2025/26

Townsville City Council

City of Townsville

QUARTERLY REPORT

Q2: October 2025 – December 2025

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.

townsville.qld.gov.au

Summary

This quarter signalled the start of a new chapter for Townsville, as Mayor Nick Dametto and Deputy Mayor Suzy Batkovic were welcomed into their new roles.

Council's 'Back to Basics' initiative has been front and centre, reflecting our belief that a liveable and well-managed city begins with excellence in its core functions. Our team has been focusing on the everyday services that our community relies on, from maintenance and infrastructure upgrades to strengthening our frontline workforce.

This fundamental work ensures Townsville remains a city for everyone and is supported by continued investment in our shared spaces. The recent completion of the $2.4 million North Ward precinct upgrade and the $3.71 million Castle Hill Road and Stanley Street Slope Remediation project represent important milestones in our 2025/26 capital plan delivery.

Reopening Stanley Street and upgrading the North Ward precinct ensures that these popular locations remain safe, accessible and welcoming for residents and visitors alike.

During preparation for the high-risk weather season, our teams successfully cleared more than 3,000 tonnes of debris from the city's drainage network.

The 'Get Ready Townsville' event drew strong community participation, proving timely as December brought heavy rainfall across the city.

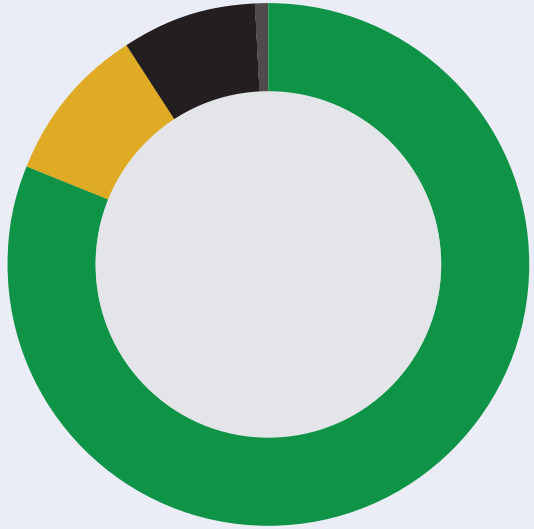
We also celebrated sustainability achievements with the reopening of the Hervey Range Refindit Tip Shop and receiving national recognition for the co-designed Bushland Beach Drain Naturalisation Project.

Thousands of residents shared the festive spirit at our much-loved Carols by Candlelight event. We kept that momentum going on New Year's Eve, where the community embraced a weather-adjusted schedule to enjoy a memorable early fireworks display at The Strand.

As we move into the next quarter, our focus remains on the fundamentals and laying solid foundations for a future ready Townsville.

Joe McCabe
Chief Executive Officer

Deliverables Status



On-track	142
Behind	17
Complete – Target Met	15
Withdrawn	1
Total	**175**

Hervey Range Refindit Tip Shop reopens

Townsville locals excitedly welcomed the reopening of the beloved Refindit Tip Shop at the Hervey Range Resource and Recovery Centre in December, following a two-year hiatus. The facility is expected to divert more than 500 tonnes of pre-loved items away from landfill and back into the community, while offering shoppers the chance to find quality items on a budget.

With social enterprise Outlook Australia taking over operations, the centre provides employment opportunities for people experiencing social disadvantage and a convenient drop-off point for residents wanting to donate items in good condition.

The Refindit Tip Shop represents Townsville City Council's commitment to sustainable practices and is expected to become a creative space where items can be repurposed for a bargain.

Hervey Range Refindit Tip Shop.

Playgrounds renewed across the city

This quarter, Council's playground renewal program delivered improvements to several locations across the city, ensuring safe, accessible and engaging play areas for local and visiting families. In October, the Oonoonba Park playground was reconstructed following an act of vandalism that left equipment and surfacing destroyed. The popular playground was rebuilt like-for-like, restoring valuable outdoor play opportunity for the children of Oonoonba.

Meanwhile, family favourite Sister Kenny Toddler Park at The Strand saw residents' feedback come to life in the delivery of new equipment and an upgraded sandpit area. Community consultation took place earlier in the year to understand the types of enhancements that would be of most value to the community. More than 760 responses were instrumental in guiding the final, improved design.

Also this quarter, the latest phase of the Riverside Green Park transformation was delivered, with a second playground designed for toddlers and younger children opened to the public in December. A toilet facility has also been greenlit for installation in 2026, allowing families to stay and play for longer.

Deputy Mayor Suzy Batkovic and Poppy Shaw at Riverside Green.

North Ward Streetscape Upgrade

Mitchell Street Stage 1– Kerb, Pathway & Watermain Renewal – Streetscape Upgrade was completed in December. The project included nearly half a kilometre of footpath upgrades along Mitchell Street, Eyre Street and Gregory Street, with watermain and stormwater upgrades along Gregory Street. The $2.4 million upgrade was proudly funded by Queensland Government Works for Queensland program in association with Townsville City Council. The upgrade prioritised safety, accessibility and visual appeal, with positive feedback received from the precinct's local businesses.

Mitchell, Gregory, and Eyre Street Pathway Upgrade.

Back to basics

Council employees at the innovative Back to Basics Careers Information Session.

This quarter saw a renewed focus on getting back to basics, with crews working hard to prepare for the wet season. Teams cleared drains, filled potholes and pruned trees across Townsville to put the city in the best position to manage potential high-risk weather.

In December, the Back to Basics Careers Information Session offered skilled and passionate job seekers the opportunity to learn more about a variety of essential field-based Townsville City Council roles.

Attendees had the chance to expand their understanding of available jobs at Council including waste truck drivers, labourers, parks and gardens crew members and gatehouse operators. The session encouraged interaction and emphasised the benefits and flexibility associated with working for Council.

With more than 80 interviews conducted on-site on the day, the event afforded interested candidates an efficient and convenient recruitment option. This initiative was an important step towards ensuring that the Council workforce is equipped to continue reliably delivering key services to the community.

Stanley Street slope stabilisation

The Castle Hill Road and Stanley Street Slope Remediation Project wrapped up in December, securing the safety of inner-city road users for years to come. Following the record-breaking 2025 wet season, damage to the iconic Castle Hill slope required significant work to prevent rockfall and stabilise the site.

Contracted to Shamrock Civil, the project saw unstable portions of the hill slope removed and re-shaped, as well as around 10 tonnes of rockfall mesh and 280 tonnes of shotcrete installed.

These vital works ensured residents can continue to travel safely through the area, with the Castle Hill facade protected for years to come. Progress continued on a number of key capital projects through this quarter, including the active transport facilities upgrade at Hugh and Gulliver streets and rebuild of the Sooning Street bridge on Magnetic Island, which commenced in December 2025 with completion due in 2026. The Sooning Street bridge construction commencement is a milestone coming a year after the initial culvert damage and follows an eight-month approval process.

Cutting the ribbon at the finalisation of the Stanley Street Slope Remediation Project.

Withdrawn Behind In Progress Target Not Met Complete - Target Met

GOAL 1: A CITY FOR EVERYONE

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
1.1 Residents shape the city's culture and identity			On Track	On Track 61.64 / 100	
1.1.1 Conduct precinct planning engagement and scoping for Townsville City Centre (Principal Centre) and Burdell Major Centre	Precinct planning commenced and community consultation is conducted by 30 June 2026.	Q1 25% Q2 25% Q3 50% Q4 100%	25 / 100%	25 / 100%	City Centre - Engagement has continued for precinct planning, including with the Property Council of Australia and UpTown Group. Burdell - Continued engagement on future development of the centre.
1.1.2 Design of new library spaces meet universal design and accessibility standards (e.g. wheelchair access, sensory-friendly areas)	Accessibility and universal design standards are applied to new library spaces.	Q1 0 Q2 0 Q3 0 Q4 100%	3 / 100%	25 / 100%	
1.1.2 Master Plan one regional or district park	One master plan for a regional or district park is prepared and provided to Council for consideration.	Q1 10% Q2 30% Q3 70% Q4 100%	20 / 100%	75 / 100%	A masterplan for Oonoonba Park is underway based on consultation feedback.
1.1.3 Deliver on-ground environmental restoration works through the Reef Assist program with a focus on increasing First Nations jobs, opportunities and environmental experiences	Undertake delivery of on-ground environmental restoration works across a minimum of four sites	Q1 25% Q2 50% Q3 75% Q4 100%	26 / 100%	50 / 100%	Reef assist Program has reached 50% of its annual restoration target including engagement of First Nations partners.
1.1.4 Comply with the Public Health Act 2005 where local government health risk is enforced by local government	100% of public health requests are investigated to ensure compliance against the *Public Health Act 2005.*	Q1 100% Q2 100% Q3 100% Q4 100%	100 / 100%	100 / 100%	25 requests received during Quarter 2, with 23 all compliant and 2 still under active investigation.
1.1.4 Develop and adopt a new Community Safety Policy	Community Safety Policy adopted by December 2025.	Q1 Q2 100% Q3 Q4	100 / 100%	100 / 100%	Community Safety and Wellbeing Plan adopted by council on 18 June 2025.
1.1.5 All Council staff are trained in inclusivity and accessibility best practices	Over 70% staff completed training in Diversity and Discrimination	Q1 Q2 Q3 Q4 >70%	49 / 70%	64 / 70%	At the end of Quarter 2, 64% of staff have completed training in Diversity and Discrimination.
1.1.6 Develop a Welcoming Cities Actions Plan to articulate areas of focus by Council to advance our city as a Welcoming City under the guidelines of Welcoming Australia	Welcoming Cities Actions Plan developed by 30 June 2026	Q1 1 Q2 2 Q3 3 Q4 5	1 / 5 Milestone(s)	3 / 5 Milestone(s)	Application for Established Council Accreditation submitted to Welcoming Australia achieving Milestone 3 of the process to complete a Welcoming Cities Action Plan.
1.1.6 On-ground actions for enhancing water quality outcomes within the Black-Ross basins (Great Barrier Reef Catchments) through delivering holistic restorative actions – collaborating with First Nations	Provide demonstrated opportunities for First Nations involvement in on ground environmental jobs and responses.	Q1 25% Q2 50% Q3 75% Q4 100%	25 / 100%	50 / 100%	At the end of Quarter 2, approximately 50% of the annual target has been achieved. On-ground works continued over priority sites within the Black-Ross basins, with First Nations partners actively engaged in restoration activities. On-ground activities include riparian planting, erosion control and water quality monitoring.

