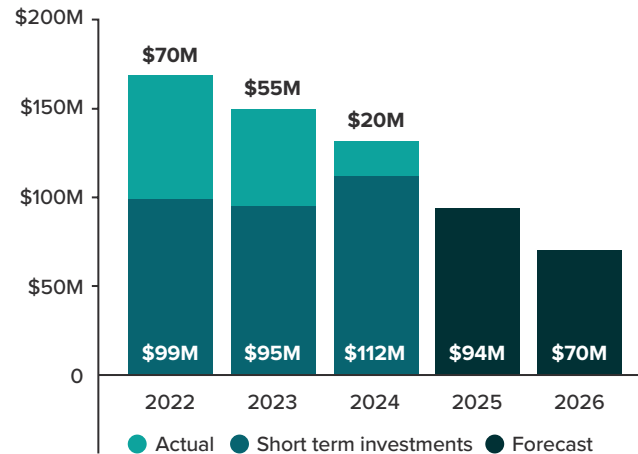
Statement of Cash Flows

This statement identifies how council received and spent its money during the year. The result details what cash is available at year end.

While council's cash balance is \$112 million at the end of the year, it is important to note that an additional \$20 million is held in short-term cash investments (term deposits) that are separately disclosed at June 30, 2024. Council pools and invests funds throughout the year, in low risk short-term investments in accordance with our investment policy with the aim to optimise the best rate of return.

Looking forward, council's short-term cash flows indicate that sufficient cash is available to meet recurring activities.

Cash at bank



Moving forward

Council's financial results are reflective of a strong economic base and a sound capacity to service its obligations. Our long-term financial forecast provides a plan for the challenges and demands council faces now and into the future.

Council strives to deliver financial sustainability through the implementation of several initiatives, including the continual review of operations to improve efficiencies and to maintain effective use of cash reserves. The effective management of capital projects to optimise the costs of operating and maintaining the asset over its useful life and the improvement of asset management practices remains a priority of the local government.

Overall trends

Financial ratios are calculated using inputs from financial statements to gain meaningful information about an organisation's financial performance. The following ratios are measures of financial sustainability and have been prepared in accordance with the requirements of the *Local Government Regulation 2012 and the Financial Management (Sustainability) Guideline 2024*.

Council's current year financial sustainability statement, the related Auditor-General's report and council's long-term financial sustainability statement are located at the end of council's Annual Financial Statements published within this report.

FINANCIAL STRENGTH

Operating surplus ratio

This is an indicator of the extent to which operating revenue covers operating expenses or are available for capital funding purposes.

Council's current year operating surplus ratio is below the target range at the period end. This is in line with the reported deficit. A return to within target range is expected within council's adopted Long Term Financial Forecast position.

Operating cash ratio

This is a measure of council's ability to cover its core operational expenses and generate a cash surplus excluding depreciation, amortisation and finance costs.

A positive cash ratio indicates that council is generating surplus cash from its core operations, which suggests that council can self-fund its capital expenditure requirements.

Asset sustainability ratio

This ratio approximates the extent to which the infrastructure assets managed by council are being replaced as they reach the end of their useful lives. The asset sustainability ratio is calculated by comparing the planned capital expenditure on renewal assets, to the depreciation expense on infrastructure assets. While projected renewal expenditure is lower than the calculated depreciation, council continues to invest adequately in asset renewals to ensure continued services to the community over the long-term.

Due to significant investments in new assets in the past few years, council can boast a relatively new infrastructure asset base, which reduces the immediate need for renewal of those assets. The renewals expenditure is calculated based on sound asset management principles and is designed to

optimise the costs of operating and maintaining the asset over its useful life. Continuing refinement of council's asset management plans will improve the ability to make informed decisions regarding asset management into the future.

Asset consumption ratio

This ratio approximates the extent to which the infrastructure assets managed by council have been consumed compared to what it would cost to build a new asset with the same benefit to the community.

The minimum target of 60 per cent indicates that council's assets are being broadly consumed in line with their estimated useful lives.

Leverage ratio

This ratio is an indicator of council's ability to repay its existing debt. A lower figure indicates the capacity to support additional borrowings due to already low debt levels.

Council has made a concentrated effort to reduce debt and future borrowings in the short term.

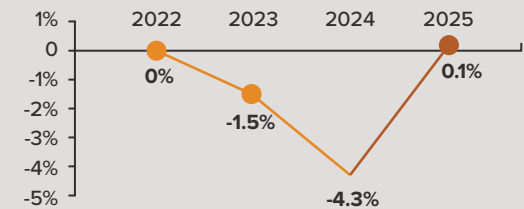
Unrestricted cash expense cover ratio

This ratio is an indicator of council's unconstrained liquidity available to meet ongoing and emergent financial demands, which is a key component to solvency. It represents the number of months a council can continue operating based on current monthly expenses.

Council's ratio indicates that it has sufficient free cash available to contribute to the cost of future planned and unplanned expenditures such as infrastructure investment or disaster recovery.

