



NOTICE OF MEETING

Dear Committee Members

You are requested to attend the following meeting of Council.

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES STANDING COMMITTEE MEETING OF ISAAC REGIONAL COUNCIL

**TO BE HELD ON
TUESDAY, 8 JUNE 2021
COMMENCING AT 9.00AM
COUNCIL CHAMBERS, MORANBAH**

JEFF STEWART-HARRIS

Chief Executive Officer

DAN WAGNER

Committee Officer

Director Planning, Environment and
Community Services

Committee Members:

Cr Kelly Vea Vea (Chair)

Mayor Anne Baker

Cr Gina Lacey

Cr Jane Pickels

Cr Viv Coleman

LOCAL GOVERNMENT ACT 2009

Local Government Regulation 2012

Chapter 8, Part 2 Local Government Meetings and Committees

Division 1A, Requirements for Local Government Meetings Generally

Section 254J Closed meetings

- (1) A local government may resolve that all or part of a meeting of the local government be closed to the public.
- (2) A committee of a local government may resolve that all or part of a meeting of the committee be closed to the public.
- (3) However, a local government or a committee of a local government may make a resolution about a local government meeting under subsection (1) or (2) only if its councillors or members consider it necessary to close the meeting to discuss one or more of the following matters—
 - (a) the appointment, discipline or dismissal of the chief executive officer;
 - (b) industrial matters affecting employees;
 - (c) the local government's budget;
 - (d) rating concessions;
 - (e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government;
 - (f) matters that may directly affect the health and safety of an individual or a group of individuals;
 - (g) negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government;
 - (h) negotiations relating to the taking of land by the local government under the [Acquisition of Land Act 1967](#);
 - (i) a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State.
- (4) However, a local government or a committee of a local government must not resolve that a part of a local government meeting at which a decision mentioned in [section 150ER](#)(2), [150ES](#)(3) or [150EU](#)(2) of the [Act](#) will be considered, discussed, voted on or made be closed.
- (5) A resolution that a local government meeting be closed must—
 - (a) state the matter mentioned in subsection (3) that is to be discussed; and
 - (b) include an overview of what is to be discussed while the meeting is closed.
- (6) A local government or a committee of a local government must not make a resolution (other than a procedural resolution) in a local government meeting, or a part of a local government meeting, that is closed.

Conflict of Interest Obligations

Reference is made to Section 150EL of the Local Government Act 2009. Specifically, the obligation of Councillors when they first become aware they have a conflict of interest to make the Chief Executive Officer aware in writing or if in a meeting, ensure they declare immediately.

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

STANDING COMMITTEE MEETING

OF ISAAC REGIONAL COUNCIL

TO BE HELD ON

TUESDAY 8 JUNE 2021

COUNCIL CHAMBERS, MORANBAH

1. OPENING OF THE MEETING
2. APOLOGIES
3. DECLARATION OF CONFLICTS OF INTEREST
4. CONFIRMATION OF MINUTES
5. OFFICER REPORTS
6. INFORMATION BULLETIN REPORT
7. GENERAL BUSINESS
8. CONCLUSION

TABLE OF CONTENTS

1. OPENING OF MEETING

2. APOLOGIES

3. DECLARATION OF CONFLICTS OF INTEREST

4. CONFIRMATION OF MINUTES

Planning, Environment and Community Services Standing Committee Meeting of Isaac Regional Council held in Council Chambers, Moranbah, commencing 9.00am on Tuesday 11 May 2021.

5. OFFICER REPORTS

5.1 GREG CRUICKSHANK AQUATIC CENTRE WATER PARK COMMUNITY ENGAGEMENT

EXECUTIVE SUMMARY

The Greg Cruickshank Aquatic Centre (GCAC) water park was permanently closed following the return to Council managed operations during September 2020. The closure followed the identification of a number of health and safety hazards. Subsequent to the closure, a community engagement plan was activated to identify an alternate solution for the site.

5.2 CLERMONT SALEYARDS AND SHOWGROUNDS REVITALISATION PROJECT ADVISORY COMMITTEE – MINUTES - 10 MAY 2021

EXECUTIVE SUMMARY

The purpose of this report is to present to Council the minutes of the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee Meeting held on Monday, 10 May 2021.

TABLE OF CONTENTS

5.3 MAJOR GRANT APPLICATION – LIFE CHURCH CLERMONT

EXECUTIVE SUMMARY

This report seeks Council's consideration of a multi-year major grant application from Life Church Clermont for the purpose of delivering the annual Kids Club Extreme school holiday program.

5.4 2020 – 2021 ANNUAL ISAAC REGION SWIMMING POOL SURVEY

EXECUTIVE SUMMARY

In accordance with the Isaac Regional Council Annual Operational Plan (AOP), the 2020 – 2021 Isaac Region Annual Pool Survey was conducted between 20 April 2021 and 23 May 2021. This report provides an overview of the results of the survey and the proposed pathway forward for the strategic management and operation of Council's aquatic facilities.

5.5 LEGENDS OF LEAGUE - ISAAC REGION EVENT SPONSORSHIP

EXECUTIVE SUMMARY

This report seeks Council's support for the delivery of two International Legends of League charity football events and supporting program of wellbeing visits to local schools in FY2021-22 and FY2022-23.

5.6 MACKAY TOURISM LIMITED FUNDING PROPOSAL

EXECUTIVE SUMMARY

The purpose of the report is to seek endorsement of an increased funding model by Council to Mackay Tourism Ltd to provide destination tourism marketing and attraction of visitation to the Isaac region.

5.7 CROSS REGIONAL FISHING EVENT

EXECUTIVE SUMMARY

The purpose of the report is to seek endorsement of Council's financial support and participation in the Cross Regional Fishing event proposed to be held across the Mackay, Isaac & Whitsundays regions.

TABLE OF CONTENTS

6. INFORMATION BULLETINS

6.1 PLANNING, ENVIRONMENT AND COMMUNITY SERVICES INFORMATION BULLETIN – JUNE 2021

EXECUTIVE SUMMARY

The Planning, Environment and Community Services Directorate Information Bulletin for June 2021 is provided for Committee review.

7. GENERAL BUSINESS

8. CONCLUSION



UNCONFIRMED MINUTES

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
STANDING COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL

HELD ON
TUESDAY, 11 MAY 2021
COMMENCING AT 9.00AM

UNCONFIRMED MINUTES

ISAAC REGIONAL COUNCIL
UNCONFIRMED MINUTES OF THE
PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
STANDING COMMITTEE MEETING
HELD IN COUNCIL CHAMBERS, MORANBAH
ON TUESDAY 11 MAY 2021

Table of Contents	Page
1. Opening	3
2. Apologies	4
3. Declaration of Conflicts of Interest	5
4. Confirmation of Minutes	5
5. Officer Reports	6
6. Information Bulletin Reports	10
7. General Business	11
8. Conclusion	13

ISAAC REGIONAL COUNCIL
UNCONFIRMED MINUTES OF THE
PLANNING, ENVIRONMENT AND COMMUNITY SERVICES
STANDING COMMITTEE MEETING
HELD IN COUNCIL CHAMBERS, MORANBAH
ON TUESDAY 11 MAY 2021 COMMENCING AT 9.00AM

ATTENDEES

Cr Kelly Vevea, Division Five (Chair)
Cr Gina Lacey, Division Three (*by video conference*)
Cr Jane Pickels, Division Seven
Cr Viv Coleman, Division Eight (*by video conference*)
Cr Sandy Moffat, Division Two (*Alternate Member*)

OFFICERS PRESENT

Mr Jeff Stewart-Harris, Chief Executive Officer
Mr Shane Brandenburg, Acting Director Planning, Environment and Community Services
Mr Dan Wagner, Manager Liveability and Sustainability
Mr Jim Hutchinson, Manager Engaged Communities
Ms Nishu Ellawala, Manager Community Education and Compliance
Mr Bruce Wright, Manager Community Facilities
Mr Michael St Clair, Acting Manager Economy and Prosperity
Mr Mark Davey, Capital and Program Project Manager
Mr Beau Jackson, Manager Brand, Media and Communications
Mrs Tricia Hughes, Coordinator Executive Support
Ms Barbara Franklin, Executive Coordinator, Planning, Environment and Community Services

1. OPENING

The Chair declared the meeting open at 9.00am and acknowledged the traditional custodians of the land on which we meet today and paid her respects to their Elders past, present and emerging.

ATTENDANCE

Cr Viv Coleman was not in attendance at the commencement of the meeting.

UNCONFIRMED MINUTES

Resolution No.: PECS0673

Moved: Cr Vea Vea

Seconded: Cr Lacey

That the Planning, Environment and Community Services Standing Committee accepts Cr Sandy Moffat as an alternate member for this meeting.

Carried

Resolution No.: PECS0674

Moved: Cr Pickels

Seconded: Cr

That the Planning, Environment and Community Services Standing Committee accepts Cr Gina Lacey's participation in the meeting by video conference.

Carried

ATTENDANCE

Cr Viv Coleman video conferenced into the meeting at 9.02am.

Resolution No.: PECS0675

Moved: Cr Pickels

Seconded: Cr Moffat

That the Planning, Environment and Community Services Standing Committee accepts Cr Viv Coleman's participation in the meeting by video conference.

Carried

2. APOLOGIES

The Committee received an apology from Mayor Anne Baker.

Resolution No.: PECS0676

Moved: Cr Pickels

Seconded: Cr Moffat

The Planning, Environment and Community Services Standing Committee accepts the apology received from Mayor Anne Baker.

Carried

3. DECLARATION OF CONFLICTS OF INTEREST

No conflicts of interest declared this meeting.

NOTE:

Council acknowledges that Chapter 5B Councillors' Conflicts of Interest of the Local Government Act 2009 does not apply to a Councillor if the matter to be resolved relates to a corporation or association that arises solely because of a nomination or appointment of the councillor by the local government to be a member of the board of the corporation or association.

4. CONFIRMATION OF MINUTES

Confirmation of minutes from Planning, Environment and Community Services Standing Committee Meeting held at the Council Chambers, Moranbah on Tuesday 13 April 2021.

Resolution No.: PECS0677

Moved: Cr Pickels

Seconded: Cr Lacey

That the Minutes of the Planning, Environment and Community Services Standing Committee Meeting held at Council Chambers, Moranbah on Tuesday 13 April 2021 are confirmed.

Carried

5. OFFICERS REPORTS

5.1 Community Grants Program Funding Rounds

EXECUTIVE SUMMARY

This report seeks Council's consideration of a fixed recurring timetable for the annual administration of the funding rounds for the Isaac Regional Council Community Grants program.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. *Approves a recurrent fixed four-round schedule for the administration of the annual Community Grants program commencing in FY2021-22 and continuing until otherwise amended, being:*
 - i. *Round 1: Opens 1st Monday in June and closes 3rd Friday in July for determination at August meetings.*
 - ii. *Round 2: Opens 1st Monday in August and closes 3rd Friday in September for determination at October meetings.*
 - iii. *Round 3: Opens 1st Monday in October and closes 3rd Friday in February for determination at March round of meetings.*
 - iv. *Round 4: Opens 1st Monday in March and closes 3rd Friday in April for determination at May meeting.*
2. *Approves an administrative amendment to the relevant sections of the Community Grants Guidelines to reflect the program schedule adopted in point 1.*
3. *Notes that Council will continue to consider out-of-round major grant applications where circumstances warrant.*

Resolution No.: PECS0678

Moved: Cr Lacey

Seconded: Cr Pickels

That the Committee recommends that Council:

1. Approves a recurrent fixed four-round schedule for the administration of the annual Community Grants program commencing in FY2021-22 and continuing until otherwise amended, being:
 - i. Round 1: Opens 1st Monday in June and closes 3rd Friday in July for determination at August meetings.
 - ii. Round 2: Opens 1st Monday in August and closes 3rd Friday in September for determination at October meetings.
 - iii. Round 3: Opens 1st Monday in October and closes 3rd Friday in February for determination at March round of meetings.
 - iv. Round 4: Opens 1st Monday in March and closes 3rd Friday in April for determination at May meeting.
2. Approves an administrative amendment to the relevant sections of the Community Grants Guidelines to reflect the program schedule adopted in point 1.
3. Notes that Council will continue to consider out-of-round major grant applications where exceptional circumstances warrant.

Carried

5.2

Major Grant Application Middlemount Race Club

EXECUTIVE SUMMARY

This report seeks Council's consideration of a major grant application from the Middlemount Race Club for a multi-year funding agreement to support delivery of the annual Middlemount Race Day.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. ***Approve a multi-year major grant application from the Middlemount Race Club to the value of \$12,000 (excluding GST) annually for a period of three years, funded from the Division 7 Community Grants operational budget in FY2021-22, FY2022-23 and FY2023-24 to a total value of \$36,000 (excluding GST).***
2. ***Endorse that Council's annual support of the event be recognised by way of a Platinum-level sponsorship for the duration of the funding agreement.***

Resolution No.: PECS0679

Moved: Cr Pickels

Seconded: Cr Coleman

That the Committee recommends that Council:

- 1. Approve a multi-year major grant application from the Middlemount Race Club to the value of \$12,000 (excluding GST) annually for a period of three years, funded from the Division 7 Community Grants operational budget in FY2021-22, FY2022-23 and FY2023-24 to a total value of \$36,000 (excluding GST).**
- 2. Endorse that Council's annual support of the event be recognised by way of a Platinum-level sponsorship for the duration of the funding agreement.**
- 3. Requests that invitations are extended to partner and kindred Tourism and Economic Development organisations to attend this event.**

Carried

5.3 Our Resilient Coast Isaac Coastal Hazard Adaptation Strategy Phase 5 – Coastal Hazard Risk Assessment

EXECUTIVE SUMMARY

This report seeks the committee's endorsement of the Phase 5 – Coastal Hazard Risk Assessment report prepared by BMT and Ethos Urban as part of the Our Resilient Coast: Isaac Coastal Hazard Adaptation Strategy.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Resolve to adopt the Phase 5 – Risk assessment report prepared by BMT as part of the Our Resilient Coast: Isaac Coastal Hazard Adaptation Strategy***
- 2. Delegate authority to the Chief Executive Officer to consider and decide on any recommended changes proposed by Local Government Association of Queensland following their technical review of the report.***

Resolution No.: PECS0680

Moved: Cr Coleman

Seconded: Cr Pickels

That the Committee recommends that Council:

- 1. Resolve to adopt the Phase 5 – Risk Assessment Report prepared by BMT as part of the Our Resilient Coast: Isaac Coastal Hazard Adaptation Strategy.**
- 2. Delegate authority to the Chief Executive Officer to consider and decide on any recommended changes proposed by Local Government Association of Queensland following their technical review of the report.**

Carried

5.4

Small Business Friendly Council Charter

EXECUTIVE SUMMARY

This report seeks Council's endorsement of the Small Business Friendly Council Charter.

OFFICER'S RECOMMENDATION

That the Committee recommend that Council:

- 1. Endorse the Queensland Small Business Commissioner's Small Business Friendly Council Charter.**
- 2. Authorises the Mayor to approve and execute the Charter on Council's behalf, as per clause 1 above.**

Resolution No.: PECS0681

Moved: Cr Moffat

Seconded: Cr Coleman

That the Committee recommend that Council:

- 1. Endorse the Queensland Small Business Commissioner's Small Business Friendly Council Charter.**
- 2. Authorises the Mayor to approve and execute the Charter on Council's behalf, as per clause 1 above.**

Carried

UNCONFIRMED MINUTES

ATTENDANCE

Mr Mark Davey left the meeting room at 10.09am.

PROCEDURAL MOTION:

Resolution No.: PECS0682

Moved: Cr Pickels

Seconded: Cr Moffat

That the Committee adjourns the meeting for morning tea at 10.43am.

Carried

PROCEDURAL MOTION:

Resolution No.: PECS0683

Moved: Cr Lacey

Seconded: Cr Pickels

That the Committee resumes the meeting at 11.00am.

Carried

6. INFORMATION BULLETIN REPORTS

6.1 Planning Environment and Community Services Information Bulletin - May 2021

EXECUTIVE SUMMARY

The Planning, Environment and Community Services Directorate Information Bulletin for May 2021 is provided for Committee review.

OFFICER'S RECOMMENDATION

That the Committee:

- Note the Planning, Environment and Community Services Directorate Information Bulletin for May 2021.***

Resolution No.: PECS0684

Moved: Cr Pickels

Seconded: Cr Lacey

That the Committee:

- 1. Notes the Planning, Environment and Community Services Directorate Information Bulletin for May 2021.**

Carried

7. GENERAL BUSINESS

7.1

Draft Principles – Isaac Regional Council Environmental Policy

The Manager Liveability and Sustainability presented to the Committee the Draft Principles for the Isaac Regional Council Environmental Policy for discussion.

Refer Attachment 1.

Workshop to be scheduled for Councillors to consider further. Request for 4 or 5 key principles to be provided in advance of workshop (possible date to be scheduled is 2 June 2021)

ACTION: DIRECTOR PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

7.2

Dysart Community Hubs

Cr Sandy Moffat requested a briefing on the Dysart Community Hubs design and set up for information to assist her in answering concerns she has received from Community members.

The Committee Chair has requested that information/briefing on the Community Hubs Model is provided to all Councillors for information considering the concerns that has also been raised at Nebo recently.

ACTION: DIRECTOR PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

7.3 Blue Mountain Abandoned Vehicles Matter

Cr Coleman requested an update on the Blue Mountain Abandoned Vehicles matter.

ACTION: MANAGER COMMUNITY EDUCATION AND COMPLIANCE

7.4 Interpretive Signage for Nebo

Cr Coleman requested an update on the Interpretive Signage at Nebo.

ACTION: MANAGER ECONOMY AND PROSPERITY

7.5 St Lawrence Recreation Grounds - Ants

Cr Coleman advised that there is a massive ant problem at the St Lawrence Recreation Grounds and may cause a concern for the St Lawrence Wetlands Weekend.

ACTION: MANAGER ECONOMY AND PROSPERITY

7.6 Moranbah 50th Birthday Celebrations

Cr Gina Lacey acknowledged the hard work and dedication to all the teams involved in the Moranbah 50th Birthday Celebrations. The town was on show and many compliments were received over the weekend on the appearance of the town and the staff of the Moranbah Community Centre.

8. CONCLUSION

There being no further business, the Chair declared the meeting closed at 11.58am.

These minutes were confirmed by the Committee at the Planning, Environment and Community Services Standing Committee Meeting held Tuesday 8 June 2021 in Moranbah.

.....
CHAIR

..... / /
DATE

ATTACHMENT 1

DRAFT PRINCIPLES – ISAAC REGIONAL COUNCIL ENVIRONMENT POLICY

- The Isaac Region's natural assets, biodiversity values and ecological services are identified, protected, managed and enhanced to improve their resilience to the impacts of Council's activities, development, natural hazards and climate variability
- The impacts of greenhouse gas emissions are recognised and considered in decision making on Council's business activities and mitigation or offsets are implemented where appropriate
- Council's decision making supports ecologically sustainable development outcomes
- Council's actions and activities prioritise the sustainable management of ecosystems and natural resources, ensuring their cultural, social, economic and environmental services and values are protected
- Council recognises and values areas of ecological significance and natural scenic amenity for their enhancements to both the environmental sustainability and liveability of the Isaac Region
- Council's adopts sustainable waste and recycling management initiatives and practices as part of the circular economy
- Council's management of water resources as a finite natural asset are done so striving for a closed water cycle system
- The health, quality and values of coastal, surface, ground waters and wetlands are protected
- Council prioritises the health and wellbeing of communities and natural environments through effective management of air quality, odour, noise and biosecurity risks
- Council strives for best practice standards and environmental management controls amongst its local government peers in its business operations
- Council promotes environmentally sustainable practices in Isaac Region communities
- Council proactively engages on a local, regional, state and Commonwealth level on matters of environmental and resource management importance

MEETING DETAILS

Planning Environment and Community Services

Standing Committee

Tuesday 8 June 2021

AUTHOR

Bruce Wright

AUTHOR POSITION

Manager Community Facilities

5.1 GREG CRUICKSHANK AQUATIC CENTRE WATER PARK COMMUNITY ENGAGEMENT

EXECUTIVE SUMMARY

The Greg Cruickshank Aquatic Centre (GCAC) water park was permanently closed following the return to Council managed operations during September 2020. The closure followed the identification of a number of health and safety hazards. Subsequent to the closure, a community engagement plan was activated to identify an alternate solution for the site.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Notes the outcomes of the Greg Cruickshank Aquatic Centre Water Park Community Engagement;***
- 2. Endorses the in-principle approval of the proposed Greg Cruickshank Aquatic Centre Water Park replacement design concept; subject to the investigation of the feasibility of additional design modifications.***

BACKGROUND

The GCAC water park was constructed during a facility refurbishment in 2011-2012 – the refurbishment was sponsored and funded by Council and two mining companies. An existing toddler wading pool was located in the now grassed area forward of the Moranbah Highlanders Swim Club. The toddler pool was decommissioned and replaced by the water park.

At the time of installation, the park was considered as being at the forefront of water park technologies. During 2019-2020, the GCAC water park was identified as requiring renewal works to heighten safety for users and to remedy a number of anomalies identified in an external Consultant report into the condition of the park. These works were presented to the 2019-2020 PAG process and an amount of \$65,000.00 was allocated to the remedial works. Between December 2019 and May 2020, the soft fall at the park evidenced significant cracking and despite two repair interventions, was deemed as being incapable of repair. A Request for Quotation (RFQ) was released to five industry specific suppliers to effect repairs at the site – no responses were received, and it is understood that the age of the asset, deteriorated condition of the asset and an inability to warranty works undertaken were the factors causal to no bids being received.

Similar facilities have been installed throughout Queensland and various inquiries determined that multiple Council sites are experiencing similar deterioration of equipment and soft fall surfaces.

Following Council endorsement of the closure, a community engagement plan was launched. Between 16 December 2020 and 25 January 2021, a community survey was initiated and received 246 individual responses. Key survey data concluded that a replacement asset should:

- Be fit for purpose for children aged 0-5 years;
- Offer a combination of a wading pool and zero entry splash park;
- Be safe and considerate of operational and procedural compliance, supervision, water sanitisation and fit for purpose equipment;
- Be shaded – provide for adequate sun protection for users and observers;
- Amenity - be capable of providing for comfortable use for periods of up to one hour and have access to bathrooms and seating.

GHD-Woodhead Consultants were retained to provide design concepts in concert with survey responses and in consideration of the existing infrastructure. On 22 February 2021 a Community Meeting was hosted at the Moranbah Community Centre to present an overview of the sequence and the rationale for the closure of the water park and to present design concepts. The meeting was attended by two (2) members of the community with both endorsing a toddler pool and zero entry splash park.

The preferred design concept was further modified for conceptualisation at a final community meeting at the Greg Cruickshank Aquatic Centre on 22 May 2021. The meeting was attended by four (4) families. A series of design modifications were identified and will now be investigated for feasibility and included into the design as appropriate. These include:

- i. Increased sun protection along the western aspect of the site;
- ii. Incorporation of the existing covered seating adjoining the eastern perimeter of the water park into the new water park site;
- iii. Relocation of the proposed covered seating from the south western corner of the new site to the general vicinity of the north eastern corner of the site;
- iv. Increased bench seating throughout the site;
- v. Maximisation of grassed surfaces throughout the site;
- vi. Relocation of the existing manifold cabinet to provide for further user space;
- vii. Expansion of the northern perimeter of the site to further maximise usable space;
- viii. Identification of appropriate natural and/or synthetic screening for the site;
- ix. Re-configuration of the entrance leading to the vicinity of the kiosk and the re-positioning of existing fencing to create further usable space;
- x. Confirmation of the placement configuration of the pool and splash park.

It can be expected that further modifications will be realised as sub-surface investigations occur during construction.

An application for funding of \$1.5m under the 2021-2024 round of Works for Queensland has been submitted.

IMPLICATIONS

- Risk – the decommissioning, removal and replacement of the existing water park will remove existing hazards and provide for a measured balance of risk to the new site;
- Financial – the replacement of the existing asset will provide for a fit for purpose facility with reduced operating costs and an extended life cycle. A submission for the 2021-2024 round of W4Q funding has been lodged.
- Community – the replacement facility meets community requirements and considerations. Despite poor attendance at the scheduled community meetings, fair and reasonable representation was considered as being made during the community survey.

CONSULTATION

Mayor

Councillors – Divisions 3, 4 and 5

Chief Executive Officer

Executive Leadership Team

Director Planning, Environment and Community Services

Manager Organisational Safety

Manager Brand, Media and Communications

Manager Community Engagement, Programs and Events

Program Leader Leased Council Facilities

Community Members

BASIS FOR RECOMMENDATION

The existing GCAC water park asset has reached the end of its useful and safe life. The proposed design (and subsequent modifications) provides for a fit for purpose, functional and logical replacement that is considerate of community expectations and consultation.

ACTION ACCOUNTABILITY

- Manager Community Facilities to progress feasibility investigations of the additional design modifications;
- Manager Community Facilities to, wherever possible, incorporate the additional design modifications into the concept design;
- Manager Community Facilities to progress the design and release of a Request for Quotation for the removal of the existing asset and construction of the new facility in anticipation of.

KEY MESSAGES

- Council is committed to the health and safety of all users of community facilities;
- Council is committed to the provision of fit for purpose, safe and cost-effective facilities;

PLANNING ENVIRONMENT AND COMMUNITY SERVICES

- Council is committed to engaging community in its decision-making processes.

Report prepared by: BRUCE WRIGHT Manager Community Facilities Date: 25 May 2021	Report authorised by: DAN WAGNER Director Planning Environment and Community Services Date: 31 May 2021
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ATTACHMENTS

- Attachment 1 - GCAC Water Park Community Presentation – 22 February 2021
- Attachment 2 - Concept Design - Toddler Pool and Splash Park

REFERENCE DOCUMENT

- Nil

ISAAC REGIONAL COUNCIL


GREG CRUICKSHANK AQUATIC CENTRE
Water Park

PURE PEOPLE POWER

ISAAC.QLD.GOV.AU

 [isaacregionalcouncil](https://www.facebook.com/isaacregionalcouncil)

 [isaacregionalcouncil](https://www.instagram.com/isaacregionalcouncil)

 [isaaccouncil](https://twitter.com/isaaccouncil)

ISAAC
REGION 
HELPING TO ENERGISE THE WORLD

Waterparks – Contemporary Views

- A form of aquatic centre – requires treated water, control and monitoring
- Not about immersion in water – designed to cool and provide active play
- Typically either zero depth or include shallow pools
- Interactive and not about creative, cognitive or constructive play
- Often thought as being a *destination* – extended length of stay and often include support facilities: BBQ, picnic space, toilets
- Encourage social interaction and parental inclusion in play
- Access – offering capacity for people with disabilities and mobility devices

GCAC Water Park – Key Points – Part 1

- Existing GCAC park is not dissimilar (type and age) to others installed throughout Queensland and are also now at the end of their useful life
- Critical whole of life costs – future operational and maintenance costs were not considered at the time of installation
- Prevailing climatic conditions, wet / dry environment, chemical interactions have influenced the asset life cycle and condition
- Ongoing maintenance both reactive and scheduled. This also included the replacement of soft fall during 2018

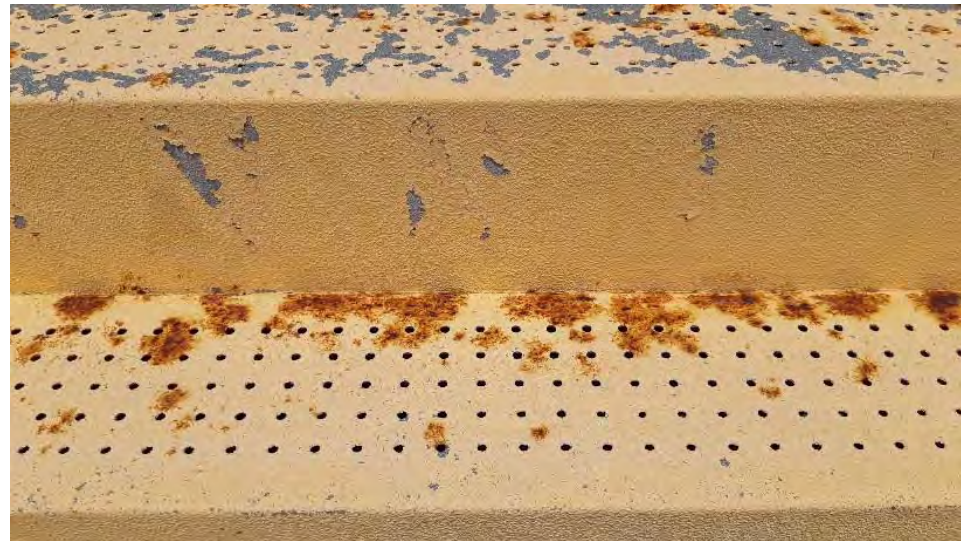
GCAC Water Park – Key Points – Part 2

- Supplier reluctance to undertake work – 2020-2021 Capital Works program tenders failed to attract submissions from five (5) industry leaders
- Prevalence of hazards and non-compliant surfaces
- Colocation with the swimming pool – existing site services are available
- Infrastructure – existing filtration, chlorinator and disinfection in place

THE GCAC – A Brief Timeline

- **1972** – the facility opened as a six lane, 50m pool and amenities
- **2002** – the site re-development saw the inclusion of the heated pool and a toddler pool
- **2007** – The GCAC Master Plan was developed and incorporated the inclusion of a “Splashdeck”
- **2011-2012** – Decommissioning of the toddler pool and installation of the water park
- **2020** – End of the useful life of the water park

GCAC Water Park Closure



GCAC Water Park Closure



Action Plan

- **Community Notices** – notice of facility closure and updates
- **Consultant Retention** – infrastructure assessments, modelling and design concepts for replacement options
- **Community Survey** – collection and collation of community input and opinion
- **Community Meeting** – presentations and collection of community input and opinion
- **Consolidation** – collation and interpretation of all information, including that drawn from the Community Meeting
- **Conceptualisation** – convening of a site based (GCAC) community meeting to present the final design proposal
- **Activation** – the inclusion of works into the 2021-2022 Capital Works program for delivery on or before the 2021-2022 swimming season.

Community Survey

246
on line
surveys
completed

93%
of
respondents
are users of
the water
park

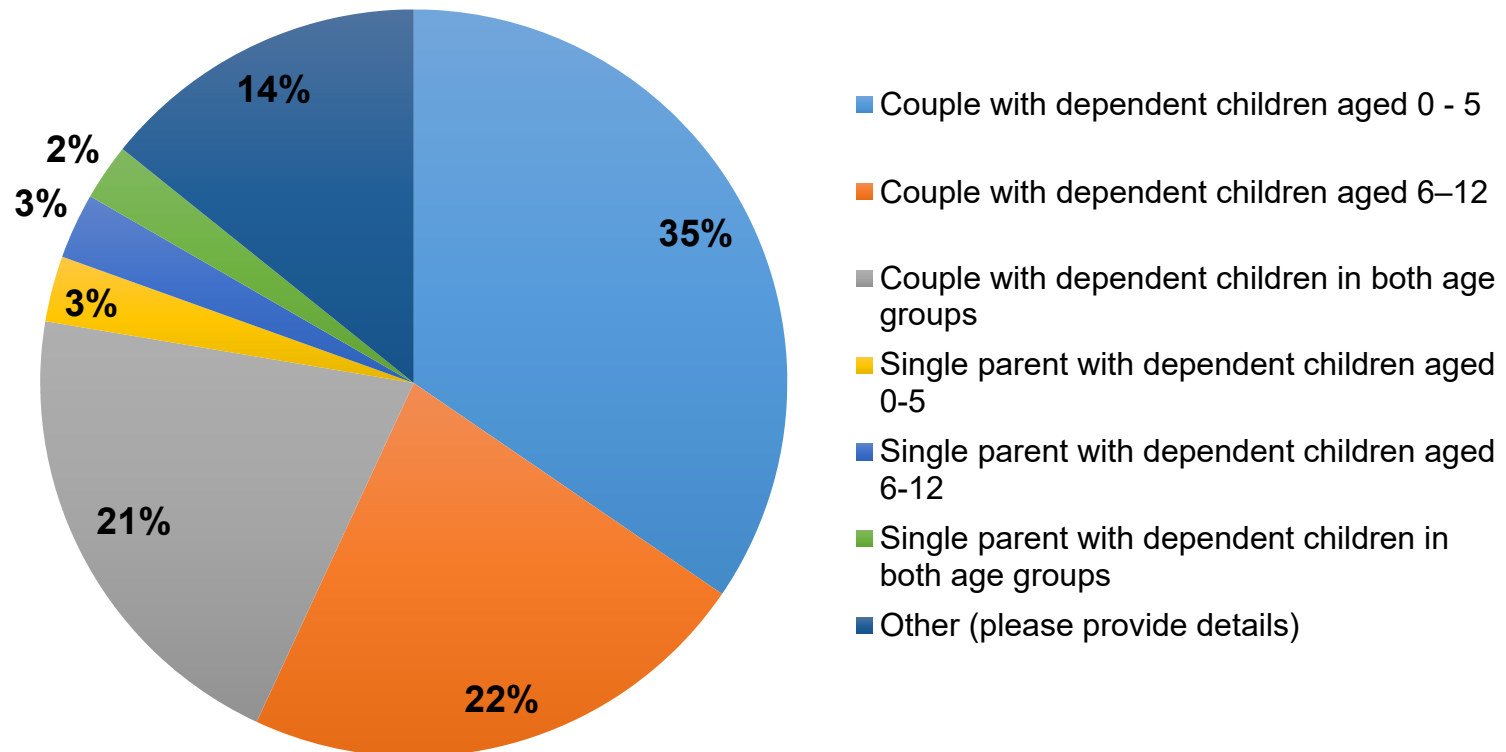
40%
of
respondents
use the park
1-2 times per
week

56%
of
respondents
visit the water
park for 1-2
hours

78%
of responses
identify *safety*
is
a priority

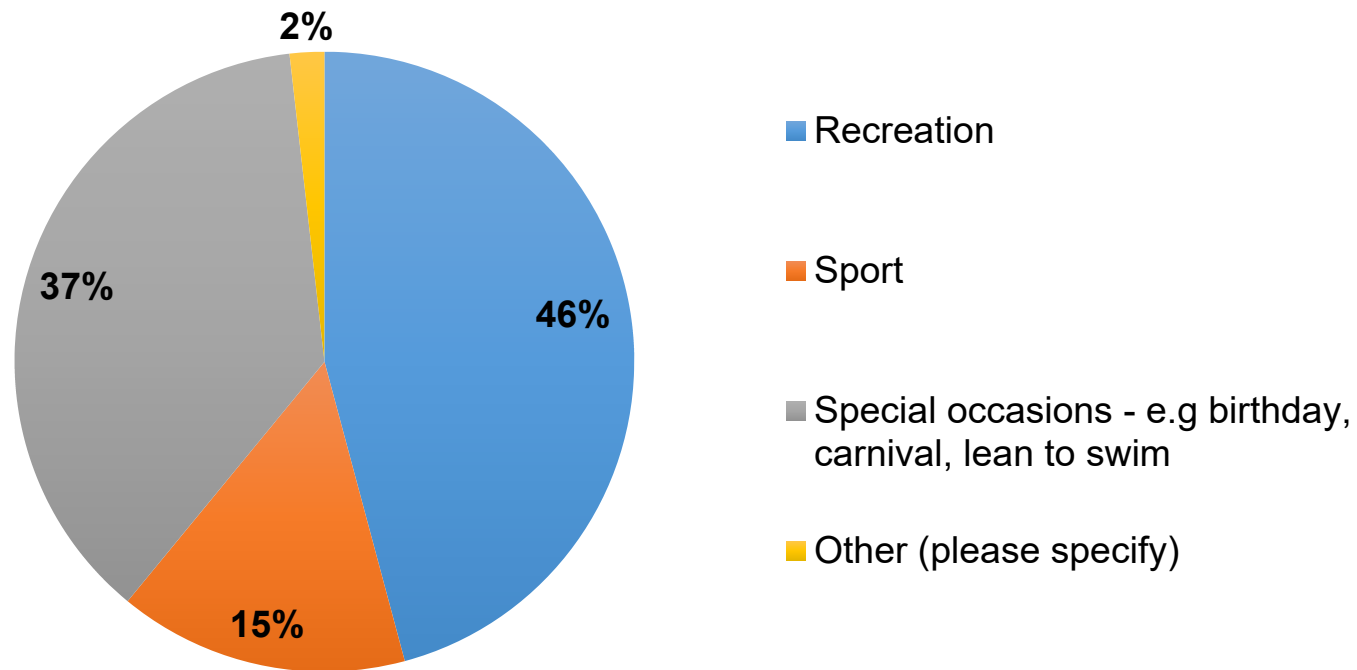
42%
of responses
nominate wading
pool and zero depth
splash park as the
preferred alternative

Community Survey – Household Composition

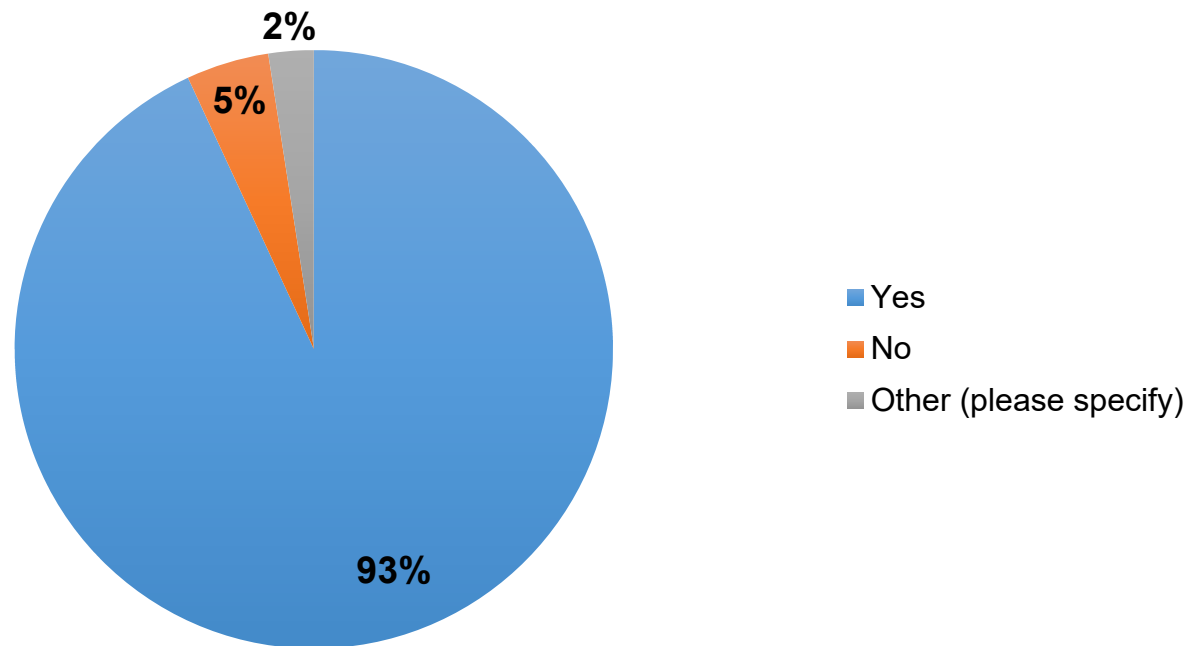


Community Survey – GCAC Usage

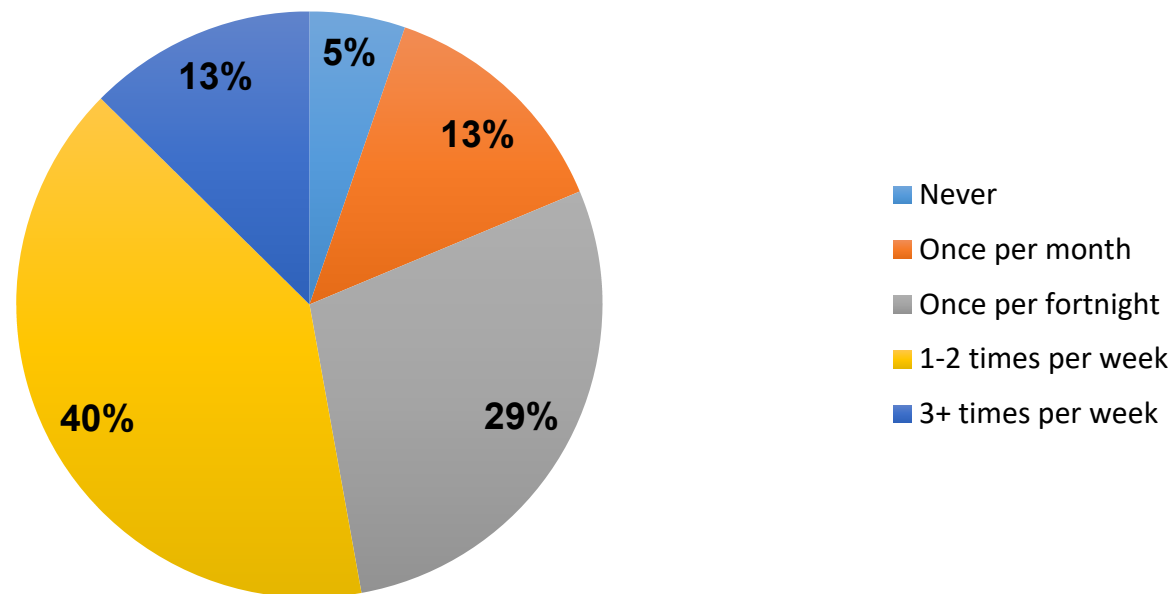
443 selections were made by respondents



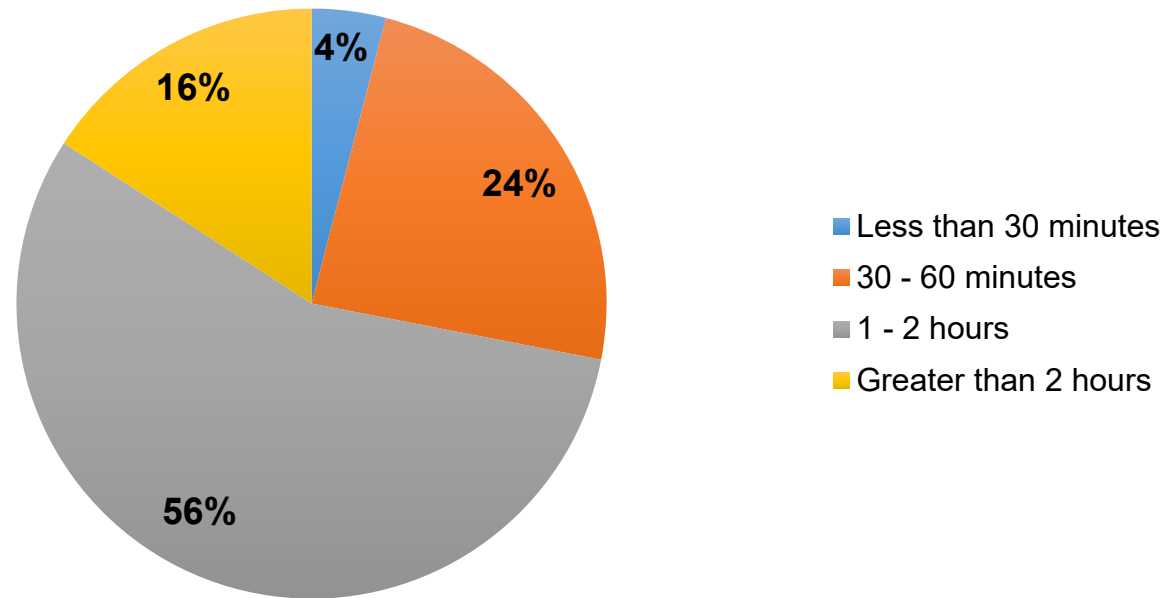
Community Survey – Water Park Usage



Community Survey – Park Usage Frequency

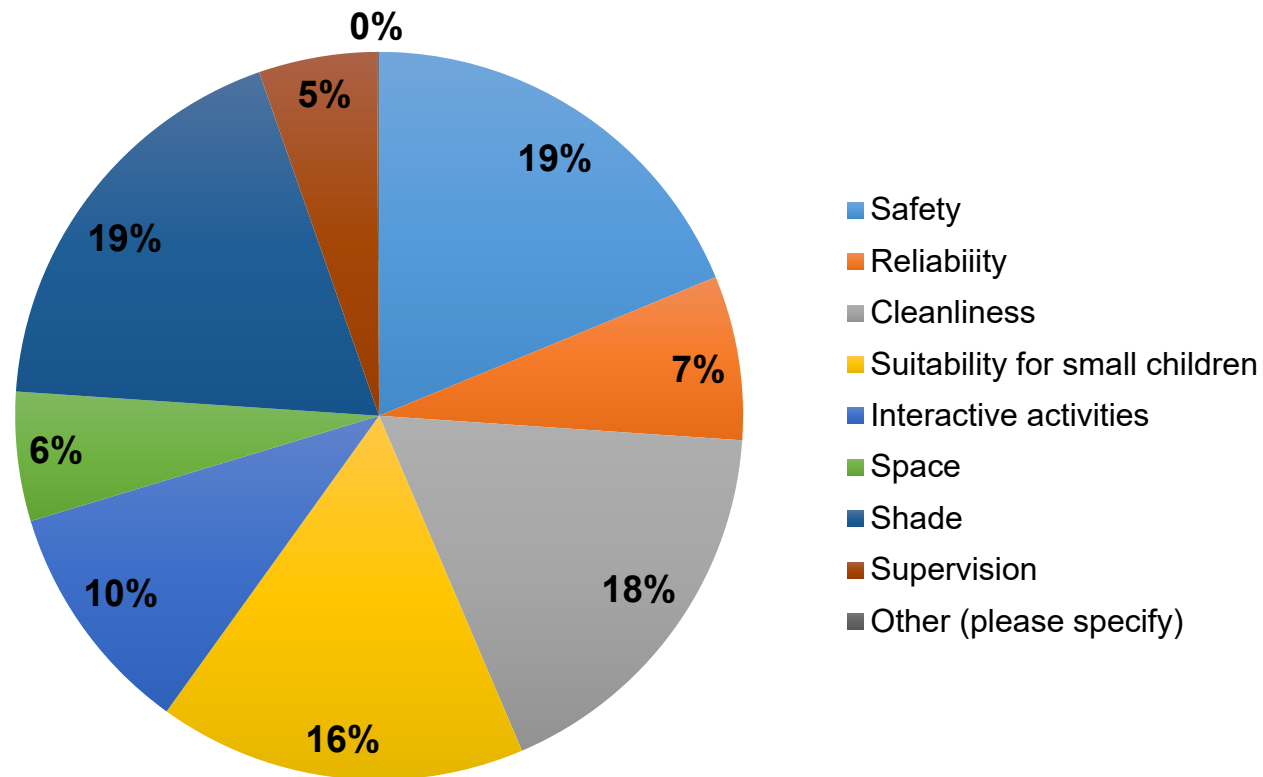


Community Survey – Park Usage – Length of Visit



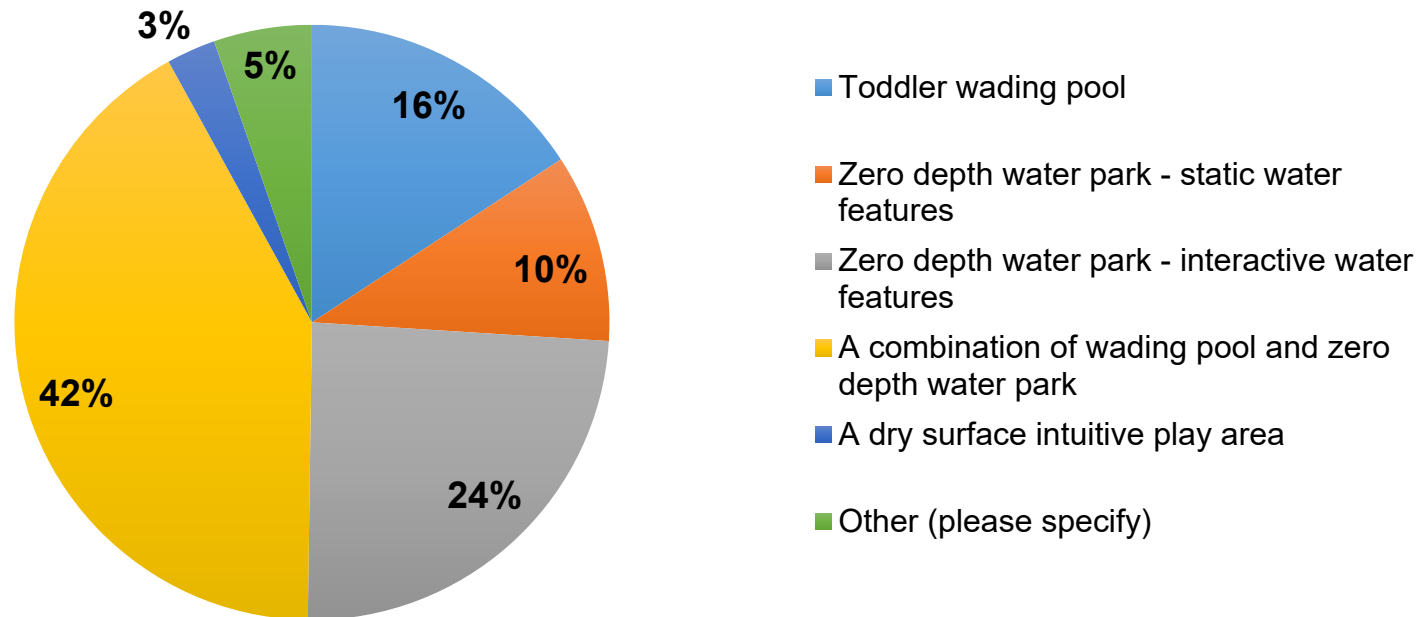
Community Survey – Park User Priorities

1028 selections were made by respondents



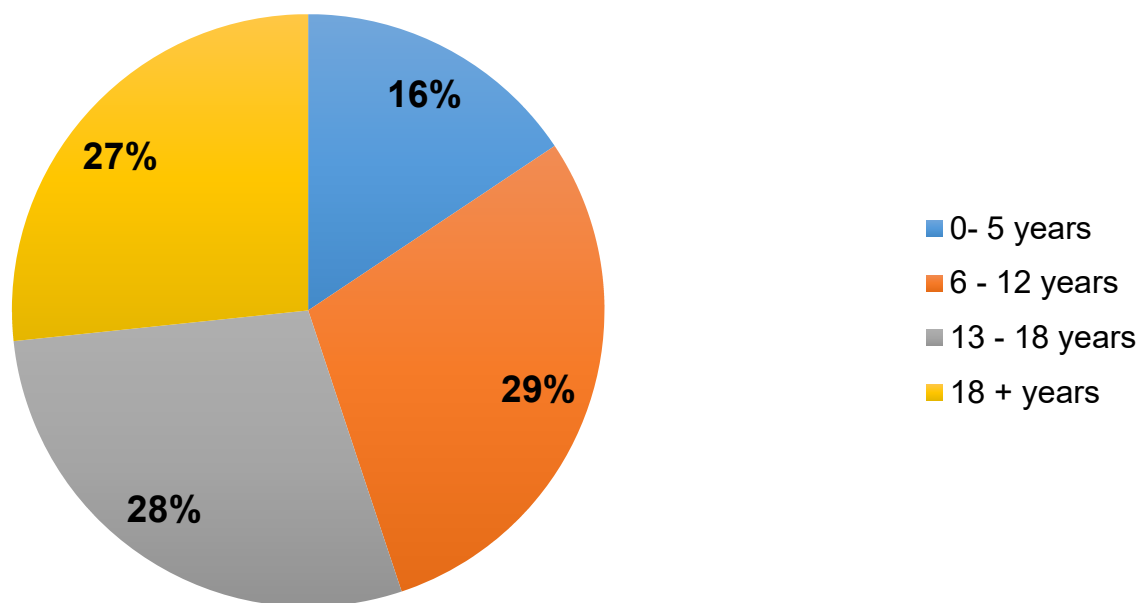
Community Survey – Park Alternatives

450 selections were made by respondents



Community Survey – Age Groups Adequately Catered For

499 selections were made by respondents



Community Survey – Summary

The following provides an overview of “top response” of quantitative data:

- **35%** - couple with dependent children 0-5 years
- **46%** - recreational users
- **93%** - have utilised the water park
- **40%** - utilise the water park 1-2 times per week
- **56%** - visit the park for 1-2 hours
- **19%** - user priorities - safety
- **19%** - user priorities - cleanliness
- **18%** - user priorities – shade
- **16%** - user priorities – suitability for small children
- **42%** - nominate a combination of wading pool and zero depth water park as a preferred alternative
- **16%** - believe 0-5 age group is adequately catered for (29% cite 6-18 age group and 28% 18+ age group are adequately catered for)

Design Concept

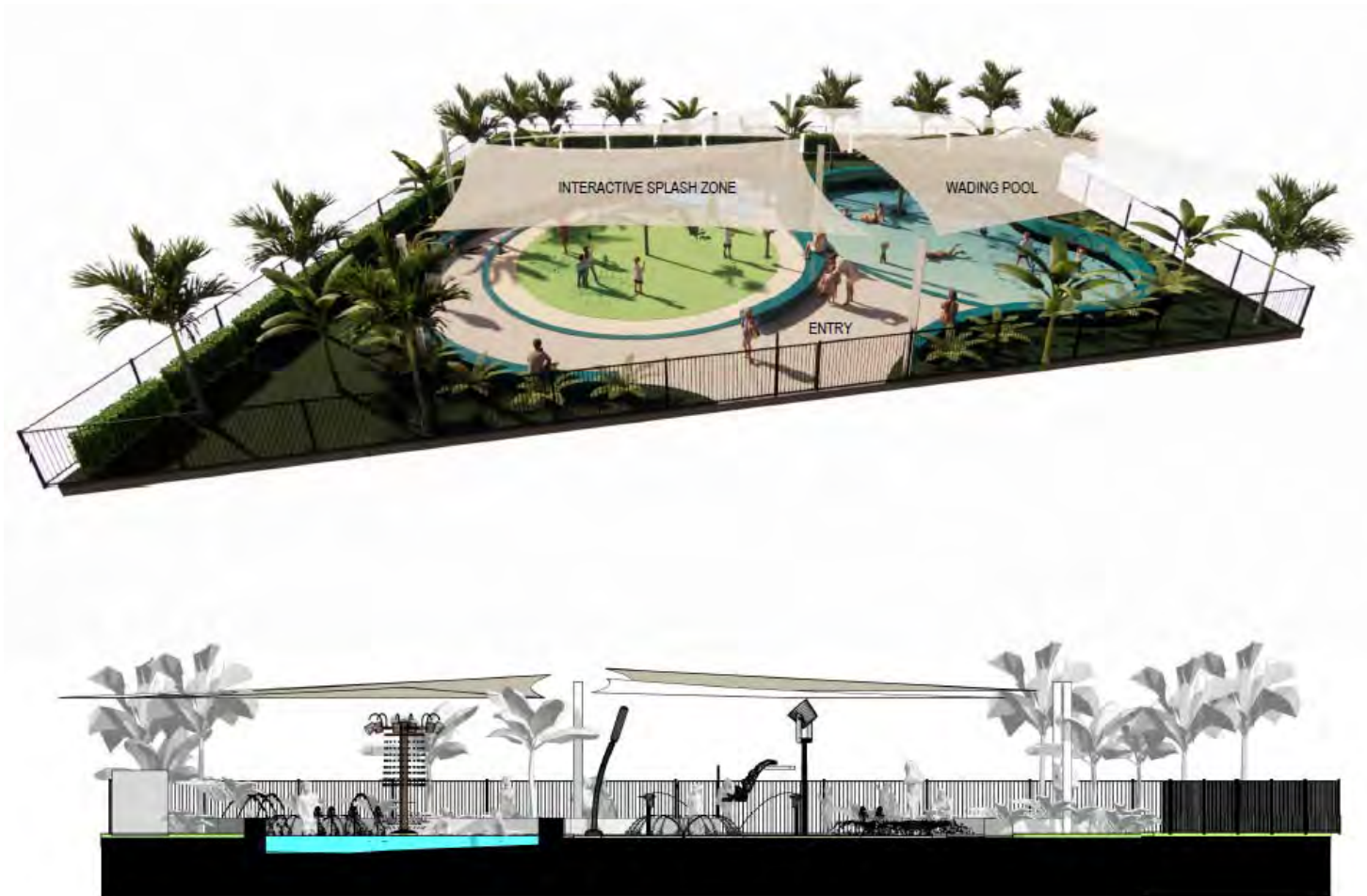
Based on survey responses, the raw data identifies that the replacement facility should:

- Be fit for purpose for children aged 0-5 years
- The combination of a wading pool and zero entry splash park
- Be safe – operational and procedural compliance, supervision, water sanitisation, equipment
- Be shaded – provide adequate sun protection for users
- Amenity - be capable of comfortable use for periods of up to one hour, bathrooms, seating and offering additional facility (picnic/bbq)

Concept



Concept



Concept



Gusher Jet water feature



Water Wedge water feature



Leaf Spray water feature



Water Dome water feature

Site

- Construct new facility within footprint of the existing water park
- Currently fenced with gate
- Some shading
- Landscaped to perimeter
- Mostly screened by landscaping

Function & facilities requirements

- Wading pool for toddlers
- Beach entry
- Free form
- Supporting interactive water play concept
- Shade
- Seating / sitting
- Low maintenance design - Current park showing significant wear and tear from the aquatic environment
- Concrete
- Tiled
- Water / play features – consider alternatives to current type
- Reuse the existing water park hydraulics (e.g. balance tank, inground pipework, plant and equipment) if and where possible, pending further investigation and design development
- Maintain and capitalize on perimeter landscaping, screening and fencing
- Maintain and improve on visual and physical access, safety and privacy

Community feedback (GCAC Water Park Community Survey)

- Safety
- Shade
- Cleanliness
- Interactive
- Reliability
- Space
- Combination of wading pool and zero depth water park
- Zero depth water park with interactive water features

Next Steps.....

- Questions
- Design opinions
- Design suggestions
- Conceptualisation – date to be confirmed

QUESTIONS.....

