

# CEO MONTHLY REVIEW REPORT

## May 2026



Gerard Carlyon CEO

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# HIGHLIGHTS

## National Volunteer Week celebrated

The MECC and Artspace Mackay came together last month to celebrate National Volunteer Week. They hosted an afternoon tea for volunteers from the Friends of the MECC and Artspace Mackay. The event attracted more than 100 volunteers and was attended by Mayor Greg Williamson and several Mackay Regional Councillors.

Mayor Greg Williamson spoke about the important role volunteers play in strengthening community connections and supporting local arts and culture.

As part of the afternoon, the Major Venues Engagement Team hosted a lucky door competition, inviting volunteers to share their favourite volunteering memories. Many heartfelt stories were submitted, including reflections on lifelong friendships formed through volunteering, memorable interactions with patrons and the joy of seeing the MECC grow since its opening in 1988. The event was a wonderful opportunity to recognise and thank the volunteers whose dedication contributes so much to the success of our community organisations.



## Free public art walk hosted

Nearly 20 participants joined Public Art Officer, Jennifer Dalton-Smith for a Public Art Walk around the city on Friday, May 1.

Participants explored a range of artwork including sculptures, murals and temporary vinyl public art exhibitions.





## MECC hosts another outstanding Mayor's Charity Ball

The MECC was delighted to once again host the Mayor's Charity Ball, welcoming close to 400 guests for an evening that successfully combined community engagement with meaningful fundraising outcomes.

The event raised more than \$67,000, supporting The Salvation Army's Family Violence Service and The Neighbourhood Community Hub programs, delivering a tangible impact for vulnerable members of the community.

The evening featured high-quality entertainment, including Beccy and The Jets and emcee Dave O'Neil, contributing to a vibrant and highly engaging guest experience.

A notable achievement was the seamless delivery of the event, with a special acknowledgement to the MECC team for their professionalism and commitment in executing a successful large-scale function.





## Fleet optimisation initiatives help drive efficiencies

As part of Operations' ongoing fleet optimisation, 13 under-utilised vehicles were recently identified.

Following assessment, these vehicles have been removed from various Programs and isolated for disposal thus improving overall vehicle utilisation across the organisation.

This initiative enhances Asset Management practices, supports operational flexibility and strengthens governance arrangements.

Collectively, these actions represent a further milestone in Council's broader transition to a centralised pool-vehicle model, reinforcing our commitment to efficiency, consistency and responsible stewardship of organisational resources.



## Asset resilience strengthened with waterproofing upgrade

Recent building maintenance and asset-preservation efforts at the Dudley Denny City Library precinct have included essential re-waterproofing works to the staff entry and exit area, as well as the main slab located above the tenancies.

These works were started after inspections confirmed that the earlier coating had reached the end of its service life, with deterioration accelerated by harsh environmental exposure.

The project delivered a full recoating of the waterproofing membrane, along with an upgraded walkway featuring a durable anti-slip surface to improve safety for staff and contractors accessing the area. This upgrade enhances the building's resilience, reduces long-term water-ingress risks and strengthens compliance with relevant building safety requirements.

Importantly, the works were successfully delivered using internal staff resources, demonstrating strong organisational capability, cost-effective delivery and efficient use of in-house expertise.



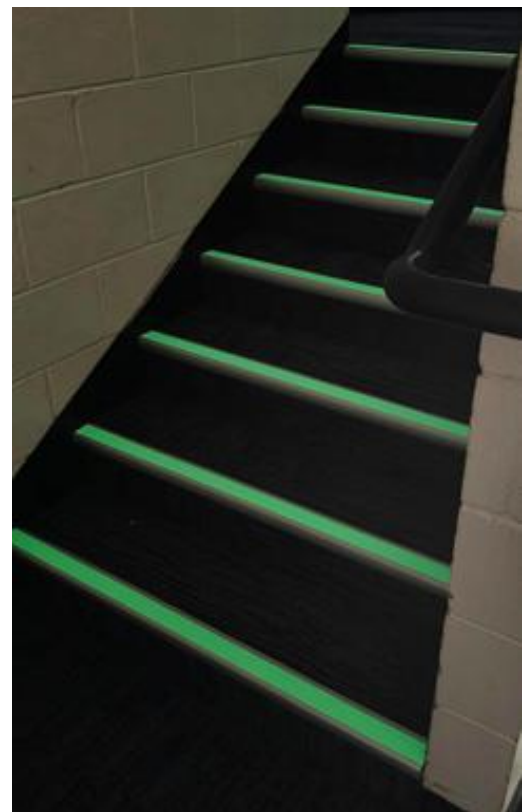
# MECC theatre lighting upgrade enhances safety and experience

A significant upgrade to the MECC theatre's house lighting system has recently been delivered, enhancing venue safety and functionality.

This project was initiated to improve ambient lighting levels during audience bump-in and bump-out, ensuring patrons can safely enter and exit the theatre before and after performances. The upgraded system now aligns with the most up-to-date Australian Standards for theatre lighting, strengthening compliance and enhancing the overall audience experience.

In addition to the safety benefits, the new lighting infrastructure introduces advanced programmable lighting capabilities, enabling dynamic light shows and greater creative flexibility for productions. This enhancement supports the MECC's ongoing commitment to delivering high-quality, contemporary technical experiences for performers and audiences alike.

Further minor works have also been completed across the venue, including the replacement of carpet on Level 1 in the dressing-room corridor and stairwell, along with the installation of luminous stair treads. These improvements elevate both the aesthetic presentation of the facility and its emergency-readiness, contributing to improved building compliance and safer evacuation pathways.





## Library membership climbs in May

Library membership demonstrated sustained growth, with a 3.77% increase month-on-month and a significant 22.52% uplift compared to the same period last year. Junior resident members accounted for 11% of new registrations (55 individuals), highlighting ongoing success in engaging younger community members.



## CreativeBug digital resource delivers usage results

Promotion of CreativeBug in May delivered exceptional results, with usage increasing by 219.93% compared to April and an extraordinary 2451.90% uplift year-on-year.

This strong performance was supported by targeted in-library promotion, including feature placement alongside the arts and craft collection displays, enhancing visibility and engagement.



## Invest Mackay events program jam-packed

May was a strong month for events in Mackay, with major sporting and music events attracting more than 12,500 attendees, including about 6500 visitors from outside of the area.

The May Day long weekend provided a significant boost, with the NQ Games, Country Carnival Netball and H.O.G. State Rally drawing around 4500 participants and spectators.

Legends on the Lawn on May 30 attracted about 8000 attendees, including 3000 visitors from outside the region.

May also marked the first activation of Amplify Mackay through the “May Sports and Sounds” campaign, with eight local businesses delivering targeted offers to capture event-driven visitation.

Amplify Mackay supports local businesses to leverage major events and drive economic benefit. Early results are encouraging, with participation set to expand ahead of Disney: The Exhibition – A Century of Magic.