Action	Measure	Quarterly Progress Targets				Quarter 1 Result	Quarter 2 Result	Commentary
1.1.6 Undertake development actions and drafting of Councils fourth Reconciliation Action Plan in line with Reconciliation Australia requirements	Councils fourth Reconciliation Action Plan drafted in line with Reconciliation Australia requirements by 30 June 2026	Q1 1	Q2 2	Q3 3	Q4 4	1.48 / 4 Milestone(s)	1.6 / 4 Milestone(s)	Milestone 2 has commenced. Currently tracking behind initial anticipated timelines due to additional considerations required for the Reconciliation Action Plan (RAP) Framework.
1.2 Connected and activated neighbourhoods						On Track	On Track 56.92 / 100	
1.2.2 Conduct annual community events, workshops, and group activities in alignment with State Library of Queensland Programming (SLQ) Standards	Conduct an annual program review to measure effectiveness and alignment with SLQ strategic priorities	Q1 10%	Q2 30%	Q3 60%	Q4 100%	10 / 100%	35 / 100%	Reviewing library attendance and progressing assessment of programming needs.
1.2.2 Review utilisation of community assets	Complete review of community asset utilisation by June 2026	Q1 10%	Q2 50%	Q3 50%	Q4 100%	10 / 100%	50 / 100%	The assessment and evaluation are complete, and the report is currently under review to identify actionable findings for the next steps.
1.2.3 Contribute to shade on Townsville's footpaths	Plant 2,000 trees within verge areas	Q1 500	Q2 1000	Q3 1500	Q4 2000	264 / 2k Tree(s)	1.33k / 2k Tree(s)	At the end of Quarter 2,1325 of trees have been planted, exceeding the target by 325 trees.
1.2.3 Establish an all-accessible footpath program	Commence planning of an all-accessible footpath program by 30 June 2026	Q1 -	Q2 -	Q3 -	Q4 100%	3 / 100%	50 / 100%	Ongoing analysis of the all-accessible survey and provision of data in relation to challenges identified.
1.2.3 Undertake Mobility mapping activities to inform effort rating and pathway improvements to support usage of people with limited mobility	Refer to below sub deliverables					On Track	On Track 83.33 / 100	
At the conclusion of mobility mapping exercise, areas for improvement are identified and inclusion in pathway improvement program		Q1 0	Q2 2	Q3 3	Q4 -	0.9 / 3 Milestone(s)	2 / 3 Milestone(s)	Data analysis from the mobility mapping exercise has been completed.
At the conclusion of mobility mapping exercise, update the Townsville Mobility Map on Council's webpage		Q1 0	Q2 2	Q3 3	Q4 -	0 / 3 Milestone(s)	3 / 3 Milestone(s)	Townsville Mobility Map was successfully updated in November 2025.
1.3 Enabling an active lifestyle and sporting culture						On Track	On Track 55 / 100	
1.3.1 Develop a high-level strategy to guide future development and management decisions for recreational facilities	Complete strategy by 30 June 2026	Q1 25%	Q2 50%	Q3 75%	Q4 100%	25 / 100%	35 / 100%	Project plan finalised and development of phase 1 of the strategy underway. The project is forecast to be completed by 30 June 2026.
1.3.1 Develop concept plans Townsville 2032 Legacy Action Plan 2025 - 2028 key actions including Murray Precinct Redevelopment Strategy, Long Tan pool redevelopment, and Pallarenda Sports Precinct concept	Commence delivery of concept plans for prioritised actions by 30 June 2026	Q1 25%	Q2 50%	Q3 75%	Q4 100%	25 / 100%	50 / 100%	Concept planning has been completed for Long Tan Pool, and 80% progress achieved for Murray Sports Precinct Stage 1 Development considerations.
1.3.2 Develop a lighting and shade program to be delivered over a 10-year period	By end of June 2026, 10-year light and shading program developed and endorsed	Q1 0	Q2 0	Q3 50%	Q4 100%	0 / 100%	25 / 100%	Drafting of a lighting and shade program proposal has commenced, ahead of forecast schedule.
1.3.2 Support advocacy for broadcasting quality sports facilities	Develop a master plan for the Riverway Sports Precinct to support the advocacy for facility upgrades	Q1 10%	Q2 30%	Q3 70%	Q4 100%	70 / 100%	90 / 100%	Master Plan is currently 90% drafted.
1.3.3 Commence a business case for a North Australia High Performance Sport Research Centre	By end of June 2026, progress partnership opportunities and initiatives to enable a business case to be developed for a North Australia High Performance Sport Research Centre	Q1 0	Q2 0	Q3 50%	Q4 100%	0 / 100%	0 / 100%	
1.3.3 Continue advocacy with QAS to establish a branch in Townsville	6 monthly discussions with QAS and ongoing advocacy to establish a Townsville branch	Q1 0	Q2 1	Q3 1	Q4 2	1 / 2 Meeting(s)	1 / 2 Meeting(s)	

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
1.3.4 Host the 2025 North Queensland Sports Foundation Awards	Deliver 2025 NQ Sports Foundation Awards	Q1 50% · Q2 100% · Q3 - · Q4 -	50 / 100%	100 / 100%	2025 North Queensland Sports Foundation Awards held on 25 October 2025.
1.3.4 Through the Townsville 2032 Legacy working group - identify a strong events calendar to target key sports carnivals and qualifiers	By December 2025, Townsville 2032 Legacy working group to complete a list of target events for the city to host in lead up to the 2032 Games	Q1 0 · Q2 100% · Q3 - · Q4 -	0 / 100%	100 / 100%	A process was completed in December 2025 to attract sporting events to Townsville and fill in the shoulder season and slower event periods to create a strong events calendar.
1.3.5 Facilitate information sharing of external grant opportunities to sporting clubs	Information on external grant opportunities identified and shared to local sporting clubs	Q1 25% · Q2 50% · Q3 75% · Q4 100%	25 / 100%	50 / 100%	During Quarter 2 through network link distribution, grant opportunities have been shared from Inland Rail and Bravus, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism's Strengthening Communities Multicultural Grant and the Sport and Recreation Recovery Grant.
1.3.5 Through the Townsville 2032 Legacy Working Group support clubs in creating multi-use facilities	By 30 June 2026, a new multi-use facility identified and supported by Townsville 2032 Legacy Working Group	Q1 0 · Q2 0 · Q3 0 · Q4 100%	0 / 100%	50 / 100%	Engagement with a sporting club progressing to create a multi-purpose facility in Townsville.
1.4 The events and arts capital of the North			On Track	On Track 45 / 100	
1.4.1 Develop and implement year one of a new Arts and Culture strategy for the city	Develop a new Arts and Culture strategy by June 2026	Q1 15% · Q2 55% · Q3 85% · Q4 100%	15 / 100%	20 / 100%	Early progress on the development of the Arts and Culture Strategy has been deliberately paused while Council coordinates further work to ensure the strategy is aligned to deliver meaningful outcomes for the community.
1.4.2 Continue to program Indigenous visual and performing artists	Maintain programming of Indigenous performing artists - Minimum of one show	Q1 2 · Q2 5 · Q3 8 · Q4 10	2 / 10 Program(s)	7 / 10 Program(s)	During Quarter 2 there has been six gallery exhibitions, with five exhibitions featuring a combined total of 15 First Nation artists and an additional exhibition co-curated by a First Nation curator.
1.5 Diverse community programs and facilities			On Track	On Track 63.75 / 100	
1.5.1 Continued delivery of community connection-based library programs	Continue to deliver community connection-based library programs	Q1 25% · Q2 50% · Q3 75% · Q4 100%	25 / 100%	55 / 100%	Quarter 2 saw delivery of 39 sessions with a total of 372 attendees.
1.5.2 Continue to deliver heritage focused programs, aligned with SLQ standards (e.g. exhibitions, talks, guided tours, digital archives)	Deliver heritage-focused library programs in accordance with SLQ standards	Q1 25% · Q2 50% · Q3 75% · Q4 100%	25 / 100%	50 / 100%	Quarter 2 saw delivery of 1 program with a total of 11 attendees.
1.5.2 Progress North Rail Yards redevelopment decontamination and stabilisation works	Execution of funding agreement with Queensland Government to enable progression of decontamination and stabilisation works	Q1 25% · Q2 50% · Q3 75% · Q4 100%	25 / 100%	50 / 100%	The proponent continues to progress decontamination works across the site.
1.5.3 Develop new Library strategy	Provide draft Library Strategy to Council for consideration by 30 June 2026	Q1 100% · Q2 - · Q3 - · Q4 -	100 / 100%	100 / 100%	Library Strategy 2025-2029 endorsed by Council on 6 August 2025.
1.6 Enhance local housing options			On Track	On Track 26.67 / 100	
1.6.1 Coordinate planning, advocacy and applications to State/Commonwealth housing infrastructure funds	Submissions made to all available QLD and Federal Government funding programs	Q1 0 · Q2 0 · Q3 3 · Q4	0 / 3 Submission(s)	0 / 3 Submission(s)	Three proposals are under development for submission into the Queensland Government Residential Activation Fund Round 2.