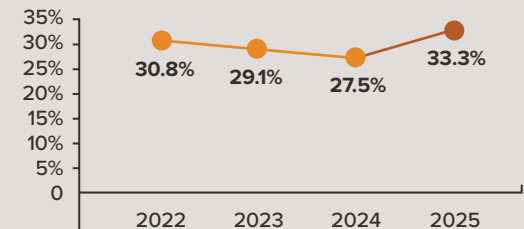
Operating surplus

Target range: greater than 0%



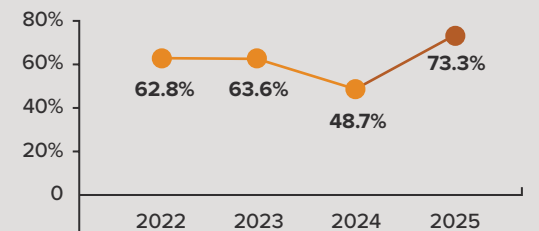
Operating cash

Target range: greater than 0%



Asset sustainability

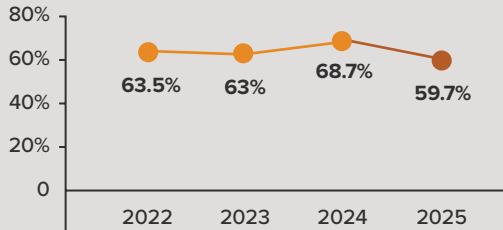
Target range: greater than 60%



● Actual ● Forecast

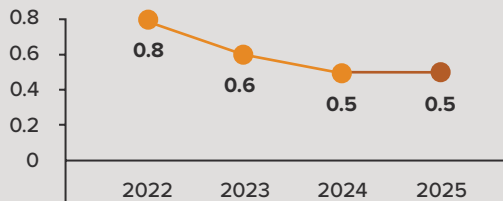
Asset consumption

Target range: greater than 60%



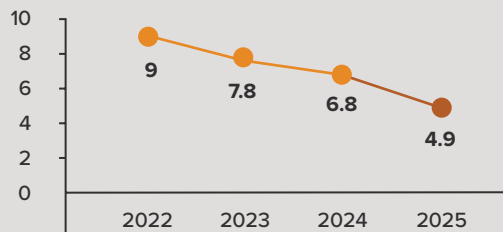
Leverage

Target range: 0 to 4 times



Unrestricted cash expense cover

Target range: greater than 2 months



● Actual ● Forecast

Legislative Requirements

There were no resolutions made during the financial year under s206(2) of the Local Government Regulation 2012. Council did not have any discretionary funds during the financial year.

Overseas travel

In July 2023, Executive Support Officer Sally Wood returned from Matsuura, Japan having chaperoned eleven local students as part of the Japan Sister City Youth Ambassador program.

In August 2023, CEO Scott Owen attended Queenstown, New Zealand to investigate the gondola system and gather interest for investment as part of the Pioneer Valley Mountain Bike Trail.

In October 2023, following a successful visit from representatives at Association Maintenance Durable (AMD) to Mackay, a delegation including Mayor Greg Williamson and CEO Scott Owen attended Noumea to solidify relationships and explore avenues for leveraging the strategic proximity of Noumea ports for Mackay's regional benefit.

The total cost of overseas travel for the 2023-2024 financial year was \$9468.

Revenue policy

The Revenue Policy is a strategic document that sets out the principles used in exercising council's revenue powers.

This policy is required to be prepared each financial year and a copy can be found on council's website under Council, Policies and Fees.

Debt policy (adopted 2023-2024 FY)

Loans are used to fund major capital and infrastructure works so that repayments are spread over a number of years, as they have extended useful lives. The default repayment term of new loans is 20 years.

However, this is set out on a case-by-case basis to ensure best use of council's surplus funds. The Debt Policy details new borrowings, the purpose of the borrowings and repayment terms. They were as follows:

Year and purpose of borrowing	Amount
2024-2025 New and upgrade infrastructure assets	\$20M
2025-2026 New and upgrade infrastructure assets	Nil
2026-2027 New and upgrade infrastructure assets	\$20M
2027-2028 New and upgrade infrastructure assets	\$31M
2028-2029 New and upgrade infrastructure assets	\$57.8M
2029-2030 New and upgrade infrastructure assets	\$52.5M

Purpose of borrowings

The types of projects that are funded by loan borrowings are those that will have a financial impact over a number of years. This method ensures that the region's ratepayers are not burdened by unrealistic expenditure levels.

The funding for these capital works, which creates an asset for council and/or the community, can then be repaid over the years relating to the life of the asset, where appropriate.

FINANCIAL STRENGTH

Revenue statement

Council levies rates and charges to raise sufficient revenue to enable it to maintain assets and to provide services to the community at an appropriate level for meeting the requirements for both the current and future community.

The Revenue Statement in conjunction with the Budget Resolutions and other revenue related policies set out the mechanisms by which council will collect its revenue for the financial year, in particular its rates and charges and other fees, including any concessions that it may grant. A copy of the Revenue Statement can be found on council's website under Council, Policies and Fees.

Special rates and charges

Under the Local Government Regulation 2012, council is required to provide details of action taken in relation to, and expenditure on, a service facility or activity for which the local government made and levied a special rate or charge for the financial year and a summary of all rebates and concessions allowed by the local government in relation to rates.

For more details on the special rates and charges for the 2023/24 financial year visit mackay.qld.gov.au/specialcharges2023-24.

Special charge (Rural Fire Services)

Where requested by a Rural Fire Brigade (or group thereof), council levies a Special Charge to provide assistance with their operations. All funds levied (less an administration charge) are paid to the relevant Rural Fire Brigade or group.

Rebates and concessions

Council has seven different rebates and concessions for our rates. These are:

- ▶ Concessions for Eligible Pensioners.
- ▶ Rating Remission for Non-Profit Community Organisations.
- ▶ Conservation Remission Policy.
- ▶ Hardship Policy.
- ▶ Debt Recovery Policy.
- ▶ Concession for Concealed Leaks Policy.
- ▶ Concession for Exceptional Circumstances (Water Consumption) Policy.