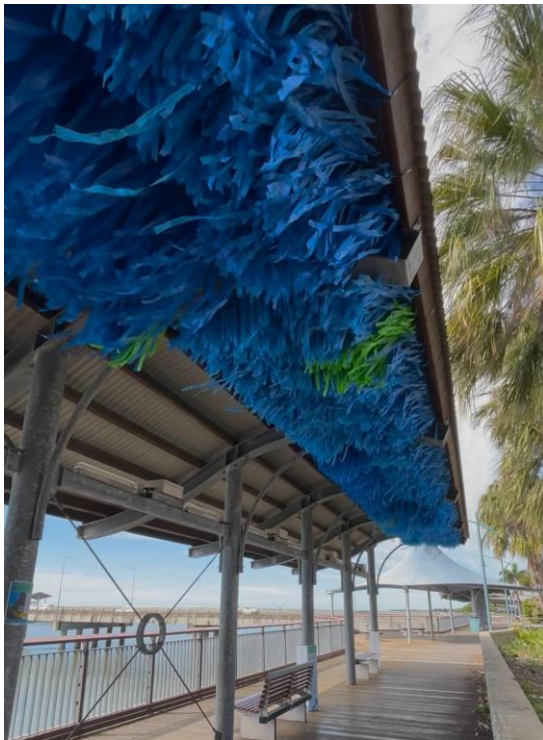


## Make Your Place grant initiatives delivered

During May, some exciting 25/26 Make Your Place grant projects were delivered.

The River Reimagined is an exciting temporary public art installation that reimagines Mackay's blue Pioneer River, using a mix of recycled and new materials entwined with community narratives, inviting residents to connect to place and reflect on stories unique to our region. The temporary art piece was installed in mid-May and will be in place until the end of June, along the board walk in River Street Park.

The River of Life Festival was held on May 30 from Bluewater Quay to River Wharves. The festival is run by community volunteers and featured five stages of local music performances, market stalls, food vendors, art displays, attractions and a children's hub. The single day event ran from 10am to 5pm with the main stage operating until 8pm.



## Australian Tourism Exchange attended

Council attended the Australian Tourism Exchange in Adelaide with Mackay Isaac Tourism, positioning the Mackay region at the Southern Hemisphere's leading tourism trade event. Regional representation included Eungella Cabins, Nautical By Nature and the Disney Exhibition, supporting international trade and profile-building opportunities.



## Council shines a spotlight on local businesses for Small Business Month

Council was proud to support the small business community during Queensland Small Business Month in May.

More than a dozen events took place around the region, with many events proudly sponsored, supported or coordinated by council. From council procurement drop-in sessions to free Mentoring for Growth sessions, the events helped to celebrate, connect and strengthen small and family-owned businesses across the region.

Council and its industry partners also created a Spotlight on Small Business social media campaign. As part of the campaign, council's industry partners nominated local businesses to highlight their achievements, innovation and contribution to the region across various online platforms.

Small Business Month ended with a sold-out event of glitz and glamour at the Mackay Region Chamber of Commerce Best in Business Awards.



## Investment attraction and trade opportunities emerge

The Deputy Consul General of the People's Republic of China and delegation visited Mackay, meeting with the Deputy Mayor, CEO and key regional stakeholders to explore trade and investment opportunities. The engagement strengthened relationships and reinforced Mackay's position as an open and investment-ready region.

A potential proponent in the biomanufacturing and biorefinery sector visited Mackay to explore development opportunities.

Discussions were held regarding potential investment pathways and site options, with details remaining confidential. The engagement reflects ongoing interest in the region's emerging bio-industrial capabilities.





# WORKFORCE PROFILE

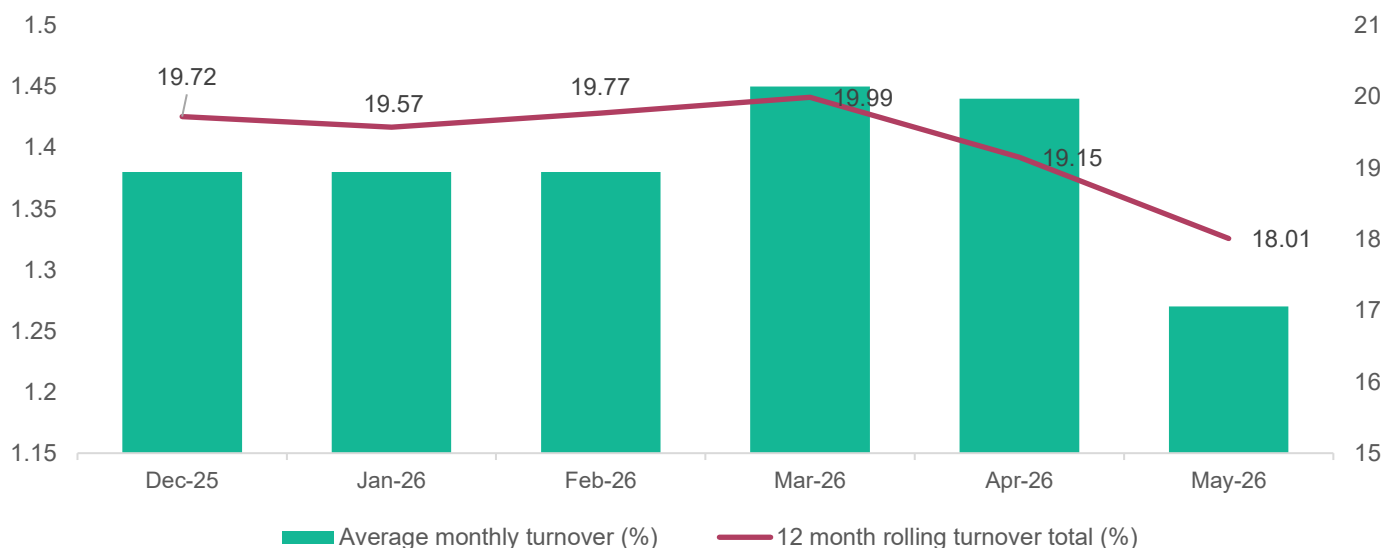
## Staff Contingent

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

|                     | COMS | CORS | IO  | OMCEO | PGS | TOTAL | Prev. month |
|---------------------|------|------|-----|-------|-----|-------|-------------|
| Casual              | 102  | 2    | 5   | 0     | 6   | 115   | 106         |
| Contract            | 5    | 7    | 13  | 3     | 4   | 32    | 31          |
| Permanent Full Time | 112  | 140  | 520 | 7     | 55  | 834   | 839         |
| Permanent Part Time | 38   | 38   | 14  | 2     | 12  | 104   | 104         |
| Permanent Job Share | 4    | 0    | 0   | 0     | 0   | 4     | 5           |
| Temporary Full Time | 21   | 21   | 28  | 2     | 12  | 84    | 79          |
| Temporary Part Time | 4    | 2    | 3   | 1     | 0   | 10    | 12          |
| Temporary Job Share | 2    | 0    | 0   | 0     | 0   | 2     | 2           |
| TOTAL EMPLOYEES*    | 288  | 210  | 583 | 15    | 89  | 1185  | 1178        |

