

TOWNSVILLE CITY COUNCIL

# QUARTERLY REPORT

Q2: October – December 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, present and all future generations.

2024–2025

# SUMMARY

I am pleased to present this Quarter 2 report.

During the past quarter we delivered a number of Council's signature events. Carols by Candlelight and New Year's Eve celebrations are always popular, bringing our community together for the festive season. In November we also delivered our annual Get Ready Townsville event, with thousands of residents converging at Jezzine Park to help them prepare for North Queensland's high-risk weather season.

We also announced the landmark Wedgewood: Artists and Industry exhibition will make its Australian debut, here in Townsville at Perc Tucker Regional Gallery. The exhibition will feature 100 objects from the UK's Victoria and Albert Museum charting the complex history and cutting-edge creativity of Wedgwood ceramics. This will be an exciting exhibition for Townsville City Galleries in 2025, and in the same year as Ephemera: Traceless our biennial outdoor art exhibition featured along our award-winning esplanade, The Strand.

In pursuing our corporate goal of being a city that connects you to what you need at the time you choose, during the quarter Council unveiled a new Planning and Development website and launched the new Citylibraries app. This app allows users to search our catalogues, reserve books and check out items.

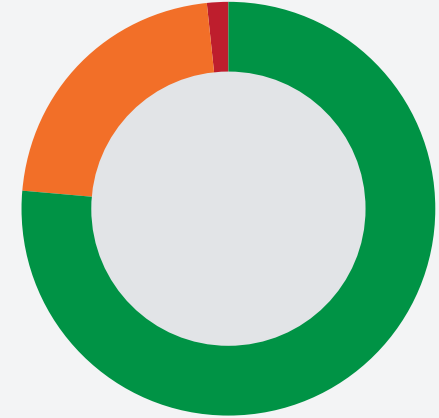
Throughout November and December, Council held community consultation sessions, an online survey and social media polls to help us develop a new strategic corporate plan. The community feedback has been collated and will help shape Council's vision, goals and objectives for Townsville.

This month we will welcome our 2025 intake of apprentices. As a large employer, Council plays an important role in providing employment and training opportunities. I look forward to welcoming our new starters to the team.



**Joe McCabe**  
Chief Executive Officer

## DELIVERABLES STATUS



<span style="color: green;">●</span>	TOTAL DELIVERABLES ON TRACK	52
<span style="color: orange;">●</span>	TOTAL DELIVERABLES BEHIND	15
<span style="color: red;">●</span>	WITHDRAWN	1
<span style="color: black;">●</span>	COMPLETE	0
	<b>TOTAL</b>	<b>68</b>

**49,211**  
CUSTOMER  
INTERACTIONS



**175,566**  
TOTAL  
LIBRARY  
LOANS



**230**  
DEVELOPMENT  
APPLICATIONS  
DECIDED



**266**  
ANIMALS  
ADOPTED



**18,208**  
TONNES OF  
LANDFILL  
DIVERTED



**11,963**  
MEGALITRES  
OF WATER  
TREATED





## Carols by Candlelight rings in the festive season

Council held its signature festive season event, Carols by Candlelight, on Sunday 8 December. Some 15,000 community members attended Riverway to enjoy the event's roving entertainment, food trucks and a popular art and craft station run by our own Townsville City Galleries team. This year's event focused on highlighting our incredible homegrown talents, with all performers Townsville locals.

▶ Watch the Carols by Candlelight 2024 wrap up video.



## UPPAREL partnership to divert old uniforms from landfill

As one of the city's largest employers Townsville City Council stepped up its game in the battle against waste, partnering with UPPAREL, an Australian leader in textile recovery and recycling.

Council has a large team, with more than 1,600 employees. That equates to roughly 10,000 items of Council clothing in circulation – equating to around 1,000 kilograms.

Council has set up collection points at our buildings, for staff to dispose of old uniforms and PPE, including shirts, pants, hi-vis vests, hard hats, hats, glasses, steel-cap boots, corporate shirts, pants, and skirts.

