



Community and Client Services

Monthly Review

16 November to 13 December 2015

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Executive Summary

Director Community and Client Services

Highlights

- As a result of working with Indigenous businesses and linking them with council's Procurement Team, the first batch of Indigenous tenders were submitted to Council.
- Over 1,000 community members have participated in the Get Out Get Active program of events held between October and November. The program wound up on 5 December 2015.
- Gallery and Museums Standards review activities have been completed and reports received.
- Programs designed to encourage early literacy in children and their families had a total of **2,286** in attendance at **43** programs compared to **1,803** at **40** programs in 2014.
- 21 Children and 13 parents (34) from culturally and linguistically diverse backgrounds attended Many Cultures Storytime Christmas party at Mackay City Library.
- Digital Literacy Librarian attended and delivered two presentations and a workshop at the 2015 Internet Librarian International conference – 'Digital Disruption' in London, 19 – 21 October. Presentation/Workshop was delivered to approximately 125 people from Europe, UK, US and East Asia. Workshop presentations: MakerSpaces Mackay - "Short Circuit: When it comes to electronics, I'm a *brilliant* Librarian", "MakerSpaces: It's not just about the kids".
- Two new exhibitions were installed in early December: *The Phantom Show*, featuring over 90 artworks by Australian artists inspired by The Phantom, and *Rew Hanks: Not Always Black & White*, featuring linocuts of Rew Hanks, a Sydney-based artist. Opening night featured 'The Phantom' himself, seated on a skull throne, and jungle drums welcomed everyone to the gallery (thanks to Zanzibar).
- Artspace Mackay held an information night for a pilot program to be run during 2016, *Young Ambassadors*. This program is aimed at Year 11 & 12 students and will give them an in-depth insight into the gallery and how it works. There was strong interest in the program, and the Gallery expects the program to be fully subscribed in 2016.
- Community Engagement Officers worked on 33 separate projects between November 16 and December 13.
- November is traditionally a busy time for the MECC and this November was no different. The Centre held 42 events over the 30 day period including six awards evenings, twelve end of year concerts and a large funeral.
- The City Centre Re-Opening event was delivered by the Festival & Events team on Friday, 27 November. The event was well attended by approximately 3,000 people who witnessed the Mayor and special guests 'light' the Canefire public artwork for the first time.
- A very successful #MackayPride Share your Pride photo competition. Over 340 entries were received during the 4-week campaign. A separate internal competition for staff was also held to allow them to enter and Share their Pride to win a different prize.

- “Are you ready for Emergencies and Pet Emergency Plan Promotional Signage” will be installed in the New Year around the region. Template has been offered to Isaac and Whitsunday Regional Councils to use. This will provide consistency of messaging across the Disaster District. Bus advertising has been installed for this season, focusing on Pet Emergency Plans and Pet Preparedness.
- Overall, numbers of client requests to Health and Regulatory Services received decreased when compared to the previous month.



Bridget Mather
Director Community and Client Services

Community Lifestyle

Management

- Exploring options for the continued delivery of the Active Towns program
- Exploring options for centralised handling of phone calls to the Library Services
- Implementation planning for the Community Facilities Strategy, including options for resourcing
- Coordinating the transfer of the Community Engagement function into the Community Lifestyle program
- Progressing the ICT needs analysis and solution design for the Dudley Denny City Library project and planning around the Smart Library concept
- Exploring options for grounds maintenance at Greenmount Heritage Homestead
- Supporting the implementation of council's Reconciliation Action Plan
- Planning around the Long Term Financial Forecast
- Attendance at the LGAQ Better Councils Better Communities Benchmarking Workshop
- Progressing the region's involvement in the 2018 Gold Coast Commonwealth Games Community Development, together with Artspace Mackay and Mackay Regional Council Libraries also participated in the IDPWD Job Shadowing Initiative organised by IDEAL Placements. This program saw members of the community with a disability shadow a number of Council employees for the day. The Sarina Community Christmas Celebration was held on 5 December with over 500 community members attending.

Community Programs

Community Development

- Community Development celebrated International Day of People with Disability (IDPWD) on 3 December, a United Nations sanctioned day that unites people around the world in celebrating the achievements and contributions of people with a disability. Community Development organised an IDPWD event in partnership with the Access Service Team at Disability Services Qld, being a sausage sizzle lunch at Caneland Park. The event was attended by over 50 people and focussed on fitness and inclusion and it provided an opportunity for people with a disability, their families and their carers to participate in a range of activities including Latin dancing, bocce, and other fitness opportunities.
- The "Christmas is for Everyone" Drop in Centre will be open on Friday 25 December 2015, 12pm-4pm at the Salvation Army Hall. The aim is to assist anyone who finds themselves homeless for any reason over Christmas Day without the support of family and/or friends, with a place where they do not need to be invited to drop in. The program of events will include continuous food, takeaway containers, recreational facilities, referral to other agencies, support and a chat.
- The Village of Bethlehem was created in the Sarina Cultural Hall. A petting zoo was set up where all the children enjoyed interacting with the animals. Christmas Carols were led by the newly formed Sarina Community Choir. Cr Greg Martin switched on the Mackay Regional Council Sarina Christmas tree lights. Jay and Dave from SeaFM were involved in the event and hosted the Lighting of the Christmas Tree with Cr Martin. Santa arrived on the Armstrong Beach Rural Brigade Fire Truck with lollies for all the children. The Sarina Shop Front Christmas Lights Competition was held in conjunction with the Christmas Celebration to encourage businesses to be involved. The Sarina Community Christmas Celebration was co-ordinated by the Sarina Neighbourhood Centre in partnership with the Combined Churches of Sarina who received funding through the Mackay Regional Council Christmas Grant Program.

- Sarina Neighbourhood Centre has launched a Facebook Page. The page will allow an efficient flow of information to the community. The page has had 112 likes to date. Photos of the Christmas Celebration have been posted to share with the community.
- The Community Programs Team was successful in an application to the second round of funding from the Department of National Parks, Sport and Racing for the Get Out, Get Active initiative. The successful funding will focus on targeting services for 'at-risk' and 'disadvantaged' women and girls who commonly experience barriers to undertaking physical activity opportunities. In order to deliver an appropriate program to vulnerable women and girls, Community Development and Sport and Recreation are linking with 8 community organisations that provide vital support to the target group. The program will seek to provide 3 x 8 week activity blocks with a focus on fitness and wellbeing improvement for women and girls who will access the partnering community organisations. The program will commence in February 2016.
- The volunteer research project is in progress, with the formation of a volunteer coordinator support/reference group. A survey for volunteer coordinators to measure current recruitment and management processes and a survey for current volunteers to measure the experience of being a Mackay Regional Council volunteer are being developed for distribution in January to further inform the research project.
- Progressing the implementation of the Action Plans from the Museums and Galleries Services Queensland's Standards Reviews of the Mackay City Libraries Heritage Collection, Greenmount Heritage Homestead, Mirani Museum and Melba House.
- The functions of the Northern Beaches Community Network secretariat have moved away from Mackay Regional Council and are now being managed through community membership. The network continues to grow with 4 new members joining. The network continues to make links with Northern Beaches businesses to enhance fundraising opportunities for the continuation of the Northern Beaches Community Day.
- Planning is on track for the Chinese New Year Victoria Street Markets Street Party which will be held on 20 February 2016. The Chinese community and businesses have been engaged in the event organisation, food preparations and performance items.
- The last edition of Migrant Voice for 2015 has been completed and distributed to the community. Copies are available on the council website at http://www.mackay.qld.gov.au/community/arts_and_culture/local_area_multicultural_partnership/migrant_voice_multicultural_newsletter

Multicultural CAMS

- Multicultural CAMS Officer attended the screening of '*Blackbird*', a short film, during the report period. This activity is a result of support provided by an RADF grant, which also funded ticket distribution and an Em Cee at the event.
- '*Tanna*' movie will be screened on Wednesday 16 December at Mackay Mount Pleasant Cinema. The screening is being held as a fund raiser for Tanna Island whose residents are still struggling to recover from the devastating effects of cyclone Pam. To date 60 tickets have been booked.
- A Global Grooves debrief meeting was held and an afternoon tea was provided to show appreciation for the involvement of the multicultural community groups.

Indigenous

- The wording of the Acknowledgment Plaque has been finalised, the documents printed and are currently being framed for placement in a range of council premises across the region.
- MRC has been successful in obtaining Commonwealth funds to support two additional Indigenous trainee positions that will commence in 2016.
- CDO/Indigenous Issues has facilitated two meetings linking Indigenous businesses to the Indigenous Business Support Agency.

Youth Development

- Performances of the Valley District Youth Council's "The Circus of Life" were held at the Pinnacle Playhouse in November. 26 young people were involved in delivering the production and 150 people attended to support the young people and the youth program.
- Preparations are now underway with the Youth Council and community groups for their involvement in "Fair Dinkum Christmas" in Mirani in December and Australia Day celebrations at Finch Hatton showgrounds in January.