Site

- Construct new facility within footprint of the existing water park
- Currently fenced with gate
- Some shading
- Landscaped to perimeter
- Mostly screened by landscaping

Function & facilities requirements

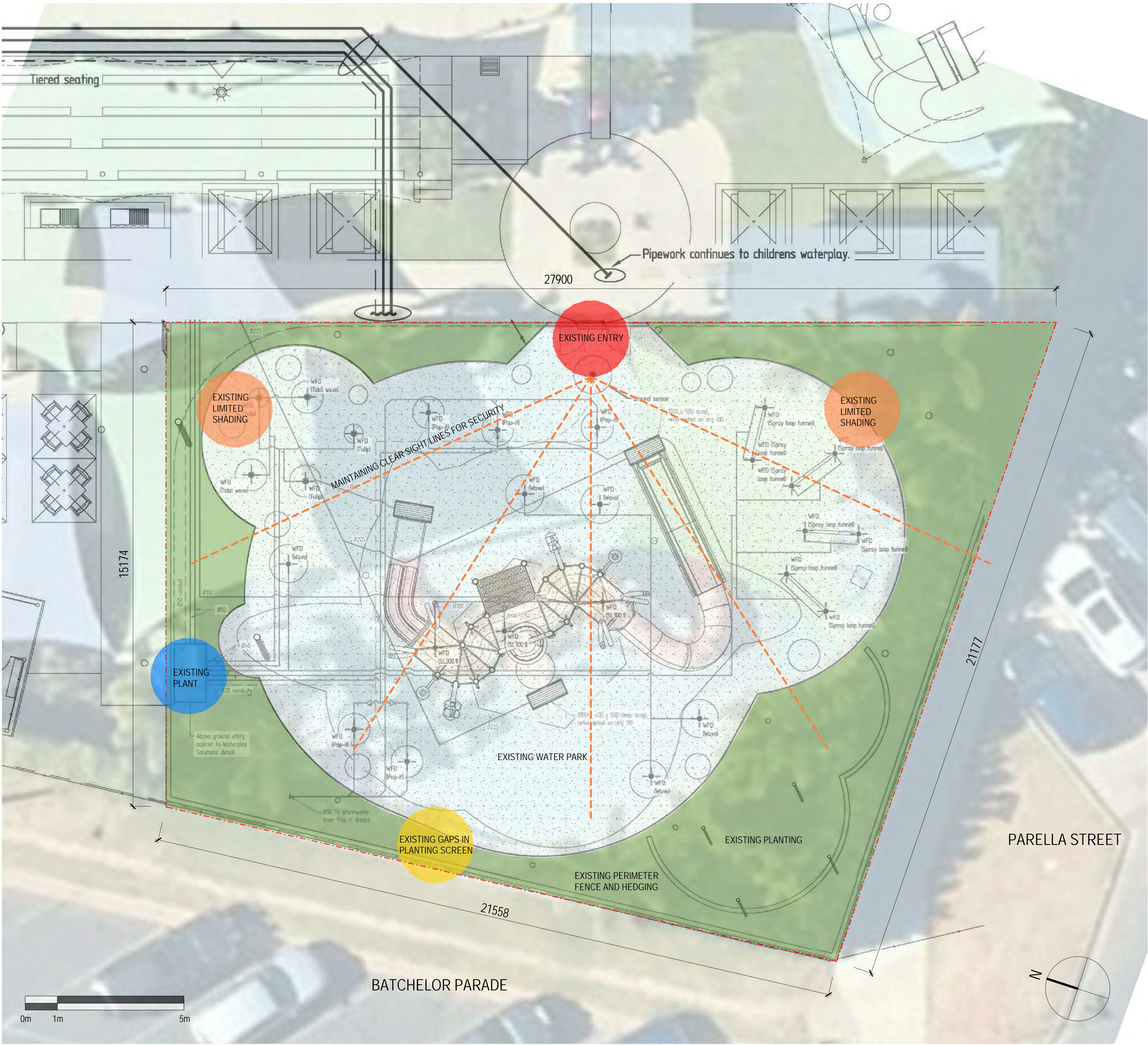
- Wading pool for toddlers
- Beach entry
- Free form
- Supporting interactive water play concept
- Shade
- Seating / sitting
- Low maintenance design - Current park showing significant wear and tear from the aquatic environment
- Concrete
- Tiled
- Water / play features – consider alternatives to current type
- Reuse the existing water park hydraulics (e.g. balance tank, inground pipework, plant and equipment) **if and where possible, pending further investigation and design development**
- Maintain and capitalize on perimeter landscaping, screening and fencing
- Maintain and improve on visual and physical access, safety and privacy
- Circulation space required around both entities
- Introduction of grassed areas
- Introduction of secondary entry/exit
- Introduction of fixed shade structure and seating

Community feedback (GCAC Water Park Community Survey)

- Safety
- Shade
- Cleanliness
- Interactive
- Reliability
- Space
- Combination of wading pool and zero depth water park
- Zero depth water park with interactive water features



Existing gaps in perimeter landscaped screening



IRC / GREG CRUICKSHANK AQUATIC CENTRE WADING POOL

FOR REVIEW PURPOSES ONLY



EXISTING SITE & BASIS FOR CONCEPT 03
DESIGN

scale NTS @A1
date 22/03/2021
rev C
job no. 12542241



- Function & facilities Concepts
- Beach entry
 - Interactive splash zone and passive water play area
 - Various depths with gentle transitioning
 - Existing and new entry to be utilised
 - Grassed zone surrounding pool



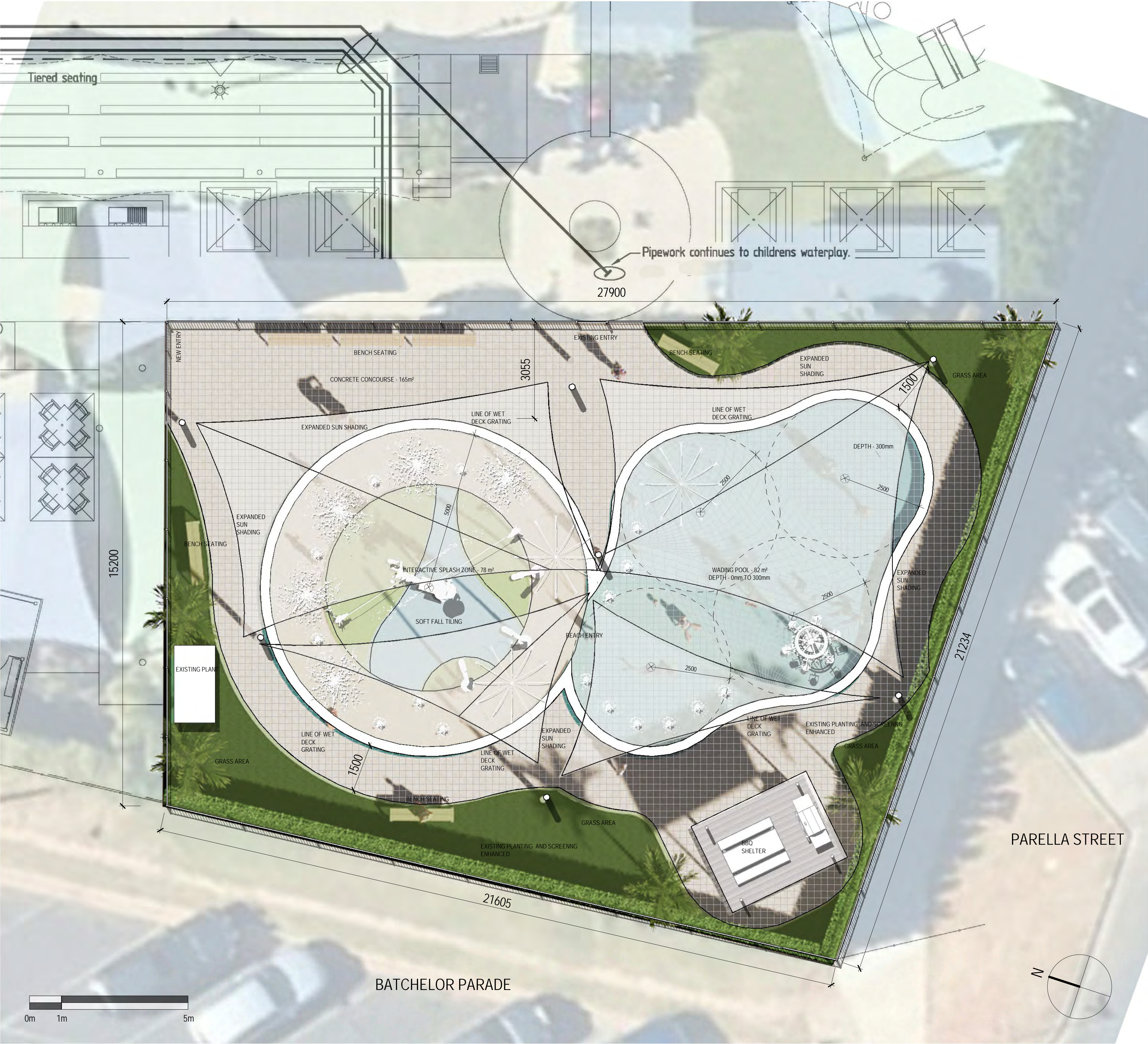
Beach entry with wet deck grating



Multi depth freeform wading pool



Sun shading to be extended over wading pool and splash pad



IRC / GREG CRUICKSHANK AQUATIC CENTRE WADING POOL

FOR REVIEW PURPOSES ONLY

SK102

CONCEPT 03 SITE PLAN

scale NTS @A1
date 22/03/2021
rev C
job no. 12542241

GHDWOODHEAD

- Themes & Materiality
- Beach entry - Concrete to tiles
 - Traditional style pool coping
 - Wet deck grating to delineate water zones

NOTE: Water feature images are indicative only.



Gusher Jet water feature



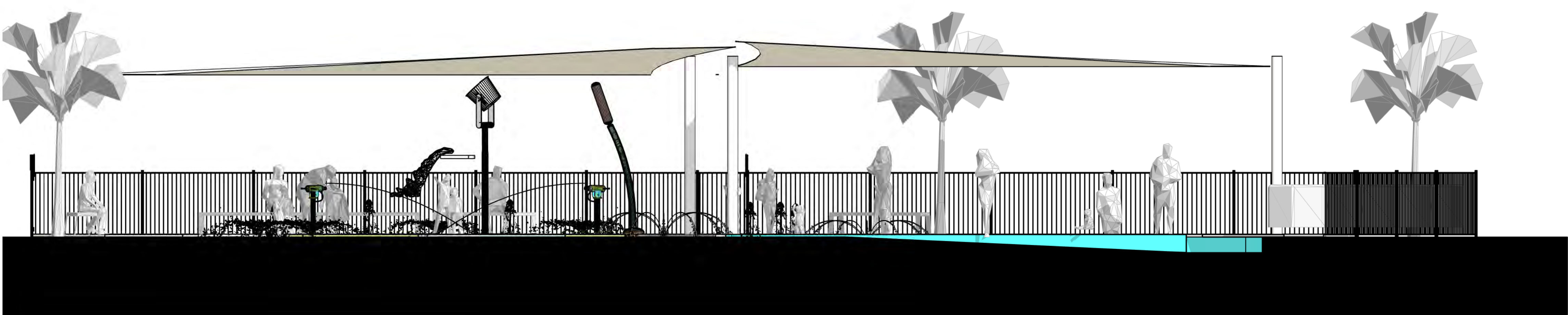
Water Wedge water feature



Leaf Spray water feature



Water Dome water feature



IRC / GREG CRUICKSHANK AQUATIC CENTRE WADING POOL

FOR REVIEW PURPOSES ONLY

MEETING DETAILS	Planning, Environment and Community Services
	Standing Committee
	Tuesday 8 June 2021
AUTHOR	Shane Brandenburg
AUTHOR POSITION	Manager Economy and Prosperity

5.2 CLERMONT SALEYARDS AND SHOWGROUNDS REVITALISATION PROJECT ADVISORY COMMITTEE – MINUTES - 10 MAY 2021

EXECUTIVE SUMMARY

The purpose of this report is to present to Council the minutes of the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee Meeting held on Monday, 10 May 2021.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes the minutes of the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee held on 10 May 2021; and***
- 2. Receive and note the status of the current projects that are in progress at the Clermont Saleyards and Showgrounds.***
- 3. Note the letter from the Clermont Rodeo and Show Society advising of its elected 2021 Council Liaison Representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee.***
- 4. Endorse the following representatives from Clermont Rodeo and Show Society as representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee as per the Terms of Reference.***
 - a) Cameron Fox***
 - b) Andrea Moller***
 - c) Scott Moller***

BACKGROUND

The Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee (CSSRPAC) Terms of Reference were endorsed by Council at its meeting held 27 February 2018 (Resolution No.5269) and subsequently updated at the meeting held 22 October 2020 (Resolution No. 6297).

The overall purpose of the CSSRPAC is to provide advice to Council in relation to the community engagement for, component project identification and scoping within and the broad delivery of the Clermont Saleyards and Showgrounds Revitalisation Project (*Revitalisation Project*).

The Revitalisation Project arose from Council's advocacy efforts directed to the 2017 State elections, resulting in an election commitment of \$1 million funding to revitalise the Clermont Saleyards and Showgrounds precinct, which has since been delivered. Continued advocacy of the Revitalisation project and funding has resulted in Stage 2 of the project achieving successful funding of \$3.2m and the CSSRPAC will continue to provide a reporting framework to support the delivery of the Revitalisation project.

The CSSRPAC met on 10 May 2021. The minutes of this meeting are attached for Councillor's consideration of recommendations.

Discussion items raised in General Business were as follows:

- Doug Burnett provided an update on planning for the 2021 Clermont Show and noted that the approved COVID Safe Plan had been confirmed in the previous week.

IMPLICATIONS

The funding commitments is a positive financial implication for Council. It also provides opportunity to address current or latent reputational and asset risks within the broader precinct and transform the facility into a cornerstone of the Clermont community economically and socially.

The CSSRPAC assists Council to engage and manage a range of disparate and potentially competing interests in the scoping of the Revitalisation Project.

The Advisory Committee has been diligent to ensure that best value can be achieved from the current funding opportunity and that current planning activities facilitate timely applications for future funding opportunities for projects that are beyond the scope of the current revitalisation project.

CONSULTATION

Internal

Division One Councillor

Chief Executive Officer

Director Planning Environment and Community Services

Manager Economy and Prosperity

Business Manager Saleyards and Showgrounds

External

Clermont Rodeo and Show Society

BASIS FOR RECOMMENDATION

Consideration and adoption of Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee Minutes as per Terms of Reference and legislative requirements.

ACTION ACCOUNTABILITY

Office of Director Planning Environment and Community Services to ensure approved Minutes are stored in corporate records and actions recorded and registered for follow-up.

Report prepared by:

SHANE BRANDENBURG
Manager Economy and Prosperity

Date: 26 May 2021

Report authorised by:

DAN WAGNER
**Director Planning Environment and Community
Services**

Date: 31 May 2021

ATTACHMENTS

- Attachment 1 - CSSRPAC Minutes – 10 May 2021

REFERENCE DOCUMENT

- NIL

**UNCONFIRMED MINUTES OF THE
MEETING OF
CLERMONT SALEYARDS AND SHOWGROUNDS
REVITALISATION PROJECT ADVISORY COMMITTEE
OF
ISAAC REGIONAL COUNCIL
HELD
MONDAY, 10 MAY 2021
AT
OLD LIBRARY BUILDING, CLERMONT**

MEETING MINUTES

Monday, 10 May 2021

SPECIAL MEETING OF

CLERMONT SALEYARDS AND SHOWGROUNDS REVITALISATION PROJECT

ADVISORY COMMITTEE OF

ISAAC REGIONAL COUNCIL

HELD ON MONDAY 10 MAY 2021

OLD LIBRARY BUILDING, CLERMONT

1. OPENING MEETING

The Chairperson declared the meeting open, the time being 11:33 am and welcomed all in attendance.

ADVISORY COMMITTEE

Cr Lynette Jones - Division Six Councillor
Cr Greg Austen, Division One Councillor
Jeff Stewart-Harris, Chief Executive Officer (Chair)
Shane Brandenburg, Manager Economy and Prosperity
Andrew Eaton, Business Manager Saleyards and Showgrounds
Mark Davey - Capital & Project Program Manager
Scott Hensley, Representative of the Clermont Rodeo and Show Society
Doug Burnett, Representative of the Clermont Rodeo and Show Society
Jake Kennedy - Elders
Tony Hoch - Hoch and Wilkinson
Simon Fraser - Representative of the Clermont Saleyards Committee
Cameron Fox - Hoch and Wilkinson
Will Stoddard - Elders

ATTENDEES/CONTRIBUTORS

Sonja Swanton, Co-Ordinator Economy and Prosperity
Joel Redden - Economic & Tourism Development Advisor
Michael St Clair - Economic & Business Resilience Coordinator

3. APOLOGIES

The Special Meeting of Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee accepted apologies from:

Resolution No.: CSSR045

Moved: Scott Hensley

Seconded: Doug Burnett

MEETING MINUTES

Monday, 10 May 2021

That the Special Meeting of the Clermont Saleyards and Showground Revitalisation Project Advisory Committee accepts the apologies received from:

- a) Cr Lyn Jones**
- b) Tony Hoch**
- c) Jake Kennedy**
- d) Jake Passfield**
- e) Simon Fraser**

Carried

4. DECLARATION OF CONFLICTS OF INTEREST

No conflicts of interest declared

5. BUSINESS ARISING

Noted that Council approved at its April Ordinary meeting the recommendation made by the Committee in CSSR044.

6. CONFIRMATION OF MINUTES

Receipt and confirmation of minutes from the Clermont Saleyards and Showground Revitalisation Project Advisory Committee meeting held on Monday 2 November 2020, at the Old Library Building, Clermont.

Resolution No.: CSSR046

Moved: Doug Burnett

Seconded:

Scott Hensley

The CSSRPAC confirmed the Minutes of the Isaac Regional Council Clermont Saleyards and Showground Revitalisation Project Advisory Committee meeting held on Monday 15 February 2021, at the Old Library Building, Clermont by consensus.

Carried

7. OFFICER DISCUSSIONS/ PRESENTATIONS

6.1 PROJECTS UPDATE – CLERMONT SALEYARDS AND SHOWGROUNDS

EXECUTIVE SUMMARY

The purpose of this report is to inform on the status of the Revitalisation projects that are in progress at the Clermont Saleyards and Showgrounds.

MEETING MINUTES

Monday, 10 May 2021

OFFICER'S RECOMMENDATION

That the Committee:

- 1. Receives and notes the status of the current projects at the Clermont Saleyards and Showgrounds.*

Resolution No.: CSSR047

Moved: Greg Austen

Seconded: Cameron Fox

That the Committee:

- 1. Receive and note the status of the current projects that are in progress at the Clermont Saleyards and Showgrounds.*
- 2. In view of the successful Regional Recovery Partnerships funding, re-establishes its working group to finalise the planning for the stage 2 Master Plan project comprising the following membership:*
 - Doug Burnett
 - Scott Hensley
 - Jake Passfield
 - Jake Kennedy (Will Stoddard as alternative)
 - Cameron Fox
 - Jeff Stewart-Harris (and/ or delegate)
 - Shane Brandenburg
 - Mark Davey
 - Andrew Eaton
 - Other adhoc interests as necessary
 - Sonja Swanton/ Joel Redden (Administrative Support)

Carried

MEETING MINUTES

Monday, 10 May 2021

6.2 CLERMONT RODEO AND SHOW SOCIETY 2021 COUNCIL LIAISON REPRESENTATIVES REPORT

EXECUTIVE SUMMARY

The purpose of this report is to inform on the status of the Revitalisation projects that are in progress at the Clermont Saleyards and Showgrounds.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Note the letter from the Clermont Rodeo & Show Society advising of its elected 2021 Council Liaison Representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee.**
- 3. Endorse the following representatives from Clermont Rodeo & Show Society as representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee as per the Terms of Reference.**
 - a. Cameron Fox**
 - b. Andrea Moller**
 - c. Scott Moller**

Resolution No.: CSSR048

Moved: Doug Burnett

Seconded: Greg Austen

That the Committee recommends that Council:

- 1. Note the letter from the Clermont Rodeo & Show Society advising of its elected 2021 Council Liaison Representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee.**
- 2. Endorse the following representatives from Clermont Rodeo & Show Society as representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee as per the Terms of Reference.**
 - a. Cameron Fox**
 - b. Doug Burnett**
 - c. Scott Hensley**

MEETING MINUTES

Monday, 10 May 2021

Carried

NOTE: The Show Society provided clarification of its nominated members as per the above committee recommendation, which was different from the original Officer's Recommendation.

8. GENERAL BUSINESS

Doug Burnett provided an update on planning for the 2021 Clermont Show and noted that the approved COVID Safe Plan had been confirmed in the previous week.

8. NEXT MEETING

Next meeting to held Monday 16 August 2021 commencing at 11am.

9. CLOSE

There being no further business the Chair declared the meeting closed at 12:30 pm.

.....
CHAIR
Jeff Stewart-Harris
Chief Executive Officer

..... / /
DATE

PLANNING ENVIRONMENT AND COMMUNITY SERVICES

MEETING DETAILS

Planning Environment and Community Services

Standing Committee

Tuesday 8 June 2021

AUTHOR

Jim Hutchinson

AUTHOR POSITION

Manager Engaged Communities

5.3

MAJOR GRANT APPLICATION – LIFE CHURCH CLERMONT

EXECUTIVE SUMMARY

This report seeks Council's consideration of a multi-year major grant application from Life Church Clermont for the purpose of delivering the annual Kids Club Extreme school holiday program.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Approve a major grant application from Life Church Clermont to the value of \$3,000 (exc. GST) for the purpose of staging the annual Kids Club Extreme school holiday program, conditional on COVIDSafe event delivery.**
- 2. Approve that the grant be funded equally from the Community Grants operational budgets of Divisions 1 and 6 for FY2021-22.**

BACKGROUND

Life Church Clermont has made application under Council's Community Grants program for \$3,000 in financial assistance towards the staging of the annual Kids Club Extreme school holiday program for youth in Clermont and district. Established in 2019, enrolments in the program have grown from 50 children in the foundation year, to 95 in 2020, with expectations of 130 participants in 2021. Council has previously supported the program with a \$1000 minor grant. Life Church is proposing to provide a supervised holiday program, meeting the physical, social, emotional and spiritual needs of participants, engaging school-aged children in appropriate activities designed to build confidence, self-esteem and teamwork. The grant application for \$3,000 will assist with the provision of bus transportation, catering and on-site amenities for the event. The applicant proposes to deliver the program under a COVIDSafe Event Plan. Whilst there is an evangelical component to the school holiday program on balance it is not considered to be the core purpose of the activity with regards to eligibility under the Community Grant Guidelines.

IMPLICATIONS

There are no financial implications for the FY2020-21 operational budget as it is recommended the major grant application will be funded equally from the Community Grants operational budgets of Divisions 1 and 6 in FY2021-22.

CONSULTATION

Councillor Division 1

PLANNING ENVIRONMENT AND COMMUNITY SERVICES

Manager Community Engagement, Programs and Events

Community Relations Officer Clermont

Engaged Communities Administration Officer

Note: Councillor Division 6 is presently on a leave of absence

BASIS FOR RECOMMENDATION

Application aligns with the goals of Isaac Regional Council's Community Grants Program and supports the activation of community, specifically programs targeting the region's youth.

ACTION ACCOUNTABILITY

Manager Engaged Communities is responsible for the administration of the Isaac Regional Council Community Grants Program.

KEY MESSAGES

Isaac Regional Council's Community Grants budget funds local projects and activities which help develop resilient, adaptive and vibrant communities while contributing to the social wellbeing of its residents, workers and visitors.

Report prepared by:

JIM HUTCHINSON
Manager Engaged Communities

Date: 26 May 2021

Report authorised by:

DAN WAGNER
**Director Planning Environment and Community
Services**

Date: 31 May 2021

ATTACHMENTS

- Attachment 1 - Major Grant Application – Life Church Clermont_Redacted

REFERENCE DOCUMENT

- Isaac Regional Council Community Grants Guidelines

MINOR OR MAJOR GRANTS APPLICATION FORM

Isaac Regional Council is collecting personal information you supply on this form in accordance with the *Information Privacy Act 2009*. Your personal information will be used by Council officers who have been authorised to do so. The information will not be given to any other person or agency unless required by law or unless your permission is sought. Personal information will be handled in accordance with the *Information Privacy Act 2009*.

INTRODUCTION

Isaac's Minor and Major grant program assists local not-for-profit community groups and organisations undertaking innovative projects or activities which benefit the community across the following categories:

- Community Development
- Community Events
- Community Facilities
- Sport, Recreation and Healthy Living
- Cultural Development - refer to Regional Arts Development Funding (RADF) program

PLEASE INDICATE WHICH GRANT YOU ARE APPLYING FOR:



MINOR GRANT

(Maximum \$1,000)

This application category remains open year round

- ☐ Community Development
- ☐ Community Facilities
- ☐ Community Events
- ☐ Sport, Recreation and Healthy Living
- ☐ Dry Lands and High Hopes*

In conjunction with the Queensland Government, we're offering grants to groups who deliver events/activities that enhance community connectedness and/or help participants link with relevant support networks in the face of drought.

**Events/activities targeting areas east of Marlborough-Sarina Road are ineligible.*



MAJOR GRANT

(Maximum \$5,000)

This application category has set funding rounds through the year. Out of round applications are also considered on a case by case basis.

- ☒ Community Development
- ☐ Community Facilities
- ☐ Community Events
- ☐ Sport, Recreation and Healthy Living
- ☐ Dry Lands and High Hopes*

In conjunction with the Queensland Government, we're offering grants to groups who deliver events/activities that enhance community connectedness and/or help participants link with relevant support networks in the face of drought.

**Events/activities targeting areas east of Marlborough-Sarina Road are ineligible.*

NOTE: Applications in this category seeking a multi-year funding agreement or requesting amounts over \$5,000 must first contact council's communities administration officer prior to completing an application.

MINOR OR MAJOR GRANTS APPLICATION FORM

SECTION 1 – GROUP/ORGANISATION DETAILS

NAME	Life Church Clermont
ADDRESS	
PHONE	
EMAIL	
IS YOUR GROUP/ORGANISATION INCORPORATED?	<input checked="" type="checkbox"/> Yes - Incorporation No: ABN Search Indicates incorporation <input type="checkbox"/> No- You will need a sponsoring body that is incorporated to Proceed with this application (proceed to Section 2). <input type="checkbox"/> No – Exempt from incorporation under legislation (i.e. P&C Associations)
DOES YOUR GROUP/ORGANISATION HAVE AN ABN?	<input checked="" type="checkbox"/> Yes - ABN Number: <input type="checkbox"/> No
IS YOUR GROUP/ORGANISATION REGISTERED FOR GST?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
WILL YOUR GROUP/ORGANISATION COVER THE PUBLIC LIABILITY FOR THIS PROJECT OR ACTIVITY?	<input checked="" type="checkbox"/> Yes - Please provide a copy of the current policy. <input type="checkbox"/> No

SECTION 2 – AUSPICING GROUP/ORGANISATION DETAILS (if applicable)

NOTE: If this application is being auspiced by another group/organisation, please provide their details below

NAME	N/A
ADDRESS	
PHONE	
EMAIL	
INCORPORATION NUMBER:	
DOES YOUR GROUP/ORGANISATION HAVE AN ABN?	<input type="checkbox"/> Yes - ABN Number: <input type="checkbox"/> No
IS YOUR GROUP/ORGANISATION	<input type="checkbox"/> Yes

MINOR OR MAJOR GRANTS APPLICATION FORM

REGISTERED FOR GST?	<input type="checkbox"/> No
WILL YOUR GROUP/ORGANISATION COVER THE PUBLIC LIABILITY FOR THIS PROJECT OR ACTIVITY?	<input type="checkbox"/> Yes – Please provide a copy of the current policy. <input type="checkbox"/> No

SECTION 3 – APPLICANT DETAILS AND AUTHORISATION

NAME	[REDACTED]
POSITION TITLE	Kids Ministry Department Leader
PHONE	[REDACTED]
EMAIL	[REDACTED]
SIGNATURE	[REDACTED]

SECTION 4 – PROJECT OR ACTIVITY SNAPSHOT

NOTE: For all applications related to a Community Event, an Event Plan must accompany your application. An Event Plan template can be found on the Council website: www.isaac.qld.gov.au/isaac-community-grants

PROJECT/ACTIVITY NAME	Kids Club Extreme
PROJECT/ACTIVITY LOCATION	84 Peakvale Road, Clermont QLD 4721
PROJECT/ACTIVITY DATE/S	8th - 10th July 2021
DESCRIPTION OF YOUR PROPOSAL:	See attached document labelled 'Section 4'
	For Community Events, an Event Plan must accompany your application please refer to Event Plan template on the Council website: http://www.isaac.qld.gov.au/isaac-community-grants

MINOR OR MAJOR GRANTS APPLICATION FORM

FUNDING AMOUNT REQUESTED FROM ISAAC REGIONAL COUNCIL (THIS FIGURE MUST MATCH BUDGET): Note: Applicants seeking amounts over \$5,000 must first contact Council's Communities Administration Officer prior to completing this application.	\$3000
MINIMUM CO-FUNDING REQUIREMENT (%):	30%
CO-FUNDING AMOUNT CONTRIBUTED BY YOUR, OR OTHER GROUPS/ORGANISATIONS OR FUNDING BODIES (these figures must match budget): Please provide evidence of co-Funding contributions.	Cash contribution: \$3340 In-kind: Volunteer labour: \$24000 Grants: Sponsorships:
TOTAL PROJECT OR ACTIVITY COST: (This figure must match budget)	Including volunteer labour: \$28340 Excluding volunteer labour: \$6340
WHAT WILL THE FUNDS REQUESTED FROM ISAAC REGIONAL COUNCIL SPECIFICALLY BE USED FOR?	Buses, food and pot-a-loos
PLEASE INDICATE THE PRIORITIES OF YOUR PROPOSAL: (TICK ALL THAT APPLY)	<input type="checkbox"/> Contribute towards positive engagement of the aged <input type="checkbox"/> Enhance mental health awareness <input type="checkbox"/> Engage Aboriginal and Torres Strait Islander peoples <input checked="" type="checkbox"/> Target, include or engage youth <input type="checkbox"/> Multicultural communities <input type="checkbox"/> Promote access and inclusion <input type="checkbox"/> Enhance community safety

MINOR OR MAJOR GRANTS APPLICATION FORM

**HAVE YOU DISCUSSED
YOUR PROPOSAL WITH A
COUNCILLOR OR ANY
OTHER COUNCIL
OFFICERS?**

☒ Yes - please indicate who: Donna Wilson and Lyn Jones

Date:

☐ No

SECTION 5 – APPLICATION CATEGORY

CATEGORY Which of the following categories does your project or activity most align with? (tick one)	CATEGORY OUTCOMES Which category outcomes will your project or activity deliver? (tick all that apply)
COMMUNITY DEVELOPMENT	<input checked="" type="checkbox"/> Promote social inclusion <input type="checkbox"/> Enhance cultural awareness and diversity <input type="checkbox"/> Enhance cultural awareness and diversity <input type="checkbox"/> Enhance community safety <input checked="" type="checkbox"/> Encourage community engagement, participation and volunteerism <input type="checkbox"/> Engage with the community to encourage sustainability within the Isaac region
COMMUNITY EVENTS	<input type="checkbox"/> Supporting and building capacity of local event management talent and suppliers <input type="checkbox"/> Contribute to local economy by planning events which attract a broad range of patrons and participants <input type="checkbox"/> Demonstrate sound event management principles and planning <input type="checkbox"/> Promoting a vibrant, diverse and fun place to live and visit <input type="checkbox"/> Contribute to building strong communities: inclusive, connected, engaged, healthy and active <input type="checkbox"/> Demonstrate a commitment to the development of local creative skills and cultural pursuits <input type="checkbox"/> Increase access and engagement with cultural heritage, including aboriginal culture <input type="checkbox"/> Demonstrate a commitment to sound environmental practices and the promotion and protection of our natural environment <input type="checkbox"/> Celebrate and contribute to our lifestyle, diversity and culture
COMMUNITY FACILITIES	<input type="checkbox"/> Provide well maintained and accessible community facilities which enable opportunities for social interaction <input type="checkbox"/> Promote the principles of access and equity <input type="checkbox"/> Address issues of risk management or compliance with Australian standards

MINOR OR MAJOR GRANTS APPLICATION FORM

	<input type="checkbox"/> Encourage a current maintenance schedule and ongoing development of Community-owned facilities
SPORT, RECREATION AND HEALTHY LIVING	<input type="checkbox"/> Contribute to building healthy and active communities <input type="checkbox"/> Contribute to building healthy and active communities <input type="checkbox"/> Improve the sustainability of sport and recreation clubs <input type="checkbox"/> Encourage healthy eating and the availability of fresh, healthy foods <input type="checkbox"/> Engage a broad spectrum of the community <input type="checkbox"/> Provide access for all abilities <input type="checkbox"/> Provide benefit to multiple user groups
DRY LANDS AND HIGH HOPES COMMUNITY DROUGHT SUPPORT FUNDING	<input checked="" type="checkbox"/> Contribute to building strong communities: inclusive, connected, engaged, healthy and active. <input type="checkbox"/> Fight social isolation <input type="checkbox"/> Encourage mental and physical wellbeing <input type="checkbox"/> Build community resilience <input checked="" type="checkbox"/> Connect community members to services and support networks

MINOR OR MAJOR GRANTS APPLICATION FORM

SECTION 6 – PROJECT OR ACTIVITY JUSTIFICATION

WHY SHOULD THIS PROJECT OR ACTIVITY BE SUPPORTED?

Clearly demonstrate the
need for the project or
activity

Kids Club Extreme is a positive program aimed at building children's teamwork through group activities and biblical teaching. Currently in the community there are no programs like this. Our aim is to allow primary aged children to connect with other children in a safe outdoor setting. We held our first program in 2019 and saw 50 children registered. 2020 we had 95 children registered and this year we are hoping to see 130 kids registered. We hope that as it continues to expand in future years it can encourage volunteerism within the community and be an opportunity for the community to share a common goal.

Life Church has a COVID Safe Plan and even though this is not considered an event, a COVID Event Checklist will be completed for this program which will be rigorously adhered to.

MINOR OR MAJOR GRANTS APPLICATION FORM

IS YOUR PROJECT OR ACTIVITY SUPPORTED BY THE BROADER COMMUNITY AND/OR REGION?

(Please provide letters of
support or registration on
interested individuals /
parties)

This program was supported by the local churches for the last two years and we are actively engaging with the churches in Clermont to continue to help us see this program be something that can positively engage with the youth in Clermont.

HOW WILL YOUR PROJECT OR ACTIVITY BENEFIT THE PEOPLE AND COMMUNITY OF THE ISAAC REGION?

Life Church is providing a quality holiday program, meeting the physical, social, emotional and spiritual needs of each participant. It's providing a safe, organised and fully supervised holiday program at minimal cost to participants. This supports local families and the community through engaging school aged kids in appropriate activities in the holidays, minimising 'boredom' loitering and trouble they might otherwise engage in throughout town where they may not be supervised.

Life Church is supporting participants to meet new friends, have a lot of fun, and all in a safe and supportive environment.

Kids Club Extreme is designed to build confidence, self-esteem and teamwork amongst the participants as well as being fun! Although camp is an active environment, we will provide a balanced program so that all children have fun through active and non-active programs ensuring we cater for a variety of interests and abilities. Life Church will encourage participants and build up their confidence, and will not tolerate bullying or anti-social behaviour.

MINOR OR MAJOR GRANTS APPLICATION FORM

SECTION 7 – PROJECT OR ACTIVITY PERMITS/APPROVALS

NOTE: Funds for successful applicants will not be released without proof of lodgement (receipts) for all relevant local and state government permits/approvals

WILL YOUR PROJECT OR ACTIVITY INVOLVE THE PREPARATION, SERVING OR SELLING OF FOOD OR REFRESHMENTS?	<input type="checkbox"/> Yes – Food licence is required. Please provide a copy or proof of lodgement (receipt) <input checked="" type="checkbox"/> No - To verify requirement please refer to the following link: https://publications.qld.gov.au/dataset/food-safety-for-non-profit-organisations/resource/f9bafd7c-1d28-4a8a-b009-eb08e177aaed
WILL YOUR PROJECT OR ACTIVITY INVOLVE THE SERVING OF SELLING OF ALCOHOLIC BEVERAGES?	<input type="checkbox"/> Yes – Liquor licence required. Please provide a copy or proof of lodgement (receipt) <input checked="" type="checkbox"/> No - To verify requirement please refer to the following link: https://publications.qld.gov.au/dataset/charitable-and-non-profit-gaming-forms-and-resources/resource/312c57ab-a11a-4168-86f9-5ddee55775e1?inner_span=True
DOES YOUR PROJECT OR ACTIVITY HAVE THE NECESSARY LOCAL AND STATE PLANNING OR BUILDING PERMITS/APPROVALS?	<input type="checkbox"/> Yes – please provide a copy or proof of lodgement (receipt) <input checked="" type="checkbox"/> No

SECTION 8 – FINANCIAL MANAGEMENT

As Council's Community Grants program is funded by public funds Council requires evidence of your group/organisation's financial prudence and compliance. Your group/organisation is required to present its latest audited financial report and a budget is mandatory for your project or activity.

ARE YOU ABLE TO PROVIDE YOUR GROUP /ORGANISATIONS MOST RECENT AUDITED FINANCIAL REPORT?	<input checked="" type="checkbox"/> Yes – Please provide a copy <input type="checkbox"/> No - Please provide an explanation: NOTE: Your group / organisations audited financial report will have been adopted at your most recent Annual General Meeting and presented to the Office of Fair Trading as part of your Annual Return (Form 32).
ARE YOU ABLE TO PROVIDE A BUDGET FOR	<input checked="" type="checkbox"/> Yes – Please provide a copy.

MINOR OR MAJOR GRANTS APPLICATION FORM

YOUR PROJECT/EVENT/ACTIVITY?

On the following page is an example budget template.

☐ No – This application is not eligible

NOTE:

1. Please indicate in your budget the level of co-funding contributed by applicant and/or others towards the project (e.g. grants from other funding bodies, sponsorship or in-kind support).
2. Please specify in your budget which expenditure item/s you would like Council to fund by placing an asterisk (*) beside the item/s in your project/event/activity budget.
 - For items valued below \$1,500 it will be advantageous to include at least one written quote.
 - For items valued over \$1,500 two written quotes are required.

MINOR OR MAJOR GRANTS APPLICATION FORM

EXAMPLE BUDGET TEMPLATE

A Budget template can be found on the Council website: www.isaac.qld.gov.au/isaac-community-grants

Clear budget information will allow the panel to better understand your project.

Volunteer in-kind hours should be calculated at the appropriate rate of \$20 per hour.

The income should be equal to the expenses.

Please account for all expenses and income; monetary and voluntary. This includes all items listed in the income column, including in-kind, sponsorship and the amount requested from Council.

Round up each item to the nearest dollar value - do not include cents.

Expenditure		Income	
Please list all costs for the proposed activity All amounts include GST		Please list all sources of income for the proposed activity All amounts include GST	
		Funding amount requested from Council	
		Co-funding amount contributed by your group / organisation	
Venue hire		- Cash contributions	
Other equipment hire		- In-kind	
Bar expenses		- Volunteer labour	
Catering expenses		- Grants	
Promotional materials		- Sponsorships	
		Co-funding amount contributed by other group / organisations or funding bodies	
Guest speaker		- Cash contributions	
Workshop facilitator		- In-kind	
Travel/accommodation		- Volunteer labour	
Permit/approvals costs		- Grants	
Photographer		- Sponsorships	
Donations		Ticket sales	
Prizes and gifts		Bar sales	
Material expenses		Food sales	
Other expenses		Other income	
Total Expenditure:	\$	Total Income:	\$

MINOR OR MAJOR GRANTS APPLICATION FORM

SECTION 9 – SUPPLIER REQUEST DETAILS (REQUIRED FOR PAYMENT TO GROUP / ORGANISATIONS)

NOTE: *Electronic Funds Transfer (EFT) is Isaac Regional Council's preferred method of payment. To ensure that payments are made to the correct bank account, please provide a copy of your Bank Deposit Slip or top portion of the statement of the EFT on business letterhead.*

GROUP/ORGANISATION NAME	Life Church Central Queensland
TRADING NAME	Life Church Brisbane
ABN	
PAYMENT ADDRESS DETAILS (FOR ALL REMITTANCE) Use of personal or business contact details is not recommended	
NAME	
POSITION TITLE	Administration Officer
ADDRESS	
PHONE	
FAX	
EMAIL	
PREFERRED METHOD OF REMITTANCE TO BE SENT	<input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax
BANK ACCOUNT DETAILS	
ACCOUNT NAME	
BANK	
BSB (6 DIGITS)	
ACCOUNT NUMBER	

MINOR OR MAJOR GRANTS APPLICATION FORM

AUTHORISATION

I declare the supplier details information provided is true and correct.

SUPPLIER	Signature	DATE 12.05.2021
	Print Name	

SECTION 10– APPLICATION CHECKLIST

ANSWER THE FOLLOWING QUESTIONS IN RELATION TO YOUR GROUP/ ORGANISATION	YES	NO	N/A
Does your group/organisation operate within the Isaac Regional Council local area?	✓		
Is your group/organisation free of debt with Isaac Regional Council?	✓		
Have you acquitted any previous grants obtained from Isaac Regional Council?	✓		
Have you provided a valid public liability certificate? (Section 1)	✓		
Have you provided an Event Plan? (Section 4)		✓	
Have you met the minimum co-funding requirements? (Section 4)	✓		
Have you provided evidence of confirmed co-funding contributions? (Section 4)	✓		
Have you provided letters of support or registration of interested parties? (Section 6)		✓	
Have you provided proof of required Local or State Govt. permits/approvals? (Section 7)			✓
Have you provided the most recent audited financial report? (Section 8)	✓		
Have you completed a Budget? (mandatory) (Section 8)	✓		
Have you provided written quotes? (Section 8)	✓		
Have you provided a copy of banking verification? (Section 9)	✓		
<p>Not defined as an event therefore no event plan</p> <p>No letters of support however from previous years growth and commitment we are confident we will have a large number of registrations and support from the community. We already have families that have expressed interest.</p>			
<p>PLEASE PROVIDE AN EXPLANATION IF YOU HAVE TICKED NO OR N/A TO ANY OF THE ABOVE</p>			

MINOR OR MAJOR GRANTS APPLICATION FORM

AUTHORISATIONS

I AM AUTHORISED BY MY GROUP / ORGANISATION TO COMPLETE THIS FORM AND I AGREE THAT:	<input checked="" type="checkbox"/> The statements made in this application are true.
	<input checked="" type="checkbox"/> All necessary permits/approvals will be obtained prior to the beginning of the project.
	<input checked="" type="checkbox"/> The project will be covered by appropriate insurance.
	<input checked="" type="checkbox"/> All relevant health and safety standards will be met.
	<input checked="" type="checkbox"/> I acknowledge that Council does not accept any liability or responsibility for the project.
IF MY APPLICATION IS SUCCESSFUL, I WILL:	<input checked="" type="checkbox"/> Ensure that acquittal requirements are met within 12 weeks of the project completion date.
	<input checked="" type="checkbox"/> Accept the terms of the community grant in accordance with Council requirements.
	<input checked="" type="checkbox"/> Provide proof of other successful co-funding (if unconfirmed) within six months of notification.
AUTHORISED PERSON	<input checked="" type="checkbox"/> Complete the project within twelve months of receiving Council funding.
	Signature [REDACTED]
	Print Name [REDACTED]
	Position Title Kids Ministry Department Leader
	DATE 12.5.21

Once completed please send form and any attachment to:
records@isaac.qld.gov.au or Isaac Regional Council, PO Box 97, Moranbah QLD 4744
or deliver in person to your local Isaac Regional Council office

DEPARTMENT USE ONLY

PROCESSED BY	Signature _____	Date _____
	Print Name _____	

Schedule

Thursday 8th July

Time	Activity
7:45	Activity leaders meet at the property and pray together. Rest of the team arrive at the church for team meeting, prayer time and any preparation needed.
8:30 – 8:45	Sign in (sign in team to complete) *let families know buses are leaving at 8:45
8:45 – 9:15	Get onto buses, transport to site, get off buses, collect morning tea and gather at main meeting area
9:15 – 9:20	Host introduces program/rules/team roll call
9:20 – 9:30	2 songs -
9:30 – 9:45	Message
9:45 – 10:20	Find site for Yumba and start creating Yumba, some team bonding, can practice memory verse/practice team war cry (35 min)
10:20-10:25	5 min transition – air horn
10:25 – 11:00	Rotation 1 (35 min) {Rotation leaders will get a schedule of who's due at their rotation; group leaders will get a schedule of where their group needs to go when}
11:00 – 11:05	5 min transition - air horn
11:05 – 11:40	Rotation 2 (35 min)
11:40 - 11:45	5 min transition - air horn
11:45 - 12:20	Rotation 3 (35 min)
12:20 – 12:50	Lunch (30 min)
12:50 – 1:25	Rotation 4 (35 min)
1:25 – 1:40	Grab afternoon tea & grab stuff (jumpers, water bottles etc), sit down for afternoon rally
1:40 – 1:50	Skit & memory verse
1:50 – 2:00	Quiz & theme song
2:20 – 2:45	Back on buses, transport
2:45 – 3:10	Sign out (team pack up/tidy up at church and onsite)

Friday 9th July

Time	Activity
7:45	Activity leaders meet at the property and pray together. Rest of the team arrive at the church for team meeting, prayer time and any preparation needed.
8:30 – 8:45	Sign in (sign in team to complete) *let families know buses are leaving at 8:45
8:45 – 9:15	Get onto buses, transport to site, get off buses, collect morning tea and gather at main meeting area
9:15 – 9:20	Host introduces program/rules/team roll call
9:20 – 9:30	2 songs -
9:30 – 9:45	Message
9:45 – 10:20	Rotation 5 (35 min)
10:20-10:25	5 min transition – air horn
10:25 – 11:00	Rotation 6 (35 min) {Rotation leaders will get a schedule of who's due at their rotation; group leaders will get a schedule of where their group needs to go when}
11:00 – 11:05	5 min transition - air horn
11:05 – 11:40	Rotation 7 (35 min)
11:40 - 11:45	5 min transition - air horn
11:45 - 12:20	Rotation 8 (35 min)
12:20 – 12:50	Lunch (30 min)
12:50 – 1:25	Rotation 9 (35 min)
1:25 – 1:40	Grab afternoon tea & grab stuff (jumpers, water bottles etc), sit down for afternoon rally
1:40 – 1:50	Skit & memory verse
1:50 – 2:00	Quiz & theme song
2:20 – 2:45	Back on buses, transport
2:45 – 3:10	Sign out (team pack up/tidy up at church and onsite)

Saturday 10th July

Time	Activity
7:45	Activity leaders meet at the property and pray together. Rest of the team arrive at the church for team meeting, prayer time and any preparation needed.
7:45 - 8:00	CAPELLA - Sign in (sign in team to complete) *let families know buses are leaving at 8:00
8:30 – 8:45	Sign in (sign in team to complete) *let families know buses are leaving at 8:45
8:45 – 9:15	Get onto buses, transport to site, get off buses, collect morning tea and gather at main meeting area
9:15 – 9:20	Host introduces program/rules/team roll call
9:20 – 9:30	2 songs -
9:30 – 9:45	Message
9:45 – 10:20	Rotation 10 (35min)
10:20-10:25	5 min transition – air horn
10:25 – 11:00	Rotation 11 (35 min)
11:00 – 11:05	5 min transition - air horn
11:05 – 11:40	Rotation 12 (35 min)
11:40 – 12:10	Lunch (30 min)
12:10 - 12:20	Skit & memory verse
12:20 – 12:30	Quiz and theme song
12:30 – 12:50	Back on buses, transport
12:50 – 1:20	Sign out

Expense Description

Activities		
Leatherwork	\$350.00	
Obstacle Course	\$0.00	(3 x hay bales @ \$275ea being donated)
Damper	\$50.00	
Flying Fox	\$1,500.00	
Horse Riding	\$100.00	
Sock Wrestling	\$50.00	
Craft	\$150.00	
Gift Bags (100 @ \$8 each)	\$910.00	
- Bags		
- Arms bands		
- Bookmarks		
- CD's (gifted by church)		
Bus travel	\$1,000.00	5 buses will be needed
Food includes daily meals and family BBQ	\$2,000.00	
- Meat		
- Groceries		
Port-a-loos	\$120.00	
Miscellaneous		
Sunscreen	\$60.00	
Hand sanitiser		(Church has lots to donate)
Name tags	\$50.00	
EXPENSES TOTAL	\$6,340.00	

Life Church Volunteer hours (donated in kind) \$20/hr

Program Coordinators (2 people x 50 hours = 100 hours)	\$	2,000.00	
Planning (8 people x 14 hours = 112 hours)	\$	2,240.00	
Site preparation (4 people x 4 hours = 16 hours)	\$	320.00	
Leaders for the three day program (40 people x 24 hours = 960 hours)	\$	19,200.00	(55 people x 16 hours = 640 hours)
Photographer (1 person x 12 hours = 12 hours)	\$	240.00	
VOLUNTEER HOURS TOTAL	\$	24,000.00	

MEETING DETAILS	Planning Environment and Community Services Standing Committee Tuesday 8 June 2021
AUTHOR	Bruce Wright
AUTHOR POSITION	Manager Community Facilities

5.4 2020 – 2021 ANNUAL ISAAC REGION SWIMMING POOL SURVEY

EXECUTIVE SUMMARY

In accordance with the Isaac Regional Council Annual Operational Plan (AOP), the 2020 – 2021 Isaac Region Annual Pool Survey was conducted between 20 April 2021 and 23 May 2021. This report provides an overview of the results of the survey and the proposed pathway forward for the strategic management and operation of Council's aquatic facilities.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes the results of the Isaac Region 2020-2021 Annual Pool Survey.**

BACKGROUND

The Isaac Regional Council Annual Operational Plan prescribes an annual customer survey to monitor customer satisfaction across the region's aquatic facilities. Council's aquatic facilities consist of 5 x 50 metre pools located at Glenden, Moranbah, Dysart, Clermont and Middlemount; 2 x 25 metre pools located at Moranbah and Nebo; and two domestic sized pools located at St Lawrence and Flaggy Rock.

At this time, the Greg Cruickshank Aquatic Centre is under Council management and operation with the balance of the facilities under the management of third-party lessees and management groups.

The 2019-2020 swimming season saw significant service interruption at all facilities as a consequence of closures during the Covid 19 pandemic. The Annual Survey was not conducted during the 2019-2020 season as a consequence of facility closures.

The re-opening of the aquatic facilities for the 2020-2021 season saw a steady return of patrons to all facilities. The 2020-2021 Annual Survey presented an outstanding opportunity to go beyond seeking customer satisfaction levels to include: social sustainability opinions, COVID-19 impacts and to commence the identification of community sentiment towards future planning for the swimming pools.

Across the region, a total of 158 responses were received. For comparative purposes, respondents answering either very satisfied or satisfied with their experience at their respective pool are classified as *satisfied*. Those responding either neutral, dissatisfied, very dissatisfied or other, are classified as being *dissatisfied*.

Satisfaction levels by region and by site resemble:

Location	Number of Respondents	Satisfaction Level	AOP Result
Regionally	158	58%	×
Clermont	57	35%	×
Middlemount	11	82%	✓
Dysart	31	77%	✓
Moranbah	30	80%	✓
Nebo	10	50%	×
Glenden	17	88%	✓
St Lawrence	1	100%	✓
Flaggy Rock	2	100%	✓

The survey returned a significant amount of information. Key points of consideration include:

- At a regional level, 58% of respondents were satisfied with the swimming pool reported on. This was significantly skewed by Clermont respondents who, for the greater part, were dissatisfied;
- Clermont Pool received the highest number of total responses (37%);
- Commentary in relation to Clermont focussed on the age of the facility, a requirement for maintenance and/or upgrades and the absence of pool heating;
- Commentary in relation to Nebo focussed on cleanliness, maintenance and the absence of services (learn to swim predominantly);
- The overwhelming majority of respondents were female;
- Families with dependent children aged 0-12 featured as predominant pool users;
- Recreation featured as the most prolific of primary pool uses;
- 67 respondents identified that the pool benefitted communities through physical health and fitness;
- 52 respondents identified that the pool benefitted communities by contributing to the liveability of the town;
- 89 respondents identified no change to patron numbers following the re-opening post-Covid restrictions;
- Social events and specialty events were popular choices for desired activities at the pools;
- 75 respondents report that they do not believe that they receive fair and reasonable value for money at their swimming pool; and 64 respondents report that they do.

Works at both Nebo and Clermont Pools are to commence shortly. For the greater part, these works will provide solutions to the most prevalent issues raised.

The Community Facilities Department will utilise the additional information collected by this survey as the foundation for the Strategic Management planning that will shortly commence.

IMPLICATIONS

- Risk – the survey has identified a number of maintenance requirements that are within the acceptable level of risk and are currently being attended to;
- Financial – operational and capital costs associated with the operation of the pools is significant. Strategic planning will provide a higher level and wider understanding of the pools throughout their remaining lifecycle;
- Safety – safety issues at the swimming pools are addressed as they are identified;
- Lessee Operations – the survey has identified strong support of the existing Lessees. Notwithstanding, a heightened approach to compliance, accountability and operational continuity has been articulated within the new tenders for the management and operation of the pools.

CONSULTATION

Acting Director Planning, Environment and Community Services

Principal Social Planner

BASIS FOR RECOMMENDATION

The annual pool survey is an important part of Council's Annual Operating Plan. The survey provides a customer perspective of the operation, condition and service that might otherwise remain unreported. The results of the survey provide a strong foundation for the strategic planning and management of pools now and into the future.

ACTION ACCOUNTABILITY

- Manager Community Facilities to liaise with pool lessees to review survey results;
- Manager Community Facilities to progress the development of the Departmental strategic planning for the region's pools;
- Manager Community Facilities to undertake a risk-based assessment of commentary received from respondents during the survey and remediate any

KEY MESSAGES

- Council is committed to the provision of the highest levels of customer service to communities of the Isaac Region;
- Council takes a proactive approach to engaging communities for their feedback on Council services and facilities.

Report prepared by:

BRUCE WRIGHT
Manager Community Facilities

Date: 27 May 2021

Report authorised by:

DAN WAGNER
**Director Planning Environment and Community
Services**

Date: 31 May 2021

ATTACHMENTS

- Attachment 1 - Isaac Region Swimming Pool Survey – Clermont_redacted
- Attachment 2 - Isaac Region Swimming Pool Survey – Dysart_redacted
- Attachment 3 - Isaac Region Swimming Pool Survey – Flaggy Rock_redacted
- Attachment 4 - Isaac Region Swimming Pool Survey – Glenden_redacted
- Attachment 5 - Isaac Region Swimming Pool Survey – Middlemount_redacted
- Attachment 6 - Isaac Region Swimming Pool Survey – Moranbah_redacted
- Attachment 7 - Isaac Region Swimming Pool Survey – Nebo_redacted
- Attachment 8 - Isaac Region Swimming Pool Survey – StLawrence_redacted

REFERENCE DOCUMENT

- Nil

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

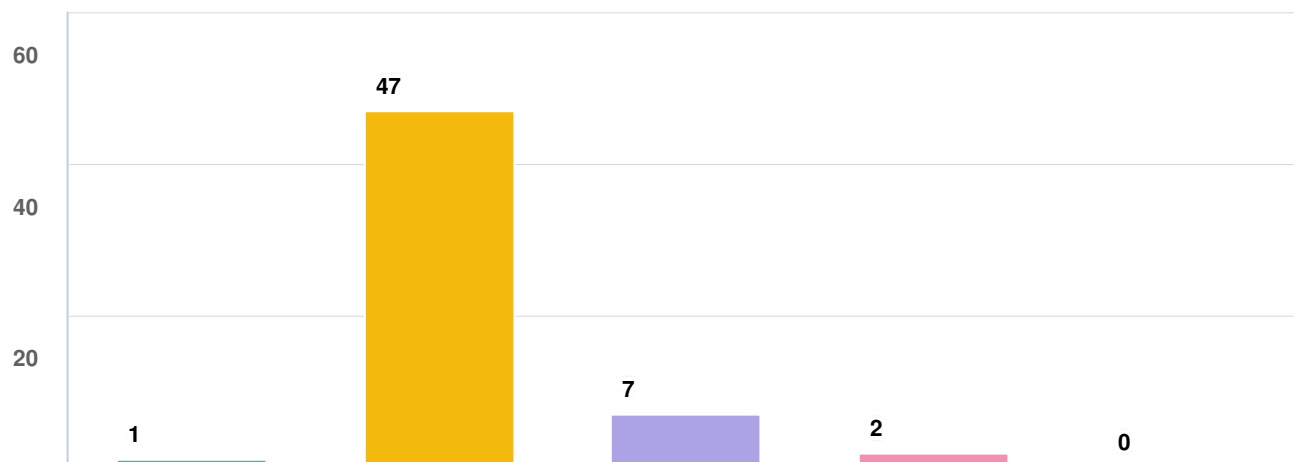
Please select the swimming pool that you are basing your responses on.

Answered : Clermont-Swimming-Centre



SURVEY QUESTIONS

Q1 What is your age group?



Question options

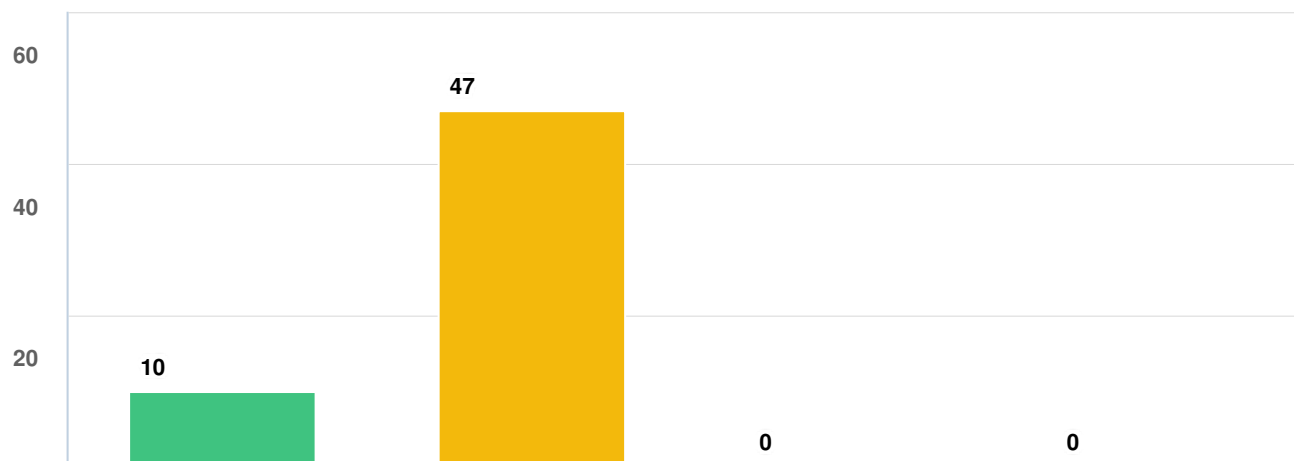
● 17 - 25 years
 ● 26 - 44 years
 ● 45 - 64 years
 ● 65 years and older
 ● 16 years and under

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q2 What is your gender?



Question options

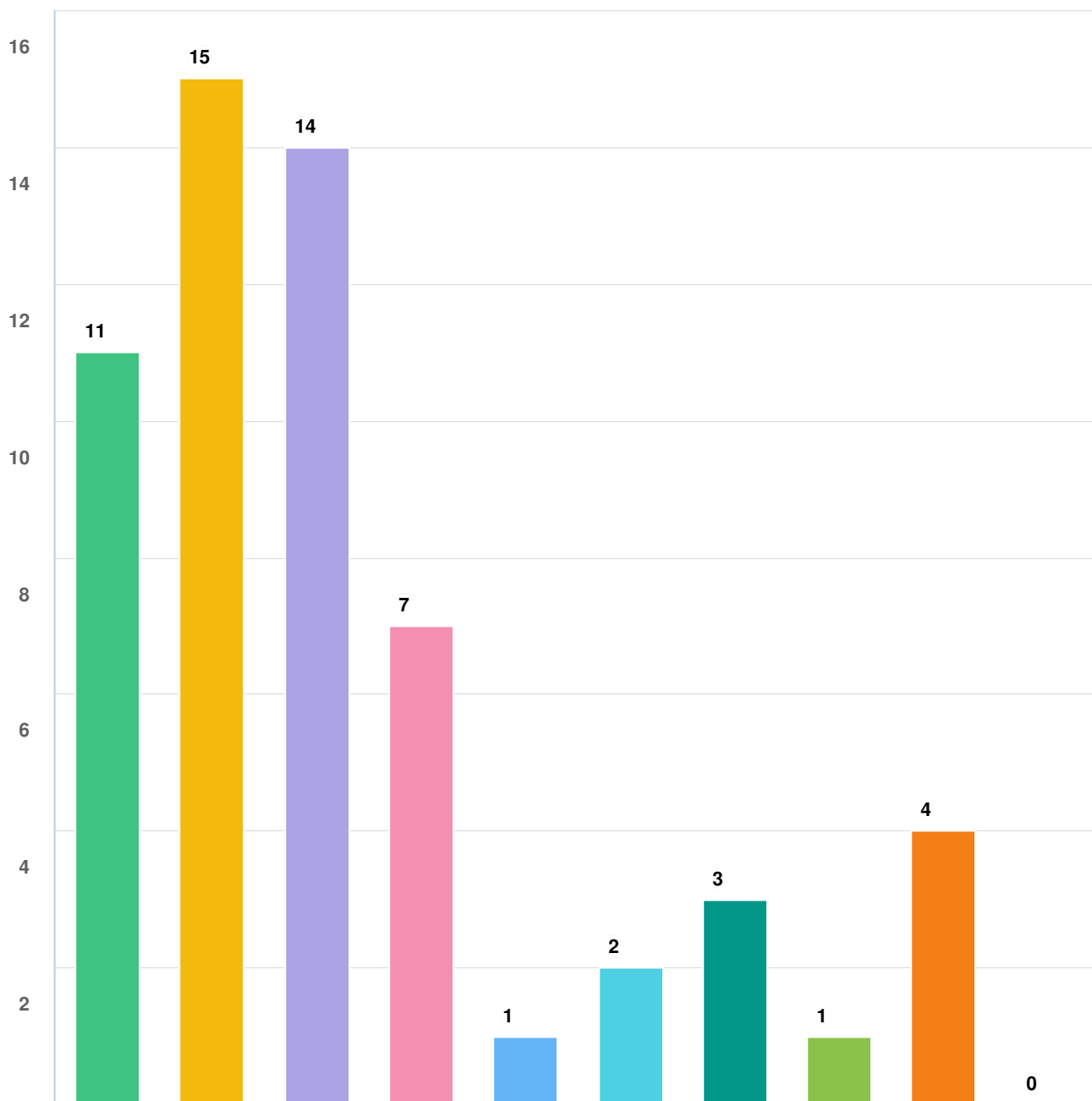
● Male
 ● Female
 ● Prefer not to say
 ● Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q3 Please select the option that best describes your household (Please select only one)



Question options

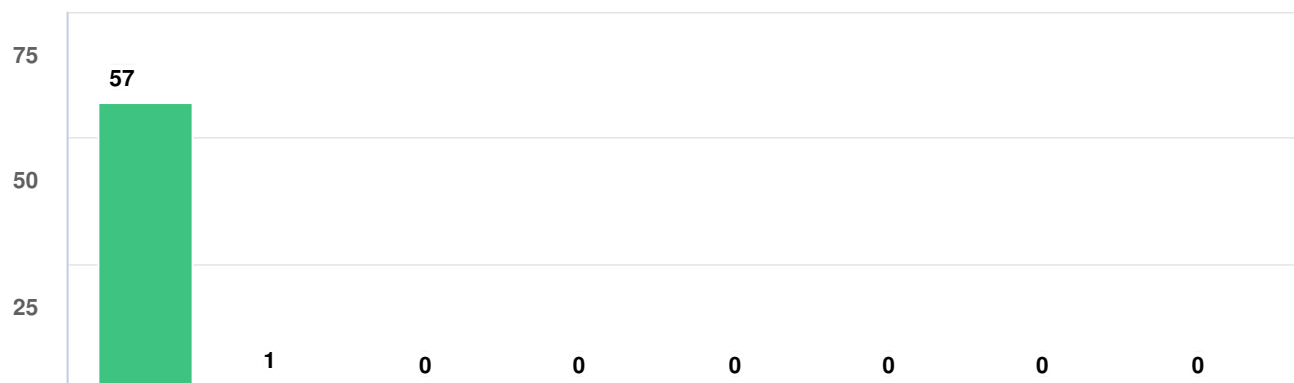
- Couple with dependent children aged 0 - 5
 ● Couple with dependent children aged 6 - 12
- Couple with dependent children in both age groups
 ● Couple with no children
- Single parent with dependent children aged 0 - 5
 ● Single parent with dependent children in both age groups
- Single person, living alone
 ● Single person, living with other adults
 ● Other (please specify)
- Single parent with dependent children aged 6 - 12

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q4 Please select the swimming pool that you are basing your responses on.