\* Total employees excludes Councillors, Mayor and Deputy Mayor

## Employee Turnover

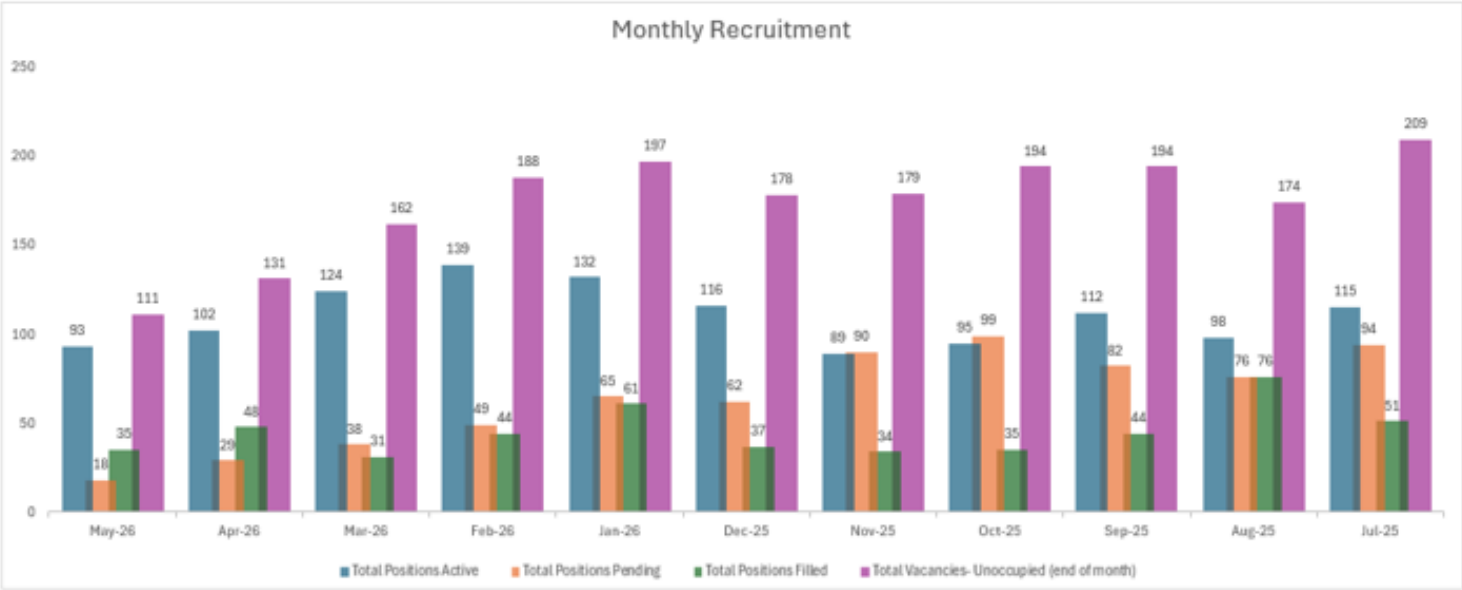


### STAFF TURNOVER



The monthly turnover for May was **1.27%** with the 12-month rolling turnover being **18.01%**.

# Monthly Recruitment



For **May**, there were **35** positions filled with new employees, **289** total applications over the month with 32 new adverts placed online. We closed the month at **129** total unoccupied positions with **109** active, and a data cleansing exercise is underway as part of the 2026-27 budget preparation to improve vacancy reporting.

## Key Workforce Initiatives, Capability and Development

**Strong Induction and Development Engagement:** 19 new employees were inducted this month over two inductions, showing robust onboarding activity and ongoing workforce renewal.

**Active Learning Pathways:** There are currently nine trainees and 13 apprentices progressing, alongside 18 employees undertaking accredited professional development and 19 engaged in further study or education assistance, reflecting a strong commitment to upskilling and career growth.

**eLearning Completion:** Compliance and professional development eLearning modules completed was high this month at 736 completions (77%). One compliance eLearn was rolled out to employees in the month of May, 147 professional development completions in the month, demonstrating sufficient engagement with digital learning platforms.



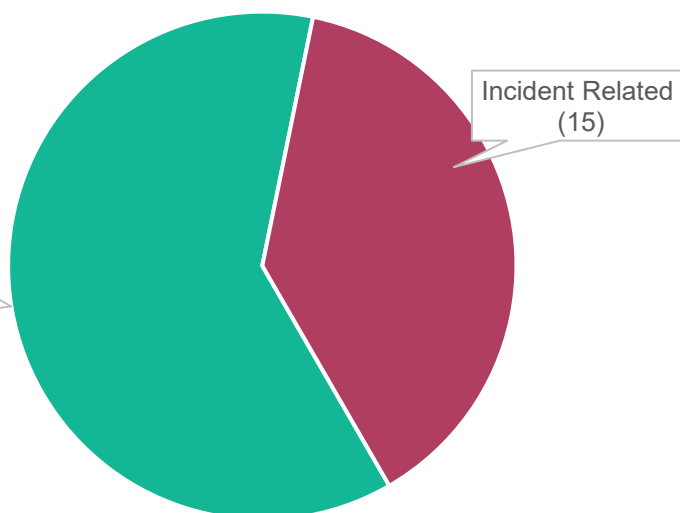
# SAFETY

## Capability Development and Operational Collaboration

Council continues to strengthen its commitment to workplace health and safety through ongoing capability development and close collaboration with operational teams. During May, the Workplace Health and Safety team maintained a strong focus on continuous improvement, ensuring council's safety approach remains practical, fit-for-purpose and aligned with contemporary industry practices.

Attendance at key industry events, including the RIN Safety Conference, provided valuable insights into current standards, innovations and initiatives across the sector. These learnings are being applied through continued collaboration with operational teams and the provision of expert advice to support effective risk management and timely corrective actions when incidents occur. This approach reinforces council's proactive focus on reducing risk and improving overall safety performance.

### Corrective Actions – May 2026



In the month of May, a total of 39 corrective actions were due.

Of these, 24 actions were proactively undertaken through measures such as site inspections, safety interactions, hazard reporting and emergency exercises.

The remaining 15 were initiated following investigations related to safety incidents.

There were a total of 22 corrective actions closed for the month of May. This figure includes historical actions from previous months.



Safety interactions play a key role in helping enhance our safety culture. In May, 67 **safety interactions** were completed by leaders.



In May, 193 **individuals completed inductions** – 152 contractors, 29 staff, 6 volunteers and 6 work experience students.

