

# CEO MONTHLY REVIEW REPORT

## April 2026



Gerard Carlyon CEO

# SUMMARY OF CONTENT

Highlights

Workforce profile

Safety

Utilisation of council facilities

Infrastructure and operations

Council online statistics

Community events

Community engagement

Customer contacts

Regional growth

Significant projects

Economic snapshot

Development activity

# HIGHLIGHTS



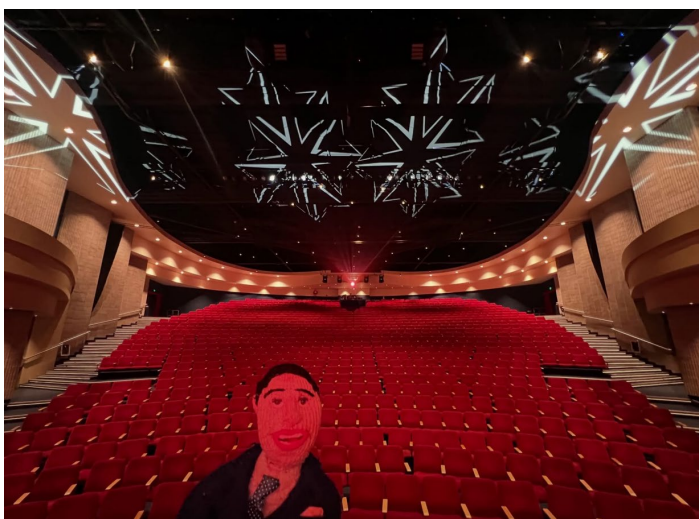
## Thousands attend Anzac Day Commemorations

Thousands of people gathered across the region to commemorate Anzac Day, attending dawn services and marches to honour the service and sacrifice of Australian and New Zealand defence personnel. Communities came together at 27 services throughout the region, with strong turnouts reflecting the enduring respect for the Anzac legacy. Veterans, service organisations, schools, families and community leaders participated in the commemorations, pausing to reflect on courage, mateship and service to our nation.



## New exhibitions open at Artspace

Artspace Mackay opened three new exhibitions on Friday, April 17, including *Matters of Time: Contemporary Metal Practices*, *Joshua Searle: Poco a poco, se va lejos (Little by little, you go far)* and *Judy Watson: skeletons*. About 120 people attended the opening event. UNSW Galleries Curator Catherine Woolley presented a free curator's talk on the touring exhibition *Matters of Time: Contemporary Metal Practices* the following day — Saturday, April 18 — which was Auslan interpreted and attended by 36 people.



## Strong results at the MECC in April

In April, the Mackay Entertainment & Convention Centre (MECC) welcomed more than 10,000 patrons, demonstrating strong attendance across entertainment and business events. Family audiences were a key driver, with 4,340 attendees enjoying *Bluey's Big Play*, while 2,000 patrons attended *Jimmy Carr*, reinforcing the venue's appeal to diverse audiences.

The Australian Society of Sugar Cane Technologists (ASSCT) 47th Annual Conference was also hosted, strengthening venue reputation as a leading regional destination for major industry conferences and business events.



## Small Business Action Plan endorsed

Council has proudly endorsed a new Small Business Action Plan. The plan reinforces council's commitment to make it easier for small businesses to operate, grow and thrive across the region.

Developed in partnership with the Mackay Region Chamber of Commerce and a range of local industry partners, the plan outlines practical, achievable actions council will take to support Mackay's diverse small business sector.

The 12-month plan includes 26 action items divided across seven key pillars, ranging from improving access to small business information to strengthening procurement pathways for local businesses.

Click the link below to read the action plan or to find out more about the community consultation council completed to inform the action plan. [Find out more here.](#)

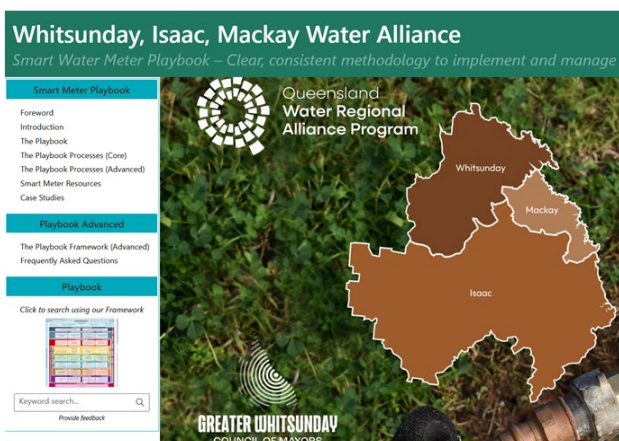


## Parklet pops up at Bluewater Quay

A pop-up parklet has been installed at Bluewater Quay to provide extra shade, greenery and a relaxing space along the riverfront for people to come and enjoy.

The pop-up parklet aligns with the Mackay Waterfront Place Strategy action to improve amenity and increase activity at Bluewater Quay and directly responds to community feedback during engagement on the Mackay Waterfront Place Strategy.

The parklet was installed in early April and will be in place as a trial until June 30, 2026.



## Collaborative knowledge delivers for a digital future

The Smart Water Meter Playbook is a collaborative initiative by the Whitsunday, Isaac, Mackay Water Alliance. It was shared with members in April, to capture and protect organisational knowledge in a fast-changing digital environment.

While it uses smart metering as a practical example, the Playbook focuses on *how organisations retain, structure, and apply knowledge* as technology evolves and people change roles. Delivered as a dynamic, SharePoint-based "living document," it links strategy to day-to-day operations, helping organisations assess capability, reduce reliance on individuals, and support better long-term decision-making across any industry.



## April Campaign Highlight: Graphic Novels, Manga & Comics

In April, our libraries showcased graphic novels, manga, and comics through a vibrant superhero-themed campaign, supported by digital platforms including the Library Catalogue, Library App, and Hoopla.

The campaign reinforced that expanding reading choices doesn't always require new purchases, it can be achieved by rediscovering what's already available. It also strengthened customer confidence in independently exploring the full collection, while encouraging timely borrowing and returns to improve collection circulation.

The campaign delivered strong results, including a 62% month-on-month increase in Young Adult Graphic Novel borrowing (up 112% compared to April 2025) and a 30% increase in Library App launches.



## Customer Experience Improvement – Net Promoter Score

Customer satisfaction continued to strengthen in April, with Net Promoter Score (NPS) increasing by **2.3%** from March to reach **84.1%**.