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
1.6.1 Progress Local Government Infrastructure Plan (LGIP) review	By June 2026, provide draft LGIP for Council consideration	Q1 75% Q2 90% Q3 100% Q4	75 / 100%	90 / 100%	Industry engagement has been completed and LGIP undergoing final drafting.
1.6.2 Continue to develop and refine development assessment processes and procedures	By June 2026, implementation of identified business improvement priorities	Q1 25% Q2 25% Q3 50% Q4 100%	25 / 100%	25 / 100%	Business Report for Quarter 1 presented to Council on 5 November 2025. Completion of backflow device compliance and digitisation expected in quarter 3.

GOAL 2: A SUSTAINABLE AND RESILIENT CITY

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
2.1 City-wide climate change adaptation			On Track	On Track 59.88 / 100	
2.1.1 Model and design wastewater network upgrade for priority wastewater networks to improve resilience during high volume wet weather events and seek funding to implement in FY26 and FY27	Detailed design completed, stakeholder negotiation commenced, and funding applications completed by December 2025	Q1 0; Q2 100%; Q3; Q4	30 / 100%	100 / 100%	Detailed design and funding applications completed. Note, funding applications were unsuccessful.
2.1.2 Build and deliver sustainable business capacity and innovation and adaption solutions	Refer to below sub deliverables		On Track	On Track 53.5 / 100	
Enhance and maintain schools and business collaborations and education on sustainability and tropicalised solutions		Q1 25%; Q2 50%; Q3 75%; Q4 100%	30 / 100%	52 / 100%	Opportunities are being explored to expand sustainability education through an Urban Nature Program, leveraging existing assets to deliver interactive, cost-effective experiences for schools and residents. Work is also progressing on a circular economy initiative and a tropicalised green wall project in collaboration with local businesses to address urban heat challenges.
Implement two sustainability and environmental practice demonstrations for continual improvement in environmental operational systems		Q1 25%; Q2 50%; Q3 75%; Q4 100%	30 / 100%	55 / 100%	Harvested weed organics to healthy soils. The Weeds to Healthy Soils program has been applied across multiple sites. Tackling illegal dumping with lower cost mixed access solutions in nature reserves. A contractor has been engaged to implement mixed-access solutions at nature refuges to address illegal dumping and reduce site degradation.
2.1.2 Partner with JCU to investigate innovative Blue Green Algae management applications to improve raw water quality in Ross River Dam, including options for external funding	Present concept and options study to Council by June 2026	Q1 -; Q2 -; Q3 -; Q4 100%	30 / 100%	45 / 100%	Development of Blue Green Algae management projects are progressing in partnership with JCU and remain on track for presenting concepts and options study to Council by June 2026.
2.1.3 After any event, undertake causal mapping and identify mitigation efforts the city could adopt to reduce impacts from future events	Lessons learned exercise completed after any natural disaster event.	Q1 -; Q2 -; Q3 -; Q4 -	0 / 0 Exercise(s)	4 / 0 Exercise(s)	In Quarter 2, four exercises were undertaken to test Organisational capacity and capability. There were no activations during this period.
2.1.3 Complete annual dam safety scenario exercise in consultation with Dam Safety Regulator and Emergency Management	Exercise scenario completed by 1 November 2025	Q1 0; Q2 1; Q3; Q4	0.25 / 1 Exercise(s)	1 / 1 Exercise(s)	Dam Safety Exercise completed Friday 12 December 2025. Additional Emergency Action Plan familiarisation completed with dam operators and key Emergency Action Plan role staff.
2.1.3 Enhance and maintain environmental monitoring equipment and systems and undertake environmental monitoring for environmental incident response - Aerial, water and land whilst also generating cost reductions and preventing impacts on residents and number of complaints	Refer to below sub-deliverables		On Track	On Track 51 / 100	
Deliver continual improvement on environmental data/incident response systems and cases		Q1 25%; Q2 50%; Q3 75%; Q4 100%	30 / 100%	52 / 100%	Developing framework and implementation plan for utilising temperature sensor networks to measure thermal pollution across environmental systems. Implementation to occur in Q3.

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
Renew, maintain and enhance environmental monitoring equipment and systems		Q1 25%, Q2 50%, Q3 75%, Q4 100%	30 / 100%	50 / 100%	Equipment ordered to enhance thermal load monitoring. Monitoring equipment calibrated as per ongoing calibration schedule. Environmental incident response equipment checked and restocked.
2.1.4 Conduct restoration works to mitigate the effects of erosion along park assets, and other community infrastructure to enhance the riverbank's resilience through minor works and reinforcing established revegetation	Facilitate riverbank restoration outcomes across up to 13 riverbank sites	Q1 4, Q2 5, Q3 8, Q4 13	4 / 13 Site(s)	8 / 13 Site(s)	Restoration works have continued for Sheriff Park, Archery Park, Wes Barret Park, Bicentennial Park, Palmetum, Greg Jabs Ct, Tchooratippa Creek. An additional site, Peterson Creek, was delivered with Reef Assist Partnerships, in collaboration with the community. Design and planning for tidal creekbank remediation at Townsville Boat Ramp has commenced.
2.1.4 Environmental Flow Paths – Investigate and deliver risk-reducing outcomes for the community and environment across waterways	Develop concept and design for two Environmental Flow Paths	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	Environmental flow path investigations continued at Wulguru,Alma Bay/Geoffery Bay, Mundy Creek and Ross River. Meetings have been held with key stakeholders.
2.1.4 Progress of the Coastal Adaptation Strategy	By June 2026, draft Coastal Adaptation strategy and provide to Council for consideration	Q1 75%, Q2 85%, Q3 95%, Q4 100%	75 / 100%	80 / 100%	Council is reassessing the Coastal Adaptation Strategy considering contemporary adaption pathway options and evolving risk profiles to determine appropriate strategic direction.
2.1.4 Protect assets from coastal erosion from the 2025/26 wet season	Complete beach renourishment in accordance with beach renourishment program priorities	Q1 2, Q2 3, Q3 3, Q4 6	2 / 6 Program(s)	4 / 6 Program(s)	Renourishment programs at Horseshoe Bay and Toolakea have been completed in Quarter 2.
2.1.4 Review deployed waterway (drains, creeks and rivers) sensor systems and activate (using LoWRAN/5G)	No. of sensors activated and deployed	Q1 0, Q2 10, Q3 20, Q4 30	0 / 30 Sensors deployed	3 / 30 Sensors deployed	Three waterway sensor systems deployed at Bushland Beach Channel Naturalisation project. Progress behind due to adjustment of deployment locations and sensor system types.
2.2 Long-term water security			On Track	On Track 17.69 / 100	
2.2.1 Present a new water pricing structure to Council for endorsement and engage with key stakeholders and the community to communicate application and impacts	Community engagement on new water pricing structure conducted by 30 June 2026	Q1 -, Q2 -, Q3 -, Q4 100%	15 / 100%	15 / 100%	
2.2.1 Refresh the city-wide water education program and embed it into the Council water programs	New water education and engagement plan developed by 30 June 2026	Q1 -, Q2 -, Q3 -, Q4 100%	0 / 100%	20 / 100%	
2.2.2 Complete a 10-year investment plan for Water and Wastewater infrastructure. Plans to inform rolling Capital Plan	Council endorsement of a 10-year investment plan for Water and Wastewater infrastructure by December 2025	Q1 0, Q2 100%, Q3, Q4	60 / 100%	70 / 100%	The 10-year water investment plan has been completed and the 10-year wastewater plan is at 30% complete. Impacts to the allocation of resources has resulted in a revised completion date for the 10Y Wastewater Investment Plan of April 2026.
2.2.2 Investigate alternative raw water source water options and present report to Council	Provide alternative water source options to Council by 30 June 2026	Q1 -, Q2 -, Q3 -, Q4 100%	10 / 100%	10 / 100%	Options are being investigated for alternative infrastructure and sites.
2.2.2 Review and optimise maintenance plans and programs to improve the reliability of our in-service assets	Preventative Maintenance plans benchmarked by 30 November 2025 and revised and optimised by 30 June 2026	Q1 0, Q2 1, Q3 1, Q4 2	0 / 2 Milestone(s)	0 / 2 Milestone(s)	Revision of the preventative maintenance plans have been delayed due to vacancies in key positions.
2.2.3 Develop the Ross River Dam Catchment Management Action Plan	Action plan is endorsed through Council by 30 June 2026	Q1 -, Q2 -, Q3 -, Q4 100%	0 / 100%	0 / 100%	

