

Introduction



Welcome to the Planning and Development Q2 Performance Metrics & Development Overview for the 2025/26 financial year.

Planning and Development is committed to delivering on the standards outlined in our Customer Service Commitment.

This commitment defines how we strive to engage with the community and how we would like engagement in return.

This report provides a concise summary of assessment performance and a high-level snapshot of current development industry conditions.

1. Planning and Development – Customer Service Commitment



Our Customer First Principles

Planning and Development is committed to delivering **consistency, certainty** and **clarity** to our customers.

Our Customer Service Pillars



We hear and respond to community views



We engage with the development industry and our community



We communicate proactively

Our Commitment

If you...

- **Engage with us early.**

We will

- Clearly explain the application and assessment process.
- Proactively problem-solve and provide constructive guidance.

- **Provide us with all the information we need to process your application or enquiry and make a decision.**

- Adhere to both statutory and non-statutory time frames.
- Call you before sending important correspondence.
- Keep you regularly informed of your dealings with Council.
- Engage with you if additional information is required.

- **Communicate with us respectfully.**

- Show respect, courtesy and understanding.
- Acknowledge and respond to your enquiries in a timely manner.
- Ensure necessary staff are easily contactable.

- **Provide us with honest and constructive feedback.**

- Continuously improve our standard of service delivery.

2. Performance Metrics



Our assessment teams are dedicated to providing clear, consistent, and customer- focused service reflecting the intent of the Planning and Development Customer Service Commitment.

Assessment timeframes are actively tracked to ensure decisions meet legislative deadlines.

The following graphs illustrate how many applications were completed within the required timeframes.

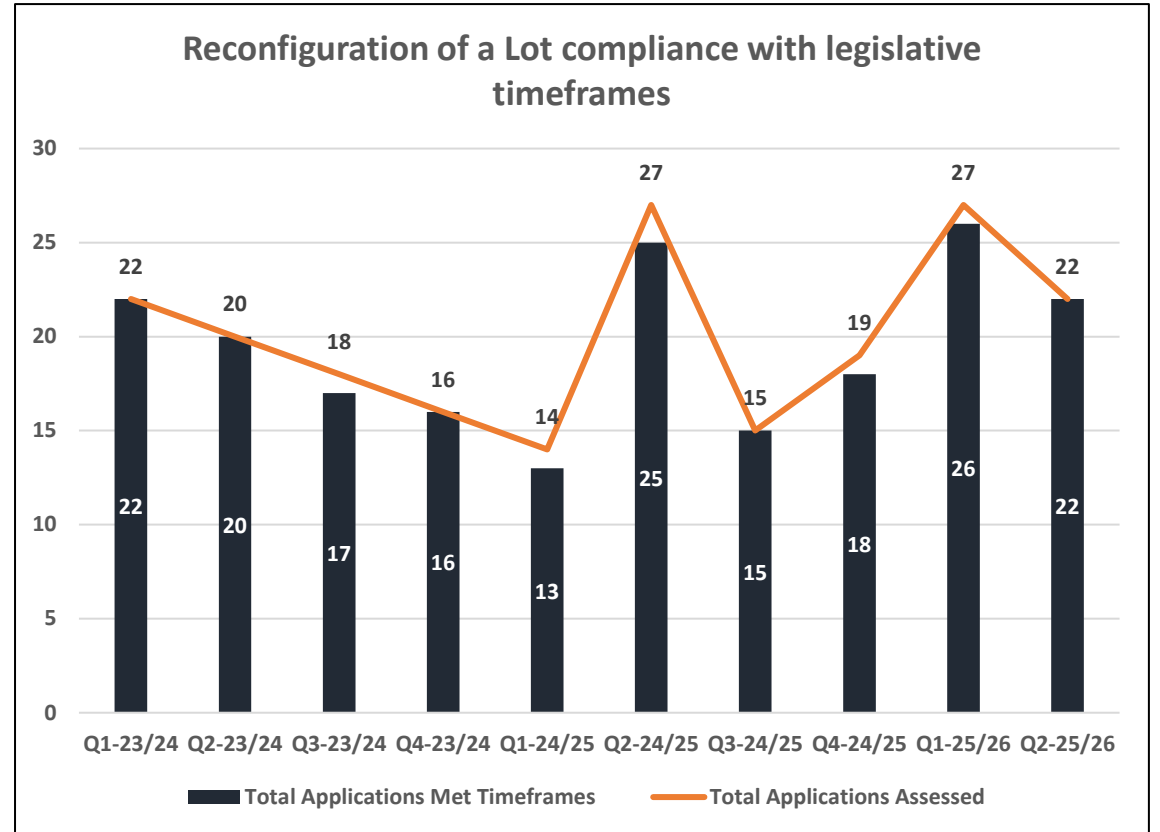
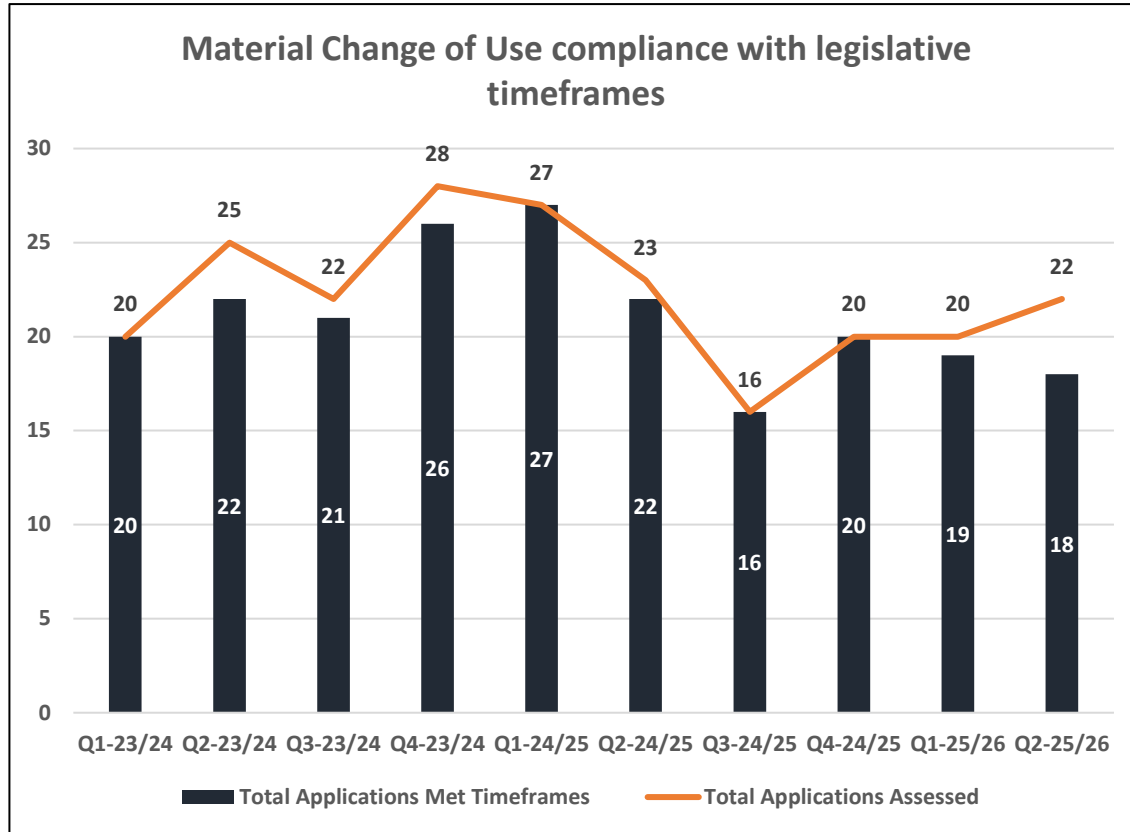
These timeframes are measured from the properly made date to the decision date, minus any agreed paused periods, responses to information requests, applicants consulting through public notification activities, and responses from State referrals.

