

Townsville Park Profile

Charles Moroney Park

Off Hammond Way, Kelso

Facilities

- » Playground equipment
- » Dry creek bed
- » Picnic settings, shelters, water bubblers
- » Stepper pathway
- » New irrigation and landscaping
- » Football fields

Residents in the Upper Ross area now have an upgraded park to enjoy, following the redevelopment of Charles Moroney Park off Hammond Way.

The redevelopment of Charles Moroney Park is part of the larger Upper Ross Open Space development project which prepared master plans for 17 open spaces and parks in the Upper Ross Community Renewal zone. Charles Moroney Park is one of two spaces in Kelso to be selected for an upgrade.

Construction on the park commenced in May, 2009 and was completed less than two months later.

The Queensland Government's Community Renewal program contributed \$285,000 towards the redevelopment, with a further \$272,000 provided by the Townsville City Council.

Local representative for Kelso, Cr Lane, attended the community celebration for the park's opening, with hundreds of locals turning up for a free morning tea, face painting and children's activities.

"It was great to see the local families come together to celebrate their new park. Safe and useful public spaces are important for community development," Cr Lane said.

She said Charles Moroney Park was identified as the park with the biggest need for a facelift within the local area through community consultation.

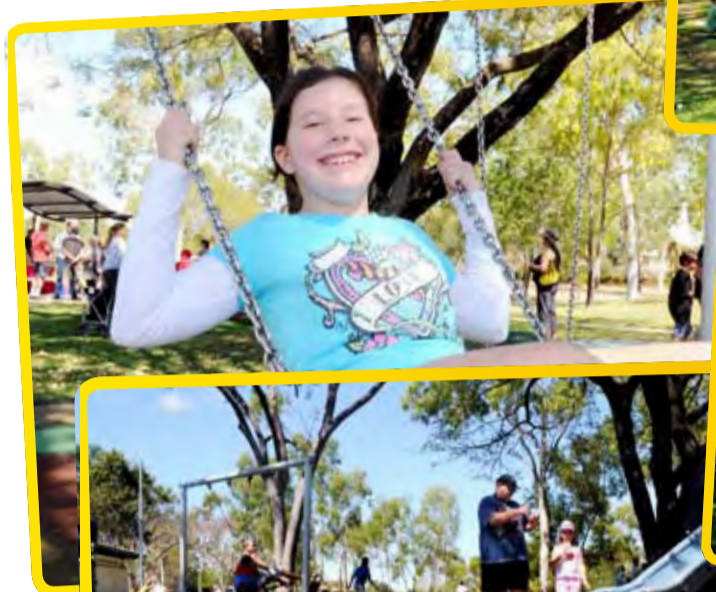
"The intention of the design was to open the park up to create a family friendly play space that captures children's

imaginations, while encouraging them to participate in healthy activity," Cr Lane said.

"The park has now been upgraded to fulfil the expectations and needs of the local community."

"Shelters and trees have been installed near the football fields to provide shade facilities, as requested by the community.

"The play area uses cleverly placed items to allow children to explore a larger space and get active through play."



Clockwise from top: The Hon. Craig Wallace MP with baby Lolo and Cr Jenny Lane; Saskia Smith, 8, enjoying the face painting; Watch out for the wildlife!; Karlie Passerini, 10, giving the swings the thumbs up.

Council's Customer Charter under review

Townsville City Council is reviewing its Customer Service Charter and we want your feedback.

This charter is an agreed standard of customer service that council promises to its residents.

Below is an extract of council's current Customer Service Charter.

Please feel free to leave your comments and suggestions for improvement of council's Customer Service Charter via our website or mail to:

Customer Service Charter
Townsville City Council
Reply Paid 1268
Townsville QLD 4810

Customer Service Charter

Townsville City is working to be Australia's most diverse and progressive tropical city where family, lifestyle choice, natural environment and prosperity go hand in hand.

Townsville City Council's vision is to serve the community through leadership, communication, consultation and quality service.

Our Customer Service Charter is Townsville City Council's commitment to always provide its customers with the highest standards of customer service.

Townsville City Council commits to provide you with:

- » Prompt and efficient service
- » Easy access to our services
- » Friendly, professional service
- » Accurate and consistent information

And that we will:

- » Consult you when developing new products and services
- » Make fair decisions
- » Fix our mistakes willingly
- » Regularly report on our adherence to this charter

What Townsville City Council needs you to do to help us meet our charter promises:

- » Treat our staff in a polite manner
- » Be honest and accurate in your dealings with us
- » Work with us to solve problems
- » Give us feedback on the things we do
- » Respect community property

A full copy is available by phoning 4727 9000 or visiting www.townsville.qld.gov.au. Feedback should be received by council no later than 30 October 2009.



Angela Cundy welcomes visitors at the council's customer service desk.

CALL FOR FOCUS GROUP PARTICIPANTS

Home Energy Use in Townsville

Townsville is looking for homeowners to participate in focus groups about energy use in the home.

Reducing energy use can lead to lower energy bills and lower impacts on the environment.

The focus groups will explore barriers and benefits to upgrading hot water systems, shade planting and white roof painting.

All participants will receive a native plant and a double-pass movie voucher.

The focus groups, facilitated by Griffith University, will be held in the evening and will last approximately one hour.

Call council to register your interest or find out more or visit council's website.