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
2.2.3 Progress detailed dam safety risk assessment in accordance with agreed milestones and provide periodic updates to Council	Refer to below sub-deliverables		On Track	On Track 22.5 / 100	
Deliver risk assessment in accordance with expert consultant milestones		Q1 Q2 Q3 Q4 - - - 100%	**20 / 100%**	**20 / 100%**	
Provide quarterly progress reporting to Council on dam safety risk assessment in accordance with project plan		Q1 Q2 Q3 Q4 1 2 3 4	**1 / 4 Report(s)**	**1 / 4 Report(s)**	The work scheduled for Quarter 2 was delayed due to availability of subject matter experts. This work has been extended to be completed in Quarter 3 and 4 and updates will be provided to Council.
2.2.4 Implement a five-year water loss reduction program to reduce distribution losses within the water network	Target 250ML/Y of annual treated water production saved from losses	Q1 Q2 Q3 Q4 >250	**7.5 / 250 Megalitre(s)**	**10 / 250 Megalitre(s)**	During Quarter 2 a leak register was completed and approximately 2.5ML was saved on key projects.
2.3 Transition to a circular economy by reducing waste generation, whilst increasing recycling and landfill diversion			On Track	On Track 56.88 / 100	
2.3.1 Conduct annual audits to measure impact of initiatives and behaviour change programs of works. Reduce contamination in kerbside yellow bins and divert recyclables from red bins. Increase recovery of resources at facilities	By June 2026, demonstrated reduction in waste to landfill per capita	Q1 Q2 Q3 Q4 25% 50% 75% 100%	**70 / 100%**	**70 / 100%**	Audit report for red and yellow bins finalised. Analysis of findings underway.
2.3.1 Demonstrate an increase in the amount of material diverted from landfill	Continued increase in material diverted from landfill	Q1 Q2 Q3 Q4 25% 50% 75% 100%	**25 / 100%**	**50 / 100%**	Working with the State and Local Governments to divert resources from the waste streams. Continued trend of material diverted from landfill due to increased recycling materials collected.
2.3.1 Demonstrate an increase in the amount of recycled materials	Continued increase in categories of recycled materials	Q1 Q2 Q3 Q4 25% 50% 75% 100%	**50 / 100%**	**50 / 100%**	Working with the State and Local Governments to divert resources from the waste streams. Continued trend of increased recycling materials collected at Materials Recovery Facility.
2.3.2 Partner with NQROC to progress the NQROC Waste and Resource Recovery Plan	In partnership with NQROC, review existing waste and resource recovery plan and implement outcomes by 30 June 2026	Q1 Q2 Q3 Q4 25% 50% 75% 100%	**25 / 100%**	**50 / 100%**	Work is ongoing, with participation in NQROC joint tenders aimed at achieving improved regional outcomes.
2.3.3 Engage with industry, State, Federal and Local Governments on development of infrastructure, markets and solutions around logistics	Secure support from industry partners	Q1 Q2 Q3 Q4 25% 50% 75% 100%	**50 / 100%**	**70 / 100%**	Currently finalising two State Government grant submissions for the upgrade and lifecycle extension of the Townsville Material Recycling Facility and Stuart Waste Facility.
2.3.3 Increase the quantity of recycled or recovered resources (soil, mulch, compost, crumbed rubber, etc) used by Council.	Demonstrated increase in use of recycled materials utilised by Council operations	Q1 Q2 Q3 Q4 25% 50% 75% 100%	**25 / 100%**	**50 / 100%**	Engagement is ongoing with Council service areas to explore opportunities to utilise surplus materials for operational purposes and minimising disposal costs.
2.3.3 Secure a Commercial Manager to drive off-take of collected recyclables and increase markets	Recruitment of Commercial Manager by 30 June 2026	Q1 Q2 Q3 Q4 25% 50% 75% 100%	**100 / 100%**	**100 / 100%**	Commercial Manager recruited and commenced with Council in June 2025.
2.3.5 Workshop sustainability requirements to be integrated to procurement policy and templates	Update procurement policy and templates by June 2026	Q1 Q2 Q3 Q4 10% 25% 50% 100%	**10 / 100%**	**15 / 100%**	Procurement policy review delayed while Strategy Contracting Procedure progressed through Council, approved 10 December 2025. Procurement policy and templates remain on track for completion by June 2026.

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
2.4 Renewable energy and efficiency			On Track	On Track 52 / 100	
2.4.1 Capture, integrate and update NMI, sub main and equipment level interval electricity data streams directly from the source. Expand machine learning (precooling, solar and batteries, electric vehicles) on Council Buildings	Increase Council's energy needs from renewable energy sources	Q1 25% Q2 50% Q3 75% Q4 100%	30 / 100%	52 / 100%	Project scoping and delivery are currently being progressed to enable the integration of real-time metering data into Council's enterprise-wide Environmental Management System (EEMS).
2.4.1 Optimise and amplify the EEMS for energy efficiency, demand management, behaviour change and supporting renewables/batteries	Maintain and optimise EEMS for council energy and environmental data integration	Q1 25% Q2 50% Q3 75% Q4 100%	30 / 100%	52 / 100%	Energy data (electricity bills) being regularly uploaded into EEMS and environmental data integration underway and being maintained.
2.4.1 Progress delivery of Sustainable Energy Innovation partnerships (buildings, businesses and homes)	Refer to below sub-deliverables		On Track	On Track 52 / 100	
Commence three energy initiatives (solar, batteries, EV Charging and/or hydrogen) in city and in Council		Q1 25% Q2 50% Q3 75% Q4 100%	25 / 100%	52 / 100%	The Energy Transition Project has commenced and the TCC Microgrid Opportunities and Prototype is progressing, including the Rowes Bay microgrid demonstration currently underway and Community driven renewable energy projects, such as the Totally Renewable MI initiative on Magnetic Island.
Progression of Townsville's enterprise-wide integrated energy optimisation partnerships		Q1 25% Q2 50% Q3 75% Q4 100%	30 / 100%	52 / 100%	
Update Energy and Resources Management Framework (ERMF) by 30 June 2026		Q1 25% Q2 50% Q3 75% Q4 100%	28 / 100	52 / 100	Review of existing ERMF Documentation still ongoing.
2.4.1 Progress sustainable and tropicalised Energy Systems Solutions, prototypes and demonstrations (Innovation, amplification and maintenance)	Refer to below sub-deliverables		On Track	On Track 52 / 100	
Incorporate two sustainable tropical energy prototypes into city wide energy framework		Q1 25% Q2 50% Q3 75% Q4 100%	26 / 100%	52 / 100%	Work has commenced on the second prototype, focused on tropicalised energy microgrid solutions.
Support one (1) project in tropical sustainable design solutions in energy reduction		Q1 25% Q2 50% Q3 75% Q4 100%	26 / 100%	52 / 100%	Development of a tropicalised energy solution is in progress, which will incorporate existing renewable generation and battery storage at the Rowes Bay Sustainability Centre.

GOAL 3: A FUTURE-READY CITY

Action	Measure	Quarterly Progress Targets				Quarter 1 Result	Quarter 2 Result	Commentary
3.1 Embrace innovation and technological advancements						On Track	On Track 34.07 / 100	
3.1.1 Conduct digital literacy workshops, covering topics like internet safety, online research, and e-government services	Demonstrated increase in participants in digital literacy workshops and training sessions	Q1	Q2	Q3	Q4 >1340	256 / 1.34k Participants	572 / 1.34k Participants	During Quarter 2, 316 participants attended 79 digital literacy workshops across the three Citylibraries branches.
3.1.2 Continuation of the smart meter rollout program	Install a further 3000 smart meters by 30 June 2026	Q1 0	Q2 1800	Q3 3000	Q4 -	240 / 3k Meters	1.37k / 3k Meters	1,134 meters installed in Quarter 2. Smart meter installations have reduced during Quarter 2 for assessment of a transition to an upgraded model of water meter that will allow for an accelerated installation program.
3.1.2 Revise and update Council GIS location and network isolation infrastructure to improve response times to water leaks	Digitised network isolation plans/programs for two suburbs completed by 30 June 2026	Q1 0	Q2 0	Q3 0	Q4 2	0 / 2 Plan(s)	0 / 2 Plan(s)	
3.1.3 Conduct all activities required to coordinate, plan and construct enabling infrastructure necessary to support high impact industrial use within the Lansdown Eco-Industrial Precinct	Deliver all of the agreed enabling infrastructure by 30 June 2026 in line with Proponent Project Development and Infrastructure Agreements and the agreed Enabling Infrastructure Completion Dates	Q1 25%	Q2 50%	Q3 75%	Q4 100%	25 / 100%	50 / 100%	Upgrade of Jones Road between No Name Road and west of the Ergon Substation is ongoing and on track to be complete in February 2026. Construction of Lansdown Internal Roads Stage 1 - No Name Road from Jones Road to Bidwilli Road is ongoing, on track to be complete in June 2026. Construction of Lansdown Internal Roads Stage 2 - No Name Road from Bidwilli Road south to Manton Quarry Road commenced in November 2025.
3.1.3 Establish Water Supply Agreements for proponents establishing business within Lansdown Eco-Industrial Precinct	Executed Water Supply Agreements by June 2026	Q1 -	Q2 -	Q3 -	Q4 100%	0 / 100%	0 / 100%	Negotiations for Water Supply Agreements are progressing well and remain on track.
3.1.3 Monitor annual GRP result	Provide quarterly update on GRP result	Q1 25%	Q2 50%	Q3 75%	Q4 100%	25 / 100%	50 / 100%	GRP was $15.34 billion (economy.id) at 30 June 2024 and the June 2025 GRP result will be available April 2026. Quarterly economic update provided to Council on 5 November 2025.
3.1.3 Negotiate and execute Project Development Infrastructure Agreements (PDIA) and Water Supply Agreements (WSA) with Precinct proponents	Council provides supporting information to allow proponents to execute their PDIA's and WSA's according to their agreed milestones in their Option to Lease	Q1 25%	Q2 50%	Q3 75%	Q4 100%	25 / 100%	50 / 100%	Negotiations towards the execution of PDIA's and Water Supply Agreements (WSA) ongoing.
3.2 Increase visitation and attractiveness						On Track	On Track 46.43 / 100	
3.2.1 Review City Plan provisions and incentives programs to support accommodation development	Review incentives program as part of each annual budget process with a focus on supporting accommodation/housing development and identify key City Plan changes as part of the City Plan Review process by 30 June 2026	Q1 10%	Q2 25%	Q3 75%	Q4 100%	10 / 100%	25 / 100%	Review of incentives program occurring as part of 2026/27 budget development. Development of a Townsville Housing Strategy which will identify changes to the City Plan that enables housing and dwelling diversity underway. Anticipated completion by June 2026.
3.2.2 Continue to work as a key partner in the Marine District working group and identify sequenced works and actions to progress precinct delivery	Refer to below sub-deliverables					On Track	On Track 50 / 100	