This result contributes to a strong **year-to-date NPS of 81.9%**, highlighting consistently positive customer experiences across Mackay Regional Council Libraries.



## April School Holiday Programs

During the April school holiday period, a total of 25 events were delivered, attracting more than 200 participants. Programs were targeted at school-aged children and young adults and was designed to support a broad range of developmental and wellbeing outcomes.

Activities were delivered across key focus areas including social connection and friendship, learning and life skills, health and wellness, community and cultural engagement, and arts and creative expression.

This diverse program provided meaningful opportunities for participants to build skills, connect with peers, and engage positively with their community.

# WORKFORCE PROFILE

## Staff Contingent

The current make-up of council's workforce is below.

	COMS	CORS	IO	OCR	PGS	TOTAL	Prev. month
Casual	92	3	5	1	5	106	105
Contract	5	5	13	4	4	31	31
Permanent Full Time	104	119	523	35	58	839	832
Permanent Part Time	37	32	14	8	13	104	106
Permanent Job Share	4	0	1	0	0	5	5
Temporary Full Time	20	16	30	6	7	79	72
Temporary Part Time	5	1	3	2	1	12	14
Temporary Job Share	2	0	0	0	0	2	4
<b>TOTAL EMPLOYEES*</b>	<b>269</b>	<b>176</b>	<b>589</b>	<b>56</b>	<b>88</b>	<b>1178</b>	<b>1169</b>

\* Total employees excludes Councillors, Mayor and Deputy Mayor

## Employee Turnover

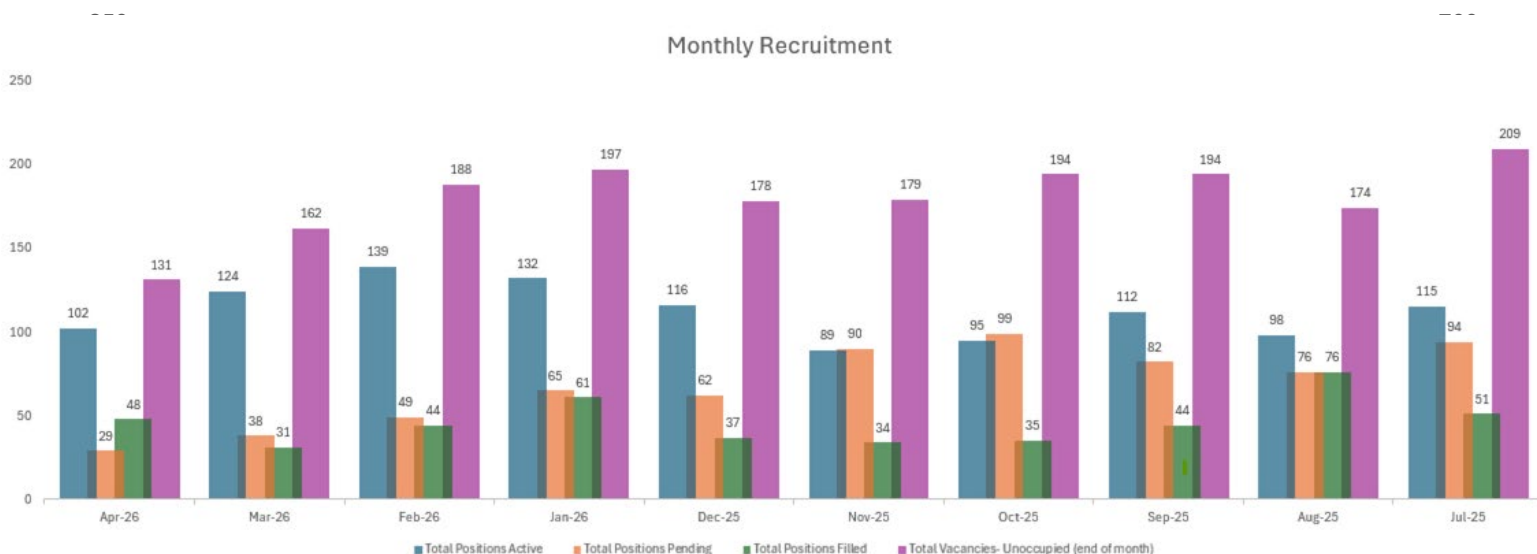


### STAFF TURNOVER



The monthly turnover for April was **1.44%** with the 12-month rolling turnover being **19.15%**.

# Monthly Recruitment



+

For **April**, there were **48** positions filled with new employees, **391** total applications over the month with 32 new adverts placed online. We closed the month at **131** total unoccupied positions with **102** active, and a data cleansing exercise is underway as part of the 2026-27 budget preparation to improve vacancy reporting.

+

o

## Key Workforce Initiatives

### Skills Gap Programs - Accredited Training Programs

- Certificate III and Certificate IV in Civil for existing workers continuing.
- Plumbing Apprenticeships for two existing workers started.

### Council Career Pathways - Apprenticeships and Traineeships

- 54 participants across 10 programs attended. 4 sessions delivered.
- This course aimed to build supervisor and mentor capability to effectively train and support apprentices and trainees. Focused on not only how to train but also safety risk profile of young workers and how to provide a physiologically safe learning environment.

### Council Employee Programs - Self-Education Assistance Program

- Congratulations to one of our employees who recently completed a Bachelor of Business, utilising SEA program.

# SAFETY

## Positive Hazard Management

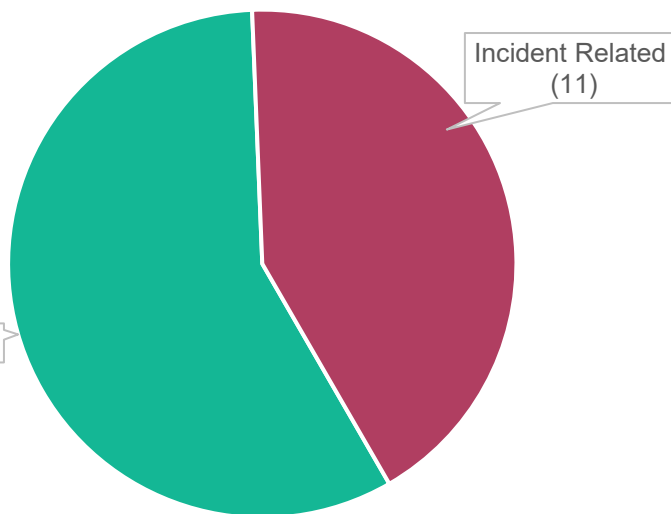
Throughout April, the Workplace Health and Safety (WHS) Team continued to work closely with operational teams across Council to identify and address workplace hazards. Where additional review or support is required, the team develops targeted Workplace Health and Safety Reports to guide risk management and ensure compliance with legislative requirements.