Full details of these rebates and concessions are available within the Revenue Statement from mackay.qld.gov.au.

Property, plant and equipment

In accordance with the Local Government Regulation 2012, council has recognised items of property, plant and equipment with a total value of less than \$5000, except for land which has a recognition threshold of \$1 as an expense in the year of acquisition. All other items of property, plant and equipment are capitalised and reported in the relevant asset class.

Administrative action complaints

We acknowledge the right of our customers and the community in providing feedback, both positive and negative, and/or to lodge a complaint about a council decision or action. Council recognises that effective complaints management is integral to good customer service and therefore values all complaints.

As well as encouraging a proactive approach to complaints management, the administrative action complaints procedure ensures that the correct legislation, policies and procedures have been followed to make a fair, lawful and reasonable decision. Council has a Complaint Management System (CMS) in place, and it is recognised as an essential part of good quality and governance practices.

The assessment of a complaint has three stages: stage one - initial complaint; stage two - internal review; stage three - external review. The CMS is an important process used to measure and improve our service to the community. Council has set a benchmark of 90 per cent for all complaints to be completed within their required timeframe. A quarterly report is presented to the management team and an annual report presented to the Audit Committee.

In this, there were 435 administrative action complaints made to the local government. There were four administrative action complaints not resolved by the local government under the complaints management process. No complaints were unresolved from the previous financial year. There were two human rights complaints received within this financial year, which were resolved and determined, one complaint was sustained, the other complaint not sustained. There were no competitive neutrality complaints received within this financial year.

Councillors' remuneration policy

Our councillors' remuneration is determined by the Local Government Remuneration Tribunal that sets remuneration levels for all councils across the state. Our council adheres to recommendations by the Local Government Remuneration Tribunal.



Councillors' reimbursement policy

The councillors' reimbursement of expenses and provision of facilities policy (as required under the Local Government Regulation 2012) ensures accountability and transparency in the reimbursement of expenses incurred by councillors and ensures they are provided with reasonable facilities to assist them in carrying out their civic duties. This policy was endorsed by council at its Statutory Post-Election meeting of April 11, 2024, as follows: *"THAT council adopt the amended Mackay Regional Council Reimbursement of Expenses and Provision of Facilities for Councillors Policy No 002."*

A full copy of the policy is available for viewing on council's website, with a summary of the policy is as follows:

Section	Heading	Description
1.2	Official Council Business Representative	Acceptance of costs, including travel and accommodation, associated with attending council-approved conferences, seminars or workshops.
1.3	Conferences	Council will pay reasonable registration fees for councillors to attend conferences deemed to be relevant to their role as a councillor.
1.4	Hospitality and Community Events	An allowance of \$2500 will be assigned per councillor per financial year for them to attend any hospitality or community event of their choice.
1.5	Discretionary Professional Development	Allowance for up to \$5000 per councillor per term of council for a councillor to undertake personal development courses or similar, including associated travel and accommodation expenses if applicable.
1.6	Travel Expenses	Acceptance of costs associated with travel on behalf of and representing the council.
1.7	Vehicles	Provision of a council-supplied vehicle, including private use, for the Mayor. Access for councillors to council fleet vehicles or mileage reimbursement for private vehicle use for council business travel.
1.8	Provision of Facilities, Services and Equipment	Administrative tools and access to council office amenities, insurance coverage and support resources.
1.9	Other Resources	Communication and technology resources, uniforms and safety equipment.

Payment of expenses

Expenses will be paid to a councillor through administrative processes approved by our Chief Executive Officer (CEO) subject to the limits outlined in this policy, or council endorsement by resolution.

Administrative support

Council provides as support to Mayor and councillors necessary administrative support, through executive assistant staff, as well as a communication specialist to provide expert assistance in supporting the Mayor's official online social media communications.

Senior management remuneration

Under section 201 of the Local Government Act 2009, we provide the total remuneration packages payable to senior executive employees, including the CEO and employees reporting directly to the CEO during the financial year.

The total remuneration packages payable to senior management in 2023-2024 is \$1.91 million. The annual package bands for council's senior management during 2023-2024 are:

Executive leadership team	
Income range	Number of packages
\$400,000 - \$499,999 band	1
\$300,000 - \$399,999 band	1
\$200,000 - \$299,999 band	4
\$100,000 - \$199,999 band	-
Total	\$1,911,874

* These figures include salary, allowances and employer superannuation contributions and reflect the number of senior management positions, not the number of employees who held those positions during the year.

FINANCIAL STRENGTH

Councillors' allowances and superannuation

Total remuneration and superannuation payable to each of the councillors for the year 2023-2024.

Councillor	Allowance	Superannuation
Mayor Greg Williamson	\$192,409.88	\$23,089.04
Cr Karen May	\$126,882.14	\$15,225.99
Cr Belinda Hassan	\$117,532.16	\$14,103.86
Cr Martin Bella	\$113,698.00	\$13,644.28
Cr Alison Jones	\$113,698.00	\$13,644.28
Cr Laurence Bonaventura	\$85,710.80	\$10,285.30
Cr Justin Englert	\$85,710.80	\$10,285.30
Cr Michelle Green	\$85,710.80	\$10,285.30
Cr Fran Mann	\$85,710.80	\$10,285.30
Cr Russell Seymour	\$85,710.80	\$10,285.30
Cr Pauline Townsend	\$85,710.80	\$10,285.30
Cr George Christensen	\$27,987.20	\$3358.58
Cr Namarca Corowa	\$27,987.20	\$3358.58
Cr Ash-Lee Johnson	\$27,987.20	\$3358.46
Cr Nathenea MacRae	\$27,987.20	\$3358.58
Cr Heath Paton	\$27,987.20	\$3358.46
Cr Peter Sheedy	\$27,987.20	\$3358.58
Total	\$1,346,408.18	\$161,570.49

Expenses

A summary of the Mayor's and councillors' expenses including conferences, travel, vehicle costs and other support for 2023-2024.