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
Continue to identify funding opportunities to support progression of the precinct		Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	Working Group meeting agendas include funding opportunities as a standing item.
Quarterly meetings with the Marine District Working Group		Q1 1, Q2 2, Q3 3, Q4 4	2 / 4 Meeting(s)	2 / 4 Meeting(s)	Meeting for Quarter 2 was held in October 2025.
3.2.2 Ongoing support for the redevelopment of the Great Barrier Reef Aquarium (formally ReefHQ)	Regularly monitor project progression to creating the epicentre of reef edu-tourism, confirming on-track for opening in 2029 (or before)	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	
3.2.4 Identify a partnership approach between levels of government and stakeholders to revitalise The Strand and Pallarenda	By October 2025, develop a partnership model proposal and invite identified partners	Q1 0, Q2 100%, Q3 -, Q4 -	0 / 100%	70 / 100%	A proposal for a partnership approach for delivery of revitalisation work along The Strand has been developed.
3.2.4 Undertaken advocacy for funding to support early-stage deliverables for the revitalisation of The Strand and Pallarenda	By June 2026, partners to have developed an agreed sequence and priority of projects for shared advocacy and delivery staging	Q1 0, Q2 0, Q3 50%, Q4 100%	0 / 100%	30 / 100%	
3.2.5 Conduct ongoing advocacy to attract opportunities for international flights to resume at Townsville Airport	In conjunction with Townsville Enterprise, continue advocacy to support economic growth of the city and international access.	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	Townsville Enterprise continuing to hold active conversations with airlines regarding opportunities for international routes directly into Townsville Airport.
3.2.5 Consideration of John Melton Black Drive beautification opportunities to optimise entry and exit experiences for the Townsville Airport	In conjunction with the Townsville Airport, determine feasibility of upgrades to John Melton Black Drive	Q1 0, Q2 0, Q3 0, Q4 100%	10 / 100%	50 / 100%	An entry statement location confirmed, concept development underway and streetscape landscape improvement concept prepared.
3.3 Maintain a 20-minute city			Behind	Behind 27.5 / 100	
3.3.1 Engage in review of long-term transport network plan, incorporating requirements to preserve major infrastructure, rail and active transport corridors	Engage in Department of Transport and Main Roads (DTMR) Townsville Urban Transport Study Network Plan (TUTSNP) in line with DTMR timeframes	Q1 0, Q2 1, Q3 1, Q4 2	0 / 2 Meeting attendance	1 / 2 Meeting attendance	One meeting with DTMR occurred during Quarter 2 regarding the long-term transport network and feedback provided to DTMR on draft Townsville Urban Transport Network Sequencing Plan.
3.3.2 Establish a Public Transport Working Group with the Queensland Government, and advocate for network improvements and technological upgrades	Liaise with Queensland Government to re-establish a Public Transport Working Group by 30 June 2026	Q1 -, Q2 -, Q3 25%, Q4 100%	0 / 100%	5 / 100%	Planning for the Public Transport Working Group has commenced. Collaborative engagement occurring regarding public transport at the Townsville Airport.
3.4 Strategic urban and infrastructure planning to accelerate growth			On Track	On Track 55.93 / 100	
3.4.1 Facilitate outcomes for development locations within the Southern Industrial Corridor Development Area	Continue to participate in the Townsville Industrial Landowners Group	Q1 1, Q2 2, Q3 3, Q4 4	1 / 4 Meeting attendance	2 / 4 Meeting attendance	Coordination Group met in December 2025 and the next meeting scheduled for February 2026. Lansdown Eco-Industrial Precinct investor forum is planned for early 2026.
3.4.3 Allocate offset land for Lansdown infrastructure and proponents	Council provides offset land to facilitate proponent lodgement of EPBC offset management plans	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	Through the provision of offset land, Northern Quartz Campus was able to progress and lodge its EPBC referral.
3.4.3 Augment and amplify Integrated Environmental Management Systems (IEMS) - inc. environmental incident response, wild animals and coastal solutions across council and community-businesses	Refer to below sub-deliverables		On Track	On Track 51 / 100	

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
Deliver implementation and response for risk reduction across five high priority, urban waterways, and wetlands – through pre-emptive response to environmental events, including emergency response.		Q1 25%, Q2 50%, Q3 75%, Q4 100%	28 / 100%	52 / 100%	During Quarter 2 weed harvesting were undertaken and completed in Golf link Drive ponds and Fairfield Wetlands. Environmental monitoring and response activities undertaken included eight routine lake inspections, response actions following the Curralea fish kill, and three pre-wet-season applications of nature-based biological sprays and topsoil activations across Castletown Lakes and Fairfield Lakes.
Develop two case studies on local ecological waterway and natural environment solutions for seasonal and event-related environmental impacts		Q1 0, Q2 1, Q3 1, Q4 2	0.6 / 2 Case Studies	1 / 2 Case Studies	Case study for disaster-related environmental impact responses using nature-based solutions awarded Global Top 100 Sustainable Story 2025 and selected as only Australian nominee for Green Destination Awards at ITB Berlin 2026. Case study in development surrounding fish kill events and fish behaviours in local managed waterways that have seasonal or repeated fish kills.
3.4.3 Commence offset land restoration planning and procurement of delivery resources & Commence offset land restoration works for allocated areas	Implement land restoration in accordance with the timeframes approved in the Offset Management Plans	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	Implementation of land restoration is continuing for the Haughton Pipeline Project Stage 2 in accordance with the timeframe approved in the Offset Management Plan for the project.
3.4.3 Establish Offsets Program Management team	Offset area manager engaged and team governance system processes initiated	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	Environmental Offset Program Manager has commenced with Council. Governance program is being established.
3.4.3 Finalise Environmental Offset Land Strategy for endorsement by Council	Strategy is endorsed by Council by 31 October 2025	Q1 75%, Q2 100%, Q3 -, Q4 -	100 / 100%	100 / 100%	Environmental Offset Land Strategy was endorsed by Council at the Ordinary Council meeting held 17 September 2025.
3.4.3 Implement ecological landscape systems solutions - including carbon sequestration, soil building/humification, amplifying local specialist knowledge and resilience building, and systematising ecological partnerships models for environmental jobs	Deliver cost savings utilising three distributed, small-scale, living mulch piles	Q1 25%, Q2 50%, Q3 75%, Q4 100%	30 / 100%	52 / 100%	Actively delivering 10 living mulch piles, two of which have seen active utilisation of end-product on other internal projects for cost-savings within Quarter 1 and Quarter 2.
3.4.3 Implement Ross-Black (Townsville) landscape-scale environmental transformation and restoration across business, soils, vegetation and waterways	Refer to below sub-deliverables		On Track	On Track 58.25 / 100	
Commence analysis of one site for long-term carbon storage/investment frameworks in Savanna Grasslands		Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100	52 / 100	
Commence two partnerships to determine best practice BTF habitat eco-restoration; biological dam restoration - cattle and bio-stimulation		Q1 25%, Q2 50%, Q3 75%, Q4 100%	30 / 100%	52 / 100%	Ongoing partnerships and collaborations including JCU on BTF monitoring, ecological SMEs, and industry stakeholders such as Bravus are supporting improved data sharing, best-practice management, and future capacity-building initiatives.
Demonstrate Black-Throated-Finch (BTF) restoration for developing advanced and staked offsetting		Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	77 / 100%	Developing an Offset Regeneration Framework to align with advanced offset opportunities.

