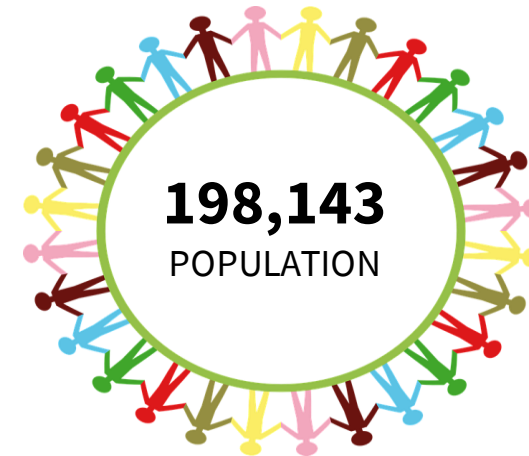
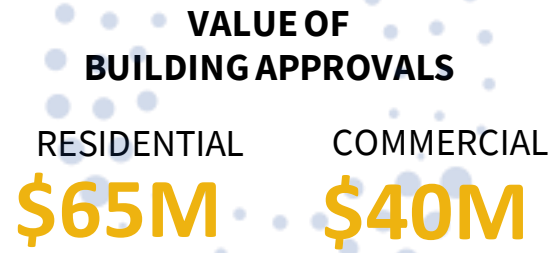


# 2023/24 Q1 DEVELOPMENT ACTIVITY REPORT

Prepared by Planning and Development

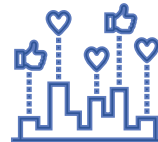
# Townsville Quarterly Snapshot



## WE ARE FOCUSING ON THREE PILLARS OF CUSTOMER SERVICE



**Listen & Hear**  
Community Views



**Partner with**  
Development Industry  
& Local Business



**Improve the**  
**Customer Experience**

# Executive Summary

Welcome to the Planning and Development – Development Activity Report for Q1 of the 2023/24 financial year. The content of this report provides a summary of development activity in Townsville during the reporting quarter with comparative data from the 2017/18 financial year.

Collectively the data offers significant insight into the trends and the external factors that have shaped the development and construction industries during the past six financial years.

The commentary also provides an insight into the initiatives Planning and Development has introduced to enhance the customer journey, streamline processes, and improve efficiencies.



## Q1 Highlights

**Customer Journey** – Planning and Development has embarked on an initiative to understand the experiences of development application customers, identify shortfalls to council processes and make improvements. This provides greater certainty of outcomes, reduced assessment timeframes and makes it easier for customers to engage and do business with council.

This important initiative recognises the positive impact that Planning and Development’s development application processes can have on customer satisfaction, contributing to an enriching lifestyle, growing the local economy, supporting job creation, and promoting Townsville as Queensland’s premier investment destination.

With generous time and feedback provided by industry representatives, Townsville businesses, and internal stakeholders, Council has endorsed the “Customer Journey Commitment Charter”. The charter lists 43 commitments to our customers under the themes of communication, processes, innovation, and culture. Thirteen of these commitments have been completed to date.

**North Rail Yards Project** – Council announced an experienced local businessman, John Rosel, as the first board member and Chief of the company to oversee the project delivery. The North Rail Yards will be an active and exciting precinct that provides contemporary use of the rail heritage buildings but retains their key architectural form and historic elements.

An expression of interest for development of the site was released to the market on 21 August 2023 by the North Rail Yard Developments Company.

# Highlights cont'd

**Check Your Rates Balance** – Townsville City Council has launched a new online tool to help property owners across the city check their rates balance at any time on council's website. To check your rates balance, head to council's "Payments Rates and Utilities" page to take you to the "Check Your Rates Balance" tile.



**First Home Buyers Incentive** – Townsville City Council offers first home buyers, subject to conditions, \$1000 off rates bill on their new property as part of the council's First Home Buyers Concession Policy. To be eligible for this incentive, the property must be a first home purchase, be the owner's principal place of residence, and home and land valued less than \$450,000.

Go to council's website for information on the concessions and how to apply.

**Large Employer of the Year** – Townsville City Council was named as "Large Employer of the Year", winning "Apprentice of the Year" and as a finalist in the "Trainee of the Year" category at the recent Queensland Training Awards.

**City Activation and Jobs Growth Policy** – Townsville City Council developed the City Activation and Jobs Growth Policy to support its commitment to generating investment and creating employment opportunities in the city. A revised policy has been introduced for the 2023/24 financial year featuring four main components:

1. **New, Repurposed and Urban Infill areas.**
2. **Attracting jobs to the City.**
3. **Modernising Buildings; and**
4. **Special or Significant Economic or Social Benefit.**

During the 2022/23 financial year, the council approved \$1.375M in concessions and grants of which \$1.075M was committed to new high value development and urban infill projects. A further \$298K was committed to improve the attractiveness, vibrancy, and safety of the city centre.



# Highlights cont'd



\* Lendlease - Elliot Springs Townsville QLD



## \*Coles is coming to Elliot Springs

Council has approved the new Coles shopping centre at Elliot Springs. This comprises of a supermarket, speciality shops, food and drink, and office spaces coming to the Elliot Springs Community.



## 71 The Strand

Council approved a new multiple dwelling on the Strand comprised of 18 units with a ground floor food and drink outlet.



\* 2023 Mater Misericordiae Ltd

## Additional maternity facilities for Townsville

Council has approved new clinical maternity facilities for the Mater Pimlico facility comprising eighteen new bedrooms and associated facilities.

# Information in this Report



The building approval data shown in the following pages is derived from an extraction of approvals recorded in council's Townsville Dashboards as of 29 September 2023.

Under legislation building approvals are to be lodged by building certifiers to council within five (5) business days of the approval decision being issued.

Should building approvals be lodged late, Townsville Dashboards will retrospectively adjust the data shown based on the date of approval.

This may result in future comparisons in the data shown in this report and the Townsville Dashboards being inconsistent.

Townsville Dashboards should always be used to gain up to date building approval data.

*We thank the community for the continued support in our efforts to provide you with  
CLARITY – CONSISTENCY - CERTAINTY*

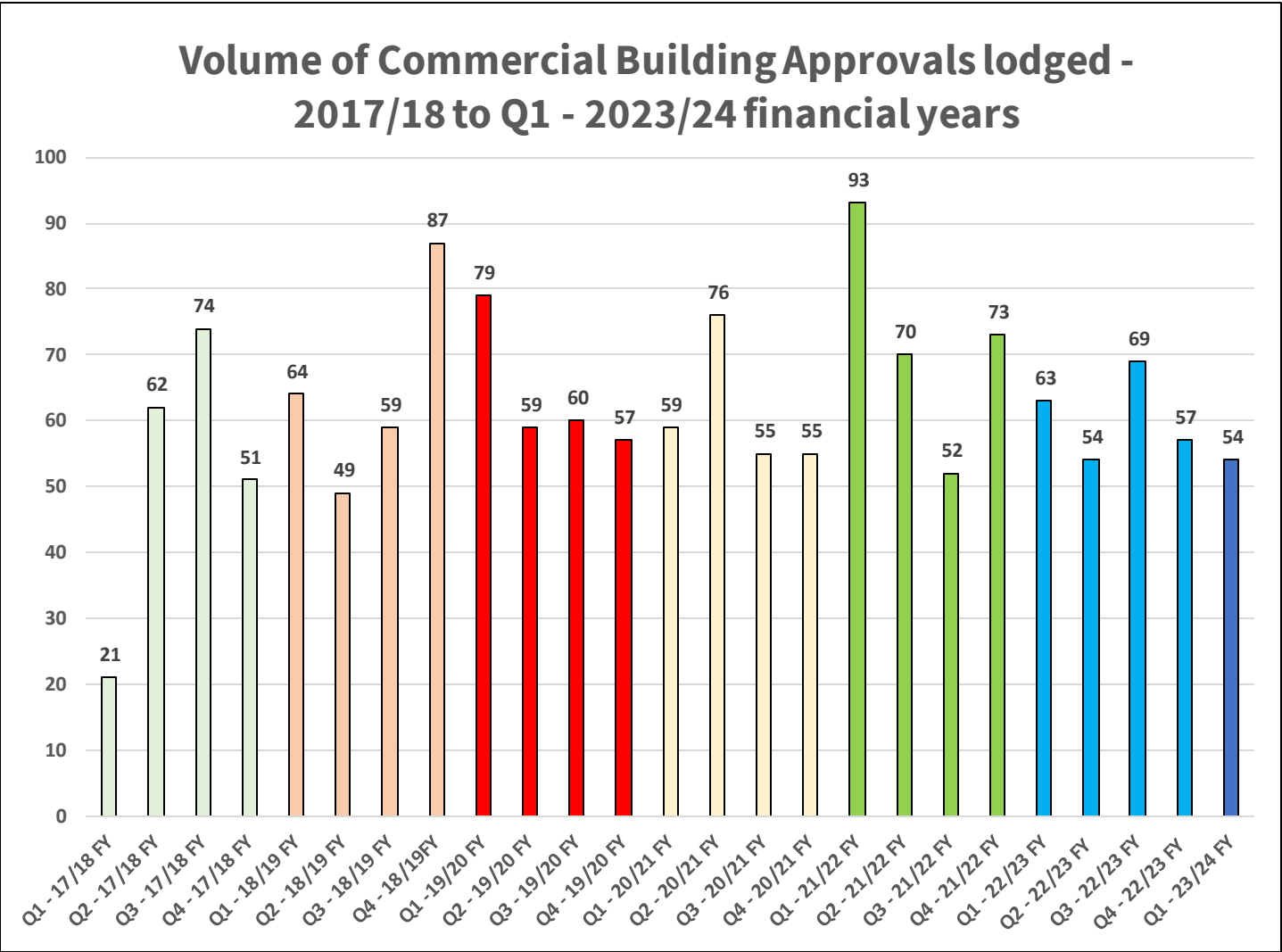
# 1. Commercial Activity



## 1.1 Commercial Building Approval Volumes

The graph adjacent provides data of the volume of commercial building approvals received from building certifiers for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

Whilst an approval may not convert to completed works, the data is considered a reliable indicator of building works being undertaken.