These reports are informed through consultation with relevant stakeholders, supporting a collaborative and practical approach to improving workplace safety outcomes. Recent examples include:

- Shakespeare Street Stockpile – providing oversight, guidance and support to minimise risks and prevent harm to workers, the public and the environment
- Sarina Mowing Shed – supporting operational teams and management to understand and meet legislative requirements
- Sarina and Mirani Depot Yard Condition – offering practical recommendations to improve site conditions and enhance overall workplace safety

The WHS Team will continue to work alongside operational teams to strengthen hazard management practices and support a safe working environment for all Mackay Regional Council employees.

## Corrective Actions – April 2026



In the month of April, a total of 26 corrective actions were due.

Of these, 15 actions were proactively undertaken through measures such as site inspections, safety interactions, hazard reporting, and emergency exercises.

The remaining 11 were initiated following investigations related to safety incidents.

There were a total of 13 corrective actions closed for the month of April. This figure includes historical actions from previous months.



Safety interactions play a key role in helping enhance our safety culture. In April, 46 **safety interactions** were completed by leaders.



In April, 173 **individuals completed inductions** – 142 contractors, 25 staff, 2 volunteers and 4 work experience students.

# UTILISATION OF COUNCIL FACILITIES APRIL 2026

## Aquatic Facilities – April 2026

Facility	Previous FY	Current FY	
MARC	9,184	8,999	▼
Pioneer	2,643	*0	▼
Mirani	581	*771	▲
Sarina	623	*738	▲
Memorial	2,652	3,734	▲

- Pioneer Pool closed from 5 March 2026
- Mirani Pool closed for season from 19th April
- Sarina Pool closed for season from 19th April

## Public Programs and Facilities

Program / facility	Previous FY	Current FY	
Library loans	63,790	62,686	▼
Artspace - YTD	16,267	25,726	▲
MECC - YTD	77,390	85,778	▲
Stadium - YTD	17,000	25,982	▲
Community Lifestyle Program Participants	3260	3329	▲
Sarina Sugar Shed	924	604	▼
Park bookings	29	51	▲
Botanic Gardens i.e weddings, events etc	14	17	▲

## Health and Regulatory Services registrations and statistics

Service	Previous FY	Current FY	
Dogs	13,896	13,805	▼
Cats	2,681	2,494	▼
Routine inspections on-time delivery	68%	82%	▲
Illegal dumping	6 KL	7.69 KL	▲
Mosquito breeding areas treated - YTD	5743 Ha	3059 Ha	▼



# COUNCIL ONLINE STATISTICS

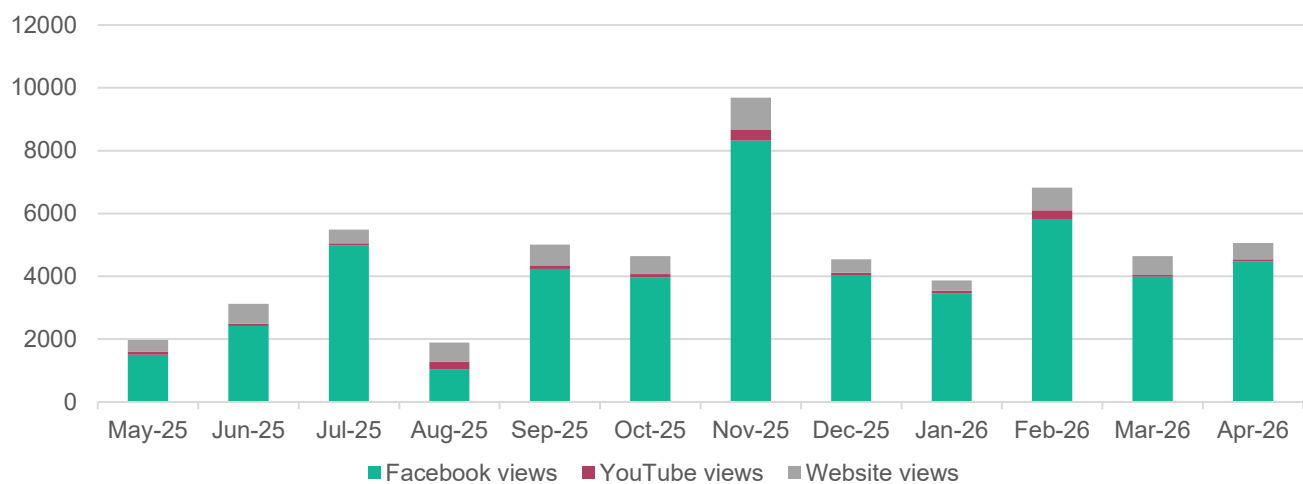
Council's social media saw a strong increase in engagement throughout April, driven by high-interest community updates and seasonal content. Key contributors included the announcement of the Disney: The Exhibition – A Century of Magic ticket sales, Easter and school holiday activities and significant community discussion around the Bluewater Lagoon closure due to vandalism. Positive engagement was also generated by the unveiling of the Maltese Corner statues and strong Anzac Day coverage showcasing community participation through Communications team photos. Overall, results highlight the effectiveness of council's digital channels in delivering timely information and connecting with the community.

## Top 3 – Facebook engagement

Total Facebook engagement increased by 42% from March to 2,147,074 with an increase of 10.4% of viewers.

- 1 Anzac Day march and services across the region (various posts)**  
542,488 views
- 2 Maltese Corner official unveiling**  
127,107 views
- 3 Bluewater Lagoon closure due to vandalism**  
59,089 views

## Council meetings online statistics



**Website views:** include visits to meeting web page that contains agendas, minutes, livestream and dates of meetings and the media release containing the livestream.

\***Facebook – Aug 2025:** Livestreaming for one of the two council meetings this month was unable to be achieved.  
^**November 2025:** Two council meetings

# INFRASTRUCTURE AND OPERATIONS STATISTICS

Grass cutting and drainage maintenance have transitioned to off-season frequencies following a strong summer period, with 95% of services delivered on time. Operational focus has now shifted to garden bed maintenance delivered through targeted team blitzes, prioritising the City Heart, Botanic Gardens and Sarina Field of Dreams.