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
Develop catchment landscape management approaches in dam catchment and semi-rural areas		Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	52 / 100%	TCC has commenced developing a tailored management approach for delivering offsets, which will progress to the Offset Regeneration Framework (ORF).
3.4.3 Support Natural Environment Recovery Facilitation and delivery of community-business environmental restoration and rehabilitation focused, capacity building activities and workshop	Plan and deliver two community workshops on Council's natural environmental recovery frameworks with local collaboration, demonstrations and case studies.	Q1 0, Q2 1, Q3 1, Q4 2	0 / 2 Workshop(s)	1 / 2 Workshop(s)	In quarter 2, One key collective learning workshop was delivered for Oonoonba Tidal Wetlands Project with key stakeholders.
3.4.3 Update environmental river hydrologic systems solutions, environmental groundwater hydrologic systems solutions, waterways and wetlands restoration systems solutions	Refer to below sub-deliverables		On Track	On Track 52 / 100	
Commence restoration of two city erosion sites, protecting community and council infrastructure through lower-cost solutions		Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	52 / 100%	Erosion management planning is underway for priority riverbank sites, with surveys completed and concept designs developed to guide future mitigation works.
Deliver lower-cost living-waterway systems through utilising First Nations knowledge		Q1 25%, Q2 50%, Q3 75%, Q4 100%	30 / 100%	52 / 100%	Strategic on-ground activities have been undertaken to support key early-stage vegetation establishment and soil health improvements.
3.4.3 Update local riparian recovery and rehabilitation plans and frameworks, pathways to progress 'Environmental Floodplain Considerations' solutions, Sustainability-Resilience Plan	Refer to below sub-deliverable		On Track	On Track 52 / 100	
Commence restoration of two city erosion sites, protecting community and council infrastructure through lower-cost solutions		Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	52 / 100%	Erosion management planning is underway for priority riverbank sites, with surveys completed and concept designs developed to guide future mitigation works.
Deliver lower-cost living-waterway systems through utilising First Nations knowledge		Q1 25%, Q2 50%, Q3 75%, Q4 100%	30 / 100%	52 / 100%	Strategic on-ground activities have been undertaken to support key early-stage vegetation establishment and soil health improvements.
3.5 Leading education and research offerings			On Track	On Track 71.67 / 100	
3.5.1 Actions to support implementation of initiatives with regional employers for promotion of education to employment pathways to Council roles in alignment with the LGAQ First Start Program bids for 2026/27 program	Refer to below sub deliverables		Behind	On Track 75 / 100	
Commit to one of three actions from the working party following internal consultation	WITHDRAWN	Q1, Q2, Q3, Q4		Withdrawn	
LGAQ First Start Program bids for 2026/27 program		Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	75 / 100%	First Start Funding received for 20 positions.
3.5.1 Promote a bespoke graduate program in 2026 focussing on development and rotation through major local government functions during the two-year placement, with workforce planning to identify opportunities for permanent placement at the finalisation of the program	Target of six Graduates employed	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	70 / 100%	One Graduate placement commenced and one placement under recruitment.
3.5.2 Optimise opportunities to work with industry, education, health, defence and all levels of government to support innovation and growth initiatives	Undertake and implement recommendations of Economic Partners Review	Q1 25%, Q2 50%, Q3 75%, Q4 100%	25 / 100%	50 / 100%	Engagement with Townsville Enterprise and Smart Precinct NQ on implementing recommendations of the review underway.

Action	Measure	Quarterly Progress Targets				Quarter 1 Result	Quarter 2 Result	Commentary
3.5.3 Develop a Townsville Economic Development Strategy	Provide Council with draft Strategy by June 2026	Q1 25%	Q2 50%	Q3 75%	Q4 100%	25 / 100%	35 / 100%	Council has conducted background studies and gap analysis. An external consultant will be appointed in Quarter 3 to progress the Strategy.
3.5.4 Complete a Commercial Laboratory Expansion Business Plan with implementation steps	Provide Council with Commercial Lab Expansion Business Plan for consideration by December 2025	Q1	Q2 100%	Q3 -	Q4 -	80 / 100%	100 / 100%	The Commercial Laboratory Growth Plan was successfully completed by December 2025.
3.5.5 Public Information and Warning Unit to offer disaster communications training to neighbouring councils	Disaster Communications training offered to neighbouring councils	Q1 0	Q2 100%	Q3	Q4	0 / 100%	100 / 100%	Successfully delivered disaster communications training to eight neighbouring councils on 23 October 2025.

GOAL 4: A WELL-MANAGED CITY

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
4.1 Effective financial and asset management			On Track	On Track 68.36 / 100	
4.1.1 Annually prepare and implement a three-year rolling capital works program	Deliver annually, a three-year rolling capital works program for adoption by Councils as part of the annual budget adoption	Q1 0; Q2 50%; Q3 100%; Q4	0 / 100%	50 / 100%	
4.1.1 Implement Project Management Framework (PMF) Uplift	Capital project delivery teams using the new PMF and online project management tool by the end of calendar year 2025	Q1 50%; Q2 100%; Q3; Q4	50 / 100%	100 / 100%	Updated Project Management Framework and PM Tool (SPOT) implemented and in use across Council's project teams.
4.1.1 Update procurement framework, policy, procedures and templates to maximise compliance. Increase compliance checks	Refer to below sub-deliverables		On Track	On Track 58 / 100	
Achieve 0 major compliance breach every year		Q1 0; Q2 0; Q3 0; Q4 0	0 / 0 Breach(es)	1 / 0 Breach(es)	One major compliance breach in Quarter 2. Reported through to QAO Audit program. All corrective actions completed and noted.
Complete update procurement framework, policy, procedures and templates by June 2026		Q1 -; Q2 -; Q3 -; Q4 100%	10 / 100%	15 / 100%	Development of updated contract templates and procedures underway. On track for completion by 30 June 2026.
4.1.2 Embed the Dam Safety Governance Committee function into Council operations	Dam Safety Gap Analysis Report presented to Council with implementation plan by March 2026	Q1 25%; Q2 60%; Q3 100%; Q4	25 / 100%	70 / 100%	Second Dam Safety Governance Committee meeting held in October 2025 to progress the Dam Safety Gap Analysis Report.
4.1.2 Further develop the 10-year financial plan to support and inform the current and future budgets	A financially sustainable 10-year financial plan is developed, adopted and published on Council's website with the annual budget by 1 August 2025	Q1 100%; Q2 -; Q3 -; Q4 -	100 / 100%	100 / 100%	The 10-year Financial Plan was adopted as part of Council's 2025/26 Budget and Operational Plan on 18 June 2025 and published on Council's website the same day.
4.1.2 Maintain effective financial controls, policies, administrative directives and procedures	Council receives an unmodified audit opinion of its annual financial statements by 31 October 2025	Q1 0%; Q2 100%; Q3 -; Q4 -	0 / 100%	100 / 100%	Unmodified audit opinion received from Queensland Audit Office for Council's 2024/25 Financial Statements on 31st of October 2025.
4.1.2 Provide asset information to support the development of the 10-year rolling financial forecast	By March 2026, provide asset input to the 10-year rolling financial forecast	Q1 0; Q2 0; Q3 100%; Q4 -	10 / 100%	20 / 100%	
4.1.3 Optimise and maintain environmental data integration between sites through open-access and connectivity (community-business-industry-government-schools)	Develop innovative technology advancement demonstrations that showcases optimised environmental data integration	Q1 25%; Q2 50%; Q3 75%; Q4 100%	25 / 100%	52 / 100%	Planning underway for Environmental Sensor Sprint at Rowes Bay Sustainability Centre and other environmental sites.
4.1.3 Undertake routine maintenance of the city's open spaces, roads and drainage network to ensure they are safe and fit-for-purpose	Deliver 80% of the preventative maintenance program by 30 June 2026	Q1; Q2; Q3; Q4 >80%	81.7 / 80%	88.2 / 80%	Preventative Maintenance Program achieved 88.2% of scheduled works for Quarter 2.
4.1.4 Boost energy and resource productivity and enabling sustainable cost reduction to council	Calibrate and map NMI and energy/building widgets (ERMF) and reductions in electricity costs to Council activities by identifying energy and resource productivity	Q1 25%; Q2 50%; Q3 75%; Q4 100%	25 / 100%	50 / 100%	Three meetings held in Quarter 2 to progress tariff optimisation opportunities to reduce Council's electricity costs.
4.1.4 Foster and deploy Industry-based Environmental sensors solutions across Townsville landscape to develop cost reductions for council and boost energy and resource productivity	Maintain and monitor data from environmental sensors across Townsville landscape	Q1 25%; Q2 50%; Q3 75%; Q4 100%	25 / 100%	52 / 100%	Environmental sensor network relays installed and City CBD temperature sensors activated.