Arts Development

- 1,500 copies of the Art is In Calendar of the Arts were printed and distributed.
- The RADF Assessment Committee met to assess Round 2 RADF Applications. 9 applications were received and assessed, and have been submitted to council for ratification.
- The December Creative Mackay e-bulletin was distributed.
- The Request for Quote to review the Arts and Cultural Plan has closed and submissions are in the process of being evaluated.

Sister City

- Members of Sister Cities Mackay are currently planning the Australia Day Skype session to be held at St Patricks College Hall, River Street, in January.
- Member of Sister Cities Mackay sought quotes from travel agents for the 2016 Youth Ambassador program. Four quotes were received and the committee has made a recommendation for the 2016 program. The recommended agent has a proven track record of delivering a quality program to suit the needs of the Youth Ambassador program.

Sport and Recreation

- Planning continues for the 2016 Sports Expo and Sign-On day to be held in February at the MECC. The 2016 theme is "It's an Olympic Year, Love Sport". To date, 63 registrations have been received, with a further 6 clubs making enquiries.

Museums

Pioneer Valley Museum

- Visitor numbers: 36 adult and 2 children. 31 invited guests
- 'The Fudges of Yeolands' has been launched. Albert Fudge designed and built the cane derricks used throughout the region in the early years of the sugar industry. The derricks lifted bundles of cane onto rail wagons for transportation to local mills
- The 2nd Great War stories project has been launched – 8 panels opened for viewing to families of men and women who served
- The Pioneer Valley Museum at Mirani is now closed and will reopen on 1 March 2016 following extensive cleaning and exhibition changeover

Mackay Historical Society and Museum Inc

- Visitor numbers: 9 Adults, 7 concession and 3 children.
- The Mackay Museum is now closed and will reopen on Thursday 4 February 2016

Sarina District Historical Centre Inc

- Visitor Numbers: 13 adults, 7 concession and 6 children
- Volunteer Hours: 405
- Initiatives/Activities: 18 Volunteers and partners attended the Museum Christmas dinner on 1 December
- The Centre will be mounting a Long Tan display for the 50th Anniversary in August 2016
- The Museum closed on 11 December and will reopen on 2 February 2016

Greenmount Homestead

- Visitor numbers: 32
- Received \$700 in grant funding for an Australia Day function
- Friends of Greenmount attended the close out and celebration for finishing the Museums & Galleries Queensland Standards Review
- Greenmount Homestead is now closed and will reopen on Thursday 4 February 2016

Inkind Assistance

Applicant	Request	Cost
Zonta Club of Mackay	Colour the Civic Precinct Fountain Orange in support of 16 Days of Activism to eliminate Violence against Women.	\$560.00
Koumala Progress Association	Provision of 10 general waste bins, 5 recycle bins, waiver of park booking fee and temporary entertainment event fee, barrier mesh and grounds to be mowed in support of the Christmas Fair.	\$250.50
Rotary Club of Pioneer Valley Inc.	Provision of 5 general waste bins and 5 recycle bins in support of the Christmas Fair.	\$171.50
Sarina Surf Lifesaving Club Inc	Provision of 10 general waste bins and 10 recycle bins in support of the Carols at the Beach.	\$238.14
Grant Broadcasters Mackay	Provision of 20 general waste bins and 10 recycle bins and 1 x 3m skip bin in support of the Rockabilly Riot Fundraiser.	\$639.94
Crossroad Arts	Provision of 100m bunting, access to electricity and lights in carpark to be switched off in support of TROIKA 3 day film event.	\$480.00
Cancer Council Queensland	Waiver of Bob Wood Cultural Centre hire fees in support of the Monster Cent Sale.	\$104.00
Slade Point Neighbourhood Watch	Waiver of park booking fee - Slade Point Skate Park in support of the Youth Event – Drop-in on Design.	\$79.00
Mackay Surf Lifesaving Club Inc	Provision of 10 general waste bins and 2 recycle bins in support of the North Barrier Branch Championships 2015.	\$167.58
Dancing Together Initiative	Provision of 2 general waste bins and 2 recycle bins in support of the Christmas Party.	\$117.60

Libraries

Young People's Services

- Programs designed to encourage library membership and to promote the library as an entertaining and informative place for children and their families totalled **183** in attendance at **5** sessions compared to **30** from 2014.
- The Corner:
In November, the last The Corner installation from the State Library of Queensland, "Where the Wild Things Play", moved from Gordon White Library to Mackay City Library. It will be at Mackay City Library until March 2016 when "The Corner on the Road" agreement with SLQ finishes. "Where the Wild Things Play" at Mackay City Library attracted 491 under 8s, 178 children aged 8 years and over and 472 adults (parents/carers) – a total of **1,141** during November.
- The First 5 Space:
Libraries have implemented a First 5 Space program which aims to continue The Corner concept, providing an attractive, inviting and interactive play space in the children's areas of both Mackay

City and Gordon White libraries. In line with First 5 Forever project principles the new First 5 Space was installed at Gordon White Library with “A Very Hungry Caterpillar” theme. The children’s area caters to the social and learning needs of children aged 0 – 5 and their families.

- Children’s Book Launch “The Cat with No Tail” by Kat Ilich:
Gordon White Library hosted a book launch in November for local children’s author Kat Ilich and her first picture book “The Cat with No Tail”. This family event attracted over 100 people.



Community Services

- Six clients met in November for **Cityside Book Club** to discuss Joan London’s *The Golden Age* which was short-listed for 2015 Miles Franklin Literary Award.
- Seven readers discussed 2015 Miles Franklin Literary Award winner *The Eye of the Sheep* by Sophie Laguna, at the meeting of **Between the Lines Book Club** at Gordon White Library.
- Nine social sewers stitched, knitted, crocheted, socialised and unpicked at **Social Sewing Saturday**.
- 145 **Home Library Service** clients had 1,969 items delivered by 15 volunteers who travelled 145 kilometres.
- 5 members of the **Valley Page Turners** met to discuss the novel *A Painter of Silence* – a very good read.
- **Mirani Board Games**. Two gamers participated in the November event, including a visitor from Rockhampton who saw the advertising.
- David de Vaux spoke at Mackay City Library about his first novel *Cassowary Hill*.
- Community Outreach Librarian presented to 30 people at the November meeting of the Mackay Branch of the War Widows’ Guild of Australia (Qld) Inc.
- Community Outreach Librarian demonstrated library databases to 30 Certificate 1 Adult Migrant Education Program students at TAFE. These databases will enable students to practise their English independently.