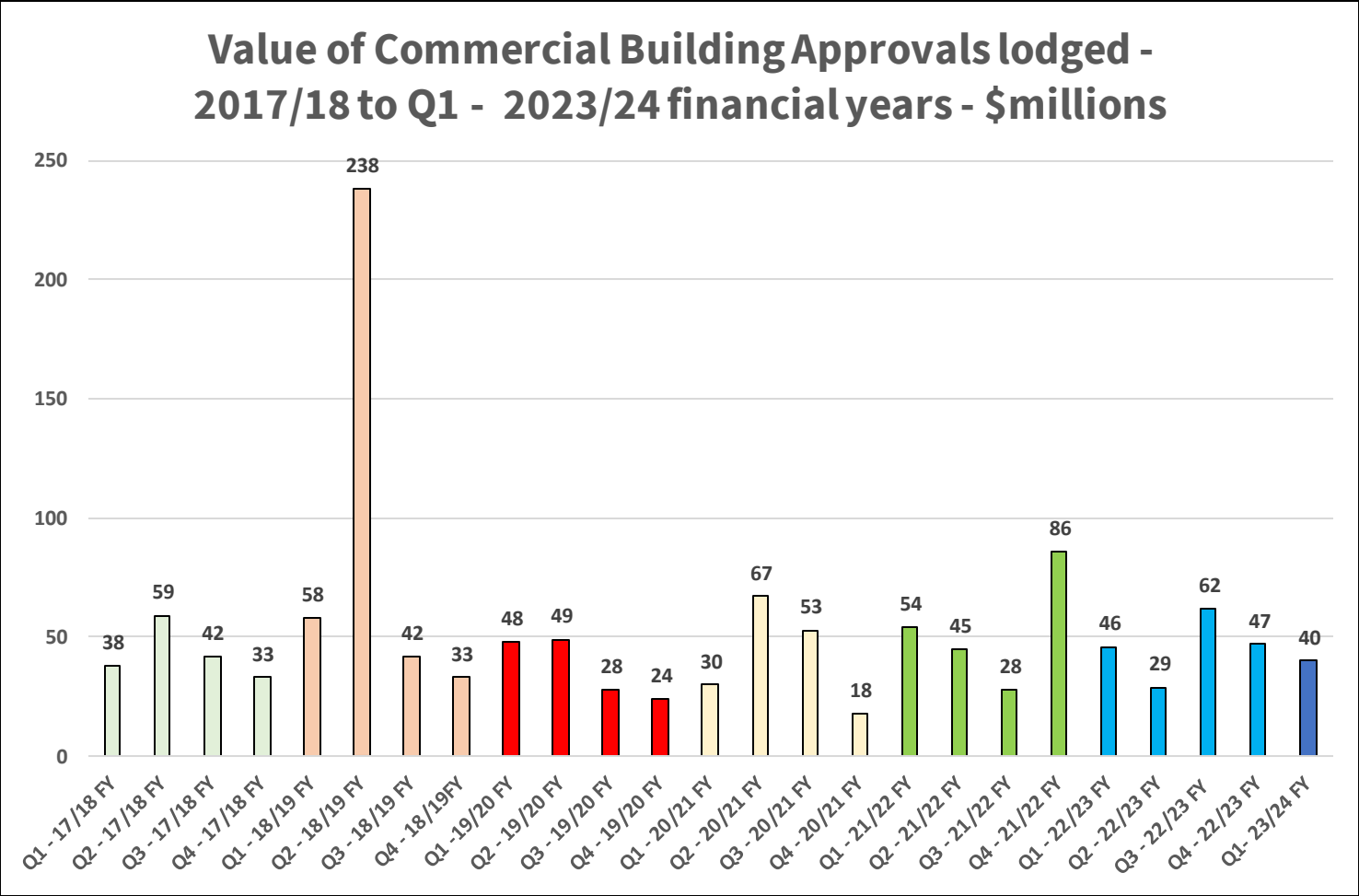
# 1. Commercial Activity



## 1.2 Commercial Building Investment

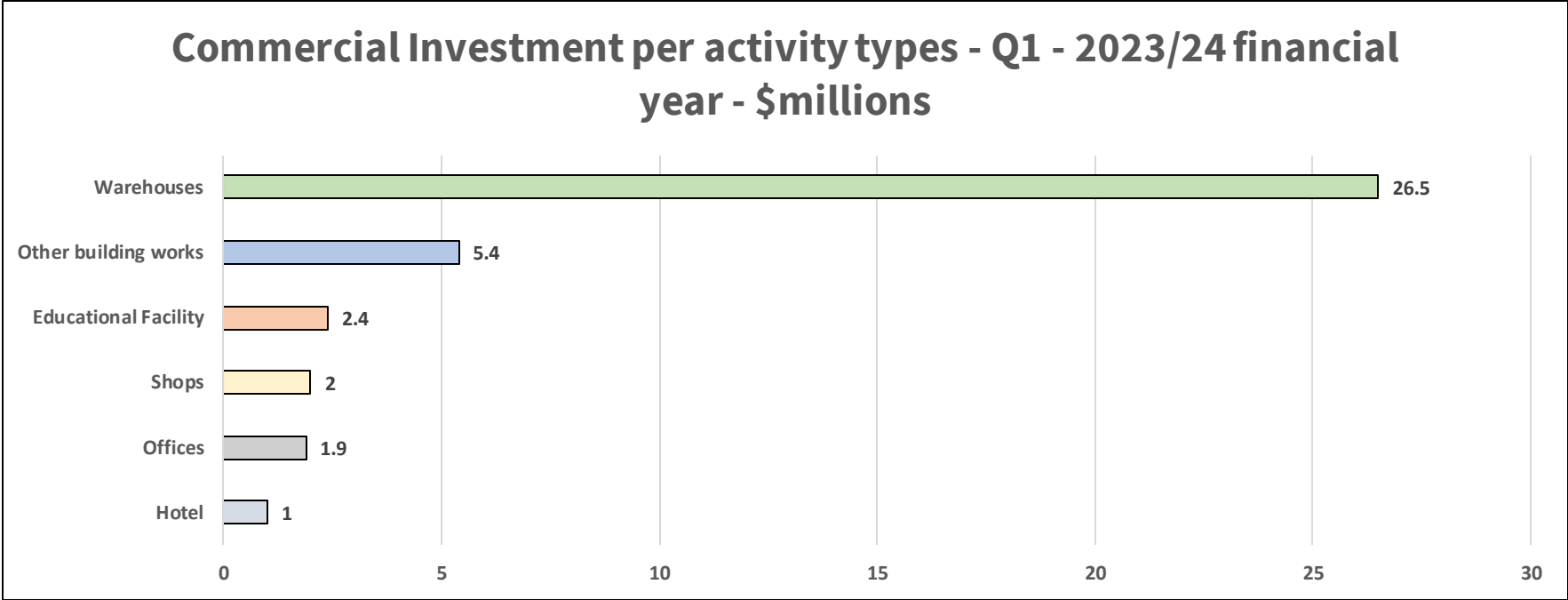
The graph adjacent shows the investment value and trends of commercial building approvals received from building certifiers for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

During the current reporting period, commercial building works approvals shows a potential \$40M being invested into the commercial sector of the local economy.





# 1. Commercial Activity



## 1.3 Commercial building investment by activity type

The graph above provides an insight into the commercial activity areas which have attracted investment during Q1 of the 2023/24 financial year. Warehouses continue to attract substantial investment reflecting Townsville’s position as North Queensland’s hub for supply and logistics. Other building works encompasses investment in the upgrading of existing commercial and retail development.

