

TOWNSVILLE CITY COUNCIL

# QUARTERLY REPORT

Q1: July - September 2024

## OUR VISION

A globally connected  
community driven by  
lifestyle and nature.

## OUR PURPOSE

Grow Townsville

## ACKNOWLEDGMENT 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.

2024–2025

# SUMMARY

Throughout the quarter, we continued our mission to grow Townsville, delivering projects that our community wants and needs. One such project is Ross River Dam recreational fishing, and we have commenced works on Stage 1, land-based fishing, to be opened next year. This is a project our community is passionate about.

Council also delivered essential upgrades to our active transport network, with Jezzine Boardwalk path upgraded and 300 metres of footpath replaced at Pallarenda. We also put Council's innovative new hedger to work, allowing shorter traffic lane closures and eliminating manual removal of waste. This speeds up our work and improves safety for our team and our community.

We launched a parks and playground finder tool, accessed at our website, to help you find parks that meet your specific needs regarding facilities such as barbeques, off-leash dog areas and exercise equipment. Council's 369 parks and playgrounds contribute significantly to Townsville's liveability.

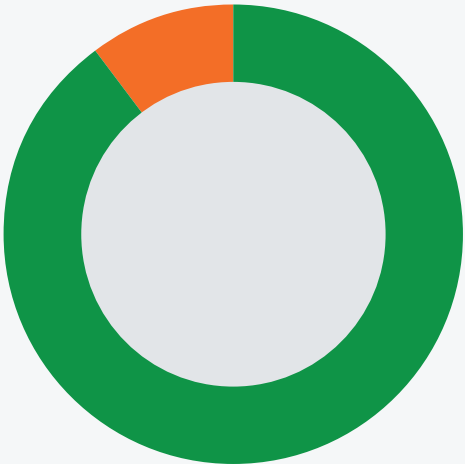
We delivered a number of events for our community, as well as gallery exhibitions and theatre shows. In August, Townsville became the stage for the World Championship Triathlon, hosting thousands of competitors from all over the world and proving Townsville is indeed the sporting and events capital of the north.

Looking to the next quarter, we remain committed to enhancing liveability and improving Townsville's short- and long-term financial position.



**Joe McCabe**  
Acting Chief Executive Officer

## DELIVERABLES STATUS



TOTAL DELIVERABLES ON TRACK	62
TOTAL DELIVERABLES BEHIND	7
COMPLETE	0
<b>TOTAL</b>	<b>69</b>

68,162  
CUSTOMER  
INTERACTIONS

183,079  
TOTAL  
LIBRARY  
LOANS

248  
DEVELOPMENT  
APPLICATIONS  
DECIDED

334  
ANIMALS  
ADOPTED

16,831  
TONNES OF  
LANDFILL  
DIVERTED

10,950  
MEGALITRES  
OF WATER  
TREATED



## World Championship Triathlon

The World Triathlon Multisport Championships took place in August, drawing 3,000 competitors from more than 30 countries over a span of 12 days. This event was an international showcase of talent and determination, and once again placed Townsville on the global map.

The Championships benefited from the dedication of more than 1,000 volunteer shifts, generating \$80,000 in donations to local community groups, 30 motorbike riders and 4.6 km of crowd control fencing, all crucial for ensuring safety and smooth operation.

The event brought an impressive \$11 million economic boost, contributing over 41,000 room nights to local businesses. The exposure gained from hosting this international event significantly enhances Townsville's visibility and reputation, attracting future travellers, events, and investment opportunities.



World Triathlon Multisport Championships

## Council Delivers Major Water Security Project

Council successfully completed a significant infrastructure project with the opening of the new 10-kilometre pipeline connecting Ross River Dam to the Douglas Water Treatment Plant. In collaboration with the State Government, this was developed over two years to enhance water security for Townsville.

The 1.29-metre-diameter pipeline was integrated into the existing system in June, with final revegetation works currently underway. The new pipeline now supplies 85 percent of Townsville's water, ensuring residents have access to this vital resource.

The project has been acknowledged as a finalist for the 2024 Australian Water Association Queensland Water Awards, highlighting its innovative approach to regional water management.