2.1 Material Change of Use and Reconfiguration of a Lot – 45bd



95% overall compliance with timeframes.

97% overall compliance with timeframes.

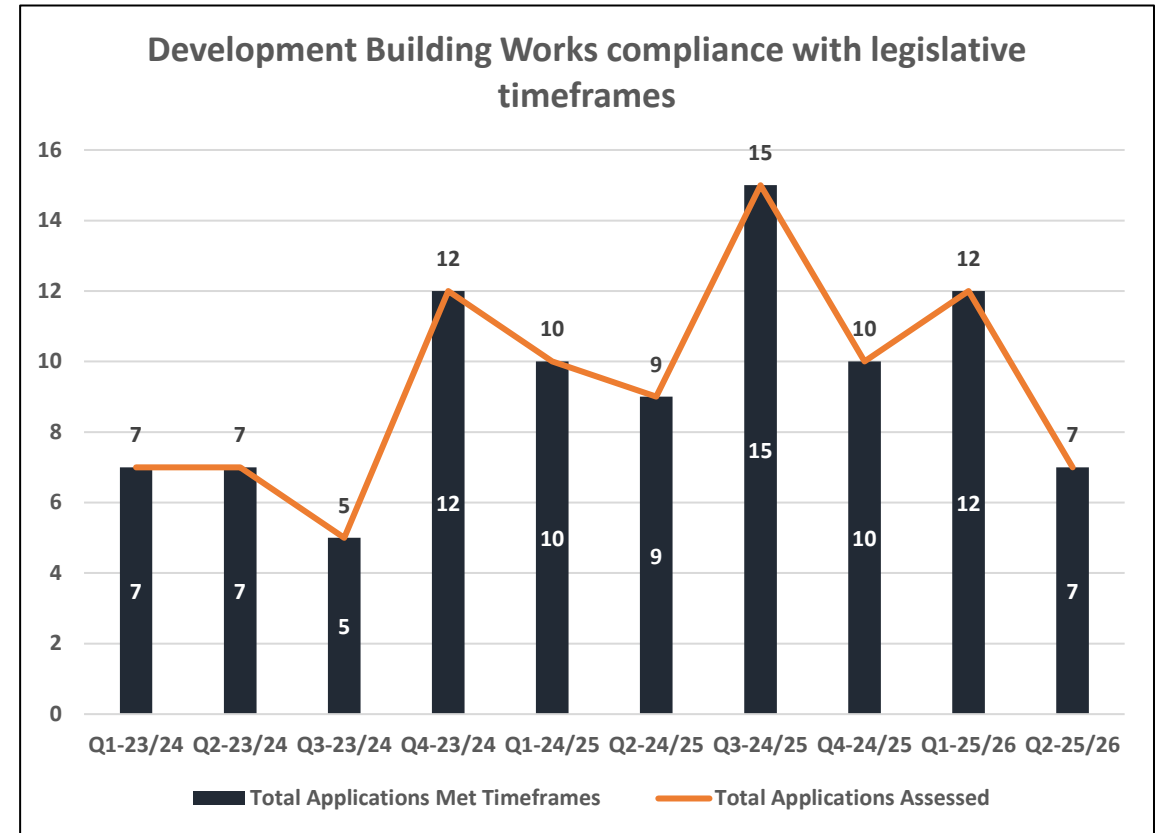
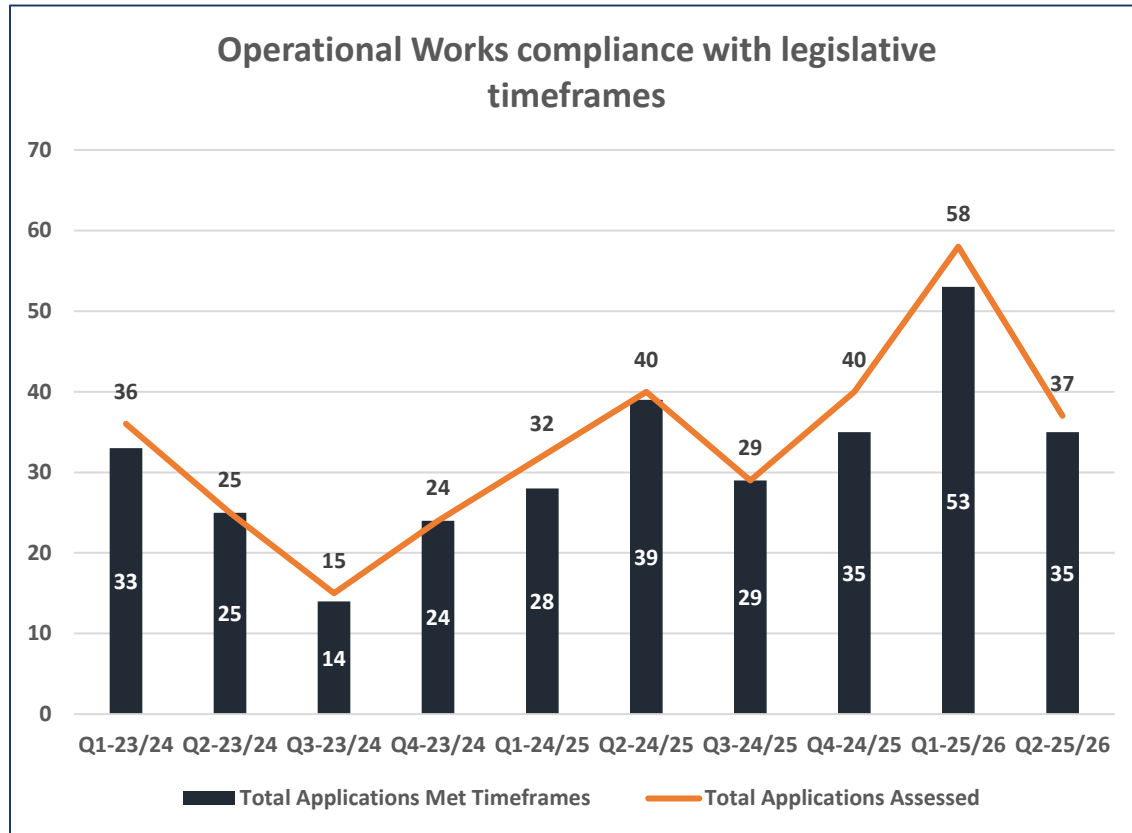