Through UPPAREL, old uniform items will not only be kept out of landfill they will also be given a new life by turning the textiles into a material called UPtex which is used for things like homewares, signage and acoustic panelling to name a few.

Council encourages other large employers to partner with UPPAREL.







## Bushland Beach naturalisation project wins State award

Council's innovative Bushland Beach naturalisation project took out an Excellence Award at the Institute of Public Works Engineering Australasia (IPWEA – QNT) 2024 Awards in November.

The project transformed a deteriorating open drain into a naturalised waterway, filtering stormwater, enhancing water quality, and restoring biodiversity.

Council replaced an 800-metre weed-choked concrete stormwater drain with a naturalised rocky creek bed, ponds and planted 97,000 local native plants from 75 species. This living, breathing waterway is not a manicured garden bed, but a dynamic system that will change in appearance over 2–10 years.

A standout feature of the naturalisation project was the collaborative creation of Living Bags®, an innovative solution



co-developed with First Nations Reef Assist Partners, which sees biodegradable bags filled with organic materials, which stabilise the soil and control erosion.

The Bushland Beach naturalisation project was recognised as a great example of circular economy principles, with old drain material like organic waste collected by Council then mixed with resources like coffee waste and food scraps to convert it into a living mulch utilised throughout the project.

Over time the naturalised drain will deliver improved biodiversity and shade out unwanted weeds, provide a habitat for mosquito predators, improve living soil quality and reduce maintenance costs.

This project has now set the benchmark in urban waterway restoration.

[Read more about the Bushland Beach naturalisation project at Council's website.](#)

## \$2.6m upgrade to Murray skatepark complete

Townsville's most popular skatepark, Murray skatepark in Annandale, has reopened following completion of a \$2.6 million upgrade.

This upgrade has meant the skatepark has more than doubled in size, from 1,100m<sup>2</sup> to 2,300m<sup>2</sup>.

The new section of the skatepark was constructed to allow skaters to seamlessly transition between each section and has additional landscaping, irrigation, connecting pathways and a central shelter with drinking fountain.

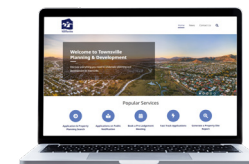
This project was supported with \$2 million funding from the State

Government's Works for Queensland program.

In October, Council also opened a \$2.1 million new skatepark at Garbutt, following community consultation.



## Council builds new planning and development website



In late November, Townsville City Council unveiled its new planning and development website which includes information on how to prepare and submit an application, Council's grants and incentives and heritage properties, as well as factsheets, forms, maps, and more.

The website is a one-stop-shop for builders and developers to find everything they need to know about planning and development in Townsville.

[For more information visit the Townsville Planning and Development website.](#)

● Behind
 ● On Track
 ● Overdue
 ● Complete

Deliverable	Measure	Current Completion
<b>Goal 1. A city that connects you to what you need at the time you choose</b>		
→ 1. A physically and digitally connected Smart City		
→ KA01. Enhance sustainable water use across Townsville.	5,000 scheduled water meters to be replaced with smart water meters.	Behind
→ KA02. Implement digital sign-in and site inductions for visitors and contractors at Council depots.	All Council sites installed with this technology by June 2025.	On Track
→ KA03. Deliver digital literacy programs and initiatives across the Townsville region.	Deliver sessions to 100 participants across the region.	On Track
→ KA04. Implementing Environmental Data Integrator.	Enterprise-wide Environmental Management System (EEMS) maintained and optimised. LoraWAN sustainability network maintained. 50 sensors for environmental monitoring using long range, lower power, and tropicalised solutions deployed.	On Track
→ 2. A City that facilitates 24-hour access to services		
→ KA01. Improve online customer experience - current website and intranet	Improvements completed by 30 June 2025.	On Track
→ KA02. Design of customer portal to enable 24- hour access for residents to council services and information	Design completed by 30 June 2025.	On Track
→ KA03. Provide 24-hour access to Creative Hubs - Riverway and Aitkenvale	Implement 24-7 access at Riverway and Aitkenvale by 30 June 2025.	On Track
→ 3. A vibrant city centred around inclusive connected neighbourhoods		
→ KA01. Council and State Government endorse City Plan Review report	Council and State, sign off on review report by 30 June 2025.	On Track
→ KA02. Activate initiatives through Council grants and partnership funding	Contract at least 95% of grants and partnerships budget	On Track
→ KA03. Undertake audit against the Welcoming Cities Standard and become accredited as a Welcoming City.	Achieve Welcoming Cities accreditation.	On Track
<b>Goal 2. A circular economy that advances business and moves towards zero waste.</b>		
→ 1. Zero landfill by 2030		
→ KA01. "Weeds to Healthy Soils" Partnerships	10 sites across city with living mulch 10 sites with living soil restoration.	On Track
→ KA02. Establish design process to include recycled materials for construction projects	Process established and in use by 30 June 2025.	Behind