Facilities and Open Spaces teams delivered coordinated pre-ANZAC Day preparation works across key commemorative sites, including mowing, edging, garden bed presentation, pathway cleaning and minor maintenance. Works were completed ahead of scheduled services to ensure sites were safe, accessible and presented to an appropriate standard for commemorative activities.



# COMMUNITY EVENTS

## Recent and upcoming events

Date	Event	Location
Tuesday, 7 April 2026	Let's Chat - Sarina	Sarina Bob Wood Cultural Hall
Thursday, 9 April 2026	BMA Contractor Safety Forum	MECC
Friday, 10 April 2026	Creative Horizons Exhibition Opening	JCC Gallery
Friday, 10 April 2026	Barrier Reef Markets in the City Heart	Wood Street
Saturday, 11 April 2026	Mackay Waterfront Outdoor Cinema	Bluewater Quay
Tuesday, 14 April 2026	National Indigenous Cricket Championships	GBRA Harrup Park
Tuesday, 14 April 2026	2026 FQ Academy Football Carnival	Mackay School Park Glenella
Wednesday, 15 April 2026	Kids Fun at River Wharves	River Wharves
Friday 17 April 2026	'Matters of Time' etc. exhibition opening	Artspace Mackay
Monday, 20 April 2026	Life Skills for Creative Humans	JCC
Friday, 24 April 2026	Youth Fest '26	Northern Beaches Community Hub
Friday 15 – Sunday 17 May	Mackay Monarchs Ruby North – Hart Premier Netball League	Mackay Basketball Stadium
Sunday, 17 May 2026	Mackay Volunteer Expo	Mackay Showgrounds
Friday, 29 May 2026	Mackay Meteors and Meteorettes Home Games	Mackay Basketball Stadium
Saturday, 30 May 2026	River of Life Festival	Bluewater Quay
Tuesday, 2 June 2026	Let's Chat – Seaforth	Seaforth Bowls Club
Sunday, 7 June 2026	BMA Mackay Marina Run	Mackay Harbour

# COMMUNITY ENGAGEMENT

## **Northern Beaches Community Hub Stage 1B (Consult, involve)**

The 2026-2027 Northern Beaches Community Hub Reference Group meeting took place on April 27. The members included both agency and community representatives. The group discussed the opportunities for activating the hub's community spaces, including 10 bookable community rooms that will be completed as part of Stage 1B. The community were updated on the progress of Stage 1B via social media and a project update. A video showing the superstructure of Building 1 nearing completion was posted.

## **Environmental Sustainability Strategy 2026-2031 (Consult)**

The draft Environmental Sustainability Strategy was opened for public comment on April 11. The consultation was promoted via a media release, social media and a dedicated Connecting Mackay web page. Posters, flyers and a printed version of the plan were also made available at all council libraries and customer service centres. Key stakeholders were advised via email. The consultation closes on May 11.

## **Let's Chat session - Sarina (Consult)**

A Let's Chat session was held at Sarina Bob Wood Cultural Hall on April 7. More than 25 people attended the session and met with councillors and senior council officers to discuss their issues and concerns.

## **Timber bridge load restrictions, Mount Charlton (Inform, Consult)**

A 5-tonne load limit and reduced speed was implemented on St Helens Creek Bridge, Fig Tree Creek Bridge, Pig Creek Bridge and Omega Creek Bridge following recent engineering inspections. Residents within the affected area were consulted by phone and email and were also informed about their waste collection changes. The Calen and Mount Charlton community were notified via email, letter, and a Connecting Mackay project update. A social media post informed the wider public and Wintermoon festival attendees.

## **Shakespeare Street stormwater rehabilitation (Inform)**

The public were informed about the regular changing traffic conditions on Shakespeare Street via a press release and social media. The Connecting Mackay web will be kept up-to-date with the traffic changes.

## **Mackay ANZAC Day Parade (Inform)**

More than 7,000 school students registered to take part in this year's ANZAC Day parade. Schools and community groups were informed about the event, new parade route and associated road closures via direct email, dedicated web page, press release, radio and print advertising, social media and corflute signage along the new parade route.

## **Eimeo Road Shared Path (Inform)**

Nearby residents and businesses were informed about the construction of the new Eimeo Road Shared Path from Badyari Yalu Road to Montgomery Street in Rural View via a notification letter, media update, social media post and a dedicated Connecting Mackay web page.

## **Seaforth Esplanade Master Plan Update 2025 (Inform, consult)**

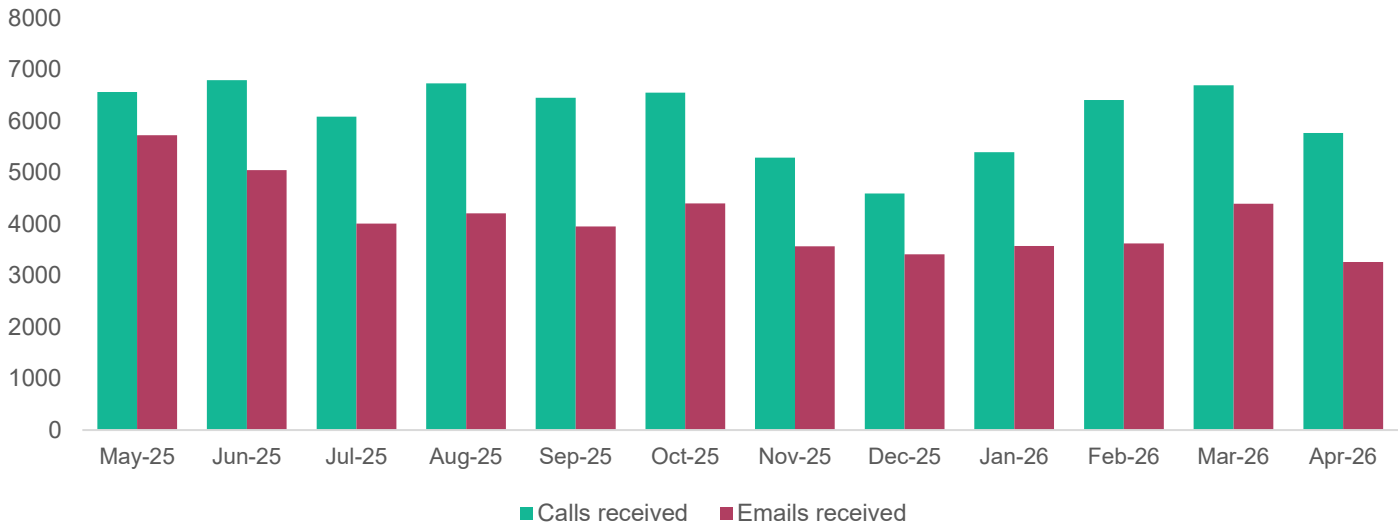
Council formally approved amendments to the Seaforth Esplanade Master Plan on March 31. Key stakeholders were notified via a telephone call and the wider community via a project update email, press release and social media post. The Community Engagement Team continued to work with the Seaforth RSL in April to help them with the installation of their new flagpole in time for ANZAC Day.