Question options

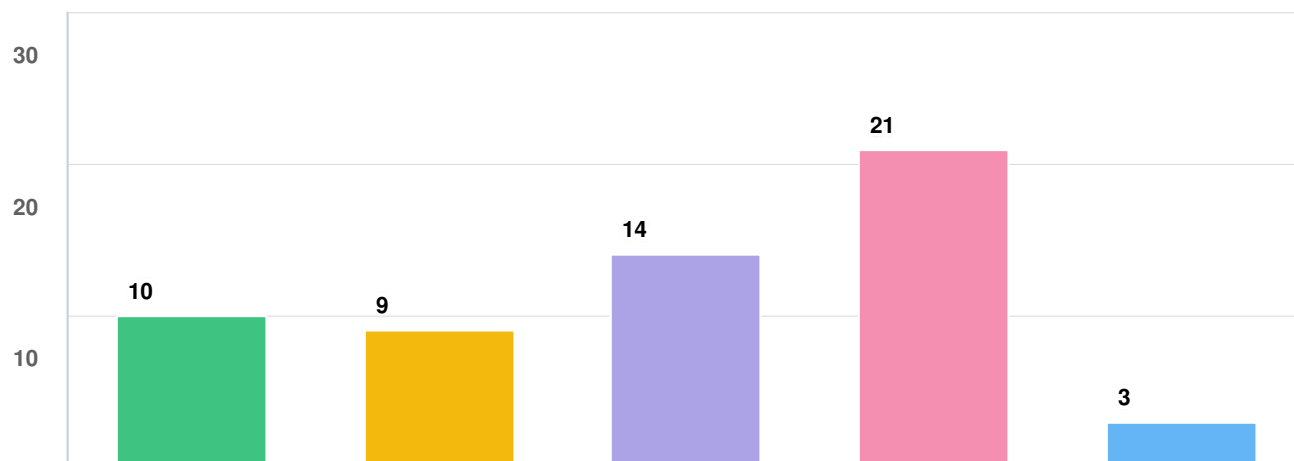
- Clermont Swimming Centre
- Moranbah - Greg Cruickshank Aquatic Centre
- Dysart Swimming Pool
- Flaggy Rock Swimming Pool
- Glenden Swimming Pool
- Middlemount Swimming Pool
- Nebo Swimming Pool
- St Lawrence Swimming Pool

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q5 How often do you visit the swimming pool?



Question options

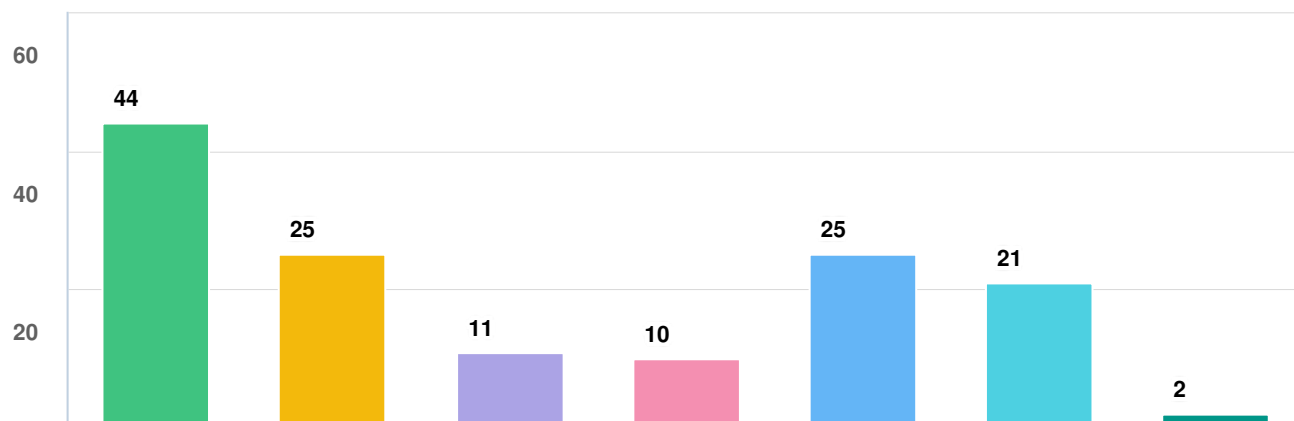
- Infrequently
- Once or twice per month
- Once per week
- Two or more visits per week
- Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

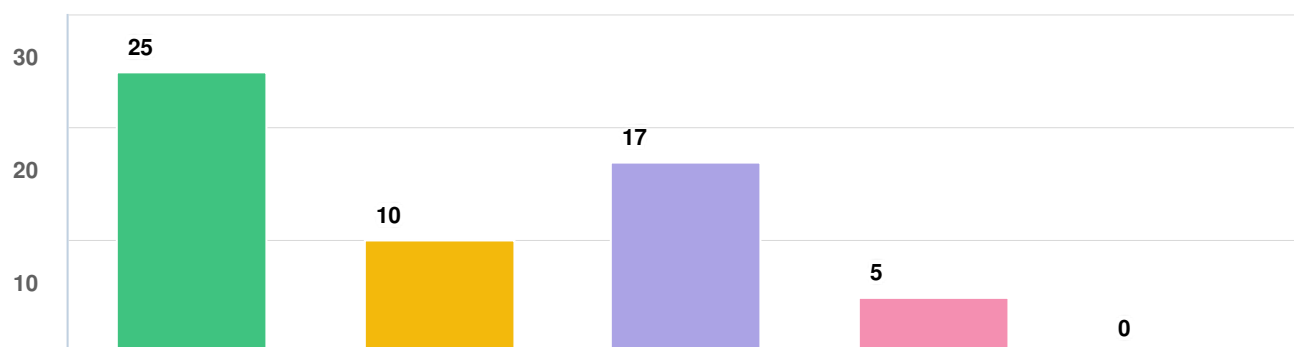
- Recreation ● Exercise ● Swimming Club ● Sporting Events ● Learn to swim lessons
- Special Occasions - eg birthday, carnival, learn to swim ● Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

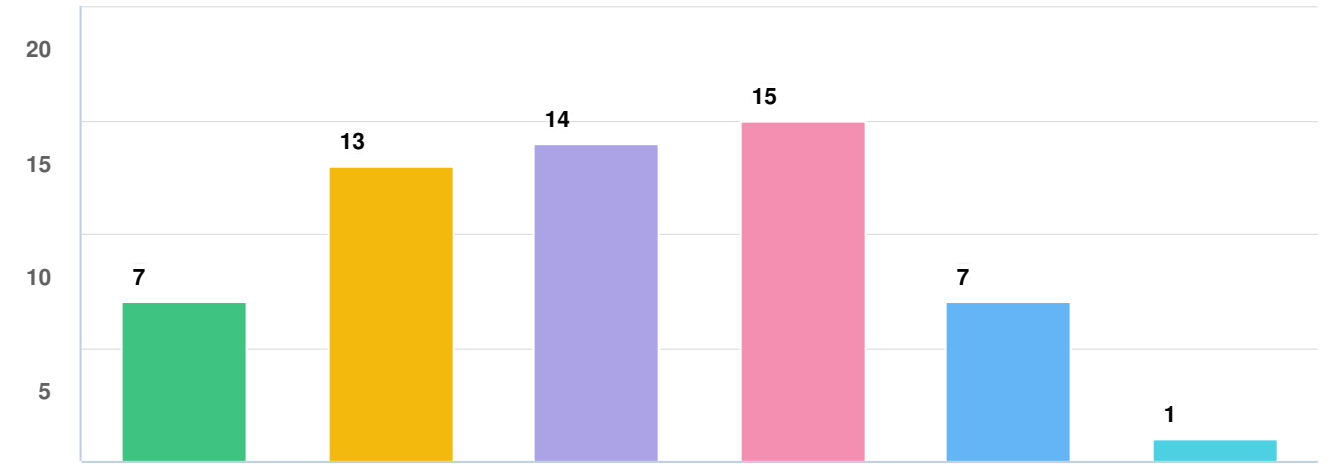
- Physical health and fitness - improving the physical health of residents
- Social networking - providing an opportunity to catch up with friends and meet new people
- Liveability - it makes the town a better place to live and attracts new residents ● Other (please specify)
- Cultural heritage - following the legacy of previous generations

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q8 What best describes your experience at the swimming pool?



Question options

Very satisfied Satisfied Neutral Dissatisfied Very Dissatisfied Other (please specify)

Optional question (57 response(s), 0 skipped)
Question type: Checkbox Question
Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q9 Please explain your above selection

Anonymous

4/16/2021 06:50 PM

Old run down. Poorly maintained.
Nothing to attract or appeal apart
from water.

Anonymous

4/17/2021 09:47 AM

The facilities at the centre are very
disappointing. We have no diving
blocks, the toilets and shower are
terrible and the overall appearance of
the pool is very uninviting.

Anonymous

4/17/2021 01:43 PM

Its ok for Moranbah to have a heated
pool for the winter and they can keep
operating. Where the clermont pool
we can't even use the diving blocks!!

Anonymous

4/18/2021 07:15 PM

The pool is freezing for most of the
season

Anonymous

4/18/2021 09:05 PM

The pool is so cold. It's so much
colder than any other pool anywhere
that I've been too.

Anonymous

4/18/2021 10:38 PM

Hayley and Matt are absolutely
amazing and so so much for the
community. They will be such a loss

Anonymous

4/19/2021 04:00 PM

Always good to have a refreshing
dip. Pool and it's amenities need
work though

Anonymous

4/19/2021 07:57 PM

The owners do their best to maintain
and attract people and groups to the
pool. They put on great, family
friendly events.

Anonymous

4/19/2021 08:51 PM

The pool is a great place to cool
down and do swimming lessons but
the amenities are in appalling
condition.

Anonymous

4/20/2021 11:33 AM

Customer service always friendly

Anonymous

4/25/2021 06:33 PM

Hayley and Matt have done a great
job with the facilities that they had.
The fact that you can no longer dive
in the pool is sad. The toilets could

Anonymous

4/26/2021 01:09 PM

use an update and the little pool area could be revamped into something amazing

The pool is often very freezing cold, which makes it difficult and unpleasant for young children to learn to swim, which is very important!!!

Anonymous

4/26/2021 05:57 PM

I wish as someone new to town there was more opportunities for kids to get into swimming lesson as there seems to be no communication of when they start and who to contact.

Anonymous

4/26/2021 09:00 PM

Matt & Hayley are amazing.....but the pool needs a well deserved upgrade

Anonymous

4/28/2021 01:14 PM

The pool water is always cold.

Anonymous

4/30/2021 12:52 PM

Overall the experience is not great. The caretakers have been doing an amazing job but the Clermont Swimming Centre facility is very old and dilapidated. The showers and toilets are disgraceful, there's no baby change area, we don't even have blocks for swimmers to dive from, the drinking water fountain doesn't work at all. The food and drinks offered at the shop is very limited. It would be a much better place for the towns people to meet if we could order a coffee and some decent food as well. Parents are limited on the places we can take the kids for an outing in Clermont and our town pool could be so much better. It would also be amazing if the town could get a heated pool and be able to swim (exercise and learn to swim) all year round like in other towns. Over the winter months the kids usually forget how to swim and need to begin all over again.

Anonymous 4/30/2021 01:18 PM	The pool managers are lovely and very friendly
Anonymous 4/30/2021 01:12 PM	Amenties are in poor condition. Pool is often very cold. No ramp access. Diving blocks not functional!
Anonymous 4/30/2021 01:18 PM	Matt and Hayley made it, the pool without them ,just a pool not a very good one, at that
Anonymous 4/30/2021 01:26 PM	The staff were pleasant however the facilities are aged. Nothing has really changed since I was a child. It would be nice to have a water play area or something more for younger children.
Anonymous 4/30/2021 01:23 PM	Amenities needing updating, no nice areas to sit, pools not heated for young children. No where for toddlers to play
Anonymous 4/30/2021 01:53 PM	Although well maintained to the best of the current managers ability, the "bigger" maintenance issues grow each year. The facility itself is well over due for major capital works.
Anonymous 4/30/2021 01:43 PM	Extremely friendly and inviting
Anonymous 4/30/2021 02:00 PM	So sad when their is not a lot for young people to do in Clermont. The pool is so dam cold . learn to swim is so hard because so many families drive to other towns . As lol other towns in iaac get the money but Clermont is left behind.
Anonymous 4/30/2021 01:57 PM	Still no diving blocks for our competitive swimmers, run down toilet facilities and just in general facilities aren't inviting
Anonymous 4/30/2021 02:08 PM	I haven't used our local pool for years as capella has a heated pool for the little ones. I drive weekly to capella for swimming lessons. But I've been to a dive in movie here which was great.

Anonymous

4/30/2021 02:06 PM

Great people who ran it

Anonymous

4/30/2021 02:04 PM

Clermont pool toilet facilities are disgraceful! Unclean and unkept! Pool is always bitterly cold. Not enough shade or seating near little pool.

Anonymous

4/30/2021 02:11 PM

It would be nice to have some play equipment around for the little children to play on. And maybe a heated pool for when it starts to get cooler

Anonymous

4/30/2021 02:19 PM

Our facilities are so old. It's not just the pool it's the toilets, change rooms the canteen. There's not many tables and chairs or even a BBQ.

Anonymous

4/30/2021 02:58 PM

Clermont has the worst & most outdated public facilities in the ISAAC. In regards to the pool: - Tiles are falling off - the whole complex is old & tired. - site is exposed & cold leading to reduced use. Windbreaks are needed. A small heated pool would be great. - a Cafe, playground & slide would greatly increase pool

Carolyn

4/30/2021 03:29 PM

The pool tiles are falling away, the blocks have been removed, there has been no improvement to the facility since it was built in the 80s. It is looking tired, and dated,

Anonymous

4/30/2021 03:23 PM

We are unable to have swimming carnivals due to the pool not meeting regulations to have diving blocks, unable to hold learn to swim all year round due to the pool not being heated, no canteen or bbq's to be able to have hot food, disgusting toilet blocks, the list could go on and on but these are the most important issues.

Anonymous

4/30/2021 03:26 PM

Kept well

Anonymous

4/30/2021 04:50 PM

The Managers are amazing

Anonymous

4/30/2021 05:17 PM

Needs a heated pool for kids so they can have lessons all year round and we don't have to travel to teach our kids to swim.

Anonymous

4/30/2021 05:16 PM

You need BLOCKS

Anonymous

4/30/2021 05:19 PM

The people running the pool are great and try to offer great things but with outdated

Anonymous

4/30/2021 05:25 PM

It's a good facility but needs upgrading.

Anonymous

4/30/2021 05:36 PM

It is very well run

Anonymous

4/30/2021 05:41 PM

My toddler has learnt to swim thru the learn to swim program.

Anonymous

4/30/2021 06:01 PM

Facilities poorly maintained by council- run down and need work

Anonymous

4/30/2021 06:10 PM

The service from Matt and Hayley is second to none and always warm but the pool is quite often not the same. Easily the coldest pool I've ever been in. With no warming facilities, our visits were often short and swimming lessons were often cancelled because my children would always catch a cold from trying to stay in the water for their lessons. The toilet and shower block is disgraceful. It's clear that no maintenance has been done on these facilities for a very long time.

Anonymous

4/30/2021 06:42 PM

Facilities are outdated and at times a hazard! Compared to other swim centres around the region it lacks ALOT! Not heated which makes the water unusable for small children (learning to swim) even during

summer, no diving blocks for older kids swimming carnivals, no slides/water play and broken bathroom facilities

Anonymous

4/30/2021 07:14 PM

No diving blocks for 2 full seasons of competitive swimming, run down dilapidated facilities, pool temperature unsuitable for young children & infants for over 50% of the open season, no dining or even basic cooking facilities for lease holders. No suitable pool for learn to swim for young children & babies. Hazardous bathrooms, walkways and tiled pool edging. An absolute embarrassment to our town. The ONLY redeeming thing about the pool is the friendly faces of the lease holders behind the counter.

Anonymous

4/30/2021 07:22 PM

Pool are well kept up and have friendly staff

Anonymous

4/30/2021 07:54 PM

The people running it did the best they could with what they had. Better facilities will help get the most out of this resource.

Anonymous

4/30/2021 08:19 PM

The people running the pool were absolutely amazing but the facilities could be so much better. I would love to see money put into our pool to make it more like the Moranbah facility which is a credit to council. We have so much space and so much potential, it could be an amazing facility with the money spent on it.

Anonymous

4/30/2021 09:17 PM

Dilapidated facilities. Tiles coming off showers that are a health hazard with old grimy facilities. No play facility for kids. No playground on land or water themed. Shaded area around kids pool is not sufficient. Sitting with other friends and kids in shaded area near kids pool is impossible as there is not enough area.

Anonymous

4/30/2021 09:27 PM

The couple that run it put there heart and soul into the pool and make everyone feel like family.so sad to lose them.

Anonymous

4/30/2021 09:54 PM

It's very run down and is often closed due to ongoing issues. Just not good enough.

Anonymous

4/30/2021 10:37 PM

Service great , the general upkeep is extremely poor

Anonymous

5/01/2021 04:55 PM

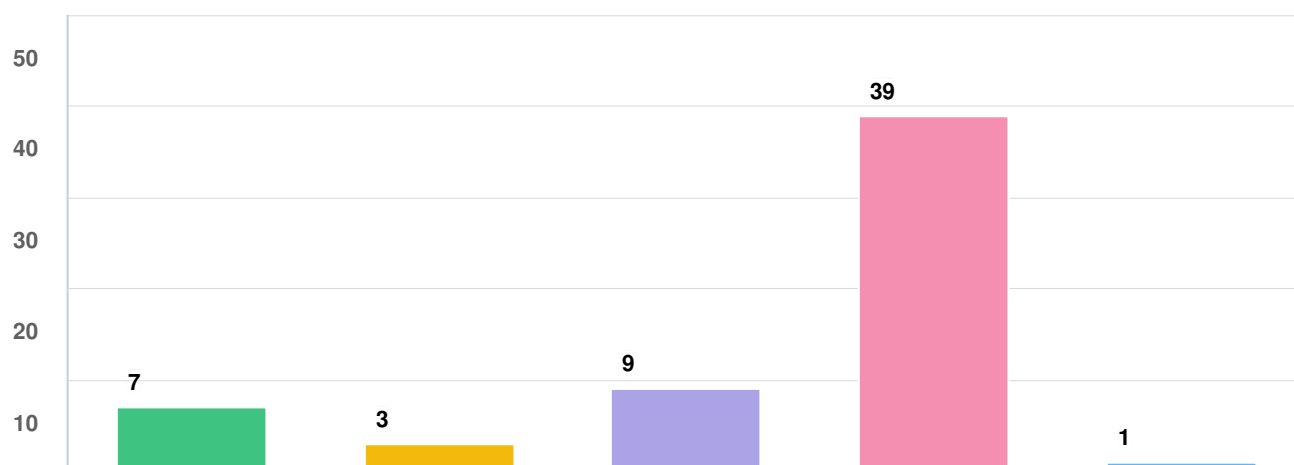
I don't feel that pensioners should have to pay the admittance fee

Optional question (53 response(s), 4 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q11 Please explain your above selection

Anonymous

4/16/2021 06:50 PM

Years behind other swim centres such as the those where the majority of councillors reside.

Anonymous

4/17/2021 09:47 AM

No diving blocks. The bathrooms are terrible. The toilets hardly work and the showers have tiles falling off.

Anonymous

4/17/2021 01:43 PM

Tiles coming off, diving blocks we can't use plumbing issue toilet blocks unsanitary

Anonymous

4/17/2021 04:27 PM

Very out dated and need an upgrade

Anonymous

4/18/2021 07:15 PM

The facilities are old and in need of renovations

Anonymous

4/18/2021 09:05 PM

Lack of upkeep.

Anonymous

4/18/2021 10:38 PM

Toilets and showers are a disgrace.
Pool has tiles falling of and cracked.
No diving blocks

Anonymous

4/19/2021 04:00 PM

Pool has broken tiles. There are no diving blocks for swimming club and because there are no blocks unable to hold swimming carnivals with other community's. toilet blocks are very run down

Anonymous

4/19/2021 07:57 PM

Though not realistic LOL, I think the pool could be heated to become popular in cooler months.

Anonymous

4/19/2021 08:51 PM

The pool has diving blocks closed off, and there's maintenance required on the pool itself. However the Female amenities are disgusting! The disabled toilet was 'out of order' for most of the season and the remaining toilets were never clean - covered in frog poo. With young children who need to use the toilet this is unacceptable. The small cubicle is too small for a mum with a child. There's is definitely maintenance required, but the facilities could have been kept clean despite this.

Anonymous

4/20/2021 11:33 AM

Out dated, old, no blocks, no heating facilities for all year round use

Anonymous

4/25/2021 06:33 PM

As described in 9

Anonymous

4/26/2021 01:09 PM

The amenities need renovating, they are very old and in poor condition.

Anonymous

4/26/2021 05:57 PM

They just need to be upgraded

Anonymous

4/26/2021 09:00 PM

I have lived in this town for over 25 years and my husband 40years. The pool has not seen a decent upgrade during our time at the pool. The toilets and kiosk are a disgrace. The

tiles around the pool are dangerous as well as the diving blocks still not rectified.

Anonymous

4/28/2021 01:14 PM

very average facilities, from the toilets/change rooms, pool, seating, shade, and pool temperature.

Anonymous

4/30/2021 12:52 PM

As stated above, the facility is very old and dilapidated. The showers and toilets are disgraceful, there's no baby change area, we don't even have blocks for swimmers to dive from, the drinking water fountain doesn't work at all. The food and drinks offered at the shop is very limited.

Anonymous

4/30/2021 01:18 PM

The amenities are run down. Toilet doors are swung backwards and it is hard to get to the toilet, you have to step over the toilet to shut the door, and no latches, the taps are mounted too close to the wall and are hard to turn on/off, there's no soap dispenser, paper towel nor dryer. The basic maintenance is appalling to none. The garden beds are falling apart missing bricks ect and have next to no maintenance. There is an underground water pipe leak at the sth eastern end of the pool that makes it all muddy and wet, Council haven't fixed it for months.

Anonymous

4/30/2021 01:12 PM

Diving blocks not functional, very cool water (needs heating) and no ramp access

Anonymous

4/30/2021 01:18 PM

Pool is very rundown, whole complex is below average when compared to others in area

Anonymous

4/30/2021 01:26 PM

Facilities are in need of an upgrade

Anonymous

4/30/2021 01:26 PM

The pool and amenities have not changed since I was a child and desperately need updating and improved upon.

Anonymous

4/30/2021 01:53 PM

Large area of tiles missing and continue to come loose. Sharp edges. No heating at all and even with our summer weather an Olympic size pool remains cold well into the swim season. Most of the time its too cold for learn to swim classes. Amenities need revamping.

Anonymous

4/30/2021 01:43 PM

Always immaculate

Anonymous

4/30/2021 02:00 PM

Cracks in pool it leaking . Mine paid for pool to be put in and council can't maintain it.

Anonymous

4/30/2021 01:57 PM

No diving blocks, toilet block that's well last it's used by date, limited food prep facilities for operators

Anonymous

4/30/2021 02:08 PM

It is in urgent need of an upgrade

Anonymous

4/30/2021 02:06 PM

Needs updating

Anonymous

4/30/2021 02:04 PM

Clermont pool toilet facilities are disgraceful! Unclean and unkept! Pool is always bitterly cold. Not enough shade or seating near little pool.

Anonymous

4/30/2021 02:11 PM

Both Hayley and Matt kept the swimming pool area fantastic and you always felt welcome when you came

Anonymous

4/30/2021 02:19 PM

Disgusting toilets not working taps leaking. No diving blocks for our club swimmers to train on. No disability access

Anonymous

4/30/2021 02:37 PM

Lot of older things around the place that need updating

Anonymous

4/30/2021 02:58 PM

Old, tired, boring, cold.

Carolyn

The tiles are falling off the pool.

4/30/2021 03:29 PM

There is no heated option so the pool is available for longer periods, and when the pool is closed, there is no maintenance done on it.

Anonymous

4/30/2021 03:23 PM

Toilets don't work, full of mosquitoes and other wildlife and just old and dated

Anonymous

4/30/2021 03:26 PM

Well kept

Anonymous

4/30/2021 04:50 PM

No blocks Old and small toilet blocks
No drink taps

Anonymous

4/30/2021 05:17 PM

Old cracked faded tiles, a lack of shade, lack of heated facilities, lack of blocks... not a good look.

Anonymous

4/30/2021 05:16 PM

No blocks. Old. Needs a paint job

Anonymous

4/30/2021 05:19 PM

Below standard and falling apart toilet block, not usable kiosk for food event even though it's a council facility, pool unusable for competitive swimming due to the engineering of the pool. Subpar facilities

Anonymous

4/30/2021 05:25 PM

They need upgrading - particularly the blocks.

Anonymous

4/30/2021 05:36 PM

The pool needs to be revamped it is very old.

Anonymous

4/30/2021 05:41 PM

The toilet area need to be repainted.
Need more benches and tables outside.

Anonymous

4/30/2021 06:01 PM

Run down toilets, pool tiles bugged, no diving blocks

Anonymous

4/30/2021 06:10 PM

No diving blocks, no heated pool, limited shade, limited picnic tables, no changing facilities for babies, toilets always out of order.

Anonymous

4/30/2021 06:42 PM

Outdated, cracked tiling and not family friendly

Anonymous

4/30/2021 07:14 PM

As above, the pool condition & facilities are an embarrassment to our town and the council should be absolutely ashamed for letting the facilities get to the state that they are not in.

Anonymous

4/30/2021 07:22 PM

Good staff available

Anonymous

4/30/2021 07:54 PM

It's bare minimum. The buildings need updating, a decent cafe needs to be added as well as those play areas for kids that would update our facility in line with many others in the area.

Anonymous

4/30/2021 08:19 PM

While it's all functional everything has aged substantially and there is so much potential!

Anonymous

4/30/2021 09:17 PM

Potholes in carpark, place hasn't changed. Tiles coming off the pool edges, shades sails broken. My kids can't even dive off a block cause council didn't replace them. This prevents kids from learning diving in swimming. The kiosk never sells hot food like chips or burgers which would be good to get when I bring my family.

Anonymous

4/30/2021 09:27 PM

They do a wonderful job of keeping the whole area and pool clean

Anonymous

4/30/2021 09:54 PM

The grounds are untidy and the showers/toilets need help. The pool itself just looks tired and rundown.

Anonymous

4/30/2021 10:37 PM

Only ever one working female toilet ?? Bathroom are so poor have not been upgraded in 30years or more! Main entrance building itself appears to be in poor condition, water leaks coming through cement , brick work & garden beds poorly maintained, diving boards, bring back a grandstand

Anonymous

Very clean

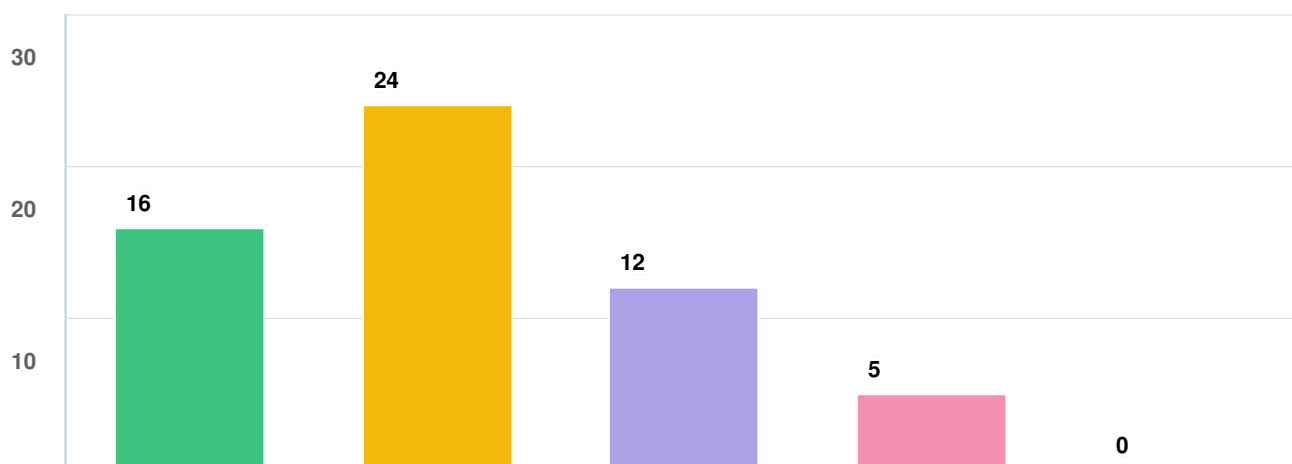
5/01/2021 04:55 PM

Optional question (55 response(s), 2 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q13 Please explain your above selection

Anonymous

4/17/2021 09:47 AM

The place is always clean, just falling apart.

Anonymous

4/17/2021 01:43 PM

For a council operated pool needs some work !

Anonymous

4/18/2021 07:15 PM

For what the leases have to work with the facilities are as clean, tidy and maintained as they can be.

Anonymous

4/18/2021 09:05 PM

It's as clean as it can be.

Anonymous

4/18/2021 10:38 PM

Hayley and Matt keep them as clean as they can. Hard to keep falling apart amenities looking good

Anonymous

4/19/2021 04:00 PM

Matt and Hayley do the best with what they have

Anonymous

4/19/2021 08:51 PM

As I said above the toilets whilst in need of maintenance, could have been kept clean. Every week when I visited there was frog poo and dirty marks on every toilet! There was a cleaning schedule on the wall which was never filled in.

Anonymous

4/20/2021 11:33 AM

Kept clean and tidy

Anonymous

4/26/2021 01:09 PM

Cleanliness of the amenities is quite poor.

Anonymous

4/26/2021 05:57 PM

The grass is always cut and tidy

Anonymous

4/26/2021 09:00 PM

The Leasee's do the best they can with the dilapidated amenities

Anonymous

4/28/2021 01:14 PM

Pool is always very clean

Anonymous

4/30/2021 12:52 PM

I think the caretakers do as best a job possible with cleaning, but the facilities are so old and broken that it would be very difficult to clean them properly.

Anonymous

4/30/2021 01:18 PM

The bathrooms are old, in disrepair and unloved

Anonymous

4/30/2021 01:12 PM

Toilets are always dirty with frogs etc

Anonymous

4/30/2021 01:18 PM

toilet shower areas need revamp

Anonymous

4/30/2021 01:26 PM

The staff has always done the best with what is there.

Anonymous

4/30/2021 01:53 PM

Current manager do a great job under the conditions of the aging facility.

Anonymous

Matt and Hayley did their best with

4/30/2021 01:57 PM

the run down pool they looked after

Anonymous

4/30/2021 02:08 PM

The caretaker has been doing the best they can do with what they have to work with.

Anonymous

4/30/2021 02:04 PM

Clean but to a very low standard.

Anonymous

4/30/2021 02:11 PM

Always neat and tidy

Anonymous

4/30/2021 02:19 PM

The people running the pool are doing wonders with what little they have from council

Anonymous

4/30/2021 02:58 PM

The management does the best they can with old facilities.

Carolyn

4/30/2021 03:29 PM

Except for the frogs in the toilets, generally the pool is clean and the grounds are mowed.

Anonymous

4/30/2021 03:23 PM

The current tenants do the best with what they have.

Anonymous

4/30/2021 03:26 PM

Well kept

Anonymous

4/30/2021 05:17 PM

Facilities have been kept nice by the caretakers

Anonymous

4/30/2021 05:19 PM

You can't keep old outdated things looking clean - facilities are disgraceful

Anonymous

4/30/2021 05:25 PM

Matt and Hayley looked after the pool fantastically.

Anonymous

4/30/2021 05:36 PM

N/a

Anonymous

4/30/2021 05:41 PM

Grounds and pool are clean and maintained well.

Anonymous

4/30/2021 06:01 PM

Caretakers are amazing

Anonymous

4/30/2021 06:10 PM

Although the facilities are outdated, Matt and Hayley always kept a high level of cleanliness.

Anonymous

4/30/2021 06:42 PM

The pool management always kept the pool and amenities clean and tidy

Anonymous

4/30/2021 07:14 PM

It appears that the lease holders do the best with what they have however the facilities are far beyond 'cleaning'. I believe that peeling broken tiles can only be cleaned so much? Leaking toilets? Broken doors?

Anonymous

4/30/2021 07:22 PM

Know the staff at both pools

Anonymous

4/30/2021 07:54 PM

Always clean when there.

Anonymous

4/30/2021 08:19 PM

The facility was always kept clean by the managers - they did their best with what they had to work with.

Anonymous

4/30/2021 09:54 PM

The whole area, building included need an upgrade. Take some pride in your facility Isaac Regional Council.

Anonymous

4/30/2021 10:37 PM

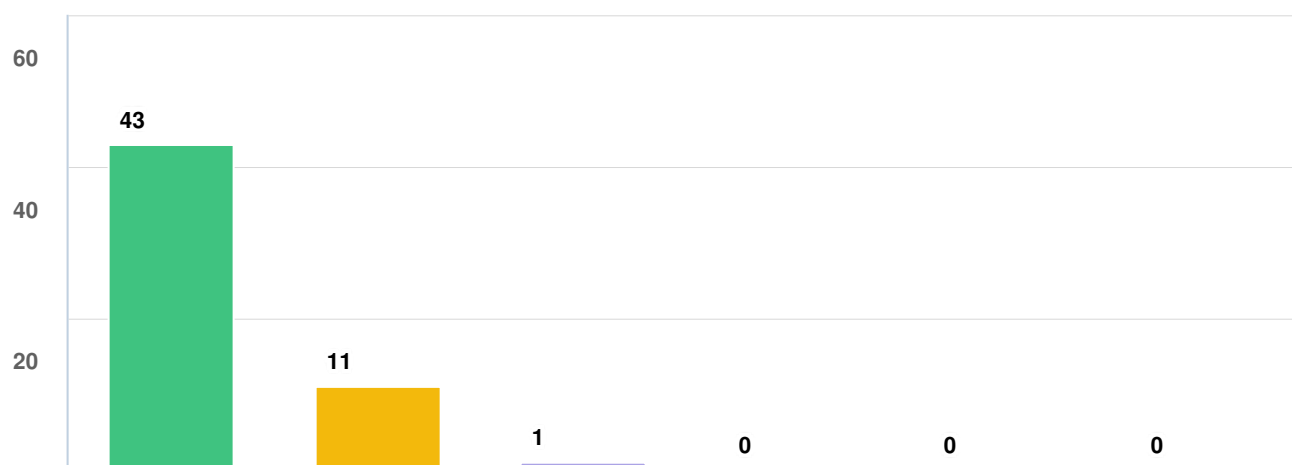
As clean as you can get but you can't polish wear & tear of general years of no upkeep

Optional question (41 response(s), 16 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q14 What best describes the level of customer service that you received at the pool?



Question options

● Very satisfied
 ● Satisfied
 ● Neutral
 ● Dissatisfied
 ● Very dissatisfied
 ● Other (please specify)

Optional question (55 response(s), 2 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q15 Please explain your above selection

Anonymous

4/17/2021 09:47 AM

The people at the pool are always lovely.

Anonymous

4/18/2021 07:15 PM

Hayley and Matt have always been friendly and helpful

Anonymous

4/18/2021 09:05 PM

They are great.

Anonymous

4/18/2021 10:38 PM

Matt and Hayley are amazing and Clermont will be a poorer place without them.

Anonymous

4/19/2021 04:00 PM

Matt and Hayley have been an absolute asset to the pool. They will be greatly missed

Anonymous

4/19/2021 08:51 PM

Hailey and Matt were pleasant and helpful

Anonymous

4/20/2021 11:33 AM

Always friendly staff

Anonymous

4/25/2021 06:33 PM

It will be sad when Hayley and Matt leave

Anonymous

4/26/2021 01:09 PM

Customer service is brilliant!

Anonymous

4/26/2021 05:57 PM

Couldn't give me any answers on when we would be able to sign up for swimming lessons and was told probably going to Emerald would be better.

Anonymous

4/26/2021 09:00 PM

They are welcoming, happy and love to organise great activities for the community.

Anonymous

4/28/2021 01:14 PM

management and caretakers are always very attentive and caring.

Anonymous

4/30/2021 12:52 PM

Matt and Hayely are always helpful and friendly. They are proactive with helping the local swimming club and facilitating swimming lessons, and holding events for the town. They have been really good and we are sad to see them leave.

Anonymous

4/30/2021 01:18 PM

The staff are always super friendly, helpful and kind. Kindness goes a long way on a hot days with a tribe of kids. Matt and Hayley will be missed.

Anonymous

4/30/2021 01:12 PM

Great customer service

Anonymous

4/30/2021 01:18 PM

Always a happy positive greeting from Matt Hayley and staff

Anonymous

4/30/2021 01:26 PM

The staff has always been very nice and helpful.

Anonymous

4/30/2021 01:53 PM

Great team for the town - sad to see them go!

Anonymous

It's a shame to loose Matt.

4/30/2021 02:00 PM

Anonymous

4/30/2021 01:57 PM

Matt and Hayley were the most wonderful asset to our pool and town

Anonymous

4/30/2021 02:08 PM

The recent caretakers have always been friendly and helpful

Anonymous

4/30/2021 02:06 PM

Amazing people Matt and Hayley

Anonymous

4/30/2021 02:04 PM

Matt and Haley are the saving grace of the pool. If not for their brilliant hospitality, we would not have kept going.

Anonymous

4/30/2021 02:11 PM

Always felt welcome

Anonymous

4/30/2021 02:19 PM

Always amazing

Anonymous

4/30/2021 02:58 PM

People running the pool are great.

Carolyn

4/30/2021 03:29 PM

The people who run the pool and the Clermont Dolphins are always trying to be innovative about holding events that attract the community.

Anonymous

4/30/2021 03:23 PM

The people who work and run the pool are the main reason for going there. Once they leave there is not much that appeals to me I would rather go to Capella.

Anonymous

4/30/2021 03:26 PM

Friendly people

Anonymous

4/30/2021 04:50 PM

Amazing managers and swim staff

Anonymous

4/30/2021 05:17 PM

Always friendly and happy to help

Anonymous

4/30/2021 05:16 PM

Lovely couple who run the pool

Anonymous

4/30/2021 05:19 PM

Matt and Hayley have brought a dynamic and cool new twist to our community centre and it will be sad to see them leave

Anonymous

4/30/2021 05:36 PM

Matt and Hayley have been exceptional

Anonymous

4/30/2021 05:41 PM

Matt and Hayley over great customer services.

Anonymous

4/30/2021 06:10 PM

We will miss Matt and Hayley's friendly faces at the pool. They always went above and beyond to help in any way and created a relaxed and friendly atmosphere.

Anonymous

4/30/2021 06:42 PM

Matt and Hayley are the most lovely people and we were so lucky to have them in our community!

Anonymous

4/30/2021 07:14 PM

You will be pressed to find more pleasant people than the current lease holders and staff. A massive loss to the Clermont community when they move on.

Anonymous

4/30/2021 07:22 PM

Know the staff

Anonymous

4/30/2021 07:54 PM

The people running the pool have been easy to get into contact with and helpful with all requests.

Anonymous

4/30/2021 08:19 PM

Such amazing managers - they will be missed!

Anonymous

4/30/2021 09:17 PM

Excellent service and friendly and approachable pool managers. They do their best to make the dated and broken facility the best it can be

Anonymous

4/30/2021 09:27 PM

Lovely just beautiful people

Anonymous

4/30/2021 09:54 PM

Great young couple running the lessons/canteen. They need more help with grounds maintenance inside and outside the pool and

carpark. Also, a revamp of the
dressing sheds.

Anonymous

4/30/2021 10:37 PM

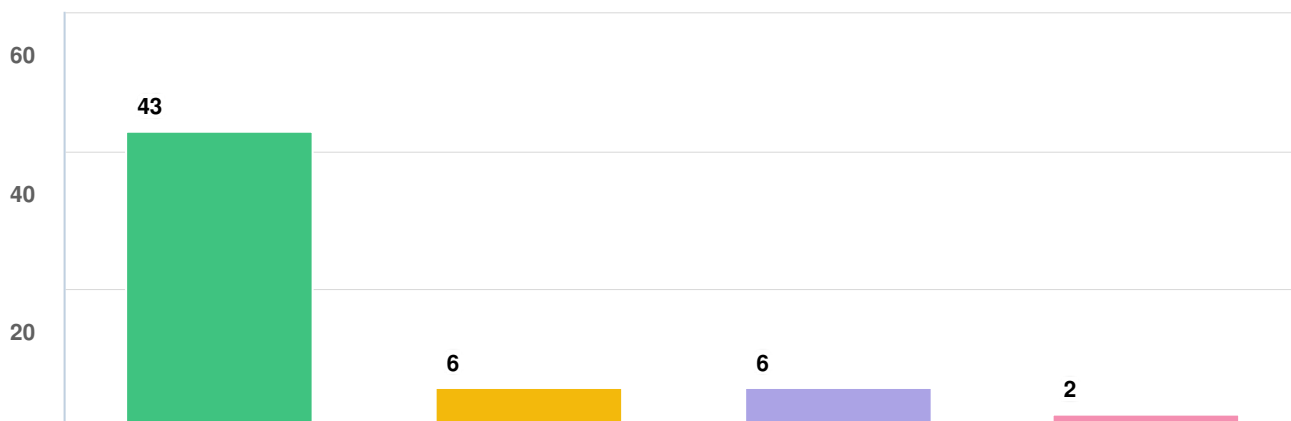
very accomodating for families

Optional question (45 response(s), 12 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- Satisfactory - meets the requirements of all user groups
- Neutral
- Unsatisfactory - fails to meet requirements of all user groups
- Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q17 Please explain your above selection

Anonymous

4/17/2021 01:43 PM

We need a heated pool for kids that are in squad and need to swim indoors.

Anonymous

4/19/2021 07:57 PM

Open very reasonable hours

Anonymous

4/19/2021 08:51 PM

Met my needs

Anonymous

4/20/2021 11:33 AM

Needs to be heated and open all year round

Anonymous

4/26/2021 05:57 PM

Open when it needs to be

Anonymous

4/26/2021 09:00 PM

If there was a heated pool, kids could continue their life saving swimming lessons all year round

Anonymous 4/28/2021 01:14 PM	open when required
Anonymous 4/30/2021 12:52 PM	Hours are fine, but would be great if we had a heated pool that could be used throughout the year also.
Anonymous 4/30/2021 01:18 PM	The pool needs a heated pool and or slide
Anonymous 4/30/2021 01:26 PM	Would love it to be open all year round especially for learn to swim lessons which would require an indoor/heated pool option
Anonymous 4/30/2021 01:26 PM	Good hours
Anonymous 4/30/2021 01:23 PM	Closed during cooler months due to non heated pools
Anonymous 4/30/2021 01:53 PM	Season could be extended if there was heating
Anonymous 4/30/2021 02:00 PM	It's not open enough for water is too cold
Carolyn 4/30/2021 03:29 PM	I don't go regularly enough, and usually only go when there are events on or when my family are there. I don't have any reason to think the opening hours are unsatisfactory.
Anonymous 4/30/2021 03:23 PM	Needs to be all year round so our infants can learn to swim when it's the best time to learn
Anonymous 4/30/2021 03:26 PM	N/A
Anonymous 4/30/2021 05:19 PM	Better if the pool could be heated for all year use
Anonymous 4/30/2021 05:41 PM	Opening hours meets our needs.
Anonymous	Was always available when needed

4/30/2021 06:42 PM

Anonymous

As above.

4/30/2021 07:14 PM

Anonymous

Good hours

4/30/2021 07:22 PM

Anonymous

With limited teachers there are gaps
in age groups for lessons.

4/30/2021 07:54 PM

Anonymous

The hours suited the community as
far as I was aware.

4/30/2021 08:19 PM

Anonymous

If the facility was up to standard,
more people would come and more
hours could be utilised.

4/30/2021 09:54 PM

Anonymous

Early mornings before work provided
& sufficient time after 5pm

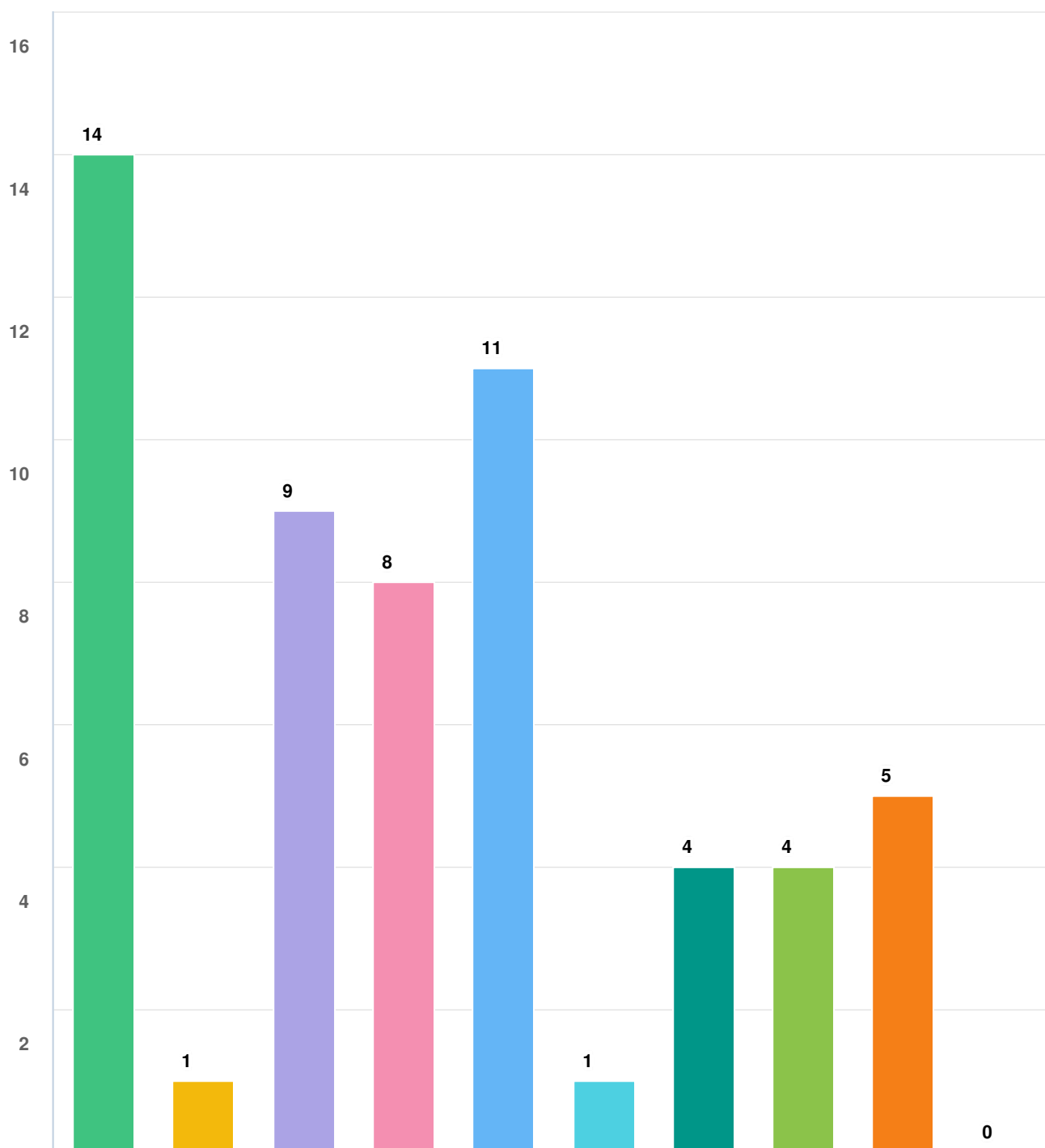
4/30/2021 10:37 PM

Optional question (26 response(s), 31 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q18 What is your highest priority when you and/or your family have visited the swimming pool?



Question options

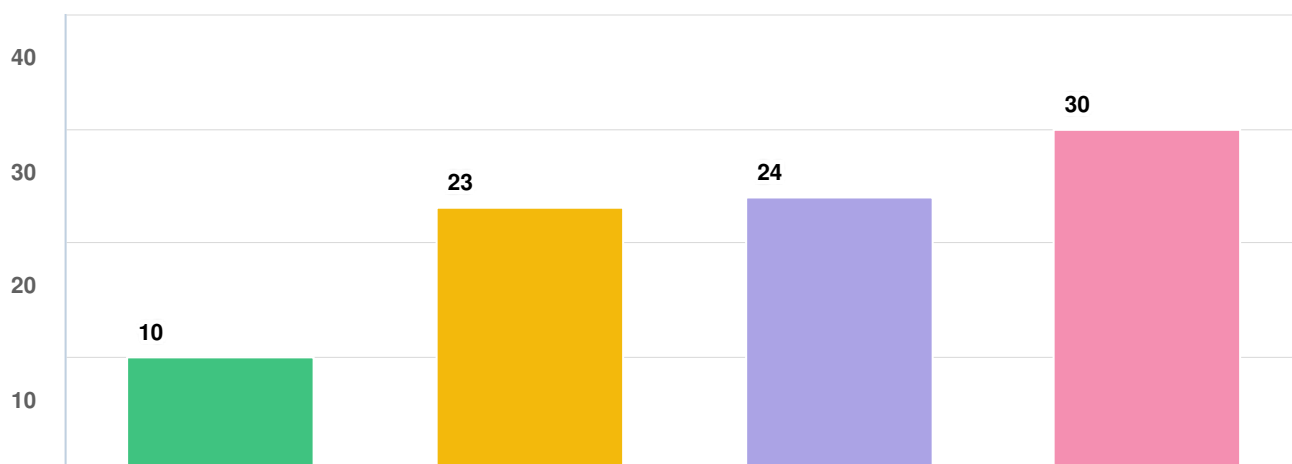
- Safety
 ● Reliability
 ● Cleanliness
 ● Suitability for small children
 ● Amenities
 ● Space
 ● Shade
- Activities
 ● Other (please specify)
 ● Supervision

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequa...



Question options

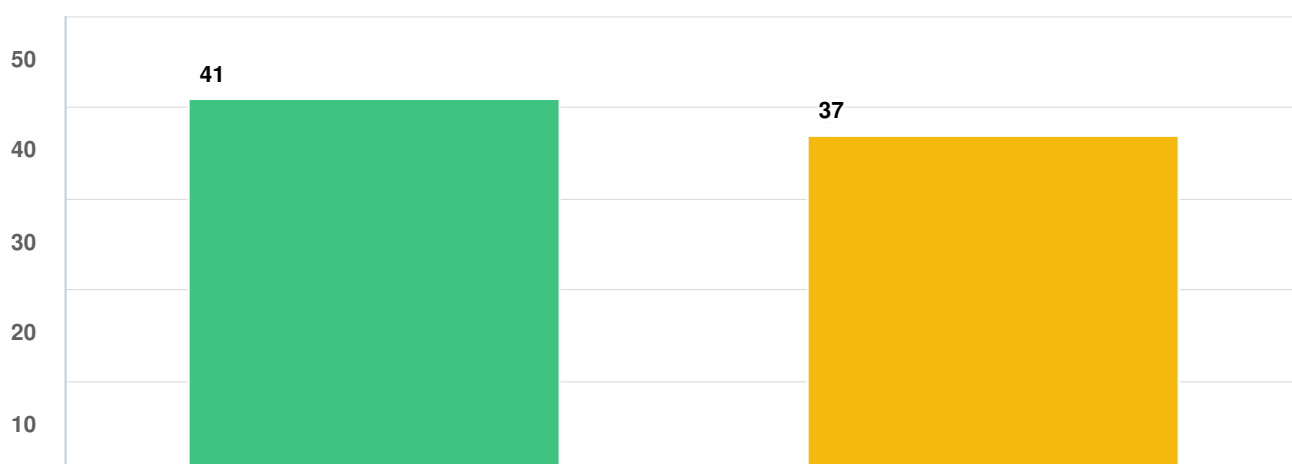
☒ 0 - 5 years
 ☒ 6 - 12 years
 ☒ 13 - 18 years
 ☒ 18+ years

Optional question (49 response(s), 8 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

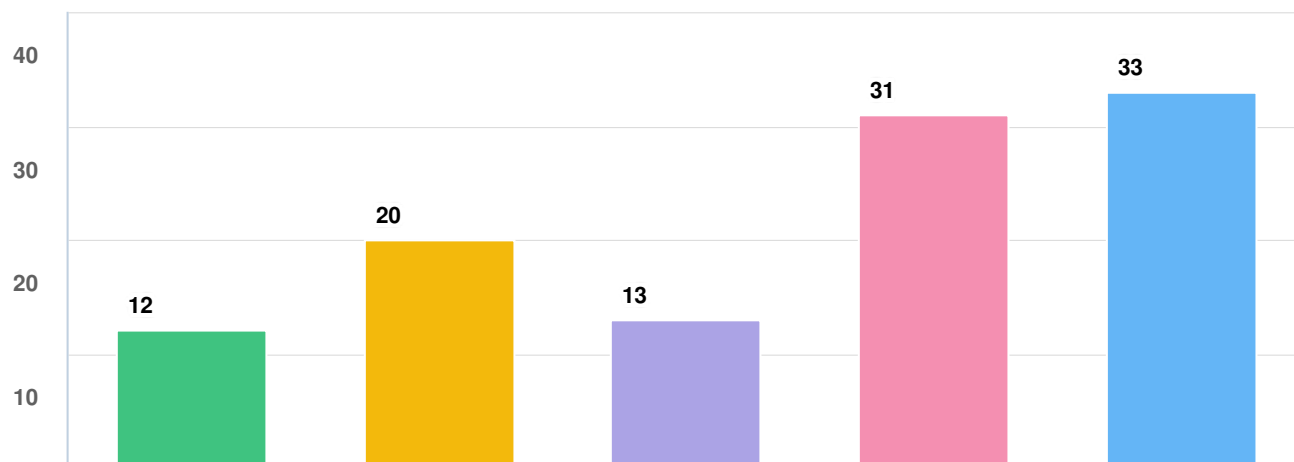
☒ Weekdays
 ☒ Weekends

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

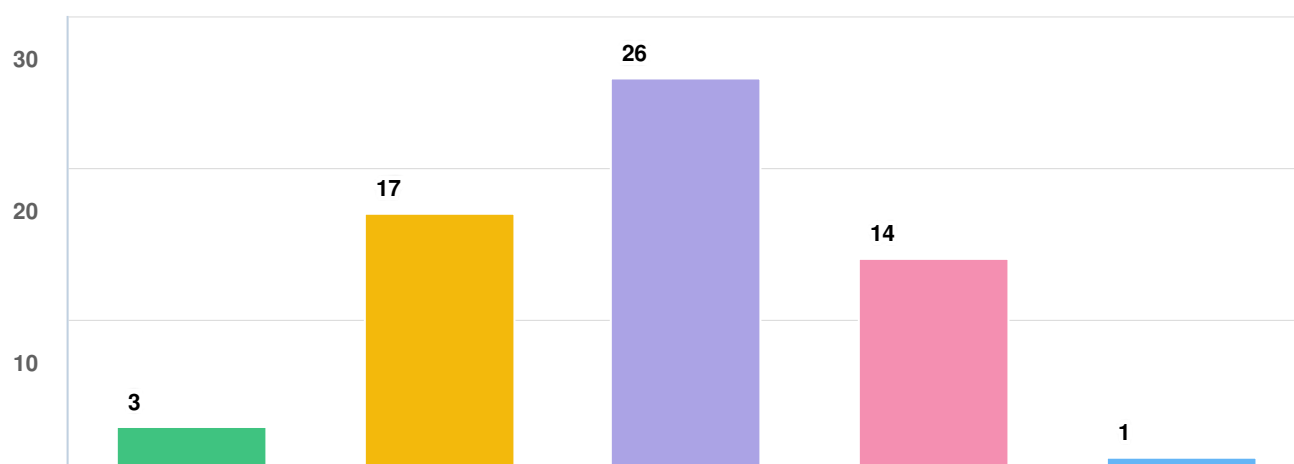
● Early morning
 ● Mid-morning
 ● Midday
 ● Early afternoon
 ● Late afternoon

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

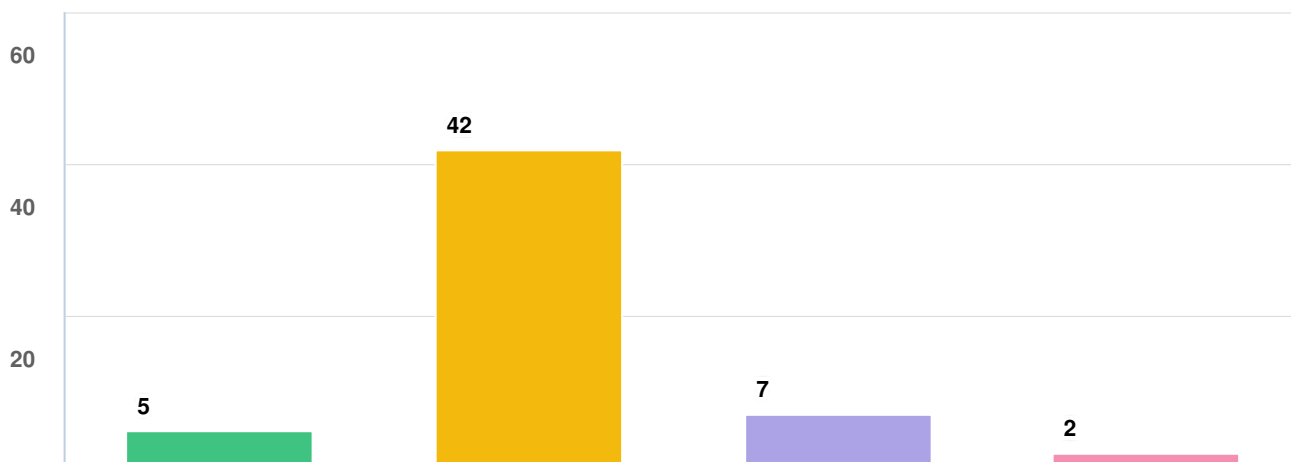
● Very low
 ● Low
 ● Medium
 ● High
 ● Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

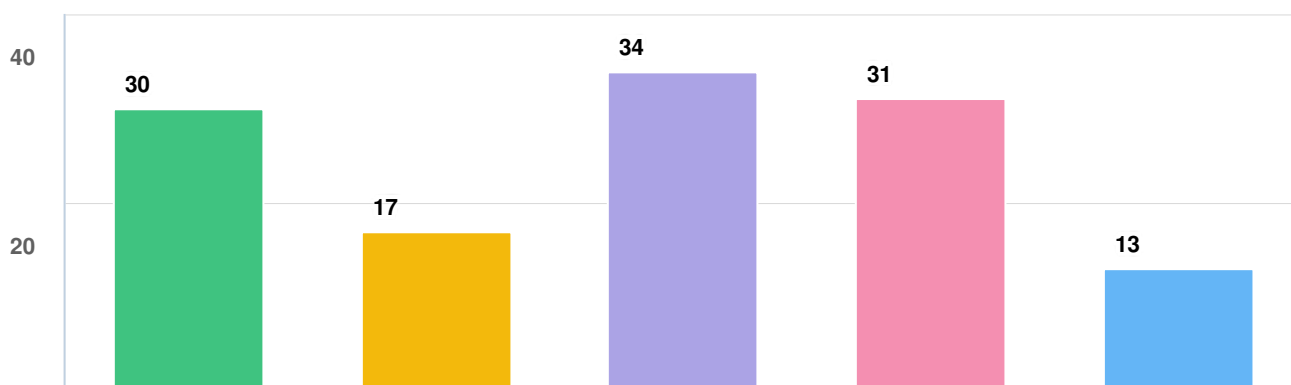
☒ Lower patronage
 ☒ No change
 ☐ Higher patronage
 ☐ Other (please specify)

Optional question (55 response(s), 2 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q24 What would you like to see more of at the swimming pool?



Question options

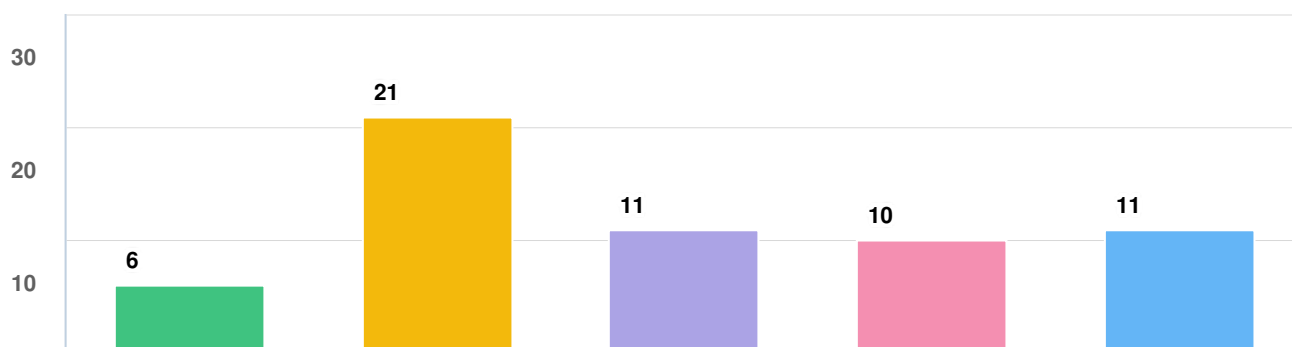
☒ Sports activities - e.g. volley ball, water polo
 ☐ Novelty events - e.g. treasure hunts, bombing contents
 ☐ Social events - e.g. dive in movies, barbecues
 ☐ Specialty events - e.g. inflatable in-pool playgrounds
 ☐ Other (please specify)

Optional question (57 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q25 Kiosk facilities are available at some of the swimming pools. If applicable, what is your opinion of the kiosk facilities ...



Question options

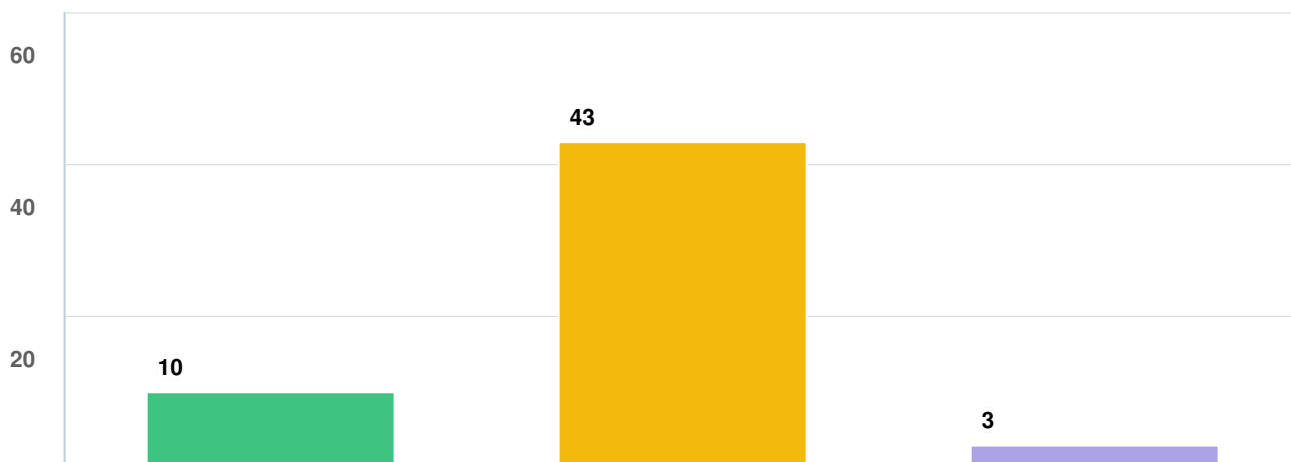
- Excellent - I use the kiosk regularly and it meets my requirements
- Good - I use the kiosk infrequently and it generally meets my requirements
- Neutral - I use the kiosk and have no further comment
- Poor - I do not use the kiosk as it does not meet my requirements
- Other (please specify)

Optional question (54 response(s), 3 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

☐ Yes
 ☒ No
 ☐ Other (please specify)

Optional question (56 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q27 Please explain your response to the above question

Anonymous

4/17/2021 09:47 AM

I feel the Clermont pool is definitely left behind compared to others in the area.