Deliverable		Measure	Current Completion
→	KA03. Investigate sustainable methods to dispose of obsolete library materials	Decrease obsolete items going to landfill by 10%.	On Track
	KA04. Conduct a Service Delivery Review	Receive Council approval on service delivery including Tier 1 and Tier 2 facilities, expansion of kerbside collection services, distances to facilities	Behind
	KA05. Develop Waste and Resource Recovery Plan, Behaviour Change Plan, and update Infrastructure Plan.	Create and update plans that incorporate outcomes of the Service Delivery Review, Bulk Waste Transfer Station, and Waste and Recycling Precinct.	Behind
	KA06. Operational Optimisation	Optimise waste collection runs. Activate resource recovery pad at Stuart.	Behind
	KA07. Kerbside Organics Review	Review business case and present recommendations to Council for resolution.	Behind
	KA08. Develop Business Case on Waste and Recycling Precinct and Bulk Waste Transfer Station	Receive Council direction on how to proceed with Business Case conclusions and recommendations.	Behind
	KA09. Materials recovery facility (MRF) governance options assessment	Present options assessment to Council and receive resolution. Develop and advertise MRF tender.	On Track
	2. A carbon neutral Council by 2040		
	KA01. Transition to a paperless workplace through the implementation of digital workflows to replace paper forms	80% Reduction in the number of paper forms available for use by June 2025.	Withdrawn
→	KA02. Design of energy transformation project to transition Council's energy needs to renewables	Design is completed by 30 March 2025.	Behind
	KA03. Power Council's fleet with renewable energy sources	Replace 6 passenger vehicles with renewable energy vehicles by 30 June 2025 as part of the Capital fleet replacement program.	On Track
→ 3. Procurement that encourages business innovation and circular economy principles			
→	KA01. Ensure Council expenditure supports local businesses, indigenous owned businesses and small to medium businesses.	Increase Council expenditure with local business to 89% of total Council expenditure by 30 June 2025.	On Track
Goal 3. The hub for the modern industry			
→ 1. Enabling development ready sites that attract industry, de-risks investment and value adds to supply chains			
→	KA01. Aligning the delivery of enabling infrastructure at the Lansdown Eco Industrial Precinct with proponent's project requirements	Raw water pipeline, raw water reservoir and enabling offset area management plans to align with proponent's project construction schedules.	On Track
→ 2. Supporting the establishment of renewable energy sources to facilitate green industry			
→	KA01. Implementation of Energy Transition - city-wide and in Council	Undertake 3 energy initiatives (solar, batteries, EV Charging and/or hydrogen) in city and in Council.	On Track
→	KA02. Progression of Townsville Enterprise wide Integrated and Energy Optimisation Partnerships	Energy and Resources Management Framework (ERMF) updated.	On Track
→ 3. Lead economic transition that supports future industries and business establishment in Townsville			
→	KA01. Delivery of development assessment function	Development assessment timeframes - meet statutory timeframes for at least 95% of each application type (MCU, RaL).	On Track
Goal 4. A sustainable destination that embraces and participates in the arts, sports, events and recreational activities.			
→ 1. Growing the city through world leading placemaking that provides a national and international platform			