## **Safety Improvements to John Cook Bridge, Pleystowe (Consult, inform)**

Engagement was undertaken with the nearby rowing club and surrounding properties were informed via a notification letter, social media and a dedicated Connecting Mackay web page.

# CUSTOMER CONTACTS

## Contact Centre Customer Enquiries



KPI	KPI Description	Target			Result April 2026
		Orange (Under KPI)	Pink (Met KPI)	Aqua (Exceed KPI)	
<b>First Contact Resolution (FCR)</b>	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	65%
<b>Abandoned Calls</b>	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	4.7%

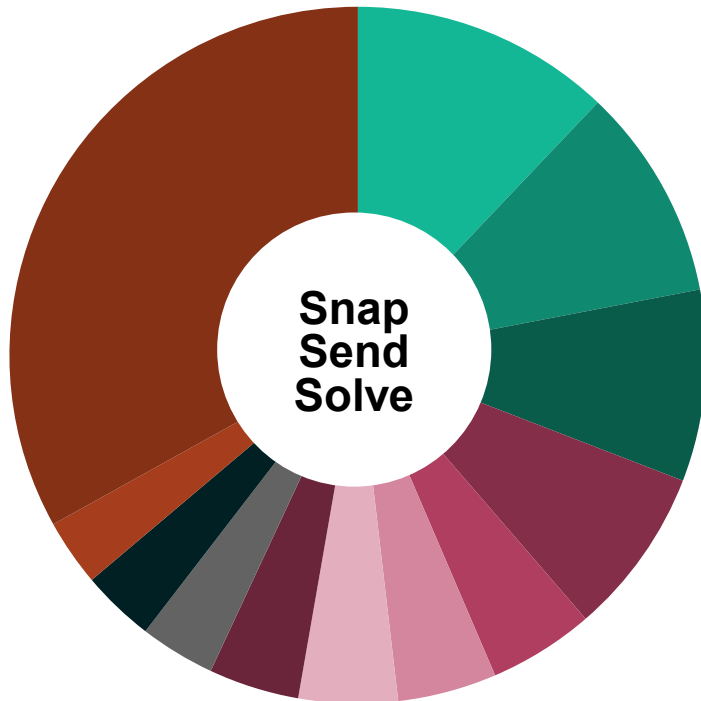
## Top Five Customer Requests

Pathway Requests Lodged – April 2026	Volume
Phone Message Request	359
Water Leak	247
Replace of General Bin	222
Tree Maintenance	164
Planning Advice Enquiry	135

# Snap Send Solve

Customers lodged 768 SSS cases for April. The monthly breakdown for reports by category are highlighted below.

**Across council, in March 63% of customer requests were responded to on time.**



- 93 Water Leak
- 76 Pothole
- 68 Roads - General
- 60 Overgrown Vegetation
- 38 Park - General Request
- 35 Mowing Maintenance
- 35 Public Toilet
- 32 Footpaths & Cycleways
- 27 Trees - General
- 26 General Request
- 24 Parking - Illegal
- 254 Other

## After-agent survey captures feedback

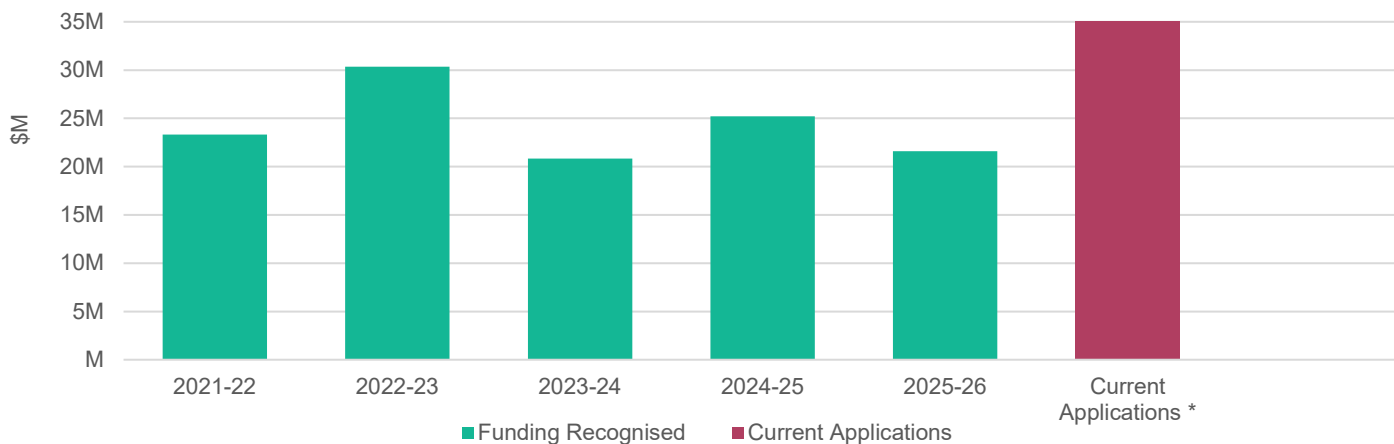
The after-agent survey captures community sentiment on a specific council service or issue. The current topic is Council’s Parks and Open Spaces and overall satisfaction with Council. Customers make their selection of 1-5 on the keypad to provide their rating. For the month of April, 2254 surveys were offered with 455 completed.