## City Activation and Housing Incentive Policy



Council's *Modernising Buildings Grant* encourages Townsville building owners to apply as part of a key initiative within the City Activation and Housing Incentive Policy. The grant provides dollar-for-dollar matching funds up to \$30,000 for eligible projects aimed at refreshing, modernising, or upgrading buildings in Townsville City.

Over the past 3 years, more than 30 buildings have benefited from this initiative, contributing to the revitalisation of the city's streetscape.

Recent projects include the restoration of the iconic Speckled Hen Antiques, which utilised the grant to enhance its 146-year-old façade with new roofing, guttering, and touch-up painting. This demonstrates the grant's effectiveness in assisting building owners, especially those with heritage-listed properties, where renovation costs can be significant.

The Modernising Buildings Grant is part of a broader strategy to activate city streets and enhance Townsville's attractiveness, vibrancy, and safety.





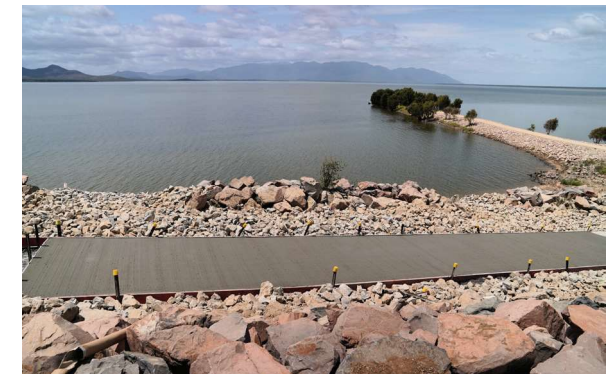
Seniors Luncheon

## Seniors Expo and Luncheon

The highly anticipated free Seniors Luncheon & Expo returned in August, marking one of the largest social events for Townsville seniors. Over 2,500 community members attended the Seniors Lifestyle Expo, while the Luncheon welcomed 1,620 patrons over two days.

The annual luncheon served as an opportunity to recognise the valuable contributions of seniors to the community. The Luncheon's theme encouraged attendees to wear their freshest florals and colourful attire, creating a festive garden party atmosphere. To increase accessibility, Council provided free transport from residences through TransitCare, Comlink, and Townsville Taxis.

Seniors also enjoyed the Seniors Lifestyle Expo which offered valuable information on aged care, retirement living, health care, financial services, and social opportunities in the city. With a diverse range of over 80 exhibitors, the expo aimed to provide resources that enhanced the lives of seniors in Townsville.



Ross River Dam land-based fishing construction

## Jezzine Boardwalk Upgrades

As part of Council's \$328m infrastructure investment for 2024/25 Jezzine Boardwalk, one of Townsville's most popular pathways, is undergoing a decking upgrade.

The upgrade aims to enhance the visual appeal of the area while providing a safe and comfortable surface for visitors.



## Ross River Dam – Stage 1 Recreational Use

Council voted to officially open the Ross River Dam to recreational land-based fishing next year. This decision followed a report presented at the Ordinary meeting, which approved a reallocation of funds from the 2024/25 Budget and Operations Plan to support Stage 1 of the recreation project.

Stage 1, scheduled for implementation by June 2025, will facilitate non-contact water activities such as land-based fishing and walking. The works will include essential improvements, including earthworks, new footpaths, toilets, and security infrastructure.

