

TOWNSVILLE CITY COUNCIL

# Quarterly Report

FULL YEAR 2023/2024

## Our Vision

A globally connected community  
driven by lifestyle and nature.

## Our Purpose

Grow Townsville

## Acknowledgement of Country

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

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



**Joe McCabe**  
Acting Chief Executive Officer

## Summary

Quarter 3 of 2023-24 has been a significant three months for Townsville City Council. It was during this quarter we appointed a new Mayor and six new Councillors, as well as welcoming the continued service of four Councillors. This new Council plays an important role in guiding our city and priorities.

For Council business, our operations have continued to deliver services to the community during April-June 2024. This report is a snapshot of Council's achievements during this period.

Council's ongoing commitment to enhancing Townsville's community liveability was evident this quarter with multiple key events and projects underway or completed in the parks and playgrounds space. Ensuring our community has beautiful spaces to enjoy throughout our city, is an integral part in making Townsville a great place to live and play.

We celebrated the opening of Marabou Park's new playground and disc golf course, after the previous playground was subjected to vandalism. We also

saw works commence at Thuringowa Park, for a \$470,000 upgrade which includes new climbing structures, slides, swings and percussion equipment to encourage creativity and exploration.

Community events and celebrations are also key in making our city wonderful. In April, we celebrated Anzac Day at both Riverway and The Strand, paying tribute to the Anzac spirit that has such a special place in this city's identity. Our signature event Eco Fiesta is delivered every two years, and this year's event was exceptional. More than 10,000 attendees joined the event at beautiful Anderson Gardens in June. The event centres around sustainability and the natural environment, which is key for not only Townsville City Council but the people who call Townsville home.

As we enter the first quarter of a new financial year, our focus is on delivering the core services the community expects and deserves. We remain committed to serve our community and grow this great city.

**225,267**  
CUSTOMER  
INTERACTIONS



**726,708**  
TOTAL LIBRARY  
LOANS



**738**  
DEVELOPMENT  
APPLICATIONS  
DECIDED



**1,207**  
ANIMALS  
ADOPTED



**99,541**  
TONNES OF  
LANDFILL  
DIVERTED



**40,987**  
MEGALITRES  
OF WATER  
TREATED





## Townsville achieves ECO Destination Certification

The Townsville region has achieved ECO Destination Certification at the Nature Tourism level with Ecotourism Australia by meeting globally recognised sustainability standards. The certification assures travellers that Townsville is backed by a strong, well-managed commitment to sustainable practices and provides high-quality nature-based tourism experiences within the region.

Townsville is the third destination in Queensland and the ninth in Australia to become an ECO Destination, solidifying the region as a leader in sustainable ecotourism.

It was funded to achieve the certification under the Queensland Government's Eco-certified Tourism Destination Program which provided grants to councils and regional and local tourism organisations to support attainment of the high level ECO Destination Certification.



Director Community, Engagement & Lifestyle Va Ta Placidi and Chief Sustainability Officer Greg Bruce.

## The Percivals winners artworks on display

Perc Tucker Regional Gallery's biennial arts competition, The Percivals, returned in 2024, with the exhibition launching 22 June. The competition welcomed hundreds of entries from local, national and international artists, across categories of portrait painting, photographic portrait and animal portrait.

The Percivals 2024 Winners:

- Seabastian Toast – Percival Portrait Painting Prize – How the Light Gets In
- Danish Quapoor – Percival Photographic Portrait Prize – screening test
- Elissa Sampson – Percival Animal Portrait Prize - Doug
- Geordie Williamson – Percival Animal Portrait Judge's Award - Daphne

The winners claimed their share of \$53,000 work of prize money.

The finalists' works are exhibited at Perc Tucker Regional Gallery until 1 September 2024.







## Eco Fiesta

Council's signature biennial community event Eco Fiesta drew a crowd of around 10,000 enthusiastic attendees to Anderson Gardens on Sunday, 2 June.

The event showcased the latest and greatest in environmental tips, products and ideas, with a focus on the importance of pollinators to our natural environment.

Council swapped almost 600 sprinklers for new water-wise ones, helping community save water.

Eco Fiesta is one of Townsville's most loved family-friendly, accessible and free events.

## Yellow Crazy Ants

Council is throwing everything it's got at treating Townsville's largest Yellow Crazy Ant infestation in the city's southern suburbs.

Yellow Crazy Ants are a major biosecurity concern for Townsville and are one of the world's top 100 worst invasive species. They are a serious threat to native species and can wreak havoc on agriculture production.

Thanks to the Australian Government's \$12.8 million in funding over the next four years, Council had been able to create a dedicated team to tackle the biosecurity issue.

Council uses a specialised granular bait that settles among grass and gardens and is harmless to wildlife, pets, horses and livestock. The bait is distributed by helicopters.







## Jabiru Park receives boulder treatment

A well-loved Condon park, appreciated by the local community for its playground, half-basketball court, baseball fields and dog agility course, has received Council's boulder protection treatment.

Now residents can continue using the park, which also features seating, shade trees and sails and a fully-fenced off-leash dog park, with a greater sense of safety. The park's perimeter of roughly 550 metres meant the installation required about 300 boulders.

## Marabou Park major upgrade

A more visible location, upgraded security features and a nine-hole disc golf course are among the additions of a major park upgrade in Annandale.

Council consulted the community to help guide the design of the park and playground. The public consultation resulted in 142 submissions.

The project totalled \$760,000 and included a focus on public safety with new lighting and CCTV cameras.





● Behind ● Complete

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

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

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



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

WATER PERFORMANCE PLAN 2023/24

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

RESOURCE RECOVERY PERFORMANCE PLAN 2023/24

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





## 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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