Question	Average rating out of 5	Percentage
Please rate your satisfaction with your call today?	4.77	95%
Please rate your satisfaction with the general appearance of Council Parks and open spaces?	3.96	79%
Please rate your overall satisfaction with council?	4.06	81%

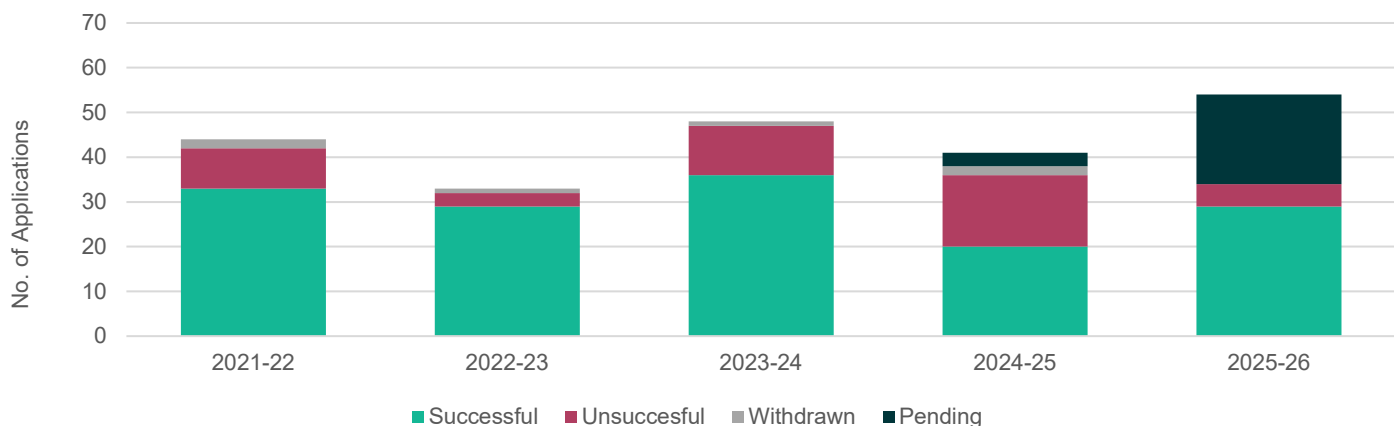
*\*\*Rating: 1 = poor, 2 = below average, 3 = average, 4 = good and 5 = excellent*

# REGIONAL GROWTH

## External Grant Funding Recognised by Financial Year



## Grant Applications Submitted by Financial Year



## April Movements

### Key Applications Submitted

- **Residential Activation Fund R2:**
  1. Sewer Rising Main – Design - \$2,487,040
  2. Nebo Rd WTP upgrade – construct - \$12,105,698
  3. Dumbleton Water package – Design - \$1,935,280
  4. Glenella-Richmond/Holts Rd Intersection – Construct - \$7,171,055
  5. Dawson Blvd – Construct - \$4,766,860
  6. Binnington Esp – Design - \$557,600
- **Safer Local Roads Infrastructure Program – Tranche 5**
  1. Clive Rogers Bridge replacement \$1,745,066
  2. Olivettas Bridge replacement \$1,246,300
  3. Glenella-Richmond / Holts Rd Intersection \$5,000,000

### Key successful funding submissions announced

- Queensland Reconstruction Authority – REPA – North & Far North Tropical Low Event Jan-Feb 2025: WP03 Southern \$1,395,345.32
- Global Grooves 2026 \$20,000

# SIGNIFICANT PROJECTS



## Rural Spray Seal, Mackay

**Budget:** \$1,100,000

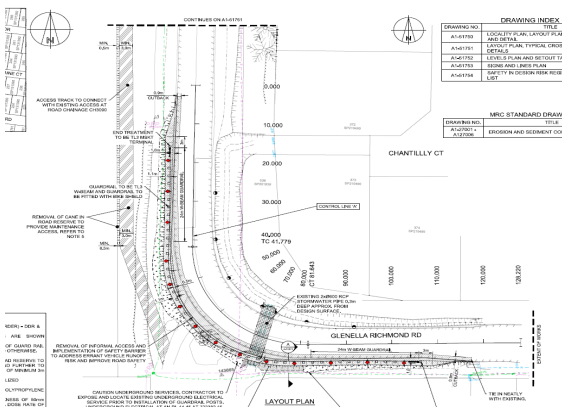
**Project Status:** Completion of the rural spray seal package is anticipated by mid-May, with only a couple of roads remaining.



## Eimeo Road Shared Path, Eimeo

**Budget:** \$1,800,000

**Project Status:** 750m of shared path to be built on Eimeo Road to improve safety and access for nearby schools, the community hub, shops and local residents while supporting active transport. The project was awarded to Fergus Civil with works having started in April



## Guardrails Package, Mackay

**Project Budget:** \$1,370,000

**Project Status:** The guardrail package has been awarded to Pentacon Pty Ltd and includes the installation of guardrails at Glenella–Richmond Road and Langdon–Lumburra Road, as well as the installation of concrete barriers at Chain Street. Construction works are expected to commence from late May.

+

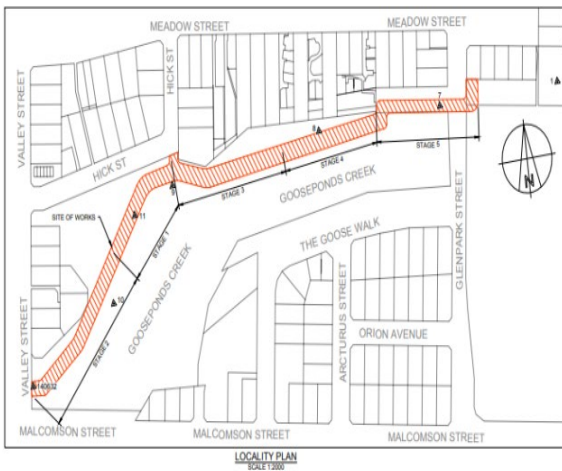
**\$19.988M or 79.48% of council spend in April 2026 was with local suppliers.**



## Shakespeare Street Sewer Realignment, Mackay

**Budget:** \$5,500,000

**Project Status:** Awarded to Interflow. Works include pipe cleaning and UV relining. Works commenced in April



## Gooseponds Package, North Mackay

**Budget:** \$2,200,000

**Project Status:** Awarded to D&M Composites Pty Ltd, with works scheduled to start in June. It includes a new 20 m FRP pedestrian bridge, two 30 m boardwalks, removal of the existing bridge, around 320 m of shared pathways, fencing, and tree planting at Hicks Street to improve connectivity and park access.