# UTILISATION OF COUNCIL FACILITIES MAY 2026

## Aquatic Facilities – May 2026

| Facility         | Previous FY | Current FY |   |
|------------------|-------------|------------|---|
| MARC             | 6,524       | 7,860      | ▲ |
| Pioneer          | 1,109       | *0         |   |
| Mirani           | *0          | *0         |   |
| Sarina           | *0          | *0         |   |
| Memorial         | 1,629       | 2,818      | ▲ |
| Bluewater Lagoon | 2,540       | 2,698      | ▲ |

\* Indicates facility current closed

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

## Public Programs and Facilities

| Program / facility                          | Previous FY | Current FY |   |
|---------------------------------------------|-------------|------------|---|
| Library loans                               | 64,114      | 62,352     | ▼ |
| Artspace - YTD                              | 18,787      | 27,938     | ▲ |
| MECC - YTD                                  | 84,780      | 93,334     | ▲ |
| Stadium - YTD                               | 17,957      | 27,996     | ▲ |
| Library Service Program Participants        | 2735        | 2479       | ▼ |
| Community Programs Program Participants     | 1355        | 1760       | ▲ |
| Sarina Sugar Shed                           | 845         | 676        | ▼ |
| Park bookings                               | 30          | 75         | ▲ |
| Botanic Gardens<br>i.e weddings, events etc | 6           | 21         | ▲ |

## Health and Regulatory Services registrations and statistics

| Service                               | Previous FY | Current FY |   |
|---------------------------------------|-------------|------------|---|
| Dogs                                  | 13,994      | 13,871     | ▼ |
| Cats                                  | 2709        | 2496       | ▼ |
| Routine inspections on-time delivery  | 68%         | 83%        | ▲ |
| Illegal dumping                       | 5.4 KL      | 4.86 KL    | ▼ |
| Mosquito breeding areas treated - YTD | 4591Ha      | 3015Ha     | ▼ |

Mosquito data has been reviewed, and an error was noted in the YTD totals presented. These totals have been recalculated and presented above.

YTD variance occurs primarily due to rainfall patters affecting mosquito breeding at various times throughout the reporting period.





# COUNCIL ONLINE STATISTICS

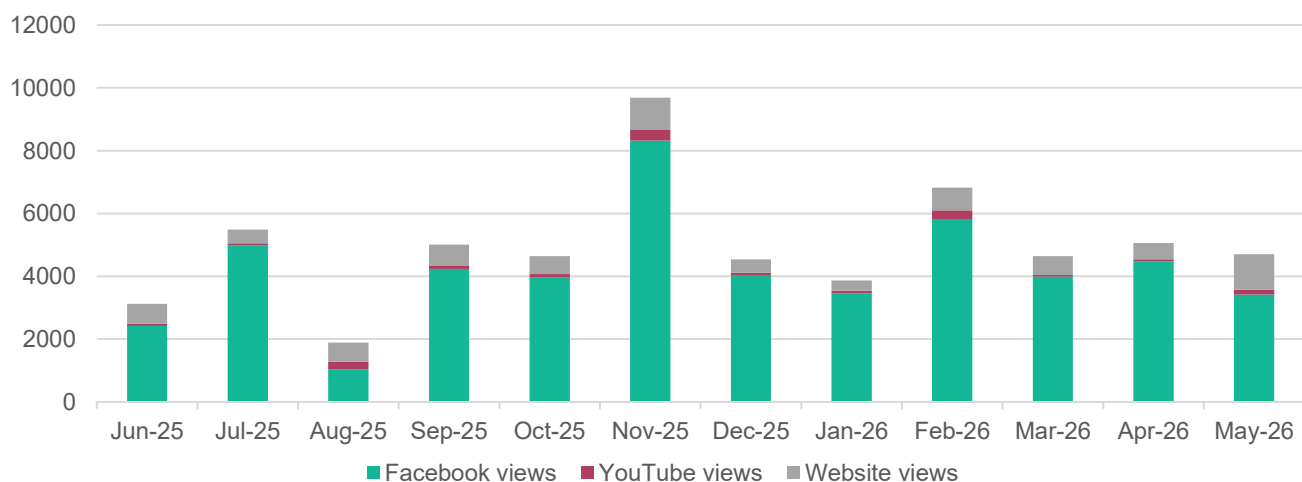
Overall, online engagement for May has softened compared with April, though April's figures were particularly high due to significant interest in content around Anzac Day and the launch of Maltese Corner. Despite the lower views this month, engagement has remained relatively steady and continues to fluctuate in line with the number and type of events and content promoted. There was considerable negative online discussion around Gordon White Library, rates costs and the Northern Beaches Community Hub. There was, however, significant positive community interaction around the Mackay Respect campaign, with various community advocacy posts receiving quality engagement.

## Top 3 – Facebook engagement

Total Facebook views for the month was around 1.5M with 9300 content interactions by 184,628 viewers.

- 1 Gas cylinder in council rubbish collection truck**  
160,870 views
- 2 Abandoned vehicles auction upcoming**  
89,199 views
- 3 Roof on Northern Beaches Community Hub building**  
79,279 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

The Natural Area Management Team in Facilities and Open Spaces maintains 47 foreshore and reserve sites across the Mackay region through a monthly program of weed control, revegetation, tree maintenance and asset repairs to support erosion control and biodiversity outcomes.

Recent works include targeted planting and site preparation at Belmunda, Glenfields Park, Eimeo Esplanade and Shellgrit Reserve, delivering over 150 new plants and progressing National Tree Day readiness, with a focus on habitat restoration, foreshore stabilisation and long-term asset sustainability.





