

TOWNSVILLE CITY COUNCIL

Quarterly Report

Q3: JAN - MAR 2024

Our Vision

A globally connected community
driven by lifestyle and nature.

Our Purpose

Grow Townsville

Acknowledgement of Country

Townsville City Council acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land. We pay our respects to their cultures, their ancestors and their Elders – past and present – and all future generations.



Nicky Bidju Pryor
Ocean Dance [detail], 2019
Installed: Magnetic Island,
Horseshoe Bay



CEO Summary

Dr Prins Ralston
Chief Executive Officer

In this report, we proudly reflect on the achievements and collaborations that have defined the third quarter for our business and community partners in Townsville. Townsville City Council is pleased to present a snapshot of our endeavours, showcasing our commitment to fostering growth and innovation.

Throughout this period, Townsville buzzed with energy, marked by notable events such as the highly successful P!NK concerts, which not only entertained nearly 65,000 people but also injected over \$50 million into our local economy. These achievements underscore Townsville's growing reputation as the premier events capital of northern Australia. Additionally, the success of the Townsville Fire, the sold-out elite netball Suncorp Spirit Cup and the warm reception for the NQ Cowboys first home game for 2024, demonstrated our strong support for sports and community spirit.

Beyond entertainment and sports, our commitment to inclusivity and community engagement shone through various initiatives. Recognising

outstanding community members through the Australia Day Awards shows our dedication to fostering a connected and diverse community.

As we continued to invest in the construction and maintenance of our city's essential infrastructure, from underground services to roads, utilities networks and waste, Quarter 3 also had us come together as a community to prepare and respond to Tropical Cyclone Kirrily. With over 30,000 tonnes of green waste collected from 91 suburbs and spanning more than 2,200 km of kerbside, our swift response post-cyclone was the largest undertaken, and ensured the safety, cleanliness, and beauty of our city for all residents.

Initiatives like the Get Ready Townsville days and coastline protection works minimised long-term damage, showcasing our resilience.

As we enter the final quarter of the financial year, we remain committed to serve the community and grow Townsville.

60,750
CUSTOMER
INTERACTIONS



180,477
TOTAL LIBRARY
LOANS



152
DEVELOPMENT
APPLICATIONS
DECIDED



277
ANIMALS
ADOPTED



86,851
TONNES OF
LANDFILL
DIVERTED



7,545
MEGALITRES
OF WATER
TREATED



Townsville shone bright for P!NK

Global superstar P!NK got the party started in Townsville for the final leg of her Australian Summer Carnival tour. P!NK performed for the first time ever in Townsville, over two nights, drawing in 65,000 fans.

The milestone event brought in a \$50 million boost to businesses like hotels, restaurants, bars, and retail outlets, and showcased the calibre of concert Townsville can host. Townsville welcomed more than 80,000 visitors, cementing Townsville's reputation as the events capital of the north.



Council turned the city pink in celebration, lighting up the city's assets pink including our landmark Castle Hill and 'Townsville' sign. In collaboration with local musicians, we created a Townsville Beats event - a musical trail all the way from The Strand to the stadium. The city was buzzing with people joining in on the festivities.

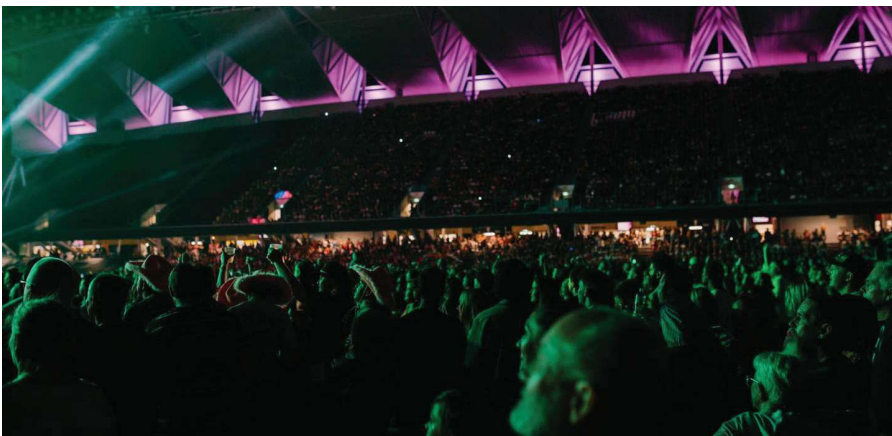


Image: Queensland Country Bank Stadium

TC Kurrily clean-up a mammoth effort

The Townsville community showed strength and unity after Tropical Cyclone Kurrily made landfall in Townsville on 25 January 2024.