## Shoal Point Beach Access Replacement and DDA upgrade, Shoal Point

**Budget:** \$284,500

**Project Status:** Demolition of the existing beach ramp and construction of a new DDA compliant beach access at Shoal Point Beach Park, including improved connectivity through new concrete pathways within the park, two new disabled parking bays to the new ramped beach access, carpark line marking, and installation of updated signage.

# ECONOMIC SNAPSHOT

## Economic Indicators (Quarterly)

Indicator	Mar 25	Jun 25	Sep 25	Dec 25	Mar 26
<b>Employment</b>					
Unemployment rate	2.0%	2.1%	2.9%	2.8%	N/A
Employed persons	67,659	68,437	70,019	70,330	N/A
<b>Real Estate</b>					
Median house sale	\$580,000	\$607,000	\$630,000	\$655,000	N/A
Median house rent 3 bed house (12 month ending)	\$580	\$600	\$620	\$650	\$650
Median rent 2 bed unit (12 month ending)	\$450	\$450	\$450	\$460	\$480
Rental vacancy rate	0.8%	0.8%	0.9%	1.1%	1.2%
<b>Residential Lot Supply</b>					
Lots approved	3	55	141	N/A	N/A
Lots registered	48	68	67	156	150

Data relates to the Mackay Regional Council Area and updated quarterly as received by council. There is often a 3-6 month lag from the receipt of data for a previous quarter. Lot Registered data has changed since September 2025 due to new QGSO source methodology. The 'employed persons' data is adjusted retrospectively by the source. This may see quarterly figures change but remains a valuable indicator for recognising trends. ^ Queensland Government data (QLD Treasury). N/A = data not yet released. Reminder to update this footnote in CEO report.

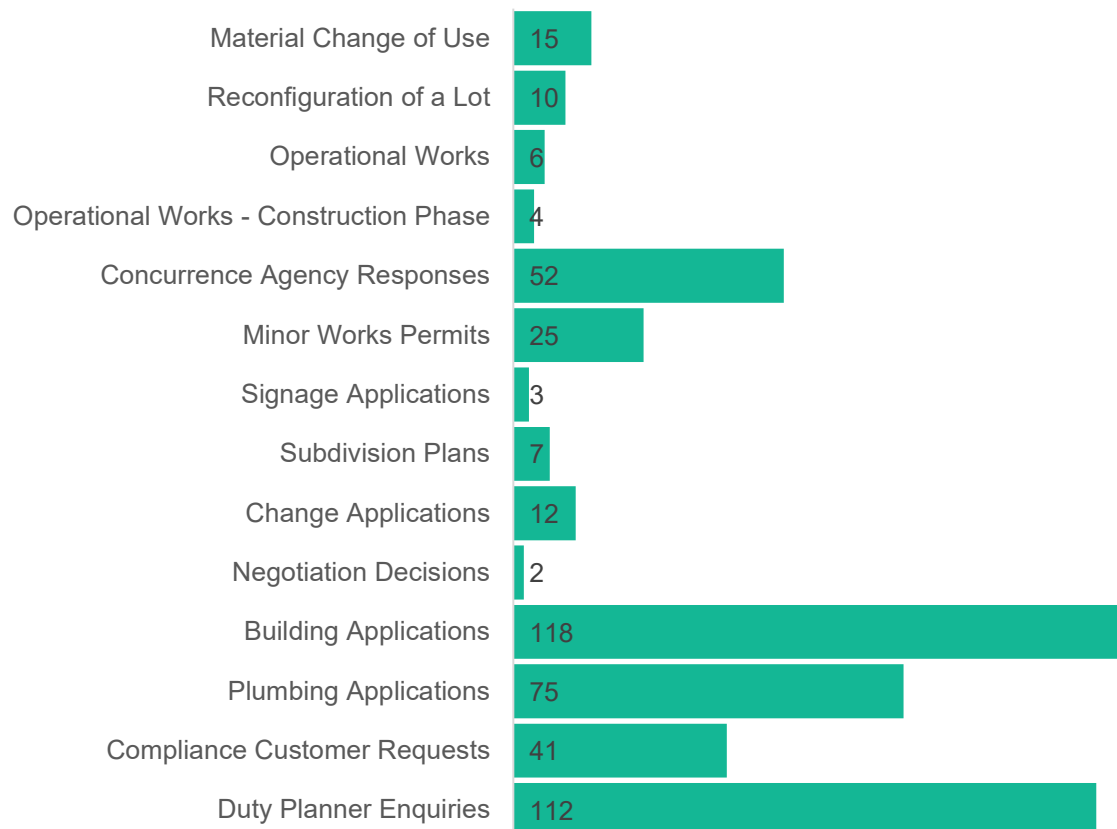
## E-Statistics

	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26
Mackay Region Jobs Analytic Report Active Users	1,719	1,713	1,717	1,794	1,780	1,803
SEEK Advertised Jobs*	1,310	896	1,351	1,330	1,377	1,184
Discover Mackay Website Visitation	1,839	1,184	1,490	1,979	1,378	1,554
Invested in Mackay Newsletter Subscribers	574	574	572	570	569	570
Finch Hatton MTB total users reached	-	44,798	76,097	42,307	43,063	110,585
Finch Hatton MTB content views	-	75,235	122,135	64,476	49,218	161,114
Finch Hatton MTB total followers	-	9,434	9,608	9,702	9,764	10,050
Beam e-scooter total trips	12,557	12,588	11,969	9,728	11,881	11,933
Hooked on Mackay total users reached	-	53,011	31,202	135,687	59,290	61,469
Hooked on Mackay content views	-	60,743	40,727	179,270	42,024	81,734
Hooked on Mackay total followers	-	12,094	12,138	12,370	13,299	13,440

Change to reporting of statistics for Finch Hatton MTB and Hooked on Mackay as of Dec 2025. Total users reached, content views and total followers across all platforms (i.e. social media platforms, newsletter and website). \*SEEK data is captured on the 1st Tuesday of each month. N/A = data not yet released.