# COMMUNITY EVENTS

## Recent and upcoming events

| Date                   | Event                                                                                                          | Location                                |
|------------------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| 02-Jun-26 to 05-Jun-26 | Assoc of School Business Administration QLD Conference                                                         | MECC                                    |
| 03-Jun-26 to 05-Jun-26 | PGA Qld Mackay Region Pro-Am Series                                                                            | Mackay Golf Club                        |
| 06-Jun-26 to 07-Jun-26 | PGA Qld Mackay Region Pro-Am Series                                                                            | Poineer Valley Golf Club                |
| 02-Jun-26              | Mackay Disability Expo                                                                                         | The Big Shed, Mackay Showgrounds        |
| 03-Jun-26              | Lunch Box Yarns                                                                                                | Fig Tree MECC                           |
| 03-Jun-26              | BLUEPRINT: Aliza Kroeger - Phone Fog mini exhibition launch                                                    | Foodspace café                          |
| 05-Jun-26              | Stir A Cuppa For Seniors                                                                                       | Harrup Park (Lancaster Room)            |
| 06-Jun-26              | Freestyle Kings                                                                                                | BB Print Stadium                        |
| 07-Jun-26              | Mackay Marina Run                                                                                              | Mackay Harbour                          |
| 10-Jun-26              | Kids Fun at River Wharves                                                                                      | River Wharves                           |
| 10-Jun-26              | Fokker Friendship Memorial                                                                                     | Illawong Beach                          |
| 11-Jun-26              | Mackay Community Foundation Grants Presentation                                                                | MECC                                    |
| 12-Jun-26              | Mervyn Moriarty Landscape Prize: Flying Art touring exhibition                                                 | Gallery 31, CQUniversity, Mackay Campus |
| 13-Jun-26              | Music of the Night - Australia's Premier Tribute to the Music of Andrew Lloyd Webber A Celebration of Musicals | MECC                                    |
| 14-Jun-26              | Pregnancy, Birth & Beyond Expo                                                                                 | MECC                                    |
| 16-Jun-26              | PGA Qld Mackay Region Pro-Am Series                                                                            | Sarina Golf Club                        |
| 16-Jun-26 to 18-Jun-26 | Mackay Show (Disney stand only)                                                                                | The Big Shed, Mackay Showgrounds        |
| 19-Jun-26              | Morning Melodies 2 - Rocket Man Flying Solo                                                                    | MECC                                    |
| 20-Jun-26              | Lions Rock Pop Mime                                                                                            | MECC                                    |
| 25-Jun-26              | Melbourne Interational Comedy Festival Roadshow                                                                | MECC                                    |
| 27-Jun-26              | Good Life Good Death Expo - Hosted by Palliative Care Qld                                                      | MECC                                    |
| 27-Jun-26              | Echoes of Pink Floyd                                                                                           | MECC                                    |
| 27-Jun-26 to 28-Jun-26 | Fox Super Flow                                                                                                 | Finch Hatton MTB Trails                 |
| 27-Jun-26 to 11-Jul-26 | Lucky Catch and Snap fishing competition                                                                       | Various Mackay & Isaac                  |
| 01-Jul-26 to 15-Aug-26 | Mackay Festivals of Arts 2026                                                                                  | Various                                 |



# COMMUNITY ENGAGEMENT

## **Shakespeare Street water main renewal (Inform)**

Throughout May, the public were informed of weekly traffic changes via project update emails, updates to the Connecting Mackay web page and social media posts. A project update confirming completion of stage one works was also provided to the public through the same channels.

## **Northern Beaches Community Hub (Consult and Inform)**

A reference group meeting was held on May 25. The group discussed activation opportunities for the Hub and were updated on the project's progress. A social media post and project update email was also issued announcing building one's roof completion.

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

The draft strategy was open for public comment from April 13 until May 10. The page received 255 visits, the document was downloaded 101 times and we received nine survey responses. The feedback is being reviewed.

## **Let's Chat session – Eton (Consult)**

Let's Chat – Council Connect was held at Hotel Eton on May 5. Around 10 people attended the session and met with councillors and senior council officers to discuss their issues and concerns.

## **Kippen Street water main renewal (Inform)**

Nearby residents and businesses were informed about the works via a notification letter, and the wider public were notified via a Connecting Mackay web page, eNewsletter and social media post.

## **Woodlands District Park Stage 1, phase 3 (Inform)**

On May 14, a media release and project update email announced the \$2.3 million contract to construct an all-abilities playground and associated works at Woodlands District Park. The communications included a flyer and renders of the playground.

## **Pioneer River levee wall (Inform)**

In late-May, a Connecting Mackay web page was created, a notification letter was sent to surrounding residents and businesses and an email was sent to key stakeholders. Wider communications will be issued in early-June before works commence, including a press release, social media post and corflute on site.

## **Gordon White Library building changes (Inform)**

In early-May, a Gordon White Library Connecting Mackay web page was created. The page contained information about the library transformation, FAQs and an online form for people to leave their comments. A hard-copy form was also created. In May, we received more than 780 online responses and 280 hard-copy responses.

## **Mackay ANZAC Day feedback survey (Consult)**

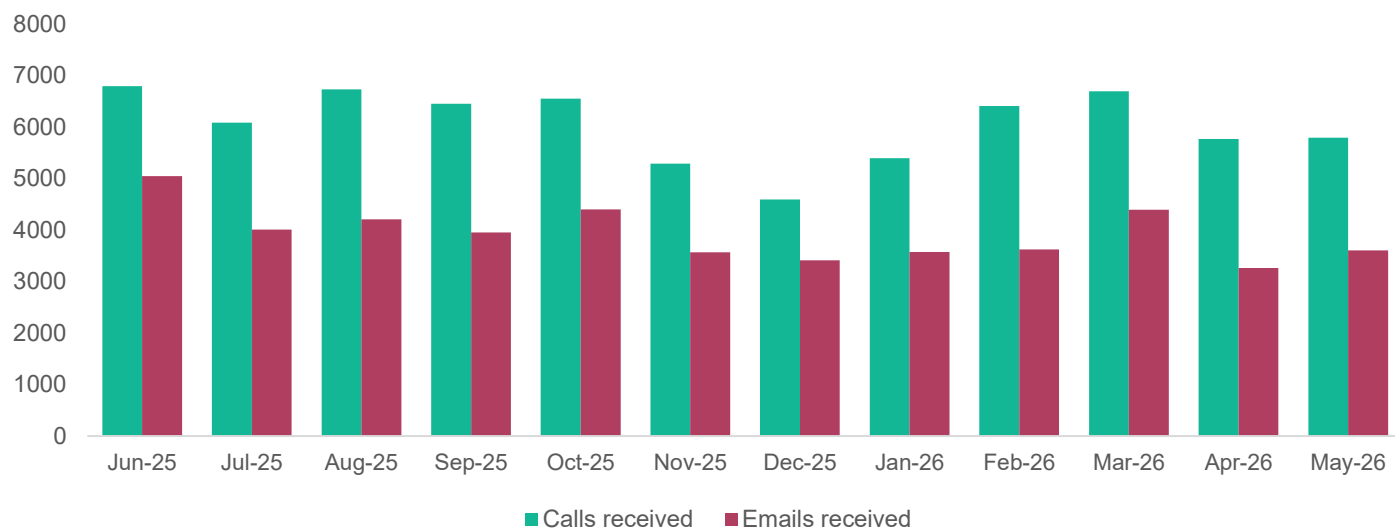
The Community Engagement team sent a feedback survey to all of those involved in the Mackay ANZAC Day parade and service, including contractors, committee members, schools and community groups. We received over 40 responses, and the feedback will be presented at the ANZAC Day Committee de-brief meeting in June.

## **Sarina Field of Dreams Precinct Activation Plan (Inform)**

The Activation Plan was adopted by council on May 27. The plan and the Community Engagement Summary was uploaded to Connecting Mackay, and a project update email was sent out to project followers and to key stakeholders. A press release and social media post was also issued to inform the wider community.