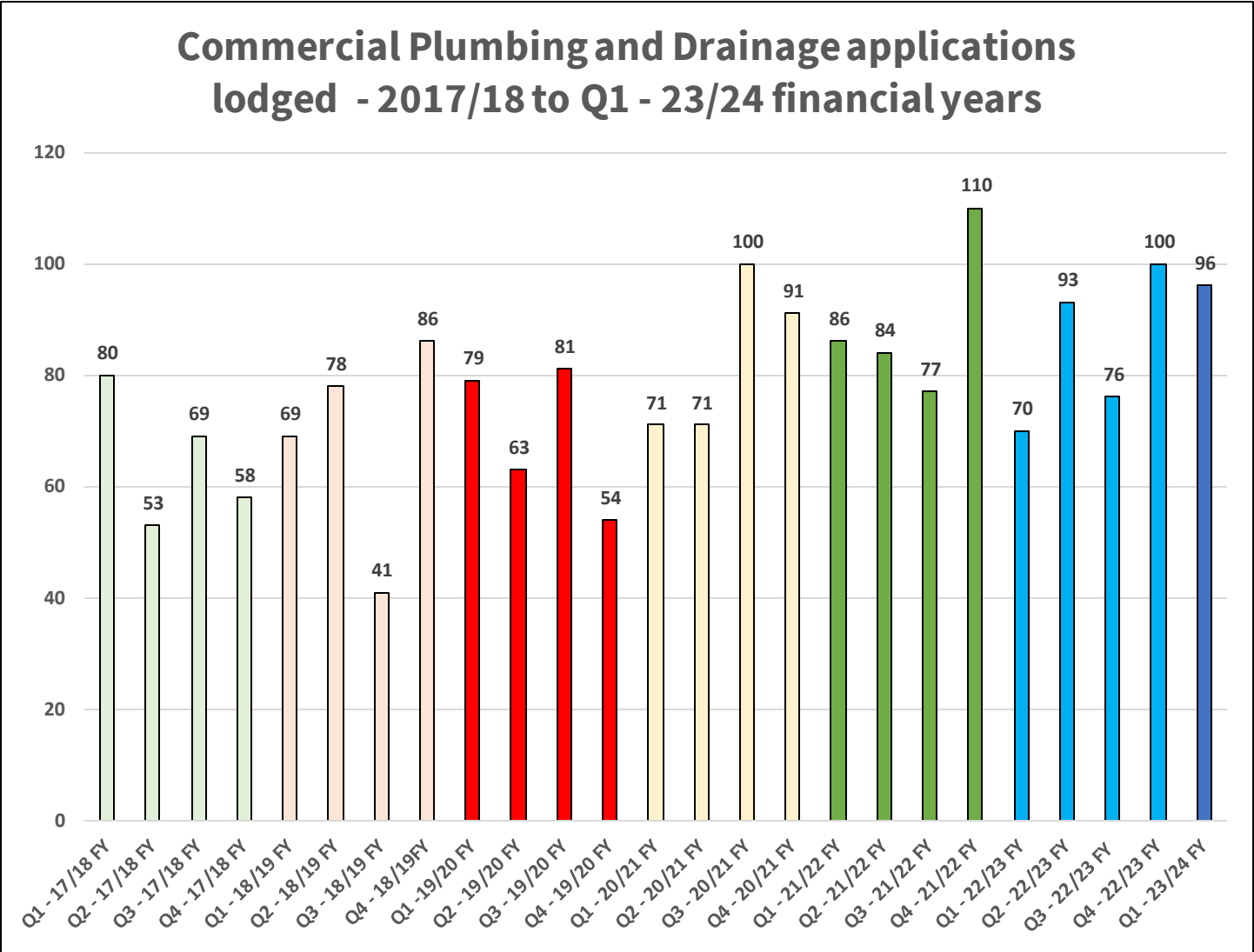
# 1. Commercial Activity



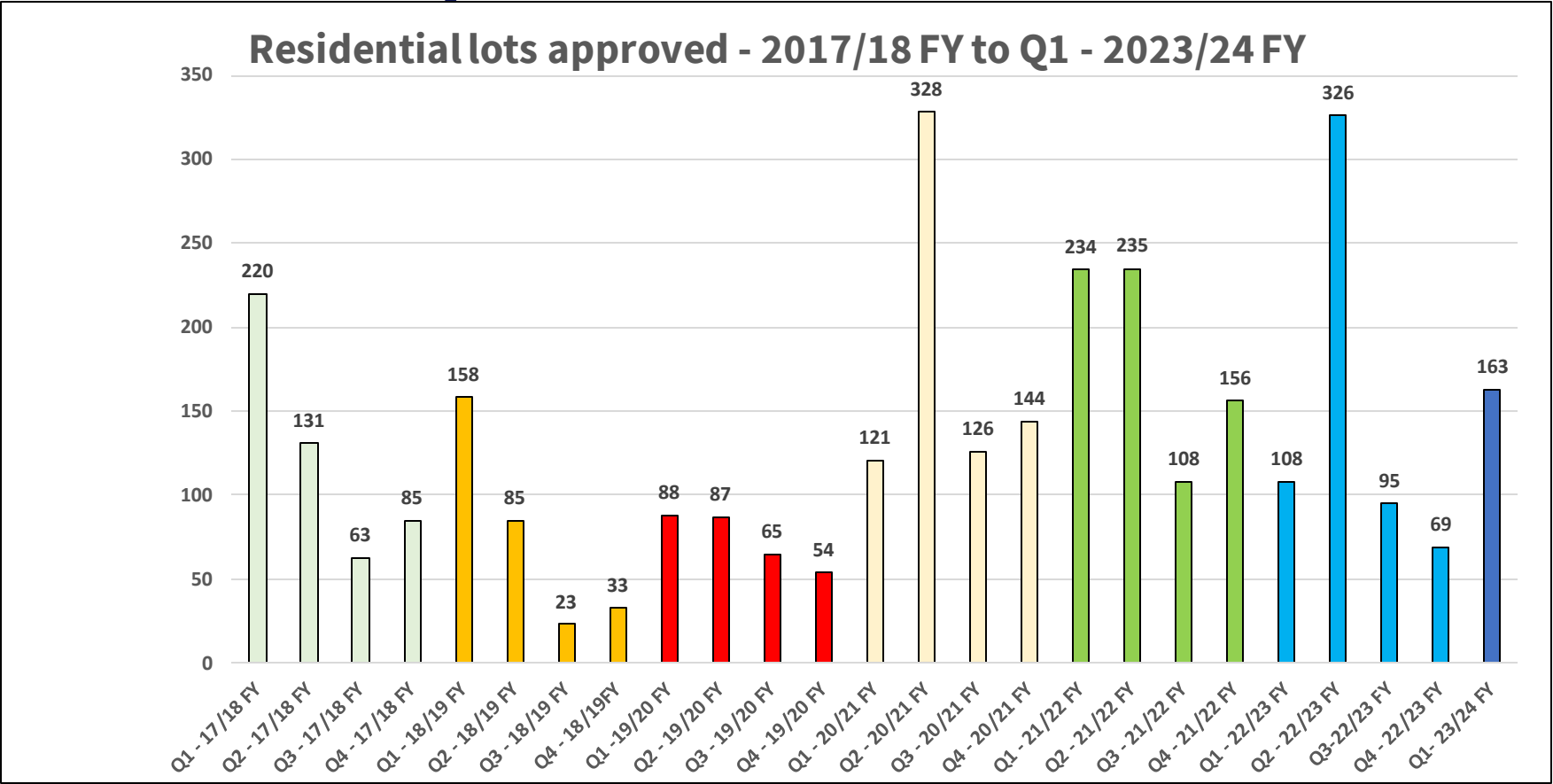
## 1.4 Plumbing and Drainage applications lodged

The graph adjacent provides the volume and trends of commercial plumbing and drainage applications received for assessment for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

The data represents all commercial applications, both in sewered and unsewered properties and works proposed for multiple dwellings.



# 2. Residential Activity



## 2.1 Residential Lots approved

The graph above shows residential lots approved for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year. Quarter 1 of the 2023/24 financial year reveals a result exceeding the quarterly average of the 2022/23 financial year.

The result in Q1 has stemmed from increased approvals for lot releases from 6 (six) separate developers meeting demand for both traditional lots and the larger rural residential style lots. This is a solid result moving into the new financial year.

**Please Note** - Information used to compile this graph is derived from the approval of Plans of Surveys lodged by the development industry.