2.2 Operational Works and Development Building Works – 45bd



94% overall compliance with timeframes.

100% overall compliance with timeframes.

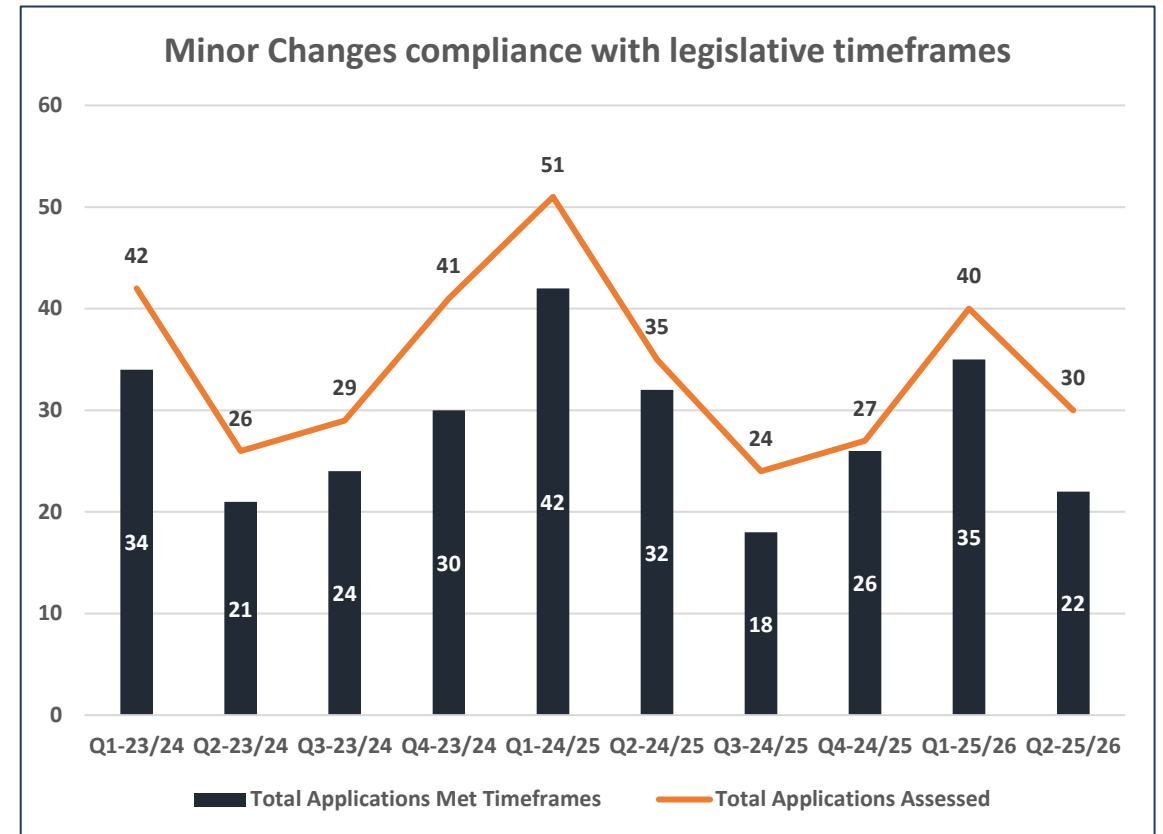
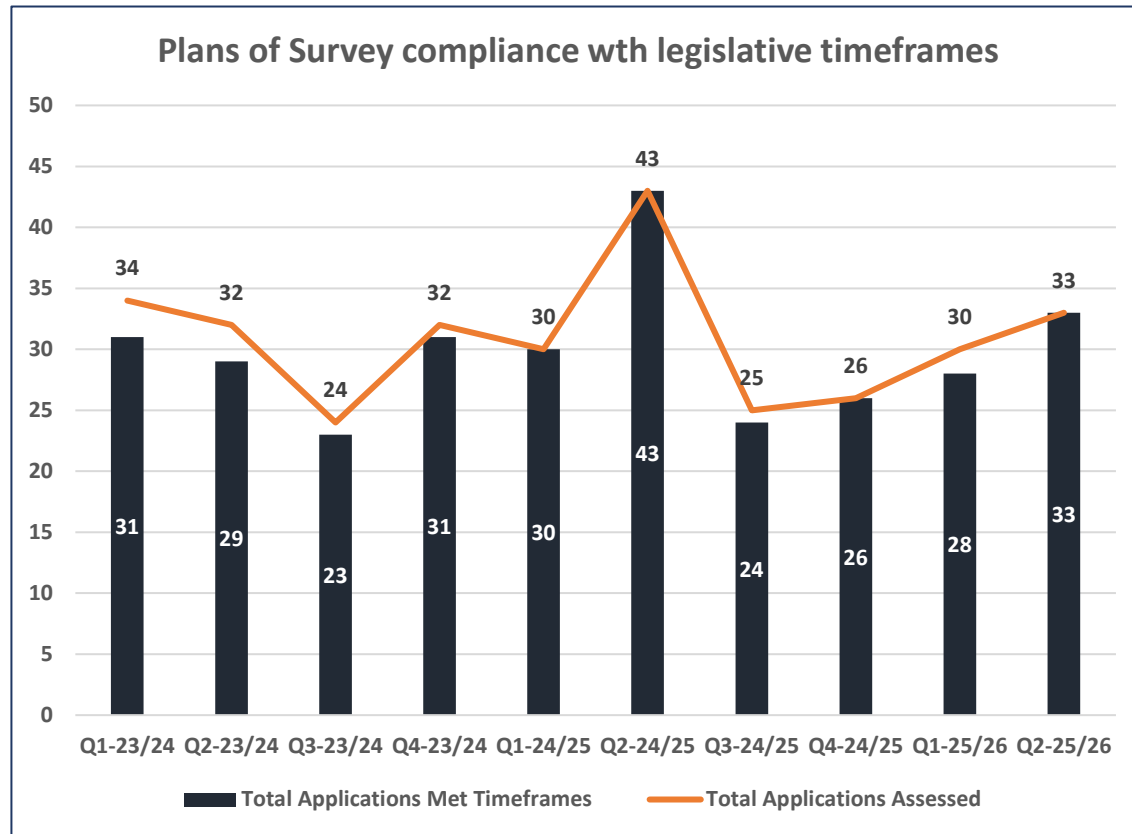