# CUSTOMER CONTACTS

## Contact Centre Customer Enquiries



| KPI                                   | KPI Description                                                                                | Target             |                |                   | Result May 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%             | 61%             |
| <b>Abandoned Calls</b>                | The percentage of customers that abandon their call before being served.                       | > 6%               | 4.5-6%         | < 4.5%            | 3.4%            |

## Top Five Customer Requests

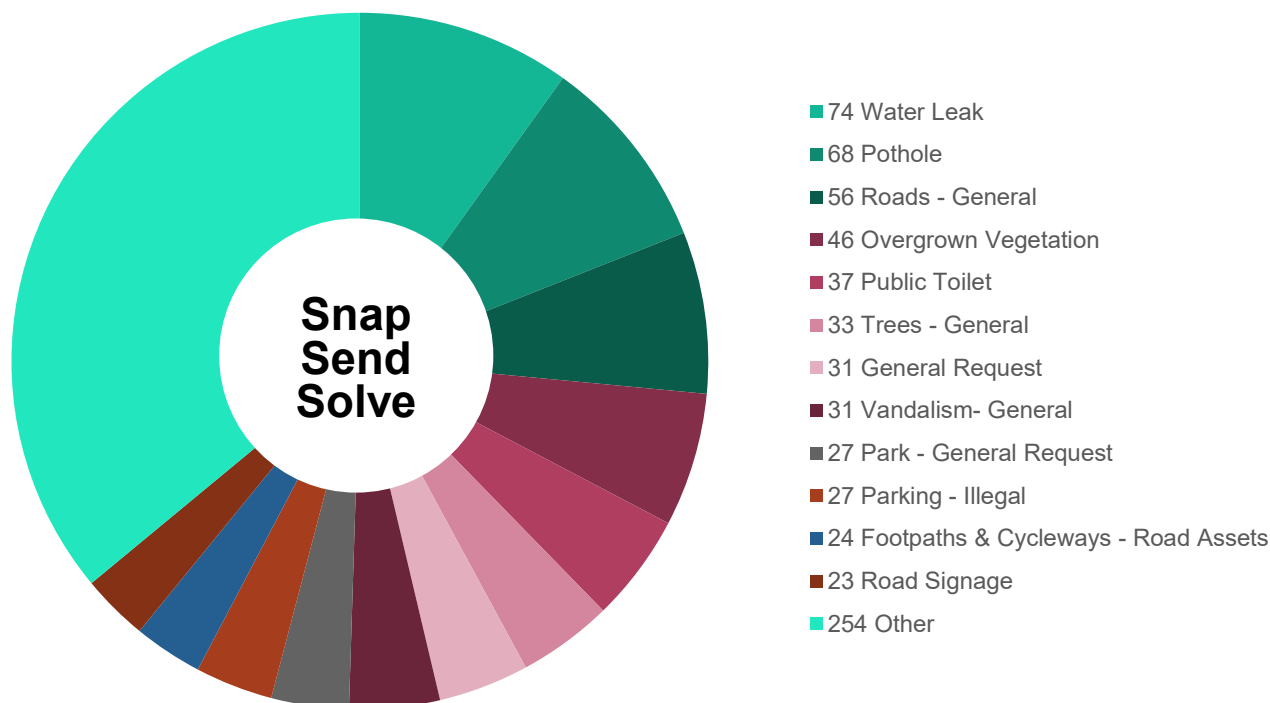
| Pathway Requests Lodged – May 2026 | Volume |
|------------------------------------|--------|
| Phone Message Request              | 380    |
| Water Leak                         | 222    |
| Replacement of General Bin         | 211    |
| Tree Maintenance                   | 147    |
| Water – Myh20 Issue – AMR & Data   | 129    |



## Snap Send Solve

Customers lodged 725 SSS cases for May. The monthly breakdown for reports by category are highlighted below.

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



## After-agent survey captures feedback

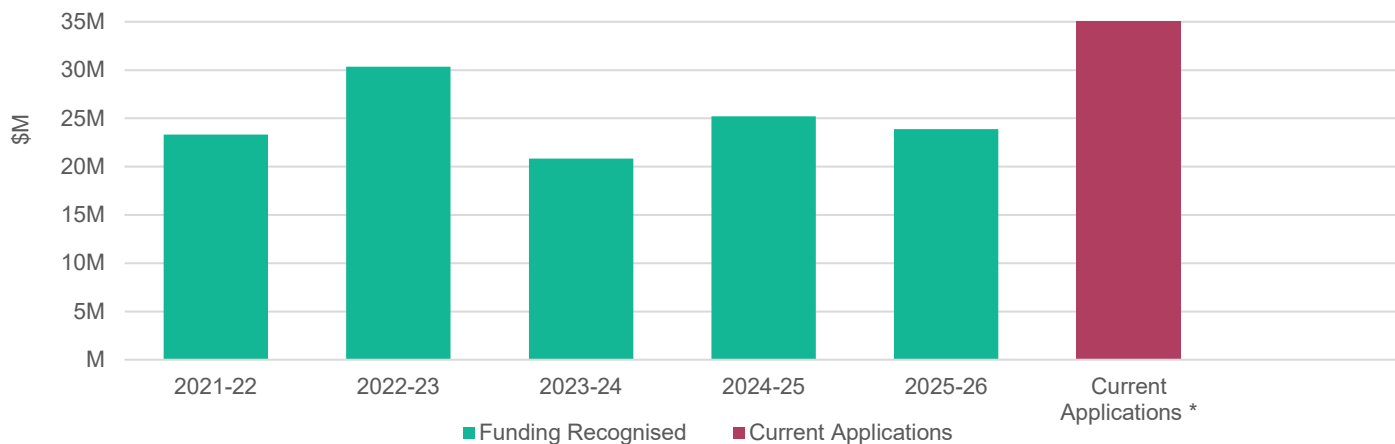
The after-agent survey captures community sentiment on a specific council service or issue. The current topic is council's parks and open spaces and overall satisfaction with council. Customers make their selection of 1-5 on the keypad to provide their rating. For the month of May, 2439 surveys were offered with 477 completed.

| Question                                                                                    | Average rating out of 5 | Percentage |
|---------------------------------------------------------------------------------------------|-------------------------|------------|
| Please rate your satisfaction with your call today?                                         | 4.76                    | 95%        |
| Please rate your satisfaction with the general appearance of council parks and open spaces? | 4.06                    | 81%        |
| Please rate your overall satisfaction with council?                                         | 4.04                    | 81%        |