● Behind ● On Track ● Complete

Deliverable	Current Completion
<b>Goal 1. A city that connects you to what you need at the time you choose.</b>	
→ 1. A physically and digitally connected Smart City	
→ KA01. Enhance sustainable water use across Townsville. : 5k Unit(s)	On Track
→ KA02. Implement digital sign-in and site inductions for visitors and contractors at Council depots.	On Track
→ KA03. Deliver digital literacy programs and initiatives across the Townsville region. : 100 Unit(s)	On Track
→ KA04. Implementing Environmental Data Integrator. : 100%	On Track
→ 2. A City that facilitates. 24-hour access to services.	
→ KA01. Improve online customer experience - current website and intranet.	On Track
→ KA02. Design of customer portal to enable 24- hour access for residents to council services and information.	On Track
→ KA03. Provide 24-hour access to Creative Hubs - Riverway and Aitkenvale. : 100 Unit(s)	On Track
→ 3. A vibrant city centred around inclusive connected neighbourhoods.	
→ KA01. Council and State Government endorse City Plan Review report. : 100%	On Track
→ KA02. Activate initiatives through Council grants and partnership funding.	On Track
→ KA03. Undertake audit against the Welcoming Cities Standard and become accredited as a Welcoming City.	On Track
<b>Goal 2. A circular economy that advances business and moves towards zero waste.</b>	
→ 1. Zero landfill by 2030	
→ KA01. "Weeds to Healthy Soils" Partnerships. : 100%	On Track
→ KA02. Establish design process to include recycled materials for construction projects.	On Track
→ KA03. Investigate sustainable methods to dispose of obsolete library materials.	On Track
→ KA04. Conduct a Service Delivery Review	Behind
→ KA05. Develop Waste and Resource Recovery Plan, Behaviour Change Plan, and update Infrastructure Plan.	On Track
→ KA06. Operational Optimisation. : 4 Milestone(s)	On Track
→ KA07. Kerbside Organics Review.	On Track
→ KA08. Develop Business Case on Waste and Recycling Precinct and Bulk Waste Transfer Station.	Behind
→ KA09. Materials recovery facility (MRF) governance options assessment.	Behind
→ 2. A carbon neutral Council by 2040	
→ KA01. Transition to a paperless workplace through the implementation of digital workflows to replace paper forms.	On Track
→ KA02. Design of energy transformation project to transition Council's energy needs to renewables.	On Track
→ KA03. Power Council's fleet with renewable energy sources. : 6 Unit(s)	On Track

Deliverable	Current Completion
→ 3. Procurement that encourages business innovation and circular economy principles	
→ KA01. Ensure Council expenditure supports local businesses, indigenous owned businesses and small to medium businesses. : 89% to 89%	On Track
<b>Goal 3. The hub for the modern industry</b>	
→ 1. Enabling development ready sites that attract industry, de-risks investment and value adds to supply chains	
→ KA01. Aligning the delivery of enabling infrastructure at the Lansdown Eco Industrial Precinct with proponent's project requirements.	On Track
→ 2. Supporting the establishment of renewable energy sources to facilitate green industry	
→ KA01. implementation of Energy Transition - city-wide and in Council. : 3 Unit(s)	On Track
→ KA02. Progression of Townsville Enterprise wide Integrated and Energy Optimisation Partnerships.	On Track
→ 3. Lead economic transition that supports future industries and business establishment. in Townsville	
→ KA01. Delivery of development assessment function. : 95% to 95%	Behind
<b>Goal 4. A sustainable destination that embraces and participates in the arts, sports, events and recreational activities.</b>	
→ 1. Growing the city through world leading placemaking that provides a national and international platform	
→ KA01. Leverage night-time economy through supporting, developing, and promoting live music and cultural events.	On Track
→ KA02. Activating Townsville as Sustainable Destination. : 100%	On Track
→ KA03. Maintain and Amplify Eco-certified Destination. : 4 Calendar(s)	On Track
→ 2. Growing the opportunities to participate in sport and support sporting excellence	
→ KA01. Delivery of Townsville 2032 Legacy Action Plan 2023-2024 Pillar 3 Sporting Development. : 9 Unit(s)	On Track
→ 3. Developing home-grown entertainment and arts culture supported by world class visual and performing arts facilities	
→ KA01. Major Events Panel and Strategy activated through external partnership.	On Track
→ KA02. Secure 4 years continued Arts Queensland Funding for RADF.	On Track
→ 4. World class liveability through excellent open spaces which promote, protect, and encourage utilisation of our natural environment and heritage	
→ KA01. Protect the health of Townsville by providing clean drinking water.	On Track
→ KA02. Protect the health of Townsville by providing wastewater collection and treatment.	On Track
→ KA03. Provide specialist commercial lab services to Townsville and North Queensland. : 95%	On Track
→ KA04. Manage the Ross River and Paluma Dam in accordance with State regulations.	On Track
→ KA05. Build resilience in Wastewater operations. : 3 Inspection(s)	On Track
→ KA06. Sustainability Activation and Delivery Environmental Events, Activities and Workshops. : 4 Event(s)	On Track
→ KA07. Implementing landscape regeneration of Townsville catchments.	On Track
<b>Goal 5. A leading centre of education, training and research commercialisation.</b>	
→ 1. Formalising partnerships with industry, research institutes and all levels of government to support growth, innovation and resilience across the economy	On Track
→ KA01. Deliver Townsville Festival of Stories biennial event and One Title One Townsville.	On Track
→ KA02. Deliver Deadly Digital Literacy sessions co-designed with community and SLQ across Townsville region to support First Nations. : 10 Session(s)	On Track
→ KA03. Deliver programs in partnership with Smart Precinct NQ to support and educate local business. : 4 Program(s)	On Track
→ KA04. Sustainability Innovation Partnerships. : 3 Partnership(s)	On Track
→ 2. A world leading centre of research commercialisation that drives local manufacturing	
→ KA01. Support the commercialisation of research with robust intellectual property strategies.	On Track
→ 3. A specialist leader in research and simulation	
→ KA01. Implementing creative and collaborative applied research models for sustainability and environmental practices. : 10 Unit(s)	On Track
→ KA02. Grow regional and local disaster management capability in partnership with State and Federal agencies.	On Track