# 2. Residential Activity



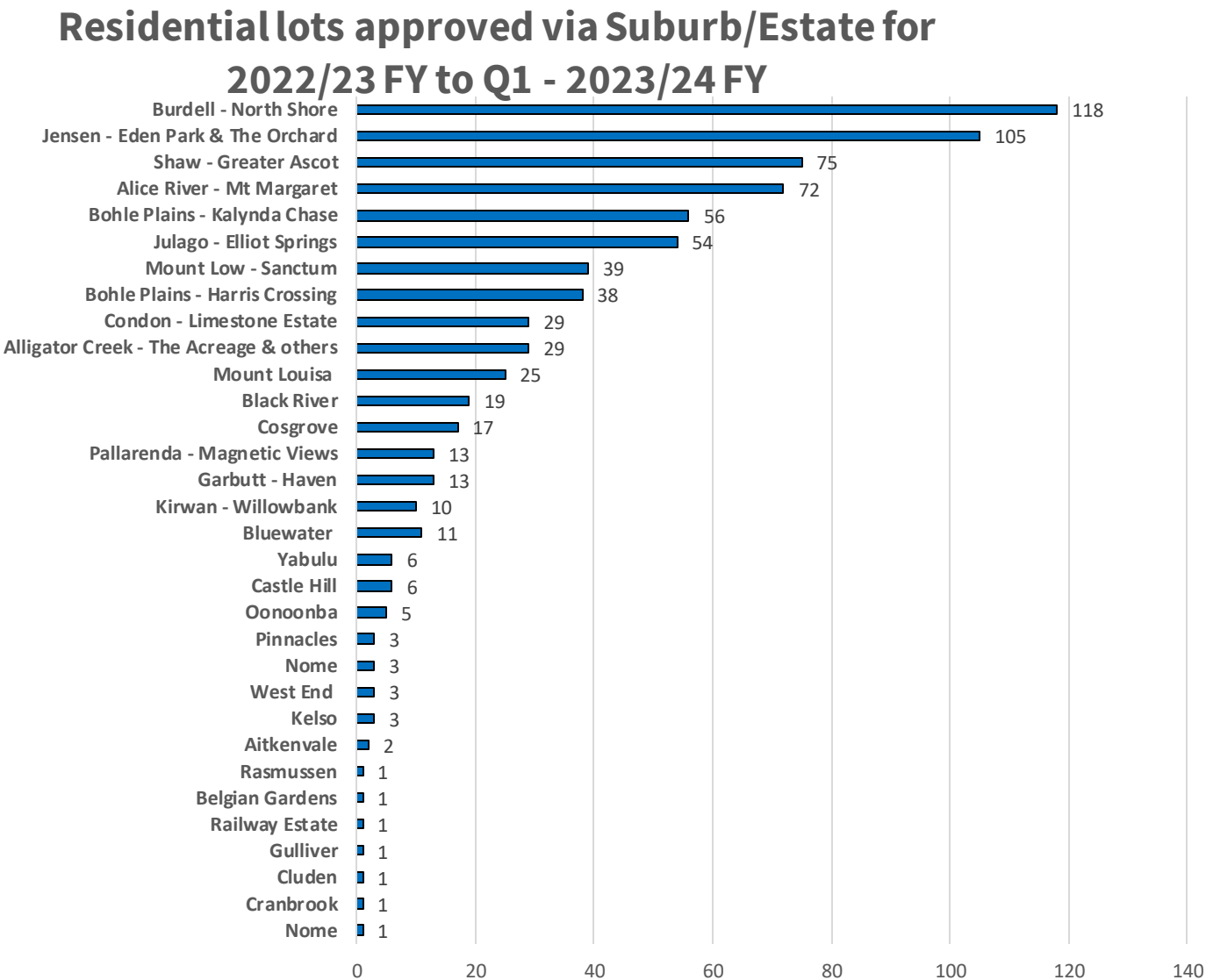
## 2.2 Residential Lots approved via suburb/estate

The graph adjacent shows residential lots approved for the 2022/23 financial year combined with Q1 of the 2023/24 financial year based on suburb and development.

This data will be built on each quarter to show the city’s development fronts over an extended period.

The data shows the market is responding to demand for both traditional sized lots but also the larger rural residential style lots.

Predominately most of the development is in greenfield zones with a lesser degree seen as infill development.



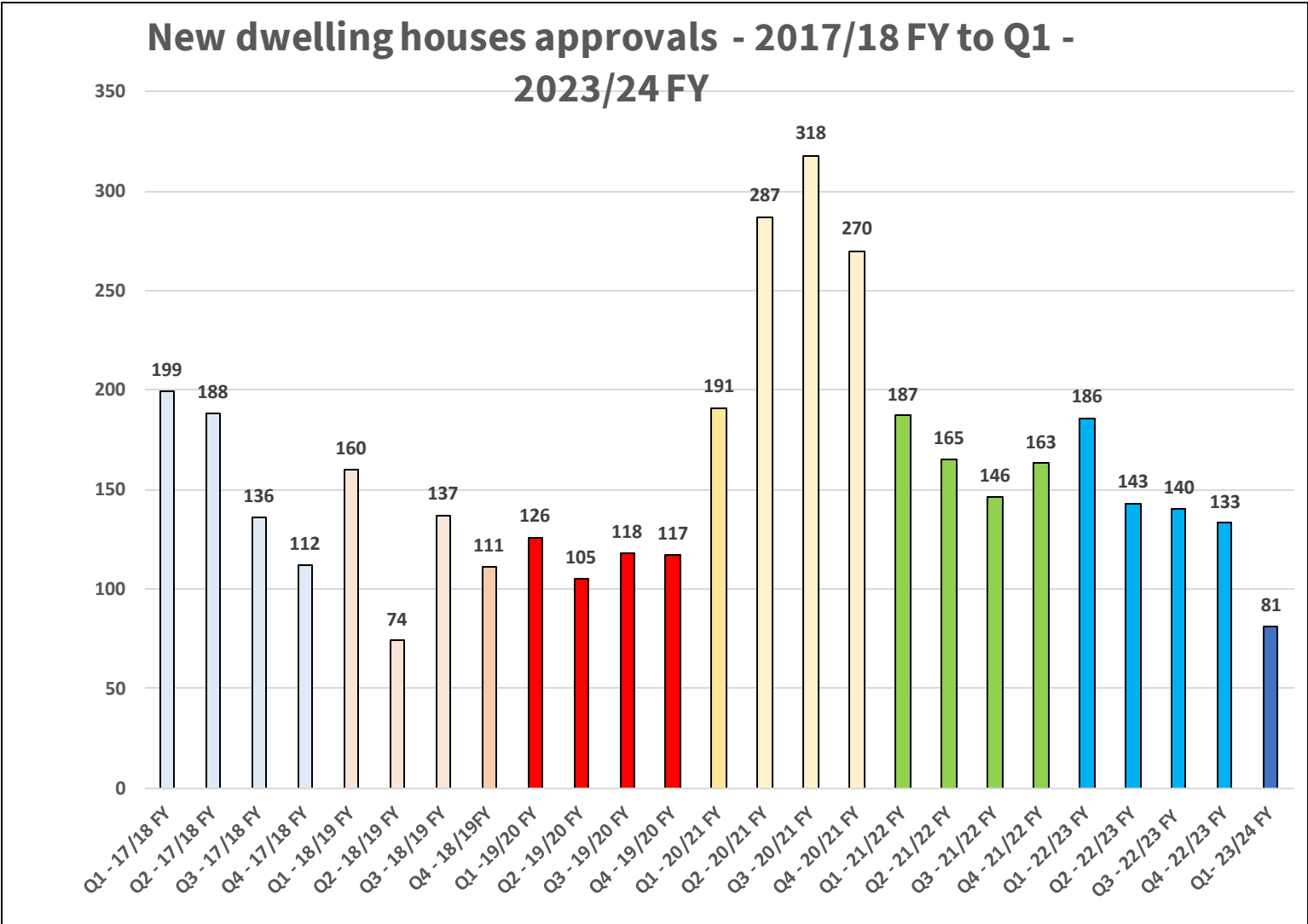
# 2. Residential Activity



## 2.3 Volume of new dwelling approvals

The graph adjacent shows the volume of new dwellings approved for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

Whilst an approval may not convert to completed works, the data is still considered a reliable indicator of future residential dwelling building activity.