Anonymous

4/17/2021 01:43 PM

If you want more people to attend the pool you need to have a water park or heated pool or something to that effect

Anonymous

4/18/2021 07:15 PM

If the pool was heated more people of all ages would use it and the season could be longer.

Anonymous

4/18/2021 10:38 PM

Clermont pool is falling apart. No water park despite having ample room

Anonymous

4/19/2021 04:00 PM

Our pool is in a terrible state and needs lots of work on the pool and it's amenities

Anonymous 4/19/2021 08:51 PM	There's not enough for the toddler and pre-school age groups. Limited lessons for this age group.
Anonymous 4/20/2021 11:33 AM	Money goes to Moranbah over Clermont
Anonymous 4/26/2021 09:00 PM	Year after year Clermont residents have rallied with Isaac Regional Council and the state council for a much needed upgrade. The towns all around us have great amenities.
Anonymous 4/28/2021 01:14 PM	we went to the Moranbah pool on the weekend and the facilities were a millions times better than Clermont.
Anonymous 4/30/2021 12:52 PM	It seems the council has failed with maintenance of the Clermont pool and it's in desperate need of an upgrade, as previously stated.
Anonymous 4/30/2021 01:18 PM	Clermont Pool complex facilities is left wanting big time. Clermont Pool complex has the absolute bare minimum at it. Not even a diving block. You took away the heated pool, the only pool that kids could actually concentrate in and not go blue when learning to swim. If the IRC maintained their facilities and actually had a maintenance schedule their facilities wouldn't be falling down around their ears before a big job was needed to repair or close them to repair for months on end. It is not rocket science that maintenance must be done on anything.
Anonymous 4/30/2021 01:18 PM	If it was a place where everyone would like to spend the day ...such as at capella... water park are for smaller children
Anonymous 4/30/2021 01:26 PM	I believe the facilities and pool in general in clermont is the poorest in the Isaac region.
Anonymous 4/30/2021 01:26 PM	It would be nice to have better facilities to work with and more to do

	for the younger kids as the kids pool is outdated.
Anonymous 4/30/2021 01:53 PM	Major maintenance of the Clermont Pool will show higher pride in the facility and promote more patronage. It's a shame that families will travel to neighboring town of Capella to use that pool instead of our local due to its poor condition. There is a strong view that Moranbah has a great facility with extra activities and water park replacement, yet Clermont can't even get safety issues like the old tiles replaced.
Anonymous 4/30/2021 01:57 PM	In the 10 years I have lived here the pool and facilities have not changed, but things have been taken away eg diving blocks.
Anonymous 4/30/2021 02:06 PM	Clermont pool needs updating in most areas. Particularly the toilets/showers and pool lining.
Anonymous 4/30/2021 02:04 PM	Clermont pool has been majorly left behind.
Anonymous 4/30/2021 02:11 PM	With all the pools in the area having different facilities it is easy to see that they all don't share the same financial benefits
Anonymous 4/30/2021 02:19 PM	No when other towns have amazing facilities and we can't even get diving blocks for our kids
Anonymous 4/30/2021 02:58 PM	Smaller towns than Clermont have more modern facilities.
Carolyn 4/30/2021 03:29 PM	I have explained it above.
Anonymous 4/30/2021 03:23 PM	Clermont pool would be the worst in the region, something needs to happen
Anonymous 4/30/2021 03:26 PM	I feel it is good value

Anonymous

4/30/2021 04:50 PM

We should have access to a pool that has blocks and meets the minimum requirements in terms of that. It is not fair that our kids are disadvantaged by not having access to a properly fitted out facility. Access to sporting facilities in Clermont is hard enough, we need to maintain the ones we have otherwise families will go elsewhere. It's definitely impacted my use of the pool and value of it

Anonymous

4/30/2021 05:17 PM

It's cheap to get so yes

Anonymous

4/30/2021 05:16 PM

The council favors bigger towns and the little ones get forgotten

Anonymous

4/30/2021 05:19 PM

Facilities of Clermont are not adequate for anyone to use

Anonymous

4/30/2021 05:41 PM

Some pools in different Isaac Region towns are better than the one we have in Clermont.

Anonymous

4/30/2021 06:01 PM

Caretakers work their butts off but the facility is falling down around their ears

Anonymous

4/30/2021 06:10 PM

I think all sporting facilities in Clermont in general are not up to the same standard as other towns in the Isaac region. The pool would have to be the facility that needs the most attention and more money thrown towards it.

Anonymous

4/30/2021 06:42 PM

Clermont pool has not been maintained and updated

Anonymous

4/30/2021 07:14 PM

Users should not have to pay to use facilities that are unfit for their purpose.

Anonymous

4/30/2021 07:22 PM

Good value for the use of the facility

Anonymous

We pay a similar price to others in

4/30/2021 07:54 PM

the area and do not have access to the same quality facilities.

Anonymous

4/30/2021 08:19 PM

The facilities around the highlands are not to the same standard.

Anonymous

4/30/2021 09:17 PM

Blackwater Moranbah Emerald Capella have much newer facilities that cater to ratepayers. Why is Clermont still entering a facility that hasn't changed since the 1980's? Complete neglect and lack of attention from council to invest in facilities.

Anonymous

4/30/2021 09:54 PM

From previous years, the maintenance that should be done during winter is not done. When summer comes around the pool cannot open, due to ongoing issues that could have been addressed in the "off" season.

Anonymous

4/30/2021 10:37 PM

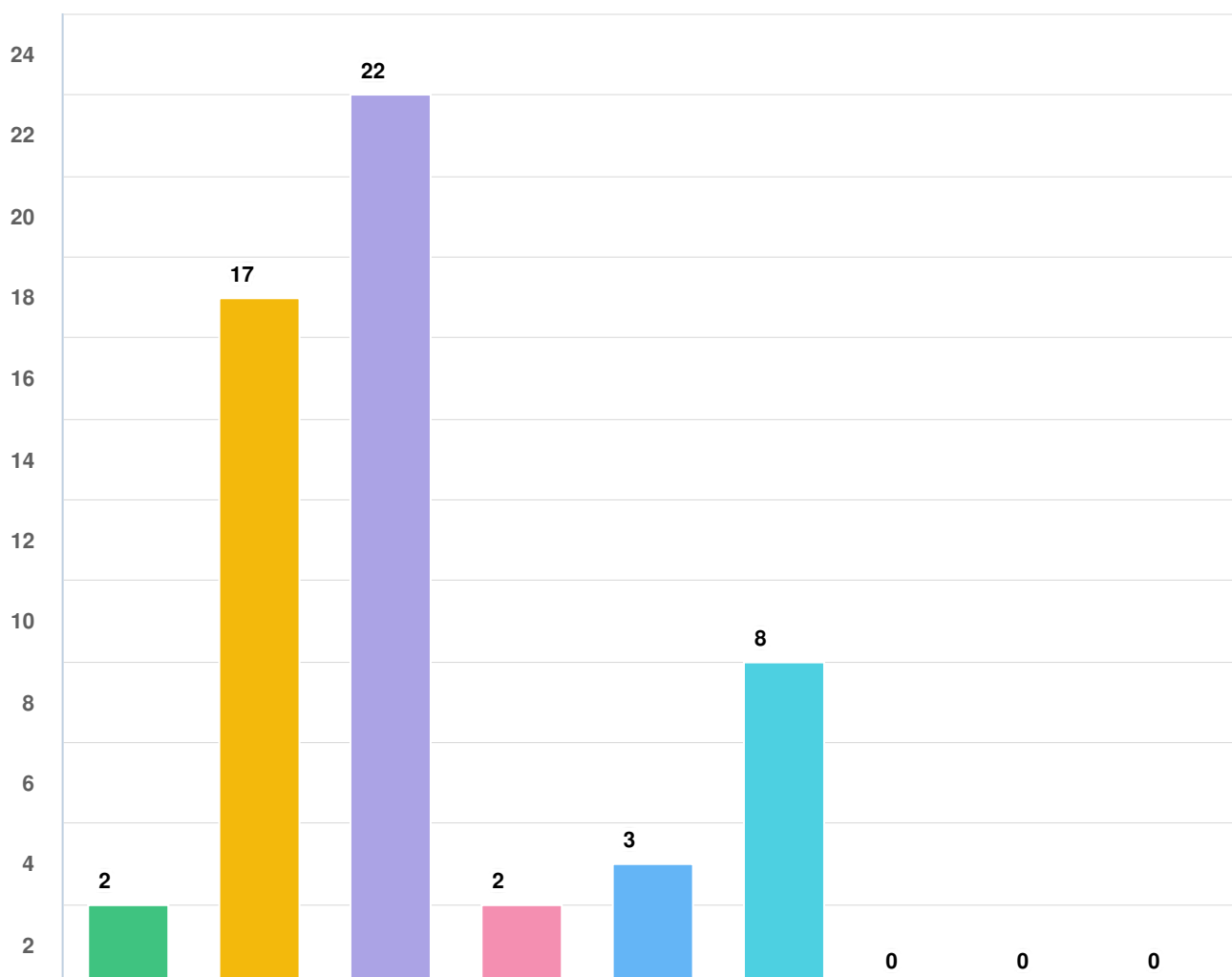
Clermont pool poorly maintenance for wear comparisons to others in need of a facelift

Optional question (39 response(s), 18 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- A reactive maintenance focus - reacting to maintenance requirements as they emerge. High cost, low sustainability.
- A proactive maintenance focus - continuing with planned preventative maintenance. High cost, encourages sustainability, a restricted approach to technology advancement.
- A blend of reactive and proactive maintenance - maintaining current service and infrastructure offerings. High cost, reduces capacity for infrastructure and technology upgrades.
- Reducing the pool size - provides for a functional pool with reduced operating costs and superior infrastructure and technology. Superior sustainability prospects.
- No action required. ● Other (please specify)
- Reducing operating hours - requires ongoing maintenance and corresponding operating costs. Reduces operator presence. Medium cost, business as usual.
- Reducing activities and/or amenities available at the pool - reduces maintenance costs and service offering. Medium cost and adds no value to sustainability.
- Reducing the length of the pool operating season - reduces maintenance and operating costs. Low to medium cost and adds no value to sustainability. Restricted service offering.

Optional question (54 response(s), 3 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Clermont-Swimming-Centre

Q29 Please provide any additional information or comments that you might have.

Anonymous

4/18/2021 10:38 PM

Come on council fix our pool and make it something Clermont can be proud of

Anonymous

4/19/2021 07:10 AM

A well maintained swimming pool is an essential community asset because of the hot, dry climate in which we live. Maintenance is important for all community assets and it is imperative that a well planned maintenance program is developed for all swimming pools in the Isaac region. It is unfortunate that the Clermont pool seems to have got to the age that it is, without a maintenance program in place. I understand that this is a significant cost to rate payers, as would be the addition of a new heated facility. However, without regular maintenance and continual upgrades to community facilities, such as swimming pools, families with tend to move to coastal areas where these facilities are provided, maintained and upgraded by their local councils.

Anonymous

4/19/2021 04:00 PM

I want to congratulate Hayley on a very successful 5 years at Clermont pool. They have been great for the community and have done there absolute best with a run down facility. They will be sadly missed.

Anonymous

4/19/2021 08:51 PM

Some items need immediate action-toilets and amenities for example, but planned maintenance would create opportunities for improvements to be made

Anonymous

4/30/2021 01:18 PM

HAHA REALLY!!!! Logical?!
Reducing the pool size! What, shut a lane?!! Really?! That would not be cost effective *shakes my head
Reduce pool operating season: it is

currently only open for 6 mths a year.
Surely you wouldn't close it for longer. Reducing activities and/or amenities available at the pool:
There are no activities and amenities available as it is! So you can't go there.

Anonymous

4/30/2021 02:00 PM

Stop spending all your Council dollars on other towns support Clermont for once.

Anonymous

4/30/2021 06:42 PM

No diving blocks Not heated
Outdated and dangerous amenities
No activities/slide/water play No grandstand Basic shade Basic kiosk facilities

Anonymous

4/30/2021 07:14 PM

If you could provide a heated 25m pool then reducing the size of the current facilities would be acceptable. Alternatively adding a 15m heated learn to swim pool to cater for young children & infants. Adding a dry playground would add value to the facilities without the ongoing high costs of new aquatic facilities. It would also provide an alternative for families during bat season. If the council can not afford to maintain a pool within a town the size of Clermont then I believe there is some serious, serious budgeting issues within the council. For example; Capella pool - now upgraded to all pools heated, dry playground, cafe facilities. Emerald pool - multiple heated learn to swim pools, wet play area, cafe facilities. Blackwater pool - heated competition pool, cafe facilities.

Anonymous

4/30/2021 09:27 PM

Clermont pool has been the best place to go and relax with the current caretakers. They r warm and inviting unlike the previous.pls encourage them to stay by helping them out not push them away.

Anonymous

For our young families, please IRC

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

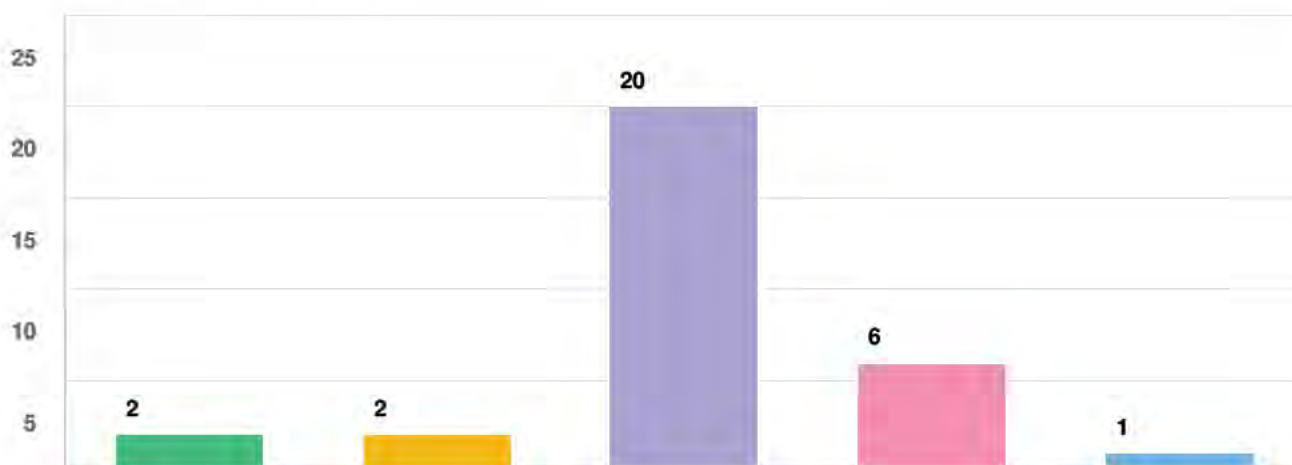
Please select the swimming pool that you are basing your responses on.

Answered : Dysart-Swimming-Pool



SURVEY QUESTIONS

Q1 What is your age group?



Question options

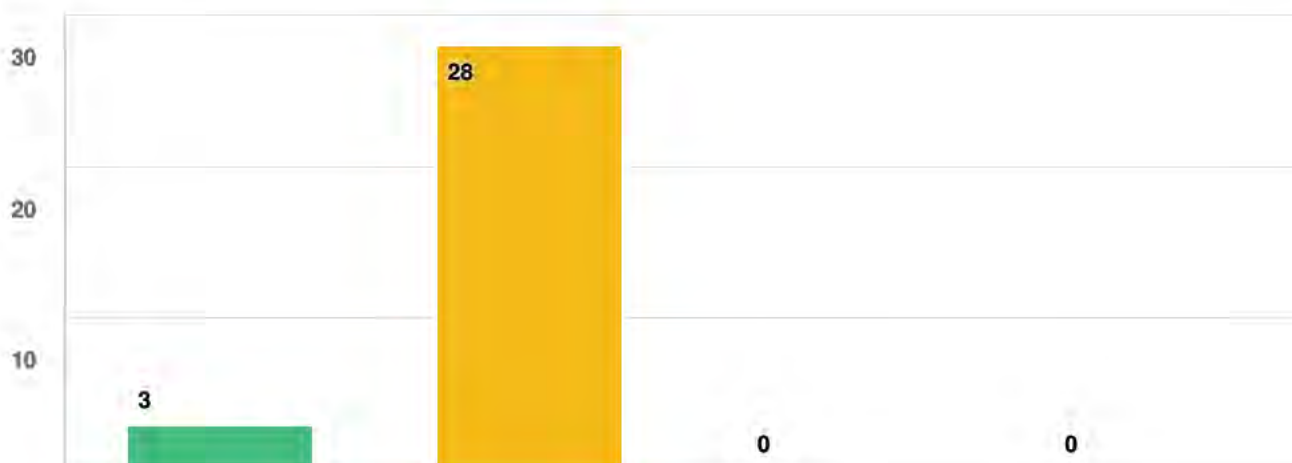
● 16 years and under
 ● 17-25 years
 ● 26-44 years
 ● 45-64 years
 ● 65 years and over

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q2 What is your gender?



Question options

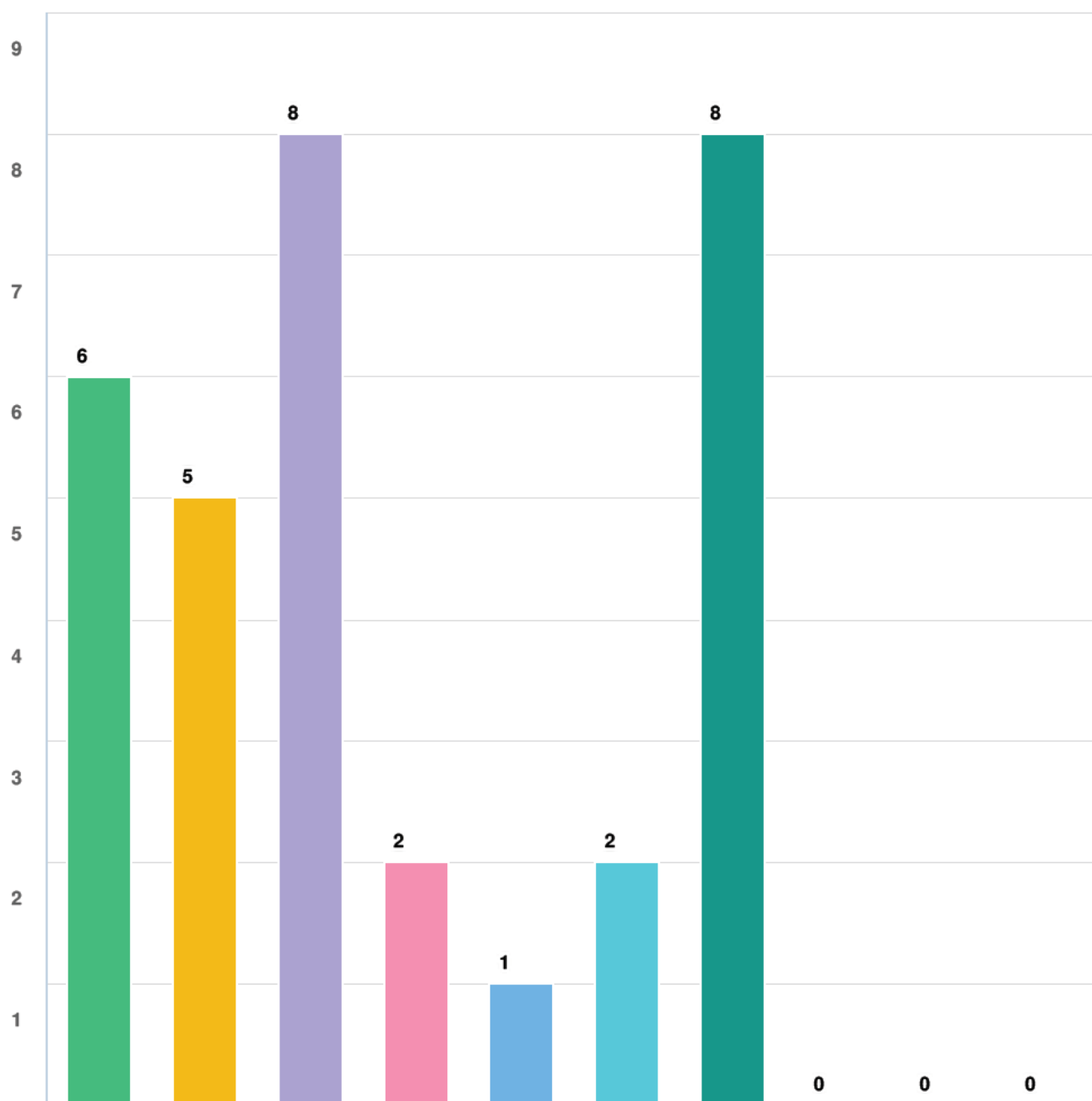
● Male
 ● Female
 ● Prefer not to say
 ● Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q3 Please select the option that best describes your household (Please select only one)



Question options

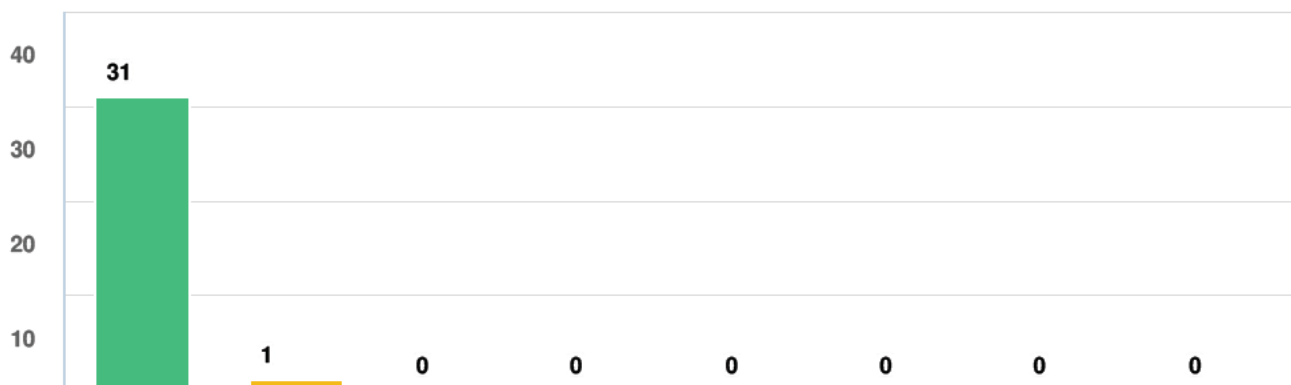
- Couple with dependent children aged 0-5
 ● Couple with dependent children aged 6-12
- Couple with dependent children in both age groups
 ● Couple with no children
- Single parent with dependent children in both age groups
 ● Single person living alone
 ● Other (please specify)
- Single parent with dependent children aged 0-5
 ● Single parent with dependent children aged 6-12
- Single person living with other adults

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q4 Please select the swimming pool that you are basing your responses on.



Question options

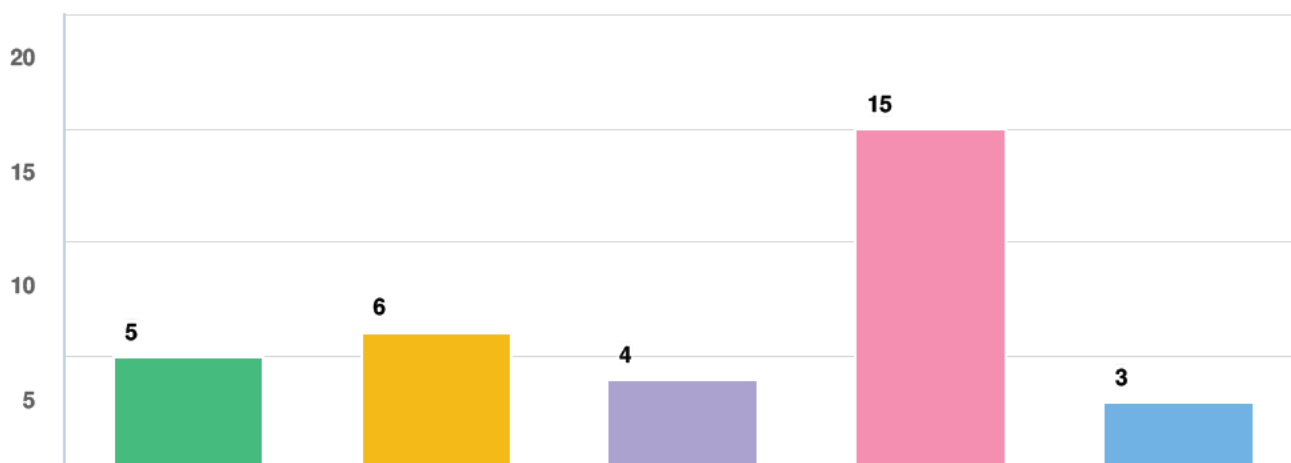
- Dysart Swimming Pool
- Moranbah
- Greg Cruickshank Aquatic Centre
- Cerrimon Swimming Centre
- Faggy Rock Swimming Pool
- Gendern Swimming Pool
- Middleton Swimming Pool
- Nebo Swimming Pool
- St Lawrence Swimming Pool

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q5 How often do you visit the swimming pool?



Question options

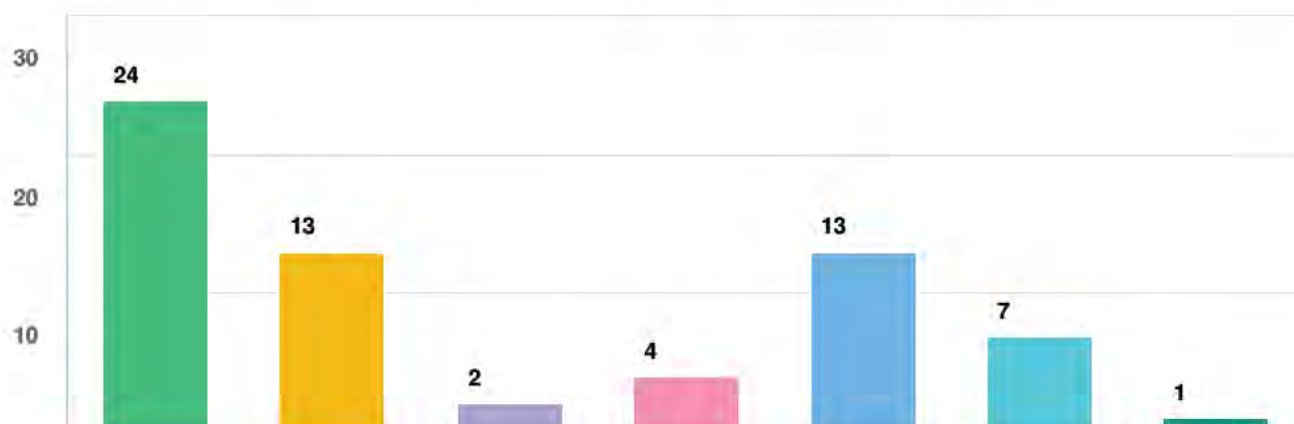
- Infrequently
- Once or twice per month
- Once per week
- Two or more visits per week
- Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

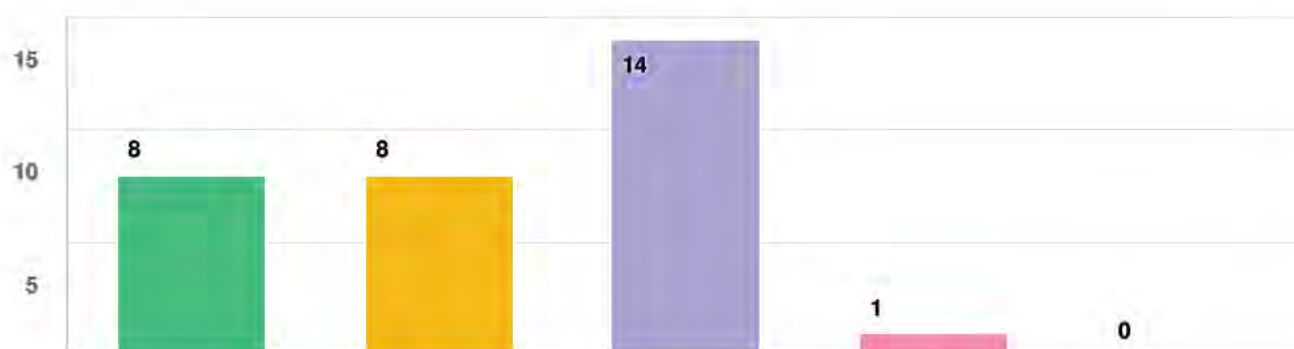
- Recreation
- Exercise
- Swimming Club
- Sporting Events
- Learn to swim lessons
- Special Occasions (eg birthday, carnival, learn to swim)
- Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

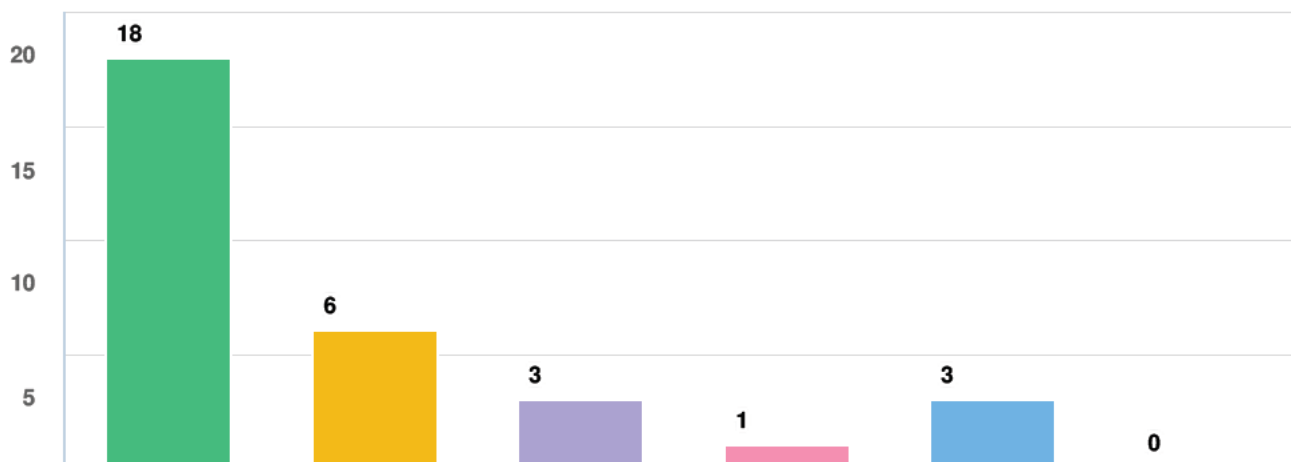
- Physical health and fitness
- Social networking
- Leveab y
- Other (please specify)
- Cu ura her age

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q8 What best describes your experience at the swimming pool?



Question options

● Very satisfied
 ● Satisfied
 ● Neutral
 ● Dissatisfied
 ● Very Dissatisfied
 ● Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q9 Please explain your above selection

Anonymous

4/16/2021 09:18 AM

I love both dysart and moranbah pools. Dysart I love the music and checked vbes of the staff. Moranbah are so amazing they we come you and have a good o e chat.

Anonymous

4/16/2021 01:29 PM

The pools always clean and tidy. The training is a high standard and the staff are welcoming.

Anonymous

4/16/2021 03:03 PM

Dysart pool great and ladies are great and my kids love swimming lessons with me

Anonymous

4/16/2021 03:08 PM

The coolest pool in Isaac

Anonymous

4/16/2021 04:28 PM

The pools extraordinary !!! Such a welcoming, positive, clean and inspiring facility to visit - Love M e and her staff - such a feeling of community amongst the regular swimmers and families.

Anonymous

4/16/2021 04:41 PM

I am very happy with the Dysart swimming pool as everything is kept very neat and tidy and maintained. It is a very safe environment for families to come and relax without disturbances.

Anonymous

4/16/2021 04:55 PM

I enjoy being at the pool thanks to the clean facilities and friendly staff.

Anonymous

4/16/2021 05:23 PM

We are so lucky to have a clean well looked after pool at Dysart with friendly but firm supervised people who care about the pool & patrons

Anonymous

4/16/2021 05:41 PM

Love the kids swimming lessons

Anonymous

4/16/2021 08:35 PM

Excellent cleanliness. Friendly staff dedicated to making the experience a friendly yet safe one

Anonymous 4/16/2021 09:25 PM	Amazing customer service along with very well maintained pools and gardens.
Anonymous 4/17/2021 08:38 AM	The staff do their best to maintain the facilities with the limits of dealing with council
Anonymous 4/17/2021 09:31 AM	The little pools great for the little kids and the larger pool provides great opportunity for learn to swim lessons however we would visit more if the pool was heated!
Anonymous 4/17/2021 09:37 AM	Pools outdated and needs to be another pool which is heated.
Anonymous 4/17/2021 11:38 AM	Staff are lovely, grounds are well maintained
Anonymous 4/17/2021 01:37 PM	It's always clean and the staff welcoming
Anonymous 4/17/2021 02:55 PM	Great manager and workers. A friendly. Would love to see swimming club and club nights back up and running.
Anonymous 4/17/2021 05:59 PM	The pools nicely presented and staff are super friendly and very inviting my family love it
Anonymous 4/17/2021 07:52 PM	Facilities are always kept nice & clean and kept well maintained
Anonymous 4/17/2021 09:34 PM	I would love to see a little water park for the younger kids and primary aged children. Where they can run around and have fun!
Anonymous 4/18/2021 07:26 AM	The staff are amazing
Anonymous 4/18/2021 08:23 AM	The traditions and the other events held at the pool
Anonymous 4/18/2021 01:01 PM	Dysart pool could be better, if it had a water play area for the ones like other pools in the Isaac region have.

Anonymous

4/18/2021 08:13 PM

A ways we comed w th a happy face.

Anonymous

4/19/2021 09:21 AM

M e understands the needs of our commun ty and creates opportun ties to support a v brant commun ty. She ma nta ns a profess ona standard and team at a t mes. The fee upon enter ng the poo s nc us ve and we com ng. Everyth ng has been so we ma nta ned s nce she returned. I have been unhappy n the nf uence/standard of prev ous managers when t comes to work ng w th my k ds n sw mm ng essons etc. M e prov des a safe and stab e env ronment a ways.

Anonymous

4/19/2021 10:55 AM

W th the str ct ru es now n p ace k ds ab ty to have fun has been d m n shed. My k ds don t enjoy go ng to the poo anymore because they are not a owed to "p ay" or even use the d v ng b ocks anymore. Tread ng water for a ch d becomes very bor ng very qu ck y. The ack of fac tes at th s poo contr butes to th s by not prov d ng a safe space where k ds can p ay free y, Dysart poo s more su ted to ap sw mmers now w th new str cter ru es and my k ds wou d rather go to Moranbah or Emera d poo s where they can p ay more free y.

Anonymous

4/20/2021 10:40 AM

I have a ways fe t we comed, and my exerc se goa s were supported by M e and her team

Anonymous

4/22/2021 02:49 PM

I be eve the poo cou d be fantast c w th more bbq areas p ay equ pment for the ch dren ! Br ng the poo back to fe w th more fam y fr end y tra ts ! At the present t s very bas c and not fam y fr end y !

Anonymous

5/01/2021 05:01 PM

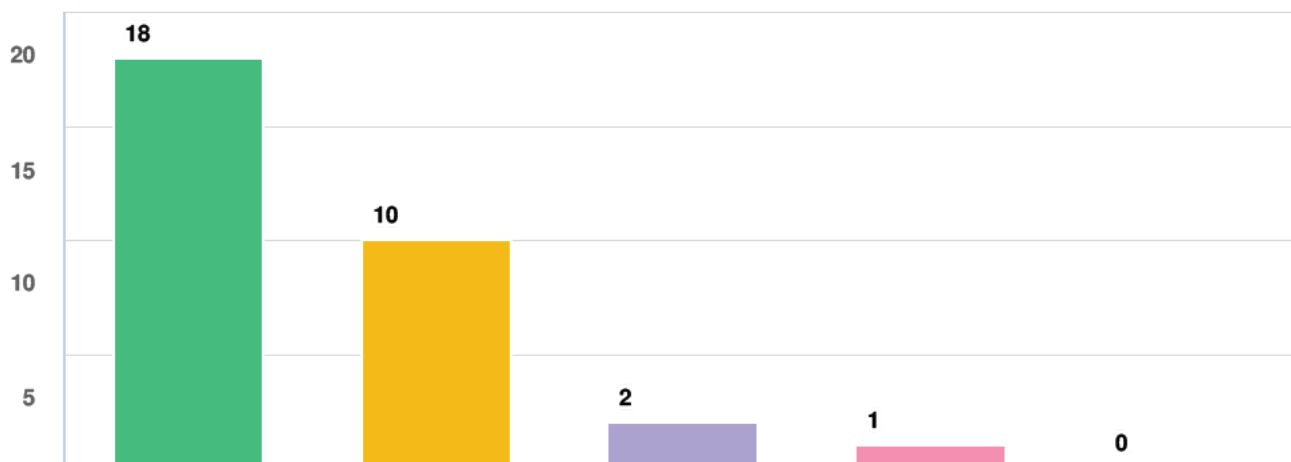
Staff are fantast c and the poo and grounds are a ways keep c ean and great

Optional question (29 response(s), 2 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart-Swimming-Pool

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Other (please specify)
 ● Unacceptable

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q11 Please explain your above selection

Anonymous

4/16/2021 09:18 AM

Clean and tidy amenities and maint
condition

Anonymous

4/16/2021 01:29 PM

It's great with new shade sails. The
toilets are always clean. The council
have replaced the concrete paths
which looks great.

Anonymous

4/16/2021 03:03 PM

Very neat and tidy

Anonymous

4/16/2021 04:28 PM

So clean and the grounds always are
immaculate. Love our green and
tropical oasis !!!

Anonymous

4/16/2021 04:41 PM

The Dysart swimming pools kept
immaculate by Moe and her
amazing staff. The water is always
crystal clear with lawns kept very
green and tidy.

Anonymous 4/16/2021 04:55 PM	The condition of the swimming pool is excellent, it's constantly clean.
Anonymous 4/16/2021 05:23 PM	A pleasure to visit - awns and surrounding areas and pool clean and best
Anonymous 4/16/2021 05:41 PM	Grounds very well kept
Anonymous 4/16/2021 08:35 PM	The pools run with cleanliness and safety clearly at the forefront however the pool manager can only do so much with what they have. The canteen needs upgrading. The shade sails were a welcome addition. The bbq is always clean and a great addition
Anonymous 4/16/2021 09:25 PM	Maintenance ensures that all of the facilities and gardens are exceptionally clean and well maintained.
Anonymous 4/17/2021 08:38 AM	Maintenance is not completed in a timely manner from council - shower heads currently broken and council has not fixed it. We personally came down to spray some wasps because council does not do this in a timely manner. The kids pool could be cleaner. Why is the pool not heated? It's cold all season
Anonymous 4/17/2021 09:31 AM	Always clean and tidy
Anonymous 4/17/2021 09:37 AM	The pool endings are ageing. The surface of the pools deteriorating
Anonymous 4/17/2021 11:38 AM	We looked after
Anonymous 4/17/2021 01:37 PM	The pools are always perfect
Anonymous 4/17/2021 02:55 PM	Toilet and change rooms nicely upgraded. Would love to see it heated so we can have year round

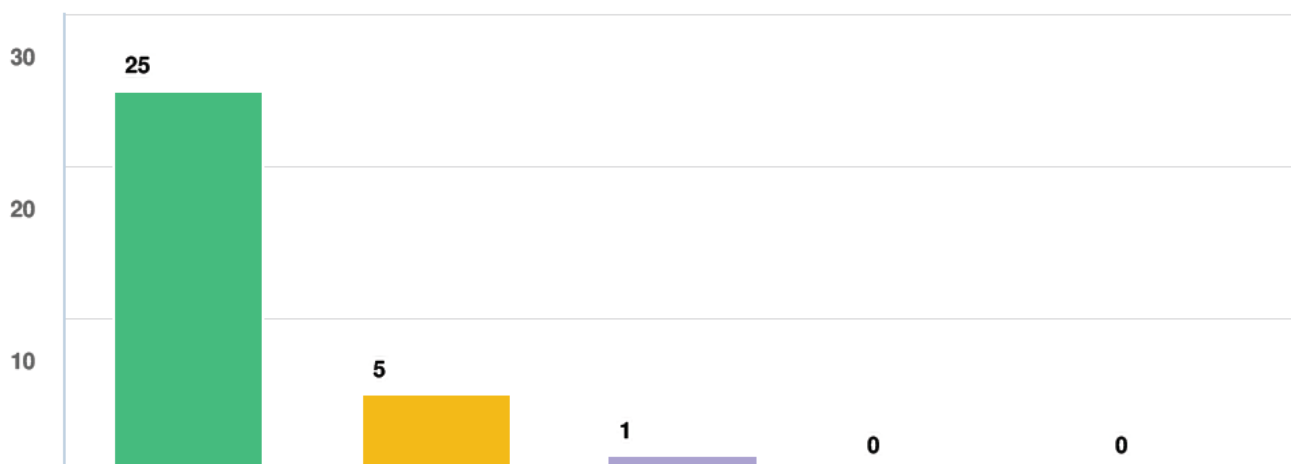
	access for our youth and a water park for our tte ones.
Anonymous 4/17/2021 05:59 PM	A ways c ean
Anonymous 4/17/2021 09:34 PM	The amen t es are fabu ous, we ooked after. It s a great poo .
Anonymous 4/18/2021 07:26 AM	W th what dysart has the staff keep very we ma nta ned
Anonymous 4/18/2021 08:23 AM	M e and the team prov de a wonderfu we ma nta ned fac ty . There s never a b ade of grass out of p ace and her serv ce to our sma commun ty s a cred t to our reg on. The standard the poo s ma nta ned and managed s the p nnac e of Dysart.
Anonymous 4/18/2021 01:01 PM	Poo s and grounds ma ntenance s exce ent
Anonymous 4/18/2021 08:13 PM	The poo has just had major works comp eted over the ast few years w th new to ets shades bbq etc.
Anonymous 4/19/2021 09:21 AM	The da y/week y ma ntenance carr ed out by the manager s exemp ary. I acknow edge t wou d be good to see more work done on the fac ty though.
Anonymous 4/19/2021 10:55 AM	It s a ways c ean and t dy w th no hazards. Ma ntenance s exce ent.
Anonymous 4/20/2021 10:40 AM	A ways c ean and cared for... espec a y awns, poo , and to ets and change rooms
Anonymous 4/22/2021 02:49 PM	It s a ways ma nta ned
Anonymous 5/01/2021 05:01 PM	The staff at the poo keep poo c ean and grounds neat and t dy but the o d fema e to ets that were nc uded n new canteen upgrade st s tt ng do

Optional question (27 response(s), 4 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart-Swimming-Pool

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q13 Please explain your above selection

Anonymous

4/16/2021 09:18 AM

The pools and pathways are a ways clean

Anonymous

4/16/2021 01:29 PM

As mentioned above in a comments. It's a ways clean and tidy.

Anonymous

4/16/2021 03:03 PM

A way looks clean and mowed

Anonymous

4/16/2021 04:28 PM

The pool and facilities are a ways immaculate! Staff are a ways cleaning and maintaining everything.

Anonymous

4/16/2021 04:41 PM

The water's a ways kept very clean and clear. This improves the experience when swimming.

Anonymous

4/16/2021 04:55 PM

The condition of the swimming pools is excellent, it's constantly clean.

Anonymous 4/16/2021 05:23 PM	As previous y stated
Anonymous 4/16/2021 05:41 PM	A ways c ean
Anonymous 4/16/2021 08:35 PM	A ways c ean and sme s c ean and fresh. Water a ways crysta c ear. Grounds perfect y man cured
Anonymous 4/17/2021 08:38 AM	The concrete around the baby poo s d s ntegrat ng and puts sand n the poo . Th s s not a staff ssue but a counc ssue.
Anonymous 4/17/2021 09:31 AM	A ways c ean and t dy
Anonymous 4/17/2021 09:37 AM	C ean
Anonymous 4/17/2021 11:38 AM	Na
Anonymous 4/17/2021 01:37 PM	ts perfect
Anonymous 4/17/2021 02:55 PM	A ways c ean and t dy. Poo a ways c ean and c ear.
Anonymous 4/17/2021 05:59 PM	Very c ean
Anonymous 4/17/2021 09:34 PM	The poo , to ets and change area s a ways c ean.
Anonymous 4/18/2021 07:26 AM	It s a ways very t dy and awns are a ways except ona
Anonymous 4/18/2021 08:23 AM	As previous y stated
Anonymous 4/18/2021 01:01 PM	They're kept c ean at a t mes mak ng t a wonderfu p ace to take k ds

Anonymous

4/18/2021 08:13 PM

The pool is always kept tidy mowed
and hosed down regularly and a
rubbish picked up.

Anonymous

4/19/2021 09:21 AM

Everything is always well maintained
and clean

Anonymous

4/19/2021 10:55 AM

Always immaculate

Anonymous

4/20/2021 10:40 AM

Always clean and tidy

Anonymous

4/22/2021 02:49 PM

There clean

Anonymous

5/01/2021 05:01 PM

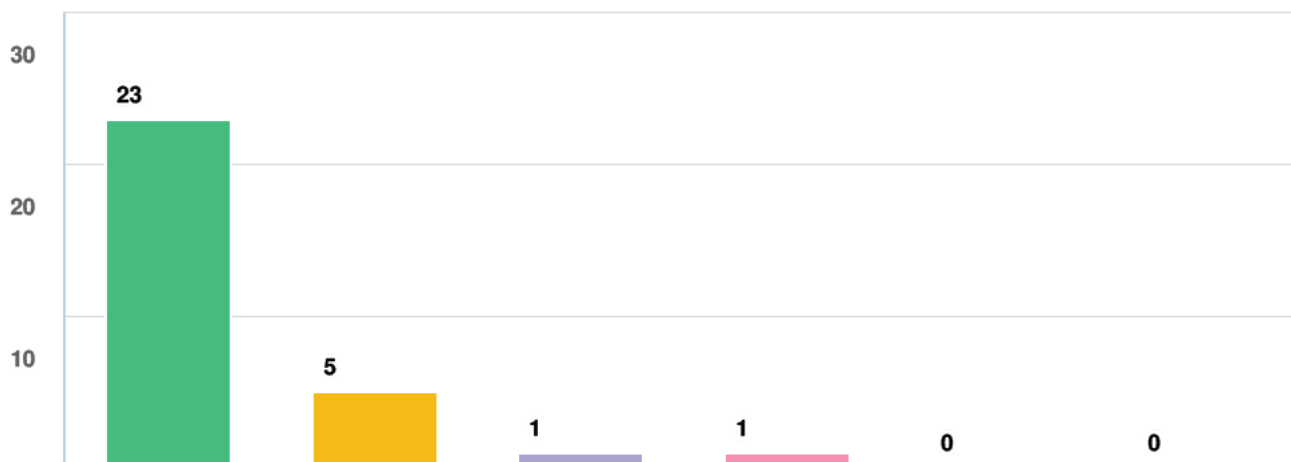
A way 100% clean and tidy

Optional question (26 response(s), 5 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart-Swimming-Pool

Q14 What best describes the level of customer service that you received at the pool?



Question options

● Very satisfied
 ● Satisfied
 ● Neutral
 ● Dissatisfied
 ● Very dissatisfied
 ● Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q15 Please explain your above selection

Anonymous

4/16/2021 09:18 AM

I love the pools and wish you didn't close over winter. You could really push the iceberg swimming sessions

Anonymous

4/16/2021 01:29 PM

Staff are always friendly and inviting.

Anonymous

4/16/2021 03:03 PM

Manager and staff are great and always happy to help.

Anonymous

4/16/2021 04:28 PM

So friendly and welcoming and always so professional.

Anonymous

4/16/2021 04:41 PM

I am very satisfied with Manager and her staff as they are always willing to help and are very friendly.

Anonymous

4/16/2021 04:55 PM

The staff are always happy and friendly. And easily approachable.

Anonymous 4/16/2021 05:23 PM	Again as previously mentioned
Anonymous 4/16/2021 05:41 PM	Me s the best!!!!
Anonymous 4/16/2021 08:35 PM	Friendly staff. Safety s clearly adhered to
Anonymous 4/17/2021 08:38 AM	The staff are fantastic and so passionate about the r pool. Council needs to do more to support the Dysart pool - complete maintenance in a timely manner and HEAT THE POOL. All other pools in the area have wonderful pay areas and are heated, Dysart s not heated and has no pay facilities.
Anonymous 4/17/2021 09:31 AM	Aways lovely experience
Anonymous 4/17/2021 09:37 AM	Friendly staff
Anonymous 4/17/2021 11:38 AM	Staff are great
Anonymous 4/17/2021 01:37 PM	the women are wonderful and friendly
Anonymous 4/17/2021 02:55 PM	Friendly customer service.
Anonymous 4/17/2021 05:59 PM	Staff are amazing
Anonymous 4/17/2021 09:34 PM	The pools run by an amazing manager who takes the time to get to know the community and who looks out for everyone s wellbeing and makes them feel welcome and comfortable.
Anonymous 4/18/2021 07:26 AM	Staff are friendly and kind

Anonymous

4/18/2021 08:23 AM

Very welcoming

Anonymous

4/18/2021 01:01 PM

The staff at Dysart pool are friendly and make you feel welcome

Anonymous

4/18/2021 08:13 PM

Mae and her staff are always very helpful

Anonymous

4/19/2021 10:55 AM

Staff are very community oriented and friendly.

Anonymous

4/20/2021 10:40 AM

Mae and her team are incredibly welcoming, helpful and supportive.

Anonymous

4/22/2021 02:49 PM

Very unfriendly short and not welcoming

Anonymous

5/01/2021 05:01 PM

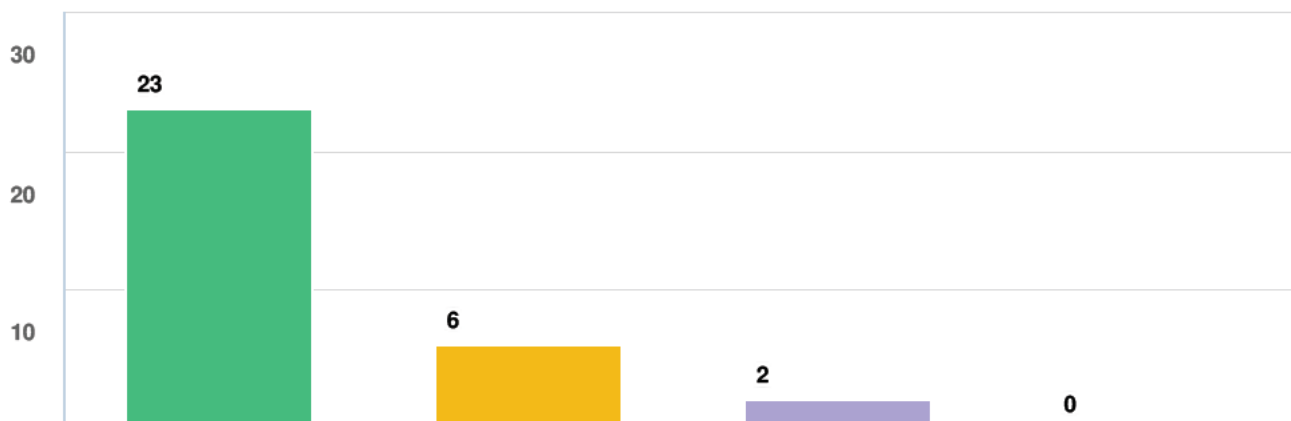
Staff are always friendly and happy to greet customers and are always happy to help

Optional question (25 response(s), 6 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart-Swimming-Pool

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- Satisfactory meets the requirements of a user group
- Neutral
- Unsatisfactory fails to meet requirements of a user group
- Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q17 Please explain your above selection

Anonymous

4/16/2021 09:18 AM

I wish the pools opened over winter. I lived in Tasmania and even in winter they stay open. That's even the pools not heated. Please keep open I hate going months without a swim

Anonymous

4/16/2021 01:29 PM

The pool hours are open when you would expect it to be

Anonymous

4/16/2021 03:03 PM

Works for me

Anonymous

4/16/2021 04:28 PM

Aways so grateful that the pools open for such long hours. Any closures are a ways clearly not fed.

Anonymous

4/16/2021 04:41 PM

The hours that the pool opens can be accessed by a very wide variety of people allowing them to enjoy the pool.

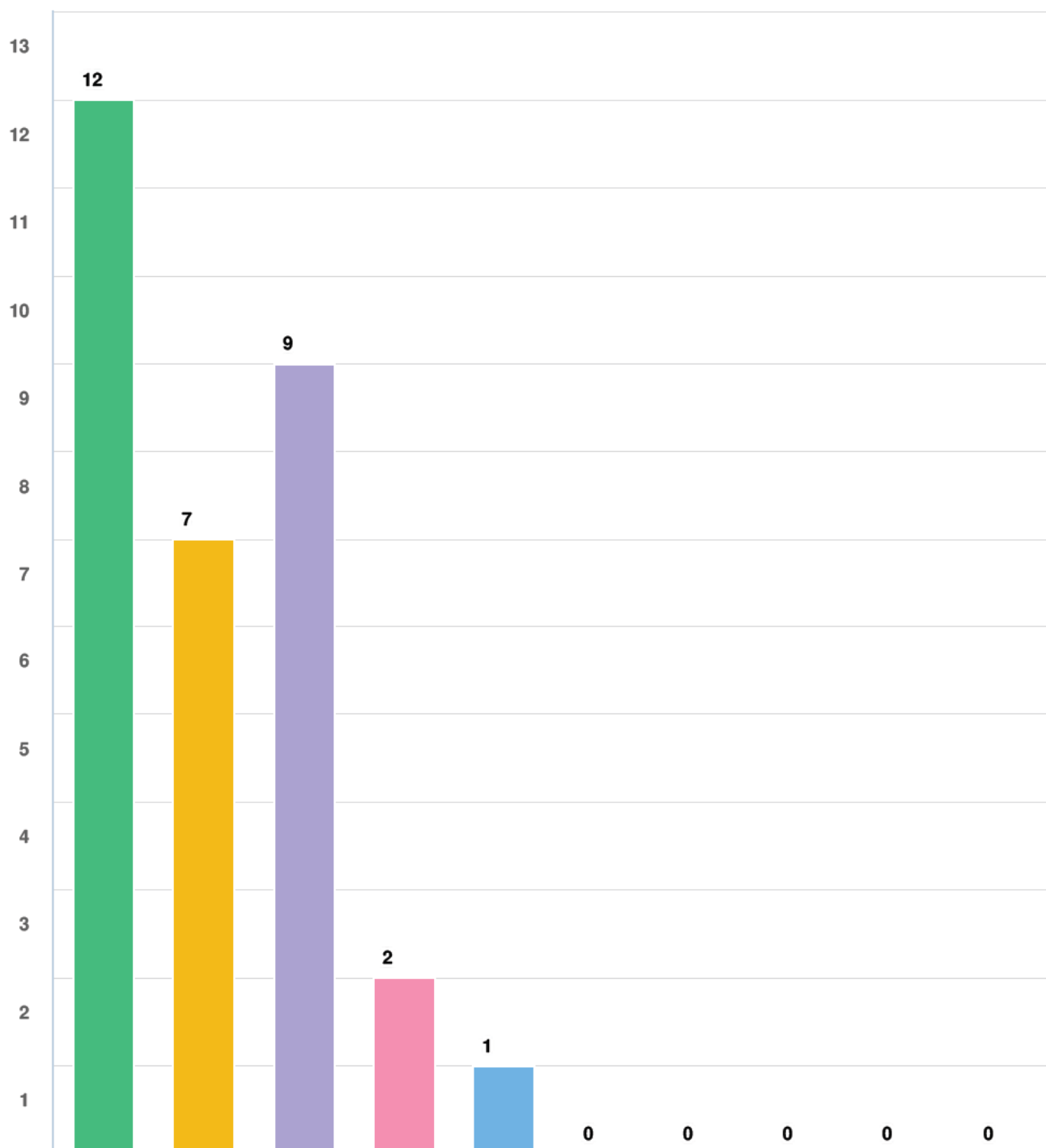
Anonymous 4/16/2021 04:55 PM	The poo opens ear y for peop e want ng to use the poo for f tness but s a so open after schoo hours for fam es.
Anonymous 4/16/2021 05:23 PM	Most operat ng t mes are reasonab e
Anonymous 4/16/2021 05:41 PM	Very f ex b e w th t mes that we v s t
Anonymous 4/16/2021 08:35 PM	Su ts me. C os ng at unch s a great dea
Anonymous 4/17/2021 08:38 AM	T mes seem acceptab e to me
Anonymous 4/17/2021 09:37 AM	Never know when t's open
Anonymous 4/17/2021 11:38 AM	Hours are good
Anonymous 4/17/2021 01:37 PM	the hours are great
Anonymous 4/17/2021 02:55 PM	Wou d ke to see extended hours of a n ght t me.
Anonymous 4/18/2021 07:26 AM	It wou d be good to see the poo stay open onger throughout the year
Anonymous 4/18/2021 01:01 PM	Cou d be open a day hrs
Anonymous 4/19/2021 10:55 AM	Su ts us
Anonymous 4/20/2021 10:40 AM	Hours have su ted my needs for sw mm ng aps
Anonymous 5/01/2021 05:01 PM	A way open when I need t but cou d c ose n the m dd e of the day when no one uses t

Optional question (19 response(s), 12 sk pped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart-Swimming-Pool

Q18 What is your highest priority when you and/or your family have visited the swimming pool?



Question options

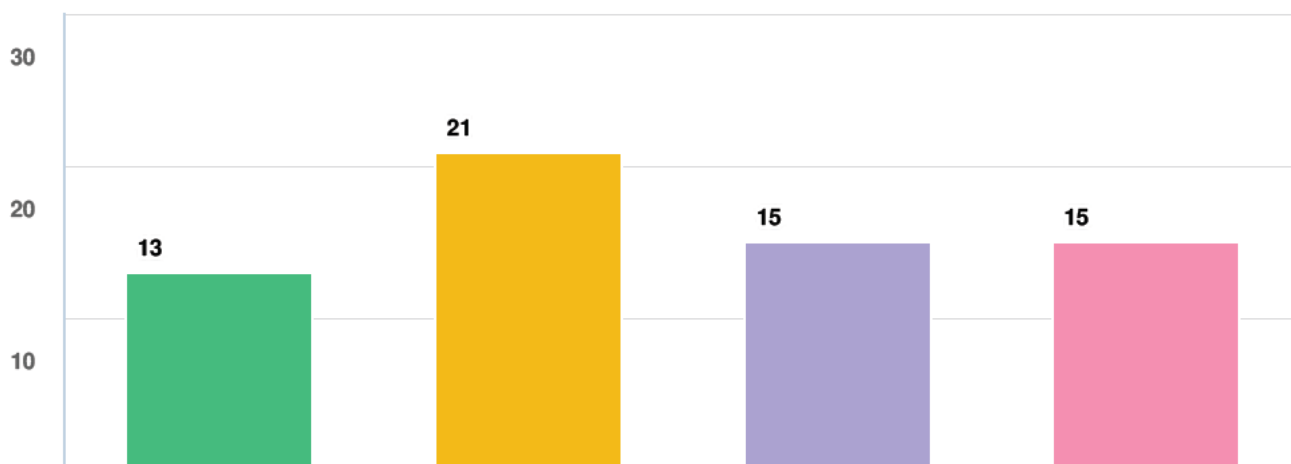
- ☐ Safety
 ☐ Cleanliness
 ☐ Suitability for small children
 ☐ Activities
 ☐ Other (please specify)
 ☐ Reability
☐ Amenities
 ☐ Space
 ☐ Shade
 ☐ Supervision

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequa...