Digital Literacy



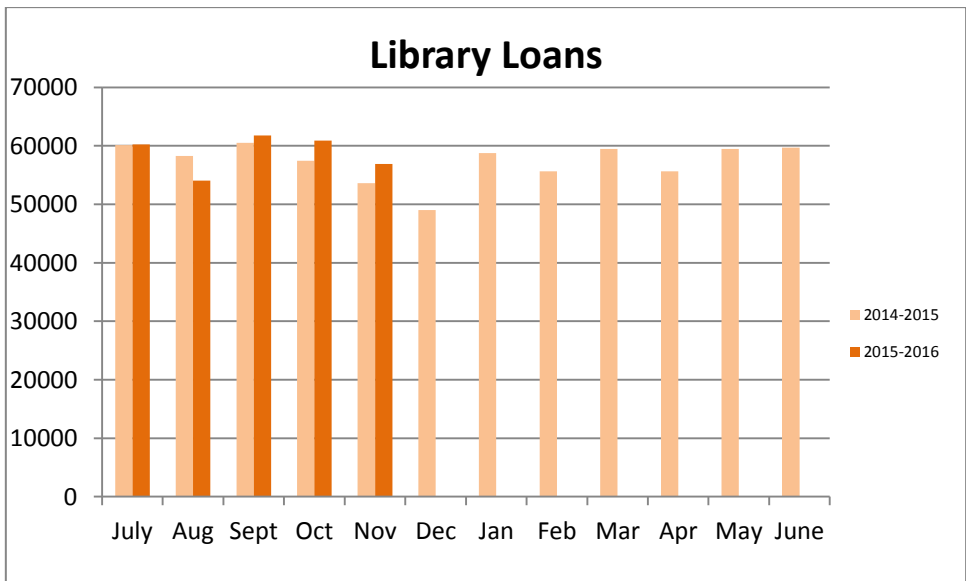
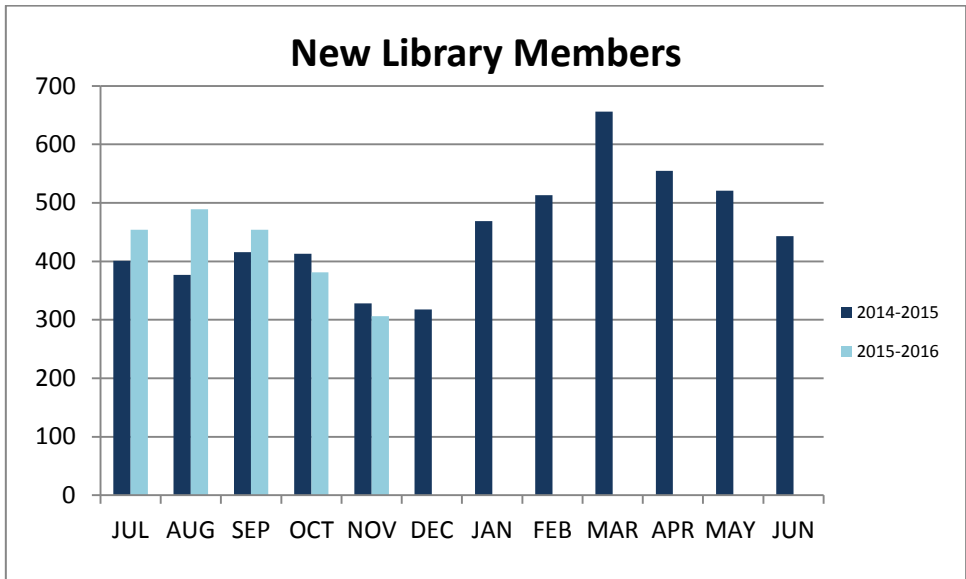
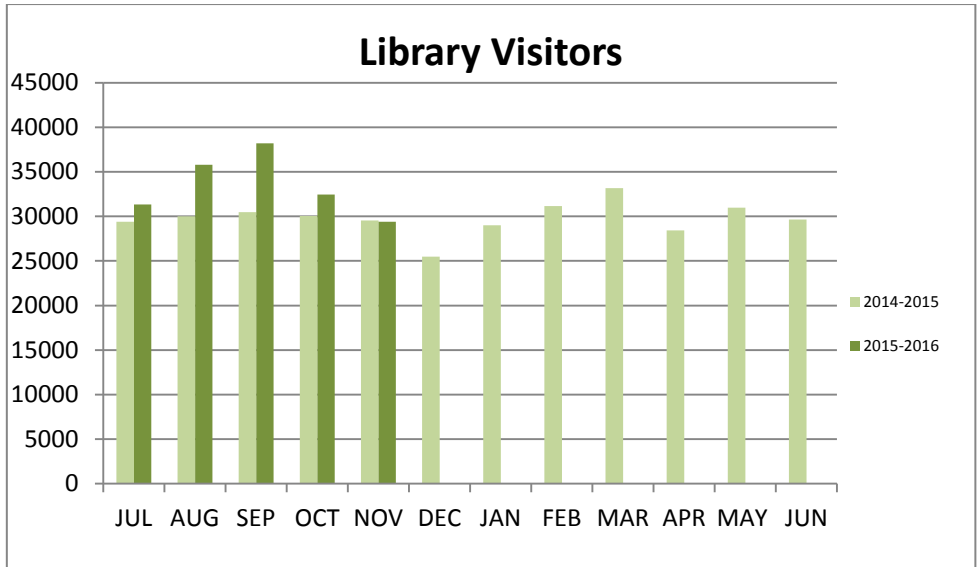
Electronic kits – Netherlands MakerSpaces

Heritage Collection

- 35 researchers visited the Carmel Daveson Research Room, the same number as in 2014.
- 18 Information/Photograph Requests were actioned compared with 10 in 2014.

Statistics

- Public computers totalled **2,211** bookings and **1,845** hours of use, and a total of **118** hours Wi-Fi accessed.
- Assistive Technology equipment was used for a total of **23** hours.
- **13** DiscoverIT classes held with **50** attendees.
- **14** requests received for Ask the Library enquiries.
- Top 3 library website visits for the month of November:
 - WebOPAC
 - Library Home
 - Contact Us
- Database hits including Atomic Training, Who Else Writes Like, Who Next, Transparent Language Online and Literacy Planet totalled **271**.



Top 5 Reserved Titles in November

All the light we cannot see: a novel / Anthony Doerr.

Allen Carr's easy way to stop smoking: be a happy non-smoker for the rest of your life.

The road to Little Dribbling: more notes from a small island / Bill Bryson.

An empty coast / Tony Park.

The Revelation code / Andy McDermott.

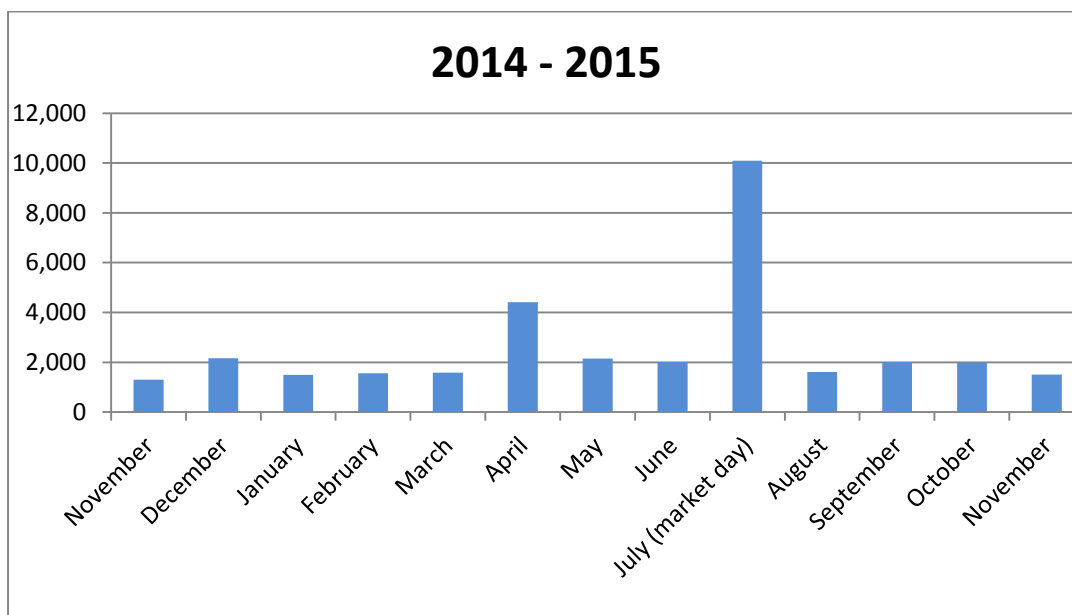
Artspace Mackay

Overview

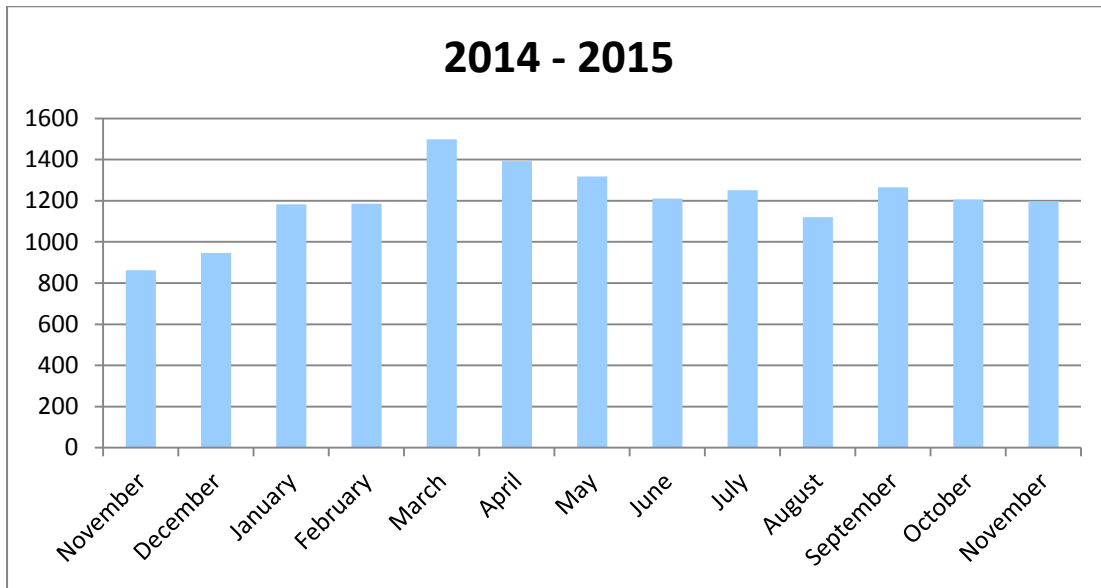
- November is traditionally a quieter month for Artspace Mackay, however our visitation was slightly higher than the same period last year (1,305). This was due to a range of workshops and activities on offer, including an ‘en plein air’ (open air) oil painting workshop, and a two day botanical art workshop held at the Mackay Regional Botanic Gardens. This workshop was inspired by the exhibition *Offshoots* which was shared between the gallery and the gardens, and was very popular with artists of all levels.
- Six new major public artworks were commissioned during November in the City Centre. Artspace Mackay participated in the launch by having staff available at each of the artwork sites to community answer questions, as well as inviting people to have their Polaroid picture taken sitting on the *Deco bloom* seat, outside Blacks Real Estate.
- Artspace Mackay once again hosted ‘Gospel 7’, an all-male choral group from the Solomon Islands. The event – which was community-driven – was well-supported by the local ASSI community.
- Christmas BMA Kidspace for toddlers and their carers was also well-supported. All children made Christmas themed decorations and crowns, and received a gift from Santa. The events features live music.
- The public programs team has devised two new school holiday drop-in art activities for children and families: a Christmas-themed activity prior to Christmas, and a new activity after New Year. These are free drop-in activities, to provide local children with a hands-on art experience during school holidays.
- 2015 has been a successful year for the gallery, with our best ever attendance figures (over 30,000 people visited Artspace Mackay). Planning for the 2016 program is well-advanced, with a variety of exhibitions, workshops, and events already scheduled.
- Artspace Mackay will be closed over Christmas and new year (25 December – 4 January, reopening on Tuesday 5 January).