Council's emergency response was activated, to keep the community well-informed leading up to, during and after the extreme weather event.

Post-cyclone, more than 120,000 ute loads of green waste were collected from kerbsides by Council during the clean-up effort. This clean-up took

six weeks, in challenging conditions including extreme heatwaves, heavy rainfalls and king tides. It was the largest clean-up effort Townsville City Council has ever organised.

During this time, our crews also completed the significant task of mowing more than 2,000 square kilometres of open spaces, maintaining 1,800 kilometres of roads and fixing hundreds of potholes right across Townsville.



Council collected 30,000 tonnes of green waste after TC Kurrily

Elite level netball takes the court in Townsville

In early March, Townsville hosted the 2024 Suncorp Spirit Cup at Townsville Stadium, welcoming the Queensland Firebirds and Sunshine Coast Lightning for a pre-season match. The visiting athletes had a busy weekend in paradise, playing to a sold-out crowd, hosting netball development clinics and socialising with the community for a meet-and-greet at Strand Park.

This was the first time that the Cup has been held in Townsville, thanks to a grant from Townsville City Council.



Townsville hosted the 2024 Suncorp Spirit Cup



Entry Level Programs welcome 39 new starters

In January, Council welcomed 39 new entry level team members at the annual Entry Level Programs Welcome Breakfast.

Each year, Council offers a suite of entry level programs, employing apprentices, trainees and graduates, demonstrating Council's commitment to make Townsville a leading centre of education, training, and research commercialisation.

The new starters will work across the organisation in different areas. These areas include trainees in

civil construction, animal care and library services, graduates in engineering, law, transport and traffic planning, and apprentices in diesel fitting, HCV mechanic, parks and gardens apprentices. Each position is essential in running the city day-to-day.

On average, there are more than 100 active employees engaged in the broader Entry Level Program portfolio per year, at various stages of their program.



2024 Australia Day Awards

In a belated ceremony due to TC Kirrily, last February we held the 2024 Australia Day Awards, awarding deserving citizens for their outstanding contribution to the Townsville community.

Learn more about the 2024 Australia Day Award Winners at Council's website.



New bus stops expand northern routes

This quarter, Council also completed construction of 21 bus stops in Townsville's northern suburbs, at routes along Burdell, Bohle Plains, Shaw and Mount Louisa. Council installed infrastructure, tactile ground surface indicators, seating and shade at some of the locations. All of these bus stops are accessible and designed for all members of our community.

The expansion of the Translink routes has helped with achieving Council's goal of a more connected city. This project was made possible with support and \$1.45 million funding from Queensland Government.

For more information on public transport in Townsville, visit www.translink.com.au or Council's Public Transport web page.

Townsville's arts and cultural scene thrives

Council's continued commitment to fostering a connected and inclusive community was evident through our diverse range of library programs, theatre performances, and art exhibitions. Our city's thriving arts and cultural scene fosters community engagement and enhances the overall liveability of our city.

Townsville Citylibraries organised a host of events, targeted at different community groups, including: The Studio workshop targeted at teens, Storytime, The Short Story Competition, March-April School

Holiday Holiday Program, Mobile Library Program, First Nations Craft & Yarn, Crime Stoppers Meetings, JP in the Library program, MixHaus Makerspace Inductions, Riverway Creative Hub Inductions, First Nations Book Club and Family History Club, First 5 Forever Program, Queensland Health Info Sessions and Aitkenvale Creative Studio Inductions.

Townsville City Galleries saw some incredible artwork on display for the community, featuring a diverse range of exhibitions by both emerging and established artists. A standout

exhibition at Perc Tucker Regional Gallery was Eastern Threads, curated by Gail Mabo. Galleries also hosted a range of workshops for the community, including Gallery Creatives workshops for teens and adults, Masterclass workshops, free workshops for families during school holidays, and Art Box play based multi-sensory learning for under 5s, families, and carers.