Deliverable			Measure	Current Completion
	→ KA01. Leverage night-time economy through supporting, developing, and promoting live music and cultural events		Develop and implement plan to make the night-time economy more rewarding, safe, flexible, and accessible for those who work in the nighttime economy, with focus on workers in the creative industries such as live music.	On Track
	→ KA02. Activating Townsville as Sustainable Destination		10 businesses involved	On Track
	→ KA03. Maintain and Amplify Eco-certified Destination		Eco-Certified destination maintained. Achieve 4 sustainability / business certifications.	On Track
→ 2. Growing the opportunities to participate in sport and support sporting excellence				
	→ KA01. Delivery of Townsville 2032 Legacy Action Plan 2023-2024 Pillar 3 Sporting Development		Deliver a minimum of 9 programs/ activities that support sport development and inclusion.	On Track
→ 3. Developing home-grown entertainment and arts culture supported by world class visual and performing arts facilities				
	→ KA01. Major Events Panel and Strategy activated through external partnership		"Major Events Townsville" Stood up and driving new events to the city. Achieve 50% increase in "major" events and 50% increase in "medium" events	On Track
	→ KA02. Secure 4 years continued Arts Queensland Funding for RADF		Arts Queensland contract executed and 2024/25 milestone delivered	On Track
→ 4. World class liveability through excellent open spaces which promote, protect, and encourage utilisation of our natural environment and heritage				
	→ KA01. Protect the health of Townsville by providing clean drinking water		100% Compliance with Australian Drinking Water Guidelines and regulatory requirement.	On Track
	→ KA02. Protect the health of Townsville by providing wastewater collection and treatment		100% compliance with regulatory requirements, service standards and environmental licence requirements.	On Track
	→ KA03. Provide specialist commercial lab services to Townsville and North Queensland		At least 95% of lab services are completed within agreed timeframes.	On Track
	→ KA04. Manage the Ross River and Paluma Dam in accordance with State regulations.		100% compliance with dam safety regulations. Dam Operations conducted in accordance with Emergency Action Plan and approved operating procedures.	On Track
	→ KA05. Build resilience in Wastewater operations.		Complete 3 selective inspection programs for inflow and infiltration management.	Behind
	→ KA06. Sustainability Activation and Delivery Environmental Events, Activities and Workshops.		4 events, activities and workshops delivered.	On Track
	→ KA07. Implementing landscape regeneration of Townsville catchments.		Maintain and deliver an updated Reef Guardian Plan (2024-2028) – including delivering restorative works delivered across 5 sub-catchments.  Deliver and maintain 5 Creek to Coral Program Partnerships (community, industry and government).  Deliver environmental monitoring across 10 high priority, urban waterways, and wetlands.  Deliver 5 system solutions for carbon systems, environmental offsets and coastal environments and systems (including Blue Carbon opportunities).	On Track
Goal 5. A leading centre of education, training and research commercialisation.				
→ 1. Formalising partnerships with industry, research institutes and all levels of government to support growth, innovation and resilience across the economy				
	→ KA01. Deliver Townsville Festival of Stories biennial event and One Title One Townsville.		Increase attendance by 5% on prior year.	On Track

Deliverable		Measure	Current Completion
→	KA02. Deliver Deadly Digital Literacy sessions co-designed with community and SLQ across Townsville region to support First Nations	Host minimum of 10 sessions over 12 months	On Track
	KA03. Deliver programs in partnership with Smart Precinct NQ to support and educate local business.	Delivery of 4 programs over 12 months.	Behind
	KA04. Sustainability Innovation Partnerships.	3 sustainability innovation partnerships underway.	On Track
→ 2. A world leading centre of research commercialisation that drives local manufacturing			
→	KA01. Support the commercialisation of research with robust intellectual property strategies.	Enable the development of formalised agreements with relevant institutions.	On Track
→ 3. A specialist leader in research and simulation			
→	KA01. Implementing creative and collaborative applied research models for sustainability and environmental practices.	4 Sustainability models implemented 4 Sustainable solutions implemented 2 Research partnerships activated	On Track
→	KA02. Grow regional and local disaster management capability in partnership with State and Federal agencies.	Conduct 1 Regional disaster training activity. Conduct 4 community resilience building activities for vulnerable groups.	On Track