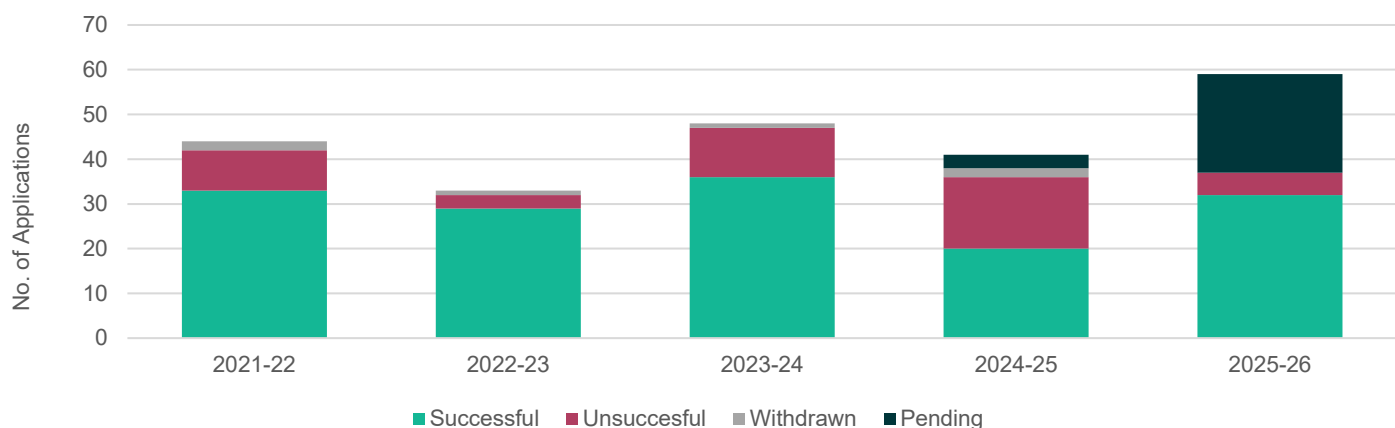
**\*\*Rating: 1 = poor, 2 = below average, 3 = average, 4 = good and 5 = excellent**

# REGIONAL GROWTH

## External Grant Funding Recognised by Financial Year



## Grant Applications Submitted by Financial Year



## May Movements

### Key Applications Submitted

#### QCoast2100 Round 4:

1. Midge Point Nearshore Bathymetry Survey \$45,600
2. New Mulherin Park Fencing \$53,100

### Key successful funding submissions announced

QPAC TechConnect Bursary \$30,000

# SIGNIFICANT PROJECTS



## Blacks Beach Park Playground Shelter Renewal, Blacks Beach

**Budget:** \$143,000

**Project Status:** Replacement of an ageing playground shelter to improve safety and resilience, including installation of a new cyclone-rated structure. Contract awarded in May, with construction scheduled to commence in July.



## Robb Place Park Shelter Renewal, South Mackay

**Budget:** \$55,000

**Project Status:** Renewal of park shelter infrastructure, including replacement of the existing structure and slab to enhance functionality and user experience. Contract awarded in May, with works now underway.



## Pleystowe Safety Improvements, Pleystowe

**Project Budget:** \$458,688

**Project Status:** This project aims to mitigate existing road safety issues associated with the John Cook Bridge and approaches on Pleystowe Connection Road, adjacent to the Mackay-Eungella Road, Balnagowan. Works are due for completion early June 2026



**\$14.575M or 70.28% of council spend in May 2026 was with local suppliers.**





## Pioneer River Training Wall Levee, Mackay

**Budget:** \$14,000,000

**Project Status:** This project covers the construction of reinforced concrete blockwork and earth levees, including culverts, drainage, and pavement works, from Hume Street to Memorial Pool. Site establishment was achieved in mid-May, with clearing and grubbing to commence in stages. Construction of the wall is expected to begin in mid-June.



## Woodlands District Park Stage 1 Phase 3, Beaconsfield

**Budget:** \$3,000,000

**Project Status:** This project involves the construction of a district-level park, including two separate car parking areas and a Changing Places facility. The contract was awarded to Fergus, with works expected to commence in mid-June.



## Finch Hatton Bin Shed Refurbishment, Finch Hatton

**Budget:** \$28,000

**Project Status:** This is strengthening works to ensure the Finch Hatton Bin Shed, part of the iconic FHMBT trail head, is safe and able to stay standing for years to come. Completion is expected by June 30, 2026

# 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    |

N/A = data not released yet.

Data relates to the Mackay Regional Council Area and is 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).

## E-Statistics

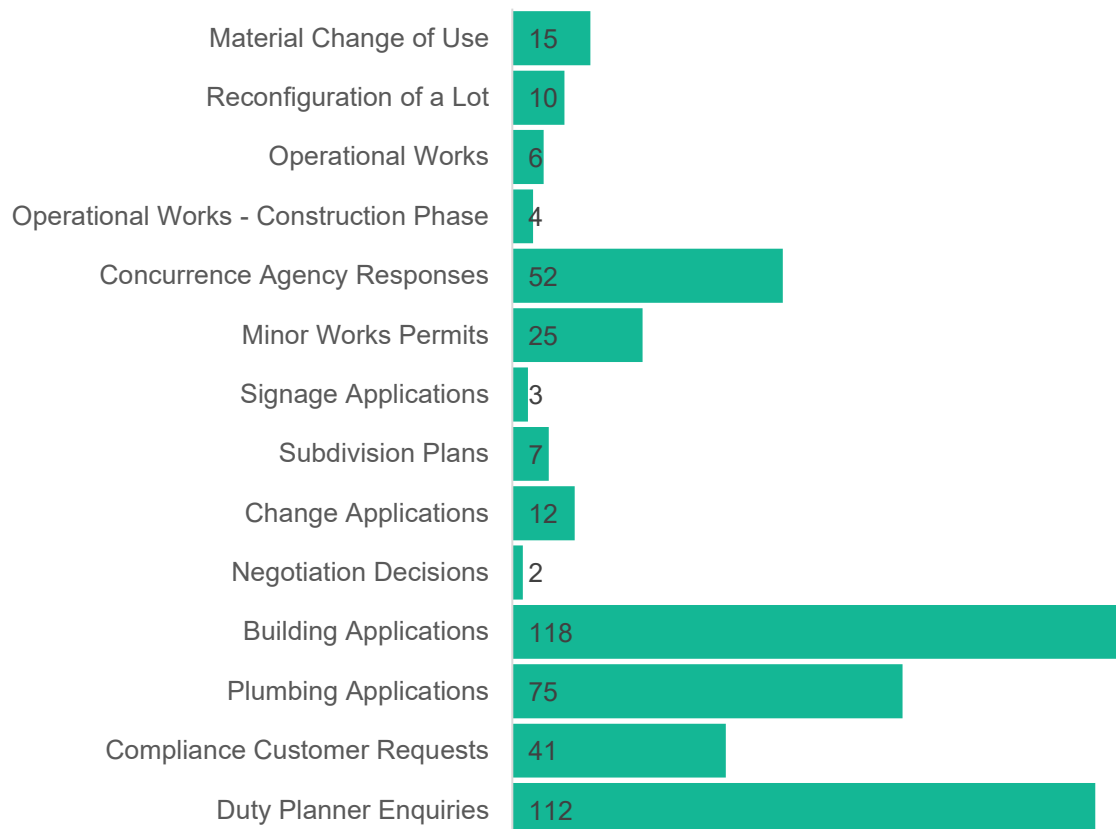
|                                                 | Dec 25 | Jan 26  | Feb 26  | Mar 26 | Apr 26  | May 26  |
|-------------------------------------------------|--------|---------|---------|--------|---------|---------|
| Mackay Region Jobs Analytic Report Active Users | 1,713  | 1,717   | 1,794   | 1,780  | 1,803   | 1,790   |
| SEEK Advertised Jobs*                           | 896    | 1,351   | 1,330   | 1,377  | 1,184   | 1,332   |
| Discover Mackay Website Visitation              | 1,184  | 1,490   | 1,979   | 1,378  | 1,554   | 1,127   |
| Invested in Mackay Newsletter Subscribers       | 574    | 572     | 570     | 569    | 570     | 574     |
| Finch Hatton MTB total users reached            | 44,798 | 76,097  | 42,307  | 43,063 | 110,585 | 60,122  |
| Finch Hatton MTB content views                  | 75,235 | 122,135 | 64,476  | 49,218 | 161,114 | 101,699 |
| Finch Hatton MTB total followers                | 9,434  | 9,608   | 9,702   | 9,764  | 10,050  | 10,128  |
| Beam e-scooter total trips                      | 12,588 | 11,969  | 9,728   | 11,881 | 11,933  | 12,081  |
| Hooked on Mackay total users reached            | 53,011 | 31,202  | 135,687 | 59,290 | 61,469  | 27,594  |
| Hooked on Mackay content views                  | 60,743 | 40,727  | 179,270 | 42,024 | 81,734  | 43,826  |
| Hooked on Mackay total followers                | 12,094 | 12,138  | 12,370  | 13,299 | 13,440  | 13,497  |