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
4.2 A city of shared priorities and focus areas			On Track	On Track 57.5 / 100	
4.2.1 Delivery of the Townsville City Deal	Refer to below sub-deliverables		On Track	On Track 25 / 100	
By June 2026, a minimum of one Executive Board meeting to occur		Q1 Q2 Q3 Q4 0 0 0 1	0 / 1 Meeting(s)	0 / 1 Meeting(s)	
Monthly Townsville City Deal Working Group Meetings to occur		Q1 Q2 Q3 Q4 3 6 9 12	3 / 12 Meeting(s)	6 / 12 Meeting(s)	
4.2.2 Establish working groups with key stakeholders as multi-use precincts are developed	Working groups established for precincts being developed	Q1 Q2 Q3 Q4 25% 50% 75% 100%	25 / 100%	50 / 100%	Project plan for the high-level recreational facilities strategy has been finalised, and early stakeholder engagement has commenced.
4.2.3 Deliver a community volunteer program at the Animal Care & Adoption Centre, connecting people and pets	Demonstrated attendance in number of volunteers	Q1 Q2 Q3 Q4 8 8 8 8	8 / 8 Volunteers	8 / 8 Volunteers	
4.2.3 Deliver community programs designed to reflect the diversity of the community, ensuring inclusion across all demographics	Continue delivery of community based and library outreach programs	Q1 Q2 Q3 Q4 25% 50% 75% 100%	25 / 100%	55 / 100%	Quarter 2 saw delivery of 10 programs with a total of 167 attendees.
4.3 Delivering eco-city practices-city practices			On Track	On Track 53.52 / 100	
4.3.1 Advocate for the Ross Creek Pedestrian Bridge	Continued advocacy for Ross Creek Pedestrian Bridge funding	Q1 Q2 Q3 Q4 25% 50% 75% 100%	25 / 100%	50 / 100%	
4.3.1 Continued extension of the active transport pathways, boardwalks and bridges	Annual increase in pathways, boardwalks and bridges across LGA	Q1 Q2 Q3 Q4 - - - >623km	623 / 623Kilometres	623 / 623Kilometres	Projects underway to increase length of active transport network, completion forecast in Quarter 3 and 4.
4.3.1 Undertake annual Super Tuesday bicycle survey	Survey is completed by 30 June 2026	Q1 Q2 Q3 Q4 - - - 100%	0 / 100%	0 / 100%	Survey expected to be released in Quarter 3.
4.3.2 Building community and business capacity to restore and enhance local environments	Integrate urban nature (city as an oasis) elements from ecological perspective	Q1 Q2 Q3 Q4 25% 50% 75% 100%	26 / 100%	52 / 100%	Collaboration Workshop held in October 2025 with local business and innovation network to integrate an ecological project into a city space.
4.3.3 Maintain and deliver Sustainable Destination Certification and Advanced Ecotourism and working towards the Advance Sustainable Destination and enhance local environmental and cultural practices	Refer to below sub-deliverables		On Track	On Track 76 / 100	
Implement a nature-based edu-tourism/ecotourism activity for locals and school groups and learn more about Townsville as a Sustainable Destination		Q1 Q2 Q3 Q4 25% 50% 75% 100%	25 / 100%	52 / 100%	Development of a nature-based edu-tourism/ecotourism activity free for locals and school groups underway.
Renewal of ECO Destination and Advanced Ecotourism – Eco catchment Certifications		Q1 Q2 Q3 Q4 25% 50% 75% 100%	100 / 100%	100 / 100%	Renewal of ECO Destination and Advanced Ecotourism Certifications received on 15 August 2025 and will expire 30 June 2026.

Action	Measure	Quarterly Progress Targets				Quarter 1 Result	Quarter 2 Result	Commentary
4.3.3 Work in partnership with Townsville Enterprise and other key partners on tourism marketing and destination management	Increase in national and international visitor numbers	Q1 0	Q2 0	Q3 0	Q4 1	0 / 1 Report(s)	0 / 1 Report(s)	
4.3.4 Amplify Rowes Bay Sustainability Centre through community sustainability events and activities, Implementing Rowes Bay Sustainability Centre Plan (Rowes Bay - Town Common - Middle Reef)	Deliver four events and workshops on sustainability and community activation at Rowes Bay Sustainability Centre	Q1 1	Q2 2	Q3 3	Q4 4	1 / 4 Event(s)	2 / 4 Event(s)	Rowes Bay Sustainability Centre Open Day held in December 2025 with approximately 400 residents and visitors attending.
4.3.4 Build community and business collaboration and capacity to provide sustainability and resilience & Undertake Sustainability Products and Services capacity building activities	Refer to below sub-deliverables					On Track	On Track 52 / 100	
Deliver four programs with industry partnerships by 30 June 2026 to support and educate local business		Q1 25%	Q2 50%	Q3 75%	Q4 100%	26 / 100%	52 / 100%	Educational programs and partnerships maintained and undertaken with four programs including: Creekwatch, Reef Check, Healthy Waters Partnership (Dry Tropics), Reef Assist Partnerships and Reef Guardian Councils partnerships.
Develop community-business programs that activate business and opportunities for residents to reduce costs through environment initiatives		Q1 25%	Q2 50%	Q3 75%	Q4 100%	26 / 100%	52 / 100%	Continued development and facilitation to conceptualise business model solutions and demonstrations that activate new and tested pathways for circular and sustainable products supported by external innovative businesses and stakeholders.
4.3.4 Deliver community-business sustainability communication, collaboration and transformation activities	Refer to below sub-deliverables					On Track	On Track 52 / 100	
Deliver four programs with industry partnerships by 30 June 2026 to support and educate local business		Q1 25%	Q2 50%	Q3 75%	Q4 100%	26 / 100%	52 / 100%	Educational programs and partnerships maintained and undertaken with four programs including: Creekwatch, Reef Check, Healthy Waters Partnership (Dry Tropics), Reef Assist Partnerships and Reef Guardian Councils partnerships.
Develop community-business programs that activate business and opportunities for residents to reduce costs through environment initiatives		Q1 25%	Q2 50%	Q3 75%	Q4 100%	26 / 100%	52 / 100%	Continued development and facilitation to conceptualise business model solutions and demonstrations that activate new and tested pathways for circular and sustainable products supported by external innovative businesses and stakeholders.
4.3.5 Conduct ongoing city-wide Water Education programs. Including the delivery of on-site community tours (schools, groups, etc) and community engagement initiatives for water sustainability	Refer to below sub-deliverables					On Track	On Track 50.67 / 100	
Deliver community events to build education and awareness around reductions in potable water use		Q1 25%	Q2 50%	Q3 75%	Q4 100%	25 / 100%	50 / 100%	Participated in two school events: Townsville Grammar School Environmental Expo and EcoMarines Making Waves, which focused on community water conservation and responsible use of water in the home and at school. Sprinkler swap stall at Rowes Bay Open Day event saw 56 high-use sprinklers swapped to water efficient sprinklers and water conservation advice provided to residents.
Develop and deliver community-wide water education initiatives to reduce potable water consumption		Q1 25%	Q2 50%	Q3 75%	Q4 100%	26 / 100%	52 / 100%	Development of community-wide water education initiatives for 2026 underway.

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
Expand water education programs for primary and secondary schools		Q1 25% Q2 50% Q3 75% Q4 100%	25 / 100%	50 / 100%	School engagement programs over Quarter 2 saw two events, four tours including Douglas Water Discovery Hub (2), Condon Purification Plant and Rowes Bay foreshore, and 17 classroom visits across six schools.
4.3.5 Contribute to key projects and case studies that further Water Sensitive TSV objectives	Refer to below sub-deliverables		On Track	On Track 50.67 / 100	
Deliver an ongoing city-wide water education program		Q1 25% Q2 50% Q3 75% Q4 100%	25 / 100%	50 / 100%	Promoted National Water Week in October 2025 to schools, TAFE and university groups, businesses and community organisations, which focuses on local water education and conservation. Activities included guided tours of the Douglas Discovery Hub, water-wise workshops, online resources, competitions, and school programs to educate the community about the local water cycle and importance of sustainable use.
Progressive annual reduction in water use across the city		Q1 25% Q2 50% Q3 75% Q4 100%	25 / 100%	50 / 100%	City-wide water consumption in Quarter 2 was 7,594 ML, representing a reduction of 1,082ML compared to Quarter 2 of 2024/25, which recorded 8,676 ML.
Water sensitive city outcomes through industry, government and business partnerships and innovative solutions		Q1 25% Q2 50% Q3 75% Q4 100%	25 / 100%	52 / 100%	Quarter 2 involved collaborative training and workshops with five of Council's delivery teams, to educate on asset lifecycles for Water-Sensitive Urban Design Assets.
4.3.5 Manage implementation and operation of stage 1 recreation on Ross River Dam (Land Based Fishing)	Refer to below sub-deliverables		100 / 100	101 / 100	
Baseline record of incident reports associated with the facility and activity		Q1 - Q2 - Q3 - Q4 -	550 / 0 Incidents reported	1.13k / 0 Incidents reported	Quarter 2 recorded 580 incidents illegal fishing or unauthorised access by the public at Ross River Dam.
Facility visitation data recorded.		Q1 - Q2 - Q3 - Q4 -	0 / 0 Visit(s)	100 / 0 Visit(s)	Quarter 2 recorded 100 visitors.
Volume of SIPS permits procured for Ross River Dam Fishing		Q1 - Q2 - Q3 - Q4 -	0 / 0 Permits Procured	0 / 0 Permits Procured	SIPS permits are not yet approved. Permits and approvals being arranged by Fish Restocking Society. Further updates will be sought at the February 2026 stakeholder meeting.
4.3.5 Restore saltmarsh areas utilising low-cost methods for restoring and regenerating Townsville environment	Restore 64 hectares of local saltmarsh across two sites	Q1 25% Q2 50% Q3 75% Q4 100%	30 / 100%	65 / 100%	Project is on-track for restoration of 64 ha of local saltmarsh. Quarter 2 involved utilising ecological barriers (boulders), temporary infrastructure crossings and planting approximately 700 native tube stock to prevent vehicle access and damage without disrupting wildlife movement, tidal processes, or pedestrian access.
4.3.5 Support community monitoring through Creekwatch program and Reef monitoring. Council contribution into the Dry Tropics Partnership for Healthy Waters	Refer to below sub-deliverables		On Track	On Track 51 / 100	
Deliver an updated Reef Guardian Plan (2024-2028)		Q1 25% Q2 50% Q3 75% Q4 100%	10 / 100%	50 / 100%	Draft Reef Guardian Council Plan and structure developed in line with Council's Corporate Plan 2025-29.