Councillor	Conferences/travel	Vehicle costs	Other support	Travel as required to represent council	Total
Mayor Greg Williamson	\$8146.14	\$10,775.04	\$8422.01	\$6816.33	\$34,159.52
Cr Karen May	\$11,577.29	-	\$5416.61	\$285.80	\$17,279.70
Cr Belinda Hassan	\$1933.00	-	\$4806.65	\$4647.32	\$11,386.97
Cr Martin Bella	\$1227.18	\$11,951.70	\$3209.20	-	\$16,388.08
Cr Alison Jones	\$1497.92	\$5293.44	\$3680.73	-	\$10,472.09
Cr Laurence Bonaventura	\$39.56	\$5721.84	\$3,664.38	-	\$9425.78
Cr Justin Englert	\$3259.75	\$7661.52	\$3734.11	-	\$14,655.38
Cr Michelle Green	\$4530.71	-	\$4017.15	-	\$8547.86
Cr Fran Mann	\$2445.08	\$1189.44	\$3782.04	-	\$7416.56
Cr Russell Seymour	\$26.74	-	\$2497.84	-	\$2524.58
Cr Pauline Townsend	\$3857.20	-	\$3580.27	-	\$7437.47
Cr George Christensen	\$1243.55	-	\$54.54	-	\$1298.09
Cr Namarca Corowa	\$1424.35	-	\$1151.77	-	\$2576.12
Cr Ash-Lee Johnson	\$1624.69	-	\$1100.91	-	\$2725.60
Cr Nathenea MacRae	\$1645.50	\$524.88	\$1099.31	-	\$3269.69
Cr Heath Paton	\$1496.51	-	\$772.72	-	\$2269.23
Cr Peter Sheedy	\$1396.90	-	\$1056.79	-	\$2453.69
Total	\$47,372.07	\$43,117.86	\$52,047.03	\$11,749.45	\$154,286.41

Councillors' remuneration policy

Councillors' remuneration is determined by the Local Government Remuneration Tribunal that sets remuneration levels for all councils across the state. Our council adheres to recommendations by the Local Government Remuneration Tribunal.

Councillor attendance

The special meeting listed for the period April 2024 to June 2025 was the post-election meeting held April 11, 2024. Outside formal ordinary and special meetings, council also holds a number of Council in Community, briefing and training/ workshop days that are not required by legislation to be reported on in the Annual Report.

Following the 2024 elections, council established five Strategic Advisory Committees, specifically: Arts, Culture and Heritage; Economic Development and Growth; Liveability and Social Inclusion; Regional Infrastructure; and Sustainability. Attendance at these is also not required to be reported on within the Annual Report, however the minutes of each meeting are tabled at council's ordinary meetings. These minutes are available on council's website.

Outside the 2023-2024 reporting period, Cr Hassan's application for leave without pay from September 20, 2024, was approved by council at its meeting on August 28, 2024. This related to her candidature for the Queensland State election.

July 2023 to April 2024				
Councillor	Ordinary meeting	Special meeting	Leave of absence	Absent on council business
Mayor Greg Williamson	7	-	1	-
Cr Karen May	8	-	-	-
Cr Martin Bella	7	-	1	-
Cr Laurence Bonaventura	8	-	-	-
Cr Justin Englert	7	-	1	-
Cr Michelle Green	7	-	1	-
Cr Belinda Hassan	8	-	-	-
Cr Alison Jones	7	-	1	-
Cr Fran Mann	7	-	1	-
Cr Russell Seymour	8	-	-	-
Cr Pauline Townsend	5	-	3	-

April 2024 to June 2024				
Councillor	Ordinary meeting	Special meeting	Leave of absence	Absent on council business
Mayor Greg Williamson	3	1	-	-
Cr Karen May	2	1	1	-
Cr Martin Bella	3	1	-	-
Cr George Christensen	3	1	-	-
Cr Namarca Corowa	3	1	-	-
Cr Belinda Hassan	3	1	-	-
Cr Ash-Lee Johnson	3	1	-	-
Cr Alison Jones	3	1	-	-
Cr Nathenea MacRae	3	1	-	-
Cr Heath Paton	3	1	-	-
Cr Peter Sheedy	2	1	1	-



FINANCIAL STRENGTH

Committees

The following is a list of councillor appointments to committees and groups from July 1, 2023, to June 30, 2024, including internal and external Local, State or Federal Government Committees.