2.3 Plan of Survey and Minor Change – 20bd

94% overall compliance with timeframes.



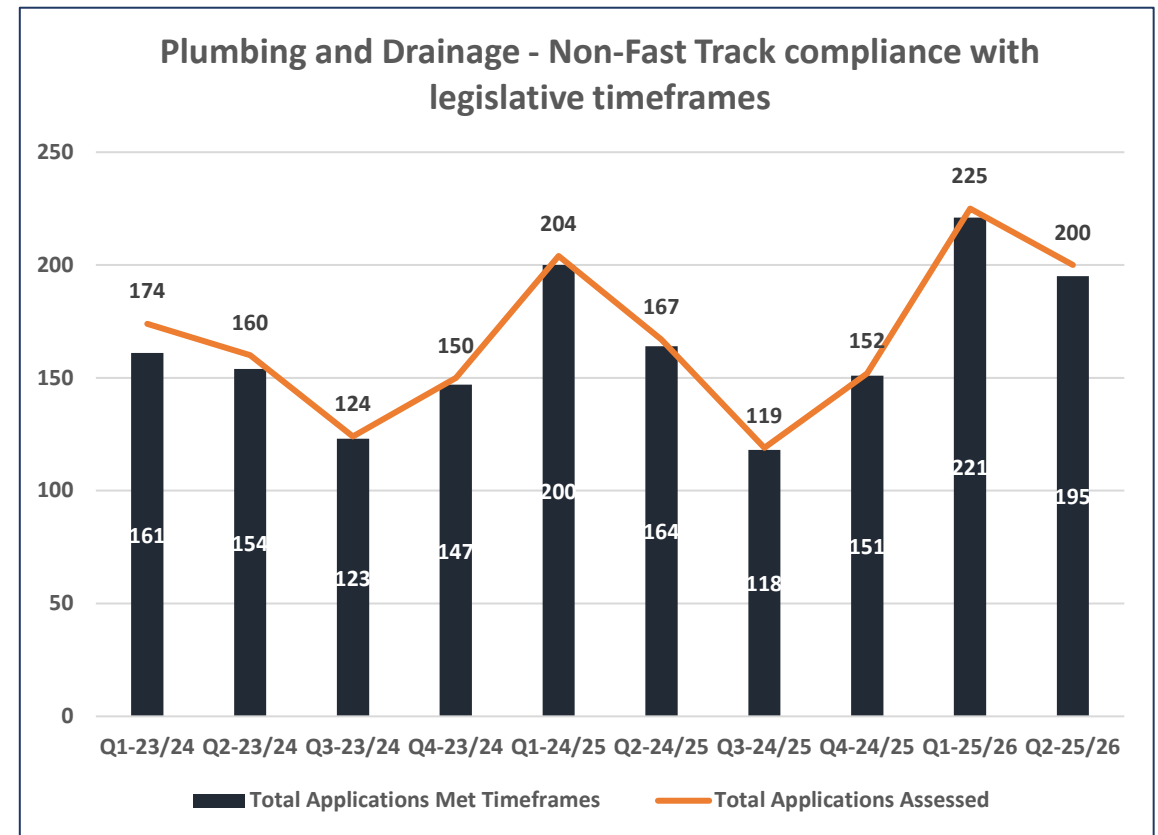
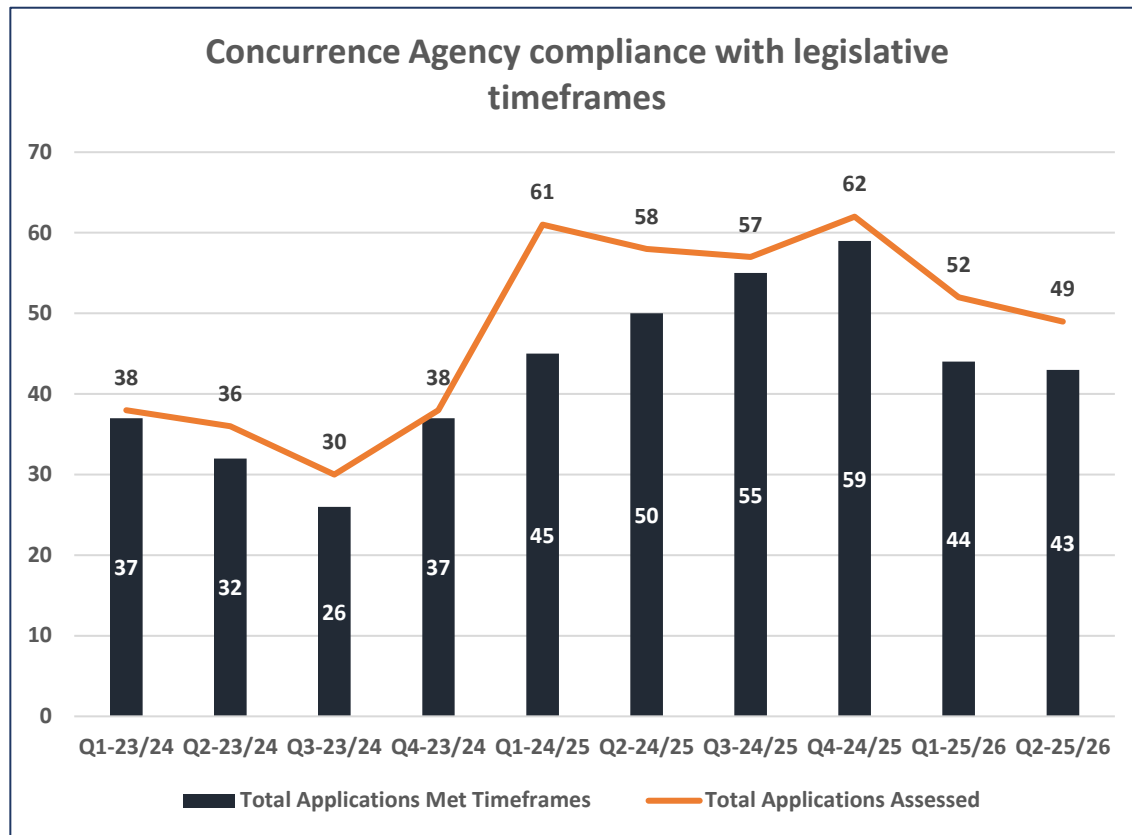
94% overall compliance with timeframes.