Visitors

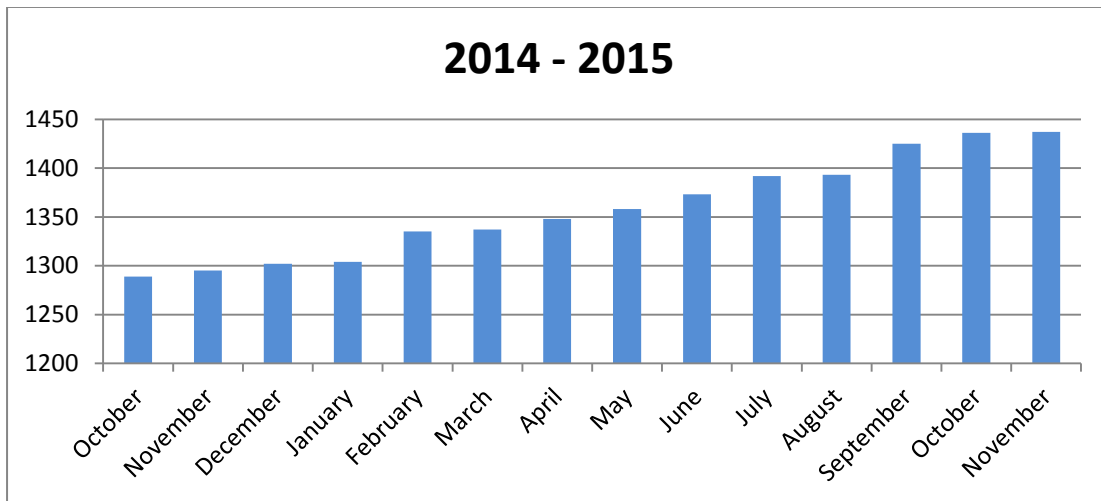
- 1,515 visited Artspace Mackay during November 2015.



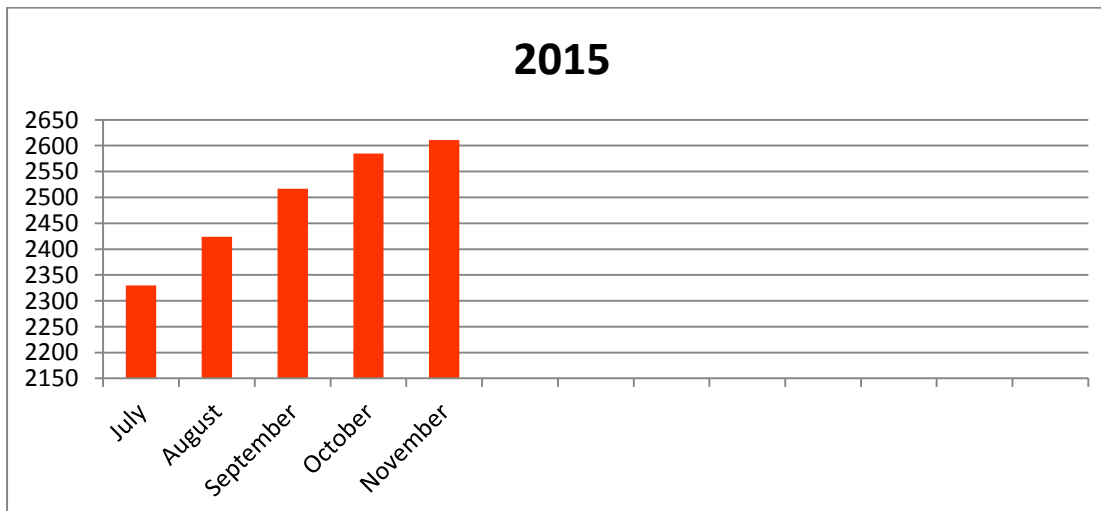
Website visits:



E-newsletter subscribers



Facebook followers (inc Rock Paper Scissors page)



New Exhibition(s)

Dates	Exhibition	Location
11 December - current	Rew Hanks: Not always black and white	Foyer Gallery, Artspace Mackay
11 December - current	The Phantom Show	McAleese Gallery, Artspace Mackay

Rew Hanks: *Not always black and white*

Rew Hanks is an established printmaker renowned for his linocuts. With a strong sense of the absurd, Hanks provides a critique of issues surrounding colonisation and its environmental legacies. Hanks' technical prowess is evident in the chosen works and his detailed linocuts are made on a large scale, with each taking between 300 - 400 hours to produce.

The Phantom Show

The Phantom Show exhibition celebrates the evolution of this unique comic character over the past 80 years. More than 30 artists contributed their various interpretations of the 'Ghost Who Walks' through a variety of media and styles.

Public Programs & Education

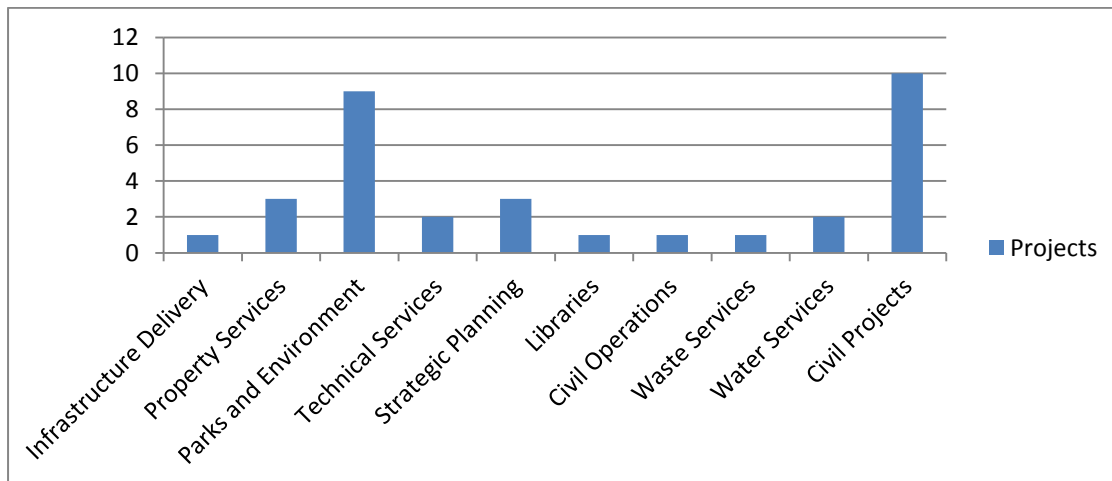
Date	Program	Location	Attendees
21 November	Friends of the Gallery Christmas Party	Shamrock Function Room	50
21 November	Kids Art Club	Seminar Room	24
29 November	Filmspace	Seminar Room	8
1 December	BMA Christmas Kidspace	Seminar Room & Foyer Gallery	168
3 December	Gospel in the Gallery	Foyer Gallery	52
11 December	Phantom Exhibition Opening	All Galleries	95
12 December	Exhibition Floor Talk	McAleese Gallery	16
Total attendance for this period:			413

Community Engagement

Highlights

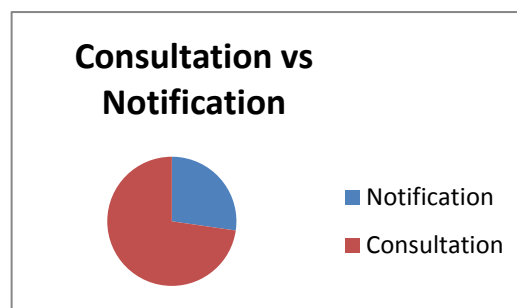
- Officers spoke to residents at East Gordon Street about the effectiveness of traffic calming devices installed by council earlier this year.
- Planning is underway on the consultation for the 10 Year Flood and Stormwater Strategy
- Further targeted consultation is being planned for the development of Dudley Denny City Library
- Important dune rehabilitation works have begun at Blacks Beach and Far Beach following consultation with surrounding residents and businesses.
- Residents and businesses around Mackay-Bucasia Road (Mount Pleasant); and Broudsound Road (Orolea) were invited to share their ideas on how we could visually enhance these gateways to our city.

Which council programs worked with the Community Engagement team?