Committee name	Internal/ external	Councillor appointment
July 1, 2023, to March 16, 2024		
Audit Committee	Advisory	Mayor Williamson, Cr May, Cr Bella, Cr Hassan
Australian Local Government Women's Association (ALGWA) Queensland Branch	External	Cr Mann
Combined Museums Meeting	External	Cr May, Cr Mann
Community Grants Assessment Committee	Internal	Cr Bonaventura, Cr Jones, Cr Seymour, Cr Townsend
Crime Stoppers QLD LTD - Crime Stoppers Mackay Volunteer Area Committee	External	Cr Englert
Dalrymple Bay Coal Terminal (DBCT) Community Working Group	External	Cr May, Cr Mann
Geo Science Australia - North Bowen (North) Galilee Basin Reference Group	External	Cr Hassan
Greater Whitsunday Alliance Limited (GW3)	Internal	Mayor Williamson
Greater Whitsunday Council of Mayors Suicide Prevention Taskforce	External	Mayor Williamson, Cr May, Cr Green, Cr Hassan
Headspace Sarina	External	Cr May
Heritage Reference Group (formerly Character and Heritage Advisory Committee)	Advisory	Cr May, Cr Mann
Invest Mackay Event and Conference Attraction Program Advisory Committee	Advisory	Cr May, Cr Englert, Cr Green, Cr Hassan, Cr Townsend
LGAQ Financial Sustainability and Asset Management Advisory Group	External	Cr May

Committee name	Internal/ external	Councillor appointment
July 1, 2023, to March 16, 2024		
Local Authority Waste Management Action Committee Inc. (LAWMAC)	External	Cr Green, Cr Hassan
Local Buying Foundation Advisory Committee	External	Cr Hassan, Cr Jones
Local Jobs Plan Taskforce	External	Cr May
Mackay and District Agricultural, Pastoral and Industrial Association Inc.	External	Mayor Williamson
Mackay and District Education Centre (MADEC Limited) Housing Advisory Committee	External	Cr May
Mackay Community Foundation Limited	External	Mayor Williamson
Mackay District Disaster Management Group (DDMG)	External	Mayor Williamson
Mackay Institute of Research and Innovation Let's Shape Up! Initiative	External	Cr Hassan
Mackay Local Disaster Management Group (LDMG)	External	Mayor Williamson, Cr May, Cr Englert, Cr Hassan, Cr Mann, Cr Seymour
Mackay LDMG - Economic Recovery Sub Group	External	Cr Bella, Cr Englert, Cr Green
Mackay LDMG - Environment Recovery Sub Group	External	Cr Bonaventura, Cr Jones
Mackay LDMG - Human Social Recovery Sub Group	External	Cr May, Cr Mann
Mackay LDMG - Infrastructure Recovery Sub Group	External	Cr Bella, Cr Englert, Cr Green
Mackay Local Disaster Recovery Group	External	Mayor Williamson, Cr May, Cr Englert, Cr Hassan, Cr Mann, Cr Seymour

Committee name	Internal/ external	Councillor appointment
July 1, 2023, to March 16, 2024		
Mackay Region Chamber of Commerce Inc. - City Centre Reference Group	External	Cr Townsend
Mackay Region Enterprises Pty Ltd	Internal	Mayor Williamson, Cr Bella
Mackay Region Mountain Biking Alliance	External	Cr Englert, Cr Green, Cr Hassan, Cr Seymour, Cr Townsend
Mackay Region Recreational Fishing Strategy Steering Group	External	Cr Englert, Cr Hassan, Cr Jones
Mackay Regional Council for Social Development Limited (Trading as Greater Whitsunday Communities) and (Trading as Regional Social Development Coalition)	External	Cr May, Cr Hassan, Cr Mann
Mackay Regional Housing Company Limited	External	Cr May, Cr Mann
Mackay Tourism Limited	External	Cr Englert, Cr Hassan
Mayor's Olympics 2032 Taskforce	External	Mayor Williamson, Cr Green, Cr Hassan
Michelle Landry - MP - Federal Member for Capricornia - Grant Advisory Committee	External	Cr May
North Queensland Bulk Ports (NQBP) Community Reference Group - Port of Mackay	External	Cr Townsend
North Queensland Bulk Ports (NQBP) Community Reference Group - Port of Hay Point	External	Cr May
North Queensland Sports Foundation Limited	External	Cr Bonaventura, Cr Hassan
Northern Beaches Community Hub - Community Reference Group	External	Cr May, Cr Green, Cr Hassan
Pioneer Catchment and Landcare Group Inc. (Pioneer Landcare Group)	External	Cr Mann
Queensland Coastal Council Adaption Taskforce (C-CAT)	External	Cr Jones

Committee name	Internal/ external	Councillor appointment
July 1, 2023, to March 16, 2024		
Rates Payment Review Tribunal	Internal	Cr Bella, Cr Jones
Reef Catchments Limited	External	Cr Hassan
Regional Arts Development Fund (RADF) Advisory Committee	Internal	Cr May, Cr Green, Cr Mann
Regional Development Australia Inc. (formerly Regional Development Australia Mackay-Isaac-Whitsunday Inc.)	External	Cr May, Cr Jones
Regional Queensland Council of Mayors Inc. (RQCOM)	External	Mayor Williamson
Road Accident Action Group Inc. (RAAG)	External	Cr Bonaventura, Cr Seymour
Rural Safety Working Group	Internal	Cr Bonaventura
Safe Night Mackay CBD Precinct Mackay CBD Safe Night Precinct Inc.	External	Cr Englert
Sarina Field of Dreams Parklands Advisory Committee	Internal	Cr May, Cr Mann
Sarina Landcare Catchment Management Association Inc.	External	Cr May
Sarina Rural Skills Centre Community Board Inc.	External	Cr May
Sister Cities Mackay	Advisory	Cr May, Cr Jones, Cr Mann, Cr Townsend
Sport and Recreation Advisory Committee	Advisory	Cr Green, Cr Hassan
Mackay Local Disaster Recovery Group	External	Mayor Williamson, Cr May, Cr Englert, Cr Hassan, Cr Mann, Cr Seymour
Sports Expo and Sign-on Day Working Group	Internal	Cr Bonaventura, Cr Hassan, Cr Jones, Cr Seymour
St Vincent De Paul Housing Committee	External	Cr Hassan