2.4 Concurrence and Plumbing and Drainage Non-Fast Track – 10bd

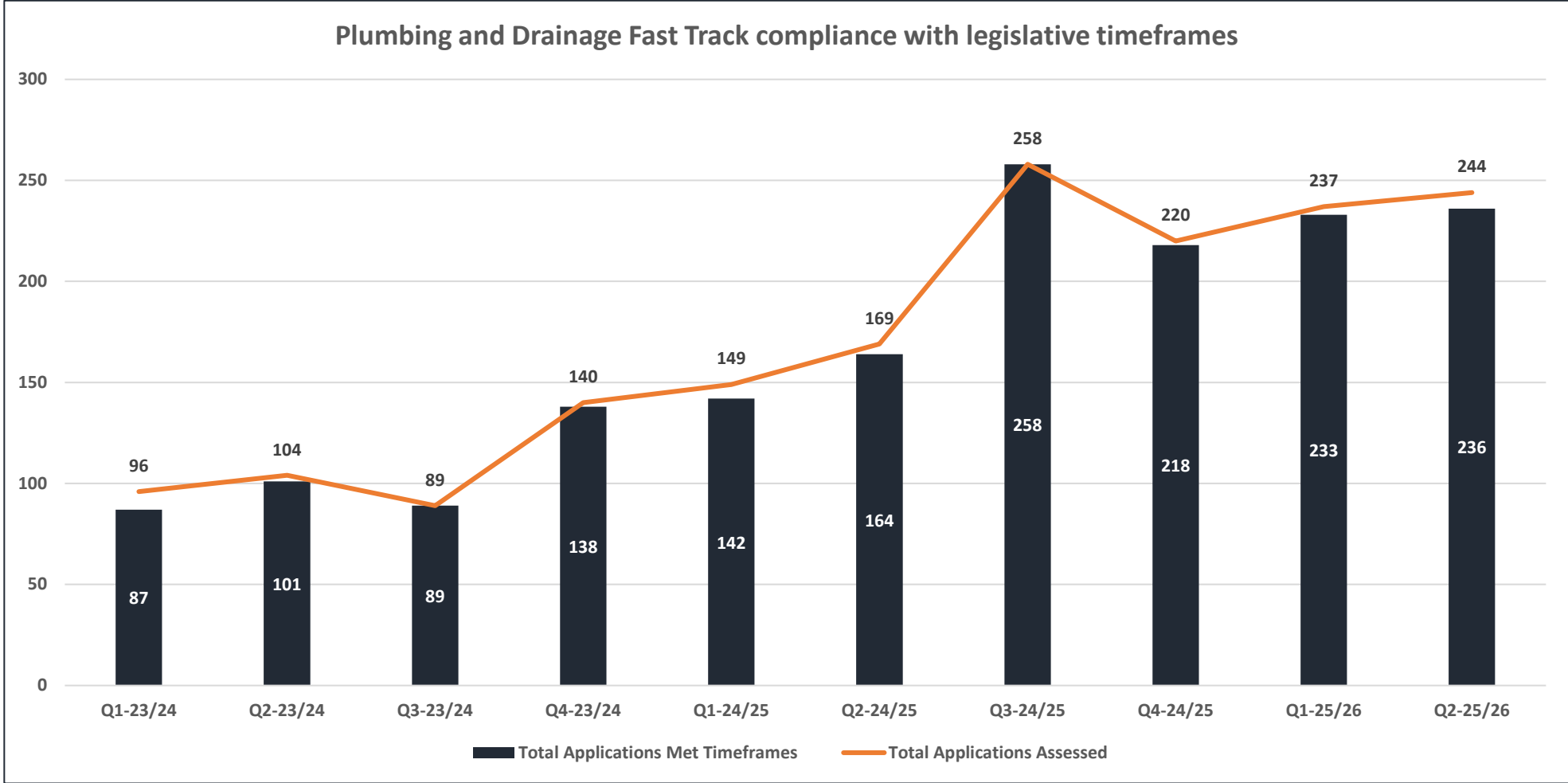
89 % overall compliance with timeframes.

98 % overall compliance with timeframes.



2.5 Plumbing and Drainage Fast Track – 2bd

98 % overall compliance with timeframes.