# DEVELOPMENT ACTIVITY

## Applications received by Planning, Growth and Sustainability

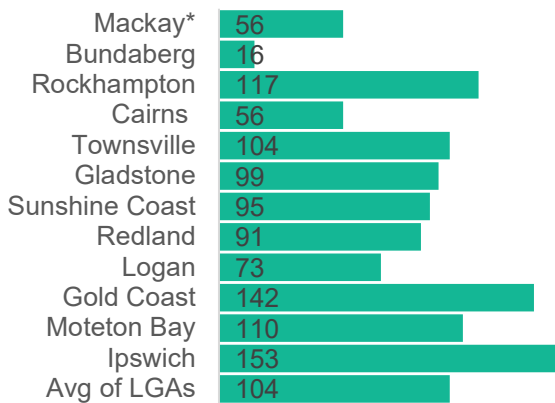


Application/Enquiry Type	KPI Target	Ave. Days of Assessment	Status	Comments
Material Change of Use	75% < 20 BD	16	●	73% KPI not met due to staffing shortages.
Reconfiguring a Lot	75% < 20 BD	22	●	43% KPI not met due to staffing shortages.
Operational Works	75% < 20 BD	20	●	29% KPI not met due to staffing shortages and negotiations with developers for greater development outcomes.
Concurrence Referrals	75% < 10 BD	4	●	98%
Minor Works Permit	75% < 7 BD	5	●	88%
Signs	75% < 7 BD	6	●	100%
Survey Plans	75% < 15 BD	13	●	71% KPI not met due to staffing shortages.
Planning Advice Enquiries	75% < 5 BD	2	●	88%
Compliance Investigation Requests	75% < 20 BD	50	●	58% KPI not met due to onboarding of a numbers of new staff within team.

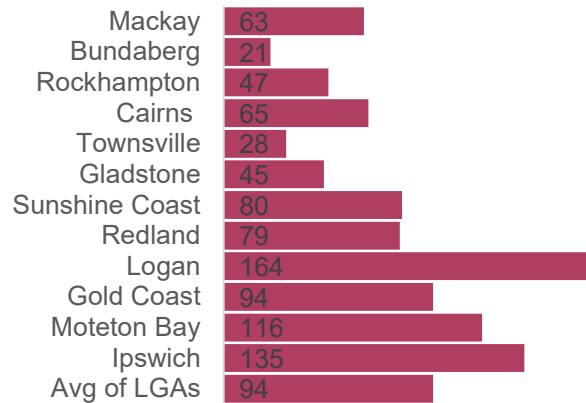
Overall performance reflects solid progress, with most application types meeting or exceeding targets. Operational Works and RAL's remain below benchmark primarily due to external dependencies and staffing gaps. Recruitment and onboarding scheduled for 2026, with an aim to restore full resourcing and enable faster turnaround times.

# Urban Development Institute of Australia Decision Timeframe Averages – Q3 2025

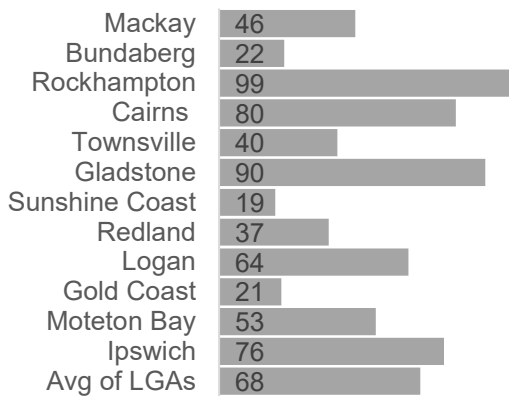
## Material Change of Use



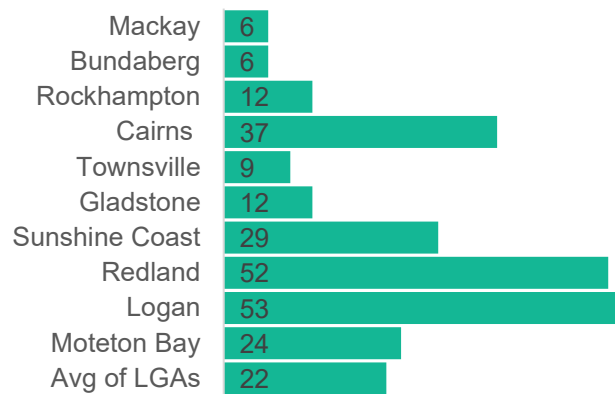
## Reconfiguration of a Lot



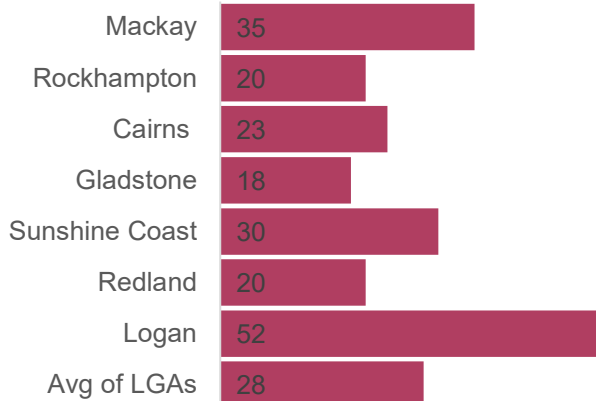
## Operational Works



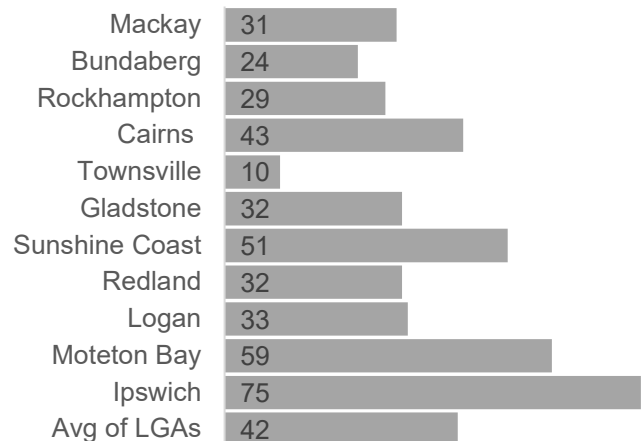
## Concurrence Referrals



## Negotiated Decisions



## Minor Change Development Approvals



Only data included from participating Councils. Days are rounded to the nearest whole day. Generally lodged to decision including stop the clock periods as well as information request and notification periods if applicable. On this basis timeframes reported may exceed the statutory time period. Average decision time in business days for each category by LGA. "AVG OF LGAs" is calculated by combining the average decision timeframes for each council that reported for that quarter and dividing it by the number of councils that reported for that quarter. Townsville and Bundaberg have reported 'Assessment Timeframes Only'. Their times are not included in the calculation of the average. If a council is missing from a reporting category it is because they did not provide figures. If the response was zero that will be shown.