FINANCIAL STRENGTH

Committee name	Internal/ external	Councillor appointment
July 1, 2023, to March 16, 2024		
State Emergency Services (SES) Strategic Advisory Group	External	Cr May, Cr Englert
Sustainability and Environmental Advisory Committee	Advisory	Cr May, Cr Green, Cr Jones
The Mayor's Domestic Violence Taskforce	External	Mayor Williamson, Cr May, Cr Hassan, Cr Townsend
Traffic Advisory Committee	Advisory	Cr Bonaventura, Cr Mann
Transport and Drainage Advisory Board	Advisory	Cr May, Cr Bella, Cr Hassan, Cr Bonaventura, Cr Mann
Visual Arts Advisory Committee	Advisory	Cr Townsend
Water & Waste Advisory Board	Advisory	Cr May, Cr Bella, Cr Hassan, Cr Bonaventura, Cr Green, Cr Mann
Whitsunday Regional Roads and Transport Group	External	Cr Bella, Cr Mann
Whitsunday ROC Limited (trading as Greater Whitsunday Council of Mayors)	Internal	Mayor Williamson
Formalised July 24, 2024		
Arts, Culture and Heritage Strategic Advisory Committee	Advisory	Cr Corowa, Cr Paton
Audit Committee	Advisory	Mayor Williamson, Cr Bella, Cr Johnson
Economic Development and Growth Strategic Advisory Committee	Advisory	Cr Hassan, Cr May, Cr MacRae
Greater Whitsunday Alliance Limited (GW3)	Internal	Regional Representative - Mayor Ry Collins (Whitsunday Regional Council)
LGAQ Animal Management Taskforce	External	Cr Bella
Liveability and Social Inclusion	Advisory	Cr May, Cr Johnson

Committee name	Internal/ external	Councillor appointment
Formalised July 24, 2024		
Local Authority Waste Management Action Committee Inc. (LAWMAC)	External	No formal appointment of councillor to executive
Mackay and District Agricultural, Pastoral and Industrial Association Inc.	External	Mayor Williamson
Mackay District Disaster Management Group (DDMG)	External	Mayor Williamson
Mackay Local Disaster Management Group (LDMG)	External	Mayor Williamson, Cr May
Mackay Local Disaster Recovery Group	External	Mayor Williamson, Cr May
Mackay Regional Council for Social Development Limited (trading as Greater Whitsunday Communities) and (trading as Regional Social Development Coalition)	External	Cr May, Cr Johnson
Mackay Regional Housing Company Limited	External	Cr May, Cr Johnson
Mackay Tourism Limited	External	Cr Hassan, Cr MacRae
Mayor's Olympics 2032 Taskforce	External	Mayor Williamson
North Queensland Sports Foundation Limited	External	Cr Johnson, Cr May
Reef Guardian Council	External	Cr Jones
Regional Development Australia Inc.	External	Cr Hassan
Regional Infrastructure	Advisory	Cr Bella
Regional Queensland Council of Mayors Inc. (RQCOM)	External	Mayor Williamson
Sustainability	Advisory	Cr Jones, Cr Sheedy
The Mayor's Domestic Violence Taskforce	External	Mayor Williamson, Cr Hassan, Cr Johnson, Cr Corowa
Whitsunday ROC Limited (trading as Greater Whitsunday Council of Mayors)	Internal	Mayor Williamson

Registers

Council maintains a list of registers that are available on request. These include:

Registers required as per LGA and LGR legislative requirements:

- ▶ Local Laws register.
- ▶ Roads map and register.
- ▶ Register of cost-recovery fees.
- ▶ Asset register.
- ▶ Councillor conduct register.
- ▶ Register of interest of councillors, councillor advisors.
- ▶ Delegations register.
- ▶ Register of interests for senior executive employees.
- ▶ Register of pre-qualified suppliers.

Records required as per LGA and LGR legislative requirements

- ▶ Record of unsuitable meeting conduct.
- ▶ Record of taking of declaration of office.
- ▶ Record about conflicts of interest at meetings.
- ▶ Land record.
- ▶ Record of financial management risks and control managers.
- ▶ Record of administrative action complaints.

Other registers:

- ▶ Register of animal impoundment.
- ▶ Register of authorised persons.
- ▶ Register of cats and dogs.
- ▶ Register of cemetery.
- ▶ Register of conflicts of interest (employees).
- ▶ Register of infrastructure agreements.
- ▶ Register of infrastructure notices.
- ▶ Register of installed on-site sewerage and greywater use facilities.
- ▶ Register of licensing.
- ▶ Register of lobbyists.
- ▶ Register of regulatory fees.
- ▶ Register of stock impoundment.
- ▶ Register of testable backflow prevention devices.
- ▶ Register of abandoned vehicle impoundment.
- ▶ Register of gifts and benefits for councillors.
- ▶ Register of gifts and benefits for employees.
- ▶ Register of lost/stolen or unaccounted for assets.



Councillor conduct

The Local Government Regulation 2012 (Regulation) sets out standards of behaviour and processes for accepting and assessing any complaints regarding the activities of councillors.

The Regulation provides a framework for assessing complaints about the conduct and performance of councillors. Under the Regulation, each complaint is required to be assessed to determine whether it is about inappropriate conduct, misconduct, corrupt conduct under the Crime and Corruption Act 2001 or another matter. If the complaint is not frivolous, vexatious or lacking in substance, it is referred to the appropriate office for investigation.

Council term: July 1, 2023, to April 2024.