3. Development Snapshot



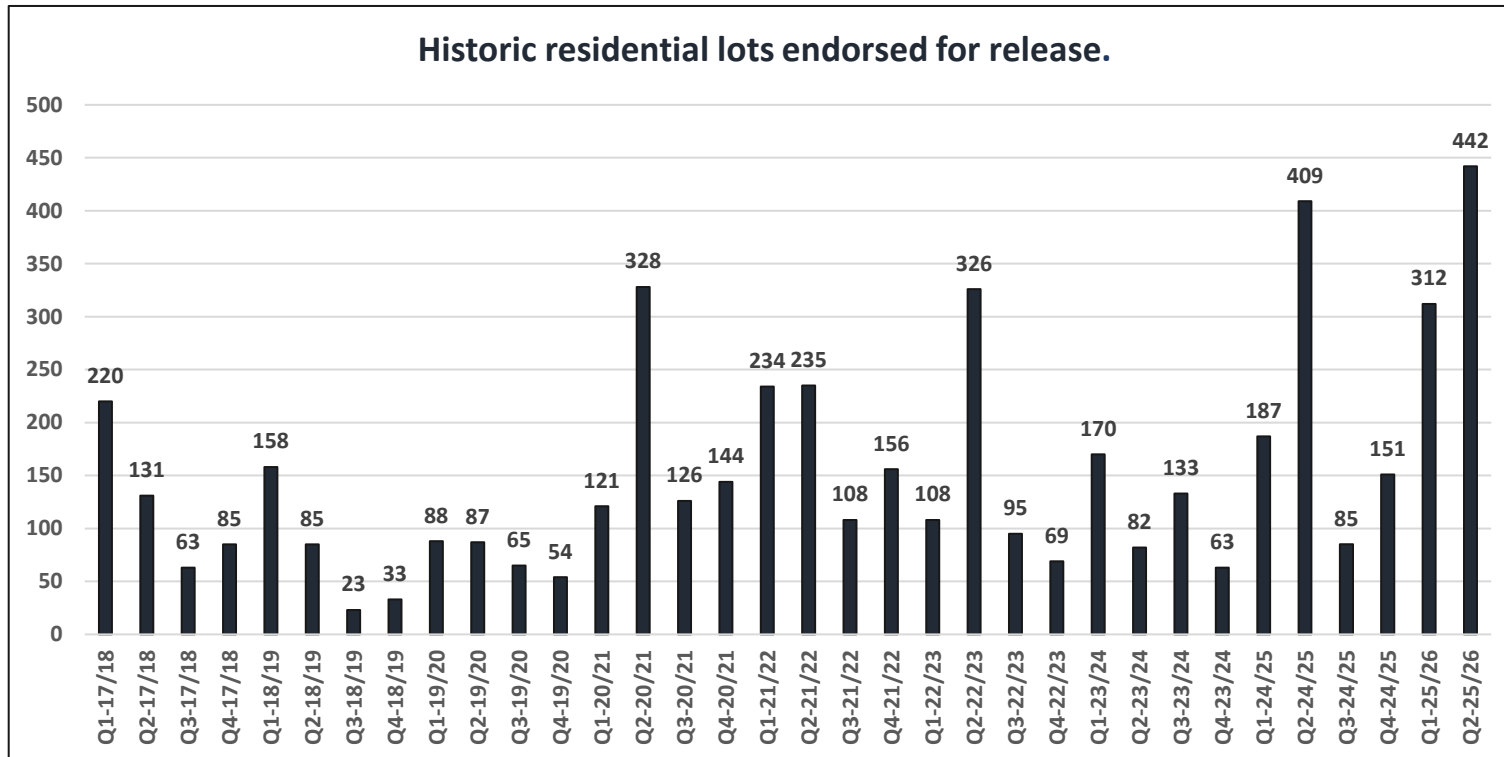
Following is a high-level snapshot of current development activity conditions and shows results of note.

If you seek further information, please see [Townsville Dashboard](#).

Townsville Dashboards is a digital platform to access high quality, current data and insights about Townsville, informing and enabling the Townsville community and those with an interest in investing in the region.

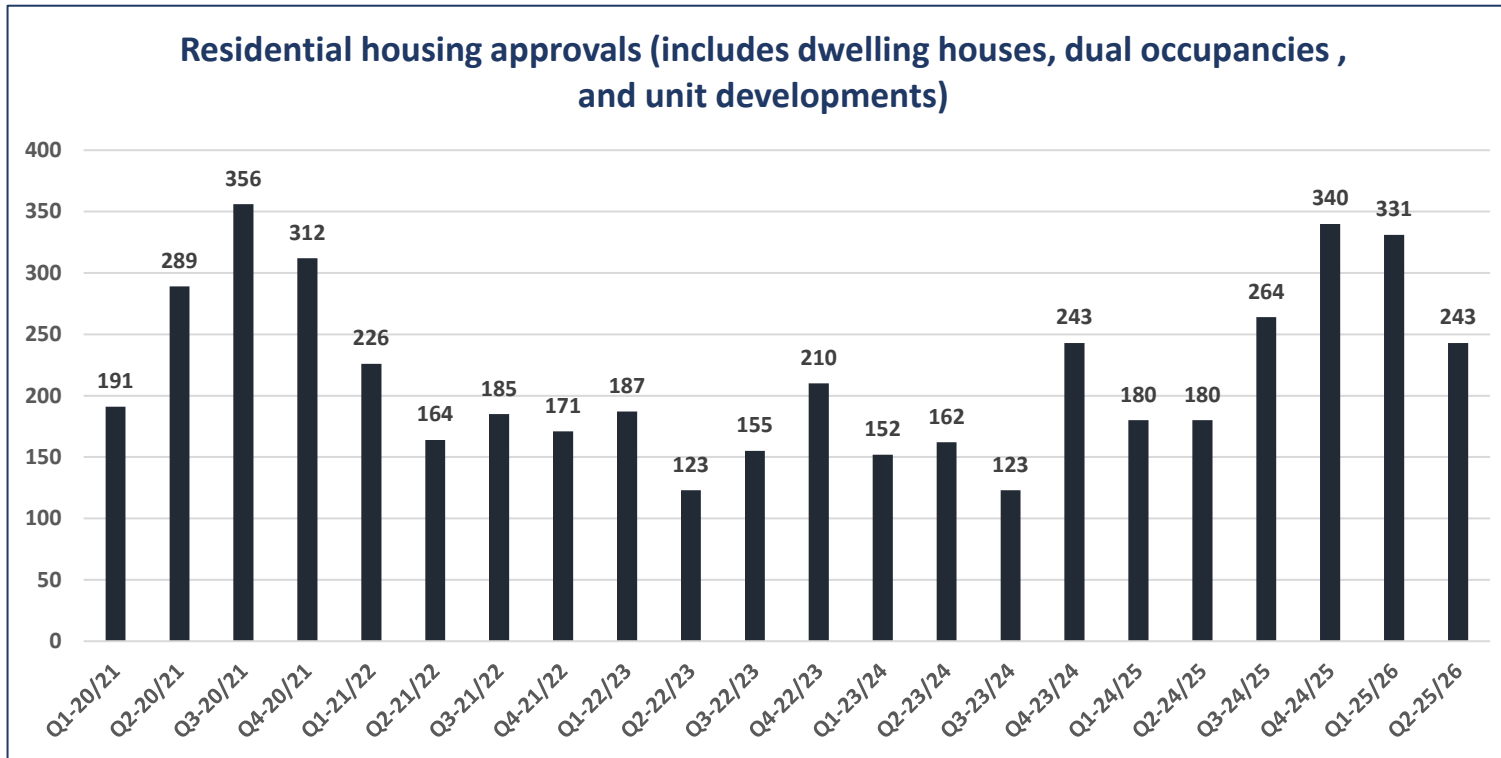
3.1 Residential lots endorsed by Council.