\*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



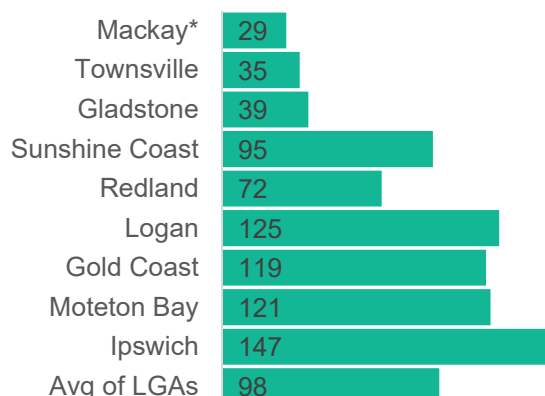
| Application/Enquiry Type          | KPI Target  | Ave. Days of Assessment | Status | Comments                                                                                                     |
|-----------------------------------|-------------|-------------------------|--------|--------------------------------------------------------------------------------------------------------------|
| 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.

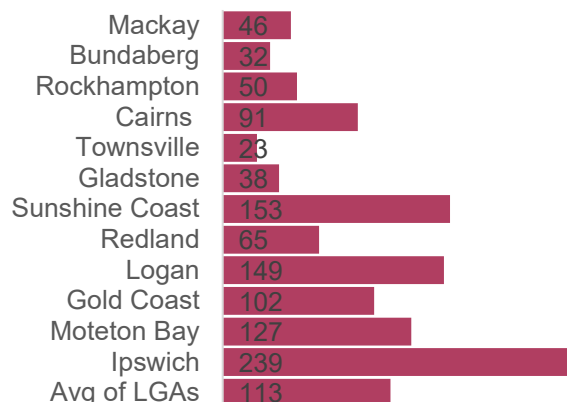


# Urban Development Institute of Australia Decision Timeframe Averages – Q1 2026

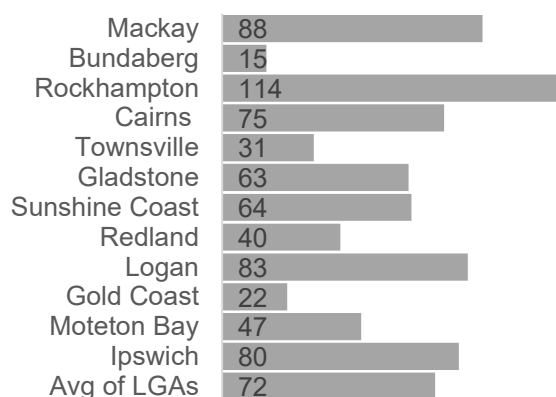
## Material Change of Use



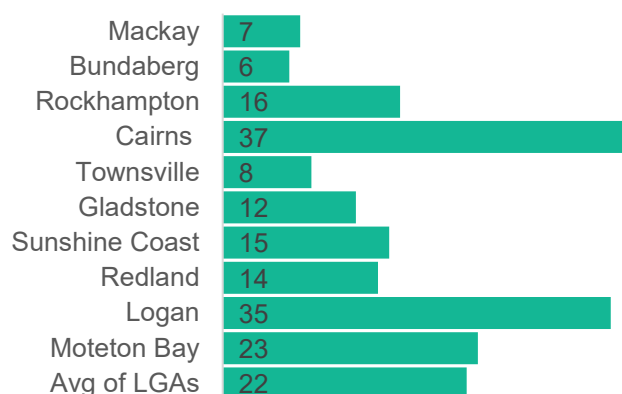
## Reconfiguration of a Lot



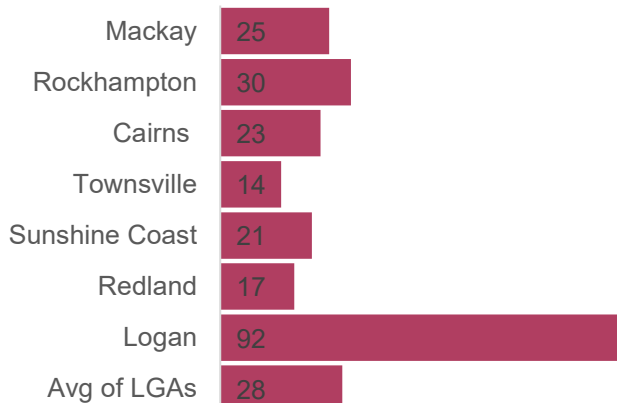
## Operational Works



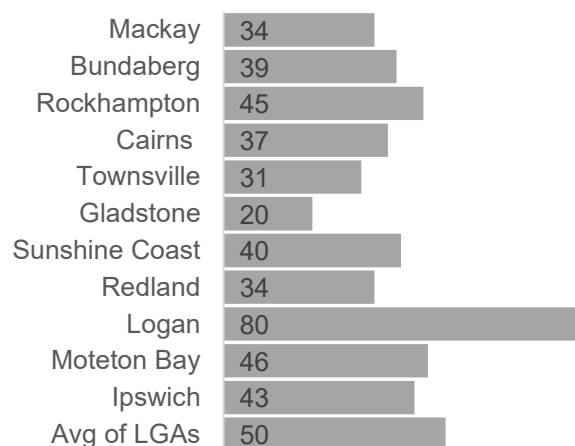
## Concurrence Referrals



## 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. Bundaberg and Townsville 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.