Question options

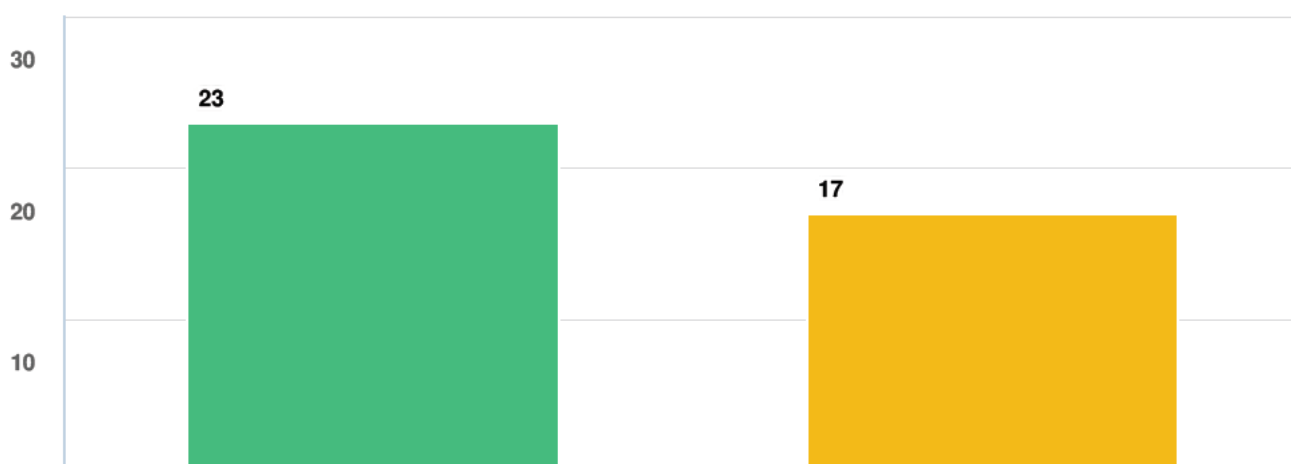
☒ 0 - 5 years
 ☒ 6 - 12 years
 ☒ 13 - 18 years
 ☒ 18+ years

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

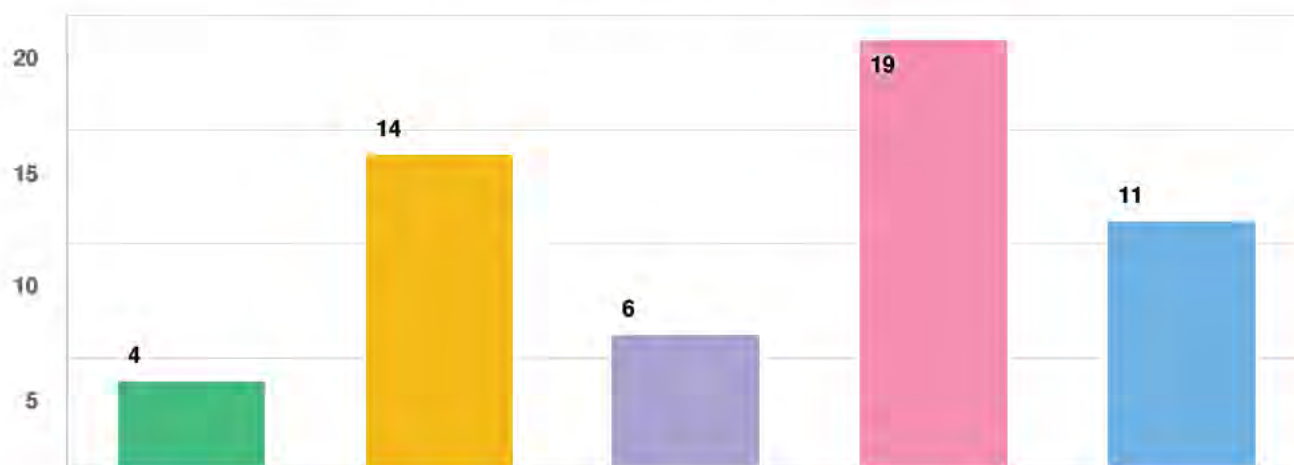
☒ Weekdays
 ☒ Weekends

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

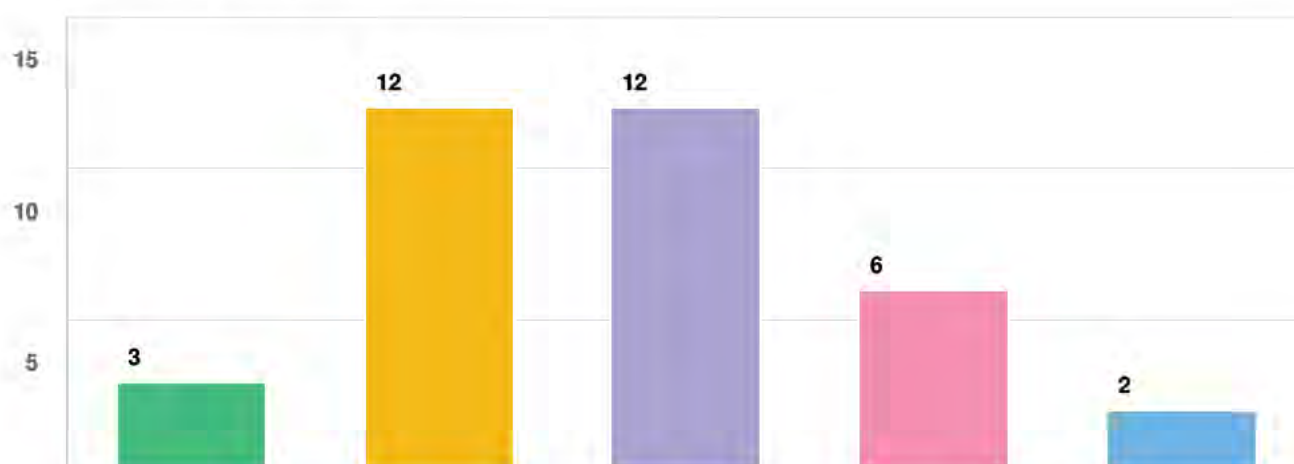
☒ Early morning
 ☒ Mid morning
 ☒ Midday
 ☒ Early afternoon
 ☒ Late afternoon

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

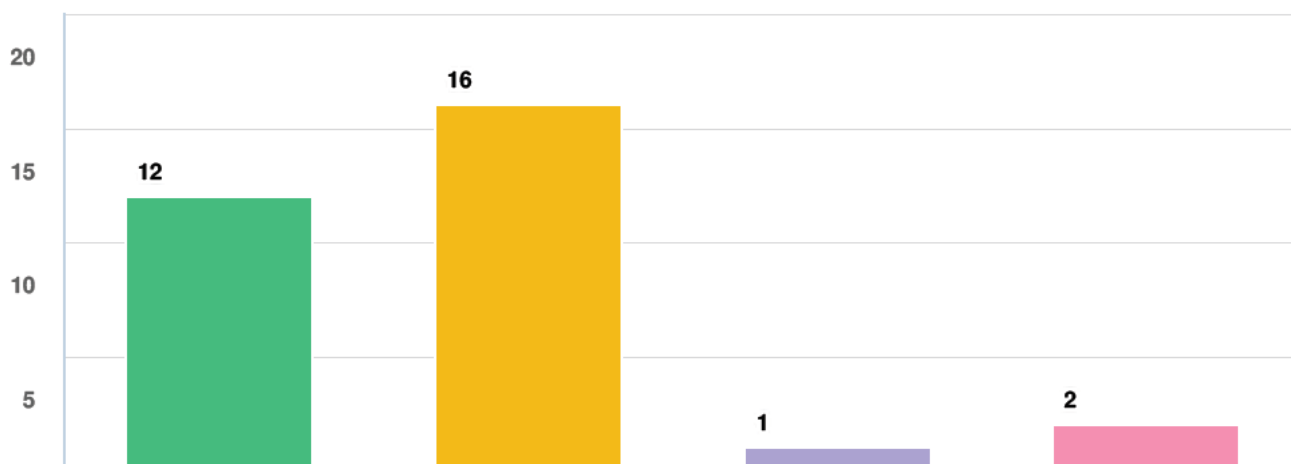
☒ Very low
 ☒ Low
 ☒ Medium
 ☒ High
 ☒ Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

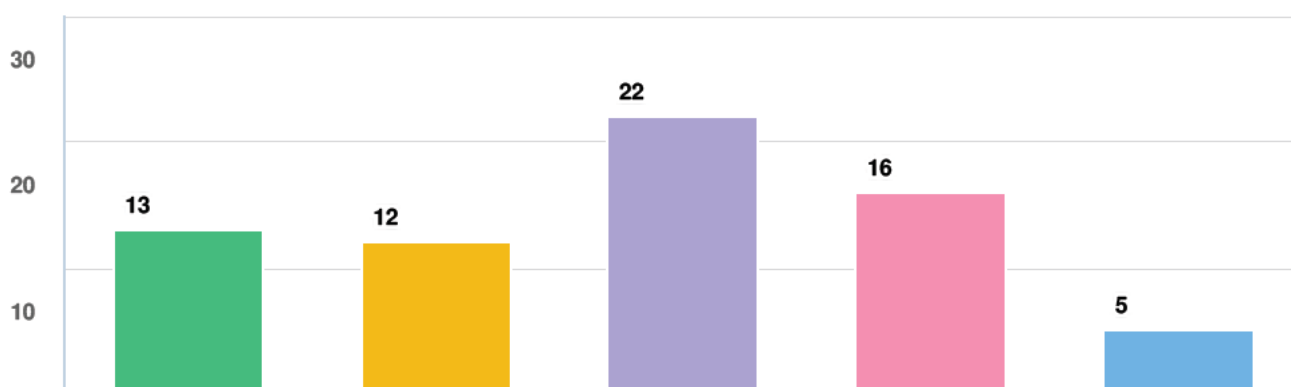
☒ Lower patronage
 ☒ No change
 ☐ Higher patronage
 ☐ Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q24 What would you like to see more of at the swimming pool?



Question options

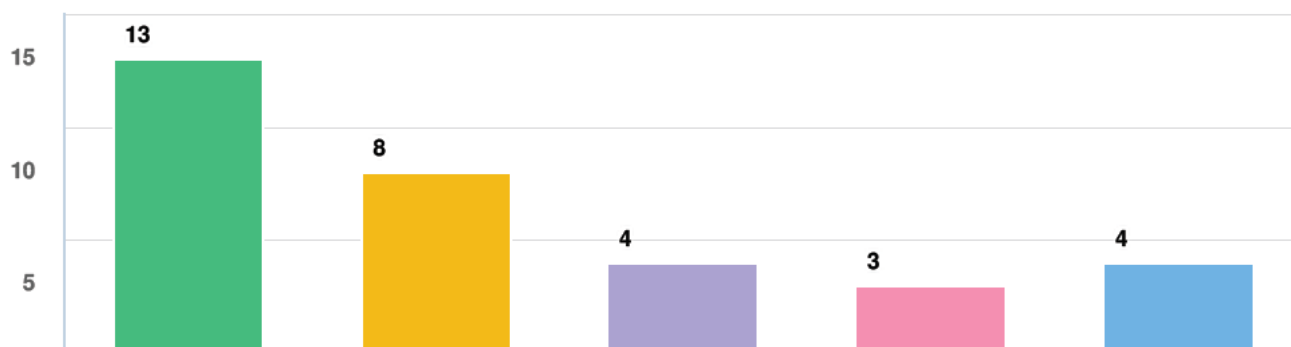
☒ Sports activities e.g. volleyball, water polo
 ☐ Novelty events e.g. treasure hunts, bombing contests
 ☒ Social events e.g. dives, movies, barbecues
 ☐ Specialty events e.g. inflatable pool, playgrounds
 ☐ Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q25 Kiosk facilities are available at some of the swimming pools. If applicable, what is your opinion of the kiosk facilities ...



Question options

- Excellent use the kiosk regularly and meets my requirements
- Good use the kiosk infrequently and generally meets my requirements
- Neutral use the kiosk and have no further comment
- Poor do not use the kiosk as it does not meet my requirements
- Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

☒ Yes ☐ No ☐ Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q27 Please explain your response to the above question

Anonymous

4/16/2021 03:15 AM

Look d be happ er to pay a h gher season rates for the poo to be open year round get compan es to put more sponsorsh p money beh nd the councl

Anonymous

4/16/2021 01:29 PM

\$2.60 s not an expens ve out ng

Anonymous

4/16/2021 03:03 PM

I th nk dysart get not as much on t can see why we can have a sma ap heated poo or sma wet area for sma k ds dysart dont have much

Anonymous

4/16/2021 04:28 PM

The poo s open such ong hours and 7 days a week and s a pos t ve, we com ng exper ence. A ages of peop e are part c pat ng and ts great to see fam es spend ng t me

together and having fun in a safe and very clean facility with incredible staff.

Anonymous

4/16/2021 04:41 PM

It's a good amount of money to pay in order to use the facilities that are catered for.

Anonymous

4/16/2021 04:55 PM

The current pool staff are extremely helpful and provide the community with swimming lessons and a kiosk for food and drinks.

Anonymous

4/16/2021 05:23 PM

I'm not to know the amount charged for the lease etc and should this be a consideration when people's health & physical are better off having and attending a swimming pool - earning to swim saves lives - what other sport does this?

Anonymous

4/16/2021 05:41 PM

X

Anonymous

4/16/2021 08:35 PM

Entry is fair. Kiosk well priced. Hours are good

Anonymous

4/17/2021 08:38 AM

Not a chance. Heat the pool and you will have more families using the pool for a longer time during the season. My 1 year old was sick on our third lesson at the start of the season. We were still putting on clothes on her after a lesson towards the end of November. I know of families who take the kids to Moranbah because they feel it's worth the 50 minute drive there so they don't have to put the kids in the freezing Dysart pool. If the pool was heated, we'd likely go every day, every second day but it's too cold. This means 1. My child doesn't have the opportunity to be more confident in the water and 2. Council is not receiving additional income because the pool is too cold. 3. I would assume most people are like me and we go to the pool, have a quick 30 minute swim and then

leave. Support the leaseholder, look after your residents, receive more income HEAT THE POOL

Anonymous

4/17/2021 09:37 AM

Dysart gets m n ma fund ng

Anonymous

4/17/2021 01:37 PM

I have no clue honest y- But I know the woman who work there love the r job and the pool is an important place we need

Anonymous

4/17/2021 02:55 PM

Pr c ng s reasonab e

Anonymous

4/18/2021 07:26 AM

Yes. I wpu d be happy to pay a higher rate for more facilities. We desperately need more events as it attracts people to the pool and makes money. a so t wou d be good to see a water slide or inflatable park put t

Anonymous

4/18/2021 01:01 PM

We cou d have a water play area

Anonymous

4/19/2021 10:55 AM

Very basic facilities are provided at Dysart, yet prices are not low enough to reflect how little is available.

Anonymous

4/20/2021 10:40 AM

The pool provides a valuable opportunity for many residents to relax, improve skills, exercise, connect socially, or have a coffee, in an affordable and refreshing environment.

Anonymous

4/22/2021 02:49 PM

When going to the pool costs us as a family about \$20 for entry upon that where on y there for an hour max cause the pool is freezing ! Staff aren't accommodating very unsatisfied with the pool and the staff !

Anonymous

5/01/2021 05:01 PM

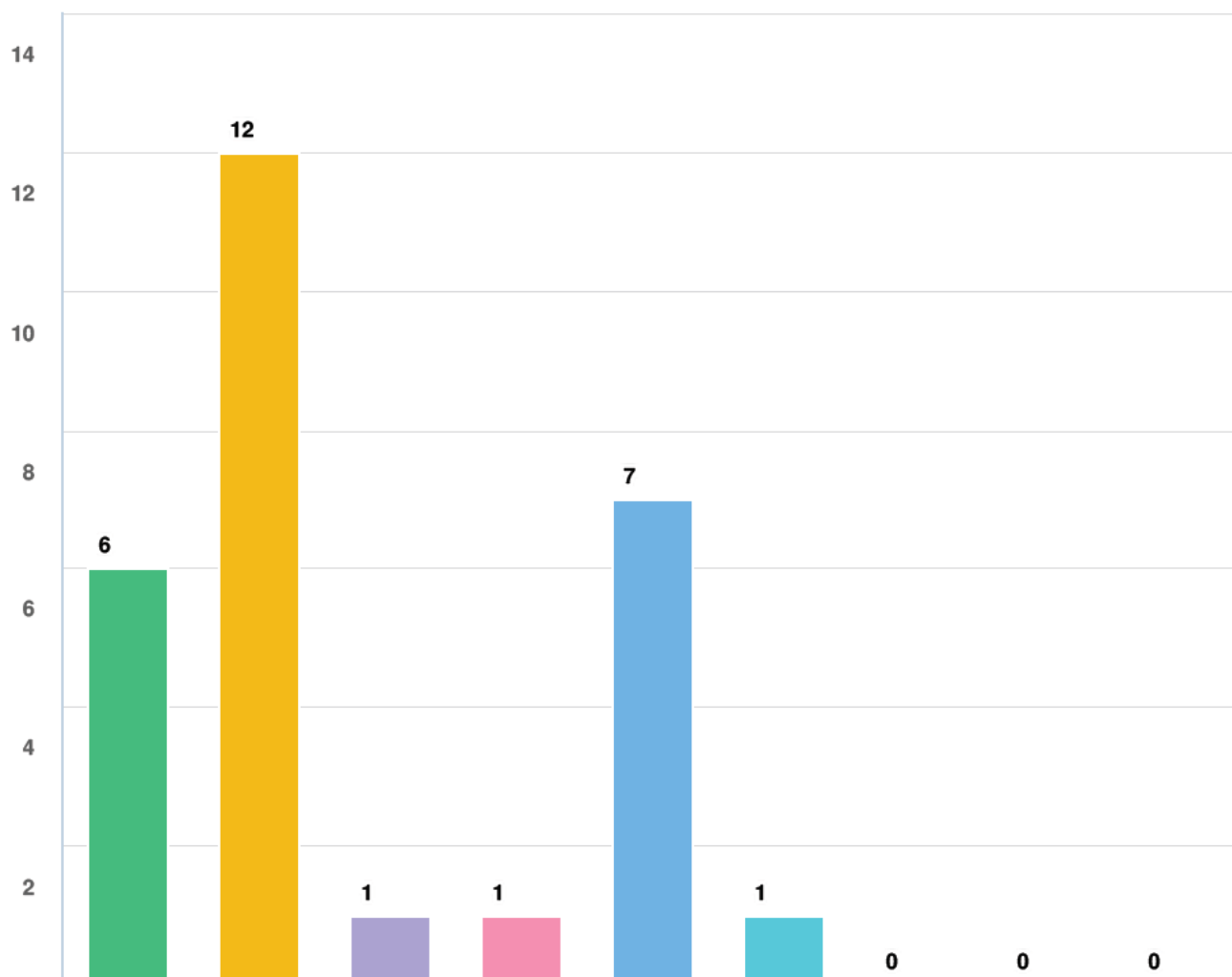
We Moranbah get a lot more than other Isaac pools it's unfair

Optional question (19 response(s), 12 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart-Swimming-Pool

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- A proactive maintenance focus continuing with planned preventive maintenance. High cost encourages sustainability a reduced approach to technology advancement
- A blend of reactive and proactive maintenance maintaining current service and infrastructure offerings. High cost reduces capacity for infrastructure and technology upgrades
- Reducing the pool size provides for a functional pool with reduced operating costs and superior infrastructure and technology. Superior sustainability prospects
- Reducing operating hours requires ongoing maintenance and corresponding operating costs. Reduces operational presence. Medium cost business as usual
- No action required ● Other (please specify)
- A reactive maintenance focus reacting to maintenance requirements as they emerge. High cost low sustainability
- Reducing activities and/or amenities available at the pool reduces maintenance costs and service offering. Medium cost and adds no value to sustainability
- Reducing the length of the pool operating season reduces maintenance and operating costs. Low to medium cost and adds no value to sustainability. Reduced service offering

Optional question (28 response(s), 3 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Dysart Swimming Pool

Q29 Please provide any additional information or comments that you might have.

Anonymous

4/16/2021 09:18 AM

Keep the poo open and balance maintenance costs. Provide companies bigger chances to sponsor and use the poo year round.

Anonymous

4/16/2021 05:41 PM

X

Anonymous

4/17/2021 09:37 AM

I hope Dysart poo gets smaller heated ap poo and edge Gutters upgraded.

Anonymous

4/17/2021 11:38 AM

It would be good if the dysart poo had some more things for young kids like a smaller shower the mushroom shower things

Anonymous

4/17/2021 01:37 PM

I think it would be more of a question how to draw in more people to truly make the place used more- Heating so it's used longer in cooler times- make the place more inviting for the order kids- water park/side activities and so on - Bring in more activities for order people as well

Anonymous

4/18/2021 01:01 PM

Water pay park for the ones

Anonymous

4/19/2021 09:21 AM

I would hate to see any changes in the management of Dysart Swimming Pool, the stability of management is its greatest asset.

Anonymous

4/19/2021 10:55 AM

The poo has the potential to be at the hub of this community but council needs to pay a portion that and not just throw the responsibility on the poo caretaker as one person can not simply provide the entertainment this community needs. More support from council saving the poo facilities could bring so much to this community and it's such a waste to

see t not happen ng.

Anonymous

5/01/2021 05:01 PM

If the poo c osed n the m dd e of the
day when no one was there and
shorten the season as t gets so co d
and no one uses the poo for the ast
3-4 weeks

Optional question (9 response(s), 22 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. Dysart-Sw mm ng-Poo

Q30 What is your name?

Anonymous

4/16/2021 09:18 AM

[REDACTED]

Anonymous

4/16/2021 03:03 PM

[REDACTED]

Anonymous

4/16/2021 03:08 PM

[REDACTED]

Anonymous

4/16/2021 04:28 PM

[REDACTED]

Anonymous

4/16/2021 04:41 PM

[REDACTED]

Anonymous

4/16/2021 04:55 PM

[REDACTED]

Anonymous

4/16/2021 05:23 PM

[REDACTED]

Anonymous

4/16/2021 05:41 PM

[REDACTED]

Anonymous

4/16/2021 08:35 PM

[REDACTED]

Anonymous

4/16/2021 09:25 PM

[REDACTED]

Anonymous

[REDACTED]

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

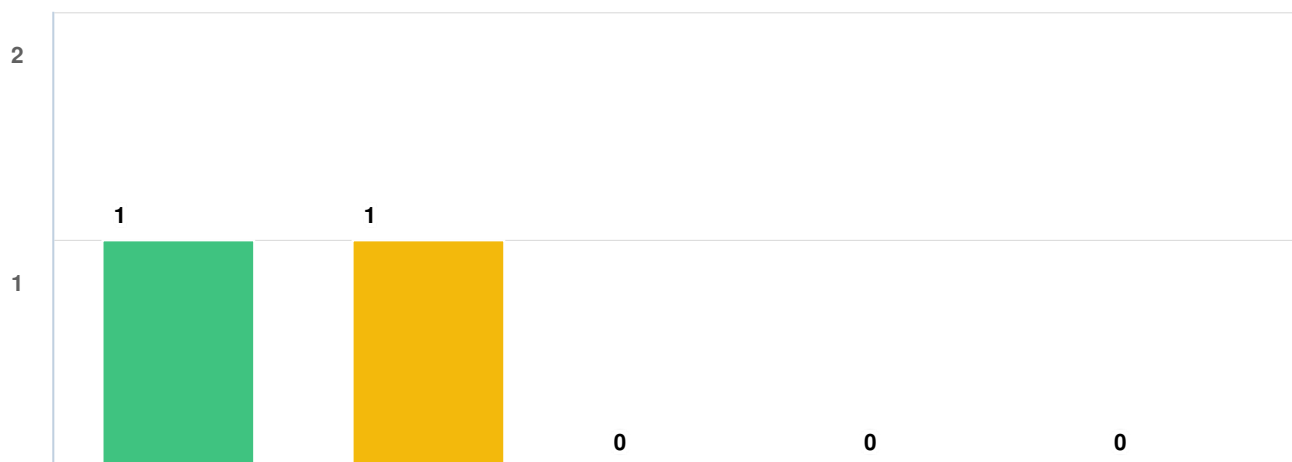
Please select the swimming pool that you are basing your responses on.

Answered : Flaggy-Rock-Swimming-Pool



SURVEY QUESTIONS

Q1 What is your age group?



Question options

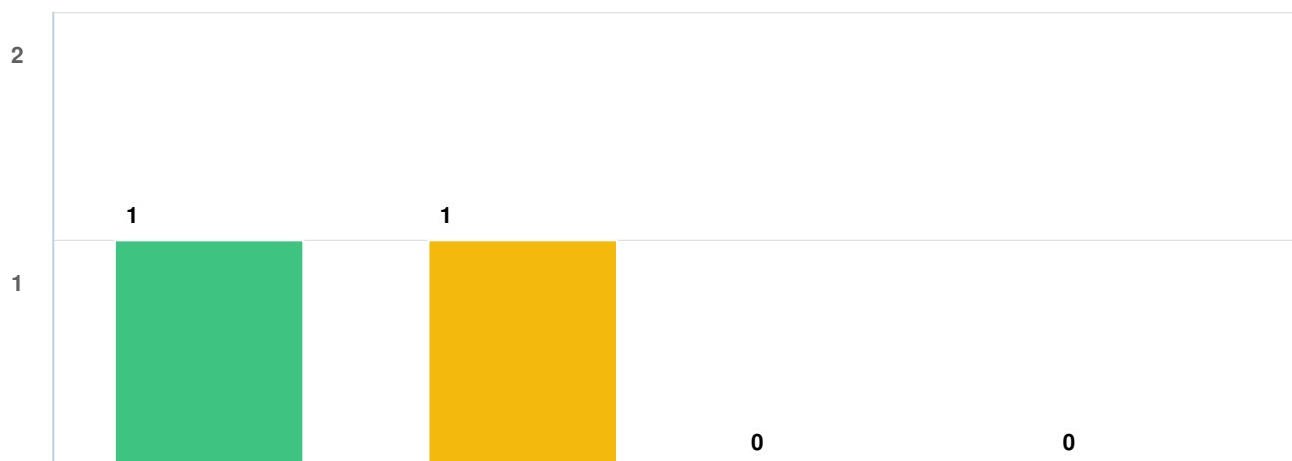
● 45 - 64 years
 ● 65 years and older
 ● 16 years and under
 ● 17 - 25 years
 ● 26 - 44 years

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q2 What is your gender?



Question options

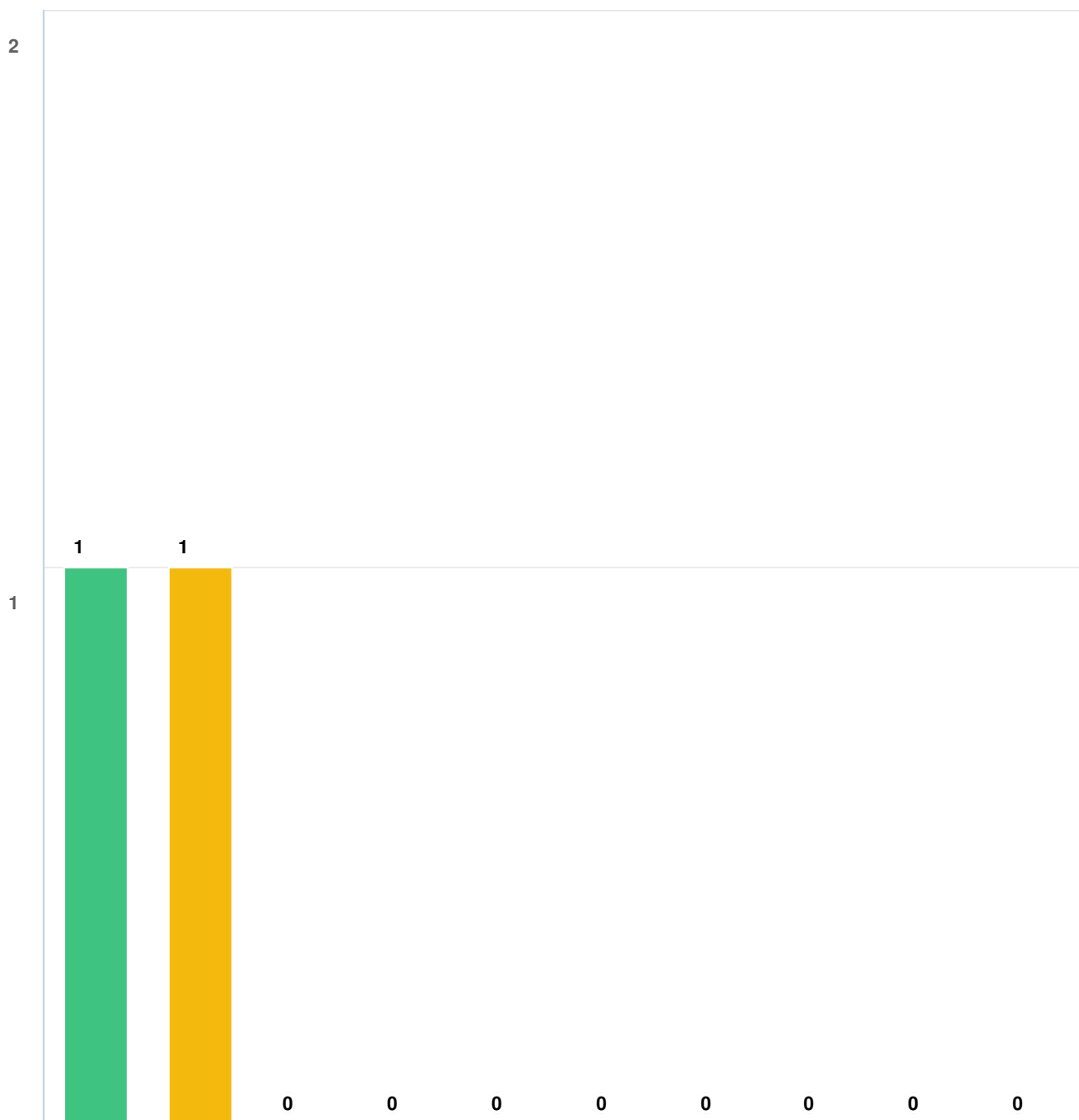
● Male
 ● Female
 ● Prefer not to say
 ● Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q3 Please select the option that best describes your household (Please select only one)



Question options

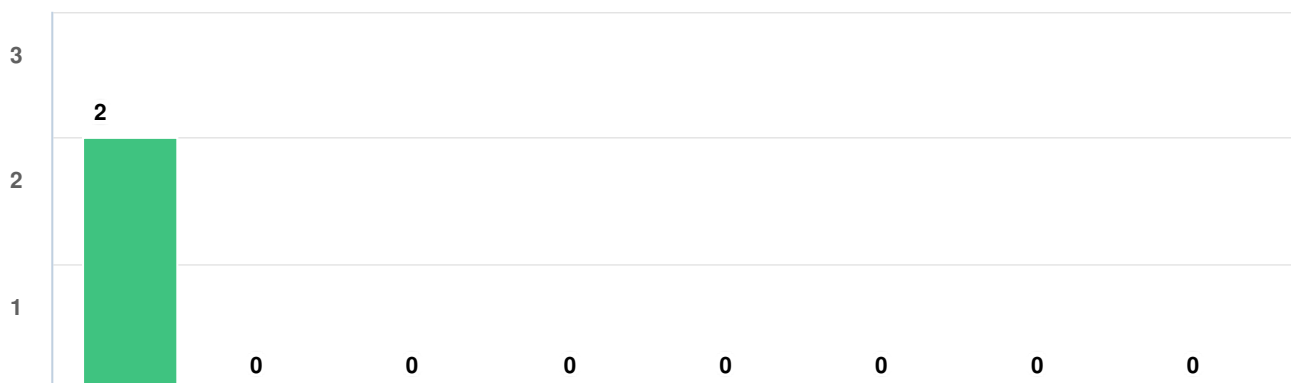
- Couple with dependent children aged 0 - 5
 ● Single person, living alone
 ● Couple with dependent children aged 6 - 12
- Couple with dependent children in both age groups
 ● Couple with no children
- Single parent with dependent children aged 0 - 5
 ● Single parent with dependent children aged 6 - 12
- Single parent with dependent children in both age groups
 ● Single person, living with other adults
 ● Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q4 Please select the swimming pool that you are basing your responses on.



Question options

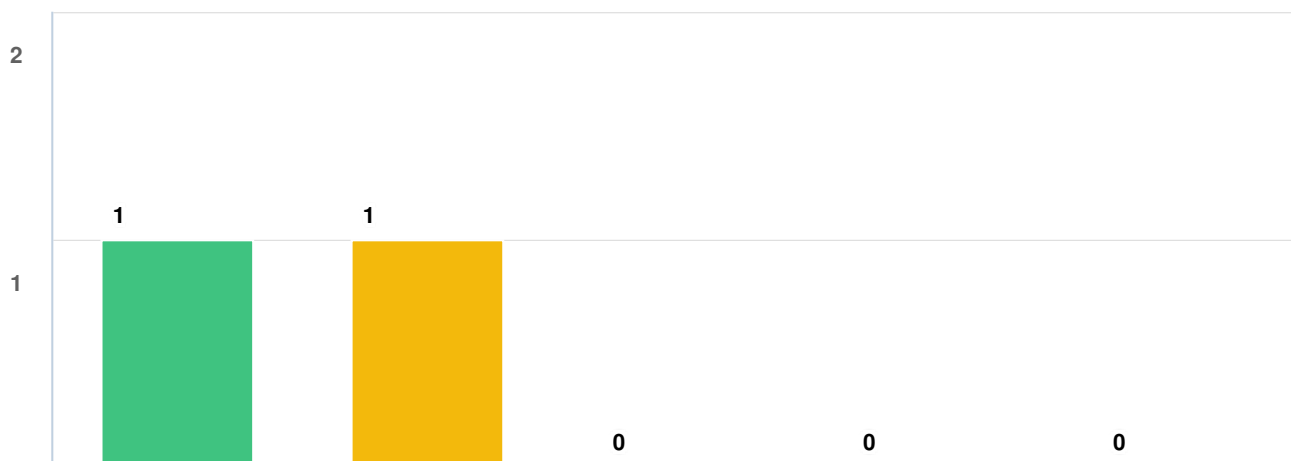
- Flaggy Rock Swimming Pool
 ● Clermont Swimming Centre
 ● Dysart Swimming Pool
 ● Glenden Swimming Pool
- Middlemount Swimming Pool
 ● Moranbah - Greg Cruickshank Aquatic Centre
 ● Nebo Swimming Pool
- St Lawrence Swimming Pool

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q5 How often do you visit the swimming pool?



Question options

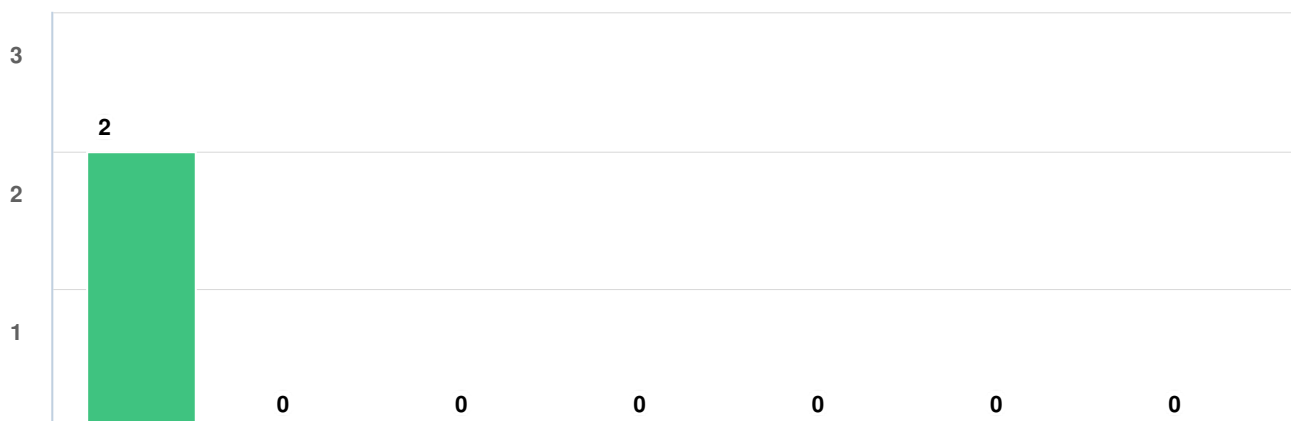
- Infrequently
 ● Once or twice per month
 ● Once per week
 ● Two or more visits per week
 ● Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

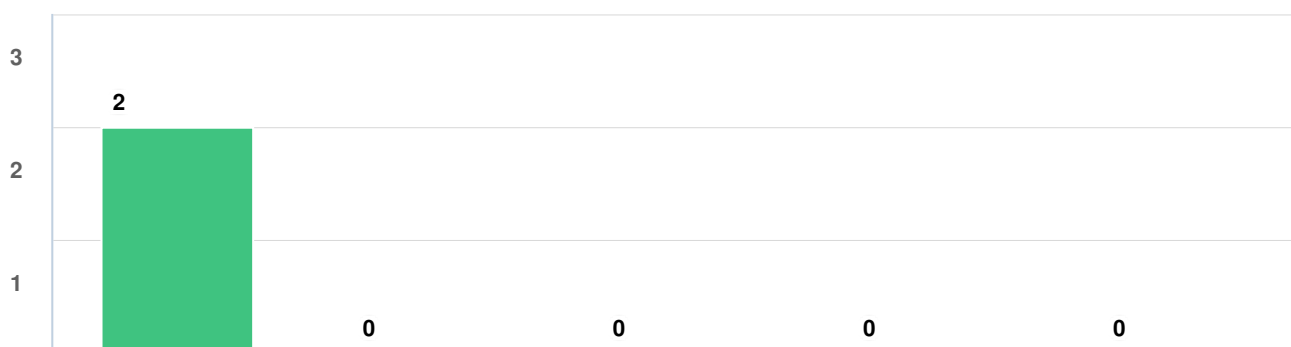
- Recreation ● Exercise ● Swimming Club ● Sporting Events ● Learn to swim lessons
- Special Occasions - eg birthday, carnival, learn to swim ● Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

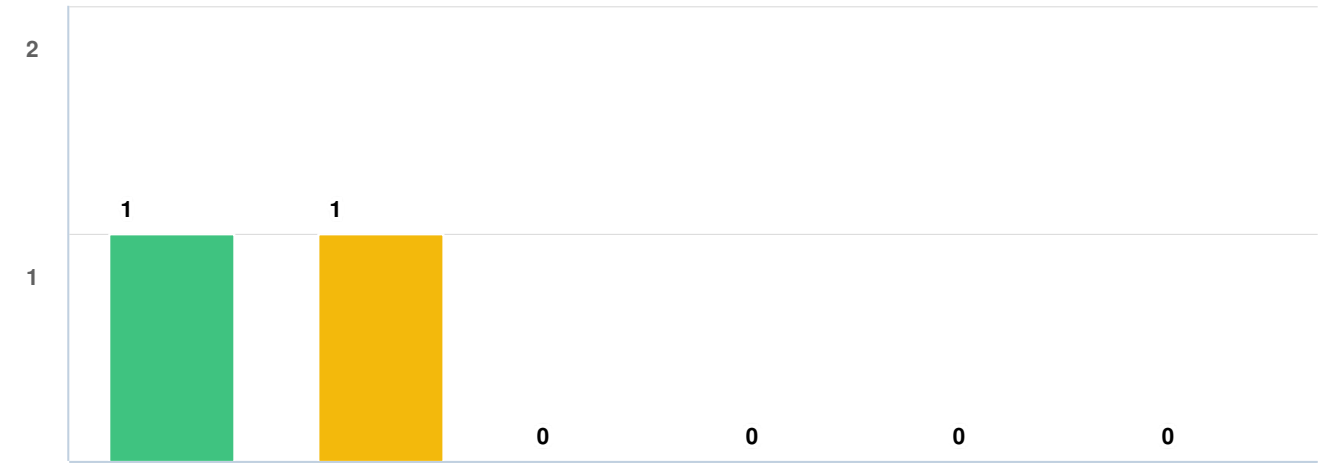
- Physical health and fitness - improving the physical health of residents
- Social networking - providing an opportunity to catch up with friends and meet new people
- Liveability - it makes the town a better place to live and attracts new residents
- Cultural heritage - following the legacy of previous generations ● Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q8 What best describes your experience at the swimming pool?



Question options

Very satisfied Neutral Satisfied Dissatisfied Very Dissatisfied Other (please specify)

Optional question (2 response(s), 0 skipped)
Question type: Checkbox Question
Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q9 Please explain your above selection

Anonymous

4/16/2021 08:44 PM

Nice and clean, however opening hours are not suitable for me

Anonymous

4/20/2021 07:04 PM

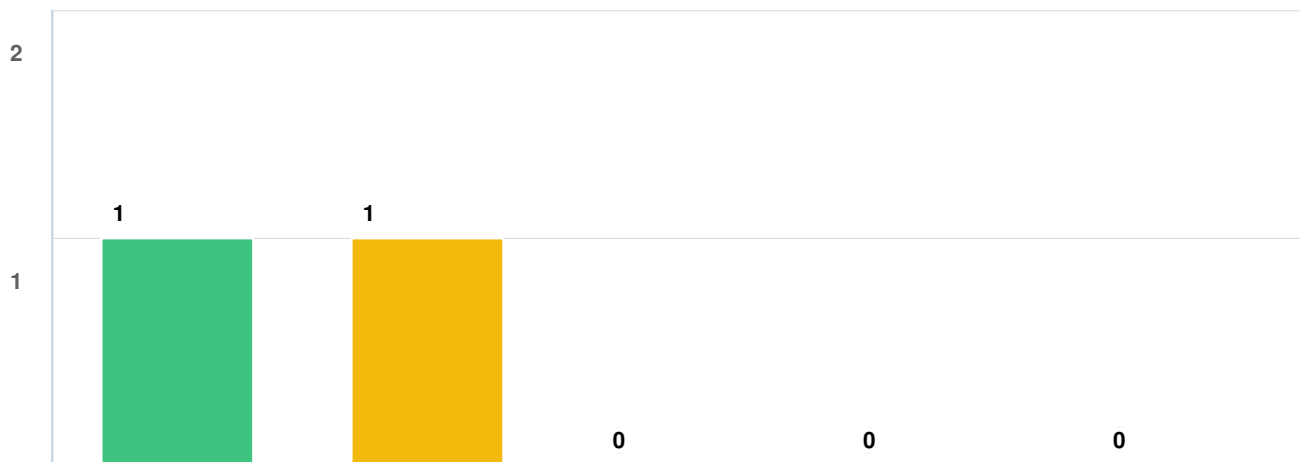
Always enjoyable and lovely and clean

Optional question (2 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q11 Please explain your above selection

Anonymous

4/20/2021 07:04 PM

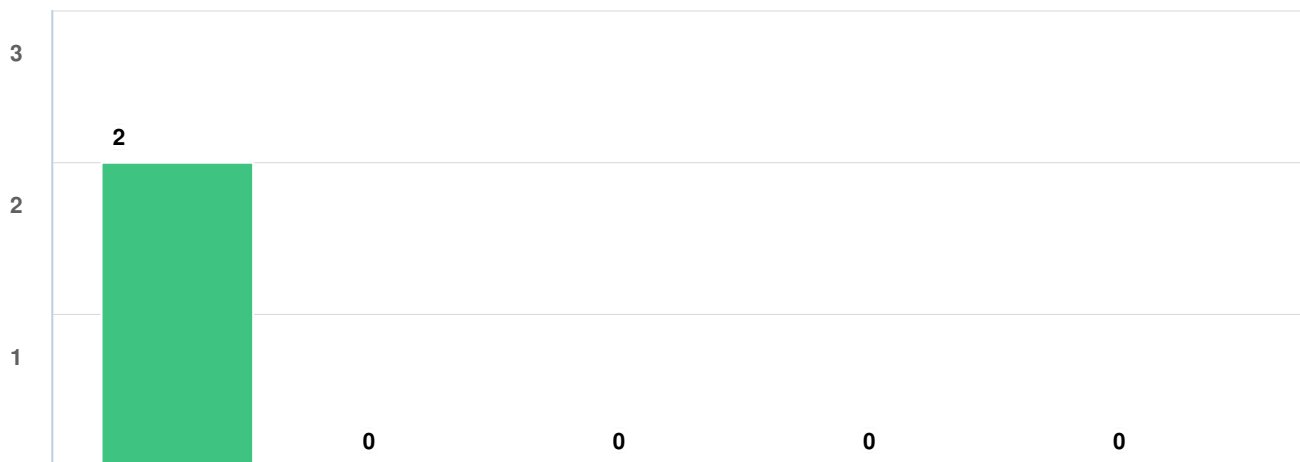
The amenities are always clean and the pool is well maintained

Optional question (1 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

☒ Excellent
 ☐ Acceptable
 ☐ Neutral
 ☐ Unacceptable
 ☐ Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q13 Please explain your above selection

Anonymous

4/16/2021 08:44 PM

Always clean

Anonymous

4/20/2021 07:04 PM

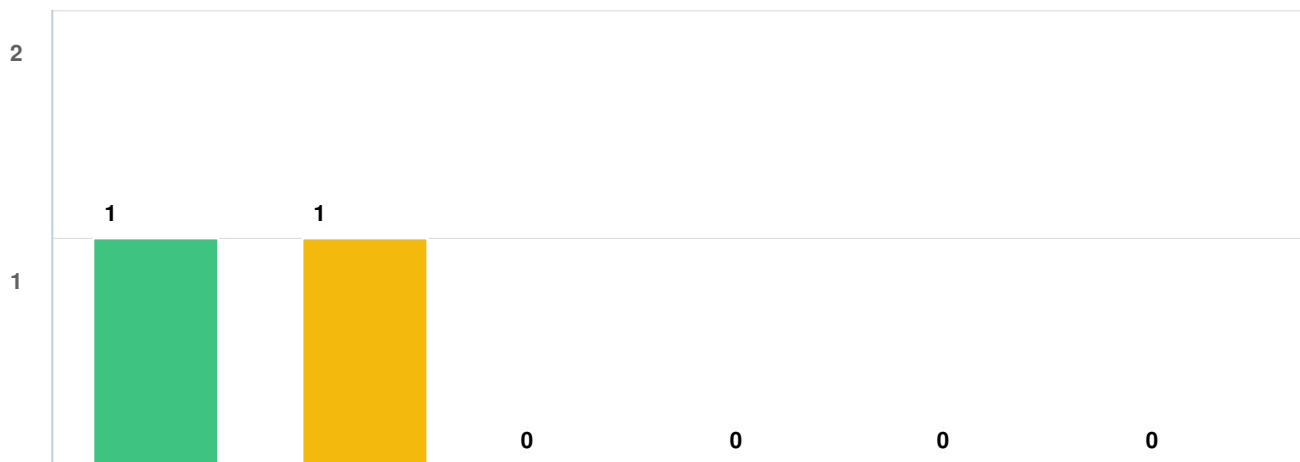
As I previously mentioned the cleanliness of the pool and amenities is very good

Optional question (2 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q14 What best describes the level of customer service that you received at the pool?



Question options

☒ Very satisfied ☒ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied ☐ Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q15 Please explain your above selection

Anonymous

4/20/2021 07:04 PM

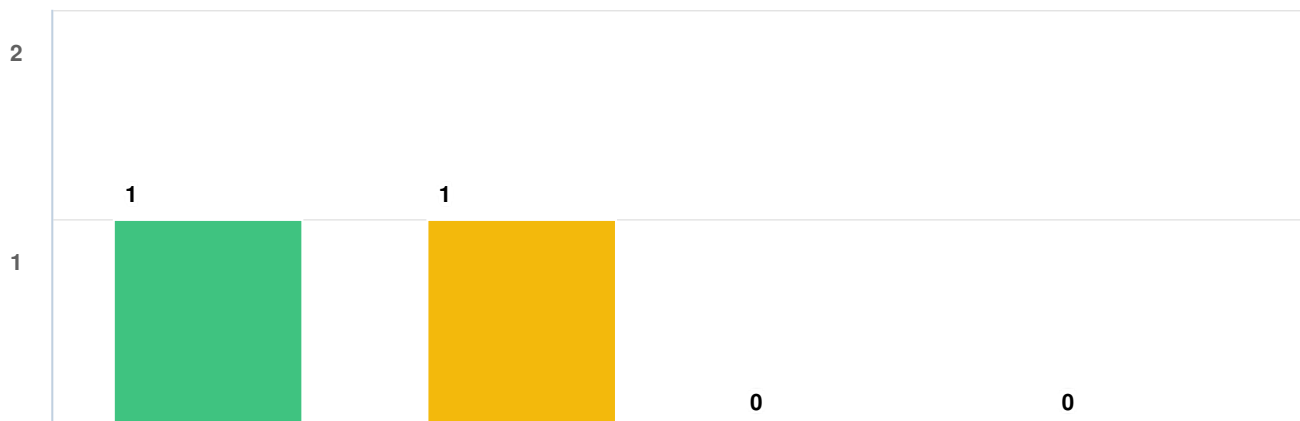
The caretakers are always very helpful and pleasant

Optional question (1 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- Satisfactory - meets the requirements of all user groups
- Unsatisfactory - fails to meet requirements of all user groups
- Neutral
- Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q17 Please explain your above selection

Anonymous

4/16/2021 08:44 PM

Not suitable for me, many high school children are unable to access due to school and bus hours. Could do with being open slightly later

Anonymous

4/20/2021 07:04 PM

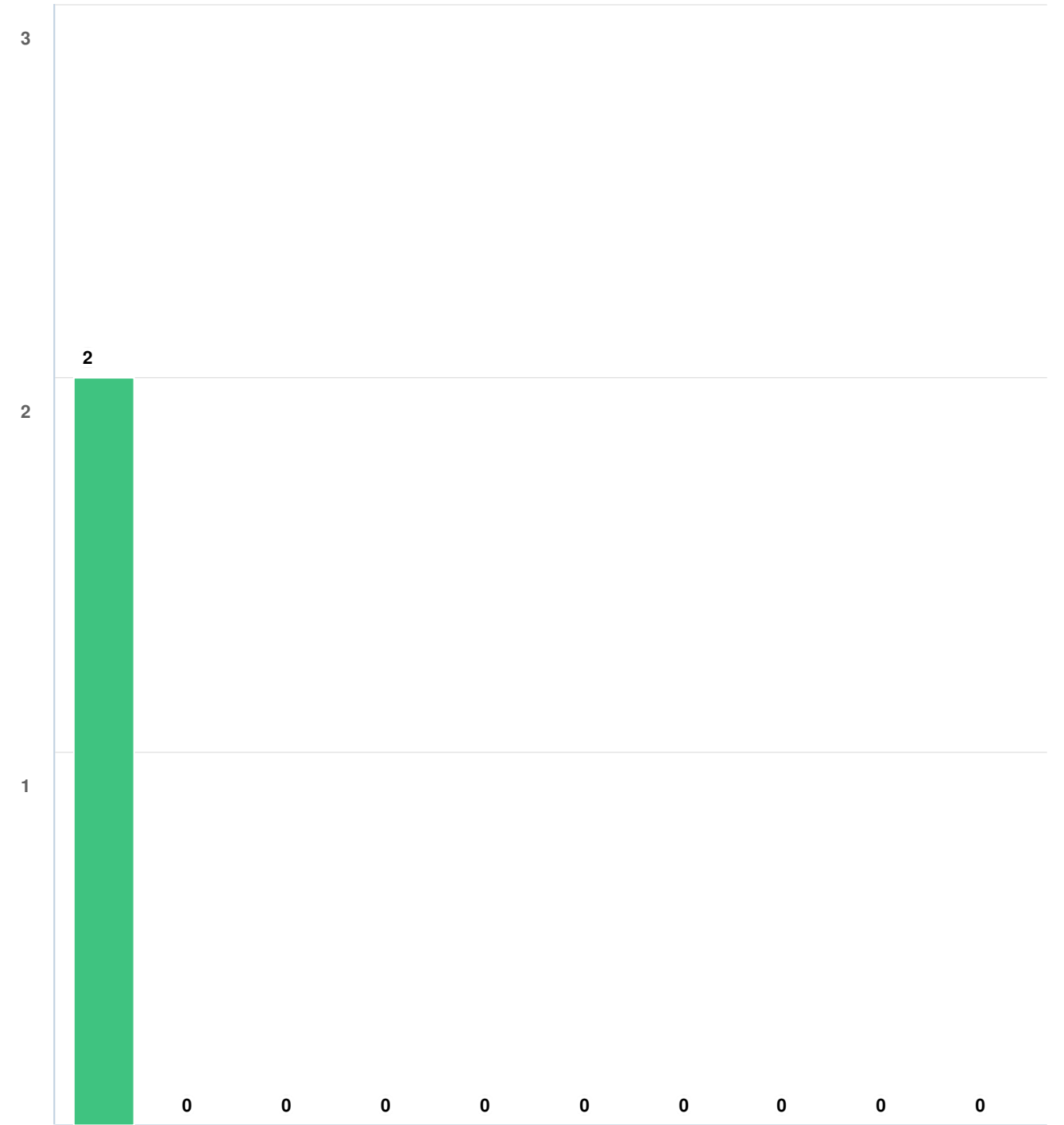
The hours are suitable

Optional question (2 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q18 What is your highest priority when you and/or your family have visited the swimming pool?

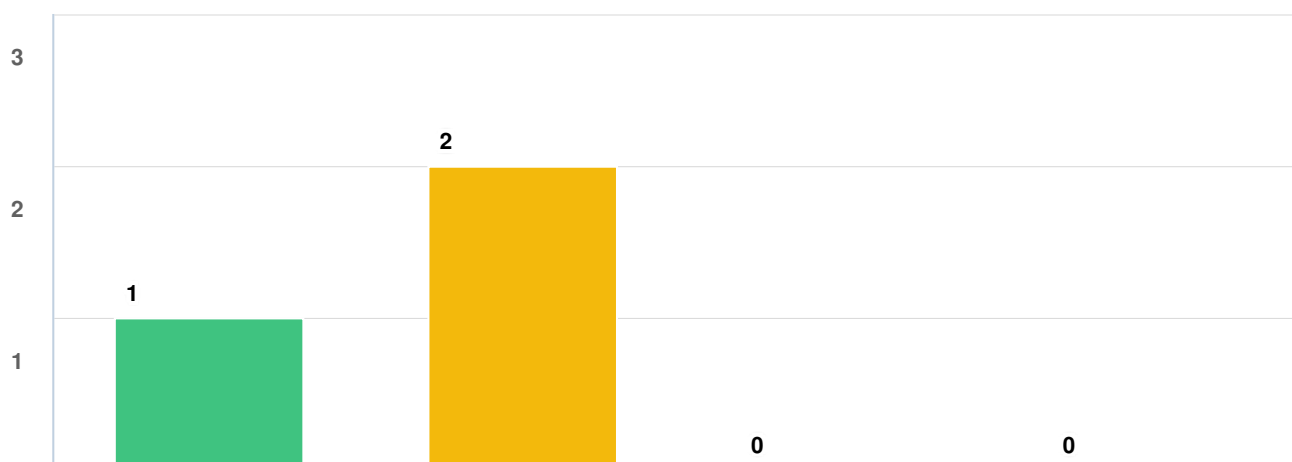


Question options

- Cleanliness
- Safety
- Reliability
- Suitability for small children
- Amenities
- Space
- Shade
- Supervision
- Activities
- Other (please specify)

Optional question (2 response(s), 0 skipped)
Question type: Checkbox Question
Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequa...



Question options

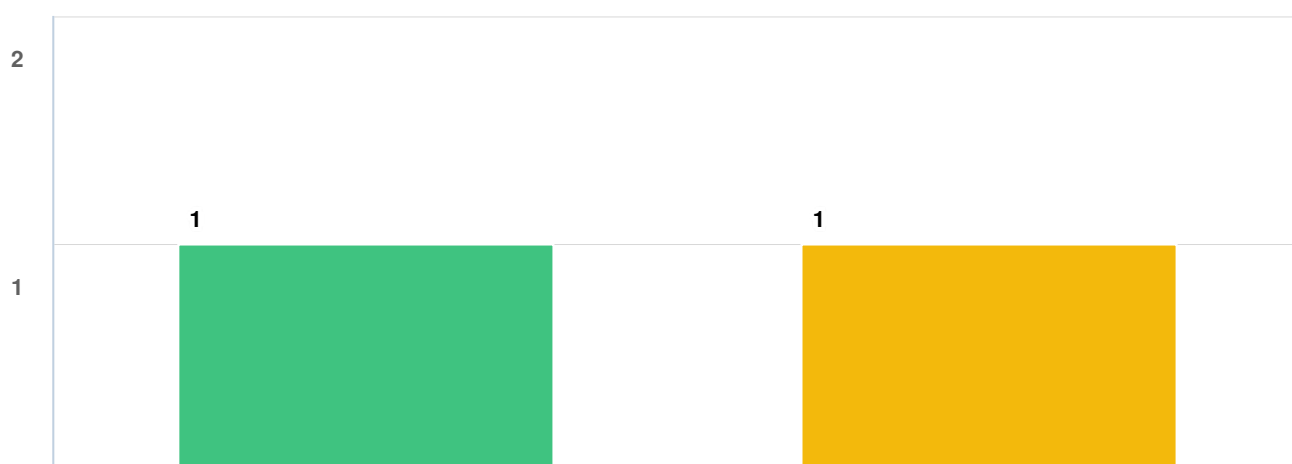
☒ 0 - 5 years
 ☒ 6 - 12 years
 ☐ 13 - 18 years
 ☐ 18+ years

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

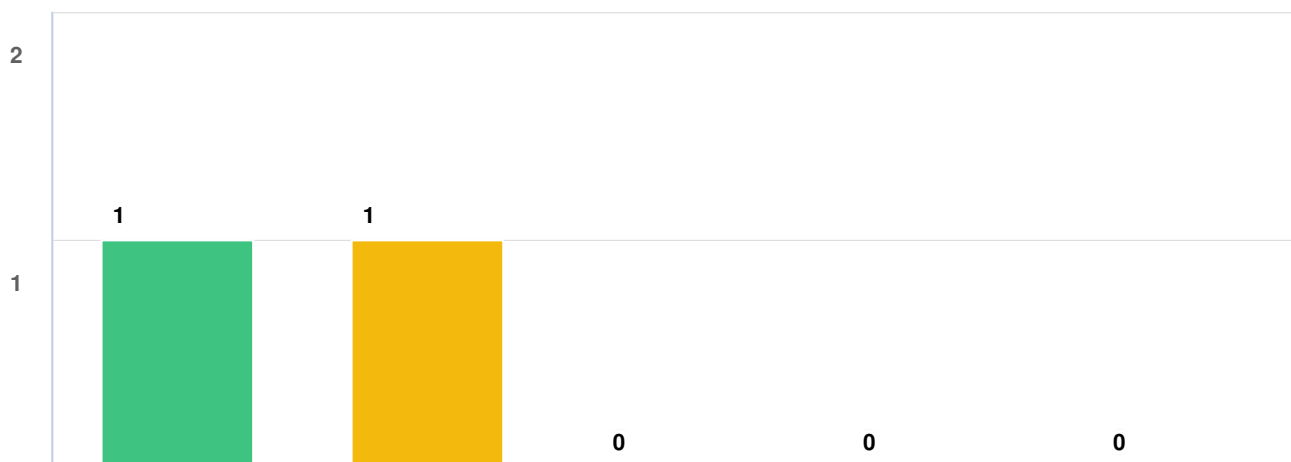
☒ Weekdays
 ☒ Weekends

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

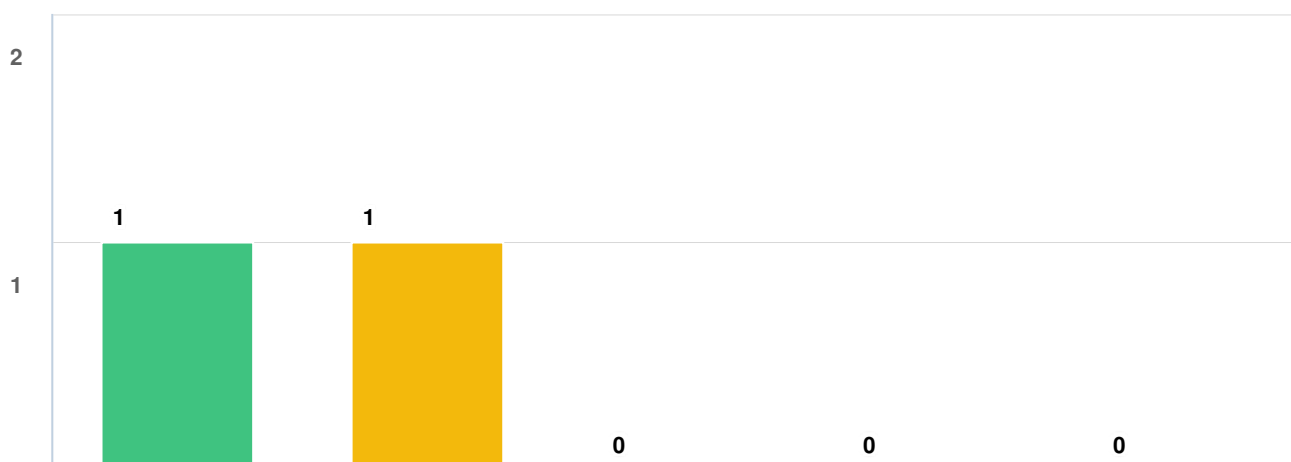
● Mid-morning
 ● Late afternoon
 ● Early morning
 ● Midday
 ● Early afternoon

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

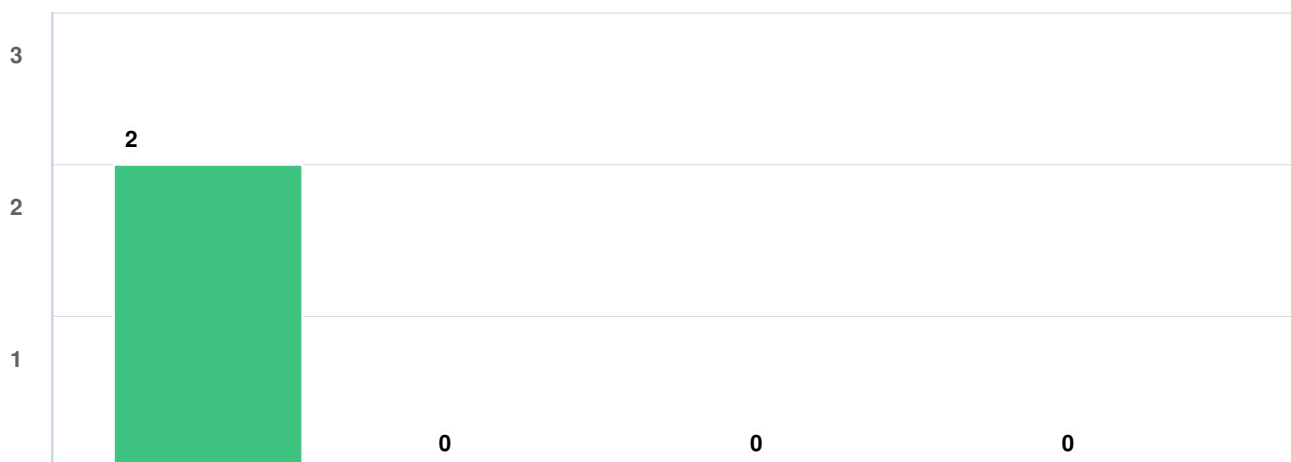
● Low
 ● Medium
 ● Very low
 ● High
 ● Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

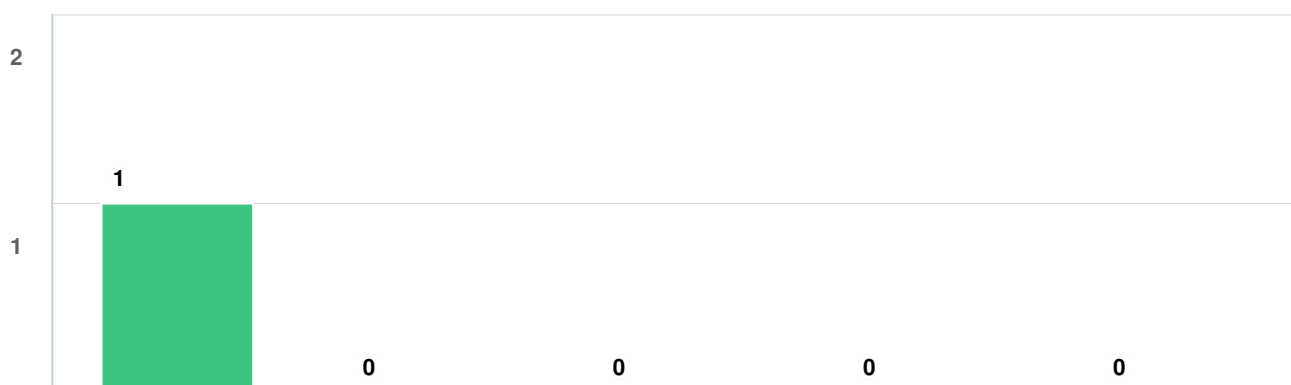
- No change
- Lower patronage
- Higher patronage
- Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q24 What would you like to see more of at the swimming pool?