The Studio at Citylibraries Aitkenvale was a program open to teens



Eastern Threads exhibition curated by Gail Mabo

● Draft
 ● Not started
 ● Behind
 ● On Track
 ● Overdue
 ● Complete
 → Direct Alignment
 --- Indirect Alignment

Deliverable	Current Completion
01. Roads and Transport Management	
→ KA01. Plan and design future capital requirements (Roads and Transport Management).	
↳ 80% of the number of detailed designs are completed for the following financial year capital works by the end of March 2024 (Roads and Transport Management).	Behind
→ KA02. Undertake routine maintenance of the city's road network.	
↳ Complete 80% of the planned maintenance program (Roads and Transport Management).	Behind
→ KA03. Undertake maintenance work on the State and Federal Government road network.	
↳ Achieve a Road Maintenance Performance Contract (RMPC) performance score of 90% or greater.	On Track
→ KA04. Deliver capital projects as per adopted Capital Plan (Roads and Transport Management).	
↳ Complete at least 90% of the capital plan as scheduled. (Roads and Transport Management).	On Track
02. Drain and Stormwater Management	
→ KA01. Undertake the drain and stormwater network condition assessment / inspection / scoping program.	
↳ Programmed inspections undertaken to assess the condition and maintenance requirements of open drains, underground drains, gross pollutant traps and bio-retention basins.	On Track
→ KA02. Plan and design future capital requirements (Drain and Stormwater Management).	
↳ 80% of the number of detailed designs are completed for the following financial year capital works by the end of March 2024 (Drain and Stormwater Management).	Behind
→ KA03. Undertake routine maintenance of the city's drainage network.	
↳ Complete 80% of planned works for the financial year (Drain and Stormwater Management).	On Track
→ KA04. Deliver capital projects as per adopted Capital Plan (Drain and Stormwater Management)	
↳ Complete at least 90% of the capital plan as scheduled. (Drain and Stormwater Management).	On Track
03. Water Services	
→ KA01. Protect the health of Townsville by providing clean drinking water.	
↳ 100% compliance with Australian Drinking Water Guidelines (ADWG), and regulatory requirements.	On Track
↳ Progress construction and commissioning of Ross River Dam to Douglas Water Treatment Plant pipeline.	On Track
→ KA02. Plan and design future capital requirements.	
↳ 80% of the number of detailed designs are completed for the following financial year capital works by the end of March 2024 (Water Services).	Behind
→ KA03. Ensure asset reliability and capability (Water Services)	
↳ Deliver 80% of the preventative maintenance program by the end of the financial year (Water Services).	Behind
→ KA04. Support Water Conservation Initiatives	
↳ 5,000 scheduled water meters to be replaced with smart water meters	On Track
→ KA05. Support Townsville amenity and prosperity by providing long term water security of potable, recycled and other fit-for-purpose water.	
↳ Deliver Houghton Pipeline Stage 2 in accordance with scheduled milestones.	On Track
↳ Progress construction of the Recycled Water Treatment Facility	On Track
→ KA06. Provide specialist commercial laboratory services to Townsville and North Queensland.	
↳ At least 95% Laboratory services are completed within agreed timeframes.	Behind

Deliverable	Current Completion
→ KA07. Manage the Ross River and Paluma Dams in accordance with State regulations.	
→ 100% compliance with dam safety regulations.	On Track
→ Dam operations are conducted in accordance with the Emergency Action Plan and approved operating procedures.	On Track
→ KA08. Deliver capital projects as per adopted Capital Plan (Water Services)	
→ Complete at least 90% of the capital plan as scheduled. (Water Services).	On Track
04. Wastewater Services	
→ KA01. Protect the health of Townsville by providing wastewater collection and treatment services.	
→ Compliance with regulatory requirements, service standards and environmental licence requirements.	On Track
→ KA03. Ensure asset reliability and capability.	
→ Deliver 80% of the preventative maintenance program by the end of the financial year (Wastewater Services).	Behind
→ KA04. Build resilience in Wastewater operations.	
→ Complete 3 selective inspection programs for inflow and infiltration	On Track
→ Complete sewer and manhole relining package to mitigate infiltration to sewer	On Track
→ KA05. Deliver capital projects as per adopted Capital Plan (Wastewater Services)	
→ Complete at least 90% of the capital plan as scheduled. (Wastewater Services)	On Track
05. Resource Recovery	
→ KA01. Plan and design future capital requirements (Resource Recovery).	
→ 80% of the number of detailed designs are completed for the following financial year capital works by the end of March 2024 (Resource Recovery).	Behind
→ KA02. Deliver "Towards Zero Waste to Landfill" program.	
→ Complete FOGO report and develop a detailed implementation plan for the staged delivery of an organics service and present report to Council.	On Track
→ Deliver detailed business case for Bulk Sorting Facility and Recycling Enterprise Precinct.	Behind
→ Develop a detailed Education and Behaviour Change strategy including incentivised pricing mechanisms, a contamination management policy, and resourcing requirements for implementation.	On Track
→ Develop a Request for Tender for delivery of a new or upgraded Materials Recovery Facility aligned to the Regional Waste Management Plan and preferred governance arrangements.	On Track
→ KA03. Deliver capital projects as per adopted Capital Plan (Resource Recovery)	
→ Complete at least 90% of the capital plan as scheduled. (Resource Recovery).	On Track
06. Parks and Open Space Management	
→ KA01. Provide safe, fit for purpose recreational and open spaces.	
→ Complete 80% of all seasonally planned and scheduled work (Parks).	On Track
→ Complete Parks and Open Space (Geographic Information System) GIS network review	On Track
→ KA02. Transition landscaping to dry tropics planting.	
→ 20,000 plants produced by Dry Tropics Nursery.	On Track
→ Complete Bushland Beach drain naturalisation project.	On Track
→ KA03. Plan and design future capital requirements (Parks and Open Space Management).	
→ 80% of the number of detailed designs are completed for the following financial year capital works by the end of March 2024 (Parks and Open Space Management).	Behind
→ KA04. Deliver capital projects as per adopted Capital Plan (Parks and Open Space Management)	
→ Complete at least 90% of the capital plan as scheduled. (Parks and Open Space Management).	Behind