# 2. Residential Activity

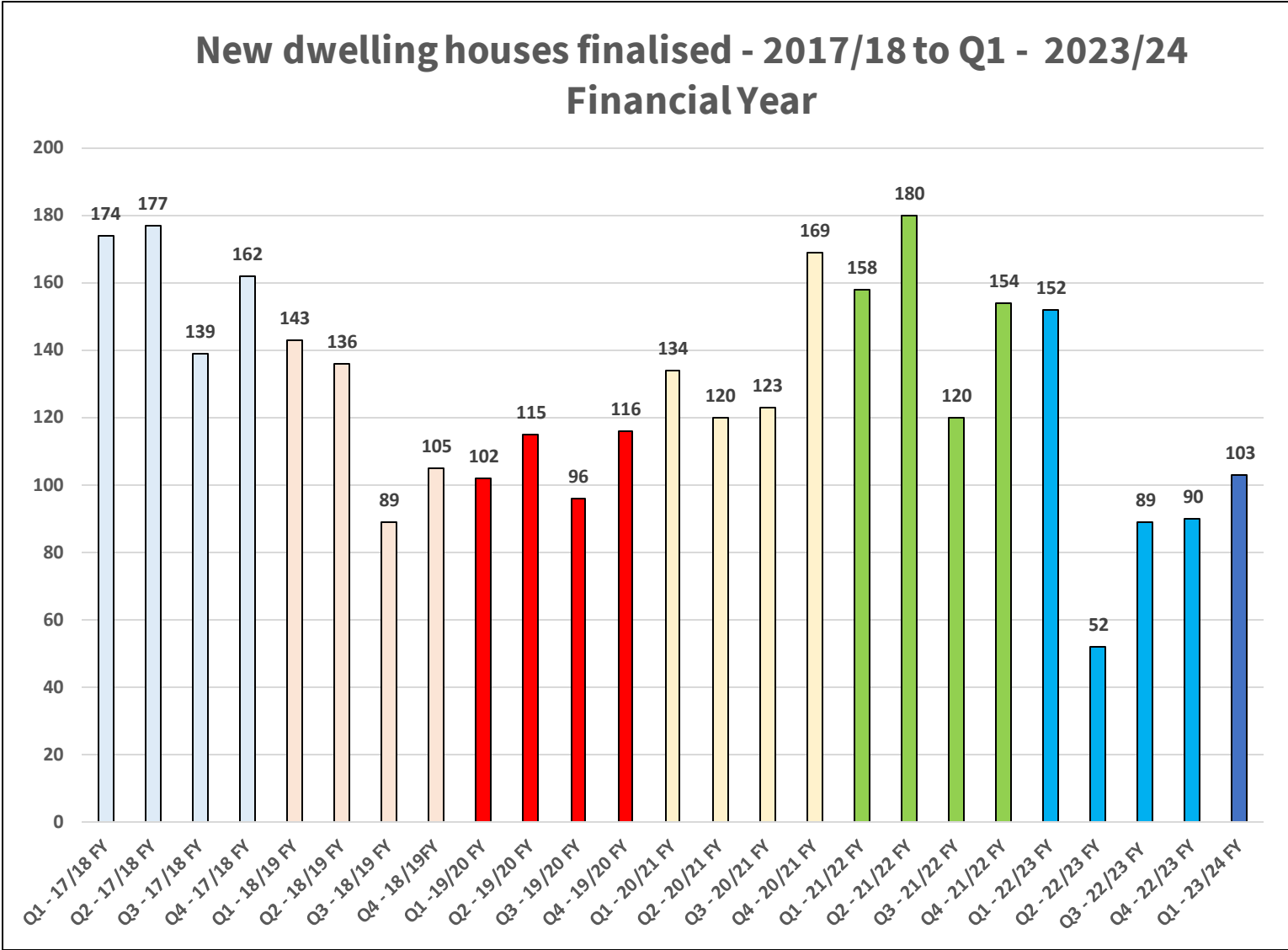


## 2.4 Volume of dwelling houses finalised and delivered by industry

The graph adjacent shows the volume of new dwellings finalised for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

This reporting period shows a total of 103 dwelling houses completed for their new owners.

This result is the highest completion figure since Q1 of the 2022/23 financial year.



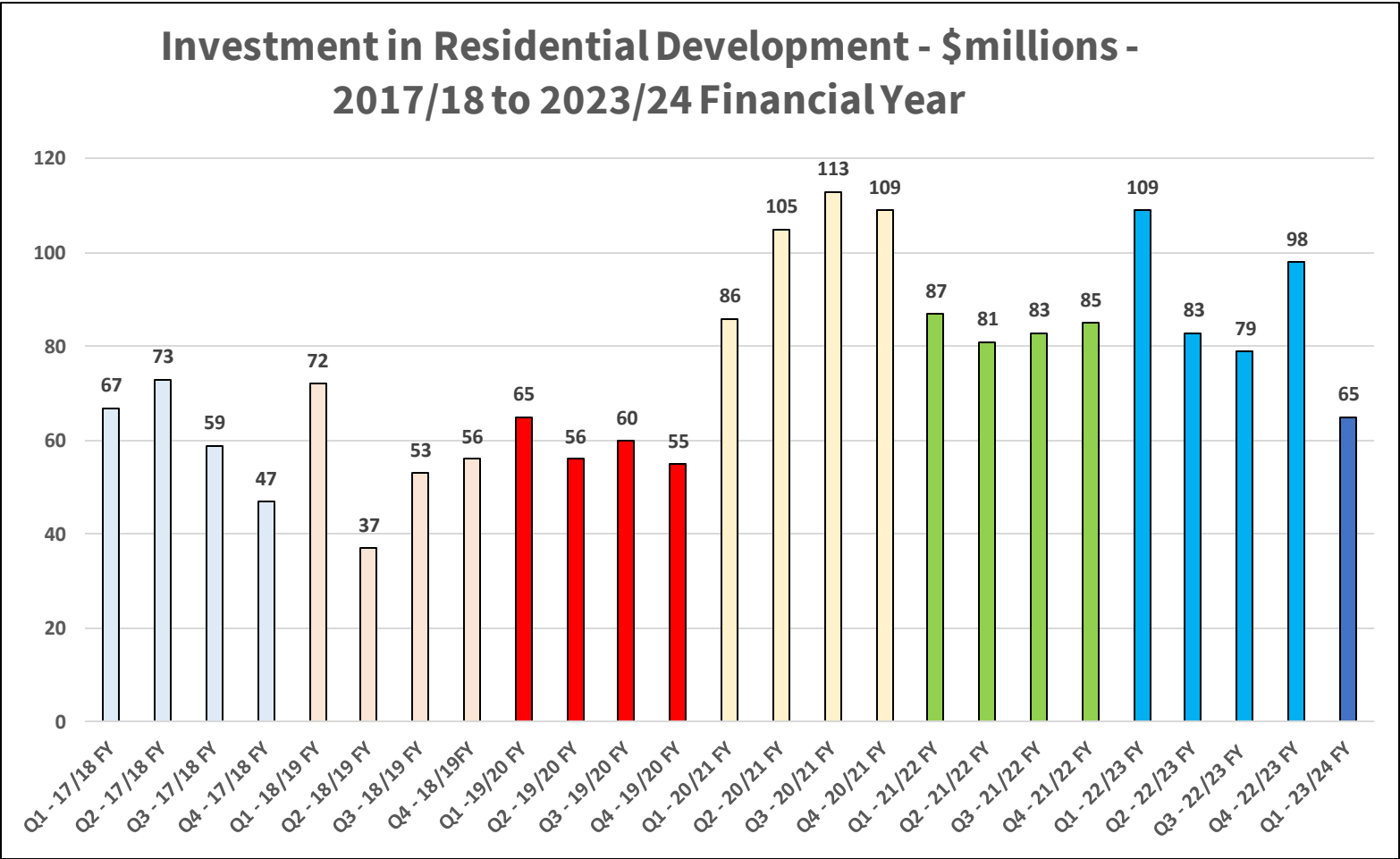
# 2. Residential Activity



## 2.5 Residential Building Investment

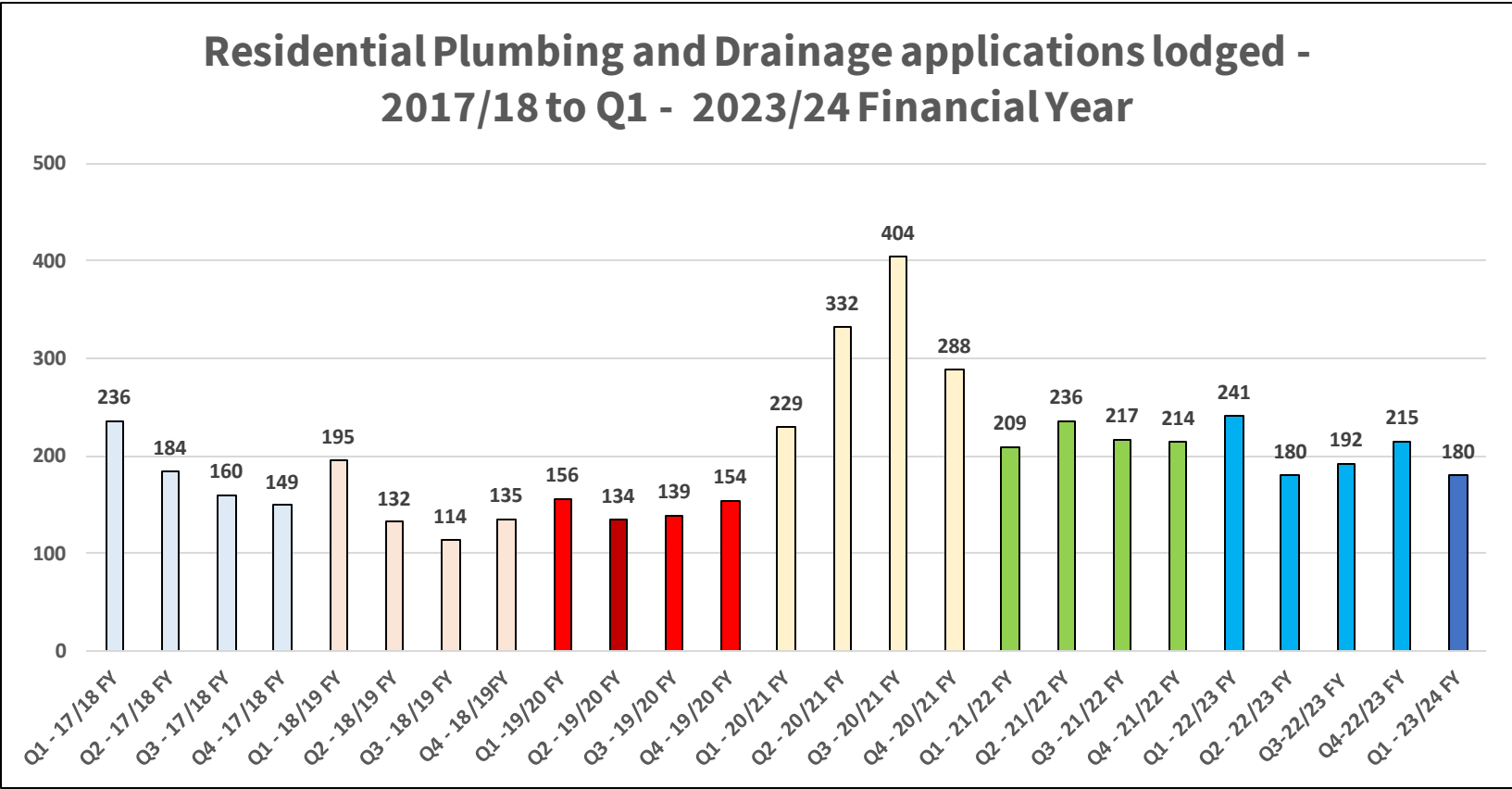
The graph adjacent shows an insight into the investment and trends relating to residential based building works for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

Whilst an approval may not convert to completed works, the data is still considered a reliable indicator of future residential dwelling building activity.