Question options

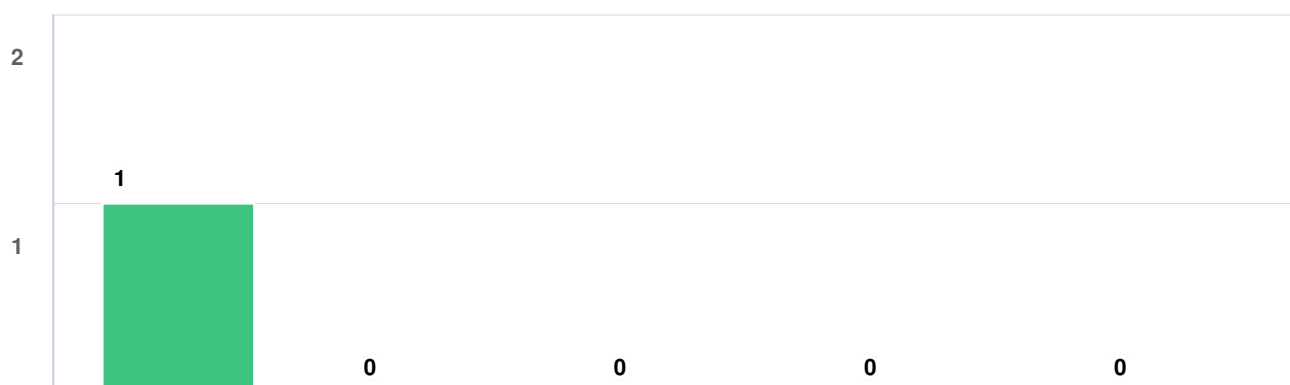
- Other (please specify)
- Sports activities - e.g. volley ball, water polo
- Novelty events - e.g. treasure hunts, bombing contents
- Social events - e.g. dive in movies, barbecues
- Specialty events - e.g. inflatable in-pool playgrounds

Optional question (1 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q25 Kiosk facilities are available at some of the swimming pools. If applicable, what is your opinion of the kiosk facilities ...



Question options

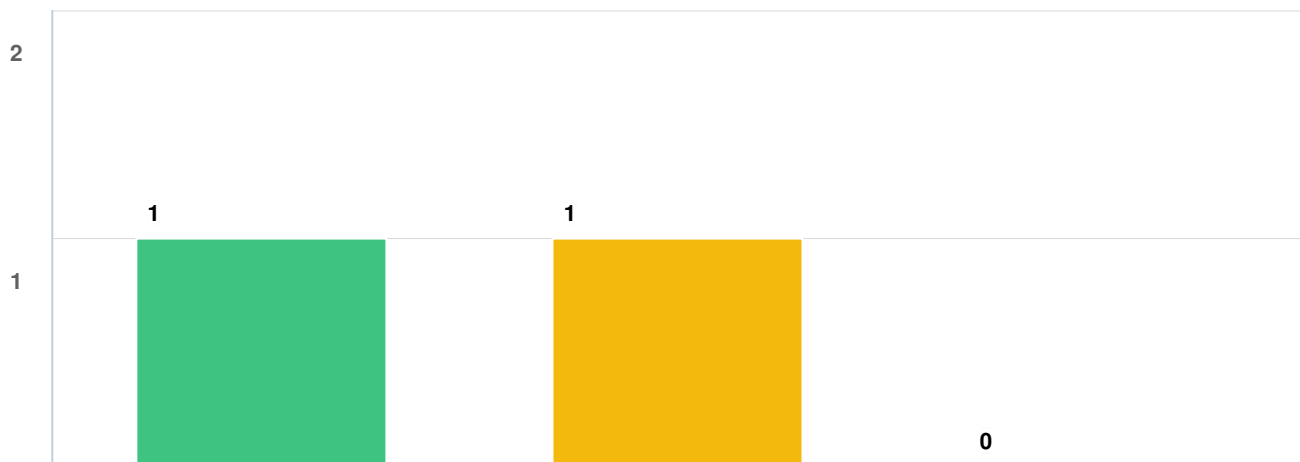
- ☒ Other (please specify) ☐ Excellent - I use the kiosk regularly and it meets my requirements
☐ Good - I use the kiosk infrequently and it generally meets my requirements
☐ Neutral - I use the kiosk and have no further comment ☐ Poor - I do not use the kiosk as it does not meet my requirements

Optional question (1 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

☒ Yes ☒ No ☐ Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q27 Please explain your response to the above question

Anonymous

Not accessible for all

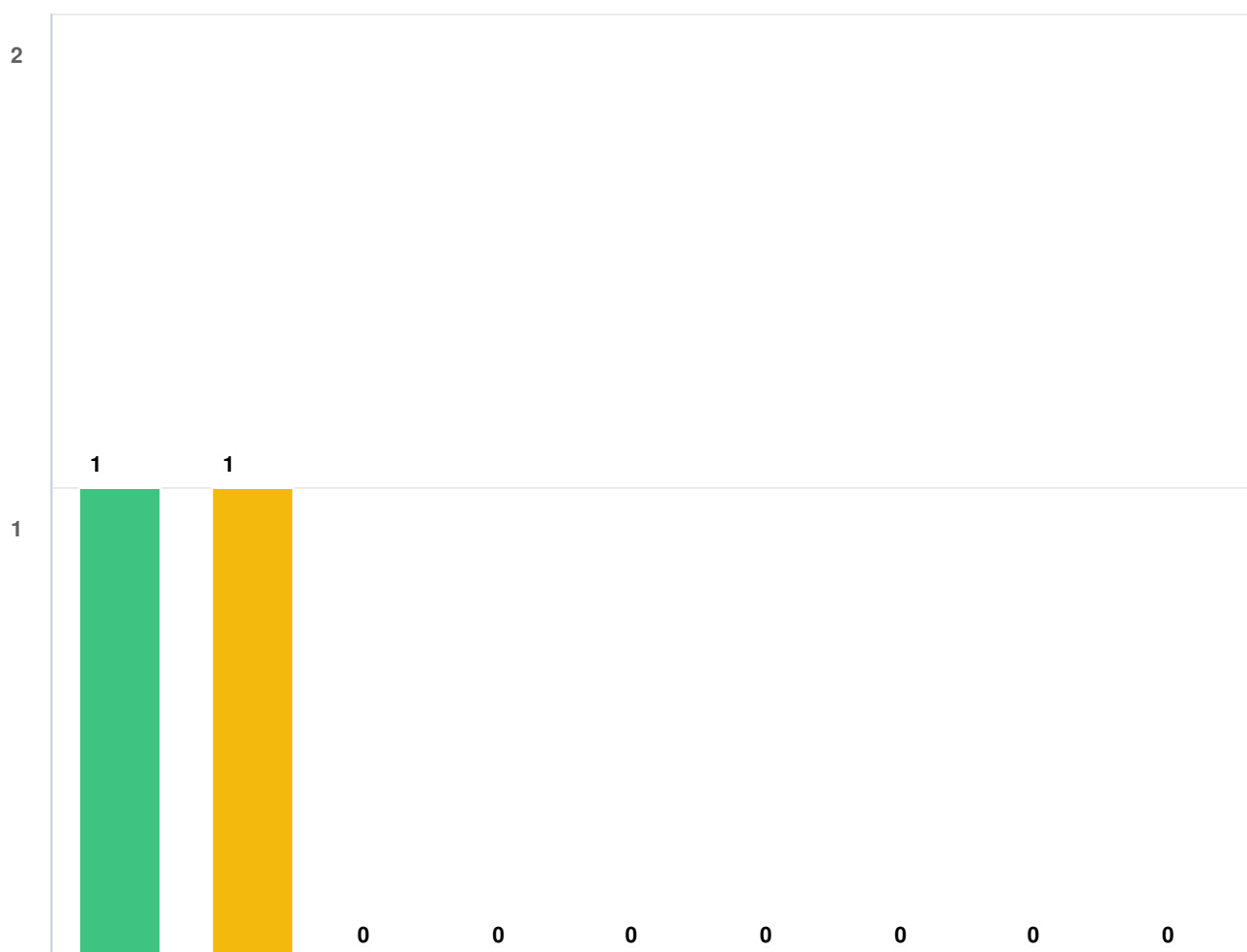
4/16/2021 08:44 PM

Optional question (1 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- A proactive maintenance focus - continuing with planned preventative maintenance. High cost, encourages sustainability, a restricted approach to technology advancement.
- No action required.
- A reactive maintenance focus - reacting to maintenance requirements as they emerge. High cost, low sustainability.
- A blend of reactive and proactive maintenance - maintaining current service and infrastructure offerings. High cost, reduces capacity for infrastructure and technology upgrades.
- Reducing the pool size - provides for a functional pool with reduced operating costs and superior infrastructure and technology. Superior sustainability prospects.
- Reducing operating hours - requires ongoing maintenance and corresponding operating costs. Reduces operator presence. Medium cost, business as usual.
- Reducing activities and/or amenities available at the pool - reduces maintenance costs and service offering. Medium cost and adds no value to sustainability.
- Reducing the length of the pool operating season - reduces maintenance and operating costs. Low to medium cost and adds no value to sustainability. Restricted service offering.
- Other (please specify)

Optional question (2 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Flaggy-Rock-Swimming-Pool

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

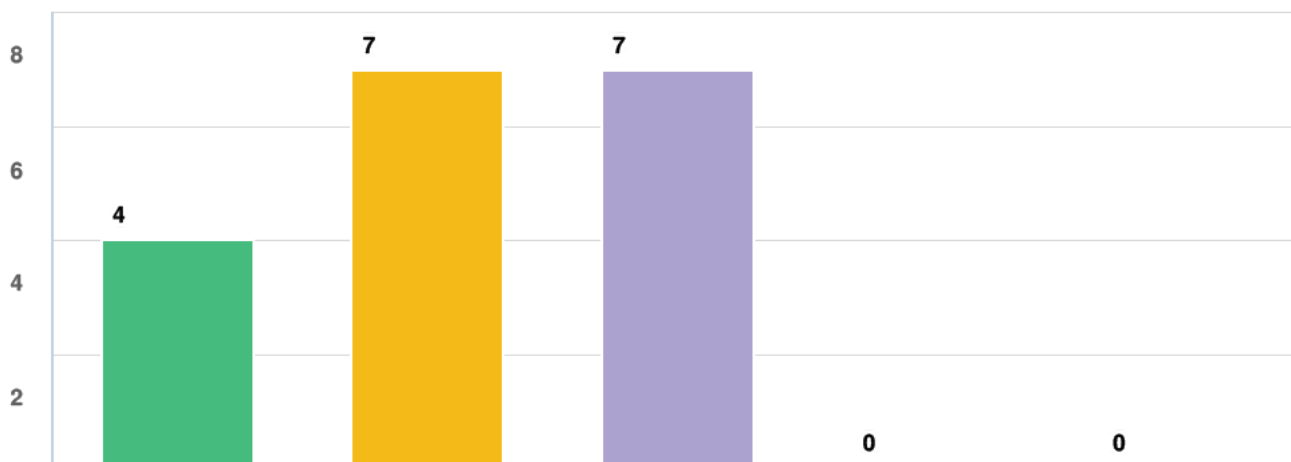
Please select the swimming pool that you are basing your responses on.

Answered : Glenden-Swimming-Pool



SURVEY QUESTIONS

Q1 What is your age group?



Question options

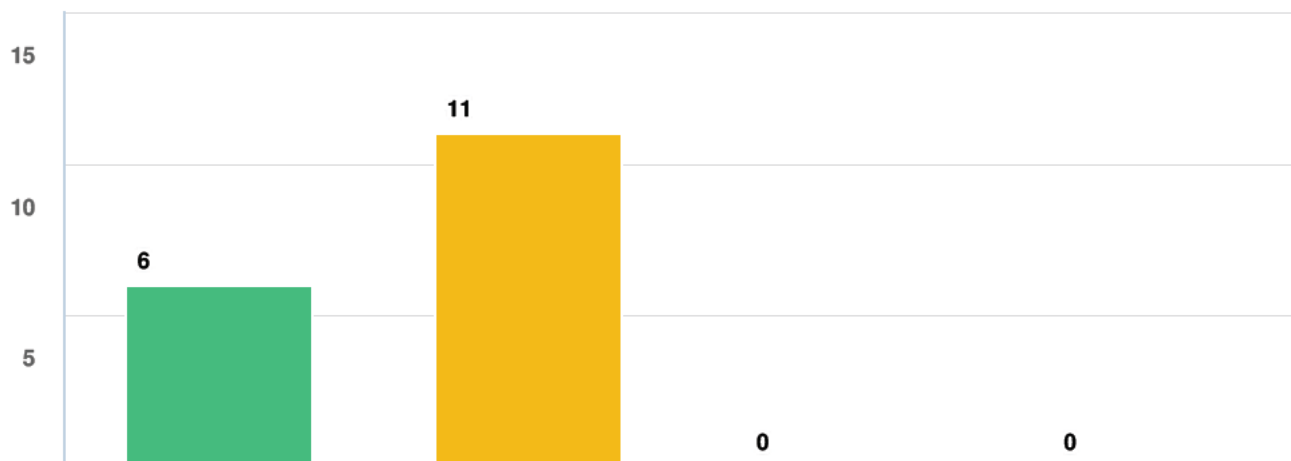
● 17 - 25 years
 ● 26 - 44 years
 ● 45 - 64 years
 ● 16 years and under
 ● 65 years and older

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q2 What is your gender?



Question options

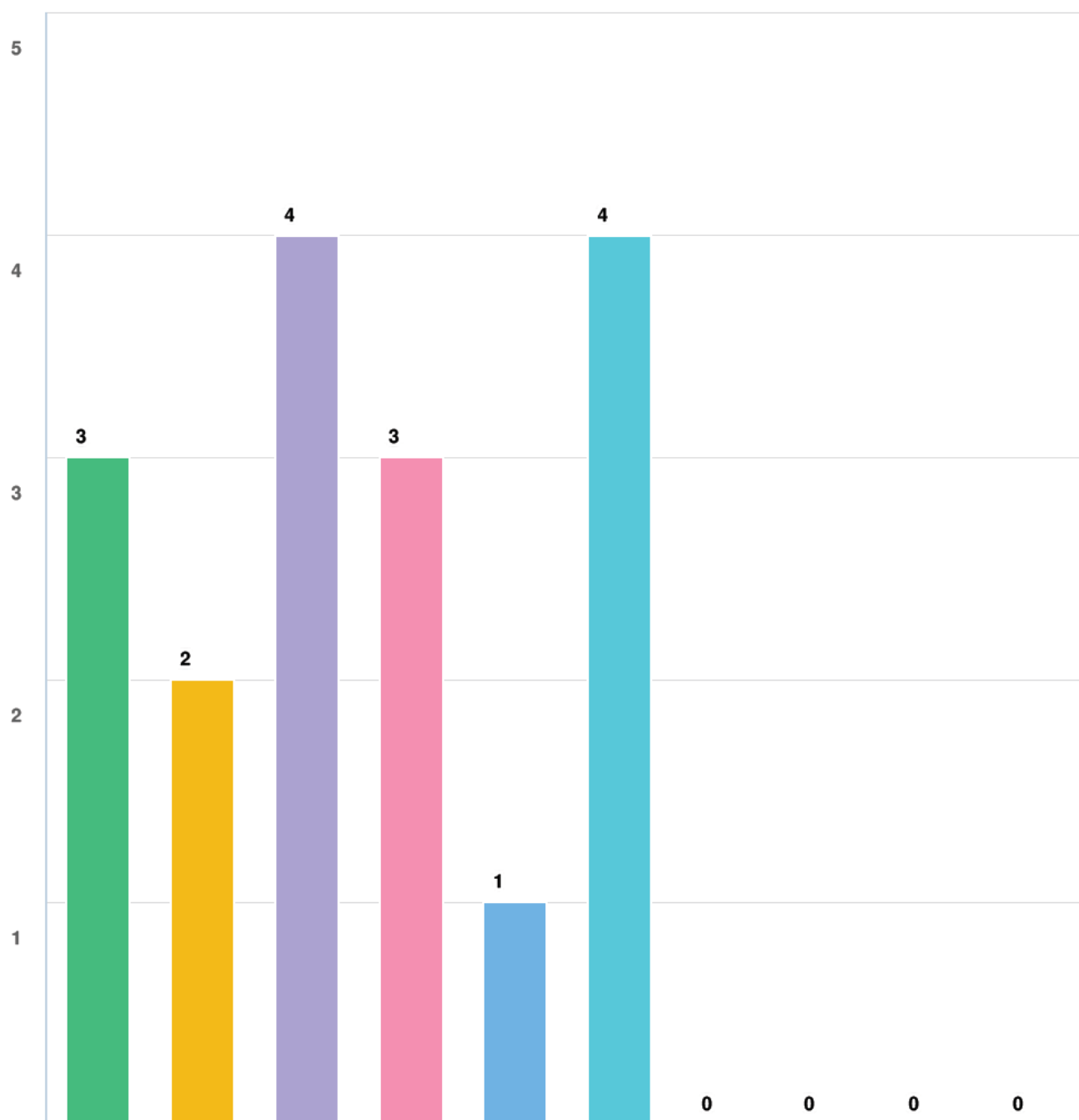
● Male
 ● Female
 ● Prefer not to say
 ● Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q3 Please select the option that best describes your household (Please select only one)



Question options

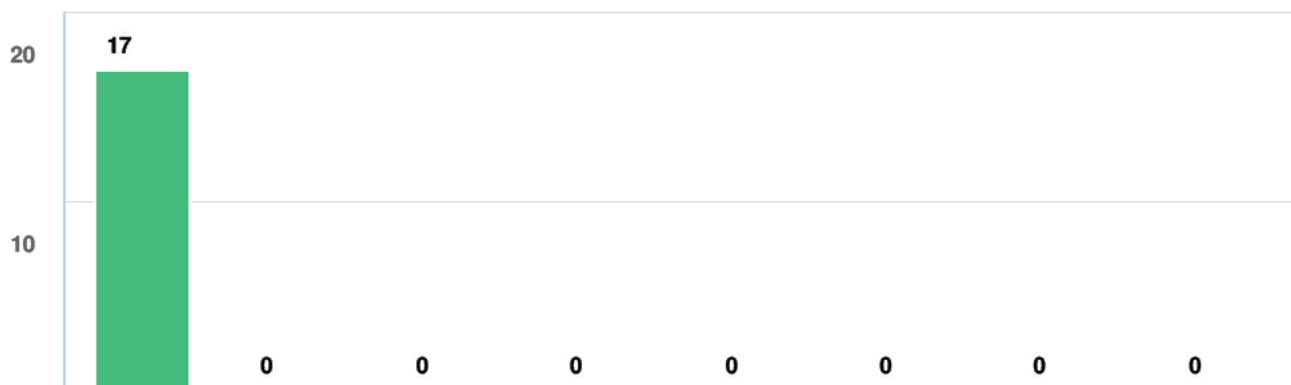
- Couple with dependent children aged 6-12
 ● Couple with dependent children in both age groups
 ● Couple with no children
- Single person living alone
 ● Single person living with other adults
 ● Other (please specify)
- Couple with dependent children aged 0-5
 ● Single parent with dependent children aged 0-5
- Single parent with dependent children aged 6-12
 ● Single parent with dependent children in both age groups

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q4 Please select the swimming pool that you are basing your responses on.



Question options

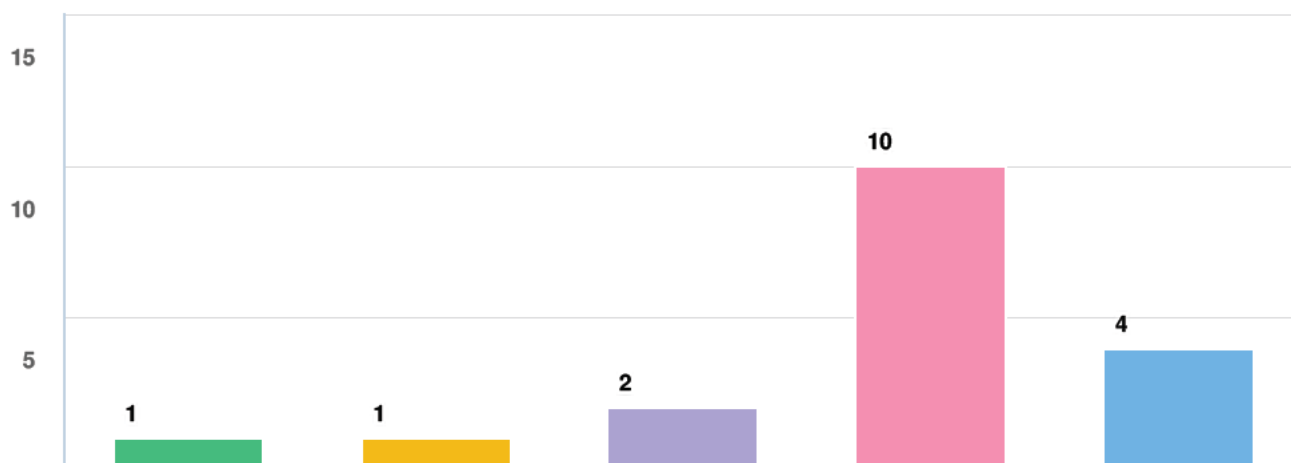
- Glenden Swimming Pool
 ● Cermon Swimming Centre
 ● Dysar Swimming Pool
 ● Faggy Rock Swimming Pool
- Middemoun Swimming Pool
 ● Moranbah Greg Cruickshank Aquatic Centre
 ● Nebo Swimming Pool
- S. Lawrence Swimming Pool

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q5 How often do you visit the swimming pool?



Question options

- Infrequently
 ● Once or twice per month
 ● Once per week
 ● Two or more visits per week
 ● Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

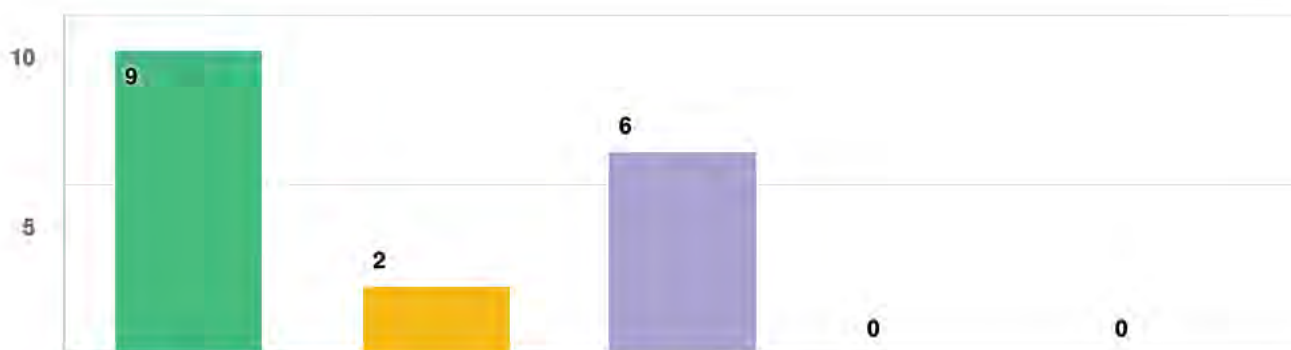
- Recreation
- Exercise
- Swimming Club
- Sporting Events
- Learn to swim lessons
- Special Occasions (eg birthday, carnival, learn to swim)
- Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

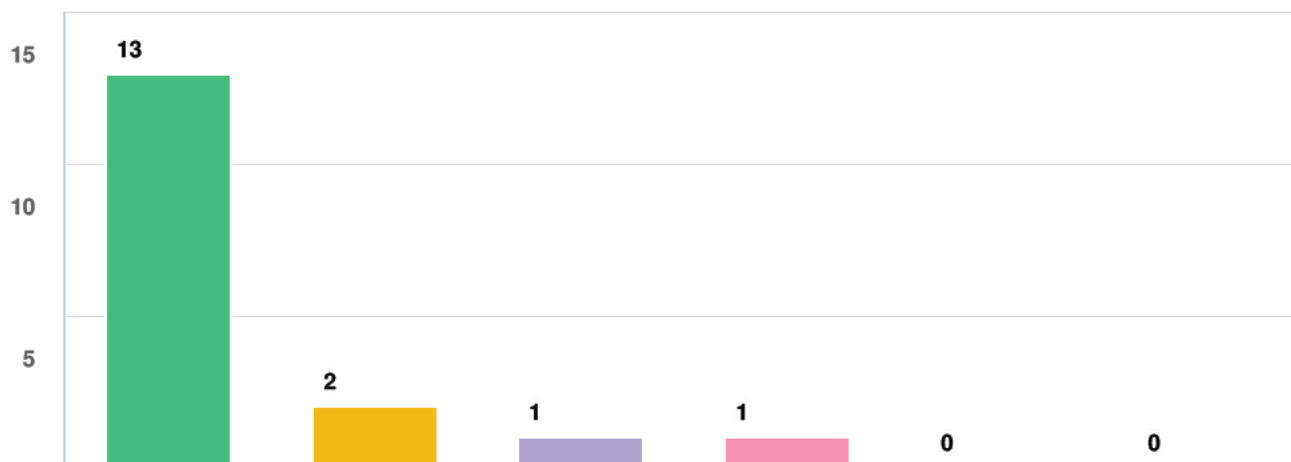
- Physical health and fitness
- Social networking
- Improving the physical health of residents
- Cultural heritage
- Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q8 What best describes your experience at the swimming pool?



Question options

● Very satisfied
 ● Satisfied
 ● Dissatisfied
 ● Very Dissatisfied
 ● Neutral
 ● Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q9 Please explain your above selection

Anonymous

4/16/2021 09:20 AM

The G enden Poo s a great asset for th s tt e town, t g ves the ch dren an opportun ty for fun and ftness

Anonymous

4/16/2021 03:59 PM

Beaut fu y ma nta ned anadc ear poo . Fantas c staff. It s the h gh ght of my day go ng there, ta k ng and sw mm ng

Anonymous

4/16/2021 06:24 PM

Very happy w th Donna and her k ndness and sk s

Anonymous

4/18/2021 03:35 PM

C ean

Anonymous

4/18/2021 03:57 PM

Donna s such a ove y and we com ng person wh ch makes the exper ence great. The poo s a rea y good s ze ength and w dth w se to do aps n.

Anonymous

4/18/2021 05:21 PM

The fac t es are ncred b e and are by far the best fac t es that we have n the ent re town.

Anonymous

4/19/2021 07:39 AM

It g ves me opportun ty to d stress after work rather than gym for exerc se

Anonymous

4/19/2021 03:52 PM

Serves my exerc se reg me

Anonymous

4/19/2021 07:38 PM

Great poo , good to have t open for exerc se

Anonymous

4/19/2021 09:41 PM

We ma nta ned, crista water, great serv ce

Anonymous

4/20/2021 07:24 AM

P easant staff and very very c ean

Anonymous

4/20/2021 04:14 PM

Donna and Gab are fr end y we com ng peop e a ways great br ght and bubb y makes the v s ts to

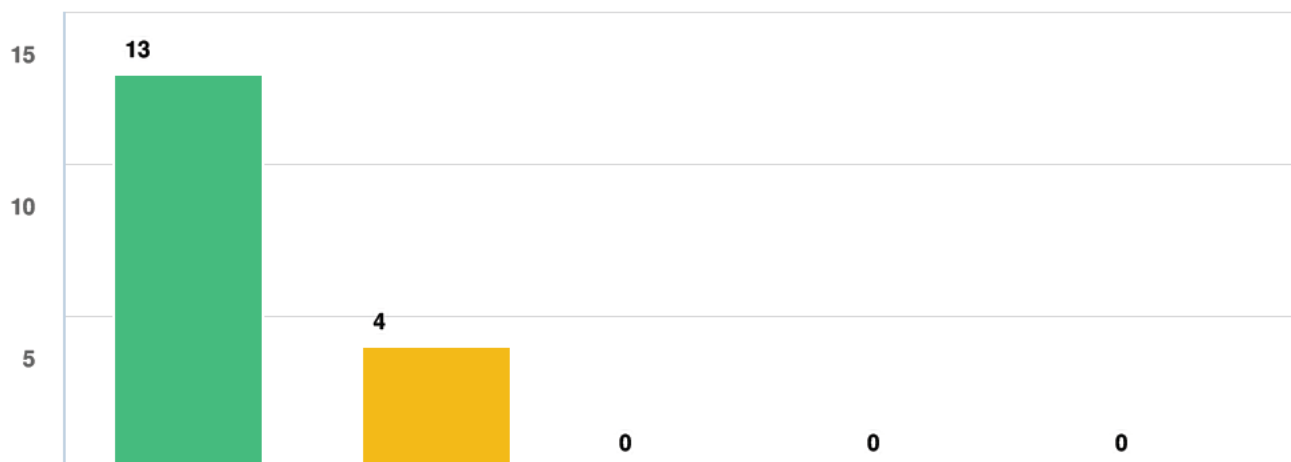
	the poo enjoyab e.
Glenden General Store 4/30/2021 01:19 PM	I found the ady runn ng the poo to be rude and very un nv t ng. She just barked orders at a the k ds . Most of them just eft. L sten ng to the teenagers ta k they have no respect for her as she s a ways rude to them
Anonymous 4/30/2021 12:30 PM	The poo s a ways so c ean and t dy, very we com ng. as a fam y we enjoy go ng to the poo da y
Anonymous 4/30/2021 12:58 PM	Water very co d at t mes even though the poo s can be heated but they don't use.
Anonymous 4/30/2021 10:46 PM	The staff and grounds are so we com ng and fr end y. We ove v s t ng and us ng the G enden poo

Optional question (16 response(s), 1 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. G enden-Sw mm ng-Poo

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q11 Please explain your above selection

Anonymous

4/16/2021 09:20 AM

The grounds and the condition of the pool is at a very high standard

Anonymous

4/16/2021 03:59 PM

Clean, friendly, welcoming.

Anonymous

4/16/2021 06:24 PM

Clean and tidy facilities and great person to teach swimming

Anonymous

4/18/2021 03:35 PM

Friendly staff

Anonymous

4/18/2021 03:57 PM

Good size and kept clean.

Anonymous

4/18/2021 05:21 PM

The maintenance and upkeep of the pool facilities second to none.

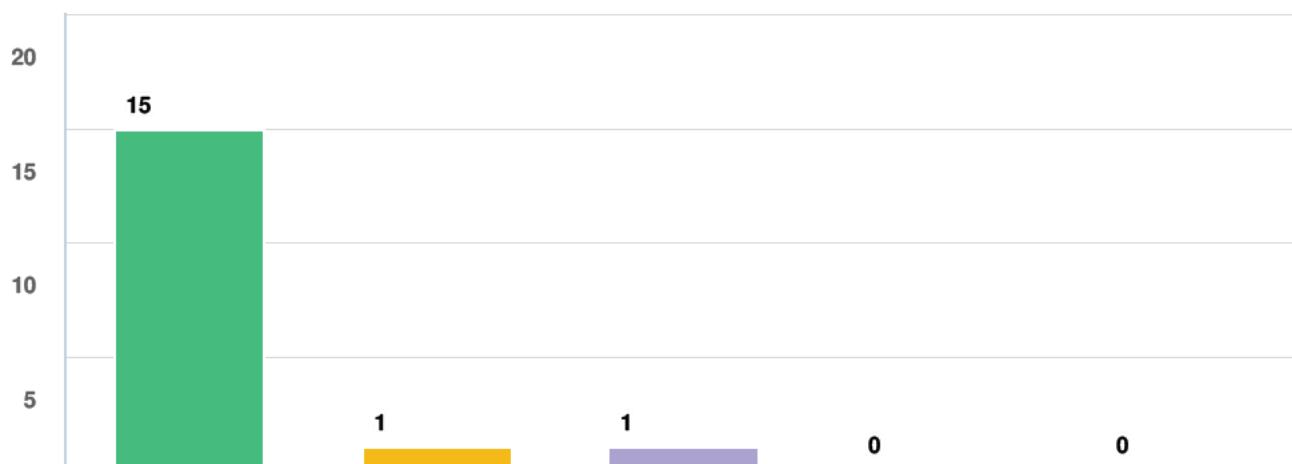
Anonymous 4/19/2021 07:39 AM	It s a ways c ean
Anonymous 4/19/2021 03:52 PM	It s kept c ean & fr end y peop e
Anonymous 4/19/2021 07:38 PM	Poo s n good cond t on and good fac t es
Anonymous 4/19/2021 09:41 PM	I ve on y used the poo and have no need of the other fac t es but as above, the poo s great
Anonymous 4/20/2021 07:24 AM	Comm tted to the job
Anonymous 4/20/2021 04:14 PM	The change area s a ways c ean when used. The poo s c ean. The grounds are kept ook ng great green and mowed.
Glenden General Store 4/30/2021 01:19 PM	Poo s we Ma nta ned at th s po nt
Anonymous 4/30/2021 12:30 PM	The change rooms and amen t es are n great order, c ean and t dy
Anonymous 4/30/2021 12:58 PM	Its an o d bu d ng, but beaut fu y ma nta ned
Anonymous 4/30/2021 10:46 PM	The grounds are a ways perfect y kept but the age of the bu d ng and structura fac t es are start ng to show. An upgrade of the to ets and showers wou d be amaz ng! And mew roof over the b eachers wou d be he pfu too.

Optional question (16 response(s), 1 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. G enden-Sw mm ng-Poo

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q13 Please explain your above selection

Anonymous

4/16/2021 09:20 AM

The facility is always neat and clean

Anonymous

4/16/2021 03:59 PM

Always in excellent conditions..grounds and pool.

Anonymous

4/16/2021 06:24 PM

We kept

Anonymous

4/18/2021 03:35 PM

Clean

Anonymous

4/18/2021 03:57 PM

Kept clean and even saw Donna cleaning during a visit.

Anonymous

4/18/2021 05:21 PM

The pool is always clean and grounds are immaculate.

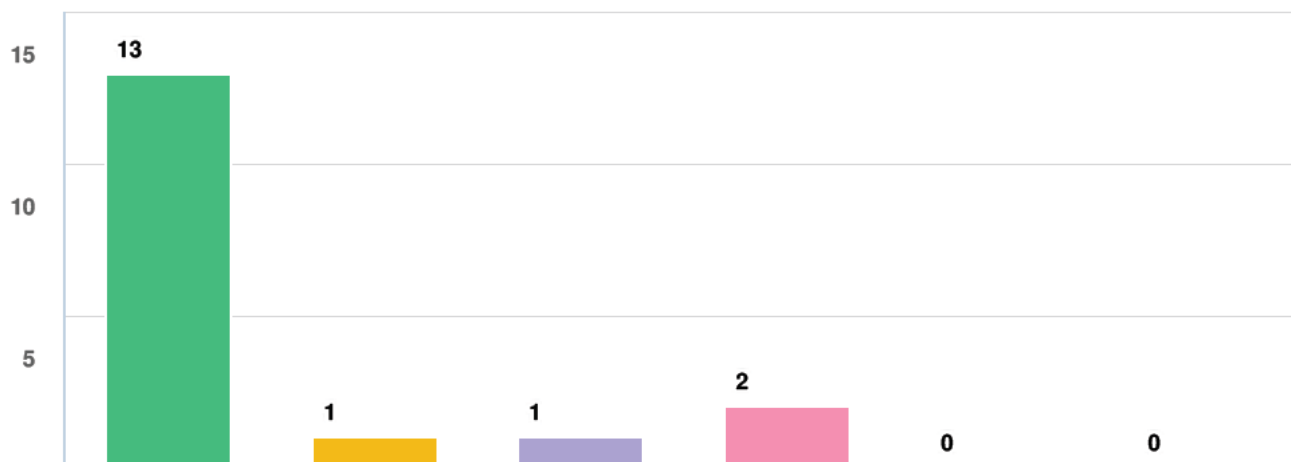
Anonymous 4/19/2021 07:39 AM	A ways c ean
Anonymous 4/19/2021 03:52 PM	Water s c ear I can see the other end of the poo
Anonymous 4/19/2021 07:38 PM	A ways spot ess
Anonymous 4/19/2021 09:41 PM	A ways we ma nta ned (even desp te the eaves shed from surround ng trees)
Anonymous 4/20/2021 07:24 AM	Constant c ean ng
Anonymous 4/20/2021 04:14 PM	Be ng n the env ronment we ve n the poo s great
Glenden General Store 4/30/2021 01:19 PM	IT was a c ean enough
Anonymous 4/30/2021 12:58 PM	The poo keepers are a ways c ean ng th poo and s very we ma nta ned
Anonymous 4/30/2021 10:46 PM	The grass s a ways we man cured, to ets very c ean and water pur ty perfect!

Optional question (15 response(s), 2 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. G enden-Sw mm ng-Poo

Q14 What best describes the level of customer service that you received at the pool?



Question options

☒ Very satisfied
 ☐ Satisfied
 ☐ Neutral
 ☐ Very dissatisfied
 ☐ Dissatisfied
 ☐ Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q15 Please explain your above selection

Anonymous

4/16/2021 09:20 AM

It's hot and messy, sometimes
excellent- sometimes sub-par

Anonymous

4/16/2021 03:59 PM

Pool manager Donna went above
and beyond to assist/ensure your
time at the pool is rewarding and
enjoyable

Anonymous

4/16/2021 06:24 PM

Great staff

Anonymous

4/18/2021 03:35 PM

Happy

Anonymous

4/18/2021 03:57 PM

Again as said above Donna is very
welcoming and fun.

Anonymous

4/18/2021 05:21 PM

Donna is by far the best part of going
to the pool - an incredible lady and

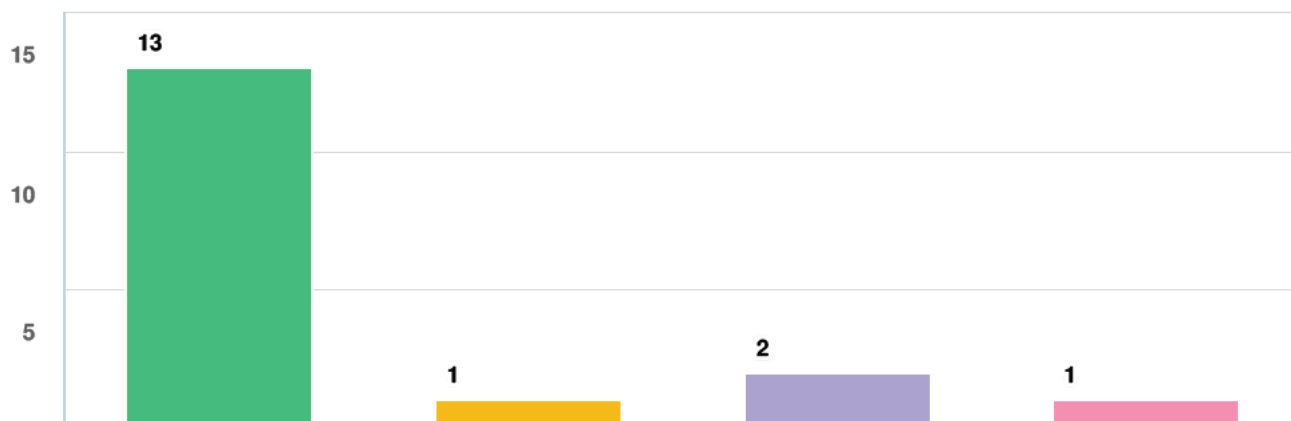
	we are so lucky to have her in this town.
Anonymous 4/19/2021 07:39 AM	Gabe & Donna are a ways good to see.
Anonymous 4/19/2021 03:52 PM	Fr end y peop e
Anonymous 4/19/2021 07:38 PM	Very we com ng
Anonymous 4/19/2021 09:41 PM	The managers are great
Anonymous 4/20/2021 07:24 AM	Fr end y and cheerfu
Anonymous 4/20/2021 04:14 PM	A ways served w th a sm e bubb y
Glenden General Store 4/30/2021 01:19 PM	Very rude lady. d d not make me fee we come or that wanted to take my kids back. I am on y new to town and thought t wou d be a good way to meet peop e but dont want to go back.
Anonymous 4/30/2021 12:30 PM	Donna goes above and beyond to he p the fam es of G enden, she offers sw m ersions to wh ch she s an amaz ng nstructor and the ch dren ove her. She s a ways happy to he p anyone
Anonymous 4/30/2021 12:58 PM	I persona y never had any ssues but know of a few peop e that have
Anonymous 4/30/2021 10:46 PM	When ever my fam y v s ts the poo t s as f we are v s t ng fam y. Donna and Gabe go the extra to make everyone fee oved and we comed. As a ong serv ng oca the poo has never been th s we ooked after or nv t ng. Lucky to have Donna and Gabe.

Optional question (16 response(s), 1 sk pped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Genden-Swimming-Pool

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- Satisfactory meets the requirements of a user groups
- Neutral
- Unsatisfactory fails to meet requirements of a user groups
- Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q17 Please explain your above selection

Anonymous

4/16/2021 09:20 AM

My children attend school and I work full time so the hours suit, we are generally in Mackay Saturday so the weekend afternoon hours are great

Anonymous

4/16/2021 03:59 PM

If you wish to swim, it's open when you need it..before and after shifts

Anonymous

4/16/2021 06:24 PM

Perfect hours for me

Anonymous

4/18/2021 03:35 PM

Work hours

Anonymous

4/18/2021 03:57 PM

Good times can come either before or after work.

Anonymous

4/18/2021 05:21 PM

As above

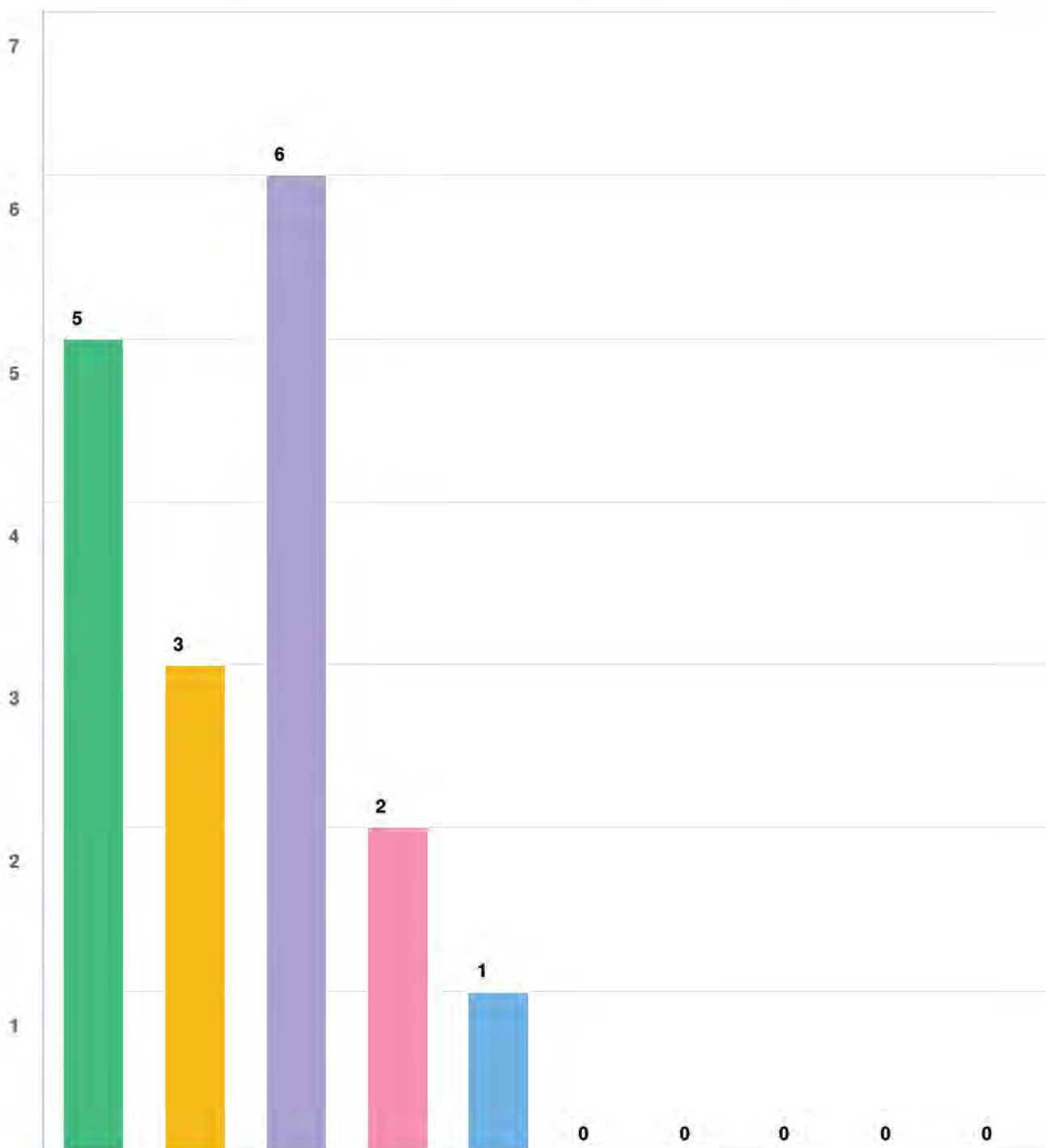
Anonymous 4/19/2021 07:39 AM	They open ate to g ve m ners chance to sw m.
Anonymous 4/19/2021 03:52 PM	Su ts me and my rosters
Anonymous 4/19/2021 09:41 PM	Open ng t mes work w th my schedu e
Anonymous 4/20/2021 07:24 AM	Works f ne
Anonymous 4/20/2021 04:14 PM	We use the poo most afternoons/even ngs
Glenden General Store 4/30/2021 01:19 PM	Hours are ok
Anonymous 4/30/2021 12:30 PM	The open ng hours su t my needs
Anonymous 4/30/2021 12:58 PM	Wou d be n ce to be open 10 t whenever on weekend as usua y p ay dates or act v t es are done around 10. Few t mes wou d of oved to goodness to poo w th group of peop e but was not open as t on y opened cert
Anonymous 4/30/2021 10:46 PM	G enden s a f ck e town, major ty of fam es eave on a Fr day and return ate Sunday/ Monday for schoo . On y a handfu of sh t workers use the poo before and after work. The poo sn t heated so once the temp drops that s the k ds out...

Optional question (15 response(s), 2 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. G enden-Sw mm ng-Poo

Q18 What is your highest priority when you and/or your family have visited the swimming pool?



Question options

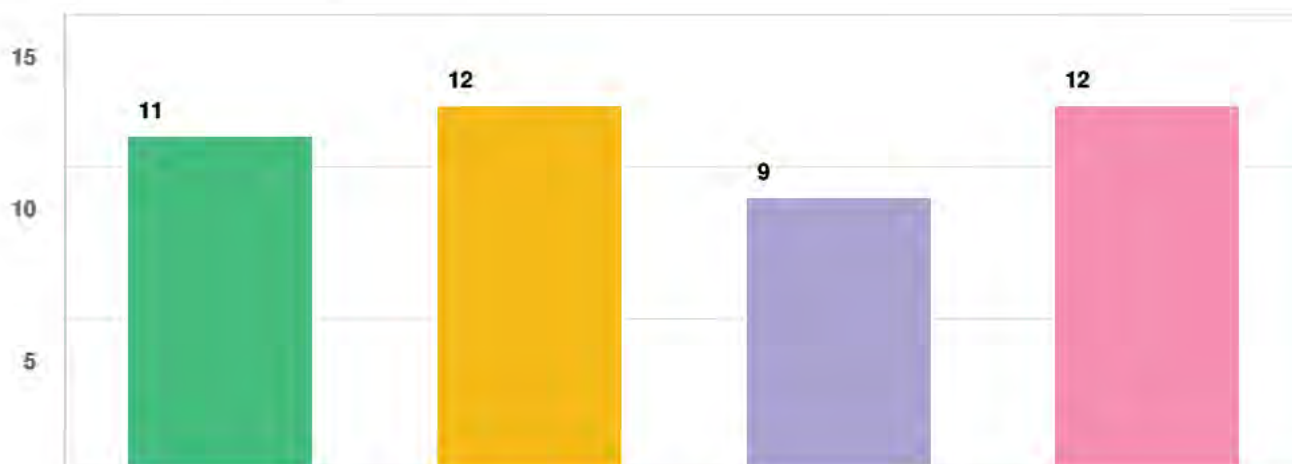
- ☐ Safe y
 ☐ Re ability
 ☐ Clean ness
 ☐ Space
 ☐ Ac v es
 ☐ Su ab y for sma ch dren
 ☐ Amenities
 ☐ Shade
 ☐ Superv s on
 ☐ Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequate...



Question options

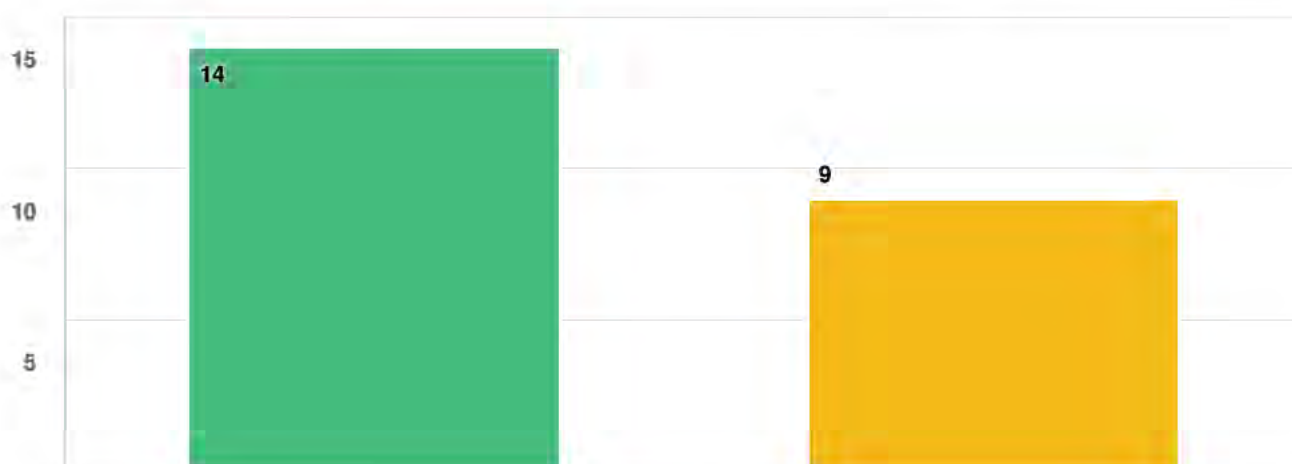
0 - 5 years 6 - 12 years 13 - 18 years 18+ years

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

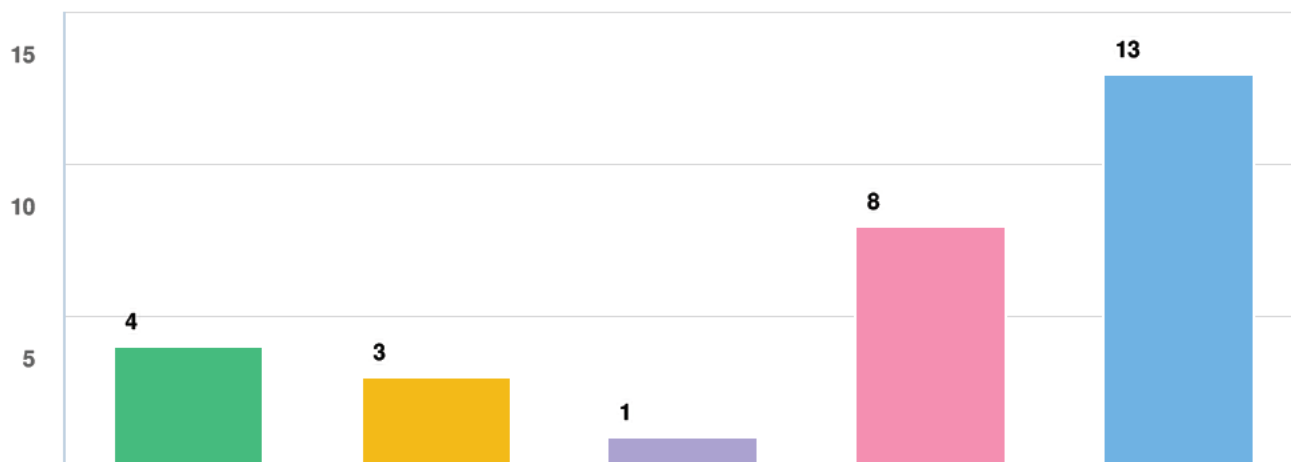
Weekdays Weekends

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

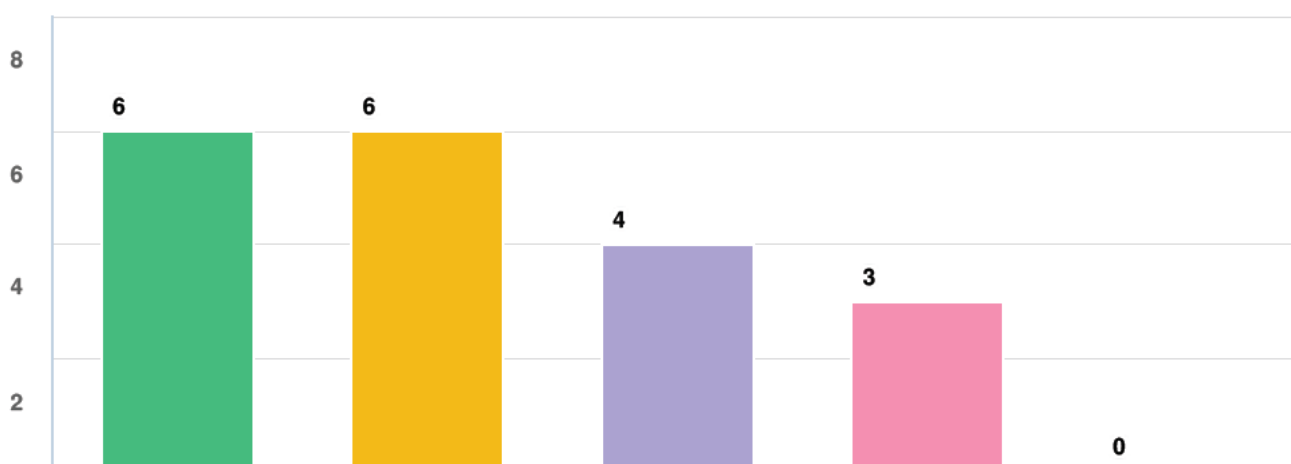
● Early morning
 ● Mid morning
 ● Midday
 ● Early afternoon
 ● Late afternoon

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

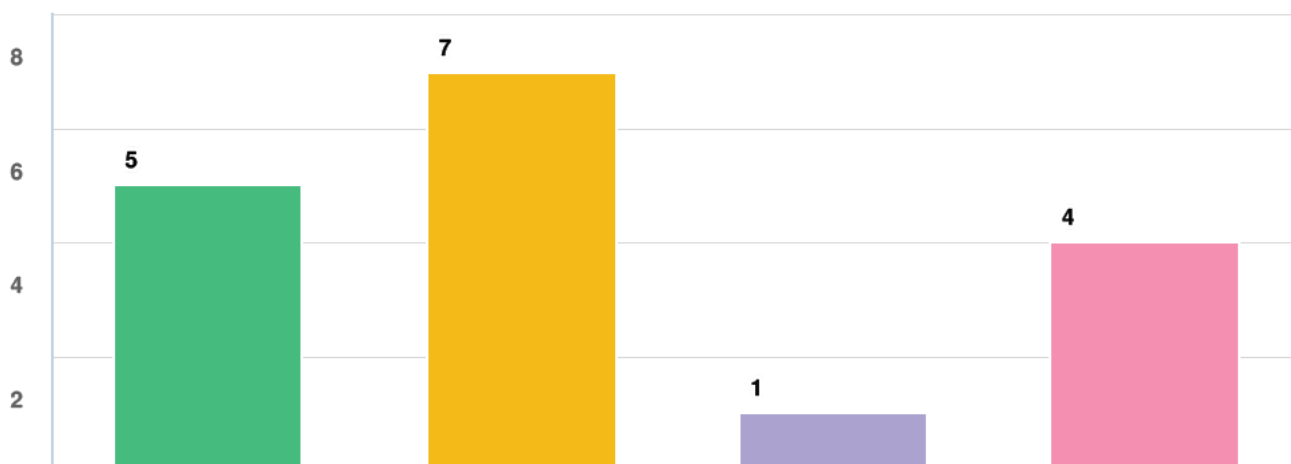
● Very low
 ● Low
 ● Medium
 ● High
 ● Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

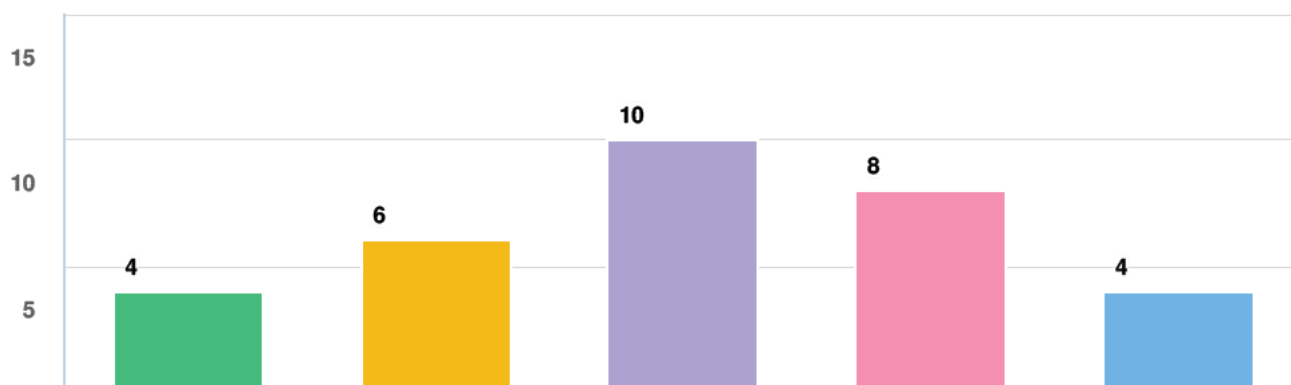
☒ Lower patronage
 ☒ No change
 ☐ Higher patronage
 ☐ Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q24 What would you like to see more of at the swimming pool?



Question options

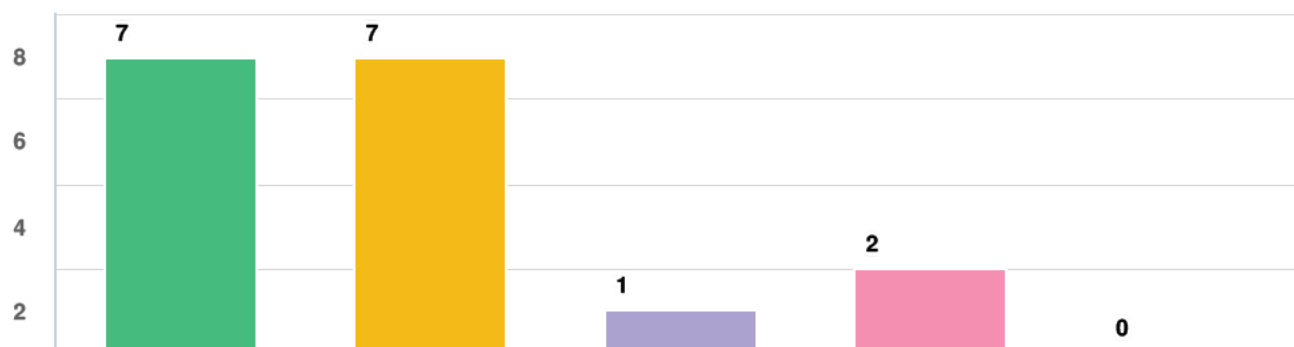
☒ Sports activities (e.g. volleyball, water polo)
 ☒ New events (e.g. treasure hunts, bombing contests)
 ☒ Social events (e.g. dives, movies, barbecues)
 ☒ Specific events (e.g. inflatable pool, playgrounds)
 ☐ Other (please specify)

Optional question (16 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q25 Kiosk facilities are available at some of the swimming pools. If applicable, what is your opinion of the kiosk facilities ...



Question options

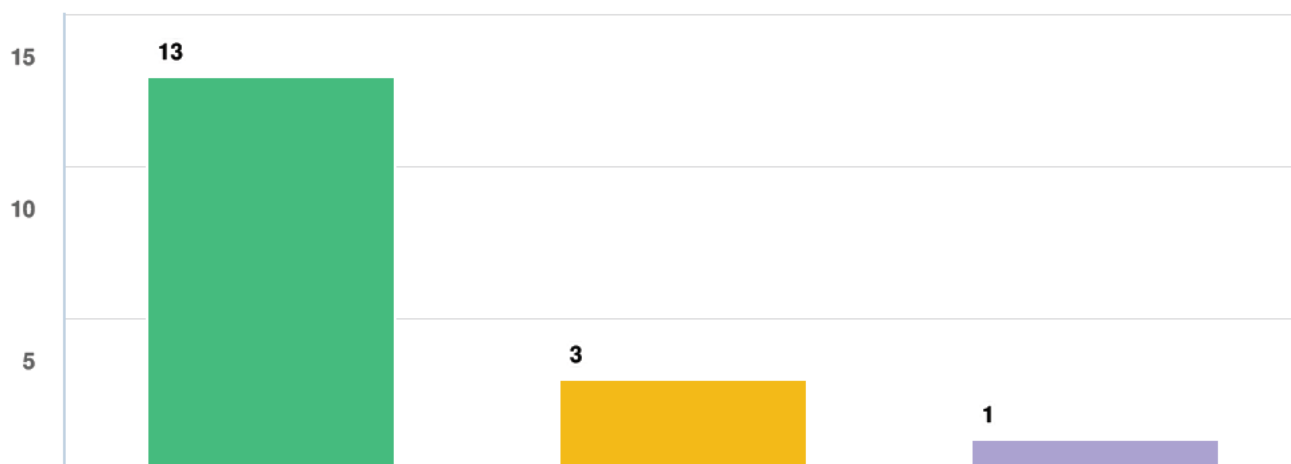
- ☒ Excellent use the kiosk regularly and meets my requirements
- ☒ Good use the kiosk infrequently and generally meets my requirements
- ☐ Poor do not use the kiosk as does not meet my requirements
- ☐ Other (please specify)
- ☐ Never use the kiosk and have no further comment

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

☒ Yes
 ☐ No
 ☐ Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q27 Please explain your response to the above question

Anonymous

4/16/2021 09:20 AM

I think that we need a change of who looks after our local pool, I think this would encourage more users

Anonymous

4/16/2021 03:59 PM

The Glenden pool is the Heart of the town. It is the meeting point for residents and is a safe and happy place to come to. This town needs this pool.