Deliverable	Current Completion
07. Cultural and Community Services	
→ KA01. Maintain inclusive, accessible community spaces that provide increased access to facilities, services and resources.	
→ Complete accessibility audit of library services.	On Track
→ KA02. Deliver the Townsville City Council Stretch Reconciliation Action Plan (September 2021 – June 2024).	
→ Complete actions of the Stretch Reconciliation Action Plan.	Behind
→ KA03. Transition to on-demand services	
→ Transition to online venue availability and booking system.	On Track
→ KA04. A community engaged in the design and experiences of our city.	
→ 5% increase in registered event managers on the What's On Townsville website.	On Track
→ 5% increase in total users of the What's On Townsville and TicketShop websites	On Track
→ Develop an inclusion framework to promote and enhance accessible events.	On Track
→ Ensure the What's On Townsville and TicketShop websites achieve compliance with the Web Content Accessibility Guidelines 2.1.	On Track
→ Meet the service standards for engagement with community and stakeholders as outlined in the Townsville City Council Community Engagement Plan.	On Track
→ KA05. Develop home-grown entertainment and arts culture.	
→ Refresh Townsville City Council Arts Strategy	On Track
→ KA06. Protect the health of Townsville by providing environmental health and regulatory services.	
→ Comply with the Public Health Act 2005 where local government public health risks are enforced by local government.	On Track
08. Environment and Sustainability Services	
→ KA01. Activate Townsville as a sustainable destination.	
→ Conduct eight environmental activation workshops and deliver community education, and capacity building for dry tropics systems.	On Track
→ Deliver four initiatives to promote sustainable outcomes.	On Track
→ Maintain Ecotourism Destination certification.	On Track
→ KA02. Transition Council energy to carbon neutral.	
→ Deliver five city energy initiatives to maintain energy costs and emissions profile at zero growth, and explore energy storage and generation.	On Track
→ KA03. Power Council's assets with renewable fuels.	
→ Develop, enable and power two Council assets with sustainable energy.	On Track
→ KA04. Conduct environment monitoring and sensing.	
→ Deliver four environmental data initiatives to visualise environments, utilising integrated sensors.	On Track
→ Implement four environmental tools for residents and businesses to monitor their environmental sensor networks.	On Track
→ KA05. Deliver environmental systems and sustainable solutions.	
→ Deliver four environmental systems and solutions that build capacity to respond to environmental challenges.	On Track
09. Planning and Development	
→ KA01. Improve the liveability of the city and create sustainable development.	
→ Progress the review and revision of the LGIP, City Plan and Development Manual Planning Scheme Policy to reflect current standards and community aspirations.	On Track
→ KA02. Support job creation and industry growth.	
→ Progress projects that encourage visitation to, and ignite investment and job growth opportunities in, the city.	On Track
→ KA03. Improve customer satisfaction for all Planning and Development processes.	
→ Implement the Development Assessment Customer Journey Action Plan that will make improvements for a better customer experience during the development assessment process.	On Track