- ▶ Six councillor complaints were recorded for the period July 1, 2023 to April 2024.
- ▶ Four complaints were referred by council to the Office of Independent Assessor.
- ▶ Two complaints were received directly by the Office of the Independent Assessor.
- ▶ Six complaints have been finalised and dismissed as follows:
 - One complaint in accordance with 150X(a)(ii).
 - One complaint in accordance with section 150Y(b)(i).
 - One complaint in accordance with section 150Y(b)(iii).
 - Two complaints in accordance with section 150SD(2)(c)(iii).
 - One complaint in accordance with section s140SE(2)(a).

Council term: April 2024, to June 30, 2024.

- ▶ Three councillor complaints were recorded for the period April 2024, to June 30, 2024.
- ▶ Three complaints were referred by council to the Office of Independent Assessor.

FINANCIAL STRENGTH

Section of Local Govt Act	Type of order/complaint	July 2023 to April 2024	April 2024 to June 2024
150I(2) - Chairperson may deal with unsuitable meeting conduct	Orders made about unsuitable meeting conduct	Nil	Nil
150IA(2)(b) - Dealing with unsuitable meeting conduct of chairperson	The councillors at the meeting, other than the chairperson, may by resolution (a) Decide whether the conduct is unsuitable meeting conduct; and (b) If the conduct is unsuitable meeting conduct - make an order reprimanding the chairperson for the conduct	Nil	Nil
150AH(1) - Disciplinary action against councillor	Orders made for inappropriate conduct (Cr Bonaventura)	1	Nil
150AR(1) - Disciplinary action against councillor	Decisions, orders and recommendations made by the Conduct Tribunal	Nil	Nil
150P(2)(a) - Complaints about councillor conduct must be referred to assessor	Complaints referred to the assessor by council, a councillor and the Chief Executive Officer	6	3
150P(3) - Complaints about councillor conduct must be referred to assessor	Complaints referred to the Crime and Corruption Commission	Nil	Nil
150R(2) - Local government official must notify assessor about particular conduct	Notices issued	6	3
150S(2)(a) - Local government must notify assessor about conduct breaches on three occasions during a period of one year	Notices issued	1	Nil
150AF(3)(a) - Investigating suspected conduct breach	If, in the investigation of the conduct, council obtained information indicating the councillor may have engaged in misconduct it must be notified to the assessor	Nil	Nil
Chapter 5A, part 3, division 5 – Referral of conduct to local government	If the assessor reasonably suspects a councillor has engaged in a conduct breach and has referred it to the council	1	Nil
Chapter 5A, part 3, division 6 Application to conduct tribunal about misconduct and connected conduct breach	Matter has been referred to the conduct tribunal by the assessor	Nil	Nil
150AC(1) – Referral of suspected conduct breach	Total number of referral notices given to the local government	1	Nil
150AEA - Local government may decide not to start, or to discontinue, investigation	The total number of suspected conduct breaches for which an investigation was not started or was discontinued.	Nil	Nil
150AG(1) – Total number of decisions made by council		1	Nil
150AG(1) – Total number of matters not decided by council		Nil	Nil
150AG(1) – The average time taken by council in making a decision	December 8, 2023, to January 24, 2024	47 days	Nil

Section 186(e) of the Local Government Regulation 2012

In accordance with section 186(e) of the current Local Government Regulation 2012, council must report on the following during the financial year:

- (i) The name of each councillor for whom a decision, order or recommendation mentioned in paragraph (d) was made;
- (ii) A description of the unsuitable meeting conduct, inappropriate conduct or misconduct engaged in by each of the councillors;
- (iii) A summary of the decision, order or recommendation made for each councillor.

In accordance with section 186(e):

Name: Cr Laurence Bonaventura

Allegation: It was alleged a councillor became involved in a council operational matter.

1. The OIA, in assessing the complaint, considered under section 150SD(4)(a) of the Act that there was a reasonable suspicion of a conduct breach and decided to refer the matter to the Local Government to deal with.
2. Council at its Ordinary Meeting on January 24, 2024 agreed with the findings of the OIA and external investigation that the evidence was sufficient on the balance of probabilities that Cr Bonaventura has breached the behavioural standard in the Code of Conduct for Councillors in Queensland.

Summary of decision:

Decision and referral from OIA:

- ▶ The OIA considered that Councillor Bonaventura's request for information from (council staff member) on the status of the confidential report on 8 River Street, breached council's acceptable request guidelines as he was requesting information from an officer who was not delegated to provide that information as outlined in council's guidelines.

- ▶ The OIA considered whether Councillor Bonaventura's conduct, in raising the confidential matter with the council officer in the presence of his wife, reached the threshold of a conduct breach or misconduct. Whilst raising the confidential matter was not appropriate, the OIA did not consider that there were sufficient grounds to proceed with the matter as misconduct.
- ▶ The OIA noted previous decisions relating to Councillor Bonaventura's conduct in recent matters C/23/00223 and C/23/00607 and noted the pattern of behaviour relating to the councillor and alleged breaches of council's acceptable request guidelines.
- ▶ The OIA, in assessing the complaint, considered under section 150SD(4)(a) of the Act that there was a reasonable suspicion of a conduct breach and decided to refer the matter to the Local Government to deal with.

Decision by council:

THAT council resolves that as the following aspects of the investigation into this matter following referral from the Office of the Independent Assessor have been followed, that per section 324 of the Local Government Act 2009 that council is satisfied with the procedure undertaken for the investigation and presentation of information to enable a decision to be made -

- a. An external independent professional review has been undertaken as part of the process; and has been undertaken consistent with the provisions of natural justice.