Levels of Engagement

Officers worked on 9 projects requiring notification and 24 projects requiring consultation:



Mackay Entertainment & Convention Centre and Events

Management

- Worked closely with the Festivals and Events team to deliver the City Centre official opening
- Finalised contracts with promoters to deliver product for 2016-2017
- Worked with Economic development and 4MK on the pre delivery of Carols in the City
- Managed the final works on Cane Fire before the opening of the City Centre
- Management was asked to be on the Artour selection panel for the 2016 showcase, a review of 91 applications for an opportunity for producers to pitch at the showcase in March. The applications had to be assessed and recommendations submitted to Artour.

Mackay Entertainment and Convention Centre

Overview

- The MECC has achieved 49% of its yearly attendance target as at the end of November which is pleasing in the current economic environment.

Capital Program

- The capital program is on track for January and Februarys delivery of capital improvements to the centre.
- The MECC auditorium carpet replacement may not start until the second week of February to product availability.

Development/Other Issues

- Educator's Launch attended by 30 local school teachers/community representatives covered the 2016 Educational Show line-up. Some schools have made bookings already and there is a lot of interest in our planned engagement activities for 2016

Entrepreneurial

- Morning Melodies: The Bells of Broadway achieved 66% cost recovery.
- "It all begins with love" by Creative regions was sponsored in kind by the MECC; it was well supported by the community and had excellent feedback.

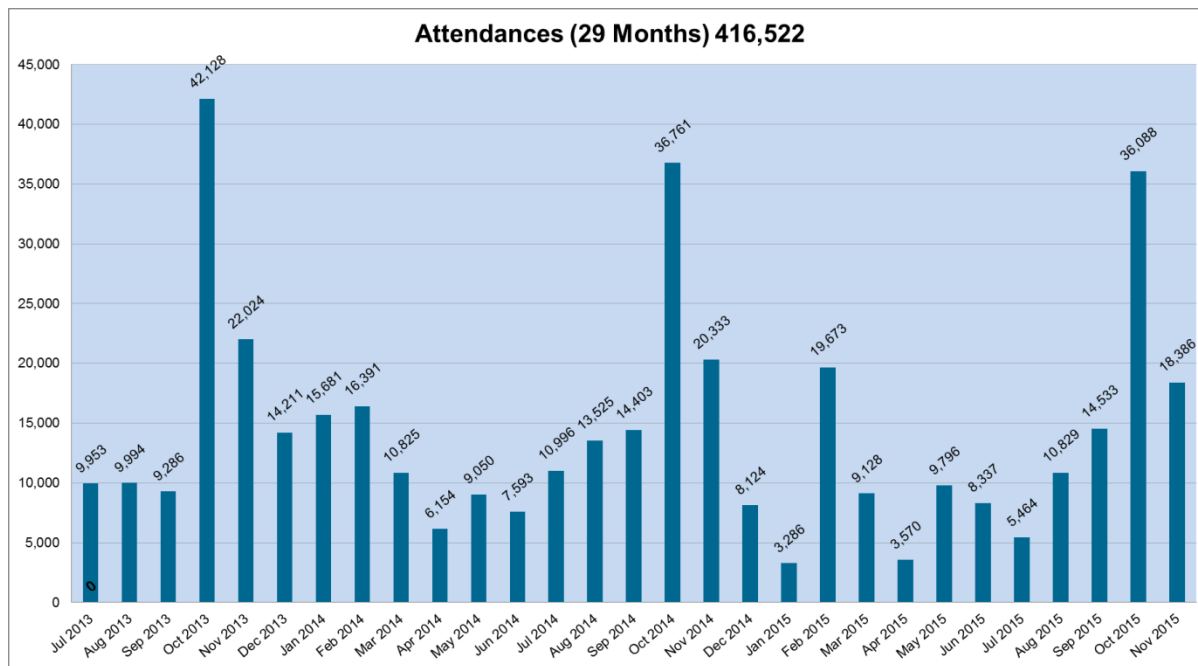
Performance

Type	# of Events	Actual Attendance
Awards Evening	6	4926
Concert	12	5871
Conference	1	34
Dinner Dance	3	519
Entrepreneurial	2	461
Event	2	1353
Function	2	140
Graduation	2	778
Meeting	1	9
Rehearsal Space	9	2240
Trade Fair / Expo	1	2000
Workshop	1	55
	42	18386

		as at NOV 2015
Non-Financial Indicators	KPI	Year to date
Number of Performances fully cost recovered	50%	50%
Minimum number of catered functions (excluding performances)	140	51
Average attendance at events	Auditorium 550	Auditorium 389
	Foyer/space 100	Foyer/space 101
	Halls 600	Halls 486
	One Hall only 200	One Hall only 189
Number of non-utilised days	90	15
Number of Performances at the MECC	200	168
Number of Conferences/Expos	20	10
Number of Events with Attendance from outside Mackay Region LG area (Post Code Data)	40	18
Number of Student Attendances	2000	2463
Number of workshops > Youth	6	4
Number of engagement workshops/activities	8	6
Yearly occupancy of facility	175,000	84,619
Customer Hire Satisfaction	80%	93%

	3 Year Comparisons											
	2013-2014				2014-15				2015-16			
	Performances	Events	Attendance	External Ticket Sales	Performances	Events	Attendance	External Ticket Sales	Performances	Events	Attendance	External Ticket Sales
JUL	28	15	9,953	9,229	17	17	10,996	305	16	12	5,464	1,116
AUG	13	17	9,994	3,225	28	17	13,525	843	10	15	10,829	517
SEP	15	26	9,286	902	18	42	14,403	1,784	13	34	14,533	4,086
OCT	116	23	42,128	1,202	114	14	36,761	4,575	116	11	36,088	361
NOV	19	23	22,024	1,700	16	33	20,333	754	13	29	18,386	505
DEC	10	43	14,211	760	7	17	8,124	0				
JAN	0	121	13,162	0	0	5	3,286	1,500				
FEB	4	19	16,391	0	5	14	19,673	7,142				
MAR	17	26	10,825	1,408	11	24	9,128	38				
APR	12	8	6,154	0	4	9	3,570	1,593				
MAY	11	27	9,050	0	12	19	9,796	0				
JUN	17	12	7,593	256	15	15	8,337	0				
TOTAL	262	360	170,771	18,682	247	226	157,932	18,534	168	101	85,300	6,585

#NOTE: October is Eisteddfod Month + December 2013-Jan 2014 - Ice City II



Festivals and Events

- City Centre Revitalisation Official Opening.
- The team organised for local performers to play in several locations around the City Centre and also free activities for children including an art workshop, face painting, balloon art, and jumping castles. A 'Walking Bus Tour' proved to be a success, with many of the attendees taking the tour of the new City Centre. We worked with Artspace to deliver artist talks at the new artworks, and also with Economic Development who assisted with getting the retailers in the City Centre to participate in the event. The official opening concluded with a fireworks display, which we successfully shot from the Mackay Grande Suites rooftop carpark, right in the City Centre.

Carols in the City

- We continue to assist 4MK with preparations for the Carols in the City event – 4 December to be held at Bluewater Quay.

NYE River Party

- The New Year's Eve River Party is almost set to deliver with marketing due to begin mid-December. We are expecting a large turnout at this event and have planned accordingly for extra space and the addition of larger amusements and market stalls.

The Lanes Easter Carnival

- The Lanes Easter Carnival – preparations continue for this event in 2016. The team is currently consulting with the Classic Car Club on the inclusion of over 60 vintage cars on display at the event.
- We will also be liaising with businesses in the City Centre regarding the activation of laneways during the event as themed breakout/seating areas and sideshow entertainment areas.
- MLC Advice Mackay are confirmed naming rights sponsors of the event for 2016.

Mackay Festival of Arts

- The programming for the festival in 2016 has now been finalised and plans for each of the events is well underway.
- The team is continuing to seek sponsorship for smaller events in the program, but so far can confirm over \$53,000 of cash and in-kind sponsorship for 2016.



Corporate Communications and Marketing

Management

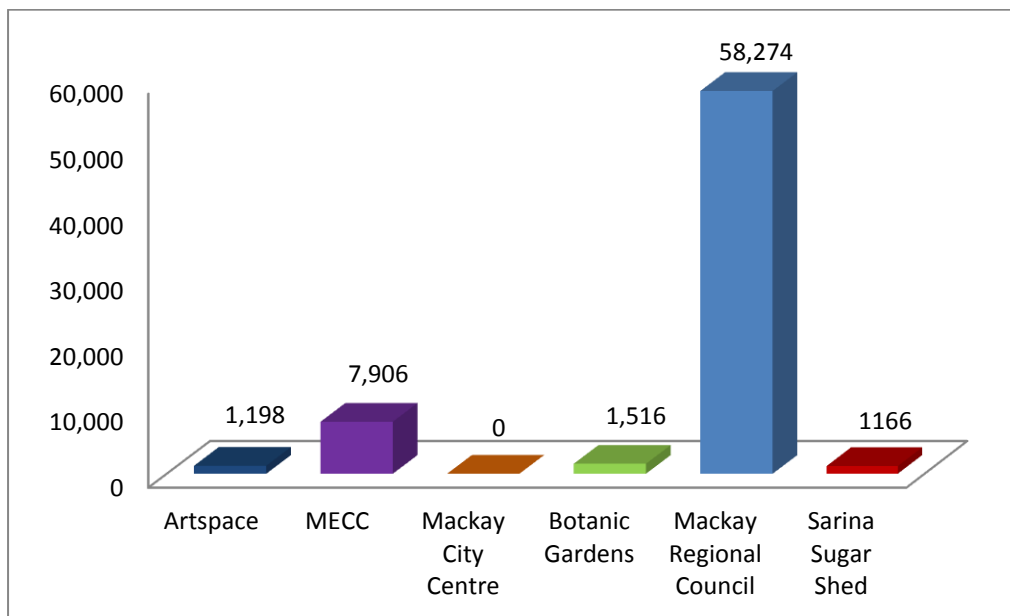
Work has commenced on reviewing and revising council’s Communication Strategy to include a whole of council Marketing Strategy.