Deliverable	Current Completion
10. Service Partners	
→ KA01. Utilisation of digital services.	
→ Increase the number of services that can be accessed digitally via self-service.	On Track
→ KA02. Ensure Council expenditure supports local businesses, indigenous owned businesses and small to medium businesses.	
→ Implementation of the social and sustainable procurement framework.	On Track
→ Increase Council expenditure with local business to 89% of total Council expenditure by 30 June 2024.	On Track
→ Increase Council expenditure with small to medium businesses to 62% of total Council expenditure by 30 June 2024.	On Track
→ Increase Council's procurement expenditure with indigenous owned businesses to 2.7% by 30 June 2024.	On Track
→ KA03. Support the engagement and development of Aboriginal and Torres Strait Islander people by increasing participation in entry level programs.	
→ Increase Aboriginal and Torres Strait Islander participation rate in Council's entry level programs to 15%.	On Track
→ KA04. Partner in the delivery of workshops and engagement opportunities to community organisations, schools and local government agencies to increase resilience from disaster events.	
→ Plan, deliver and evaluate 3 disaster resilience workshops.	On Track
→ KA05. Power Council's fleet with renewable energy sources.	
→ Replace passenger vehicles on the capital replacement program with renewable energy vehicles.	On Track
→ KA06. Deliver capital projects as per adopted Capital Plan (Service Partners)	
→ Complete at least 90% of the capital plan as scheduled (Service Partners).	On Track
→ Complete at least 90% of the Fleet and Property capital projects.	On Track

WATER PERFORMANCE PLAN 2023/24

Deliverable	Current Completion
WATER: 1. Economic Sustainability	
→ 1.1 Net operating result.	On Track
→ 1.2 Asset renewal.	On Track
WATER: 2. Social Responsibility	
→ 2.1 Drinking water quality compliance.	On Track
→ Number of water quality and water pressure complaints in accordance with Townsville Water's Customer Service Standards.	On Track
→ Percentage of compliance with all drinking water quality requirements in accordance with Townsville Water's Drinking Water Quality Management Plan	On Track
→ 2.2 Adequacy and quality of supply	On Track
→ Unplanned water interruptions	On Track
→ Water Quality Non-compliance reportable to the Regulator	On Track
→ 2.3 Day to day continual supply	On Track
→ Average response time to water incident (excluding disaster)	On Track
→ Restoration of service - Time for restoration of service - unplanned interruptions (excluding excavations)	On Track
WATER: 3. Environmental Sustainability	
→ 3.1 Penalty infringement notices or legal action for non-compliance	On Track
→ Number of penalty infringement notices, or instances of legal action initiated by the Regulator for non-compliance with respect to sewerage treatment or reticulation activities	On Track
→ 3.2 Dry weather sewage releases.	On Track
→ Number of dry weather sewerage overflows, bypasses or releases to environment that were not caused by a third party or natural phenomenon.	On Track
WATER: 4. Responsible Governance	
→ 4.1 Reduction in lost time injuries.	On Track
→ 4.2 Dam safety compliance.	On Track
→ 100% compliance with dam safety regulations, for Ross River and Paluma Dams	On Track
→ 4.3 Wastewater collection and treatment compliance	On Track
→ 100% compliance with regulatory requirements, service standards and environmental licence requirements.	On Track

RESOURCE RECOVERY PERFORMANCE PLAN 2023/24

Deliverable	Current Completion
RESOURCE RECOVERY: 1. Economic Sustainability	
→ 1.1 Net operating result.	On Track
RESOURCE RECOVERY: 2. Social Sustainability	
→ 2.1 Customer service and collection performance.	On Track
→ Less than 1 missed service for every 1,000 kerbside waste and recycling services.	On Track
→ Response time to missed kerbside waste and recycling services	Behind
→ Response time to new residential kerbside service commencement	Behind
→ Response time to repair/replacement requests for waste and recycling services	Behind
RESOURCE RECOVERY: 3. Environmental Sustainability	
→ 3.1 Penalty infringement notices or legal action for non-compliance.	On Track
→ 3.2 Environmental incidents reported to Department of Environment and Science.	On Track
RESOURCE RECOVERY: 4. Responsible Governance	
→ 4.1 Reduction in lost time injuries.	On Track



Contact us

This document contains important information about Townsville City Council and Townsville City. If you would like further assistance or information on a service or Council facility, please contact us via one of the following:

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