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
Deliver and maintain five Creek to Coral Program Partnerships for catchment wide solutions for water quality and ecological resilience		Q1 25% Q2 50% Q3 75% Q4 100%	40 / 100%	52 / 100%	During Quarter 2, Council maintained five active partnerships under the Creek to Coral Program - Reef Assist Program, Reef Guardian Council, Creekwatch Program, Reef Check Program, and the Healthy Waters Partnership (Dry Tropics). These partnerships are focused on delivering catchment-wide water quality improvements, ecological resilience, and community-based monitoring.
4.4 A positive customer and community experience			On Track	On Track 83.33 / 100	
4.4.2 Provide outcomes and details on consultation back to the community in a timely manner	Have your say and outcomes reports are provided within three months of consultation	Q1 100% Q2 100% Q3 100% Q4 100%	100 / 100%	100 / 100%	During Quarter 2, three outcome reports published (Sister Kenny Toddler Park, Nelly Bay Dredging and Shoreline Erosion Management Plan), and two reports achieved within established timeframes.
4.4.3 For all planned works the community has been informed of timeframes in advance and understand purpose of the works	Community is informed in advance of upcoming planned works	Q1 100% Q2 100% Q3 100% Q4 100%	100 / 100%	100 / 100%	All Quarter 2 planned projects provided community notification in advancement of works commencing. 44 projects commenced in Quarter 2.
4.4.3 Projects delivered align with community identified needs and preferences	Projects delivery considers outcomes from community consultation	Q1 25% Q2 50% Q3 75% Q4 100%	25 / 100%	50 / 100%	Community consultation continues to be undertaken for capital plan projects and outcomes of the consultation are considered as part of delivery planning.

WATER SERVICES PERFORMANCE PLAN

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
1. Economic Sustainability			On Track	On Track 0 / 100	
1.1 Net operating result	Comparison of the actual net operating result with the budgeted net operating result. Annual Target: Within 5% of adopted budget.	Result will be finalised by end of financial year and published in 2025/26 Annual Report.	0 / 5%	0 / 5%	
1.2 Asset renewal	Renewal and rehabilitation capital works / depreciation charges. Annual Target: 60%	Result will be finalised by end of financial year and published in 2025/26 Annual Report	0 / 60%	0 / 60%	
2. Social Responsibility			On Track	On Track 94.78 / 100	
2.1 Drinking water quality compliance			On Track	On Track 101 / 100	
Number of water quality and water pressure complaints in accordance with Council's Water Customer Service Standards	Annual Target: <5 for each 1,000 connections	Q1 / Q2 / Q3 / Q4 <5/1000	0 / 0 Complaint(s)	0.7 / 0 Complaint(s)	Water pressure and quality complaints measured as number of complaints per 1000 connections. In Quarter 2 there were 0.7/1000 water pressure complaints and 0.35/1000 water quality complaints.
Percentage of compliance with all drinking water quality requirements in accordance with Council's Drinking Water Quality Management Plan	Annual Target: 100%	Q1 100% / Q2 100% / Q3 100% / Q4 100%	100 / 100%	100 / 100%	100% compliance with Australian Drinking Water Guidelines during Quarter 2.
2.2 Adequacy and quality of supply			On Track	On Track 101 / 100	
Unplanned water interruptions	Annual Target: <100 unplanned water interruptions per 1,000 connections	Q1 / Q2 / Q3 / Q4 <100/1000	2 / 0 Interruptions /1,000	3 / 0 Interruptions /1,000	Three unplanned water interruptions in Quarter 2.
Water Quality non-compliance reportable to the Regulator	Annual Target: <7 per 1,000 connections	Q1 / Q2 / Q3 / Q4 <7/1000	0 / 0 Report(s)	0 / 0 Report(s)	No reportable breaches in Quarter 2.
2.3 Day-to-day continual supply			On Track	On Track 84.34 / 100	
Average response time to water incident (excluding disaster)	Annual Target: <4 hours of advice of incident being reported	Q1 / Q2 / Q3 / Q4 <4	3.26 / 4 Hour(s)	3 / 4 Hour(s)	Quarter 2 average response time was 3.00h/incident.
Restoration of service – time for restoration of service – unplanned interruptions (excluding excavation)	Annual Target: >95% within 24 hours of receipt of underground services plans and necessary permits	Q1 >95% / Q2 >95% / Q3 >95% / Q4 >95%	95 / 95%	89 / 95%	Complex restoration works has resulted Quarter 2 being behind target.
3. Environmental Sustainability			On Track	On Track 100 / 100	

Action	Measure	Quarterly Progress Targets				Quarter 1 Result	Quarter 2 Result	Commentary
3.1 Penalty infringement notices or legal action for non-compliance	Number of penalty infringement notices issued, or instances of legal action initiated by the Regulator for non-compliance with respect to sewerage treatment or reticulation activities. Annual Target: Zero	Q1 0	Q2 0	Q3 0	Q4 0	**0 / 0 Infringement(s)**	**0 / 0 Infringement(s)**	No penalty infringement notices issued in Quarter 2.
3.2 Dry weather sewerage releases	Fewer than 10 dry weather total sewage overflows per 100km of sewer main, per year. Annual Target: < 10 per 100km of sewer main.	Q1 0	Q2 0	Q3 0	Q4 <10 per 100km	**0 / 0 Sewerage Overflows per 100km of sewer main**	**0 / 0 Sewerage Overflows per 100km of sewer main**	
4. Responsible Governance						On Track	On Track **100 / 100**	
4.1 Dam safety compliance	Percentage of compliance with dam safety regulations, for Ross River and Paluma Dams, in accordance with State regulations. Annual Target: 100%	Q1 100%	Q2 100%	Q3 100%	Q4 100%	**100 / 100%**	**100 / 100%**	Ross River and Paluma Dam Annual Inspections were completed in Quarter 2 and the Annual Inspection report provided to the regulator.
4.2 Wastewater collection and treatment compliance	Percentage of compliance with regulatory requirements, service standards and environmental licence requirements. Annual Target: 100%	Q1 100%	Q2 100%	Q3 100%	Q4 100%	**100 / 100%**	**100 / 100%**	100% compliance with Wastewater Regulatory Requirements for Quarter 2.

RESOURCE RECOVERY PERFORMANCE PLAN

Action	Measure	Quarterly Progress Targets	Quarter 1 Result	Quarter 2 Result	Commentary
1. Economic Sustainability			On Track	On Track 0 / 100	
1.1 Net operating result	Comparison of the actual net operating result with the budgeted net operating result. Annual Target: Within 5% of adopted budget	Results will be finalised by end of financial year and published in the 2025/26 Annual Report.	0 / 5%	0 / 5%	
2. Social Responsibility			On Track	On Track 94.46 / 100	
2.1 Customer service and collection performance			On Track	On Track 94.46 / 100	
Less than 1 missed service for every 1,000 kerbside waste and recycling services (Exceptions around disasters)	Annual Target: <1 for each 1,000	Q1 Q2 Q3 Q4 <1/1000	1.2 / 0 Missed Bin(s)	0.85 / 0 Missed Bin(s)	Disruptions have decreased during Quarter 2.
Response time for new residential kerbside wheelie bin deliveries	Annual Target: 95% within 3 business days	Q1 Q2 Q3 Q4 95%	98 / 95%	89 / 95%	Delivery timeframes in Quarter 2 were impacted by resourcing requirements across the service.
Response time to missed kerbside waste and recycling wheelie bin services	Annual Target: >95% by the next business day	Q1 Q2 Q3 Q4 >95%	86 / 95%	80 / 95%	Delivery timeframes in Quarter 2 were impacted by resourcing requirements across the service.
Response time to repair/replace requests for waste and recycling wheelie bins.	Annual Target: 95% within 3 business days	Q1 Q2 Q3 Q4 95%	97 / 95%	94 / 95%	Delivery timeframes in Quarter 2 were impacted by resourcing requirements across the service.
3. Environmental Sustainability			On Track	On Track 100 / 100	
3.1 Penalty infringement notices or legal action for non-compliance	Number of penalty infringement notices issued, or instances of legal action initiated by the Regulator for non-compliance. Annual Target: Zero	Q1 Q2 Q3 Q4 0 0 0 0	0 / 0 Infringement(s)	0 / 0 Infringement(s)	Nil infringements during Quarter 2.

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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