Manager assisted at the opening of the City Centre Revitalisation Opening acting as the Emcee for proceedings.

Held discussions with local media in preparation for 2016 and also secured a special promotional deal from Channel 7 to provide 3 weeks in-kind airtime for #MackayPride commercial to run in first three weeks of January 2016. This is a value of \$5,000.

Good progress is being made for Australia Day Awards and Sports Expo events to be held in new year.

Website visits for November 2015



A steady 10 per cent increase in website traffic compared to the same period November 2014.

Facebook

We first started a Facebook site in 2011 to coincide with the arrival of a Cyclone. We have seen solid growth and engagement during that period.

Likes as of December 13 - **10,086**

This has been a 50 per cent increase from July 2015, largely due to a fulltime Social Media officer and better engagement via Facebook.

Facebook post tracking for Nov 16 – Dec 13

Facebook posts – ranking	Reach	
Dome construction tender shortlist for library	7603	93 likes
City Centre opening – photo album	7417	70 likes
Sarina Sugar Shed Qld Tourism award win	7067	179 likes
#MackayPride competition entry – Cape Hillsborough	6328	258 likes

Twitter

Followers: 1600

YouTube

Video views: 1103

Top videos

1. Mackay Pride - Share Your Pride commercial > 307 (28%)
2. Share your #MackayPride moment - Paget and Industry > 104 (9.4%)
3. Share your #MackayPride moment - Sporting and Leisure > 67 (6.1%)
4. MiWater Sign Up and Log In > 60 (5.4%)

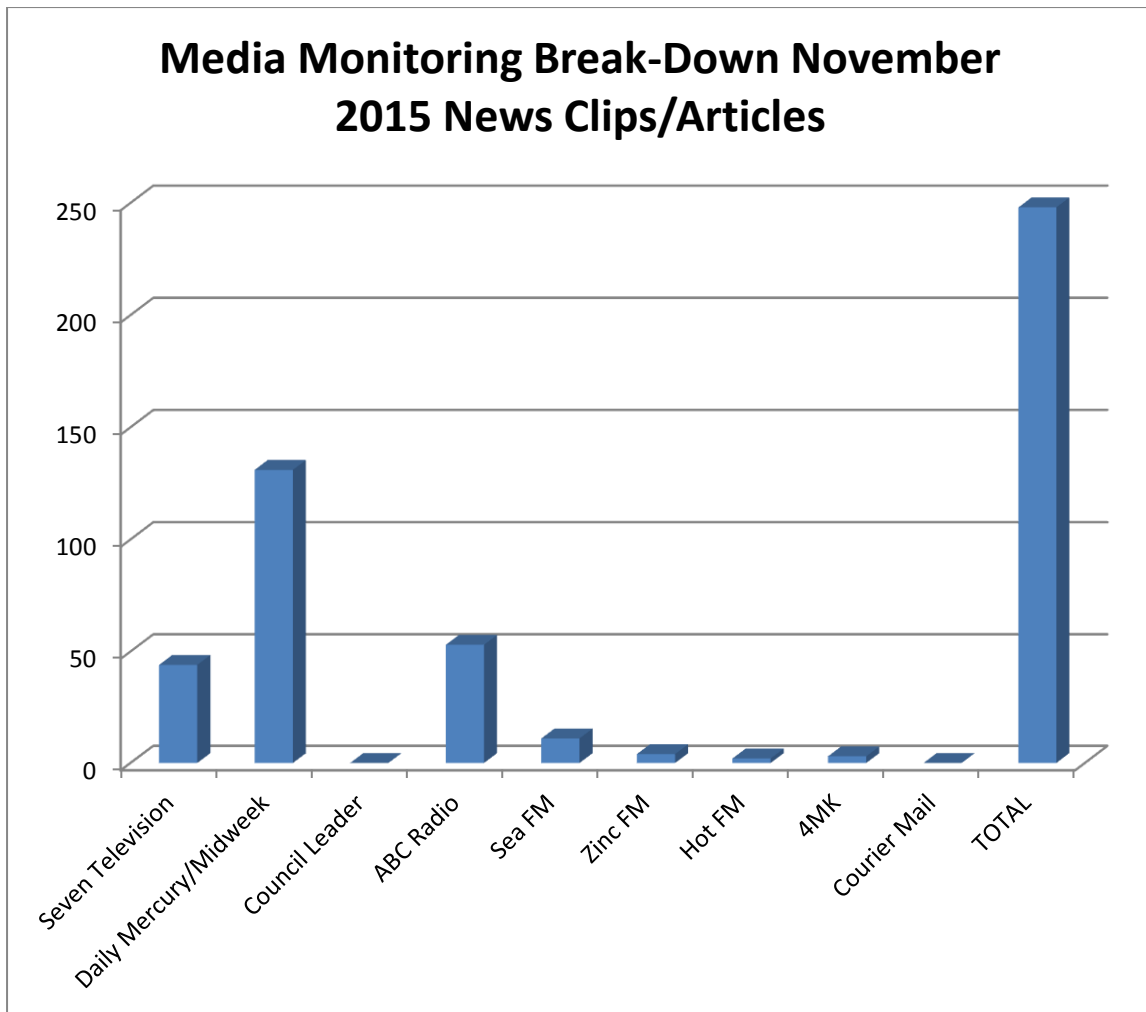
Enewsletters subscribers

Library continues to be our largest distributor with 2179

Council Connect – a fortnight eNewsletter has hit the 1,000 mark with 1011

We have a total of 13 subscription based eNewsletters

eNews subscribers January 2015	eNews subscribers December 2015
10,905 for 13 eNewsletters	11,957 for 13 eNewsletters



A total of 248 council-related stories covered during November General

- Produced Facebook video to promote \$3 million Better Community Building Fund – over 500 views on Facebook
- Positive media coverage on appointment of new CEO
- Annual Report 2014-15 adopted by council
- Announcement of #MackayPride winner – positive feedback from sponsors and community
- Strong early response to Australia Day nominations with all categories receiving nominations
- Preparations progressing well for Australia Day awards function
- Australia Day grants delivered to ten successful recipients
- Final Council Connect TVC produced, highlighting significant projects delivered by council (City Centre, Better Community Building Fund and Invest Mackay Attraction Program)
- Specially themed Council Connect print edition produced on the Better Community Building Fund and its recipients
- Developed specially themed eChristmas card to be used by council staff
- Selection of Facebook videos produced of recipients from the Better Community Building Fund to help publicise the funding
- Developed specially branded signs for recipients of the Better Community Building Fund to utilise during their construction projects
- Launched a Mackay Council Instagram profile, to allow residents to share their photos of events and at functions.
- Significant milestone to reach 10,000 Facebook likes in early December 2015.



Giselle Anderson's winning entry in the #MackayPride Share your Pride competition.



Funds saved by sending this ecard will be donated to Mackay Community Foundation and Macrossan & Amiet Charitable Foundation

Christmas design for eChristmas card



Recipients of the \$3 million Better Community Building Fund.

Emergency Management

Overview
Community Education
<ul style="list-style-type: none"> • Conducted Emergency Preparedness sessions for council civil projects and operations staff. 180 staff members attended the sessions. Mirani: 26 November, Sarina; 30 November, Paget; 1 & 2 November, Calen; 7 November, Paget; 15 November. • Eaglemount Retirement Village Emergency Preparedness session, 7 December, 23 people attended. • Homebush State Primary School Disaster Presentation, 8 December, 18 students attended. • Sarina State Primary School Disaster Presentation, 9 December, 38 students attended. • Cyclone and Flood awareness sessions conducted in Midge Point and Calen, 13 December 2015. Rural Fire, Queensland Ambulance Service and SES attended the Calen event.
Operations
<ul style="list-style-type: none"> • Continue to monitor advice from Department and Agriculture and Fisheries (DAF) relating to Red Witchweed in the Mackay District and Cucumber Green Mottle Mosaic Virus (CGMMV) in the Townsville District. • Monitoring of Severe Weather Advises issued by the BOM • Monitoring of Bushfire Advises issued by QFES
Planning - Mackay Local Disaster Management Plan and Operational Plans
<ul style="list-style-type: none"> • Work continues on reviewing the Local Disaster Management Plan and associated Sub Plans. • Full review of the Cyclone Shelter Operational Sub Plan conducted. • Emergency Management Staff continue to assist with MRC Business Continuity Planning Committee. Mackay Local Disaster Management Group Exercise – Discussion exercise, “<i>Fire Rain</i>”
Projects / Mitigation Strategies
<ul style="list-style-type: none"> • Further review and development of Polygon areas for Storm Tide inundation evacuation zones, riverine flooding and residents located downstream of Middle Creek Dam. Emergency Alert templates for the polygon areas have also been developed. • Mackay Flood Stormwater Project: preliminary stages, council is undertaking a project to identify flood and stormwater mapping based on the Forgan Bridge flood gauge heights. • Marian Township Drainage Study: council has engaged AECOM to undertake a flood risk and high level storm water strategy for development of land. Currently in draft and under review by council staff.
Emergency Management Capital Projects & Facility Upgrades
<ul style="list-style-type: none"> • Work continues on the Disaster Coordination Centre NBN Telephone Upgrade. To date the alterations to data cabinet, laying of additional fibre optic cables and the purchase of new data switches have been completed. Work remaining includes the purchase/delivery of new telephone handsets and associated programming. Whilst the works are being completed the Disaster Coordination Centre remains ready for use under the interim arrangements on existing telephone network made available by Telstra. • Work on the SES ICT Upgrade Project continues.