**Please Note** – The above data represents all investment in residential building works. Not only is the investment in dwelling houses, but the data also includes works such as carports, pools, extensions to residential property.

# 2. Residential Activity



## 2.6 Residential Plumbing and Drainage

The graph above provides the volume and trends of residential plumbing and drainage applications received for assessment for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

The data represents all residential applications, both in sewered and unsewered locations and includes dwelling fast track applications.

# 3. Application Activity

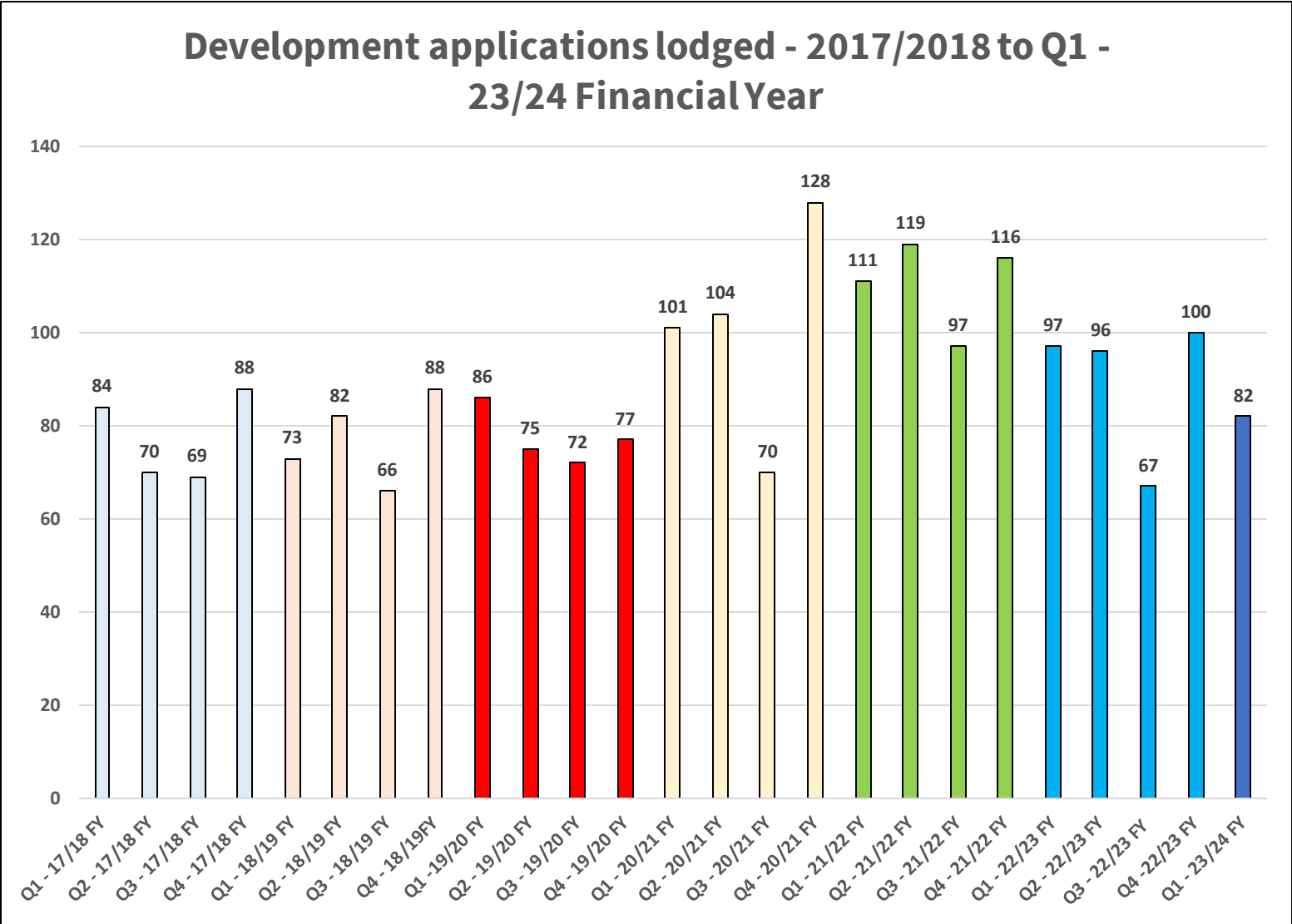


## 3.1 Development applications lodged

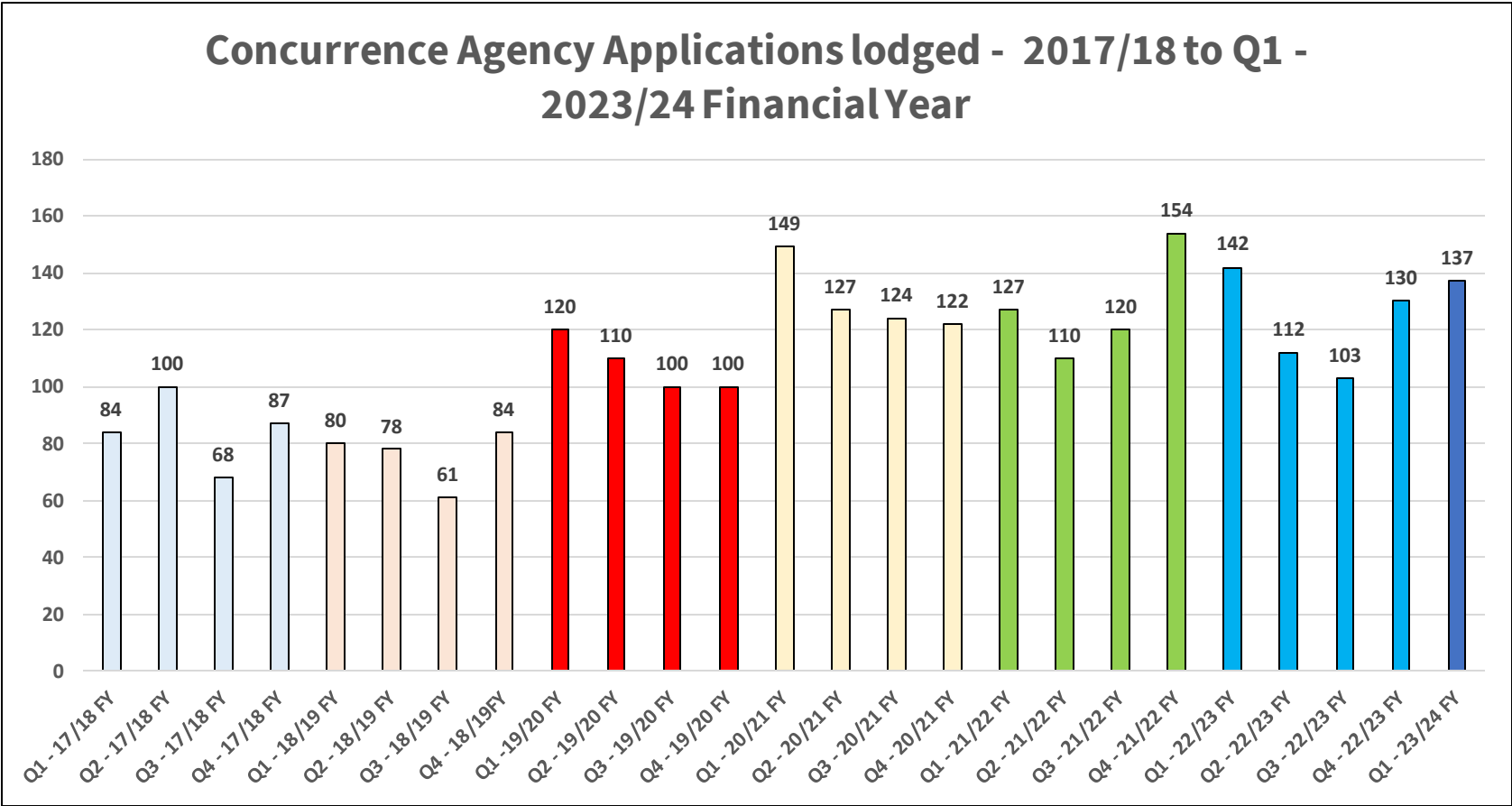
The development applications represented in the adjacent graph include:

- Material Change of Use.
- Reconfiguration of a Lot.
- Operational Works; and
- Development Building Works.

The data shows an insight into the volumes and trends relating to the four prime application types for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.



# 3. Application Activity



## 3.2 Concurrence Agency Approvals (Siting & Design and Building over Services).

The data shows an insight into the volumes and trends relating to Concurrence Agency Referral applications for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.