WATER PERFORMANCE PLAN

Deliverable	Current Completion
Water 1. Economic Sustainability	
↳ 1.1 Net operating result : 5%	On Track
↳ 1.2 Asset renewal.	On Track
Water 2. Social Responsibility	
↳ 2.1 Drinking water quality compliance.	
↳ Number of water quality and water pressure complaints in accordance with Council's Water Customer Service Standards.	On Track
↳ Percentage of compliance with all drinking water quality requirements in accordance with Council's Drinking Water Quality Management Plan. : 100 to 100	On Track
↳ 2.2 Adequacy and quality of supply.	
↳ Unplanned water interruptions.	On Track
↳ Water Quality non-compliance reportable to the Regulator. 0 Report(s)	On Track
↳ 2.3 Day-to-day continual supply.	
↳ Average response time to water incident (excluding disaster)). : 4 Hour(s) to 4 Hour(s)	On Track
↳ Restoration of service – time for restoration of service – unplanned interruptions (excluding excavation). : 95% to 95%	On Track
Water 3. Environmental Sustainability	
↳ 3.1 Penalty infringement notices or legal action for non-compliance 0 Report(s)	On Track
↳ 3.2 Dry weather sewerage releases. 0 Report(s)	On Track
Water 4. Responsible Governance	
↳ 4.1 Reduction in lost time injuries (LTIs) : 20%	On Track
↳ 4.2 Dam safety compliance : 100% to 100%	On Track
↳ 4.3 Wastewater collection and treatment compliance 0 Breach(s)	On Track

RESOURCE RECOVERY PERFORMANCE PLAN

Deliverable	Current Completion
Resource Recovery 1. Economic Sustainability : 5%	
↳ 1.1 Net operating result : 5%	On Track
Resource Recovery 2. Social Responsibility	
↳ 2.1 Customer service and collection performance	
↳ Less than 1 missed service for every 1,000 kerbside waste and recycling services. 0 Missed Bin(s)	On Track
↳ Response time to missed kerbside waste and recycling services. : 95% to 95%	Behind
↳ Response time to new residential kerbside service commencement. : 100% to 100%	Behind
↳ Response time to repair/replacement requests for waste and recycling services. : 100% to 100%	Behind
Resource Recovery 3. Environmental Sustainability	
↳ 3.1 Penalty infringement notices or legal action for non-compliance 0 Unit(s)	On Track
↳ 3.2 Environmental incidents reported to Department of Environment and Science 0 Unit(s)	On Track
Resource Recovery 4. Responsible Governance	
↳ 4.1 Reduction in lost time injuries : 20%	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:



13 48 10



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