Anonymous

4/16/2021 06:24 PM

Great value

Anonymous

4/18/2021 03:35 PM

Need something to do after work

Anonymous

4/18/2021 03:57 PM

N/A

Anonymous

4/19/2021 07:39 AM

Glenden is lucky to have this pool

Anonymous

4/19/2021 03:52 PM

It's good better than some city pools

Anonymous

4/19/2021 07:38 PM

We're proud

Anonymous

4/19/2021 09:41 PM

Stakeholders meaning patrons?

Anonymous

4/20/2021 07:24 AM

It meets most needs

Glenden General Store

4/30/2021 01:19 PM

I do not believe that Glenden as a township is looked after as well as Moranbah. We seem to be forgotten a lot of the time.

Anonymous

4/30/2021 10:46 PM

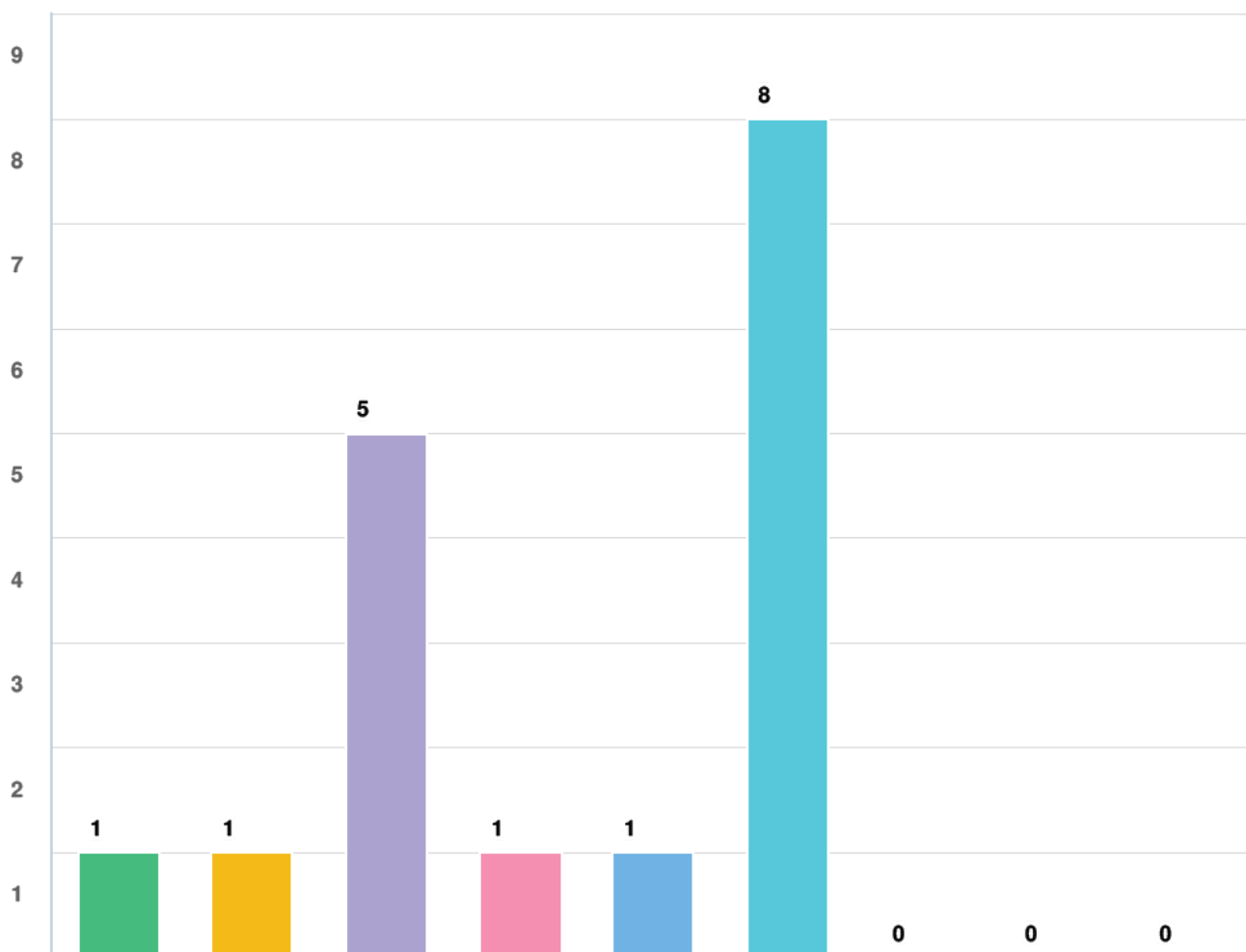
Given that the pool is the only one we come to and extremely well maintained community facility Glenden has. I would expect that the local council would do everything in their power to keep the facility as family friendly as possible for as long as possible and HEAT the water... we have beautiful weather with cool nights and sunny days but the water temperature is freeeeeezing! Especially for the elderly. Please consider how important water temperature is to children and families and turn the heating system On.

Optional question (12 response(s), 5 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden-Swimming-Pool

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- A reactive maintenance focus reacting to maintenance requirements as they emerge. High cost, low sustainability
- A proactive maintenance focus continuing with planned preventative maintenance. High cost, encourages sustainability, a reserved approach to technology advancement
- A blend of reactive and proactive maintenance maintaining current service and infrastructure offerings. High cost, reduces capacity for infrastructure and technology upgrades
- Reducing activities and/or amenities available at the pool reduces maintenance costs and service offering. Medium cost, and adds no value to sustainability
- Reducing the length of the pool operating season reduces maintenance and operating costs. Low to medium cost, and adds no value to sustainability. Reserved service offering
- No action required
- Reducing the pool size provides for a functional pool with reduced operating costs and superior infrastructure and technology. Superior sustainability prospects
- Reducing operating hours requires ongoing maintenance and corresponding operating costs. Reduces operator presence. Medium cost, business as usual
- Other (please specify)

Optional question (17 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Glenden Swimming Pool

Q29 Please provide any additional information or comments that you might have.

Anonymous

4/18/2021 03:35 PM

None

Anonymous

4/19/2021 07:39 AM

Happy w th the poo

Anonymous

4/19/2021 09:41 PM

Two observat ons. 1.The poo cou d do w th c ocks - when sw mm ng aps for d stance t s better to be ab e to see a t me wh st sw mm ng rather than try ng to ma nta n a count n your head. 2. I understand the poo has a heater but t s not used? Sure y f the water s warmer dur ng the trans t on a months more peop e wou d use the fac ty?

Anonymous

4/20/2021 07:24 AM

Maybe promot ng get started programs w th the schoo s and c ub and m n ng compan es w th a sma ncent ve scheme

Anonymous

4/30/2021 10:46 PM

An upgrade of to et and shower fac tes and more outdoor pay equ pment wou d be a huge draw card for our poo .

Optional question (5 response(s), 12 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. G enden-Sw mm ng-Poo

Q30 What is your name?

Anonymous

4/16/2021 09:20 AM

[REDACTED]

Anonymous

4/16/2021 03:59 PM

[REDACTED]

Anonymous

4/16/2021 06:24 PM

[REDACTED]

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

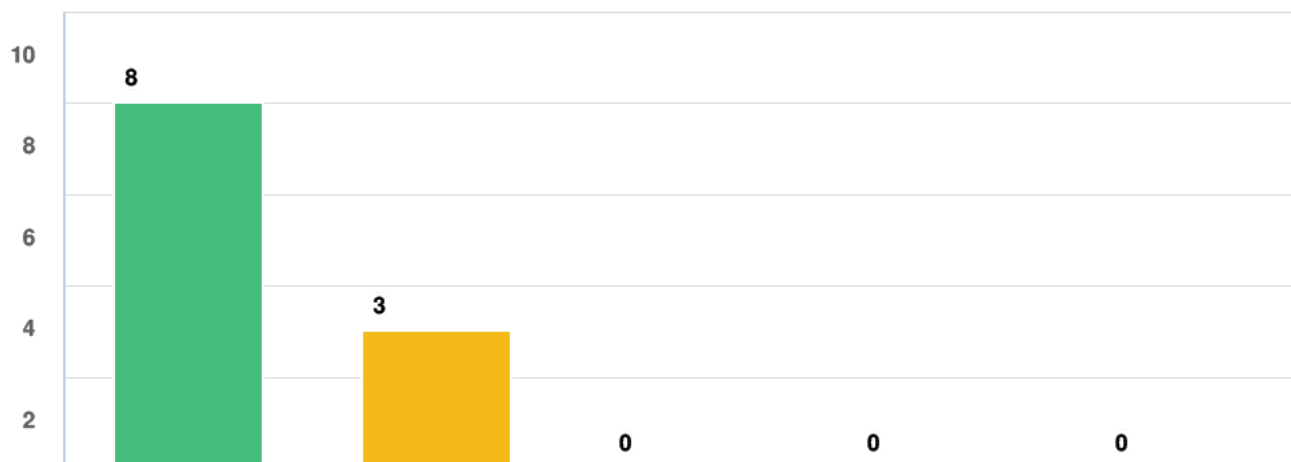
Please select the swimming pool that you are basing your responses on.

Answered : Middlemount-Swimming-Pool



SURVEY QUESTIONS

Q1 What is your age group?



Question options

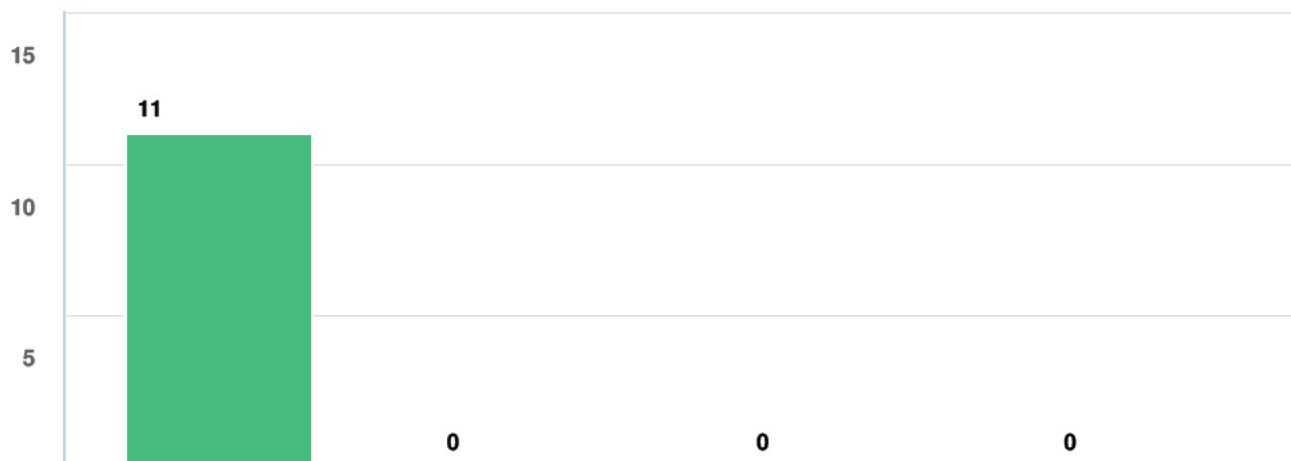
☒ 26 - 44 years
 ☒ 45 - 64 years
 ☐ 16 years and under
 ☐ 17 - 25 years
 ☐ 65 years and older

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q2 What is your gender?



Question options

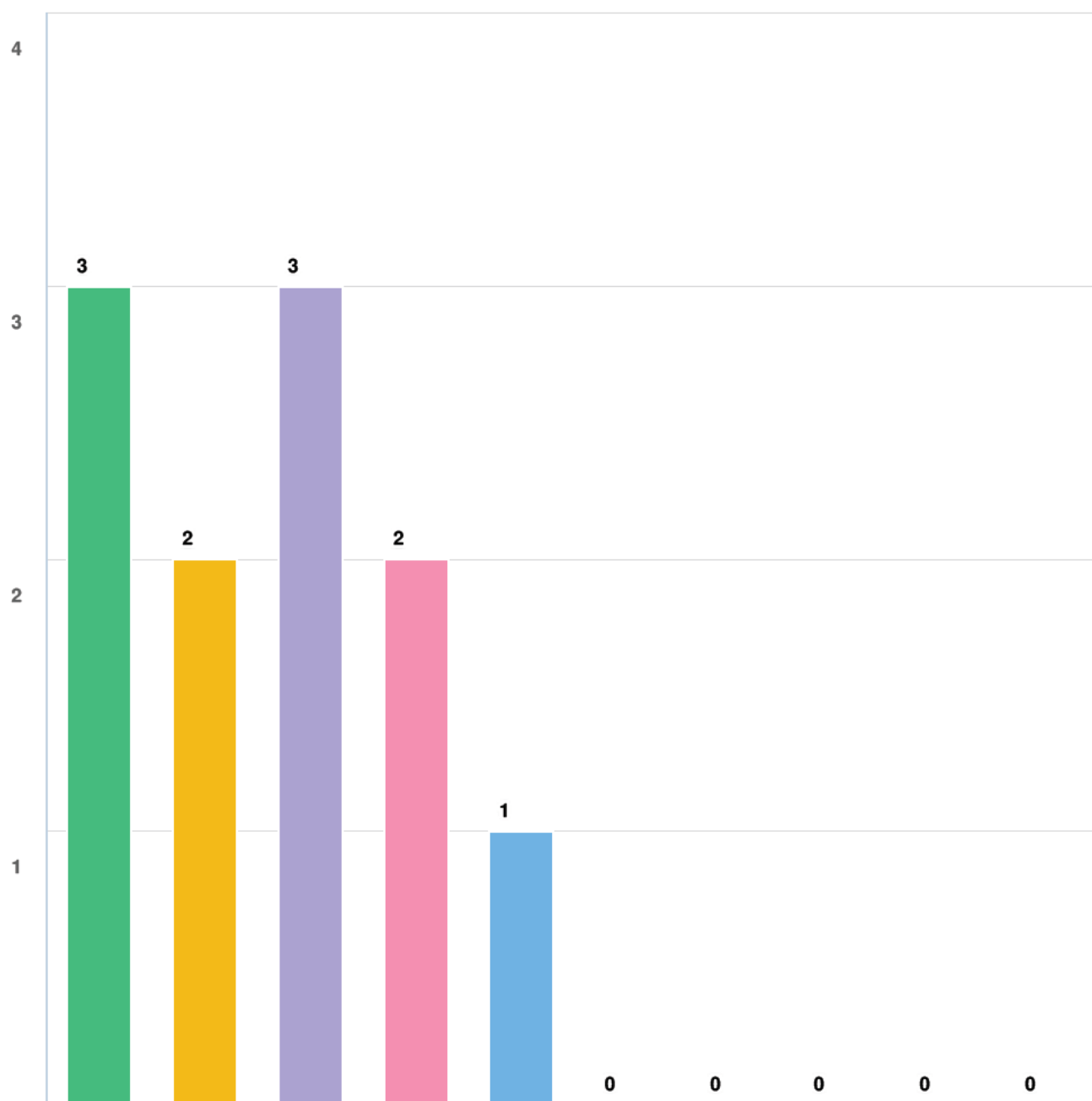
☒ Female
 ☐ Male
 ☐ Prefer not to say
 ☐ Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q3 Please select the option that best describes your household (Please select only one)



Question options

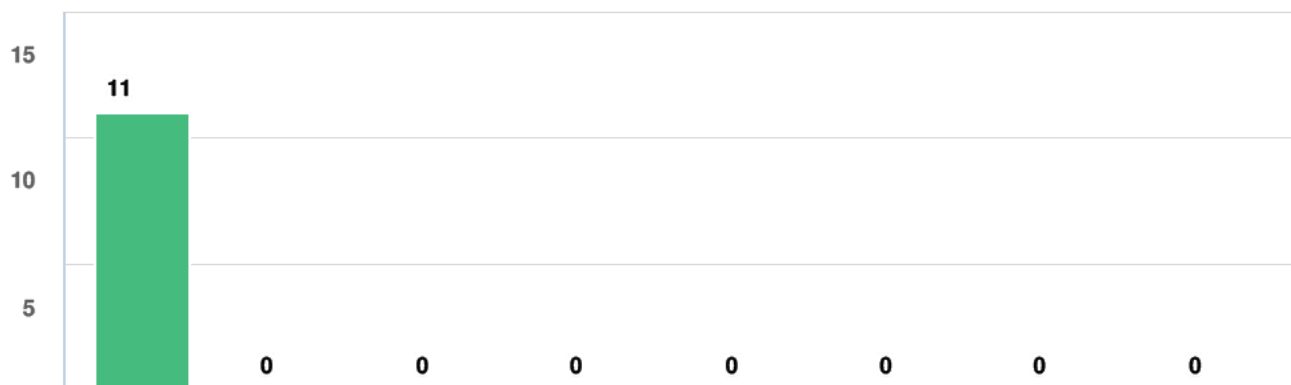
- Couple with dependent children aged 0-5
- Couple with dependent children aged 6-12
- Couple with dependent children in both age groups
- Single parent with dependent children aged 6-12
- Other (please specify)
- Couple with no children
- Single parent with dependent children aged 0-5
- Single parent with dependent children in both age groups
- Single person living alone
- Single person living with other adults

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q4 Please select the swimming pool that you are basing your responses on.



Question options

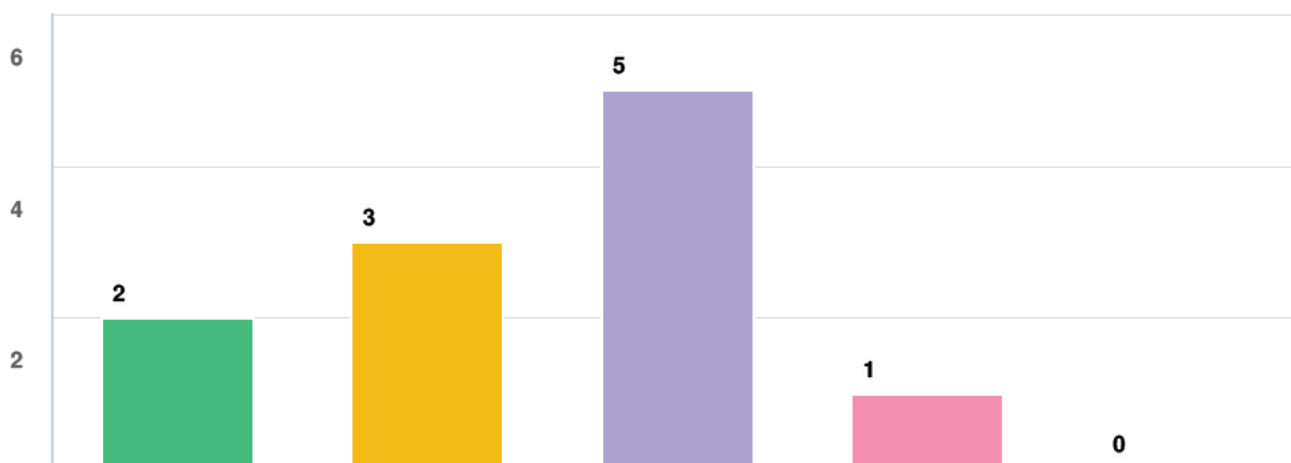
- Middelmount Swimming Pool
 ● Cermon Swimming Centre
 ● Dysart Swimming Pool
 ● Faggy Rock Swimming Pool
- Genden Swimming Pool
 ● Moranbah Greg Cruickshank Aquatic Centre
 ● Nebo Swimming Pool
- S. Lawrence Swimming Pool

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middelmount Swimming Pool

Q5 How often do you visit the swimming pool?



Question options

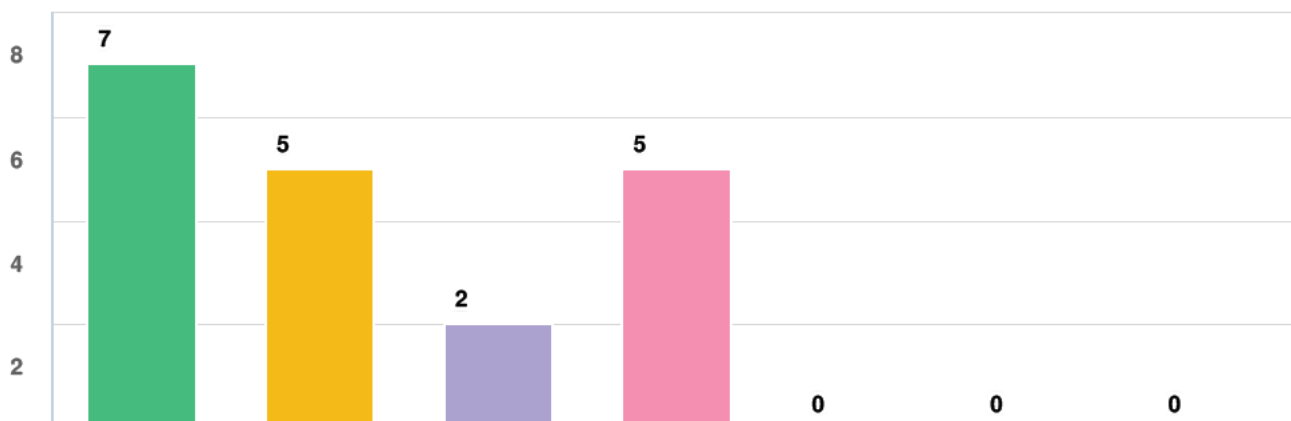
- Once or twice per month
 ● Once per week
 ● Two or more visits per week
 ● Other (please specify)
 ● Infrequently

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middelmount Swimming Pool

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

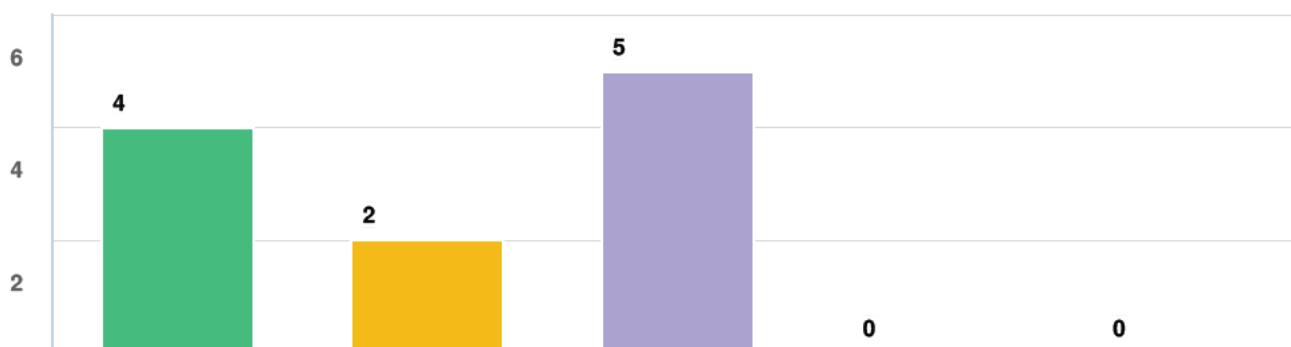
- Recreation
- Exercise
- Swimming Club
- Learn to swim lessons
- Sporting Events
- Special Occasions (eg birthday, carnival, learn to swim)
- Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

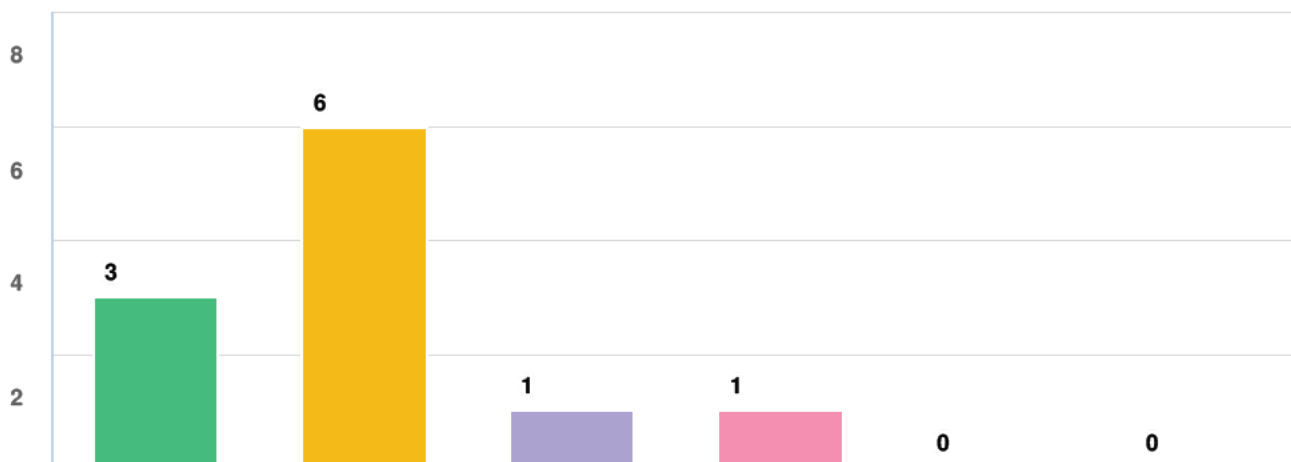
- Physical health and fitness (improving the physical health of residents)
- Social networking (providing an opportunity to catch up with friends and meet new people)
- Leavability (makes the town a better place to live and attract new residents)
- Cultural heritage (following the legacy of previous generations)
- Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q8 What best describes your experience at the swimming pool?



Question options

☒ Satisfied
 ☒ Neutral
 ☐ Dissatisfied
 ☐ Very Dissatisfied
 ☐ Very satisfied
 ☐ Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q9 Please explain your above selection

Anonymous

4/16/2021 09:13 AM

A though gratefu to have a poo n
M dd emount, there s a ot of th ngs
that cou d be done to mprove t and
benef t the fam es and res dents of
the town.

Anonymous

4/16/2021 09:37 AM

There s not much ava ab e for the
younger ch dren 0-2 they get bored
qu te qu ck y. There cou d be more
var ety ava ab e n the canteen. At
the moment there s very m ted food
f you w sh to stay around for unch.
Hot ch ps etc wou d be ove y.

Anonymous

4/16/2021 09:57 AM

Sw mm ng ersions frequent y
cance ed. Gate/k osk often
unmanned to purchase dr nks/ pay
entry

Anonymous

4/16/2021 10:48 AM

The poo offers a phys ca ftness
opportun ty for persons seek ng to
mprove the r hea th through water
ftness act v t es.

Anonymous

4/16/2021 01:29 PM

Co dest poo n Austr a

Anonymous

4/17/2021 08:55 AM

Fr end y staff

Anonymous

4/17/2021 10:08 AM

The woman runn ng the c ub often
sme s of mar juana and can be very
rude. I have w tnessed here ye ng,
swear ng and hav ng arguments w th
peop e wh st at the poo . She has
a so shown ch dren photos of herse f
us ng a bong on her phone.

Anonymous

4/19/2021 11:49 AM

The poo needs to be ceaned more
a ways has d rty bottom of poo or
mou d ...and the dra ns n g r s
showers back up so your feet are n
someone e ses shower water ...And
a ot of ants where you want to have
a coffee area

Anonymous

4/20/2021 10:29 PM

Staff are friendly and welcoming but the pool water temps consistently cold and this makes learn to swim lesson difficult and swimming less enjoyable. Facilities are clean but very dated and have not changed for years. The high edges and guttering are difficult for young children to safely exit the pool or find the way. It is a very large space available however there are less facilities than most surrounding towns. Would be wonderful to see a water play area or a deeper Children's wading pool or inflatable pool obstacle. This season there were heaps of ants making it difficult to sit or stand in areas. Although this seemed to be everywhere in town and not soated to pool.

Anonymous

4/21/2021 06:16 AM

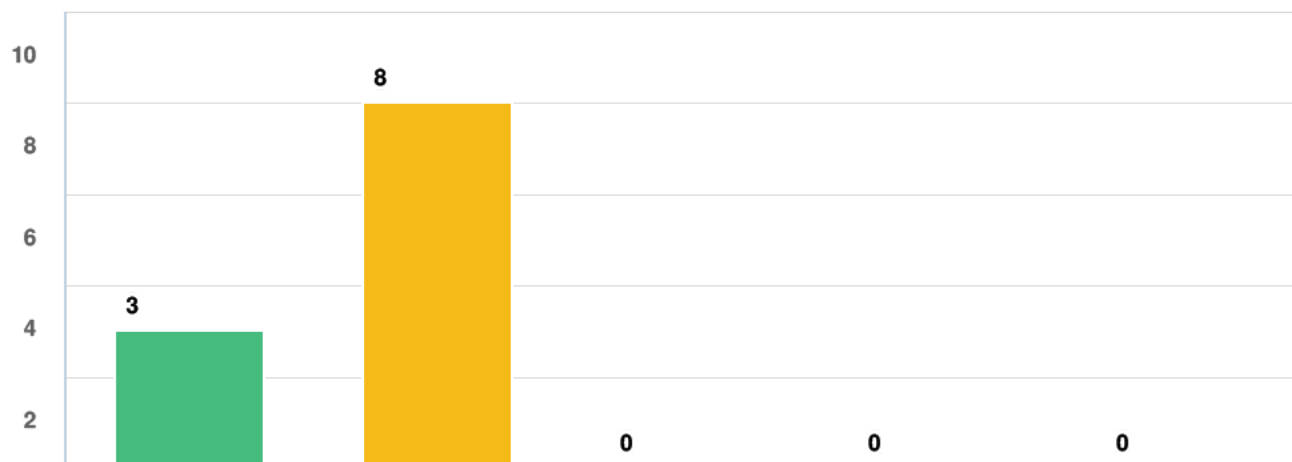
It's just a pool on lots of vacant land

Optional question (10 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Mdd emount-Swimming-Pool

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

☒ Acceptable
 ☒ Neutral
 ☐ Excellent
 ☐ Unacceptable
 ☐ Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q11 Please explain your above selection

Anonymous

4/16/2021 09:13 AM

There needs to be more options for smaller children, more water play, maybe a playground, heaters for the cooler months. Also more options at the canteen such as hot chips. This would definitely bring more residents there

Anonymous

4/16/2021 09:37 AM

Conditions are good

Anonymous

4/16/2021 09:51 AM

I feel the pool itself needs to be upgraded to modern standard. Replacing a few tiles does not do this. I've lived in this community since the 80s and it's in original condition.

Anonymous

4/16/2021 09:57 AM

Cracked tiles in pool

Anonymous

4/16/2021 10:48 AM

There is a b-b-q and seating available for persons relaxing with family swimming and friends as well.

Anonymous

4/17/2021 08:55 AM

Toilets run down, tiles broken

Anonymous

4/19/2021 11:49 AM

See above comments

Anonymous

4/20/2021 10:29 PM

Always clean however dated and more often than not a maintenance issue vs be

Anonymous

4/21/2021 06:16 AM

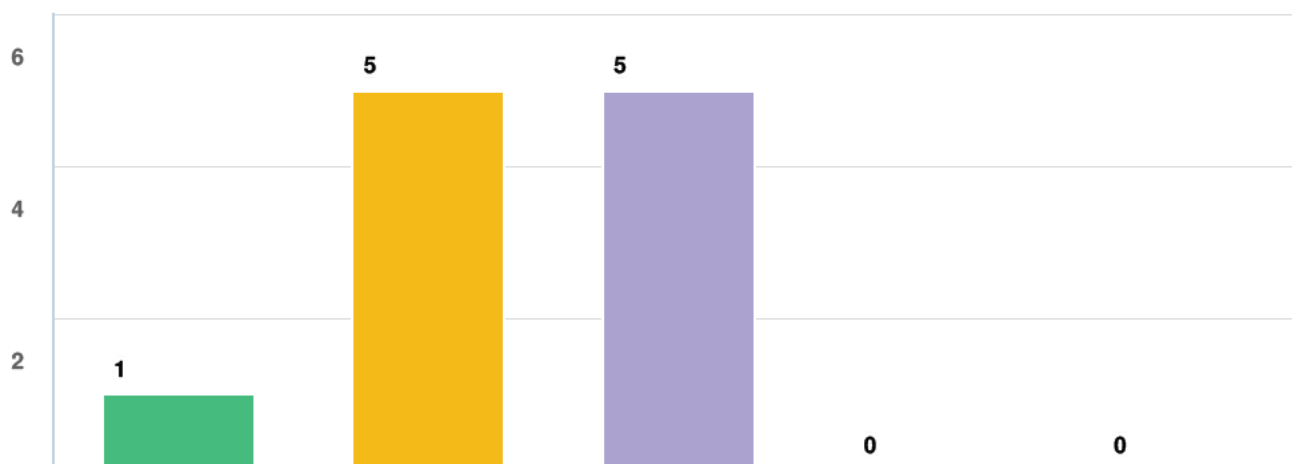
It's old outdated troughs as hand basin in the toilets

Optional question (9 response(s), 2 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middleton-Swimming-Pool

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

● Excellent ● Acceptable ● Neutral ● Unacceptable ● Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q13 Please explain your above selection

Anonymous

4/16/2021 09:13 AM

Toilet blocks are a ways dirty, there
is a bad ant problem

Anonymous

4/16/2021 09:37 AM

It is a ways well maintained

Anonymous

4/16/2021 10:48 AM

The pool areas are a ways clean
from litter.

Anonymous

4/17/2021 08:55 AM

Toilet a ways clean, pool area has
leaves and dirty

Anonymous

4/19/2021 11:49 AM

As above comments

Anonymous

4/20/2021 10:29 PM

I have never had concern about the
cleanliness of the pool or bathrooms
and the grass is usually (outside of
water restrictions) lovely. The staff do
a great job

Anonymous

4/21/2021 06:16 AM

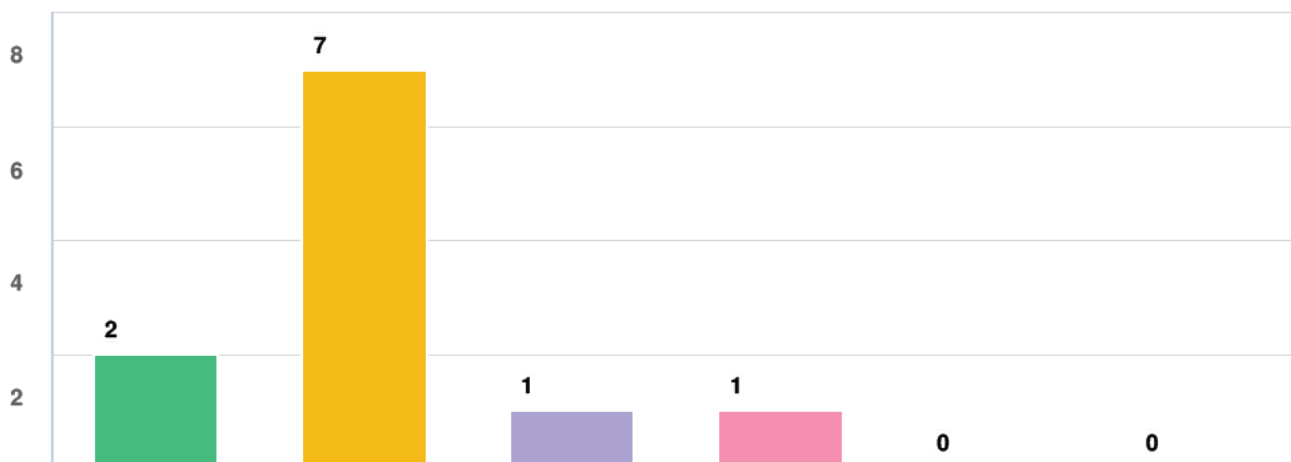
It is clean but a ways looks dirty as
the facilities are so old

Optional question (7 response(s), 4 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount-Swimming-Pool

Q14 What best describes the level of customer service that you received at the pool?



Question options

● Very satisfied
 ● Satisfied
 ● Dissatisfied
 ● Very dissatisfied
 ● Neutral
 ● Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q15 Please explain your above selection

Anonymous

4/16/2021 09:13 AM

The workers at the pool are a ways friendly and great. Never had an issue. It's the pool itself that needs improvements

Anonymous

4/16/2021 09:37 AM

Staff are friendly

Anonymous

4/16/2021 09:57 AM

Lessons often canceled but we are told we need to pre pay. We've often stood at the counter to purchase drinks & ice creams and had the person who works there sit on the side of the pool and ignore us

Anonymous

4/16/2021 10:48 AM

Personnel are a ways polite when offering service to patrons.

Anonymous

4/17/2021 08:55 AM

A ways polite and friendly

Anonymous

4/17/2021 10:08 AM

as above. Cara the woman running premises is not a fit person to be in charge of the amenities or around children.

Anonymous

4/19/2021 11:49 AM

Staff are friendly

Anonymous

4/20/2021 10:29 PM

Very friendly and personable. Always greeted with a smile. The staff are polite and show genuine interest in our children and families. Amanda has a great balance of fun/serious for the kids' lessons. Content of swim lessons is repeated though. Would be helpful for younger kids to have an instructor to stand/wait on during lessons. Swimming club is amazing and we really enjoy the club season.

Anonymous

4/21/2021 06:16 AM

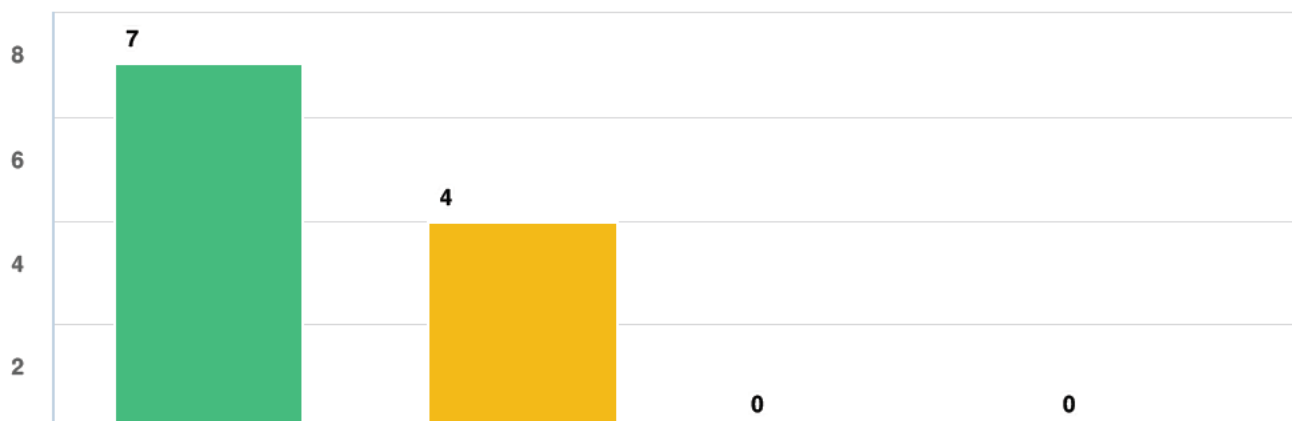
Staff are amazing

Optional question (9 response(s), 2 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount-Swimming-Pool

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- ☒ Satisfactory meets the requirements of a user group
- ☒ Neutral
- ☐ Unsatisfactory fails to meet requirements of a user group
- ☐ Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q17 Please explain your above selection

Anonymous

4/16/2021 09:13 AM

Hours in summer are great however
if there were heaters this would allow
the pool to open for limited hours over
winter.

Anonymous

4/16/2021 09:37 AM

Open all hours that we would be
using the pool

Anonymous

4/16/2021 10:48 AM

When a small community the pool
operating hours cover all groups of
people wanting to access it.

Anonymous

4/17/2021 08:55 AM

Either you open baby pool for toddlers
or big pool for teens

Anonymous

4/20/2021 10:29 PM

Open hours met our families needs

Anonymous

4/21/2021 06:16 AM

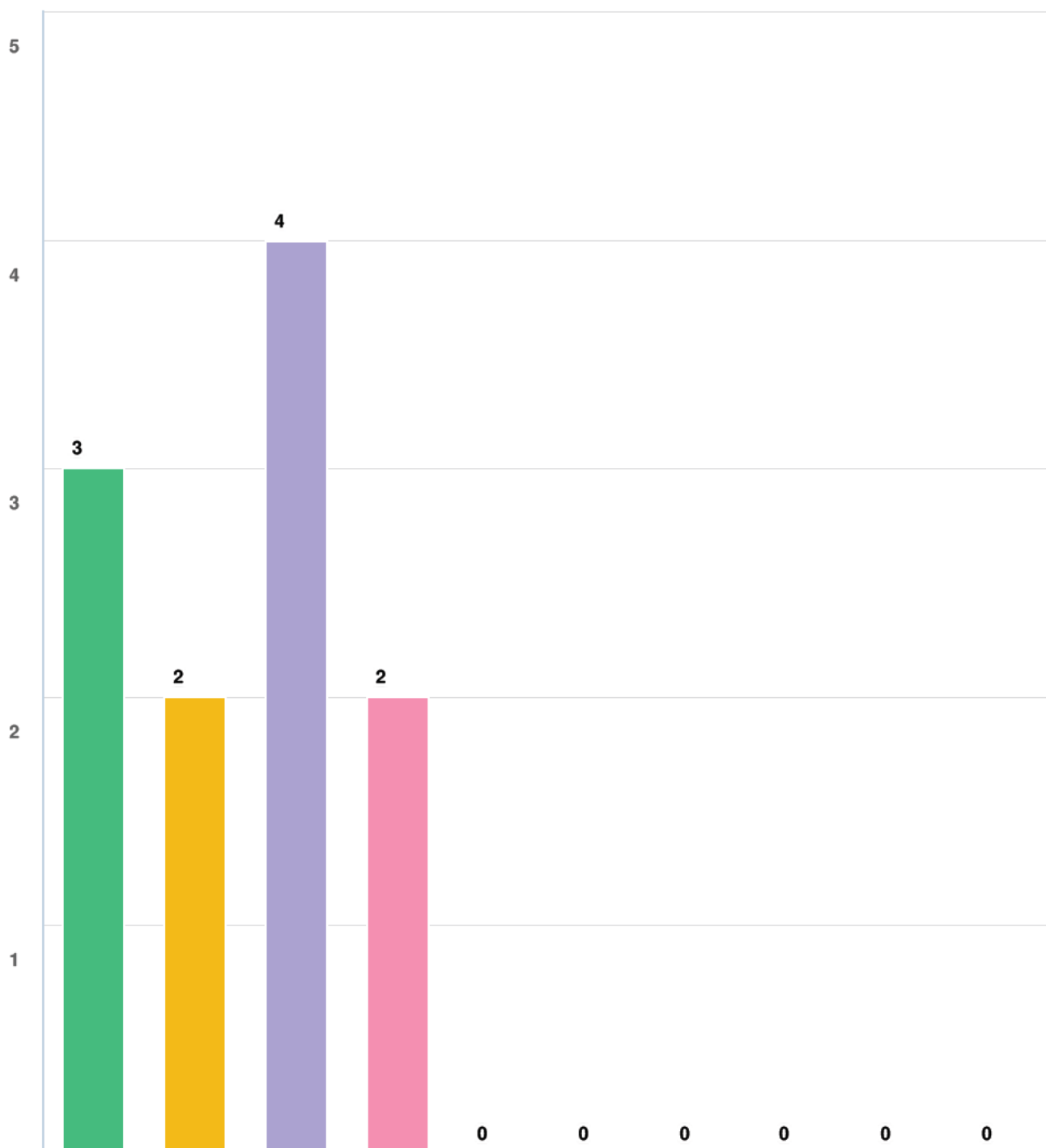
Good opening times

Optional question (6 response(s), 5 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount-Swimming-Pool

Q18 What is your highest priority when you and/or your family have visited the swimming pool?



Question options

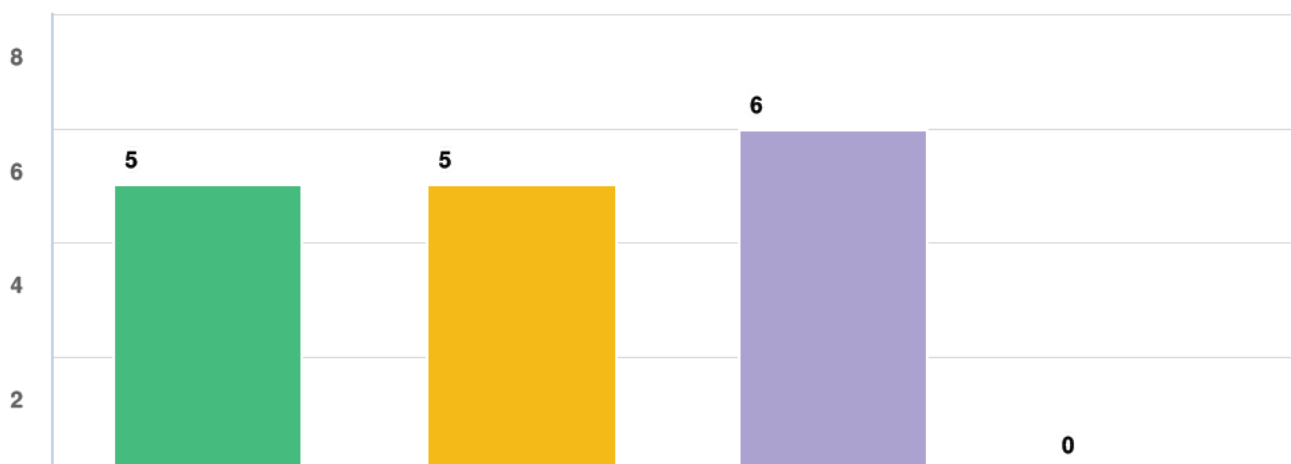
- Safe y
 ● Clean ness
 ● Su ab y for sma ch dren
 ● Ac v es
 ● Re ab y
 ● Amen es
 ● Space
- Shade
 ● Superv s on
 ● O her (p ease spec fy)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequa...



Question options

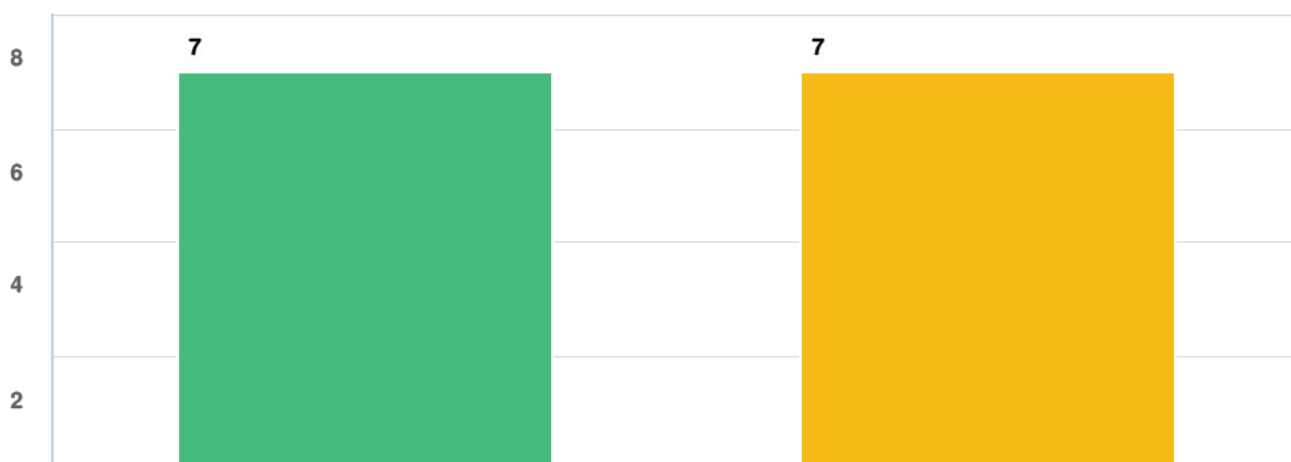
6-12 years 13-18 years 18+ years 0-5 years

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

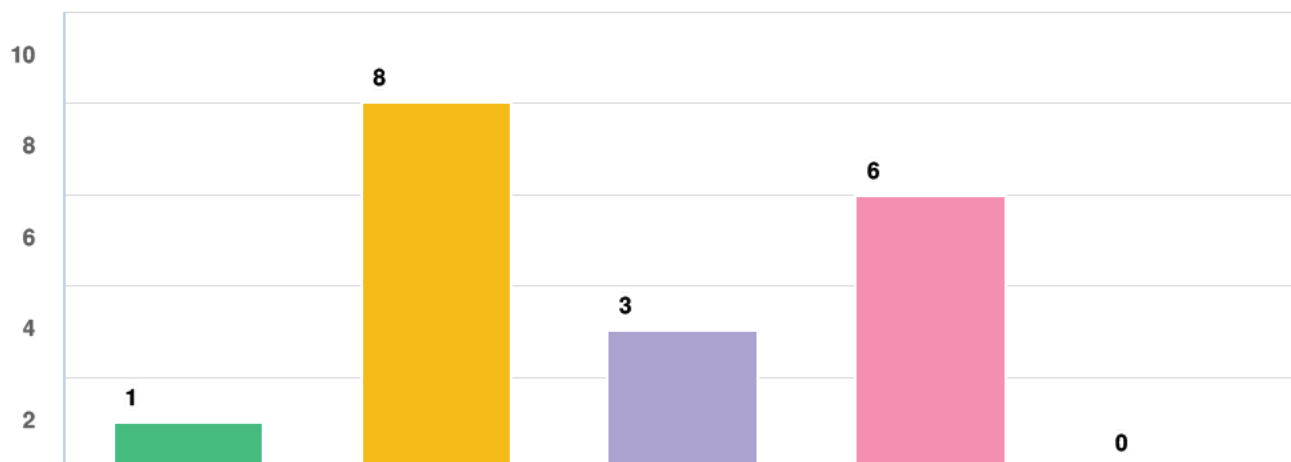
Weekdays Weekends

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

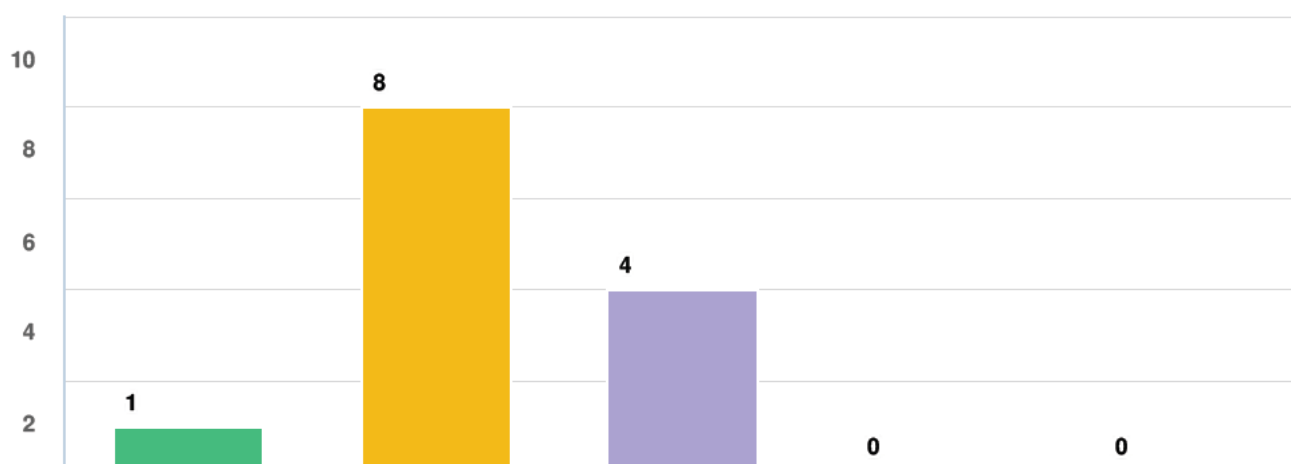
☒ Early morning
 ☒ Mid morning
 ☐ Early afternoon
 ☒ Late afternoon
 ☐ Midday

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

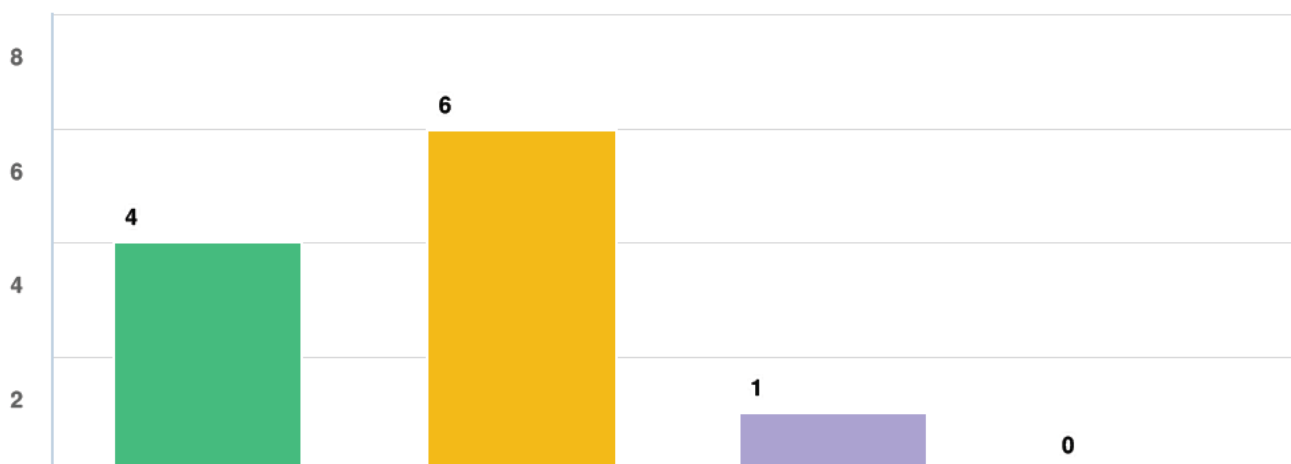
☒ Very low
 ☒ Low
 ☐ Medium
 ☐ High
 ☐ Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

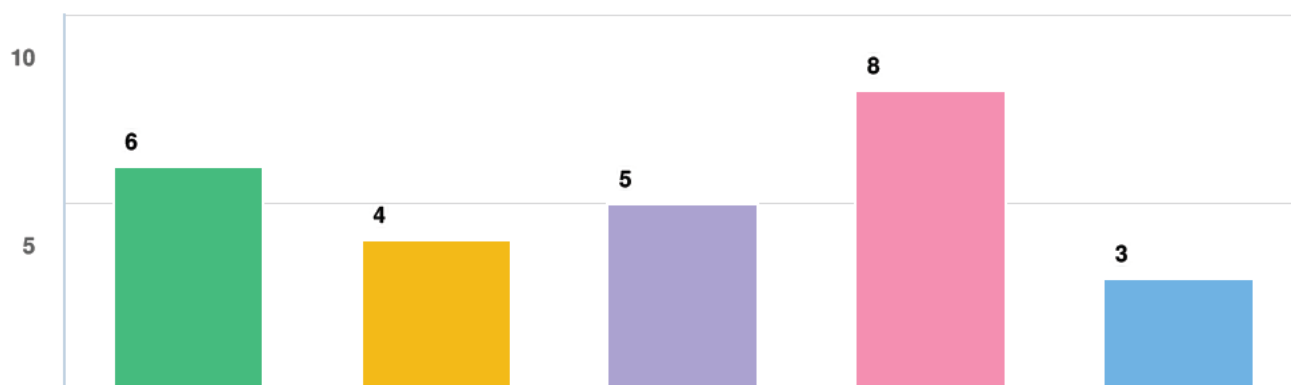
● Lower patronage
 ● No change
 ● Higher patronage
 ● Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q24 What would you like to see more of at the swimming pool?



Question options

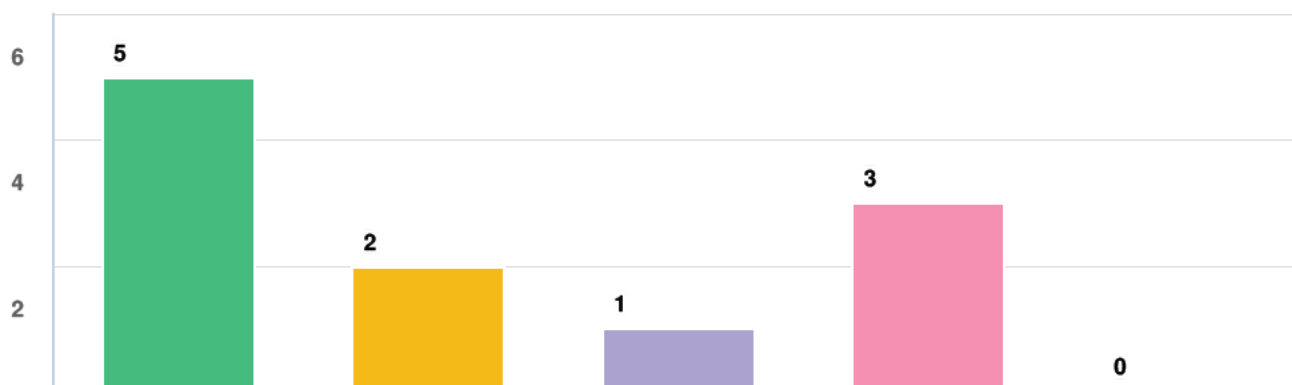
● Sports activities e.g. volleyball, water polo
 ● Novelty events e.g. treasure hunts, bombing contests
 ● Social events e.g. dives, movies, barbecues
 ● Specialty events e.g. inflatable pool, playgrounds
 ● Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q25 Kiosk facilities are available at some of the swimming pools. If applicable, what is your opinion of the kiosk facilities ...



Question options

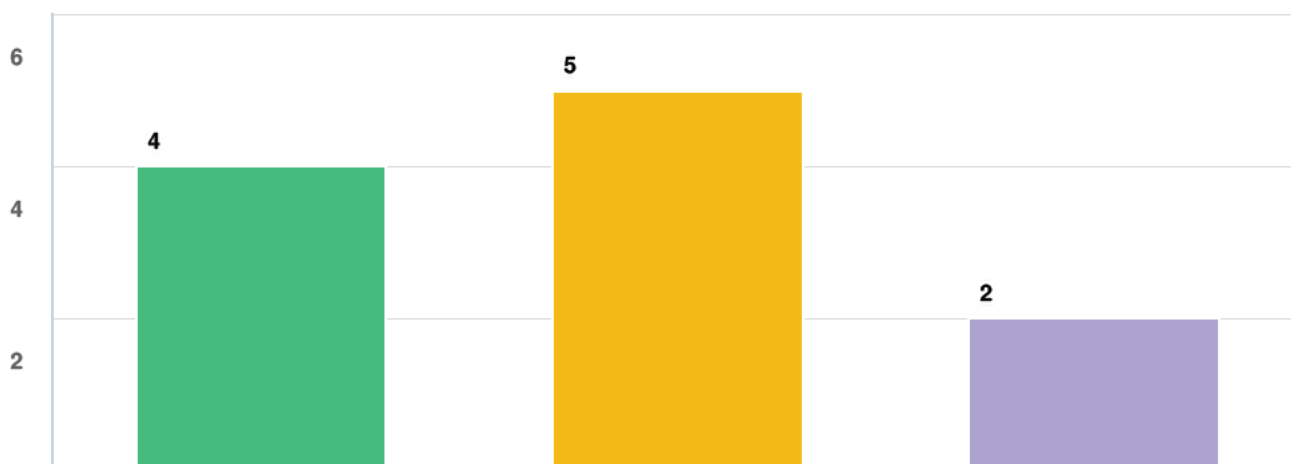
- ☒ Good use the kiosk frequently and generally meets my requirements
- ☐ Neutral use the kiosk and have no further comment
- ☐ Poor do not use the kiosk as it does not meet my requirements
- ☐ Other (please specify)
- ☐ Excellent use the kiosk regularly and meets my requirements

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

☒ Yes ☒ No ☒ Other (please specify)

Optional question (11 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q27 Please explain your response to the above question

Anonymous

4/16/2021 09:13 AM

There are some pools within the region that have better facilities than others

Anonymous

4/16/2021 10:48 AM

With the use of the pools and facilities offered, the value for money experience is well worth it. Children enjoy to swim while a BBQ is prepared.

Anonymous

4/16/2021 01:29 PM

Medium amount pools very basic in comparison to other pools around the area.

Anonymous

4/17/2021 08:55 AM

Season pass good value for a family of 5

Anonymous

4/17/2021 10:08 AM

Medium amount swimming pools variety, needs a side.