A total of 442 residential lots were endorsed during Q2 of the 2025/26 financial year, enabling continued progression of development activity and facilitating completion of sales across the industry. The historic data dating from Q1 of the 2017/18 financial year below reveals the Q2 results surpasses the endorsed lot volumes including the period from 2020 to 2022 where the Federal Government's Home Builder Grant stimulus program was in operation.



3.2 Residential housing approvals

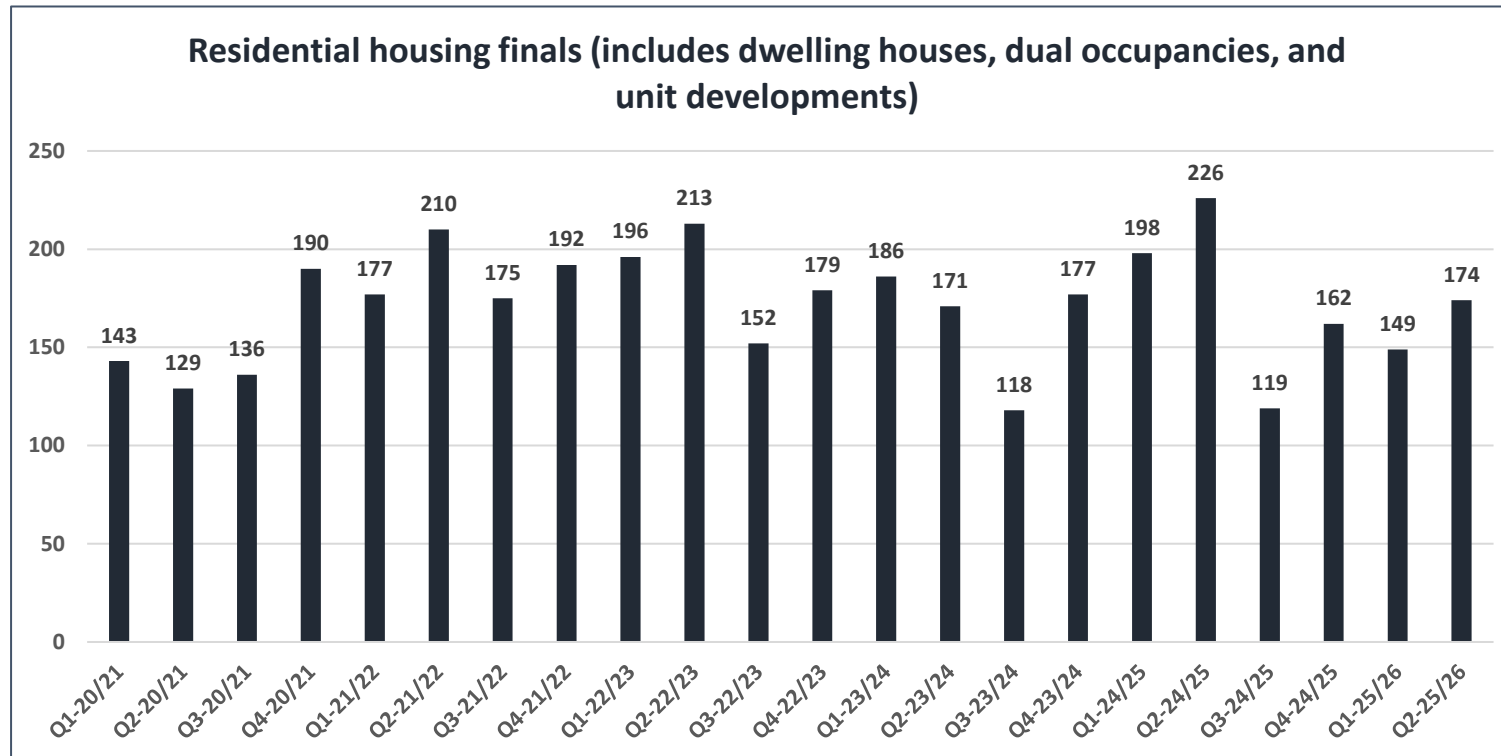
Residential housing approvals in Q2 declined in line with quarterly historic trends, however the overall results remain above the long-term average of 217 approvals per quarter since Q1 of the 2020/21 financial year.



3.3 Residential housing finalised and delivered by Industry

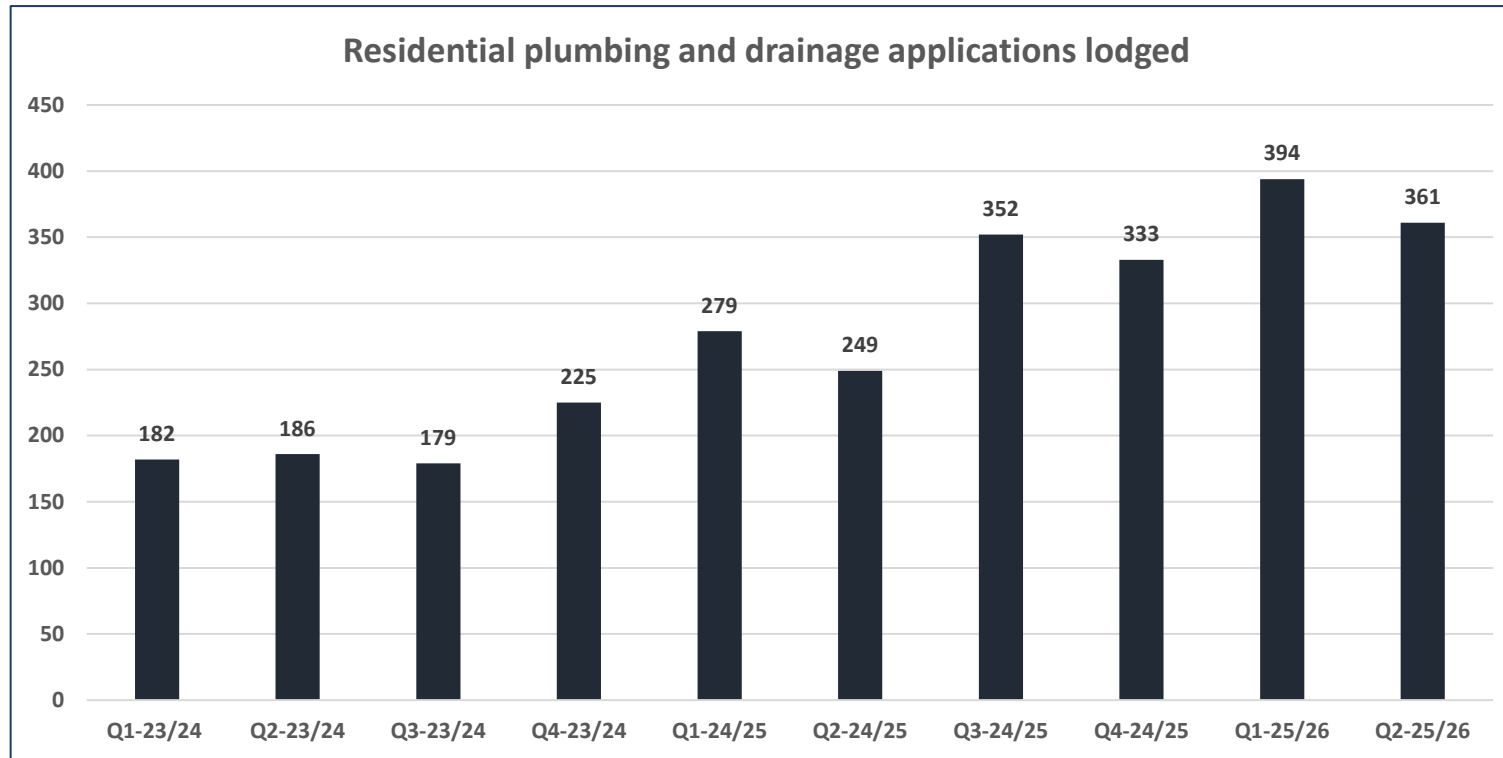
The residential housing finalisation data shown in the following chart is derived from an extraction of approvals received from external Certifiers.