THAT council decides that Cr Bonaventura has engaged in a conduct breach as per section 150AG(1)(a) of the Local Government Act 2009 in relation to the allegation that Cr Bonaventura has breached the behavioural standard in the Code of Conduct for Councillors in Queensland.

THAT council decides that as Cr Bonaventura has engaged

in a conduct breach, as per section 150AH(b) of the LGA, the following disciplinary actions will apply:

- (i) An order that the councillor make a public apology for the conduct;
- (vii) An order that the councillor reimburse the local government for costs arising from the councillor's conduct breach to an amount of \$2700 (inc GST).

AND THAT in accordance with section 150AGA of the Local Government Act 2009, council make publicly available the Investigation Report in relation to this matter by including it as an attachment to these minutes.

AND FURTHER THAT council give the Office of Independent Assessor a notice advising the decision of council as to whether or not the councillor has engaged in a conduct breach in accordance with section 150AHA of the Local Government Act 2009.



FINANCIAL STRENGTH

Funding acknowledgements

Council received major funding through the year from the State and Federal governments. Below is a list of those major grants:

Funding provider	2023-2024	Program name	Description
Department of Child Safety, Seniors and Disability Services	\$51,000	Community Services Funding Stream	Sarina Youth Centre
	\$51,000		Valley Youth Centre
Department of Environment and Science	\$89,000	Illegal Dumping Partnerships Program	Illegal Dumping Compliance Officer
Department of Industry, Science and Resources	\$1,607,000	Preparing Australian Communities - Local Stream	Pioneer River Levee Valetta Gardens / Rivers Edge
	\$875,000	Building Better Regions Fund Round Five	Mackay Waterfront PDA - Riverside Revitalisation Project - Stage One
	\$15,000	Reef Guardian Council Program	Jolimont Creek Fishway
Department of Infrastructure, Transport, Regional Development, Communications and the Arts	\$1,957,000	Local Roads and Community Infrastructure Phase Four	Artspace Mackay - Building Improvements
	\$1,484,000	Community Development Grant	Northern Beaches Community Hub Stage 1A
	\$301,000	Bridges Renewal Program	Replacement of Bell Creek Bridge
	\$233,000	Roads to Recovery 2019-2024 Funding	Forbes Road
Department of Housing, Local Government, Planning and Public Works	\$1,900,000	Works for Queensland Round Four	Various Projects
	\$1,119,000	Local Government Grants and Subsidies Program 2022-2024	Mackay Stadium Refurbishment
Department of State Development and Infrastructure	\$444,000	Building our Regions Round Six	Bloomsbury Water Supply Scheme
	\$428,000	Financial Assistance Grant 2023-2024	Financial Assistance Grant 2023-2024
Department of Transport and Main Roads	\$2,620,000	Bus Stop Upgrades	Mangrove Road Bus Interchange and Caneland Central Pedestrian Walkway Shelter
	\$2,011,000	Transport Infrastructure Development Scheme	Paradise Street / Webberley Street / Glenella Road / Heaths Road / Gorge Road / Malcomson Street and WRRGT Administration
	\$747,000	Queensland Black Spot Program	Pioneer Street / Holts Road Intersection
	\$686,000	Passenger Transport Accessible Infrastructure Program and Bus Stop Shelter Program 2022-2023	Various Bus Stops

Funding provider	2023-2024	Program name	Description
	\$404,000	Cycle Network Local Government Grants Program	Pioneer North Bank Shared Path Stage Four Construction
	\$189,000		Blue Water Trail, Sydney Street and River Street
	\$116,000		Pioneer North Bank Shared Path Stage Three Design
	\$308,000	Passenger Transport Infrastructure Investment Program	Royal Sands Estate Bus Stop
	\$24,000	Queensland School Transport Infrastructure Program	Upgrade Crossing Anzac Street - Sarina State School
Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts.	\$234,000	Community Services Funding Stream	Sarina Neighbourhood Centre Oct 2023 - Sep 2028
	\$126,000		Sarina Neighbourhood Centre Oct 2022 - Sep 2023
Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts through Arts Queensland.	\$103,000	Regional Arts Development Fund 2023-2024	Community Grants and Council Initiated Projects
	\$6000	Regional Arts Development Fund 2022-2023	
Local Government Association of Queensland	\$104,000	QWRAP Bid Pool Funding 2022-2025	Water Industry Worker Learning and Development - WIM Alliance
	\$40,000	Coastal Hazard Adaptation Program	QCoast 2100
Queensland Reconstruction Authority	\$259,000	Northern and Central Queensland Monsoon and Flooding December 20, 2022 - April 30, 2023	Reconstruction of Essential Public Assets - Gravel Roads
	\$244,000		Emergency Works
	\$130,000		Emergency Works - Pioneer and Glenella Streets
	\$115,000		Reconstruction of Essential Public Assets - Owens Creek Loop Road
	\$209,000	North Queensland Natural Disaster Mitigation Program	Detailed Design South Mackay Levee
	\$130,000		Petrie Street Floodgate Upgrade
	\$141,000	Queensland Resilience and Risk Reduction Fund	Community Resilience
\$3000	Disaster Ready Fund - Round One	Detailed Design - Training Wall Levee	
State Library of Queensland	\$572,000	Public Library Grant 2022-2024	Annual Funding for Libraries
	\$98,000	First 5 Forever Funding 2022-2026	Family Literacy Program
Total	\$20,173,000		

ANNUAL FINANCIAL STATEMENTS



**Scan the QR code to view
Mackay Regional Council's
2023-2024 financial
statements.**

They can also be accessed at:

▶ mackay.qld.gov.au/financialstatements

ANNUAL REPORT 2023-2024

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