General

- Met (19 November 2015) with Iain MacKenzie and Phil Nickerson from Inspector General Emergency Management (IGEM). The Mayor and A/CEO were also in attendance in the meeting. It was an opportunity for IGEM staff to introduce themselves to the Mayor and what role IGEM plays within the context of emergency management across Queensland.
- Briefing to council on SES Update and Upgrades to Ness St SES building, 25 November 2015. Upgrade to the Ness Street SES facility will commence in 2016.
- End of year meeting with the Emergency Liaison Officers conducted 3 December 2015.
- Environmental Disaster Recovery Meeting conducted 4th November 2015.
- Economic Disaster Recovery Meeting conducted 16 November 2015.
- Human and Social District Recovery Meeting conducted 19 November 2015.
- District Disaster Management Meeting conducted 19 November 2015.
- LDMG Meeting conducted 30 November 2015.
- All sand stock piles have been checked and replenished with sand in preparation for the storm season.
- Rural Fire Facility Calen: tree will be removed from site either this week or first thing in the New Year. First Officer is going to get another quote for the shed as a shed provider/installer can do the build for \$3k less than the other quotes that came in at \$41K. Build will commence in the New Year.
- Full review of SES Assets (vehicles, trailers, flood boats etc) was conducted by Emergency Management staff, Queensland Fire and Emergency Services and Council's Plant and Procurement team.
- Emergency Management staff attended the National Climate Change Adaptation Research Facility (NCCARF) Synthesis Summary Practitioner Workshop, 3 December 2015.

State Emergency Service

Overview

Local Controller

The MRU has been busy completing training and logistical activities in the lead up to the end of year shut down. The unit stands ready if it is required over the storm season and training will commence again in February 2016.

Equipment Condition Audits were completed at all groups by QFES. Reports to follow in the new year.

Yearly awards were given out to the volunteers at this year's end of year family thankyou party held at the Pioneer pool.

Kelly Oakley of Mirani Group took out this year's Unit Member of the Year. This is the first time that the Mirani Area has had a unit member of the year since amalgamation. Kelly won against eight other groups because of her unlimited willingness to learn and participate in Group and Unit training, operations and community activities.

Issues / Challenges

Midge Point will require assistance from other MRU Groups during any large event due to depleting volunteer numbers and the majority of those existing volunteers being on leave over the holidays.

Activations for the month

- 17 December 2015 - Land Search. Activated by QPS Volunteers from Calen, Mackay and Proserpine deployed Land Search and Flood Boat teams to search for a missing 12 year old boy in the Midge Point area. The Missing boy was located by QPS.

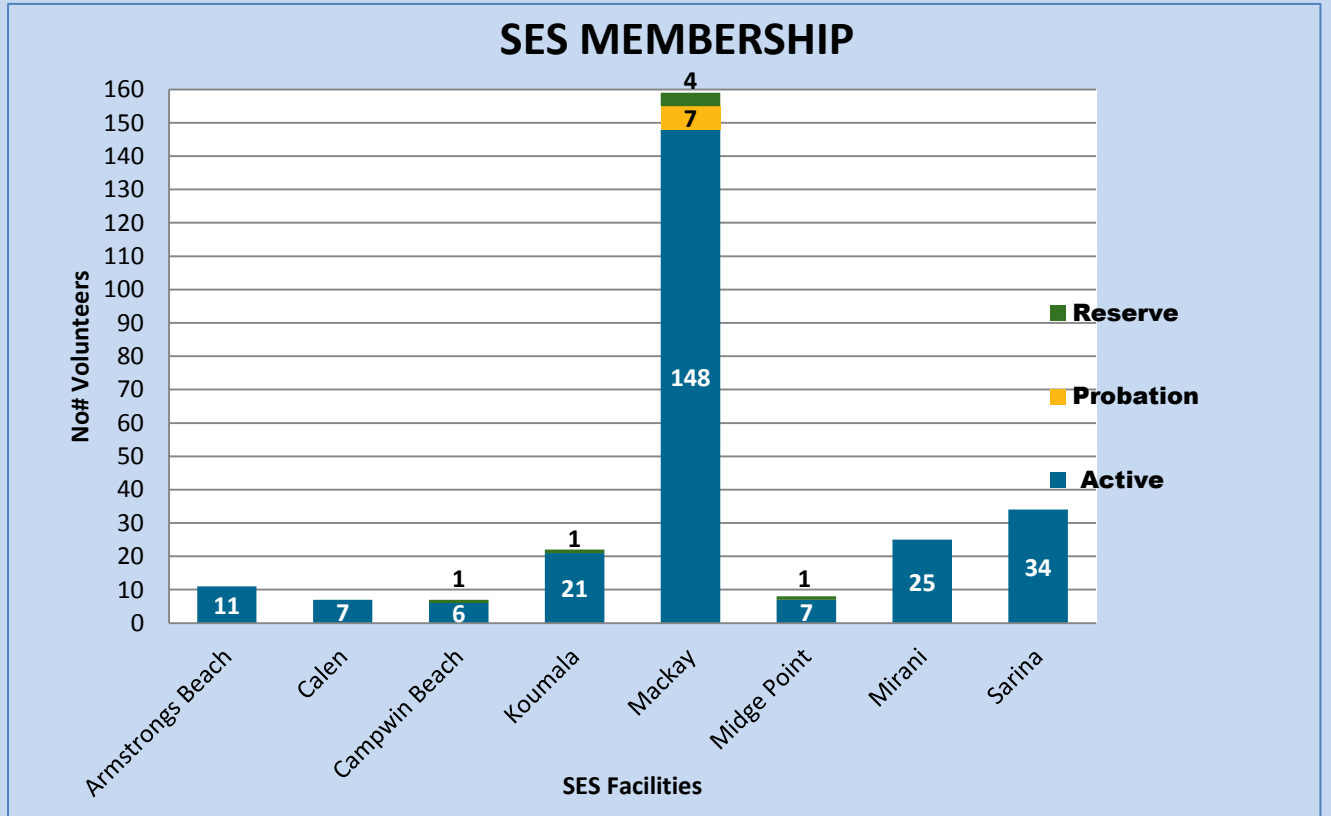
Major Training Events & Exercises

MRU Training and Community Hours						
	Operations	Training	Administration	Maintenance	Community Education	Total
MRU	48	208	110	12	145	523
Midge Point		HOLIDAYS				
Calen		22	2	4	16	44
Mackay		668	74	67		809
Mirani		114	8	12		134
Sarina		276	6	71		353
Campwin		28	2	12		42
Armstrong		5	1			6
Koumala						
Total	48	1321	203	178	161	1911

Public Safety/Community Education

- 25 November 2015 - Mackay Sugar Christmas Party - Parking Assistance
- 13 December 2015 - Sausage Sizzle Bunnings Paget
- 13 December 2015 - Calen Cyclone Awareness Information Session
- Month of December - Gift Wrapping at Caneland Central.

Current Membership as of 13 December 2015



- **259 Active** = Number of Current Active Members
- **7 Probation** = New SES Recruits on 3 Months' Probation
- **7 Reserve** = Members who have stood down for a period of time; e.g. Work Commitment, Sickness, Maternity Leave

SES Facilities Situation Report

Armstrongs Beach:

Rural Fire has completed installation of additional storage space. SES Storm Trailer now kept in the progress association's main shed.

Campwin:

All works completed.

Calen:

UHF radio communications are to be improved with the installation of an antenna on the NBN tower in the new year.

Koumala:

All Works completed. Senior trainers to decide training room layout for the new year's training programme.

Mackay:

SES condition audit conducted on the 8 - 9 December 2015. Third draft plans for the Ness St upgrade have gone to Executive consultation.

Midge Point:

Span installation between the two buildings over the new year will allow for the storage of the community generator.