# 4. FREE Pre-lodgements



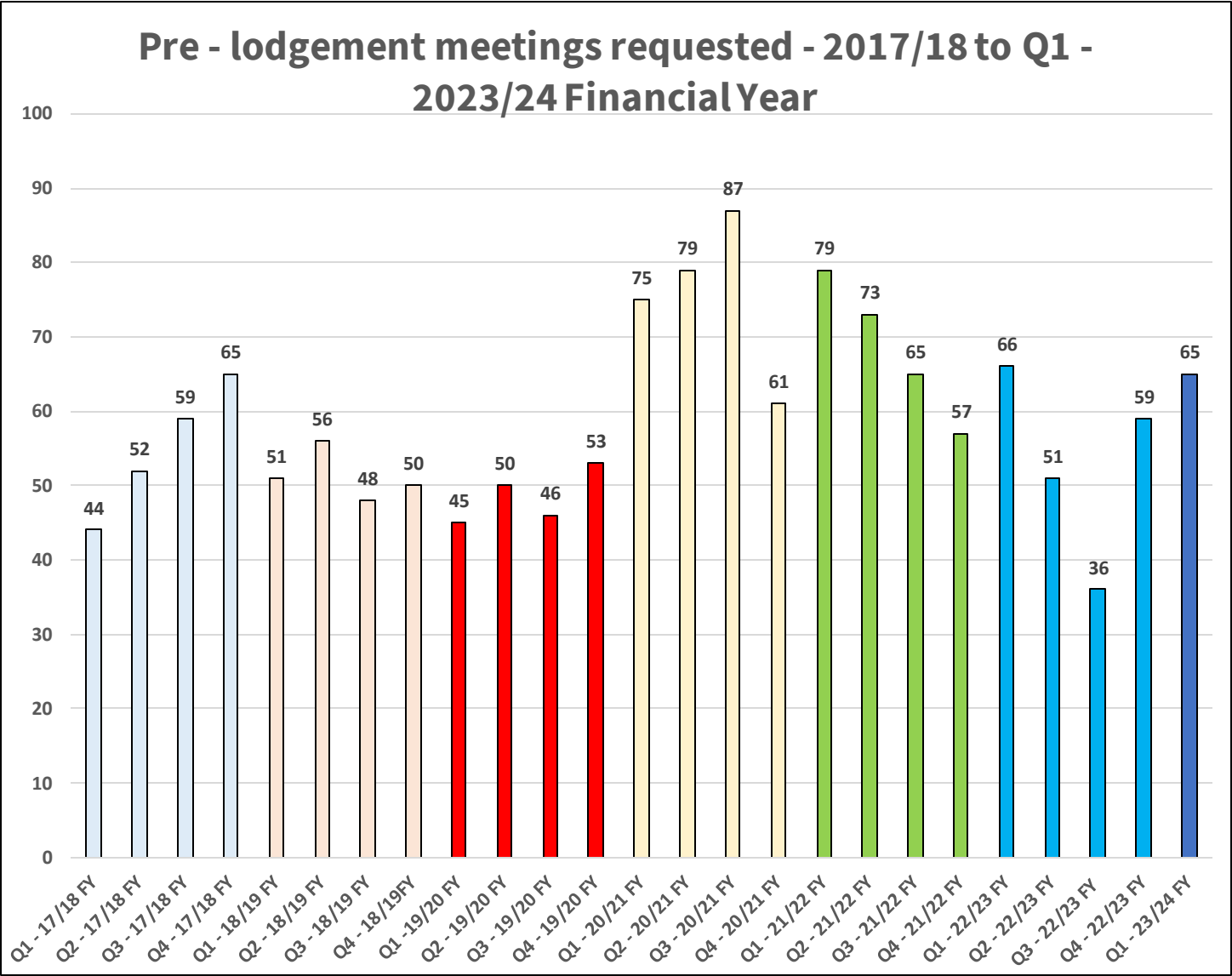
## 4.1 Pre-lodgements

The graph adjacent shows an insight into the volumes and trends relating to requests for pre-lodgement meetings for Q1 of the 2023/24 financial year and comparative historic data back to the 2017/18 financial year.

Pre-lodgements are a free service recommended and offered by Planning and Development.

During a pre-lodgement meeting, the applicant can discuss their development proposal and gain valuable feedback from Planning, Engineering, Economic Attraction, and Heritage staff.

Council recommends pre-lodgement meetings for new developments to encourage well-made applications. A well-made application can reduce the assessment timeframes within legislative requirements and result in improved development outcomes.



# 5. Assessment Timeframes



## 5.1 Applications with 45 days legislative timeframes

Planning and Development’s assessment staff are committed to providing an excellent customer service and experience, providing ease of communication, clarity, consistency, and certainty of information.

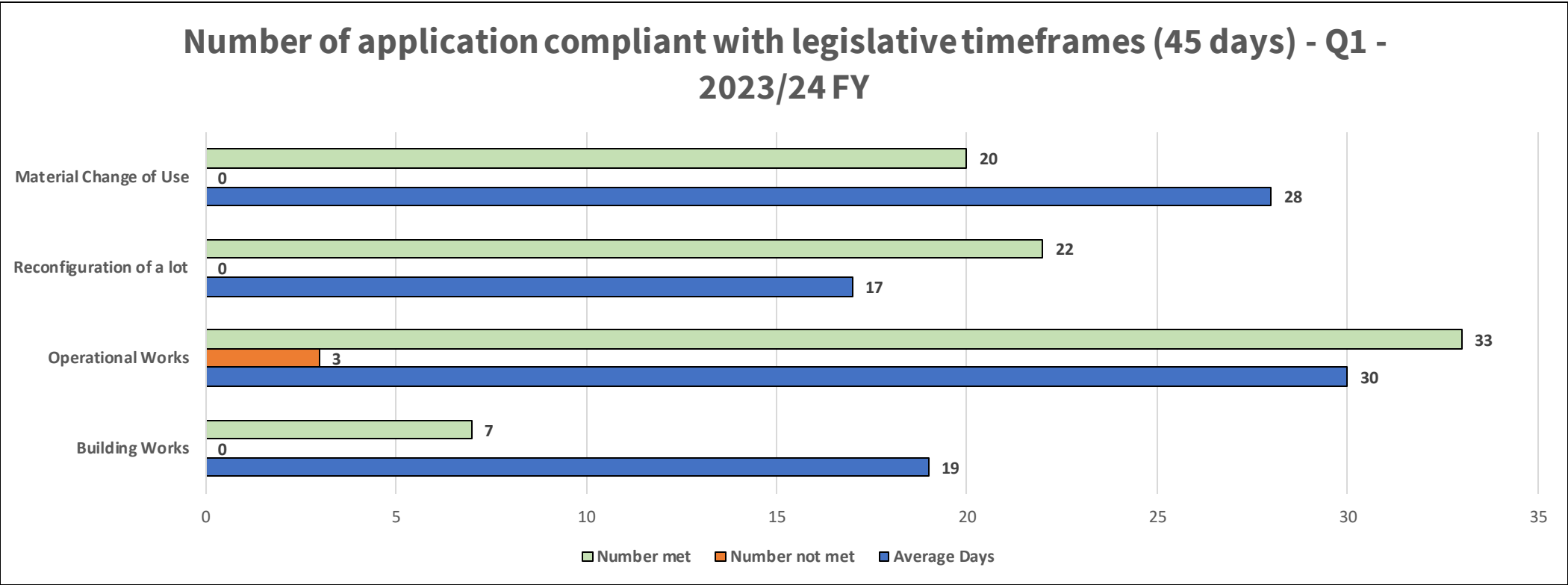
Importantly application assessment timeframes are monitored to ensure assessments are completed within legislation requirements.

The graph in the following page represents the number of applications that have either been assessed within or not having met the legislative timeframe of 45 business days applicable to these application types.

The assessment timeframes are calculated from the date the application is properly made to the date of decision, less any periods waiting for responses to formal requests for information, periods of public notification, and responses for state referrals.

The calculations also consider agreed extensions to the assessment stages and where the applicant has requested/agreed the assessment be paused.

# 5. Assessment Timeframes



The assessment timeframes graph above reveals two parameters relating to the assessment of those application types that have a 45 business days legislative timeframe.

The volume of applications that have met (green bar) or not met (orange bar) the 45 business days assessment timeframes; and,

The average business days (blue bar) taken to assess an application per the application type. It is not only important that legislative assessment timeframes are met but importantly the actual days taken to assess an application. Reducing the assessment timeframes allows the applicant to commence the development quicker and reduce holding costs.