The chart shows finalisation of dwelling houses, dual occupancy and unit developments.



3.4 Residential Plumbing and Drainage applications

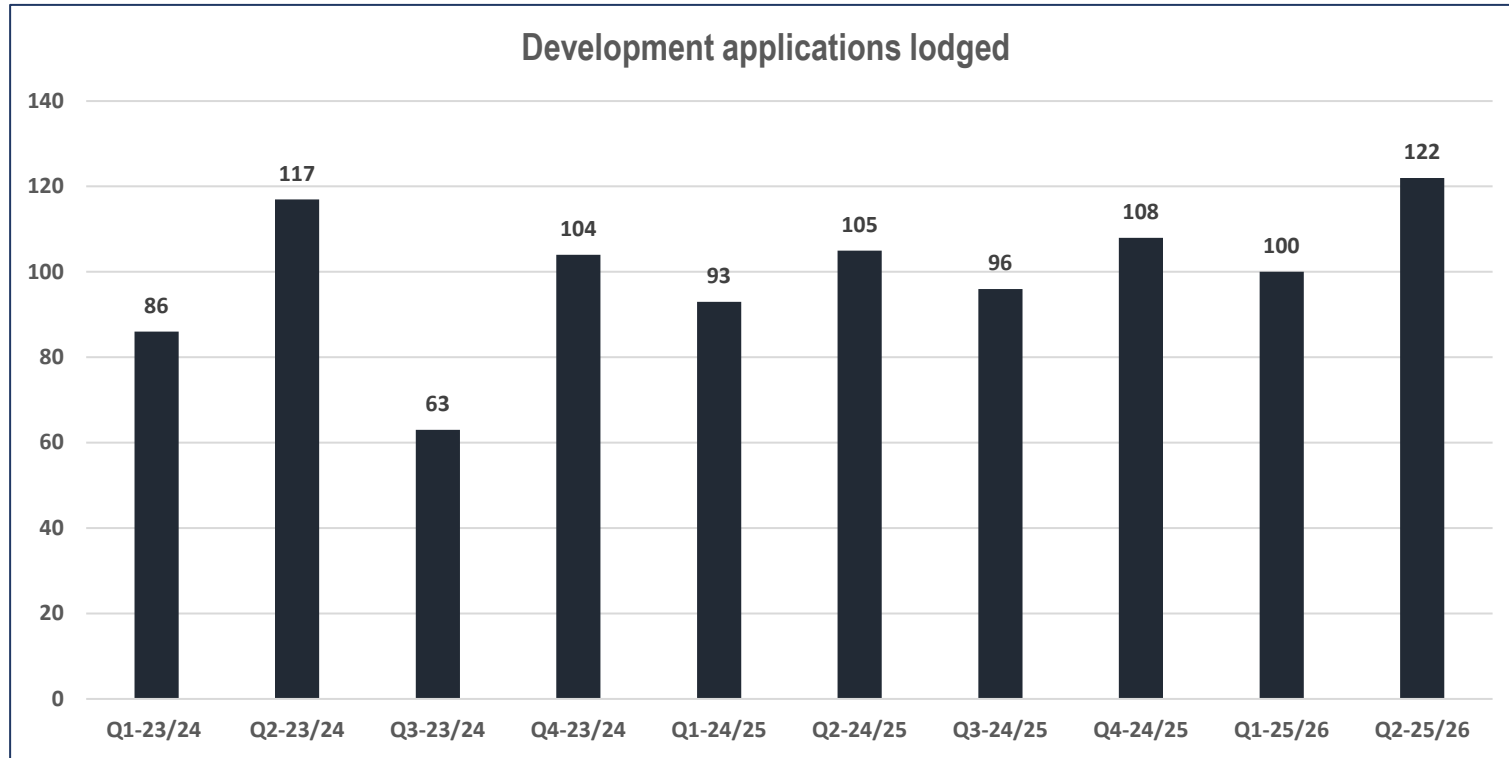
Q2 recorded 361 residential plumbing and drainage applications lodged. Surpassing the average of 274 applications observed across the presented approval dataset below.



3.5 Development applications lodged

Development applications comprise of Material Change of Use, Reconfiguration of a Lot, Operational Works, and Development Building Works applications. These also include applications associated with the Townsville City Waterfront PDA. (Priority Development Area)

With 122 development applications lodged, Q2 delivered the strongest quarterly result observed since Q1 of the 2023/24 financial year.



Glossary



OPW - Operational Works

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

DBW – Development Building Works

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

RAL – Reconfiguration of a Lot

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

MCU – Material Change of Use

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

POS- Plan of Survey

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

Properly Made

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