Mirani:

Minor plumbing issues to be resolved this month.

Sarina:

Internet connection expected to be completed over the new year.

Health and Regulatory Services

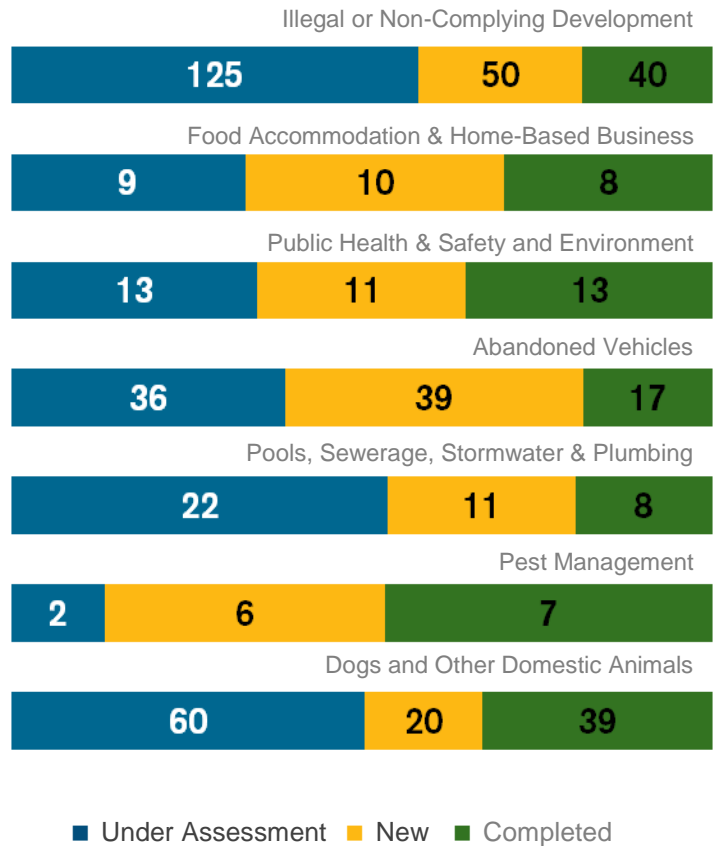
Client Requests

There were minor increases in some service areas. Development Compliance had a 25% (18 requests) increase and Pest Management had a 10% (1 request) increase. These were attributed to higher numbers of illegal building works and pool fencing related enquires and requests being lodged.

Storms in early November had little effect on overall mosquito numbers in the region. Water that pooled, quickly evaporated or soaked into the dry ground. Vector Control Officers continued to monitor and treat any areas where increased mosquito larvae numbers were identified.

Pest Management Officers worked on roadside weed spraying around the region in response to increased weed growth from storm events.

Volume of Operations No. of Client Requests Processed



Inspections

This table shows the premises inspected calendar year to date, by the Environmental Health Officers.

Type	Inspections	Type	Inspections
Caravan Parks	0	Environmental Relevant Activity	1
Food	180	Outdoor Entertainment / Event Permit	2
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	11	Skin Penetration Licence	1
Swimming Pools	4	Temporary Food Permit (Commercial)	31
Footpath Dining, Itinerant & Static Vendors	3	Temporary Home Permit	0

Review of Operations

Health & Regulatory Services

Monthly Infringements Activity

Total Infringements issued from 01 November 2015 to 30 November 2015 was 535.

Infringements required to be issued by Officers this month remained steady across the full spectrum of regulatory activities undertaken, apart from regulated parking, which marginally increased to average numbers following a decrease in the previous month.

Numbers of infringements issued relating to regulated parking increased to 528 in November. Although this was higher than October, this result remained consistent with the monthly average range for infringements issued.

The table below provides a summary of infringement activity for Health & Regulatory Services for November 2015.

		Issued	Paid	Waived/voided	Not Paid
All other infringements	\$ Value	\$1,178	-	\$589	\$589
	#	2	-	1	1
Animal Related	\$ Value	\$1,762	-	-	\$1,764
	#	5	-	-	5
Development Compliance	\$ Value	-	-	-	-
	#	-	-	-	-
Environmental Protection	\$ Value	-	-	-	-
	#	-	-	-	-
Health Infringements	\$ Value	-	-	-	-
	#	-	-	-	-
Stormwater & Waste	\$ Value	-	-	-	-
	#	-	-	-	-
Vehicle Related	\$ Value	\$31,678	\$8,488	\$1,618	\$21,572
	#	528	142	24	362
TOTAL	\$Value	\$34,620	\$8,488	\$2,207	\$23,925
	%	100%	24.5%	6.4%	69.1%
TOTAL	#	535	142	25	368
	%	100%	26.5%	4.7%	68.8%

Review of Operations

Health & Regulatory Services

Infringements Activity – 1st July 2013 to date

Total Infringements issued from 01 July 2013 to 30 November 2015 is 14,823.

73.4% of all infringements issued since 1 July 2013 have been paid by offenders. To date, 17% remain outstanding and are transferred to our collection process where they are issued a reminder notice and finally referred to the State Penalties and Enforcement Registry (SPER) for recovery.

The table below provides a summary of infringement activity for Health & Regulatory Services from 01 July 2013 up to the end of November 2015.

		Issued	Paid	Waived/ Voided	Not Paid	Outstanding	
						Reminder Notice Issued	Referred to SPER
All other infringements	\$ Value	\$118,817	\$44,590	\$33,063	\$589	\$2,356	\$38,219
	#	212	80	59	1	4	68
Animal Related	\$ Value	\$177,193	\$59,167	\$20,396	\$4,468	\$11,048	\$82,114
	#	720	254	85	14	43	324
Development Compliance	\$ Value	\$127,599	\$66,539	\$45,243	\$824	\$2,356	\$12,637
	#	63	31	18	1	1	12
Environmental Protection	\$ Value	\$50,948	\$16,970	\$7,212	-	\$19,789	\$6,977
	#	36	14	10	-	4	8
Health Infringements	\$ Value						
	#						
Stormwater & Waste	\$ Value						
	#						
Vehicle Related	\$ Value	\$902,324	\$664,230	\$105,728	\$23,467	\$13,100	\$95,799
	#	13,792	10,506	1,311	391	208	1,376
TOTAL	\$Value	\$1,376,881	\$851,496	\$211,642	\$29,348	\$48,649	\$235,746
	%	100%	61.8%	15.4%	2.1%	3.5%	17.1%
TOTAL	#	14,823	10,885	1,483	407	260	1,788
	%	100%	73.4%	10.0%	2.7%	1.8%	12.1%

Building Works

The table below represents the total dollar amount of building works carried out in the region for the month of November 2015

	Current Month	Value of Works
Average Value of Detached Dwelling	-	\$265,343.46
Average Cost of Attached Dwellings	-	\$416,660.00
Average Dwelling Size	259	\$262,808.33
No. of Detached Dwellings	13	\$3,449,465.00
No. of Attached Dwellings	1	\$416,660.00
Additions and Alterations	9	\$525,929.00
Total Residential Applications	15	\$3,942,125.00
Total All Applications	106	\$8,370,461.00

Disclaimer: Total all applications includes all other Building Works applications not shown above

Vector Control

The table below represents the work carried out by the Vector Control team in November 2015.

SITES INSPECTED	SITES TREATED	HECTARES TREATED
159	55	450 Ha

Out and About

Vector Control Officers participated in training by Argo All-Terrain Vehicles Australia in the use of the new Argo for their mosquito control activities around wetlands and tidal areas.

Training focussed on operator safety and maintenance, and included theory and practical sessions in conditions likely to be experienced by the Officers.

The Argo is now being used by Officers.



Officers undertaking Argo Training

Building Applications Approved

Class Type	Class Description	November 2015	November 2014	YTD
Class 1a	Single dwelling	14	59	360
Class 1b	Boarding house, guest house or hostel	1	-	1
		15	59	361
Class 2	Building containing 2 or more sole-occupancy units each being a separate dwelling.	-	-	1
Class 3	Residential building, other than a building of Class 1 or 2	-	-	5
Class 4	Dwelling in building that is Class 5, 6, 7, 8 or 9	-	1	2
Class 5	Office Building	-	-	18
Class 6	Shop or other building for the sale of goods by retail or the supply of services direct to the public	2	5	61
Class 7a	Carpark	-	-	2
Class 7b	For storage, or display of goods or produce for sale by wholesale.	1	3	8
		1	3	10
Class 8	Laboratory or a building in which a handcraft or process for the production, assembling, altering, repairing, packing, finishing or cleaning of goods or produce is carried on for trade, sale or gain.	-	-	6
Class 9a	Health care building	-	1	-
Class 9b	Assembly building	5	-	21
Class 9c	Aged care building	-	-	3
		5	1	24
Class 10a	Non-habitable building being a private garage, carport, shed, of the like:	59	77	624
Class 10b	Structure being a fence, mast, antenna, retaining or free standing wall, swimming pool, or the like.	13	21	124
		72	98	748
Sundry	Demolitions, class n/a, class s/s	3	9	23
TOTAL		106	176	1262