## WATER PERFORMANCE PLAN 2024/25

Deliverable	Measure	Current Completion
<b>Water 1. Economic Sustainability</b>		
→ 1.1 Net operating result	Comparison of the actual net operating result with the budgeted net operating result. Target: Within 5% of adopted budget.	On Track
→ 1.2 Asset renewal.	Renewal and rehabilitation capital works / depreciation charges. Target: Minimum 90%.	On Track
<b>Water 2. Social Responsibility</b>		
→ 2.1 Drinking water quality compliance.		
→ Number of water quality and water pressure complaints in accordance with Council's Water Customer Service Standards.	Target: <5 for each 1,000 connections.	On Track
→ Percentage of compliance with all drinking water quality requirements in accordance with Council's Drinking Water Quality Management Plan.	Target: 100%	On Track
→ 2.2 Adequacy and quality of supply.		
→ Unplanned water interruptions.	Target: <100 unplanned water interruptions per 1,000 connections	On Track
→ Water Quality non-compliance reportable to the Regulator.	Target: <7 per 1,000 connections	On Track
→ 2.3 Day-to-day continual supply.		
→ Average response time to water incident (excluding disaster)	Target: <4 hours of advice of incident being reported	On Track
→ Restoration of service – time for restoration of service – unplanned interruptions (excluding excavation).	Target: >95% within 24 hours of receipt of underground services plans and necessary permits	On Track
<b>Water 3. Environmental Sustainability</b>		
→ 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. Target: 0	On Track
→ 3.2 Dry weather sewerage releases.	Number of dry weather sewerage overflows, bypasses or releases to the environment that were not caused by a third party or natural phenomenon. Target: 0	Behind
<b>Water 4. Responsible Governance</b>		
→ 4.1 Reduction in lost time injuries (LTIs)	Number of LTIs will be compared to previous financial years results to determine % reduction or increase. Target: 20% Reduction	On Track
→ 4.2 Dam safety compliance	Percentage of compliance with dam safety regulations, for Ross River and Paluma Dams, in accordance with State regulations. Target: 100%	On Track
→ 4.3 Wastewater collection and treatment compliance	Percentage of compliance with regulatory requirements, service standards and environmental licence requirements. Target: 100%	On Track

RESOURCE RECOVERY PERFORMANCE PLAN 2024/25

Deliverable	Measure	Current Completion
Resource Recovery 1. Economic Sustainability		
→ 1.1 Net operating result	Comparison of the actual net operating result with the budgeted net operating result. Target: Within 5% of adopted budget.	On Track
Resource Recovery 2. Social Responsibility		
→ 2.1 Customer service and collection performance		
→ Less than 1 missed service for every 1,000 kerbside waste and recycling services.		On Track
→ Response time to missed kerbside waste and recycling services.	>95% by the next business day	Behind
→ Response time to new residential kerbside service commencement.	100% within 3 business days	Behind
→ Response time to repair/replacement requests for waste and recycling services.	100% within 3 business days	Behind
Resource Recovery 3. Environmental Sustainability		
→ 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. Target: 0	On Track
→ 3.2 Environmental incidents reported to Department of Environment and Science	Number of incidents, which exceed the acceptable limit, that were required to be reported to the Department of Environment and Science. Target: 0	Behind
Resource Recovery 4. Responsible Governance		
→ 4.1 Reduction in lost time injuries	Number of LTIs will be compared to previous financial years results to determine % reduction or increase. Target: 20% Reduction	On Track



## Contact us

This document contains important information about Townsville City Council and Townsville City. If you would like further assistance or information on a service or Council facility, please contact us via one of the following:



13 48 10



PO Box 1268, Townsville QLD 4810



[townsville.qld.gov.au](http://townsville.qld.gov.au)



[enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au)



103 Walker Street, Townsville City