# 5. Assessment Timeframes



## 5.2 Applications with 20bd assessment timeframes

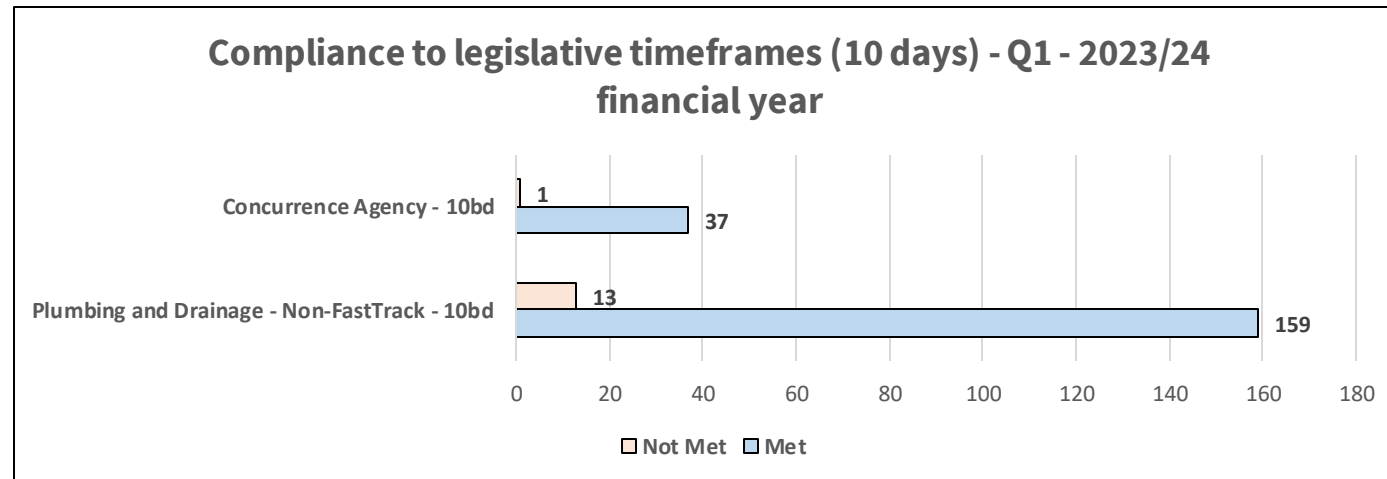
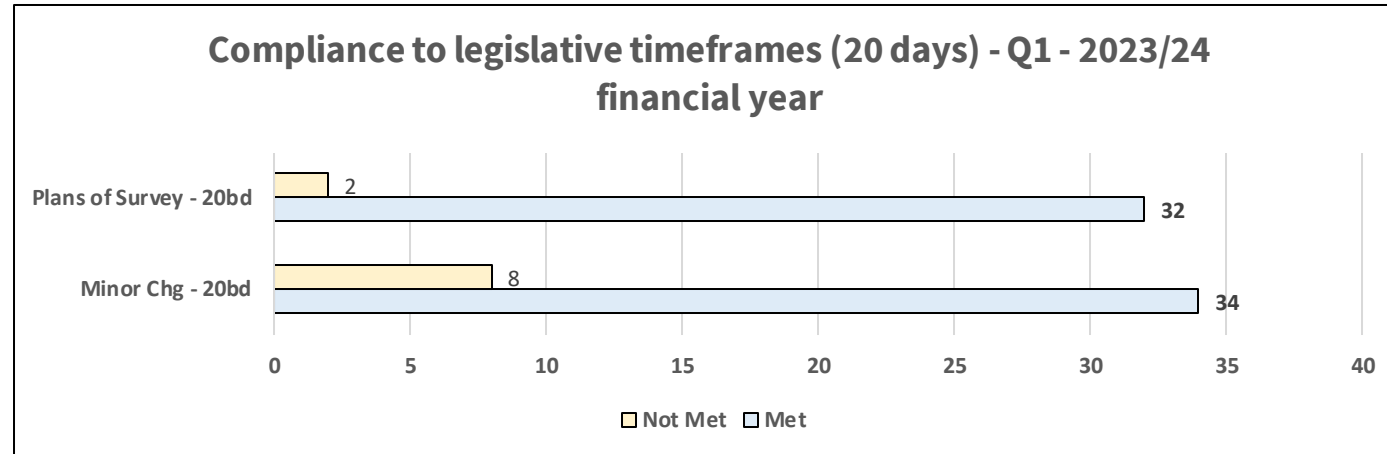
94% of Plans of Survey were processed within timeframe and averaged 4 days from obtaining all compliance information to achieving endorsement.

This importantly allows the applicant to register the plans and move to settlement quicker.

## 5.3 Applications with 10bd assessment timeframes

Of note the assessing of Non-Fast Plumbing and Drainage applications has seen an improvement from the last quarter.

The percentage of applications assessed within the 10 business days improved from 55% to 92%.



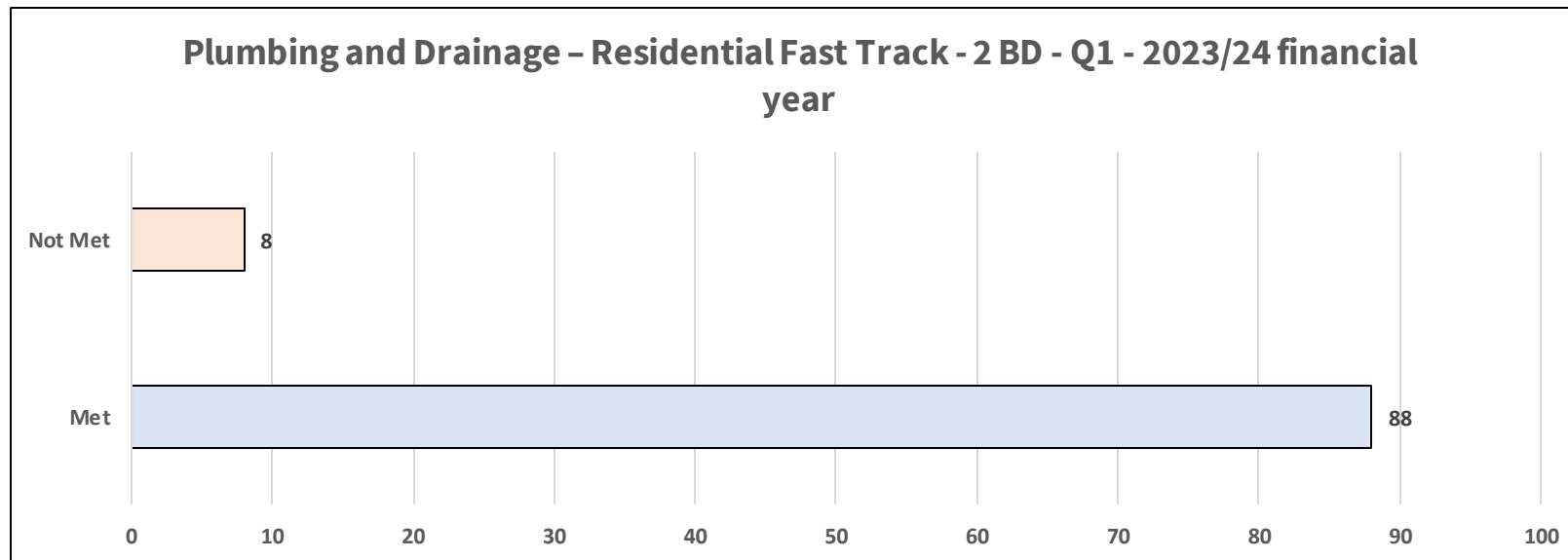
# 5. Assessment Timeframes



## 5.4 Application with 2bd assessment timeframes

Fast Track relates to identified residential development which are required under legislation to be assessed within 2 business days.

The reporting period shows a result of 92% meeting legislation. Of the 8 not meeting legislation all applications were assessed in 3 days.





# Glossary



## Building Approval Data

Federal and State Government development information is not required to be lodged with council. Therefore, the building data in this report may not reflect these developments. These are, but not limited to schools, hospitals, and defence.

The number of building approvals and investment needs to be used with some caution. Whilst private building certifiers are required by legislation to lodge approval information with the local authority within five (5) business days of issuing an approval, this does not always occur. It is recommended that Townsville Dashboards is used for real time building data.

## Value of Investment – Commercial and Residential

The value of investment notated in this report is derived from the building approval data lodged from private building certifiers and should be considered as an estimate at the time the approval is issued. Many factors can affect the final value during the building process.

## Assessment timeframes for approval of Plan of Surveys

The assessment days for the approval of Plans of Surveys are calculated from the date all required compliance information is received by council and all conditions of approval have been met.

## CAR - Concurrence Agency Response Applications

Concurrence Agency applications are assessed by the local authority under delegation from the State Government pursuant to the Queensland Development Code (QDC). These applications assess residential development where the applicant seeks to gain relaxation from siting and design codes.

# Glossary



## OPW - Operational Works

Operational works commonly include infrastructure works associated with development such as sewerage, water, roads, and stormwater. These may also include excavating or filling, clearing vegetation, and advertising devices.

## DBW – Development Building Works

Assessment of proposed building works on lots that are in zones such as Character Residential Zone.

## RAL – Reconfiguration of a Lot

The subdivision, amalgamation, realignment, and rearrangement of lots boundaries, creating an easement and agreement for Community Title Schemes (CMS).

## MCU – Material Change of Use

Approval required when commencing a new land use on premises, re-establishing a use that has been abandoned or changing the intensity or scale of a use.

## POS- Plan of Survey

Plan of Survey lodgements, in the context of this report are associated with the approval of the release of further lots. This allows newly created lots to be registered and introduced to the market for sale.

## Properly Made

An application must be properly made to allow assessment to proceed. Legislation prescribes the minimum requirements for an application to be considered as properly made.