Anonymous

4/20/2021 10:29 PM

I understand the are costs associated with running the pool but it seems season pass prices high considering the basic facilities on offer

Anonymous

4/21/2021 06:16 AM

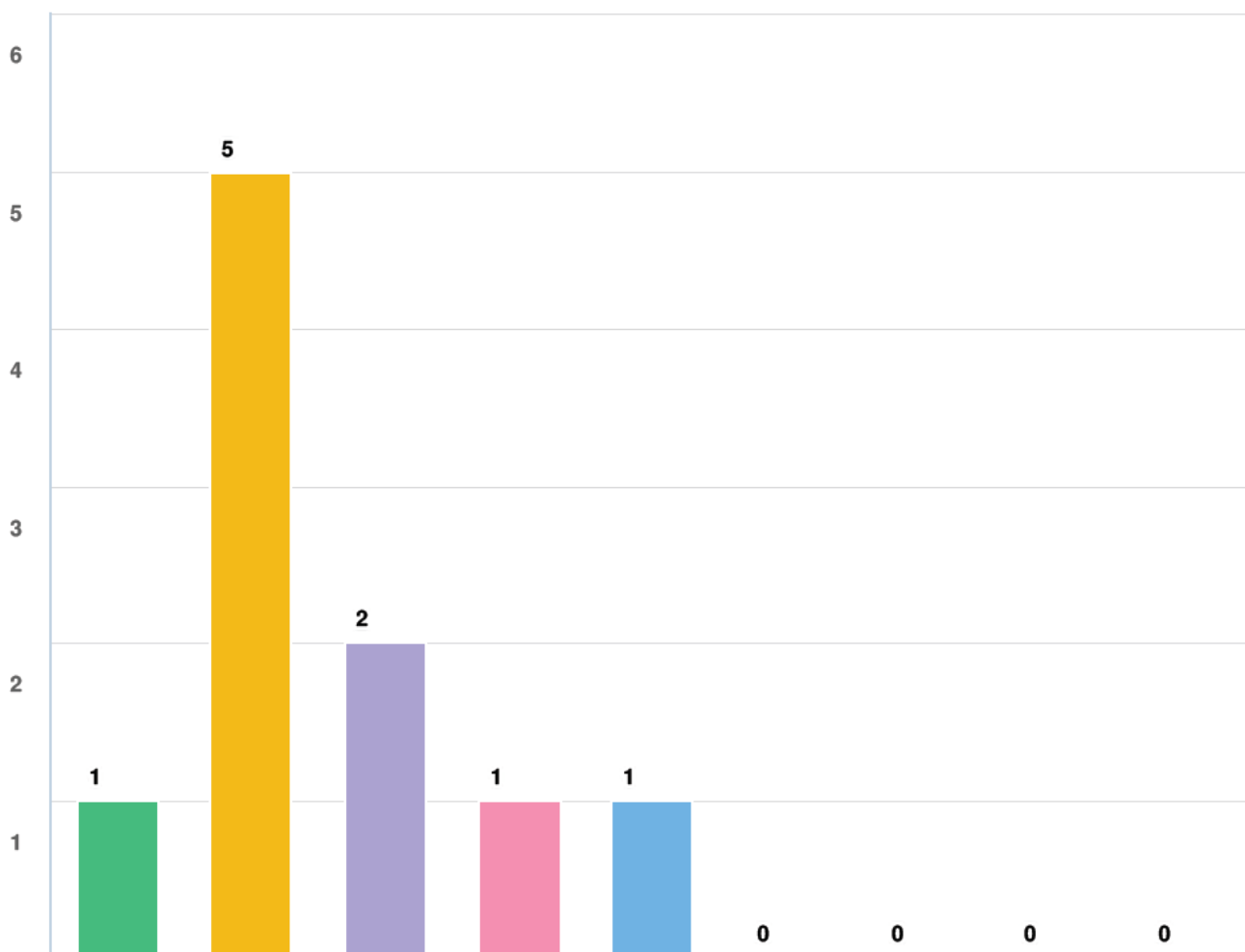
The bigger towns get lots of money given to upgrade while the towns don't. Medium amount pool has lots of vacant land that could be utilised better for the kids in the community to use.

Optional question (7 response(s), 4 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Medium amount-Swimming-Pool

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- ☐ A reactive maintenance focus reacting to maintenance requirements as they emerge High cost low sustainability
- ☐ A proactive maintenance focus continuing with planned preventive maintenance High cost encourages sustainability a reserved approach to technology advancement
- ☐ Reducing the pool size provides for a functional pool with reduced operating costs and superior infrastructure and technology Superior sustainability prospects
- ☐ Reducing operating hours requires ongoing maintenance and corresponding operating costs Reduces operational presence Medium cost business as usual
- ☐ No action required
- ☐ A blend of reactive and proactive maintenance maintaining current service and infrastructure offerings High cost reduces capacity for infrastructure and technology upgrades
- ☐ Reducing activities and/or amenities available at the pool reduces maintenance costs and service offering Medium cost and adds no value to sustainability
- ☐ Reducing the length of the pool operating season reduces maintenance and operating costs Low to medium cost and adds no value to sustainability Reduced service offering
- ☐ Other (please specify)

Optional question (10 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Middlemount Swimming Pool

Q29 Please provide any additional information or comments that you might have.

Anonymous

4/16/2021 10:48 AM

For a better community involvement,
more focus on offering activities
as medical participation age groups may
be beneficial.

Optional question (1 response(s), 10 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Medium-Swimming-Pool

Q30 What is your name?

Anonymous

4/16/2021 09:13 AM

[REDACTED]

Anonymous

4/16/2021 09:37 AM

[REDACTED]

Anonymous

4/16/2021 09:57 AM

[REDACTED]

Anonymous

4/16/2021 10:48 AM

[REDACTED]

Anonymous

4/17/2021 08:55 AM

[REDACTED]

Anonymous

4/19/2021 11:49 AM

[REDACTED]

Anonymous

4/20/2021 10:29 PM

[REDACTED]

Anonymous

4/21/2021 06:16 AM

[REDACTED]

Optional question (8 response(s), 3 skipped)

Question type: Single Line Question

Filtering by: Please select the swimming pool that you are basing your responses on. Medium-Swimming-Pool

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

Please select the swimming pool that you are basing your responses on.

Answered : Moranbah---Greg-Cruickshank-Aquatic-Centre



SURVEY QUESTIONS

Q1 What is your age group?



Question options

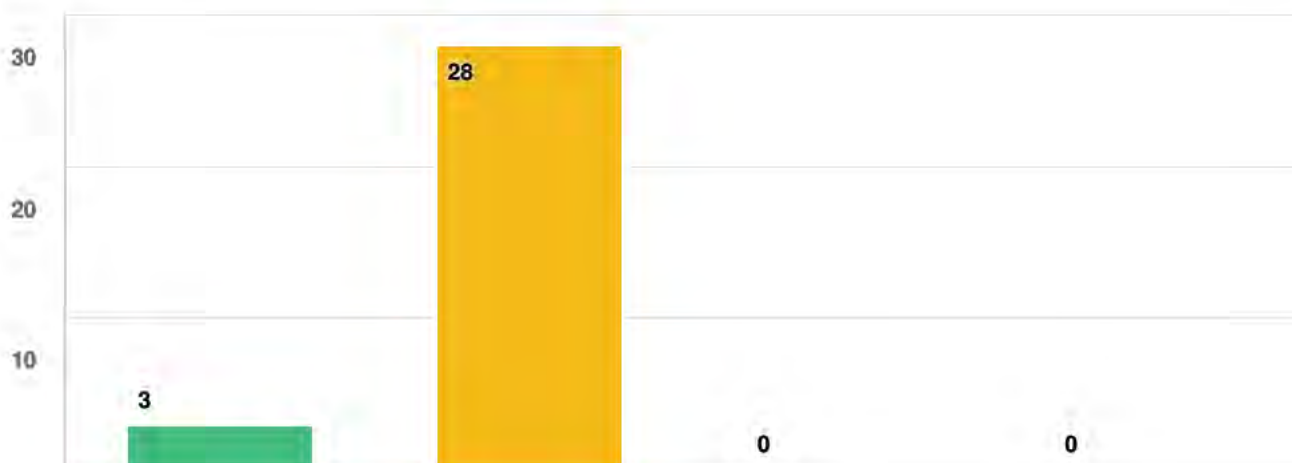
☒ 26 - 44 years
 ☒ 45 - 64 years
 ☐ 65 years and older
 ☐ 16 years and under
 ☐ 17 - 25 years

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah - Greg Cruickshank Aquatic Centre

Q2 What is your gender?



Question options

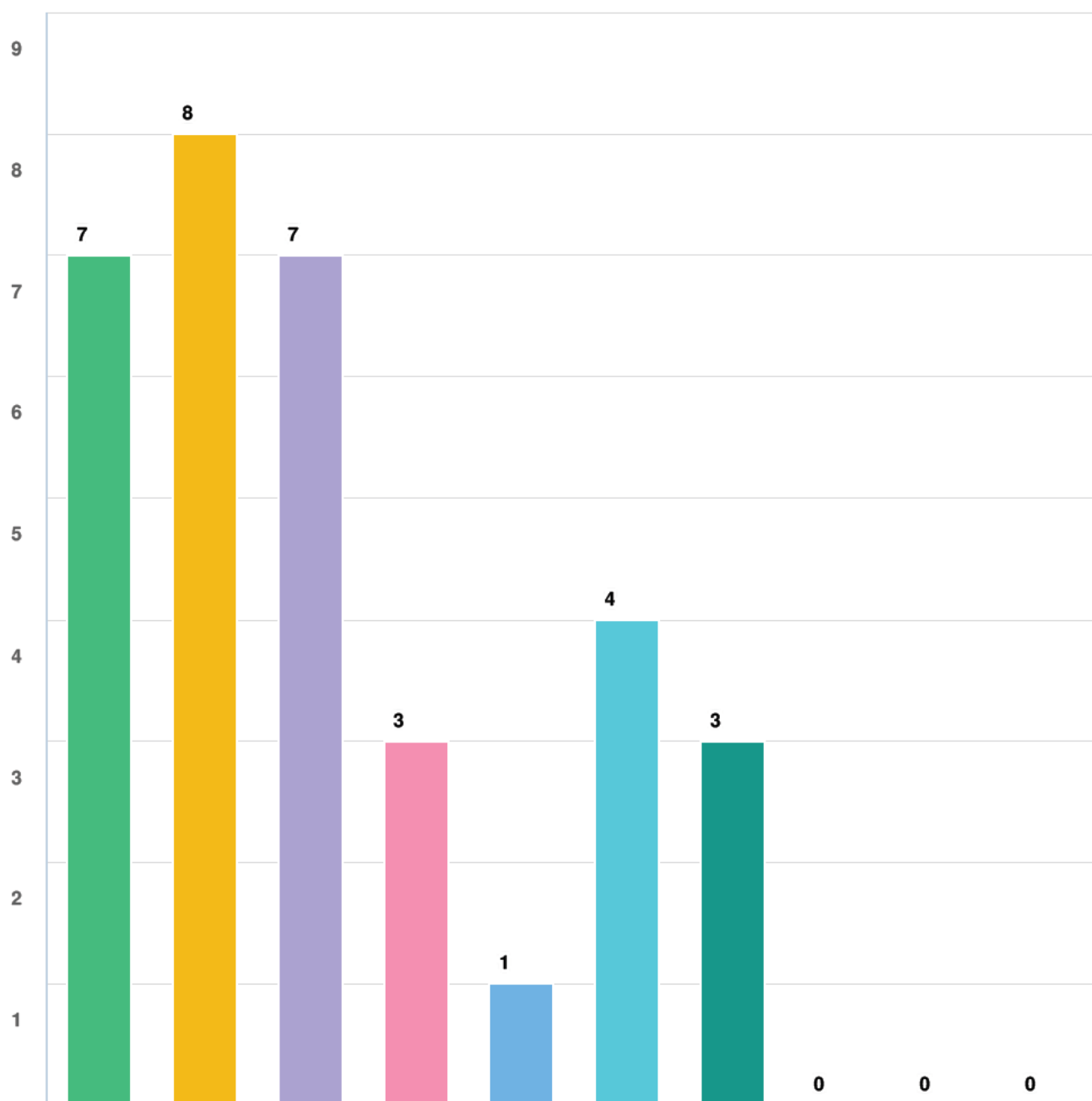
☒ Male
 ☒ Female
 ☐ Prefer not to say
 ☐ Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah - Greg Cruickshank Aquatic Centre

Q3 Please select the option that best describes your household (Please select only one)



Question options

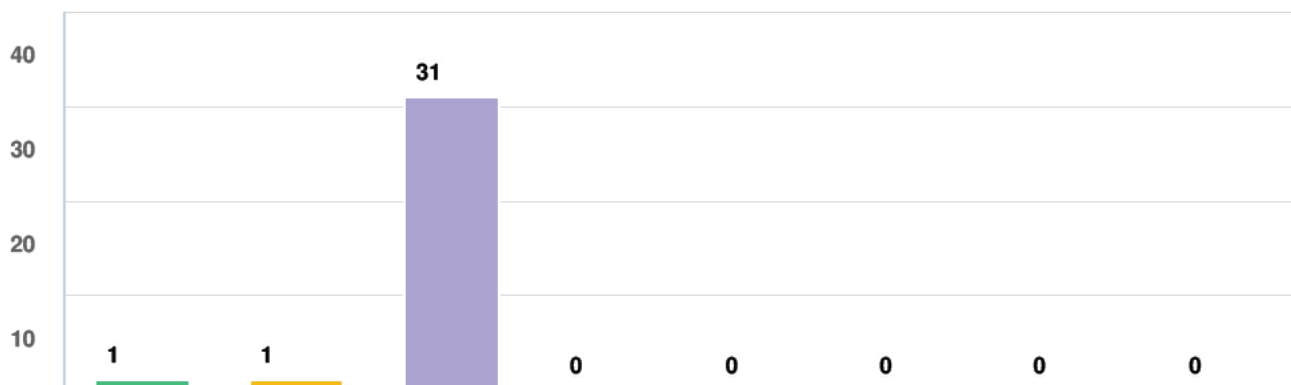
- Couple with dependent children aged 0-5
- Couple with dependent children aged 6-12
- Couple with dependent children in both age groups
- Couple with no children
- Single parent with dependent children aged 6-12
- Single person living alone
- Other (please specify)
- Single parent with dependent children aged 0-5
- Single parent with dependent children in both age groups
- Single person living with other adults

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q4 Please select the swimming pool that you are basing your responses on.



Question options

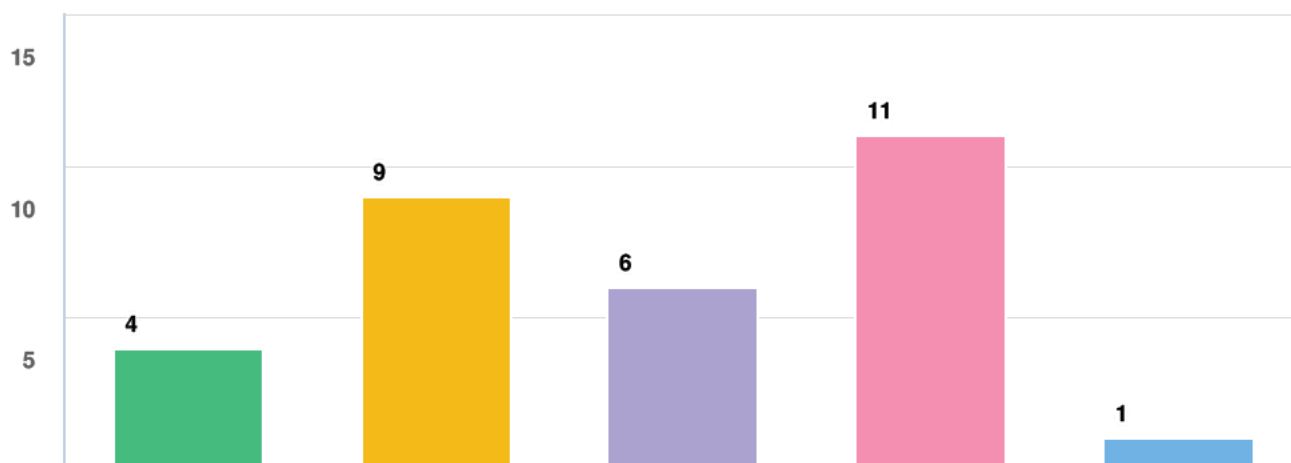
- C ermon Sw mm ng Cen re
- Dysar Sw mm ng Poo
- Moranbah Greg Cru ckshank Aqua c Cen re
- F aggy Rock Sw mm ng Poo
- G enden Sw mm ng Poo
- M dd emoun Sw mm ng Poo
- Nebo Sw mm ng Poo
- S Lawrence Sw mm ng Poo

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q5 How often do you visit the swimming pool?



Question options

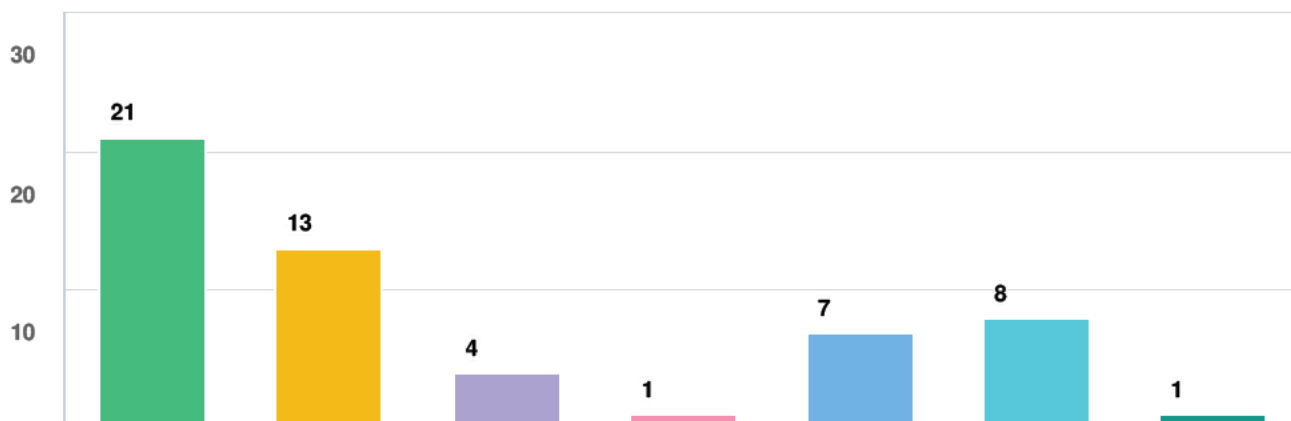
- n f requen y
- Once or w ce per mon h
- Once per week
- Two or more v s s per week
- O her (p ease spec fy)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

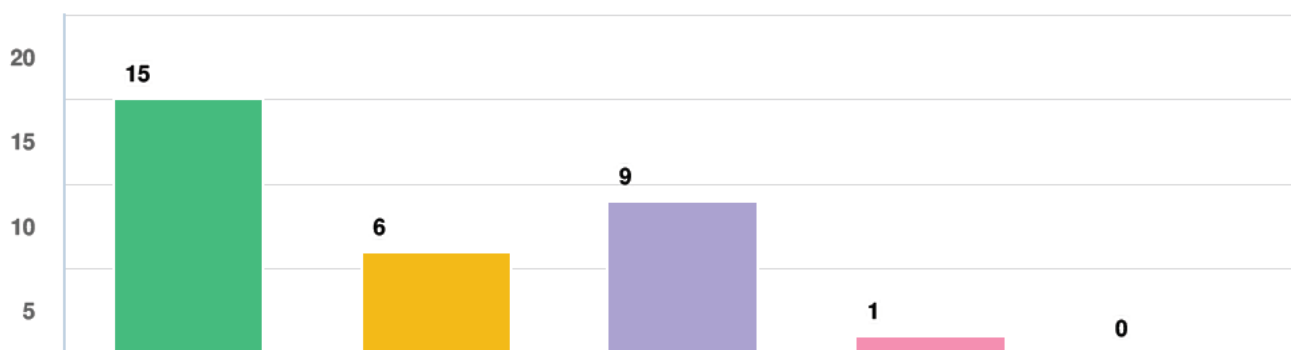
- Recreation
- Exercise
- Swimming Club
- Sporting Events
- Learn to swim lessons
- Special Occasions (eg birthday, carnival, learn to swim)
- Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

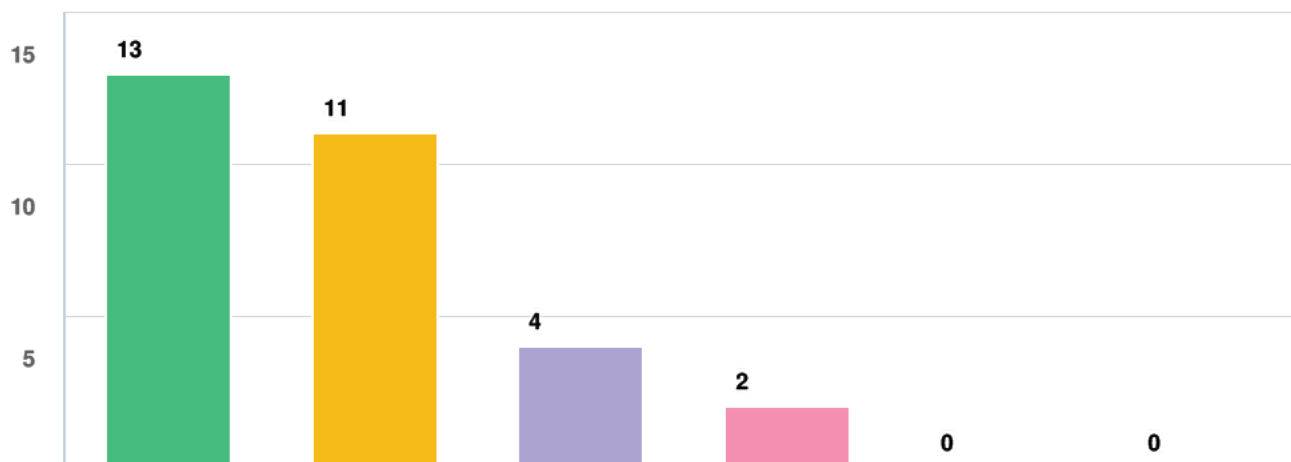
- Physical health and fitness
- Social networking
- Leveability
- Other (please specify)
- Cultural heritage

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q8 What best describes your experience at the swimming pool?



Question options

☒ Very satisfied
 ☒ Satisfied
 ☐ Neutral
 ☐ Dissatisfied
 ☐ Very Dissatisfied
 ☐ Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q9 Please explain your above selection

Anonymous

4/14/2021 04:39 PM

Nice facility

Anonymous

4/15/2021 09:11 AM

Excellent facility

Anonymous

4/15/2021 01:14 PM

The value for money / staff / facilities / activities ratios great

Anonymous

4/16/2021 09:18 AM

I love both dysart and moranbah pools. Dysart I love the music and checked vbes of the staff. Moranbah are so amazing they welcome you and have a good one chat.

Anonymous

4/16/2021 05:33 PM

The pool has been very clean and well maintained. Staff are mostly friendly and willing to help.

Anonymous

4/16/2021 08:32 PM

No smaller children option anymore (no wading paddle pool / water park) which creates a stressful putting & mts the ones interaction with water. Huge loss to community

Anonymous

4/16/2021 08:40 PM

Great swim teacher in 2021, well organized

Anonymous

4/17/2021 07:28 AM

Aways clean staff approachable

Anonymous

4/17/2021 07:29 AM

Children's section closed, no show wading pool for the younger ones, quality of new management team is very low and learner, limited communications, difficulty in booking lessons no one knows how to do it

Anonymous

4/17/2021 08:58 AM

Pool always clean, staff friendly at 6am

Anonymous

4/17/2021 09:20 AM

Loosing the kids water play area was a big loss.

Anonymous 4/17/2021 08:51 PM	There s no where for the younger ch dren to pay, no wading pool and no longer an operational water park
Anonymous 4/17/2021 09:15 PM	Staff are awesome, very helpful and friendly. Facilities are well cared for
Anonymous 4/18/2021 08:07 AM	The grounds are a lot cleaner since council took it back and the pools a lot cleaner and the staff are friendly but the maintenance on the equipment has been let go for example the playground area, the water park and in the 50 meter pool there are some sharp screws along the railing section. It would be nice to also have a cafe so the kids can get hot food as a treat and you can make money from the money to swim parents with coffee
Anonymous 4/18/2021 10:43 AM	After the change in management the cleanliness of the pools and gardens improved 100% Staff more approachable.
Anonymous 4/19/2021 09:04 AM	Excellent customer service
Anonymous 4/20/2021 02:45 PM	Clean and tidy - fantastic that Council has taken over the pool ; there were too many issues previously.
Anonymous 4/20/2021 04:52 PM	Great place to visit
Anonymous 4/21/2021 07:10 AM	Staff are friendly and happy, Rebecca does a great job and is always happy to help out
Anonymous 4/21/2021 04:57 PM	No pool for small children to play in
Anonymous 4/21/2021 06:57 PM	I love how well the new staff are running the pool. Always friendly, so easy to deal with. The place is always clean. Love coming to the pool.

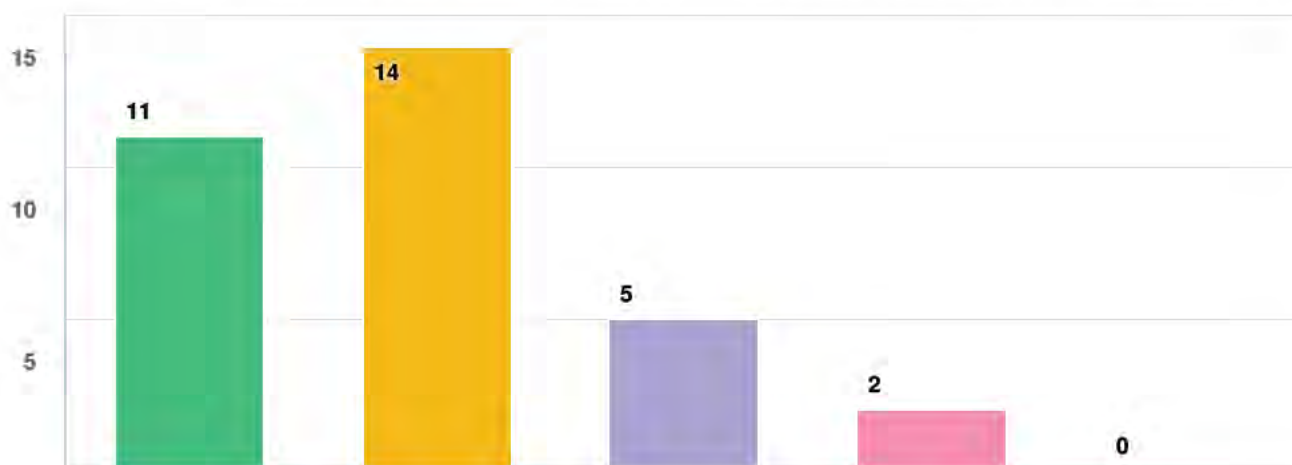
Anonymous 4/23/2021 09:15 AM	It s a ways c ean, t dy and has a n ce atmosphere
Anonymous 4/23/2021 09:39 PM	The staff are a ways po te, the fac t es are c ean and there are des gnated anes for ap sw mmers.
Anonymous 4/27/2021 09:10 AM	Happy to have th s fac ty. A though t has parts c osed and somet mes on y one poo open.
Anonymous 4/29/2021 03:42 PM	A better cafe, f oat ng toys and games, wou d mprove a day at the poo . We wou d spend a few hours there and make t a fam y out ng.
Anonymous 4/30/2021 07:22 PM	Poo are we kept up and have fr end y staff
Anonymous 5/03/2021 09:07 PM	I be eve the ch dren's pay water park area needs to be f xed asap
Alaina 5/04/2021 07:31 AM	I ove the poo . I am not happy that the 25m poo was c osed n as t was a ways n ce to be ab e to sw m "outs de" through w nter. The to ets def n te y need an upgrade and are often n a pretty sad state of c ean ness. The poo s themse ves are often n need of a c ean a so. I have swum numerous t mes over rubb sh. Sw mm ng for exerc se s a so often d ff cu t as the earn to sw m c asses take up so many anes, then the schoo sw mm ng takes up the rest. I wou d ke for s gns or markers to be put at the end of anes that te you wh ch ones are/w be occup ed. Many, many t mes I have been asked to move anes ha f way through my set wh ch s tough when you are runn ng on t mes.

Optional question (28 response(s), 3 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. Moranbah---Greg-Cru ckshank-Aquat c-Centre

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

☒ Excellent
 ☒ Acceptable
 ☐ Neutral
 ☐ Unacceptable
 ☐ Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q11 Please explain your above selection

Anonymous

4/14/2021 04:35 PM

Presented well, clean and tidy

Anonymous

4/15/2021 02:11 AM

This facility is much better than most facilities that I have been at.

Anonymous

4/15/2021 01:14 PM

I feel like there needs to be an option between excellent and acceptable, because this really good. I am sure, like many others we are missing how exceptional the water play area was for younger children, but can appreciate that this being worked on by Council to provide an alternative solution.

Anonymous

4/15/2021 09:15 AM

Clean and tidy amenities and maintenance

Anonymous 4/16/2021 05:33 PM	Since council have taken over, the pool is looking the cleanest I've seen in years. I feel like it's back to being a hygienic place to swim.
Anonymous 4/16/2021 08:40 PM	Wish the child area was open
Anonymous 4/17/2021 07:28 AM	Always clean well kept garden area
Anonymous 4/17/2021 07:29 AM	It's okay, but getting run down and needs maintenance
Anonymous 4/17/2021 08:58 AM	Always clean
Anonymous 4/17/2021 09:20 AM	Water play area
Anonymous 4/17/2021 08:51 PM	Water Park not maintained and no longer able to be used
Anonymous 4/17/2021 09:15 PM	Everything is clean, gardens maintained
Anonymous 4/18/2021 08:07 AM	It's been let go the repairs haven't been met
Anonymous 4/18/2021 10:43 AM	Amenities have improved with the cleanliness. Could do with an upgrade of some toilets and a change facility for mums and bubs. Especially when mums need to get changed after lessons with toddlers and babies etc... I used to change my kids in the back of the car and drive home wet.
Anonymous 4/19/2021 09:04 AM	Very clean
Anonymous 4/20/2021 02:45 PM	Clean and tidy
Anonymous 4/20/2021 04:52 PM	Good - shame about the water park

Anonymous

4/21/2021 07:10 AM

Even though council has cleaned up the facility, there are still things that need to be fixed e.g. bounds to 25m, water park

Anonymous

4/21/2021 04:57 PM

There isn't any facilities for young children to play in

Anonymous

4/21/2021 06:57 PM

The grounds and pools are well maintained. Bar the old water park.

Anonymous

4/23/2021 09:15 AM

It could do with a facelift to make it more modern with a relaxing feel.

Anonymous

4/23/2021 09:39 PM

As above comment plus amenities are great - very clean.

Anonymous

4/27/2021 09:10 AM

Parts of the facilities are closed.

Anonymous

4/30/2021 07:22 PM

Good staff available

Anonymous

5/03/2021 09:07 PM

The grounds are generally tidy, but the kids playground is too hot & the water park is broken

Alaina

5/04/2021 07:31 AM

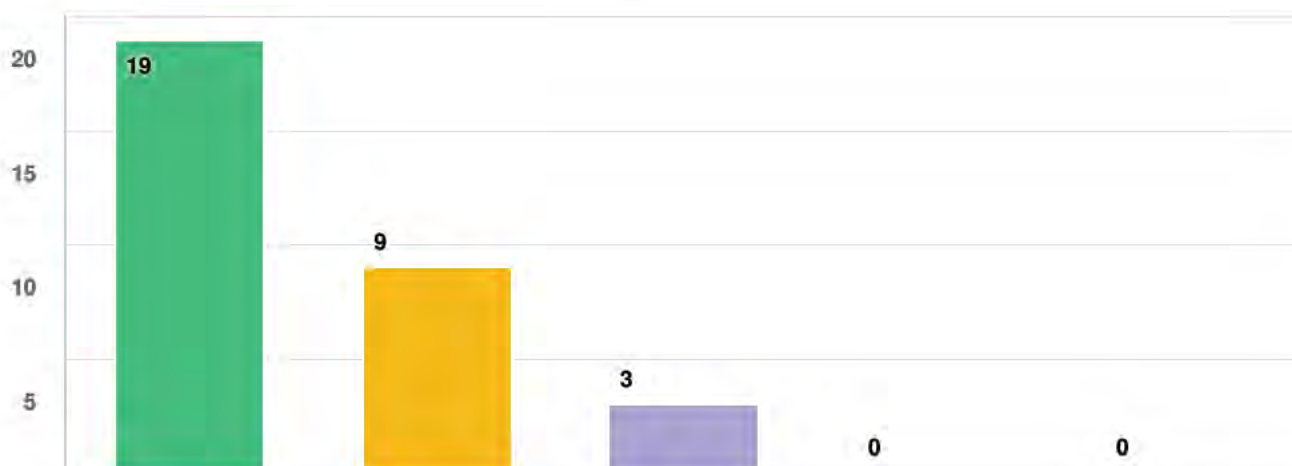
As stated above, an upgrade of amenities is due (there is only 1 change station).

Optional question (26 response(s), 5 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah---Greg-Crickshank-Aquatric-Centre

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

☒ Excellent
 ☒ Acceptable
 ☐ Neutral
 ☐ Unacceptable
 ☐ Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q13 Please explain your above selection

Anonymous

4/14/2021 08:35 PM

Clean and tidy

Anonymous

4/15/2021 09:11 AM

The grounds, amenities and water
all ways look clean.

Anonymous

4/15/2021 09:14 AM

No code browns

Anonymous

4/15/2021 09:18 AM

The pools and pathways are all ways
clean

Anonymous

4/15/2021 05:40 PM

All ways very tidy

Anonymous

4/17/2021 07:20 AM

Bathrooms all ways clean

Anonymous 4/17/2021 07:29 AM	Often d rty
Anonymous 4/17/2021 09:20 AM	A ways c ean
Anonymous 4/17/2021 08:51 PM	A areas are we ma nta ned and kept c ean (as de from water park)
Anonymous 4/17/2021 09:15 PM	The water and amen t es are usua y very we cared for.
Anonymous 4/18/2021 08:07 AM	It s a ot better than t was
Anonymous 4/18/2021 10:43 AM	Hedges have been tr mmed and ess rubb sh ay ng around
Anonymous 4/19/2021 09:04 AM	10/10
Anonymous 4/20/2021 02:45 PM	C ean and t dy
Anonymous 4/20/2021 04:52 PM	A ways c ean and t dy
Anonymous 4/21/2021 06:57 PM	The grounds and poo s are a ways kept t dy.
Anonymous 4/27/2021 09:10 AM	A ways room for mprovement, but over a we ma nta ned.
Anonymous 4/30/2021 07:22 PM	Know the staff at both poo s
Anonymous 5/03/2021 09:07 PM	Water on the change room f oors, but that s understandab e at a poo obv ous y
Alaina 5/04/2021 07:31 AM	The overa c ean ness cou d be stepped up, part cu ar y n the to ets.

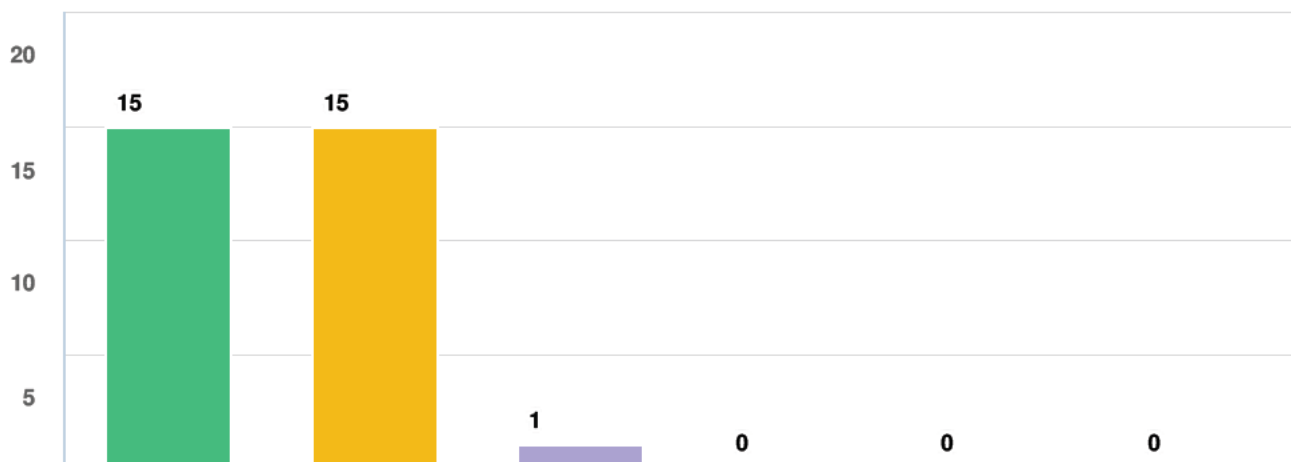
Optional question (20 response(s), 11 sk pped)

Question type: Essay Quest on

Filtering by: P ease se ect the sw mm ng poo that you are bas ng your responses on. Moranbah---Greg-Cru ckshank-

Aquatic Centre

Q14 What best describes the level of customer service that you received at the pool?



Question options

● Very satisfied
 ● Satisfied
 ● Neutral
 ● Dissatisfied
 ● Very dissatisfied
 ● Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q15 Please explain your above selection

Anonymous

4/14/2021 04:39 PM

Pleasant staff

Anonymous

4/15/2021 09:11 AM

Staff are friendly and happy.

Anonymous

4/15/2021 01:14 PM

James and Bec (who always seem to be on when I am there) are always kind, approachable and have a smile

Anonymous

4/16/2021 09:18 AM

I love the pools and wish you didn't close over winter. You could really push the iceberg swimming sessions

Anonymous

4/16/2021 05:33 PM

Most staff are willing to help and are always friendly. There's always a life guard walking around.

Anonymous

4/16/2021 08:32 PM

Very friendly but can be slow at checking with covid requirements

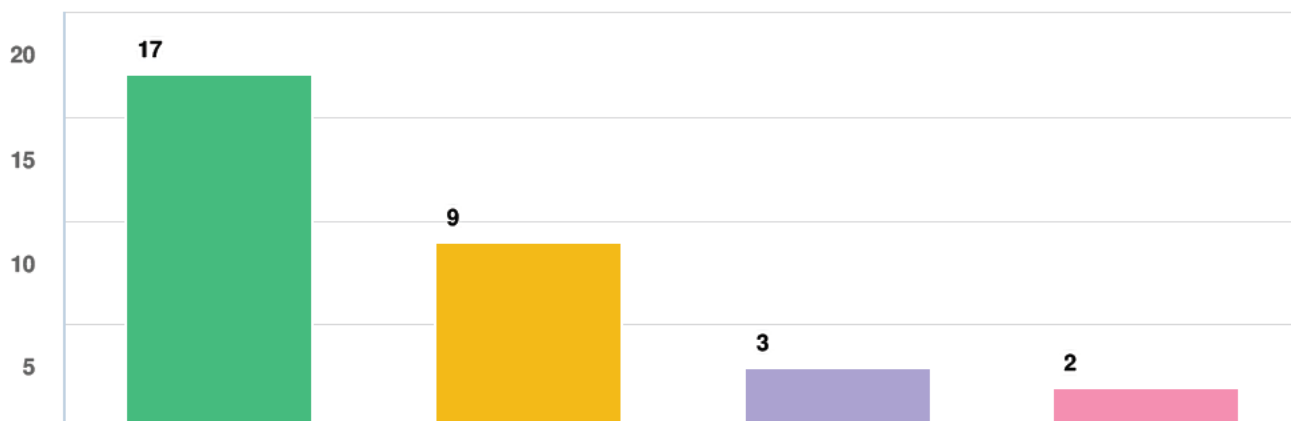
Anonymous 4/16/2021 08:40 PM	New manager Rebecca? Is br ant
Anonymous 4/17/2021 07:28 AM	Have approached staff about ssues they are approachab e and f xed ssue
Anonymous 4/17/2021 07:29 AM	Most say oh I don t know how to do tag
Anonymous 4/17/2021 09:20 AM	Had 1 or 2 exper ences w th cranky staff at the front desk
Anonymous 4/17/2021 08:51 PM	Staff a ways fr end y and he pfu
Anonymous 4/17/2021 09:15 PM	Staff are fr end y and very he pfu
Anonymous 4/18/2021 08:07 AM	The new staff are very p easant and he pfu
Anonymous 4/18/2021 10:43 AM	Po te and fr end y serv ce espec a y after change n management
Anonymous 4/19/2021 09:04 AM	Extreme y fr end y and he pfu
Anonymous 4/20/2021 02:45 PM	Great staff
Anonymous 4/21/2021 06:57 PM	Everyone s so fr end y. We ove our sw m ersions w th M ss Tay a. Have had the best summer at the poo .
Anonymous 4/27/2021 09:10 AM	Costumer serv ce s adequate.
Anonymous 4/30/2021 07:22 PM	Know the staff
Alaina 5/04/2021 07:31 AM	The staff are a ways fr end y and approachab e.

Optional question (20 response(s), 11 sk pped)

Question type: Essay Quest on

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah---Greg-Cruickshank-Aquatic-Centre

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- Satisfactory meets the requirements of a user group
- Neither here nor there for me
- Unsatisfactory fails to meet requirements of a user group
- Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q17 Please explain your above selection

Anonymous

4/14/2021 04:39 PM

Neither here nor there for me

Anonymous

4/15/2021 09:11 AM

I think that the opening hours cater for most however there maybe the odd couple that think it should be open longer. Operating costs are not considered in these cases.

Anonymous

4/16/2021 09:18 AM

I wish the pools opened over winter. I lived in Tasmania and even in winter they stay open. That's even the pools not heated. Please keep open I hate going months without a swim

Anonymous

4/16/2021 08:40 PM

Long hours

Anonymous

4/17/2021 07:28 AM

I attend senior water exercises no issues with crowding when we are

there

Anonymous

4/17/2021 07:29 AM

I have a team of 10 f fo who want to use the poo , they often can t and f nd out the open ng t mes have changed w thout warn ng. L m ted t mes any can get the re before work or after; weekends open too ate and c ose too ear y, n summer t s st too hot when the poo c oses

Anonymous

4/17/2021 08:58 AM

Wou d ke the poo to open at 530am

Anonymous

4/17/2021 09:15 PM

Wou d be great f t opened ear er on weekends n summer

Anonymous

4/18/2021 08:07 AM

Happy w th the open ng t mes

Anonymous

4/18/2021 10:43 AM

Weekend hours n summer cou d be a b t onger. Noth ng beats go ng for an afternoon sw m after a ong day of act v t es w th the fam y.

Anonymous

4/19/2021 09:04 AM

Weekends t s more conven ent to come ear y before t s hot

Anonymous

4/20/2021 02:45 PM

If anyone needs more hours they are not p ann ng too we

Anonymous

4/21/2021 06:57 PM

Su ts my fam y and the r needs

Anonymous

4/23/2021 09:15 AM

I w sh t was open ater on Saturday and Sunday afternoon

Anonymous

4/23/2021 09:39 PM

I wou d ke the opportun ty to sw m a year round. The heated poo cou d be ut sed throughout w nter.

Anonymous

4/27/2021 09:10 AM

It s usua y open when our fam y requ res t.

Anonymous

4/30/2021 07:22 PM

Good hours

Alaina

I th nk the w nter hours are a b t

5/04/2021 07:31 AM

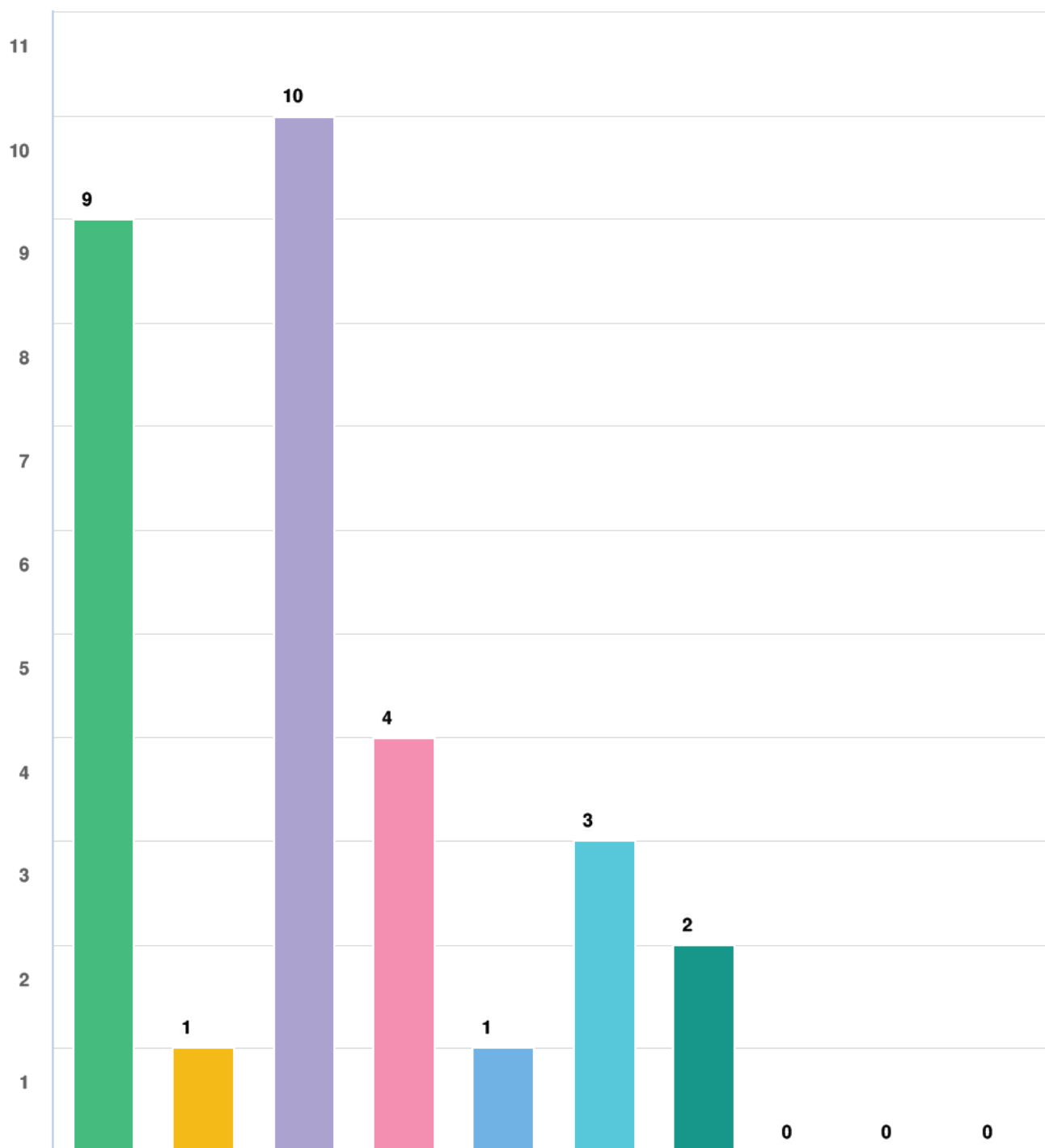
short.

Optional question (18 response(s), 13 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah---Greg-Crickshank-Aquatic-Centre

Q18 What is your highest priority when you and/or your family have visited the swimming pool?



Question options

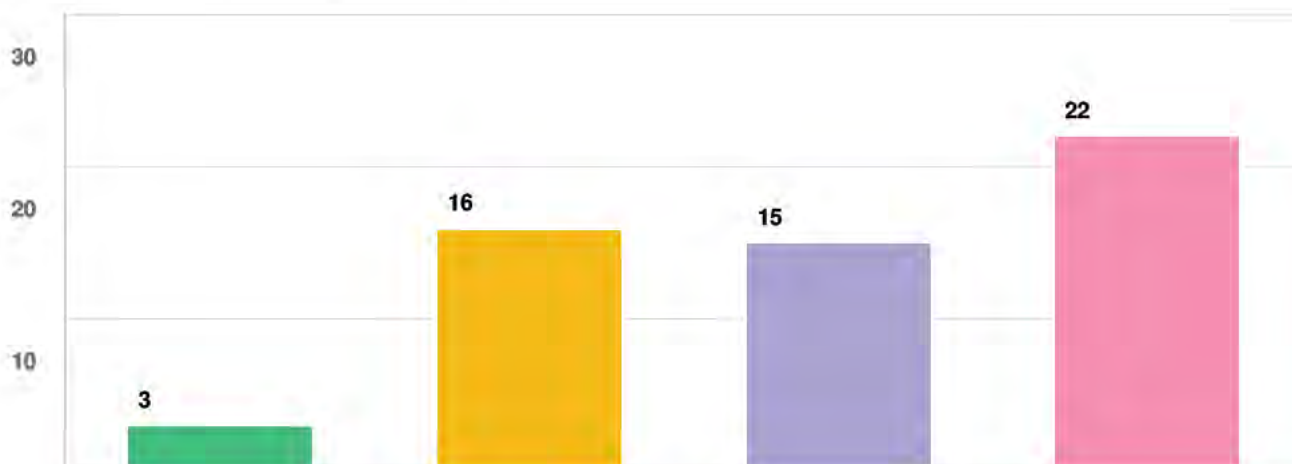
- ☒ Safe y
 ☐ Re ab y
 ☐ Clean ness
 ☐ Su ab y for sma ch dren
 ☐ Amen es
 ☐ Space
 ☐ Shade
 ☐ Superv s on
 ☐ Ac v es
 ☐ Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequa...



Question options

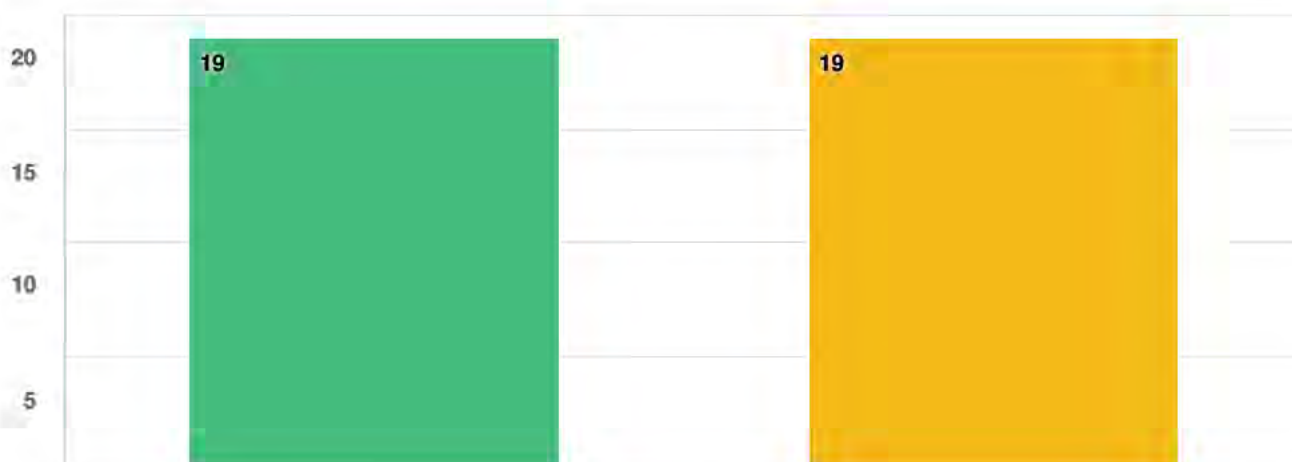
☒ 0 - 5 years
 ☒ 6 - 12 years
 ☒ 13 - 18 years
 ☒ 18+ years

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

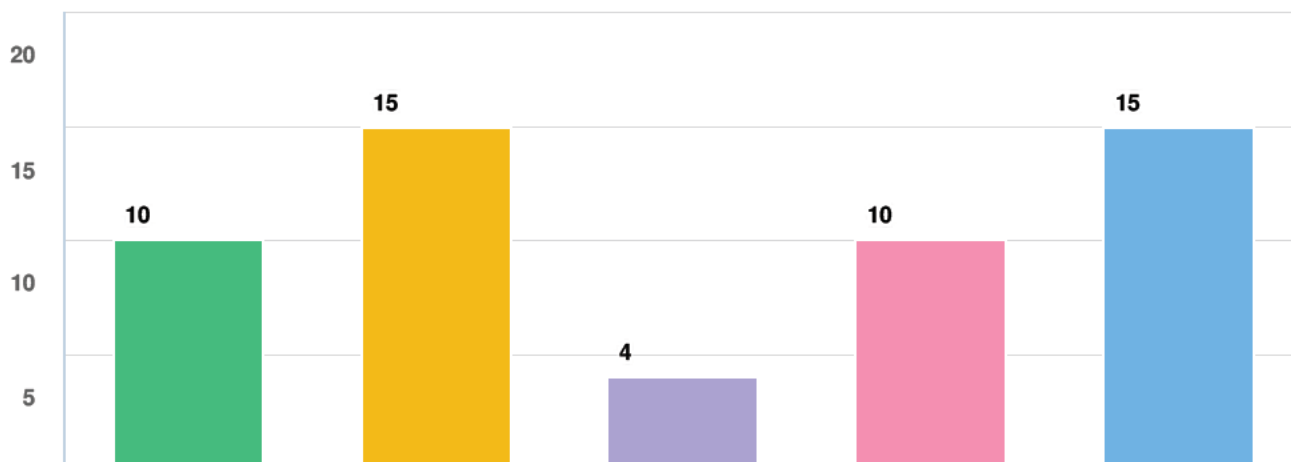
☒ Weekdays
 ☒ Weekends

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

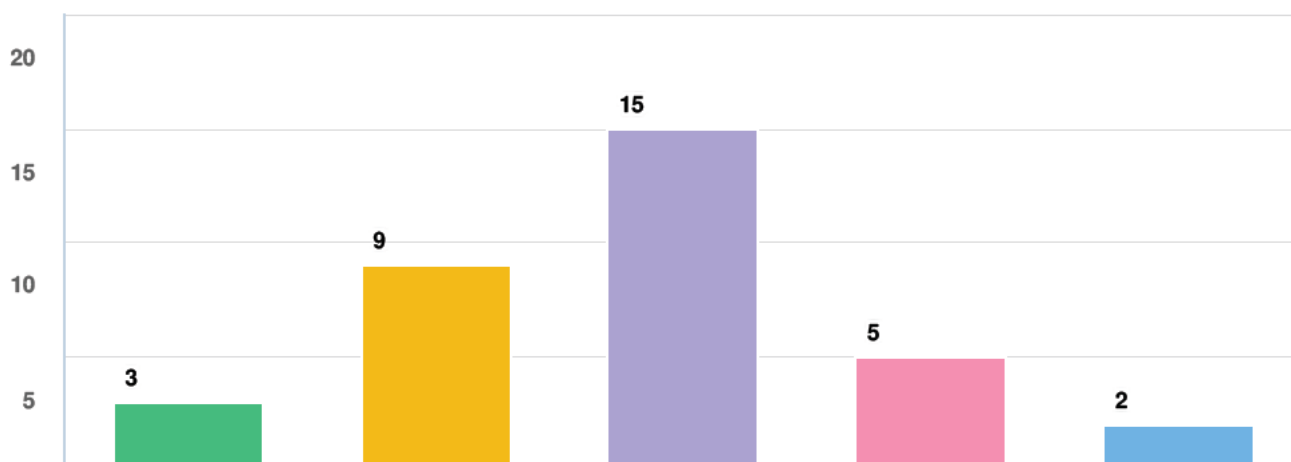
● Early morning
 ● Mid morning
 ● Midday
 ● Early afternoon
 ● Late afternoon

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

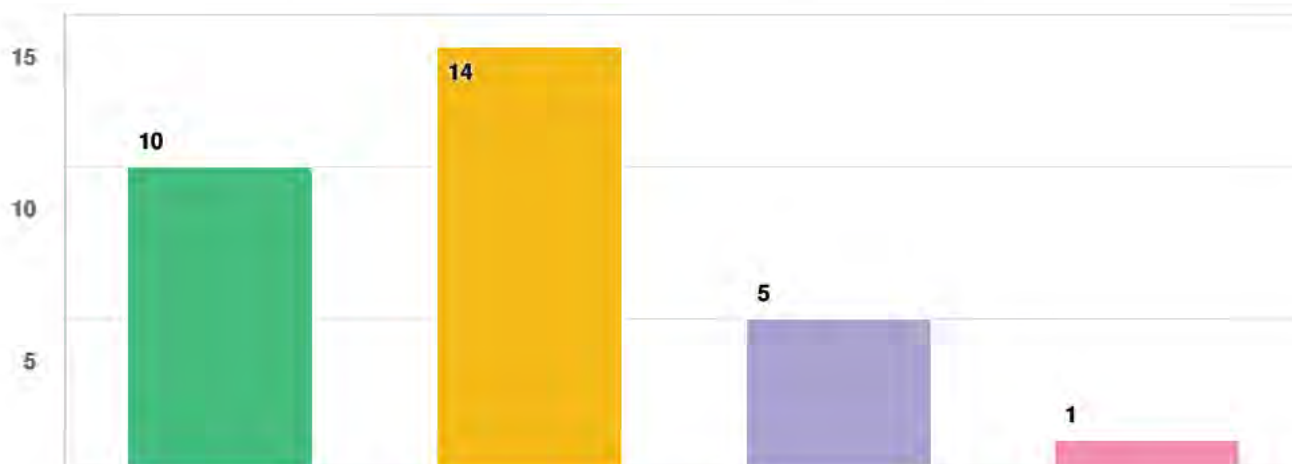
● Very low
 ● Low
 ● Medium
 ● High
 ● Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

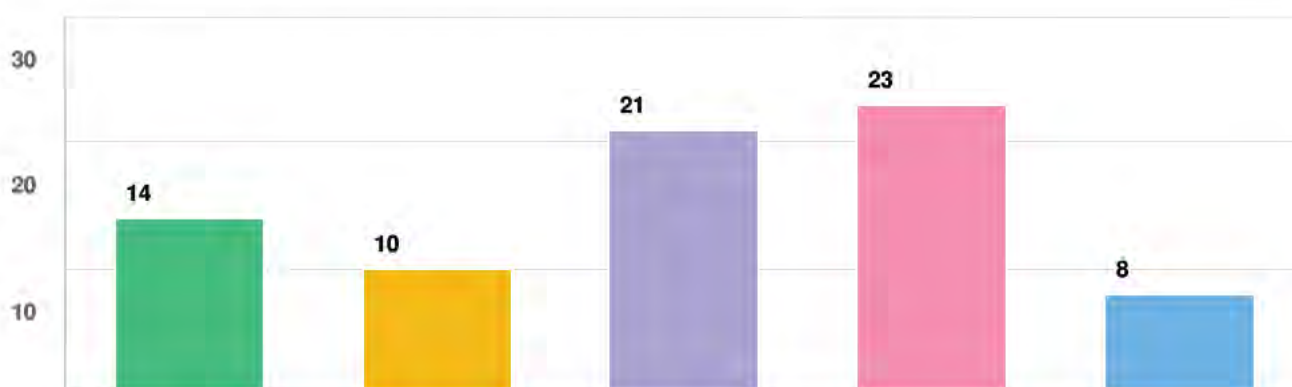
Lower patronage No change Higher patronage Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q24 What would you like to see more of at the swimming pool?



Question options

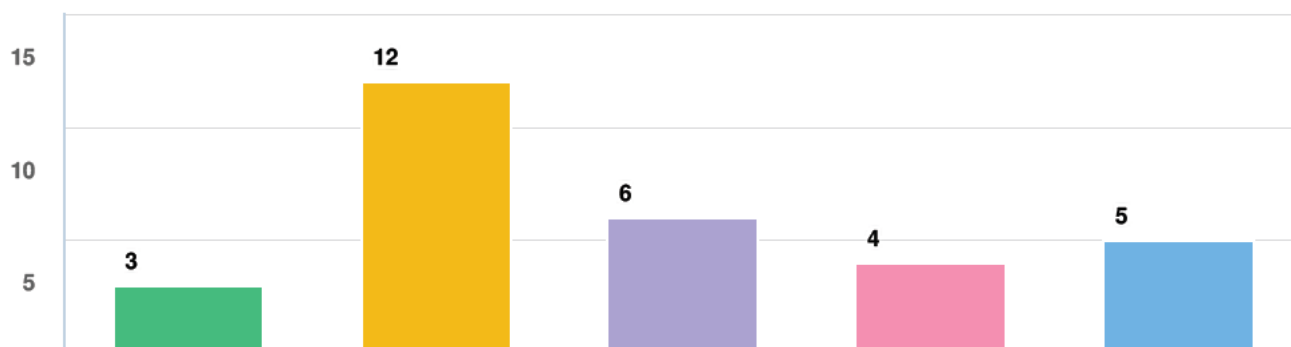
Sports activities (e.g. volleyball, water polo) New events (e.g. treasure hunts, bombing contests)
Social events (e.g. dives, movies, barbecues) Special events (e.g. inflatable pool, playgrounds)
Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q25 Kiosk facilities are available at some of the swimming pools. If applicable, what is your opinion of the kiosk facilities ...



Question options

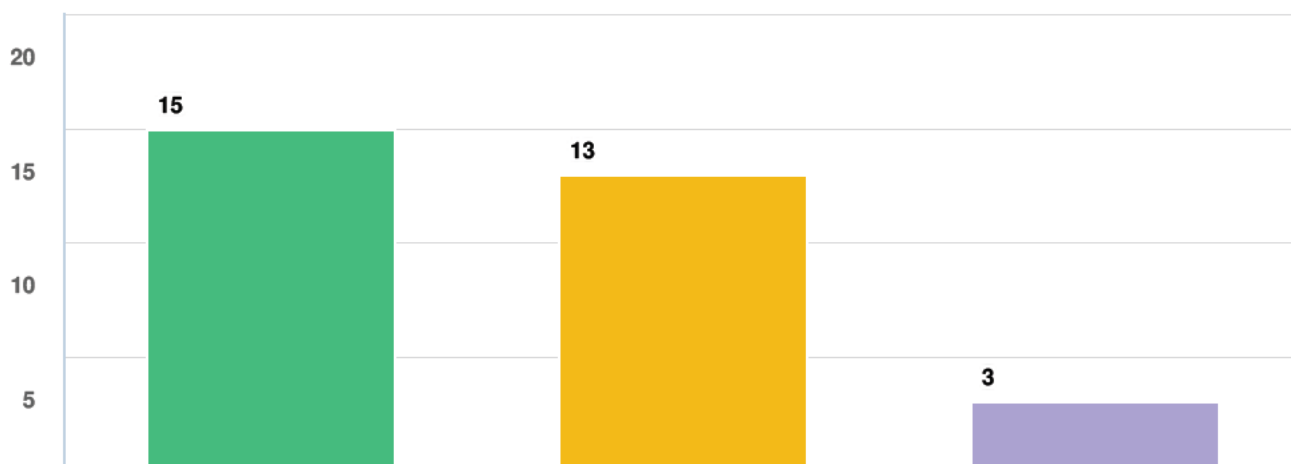
- Excellent use the kiosk regularly and meets my requirements
- Good use the kiosk infrequently and generally meets my requirements
- Neutral use the kiosk and have no further comment
- Poor do not use the kiosk as it does not meet my requirements
- Other (please specify)

Optional question (30 response(s), 1 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

☒ Yes
 ☒ No
 ☐ Other (please specify)

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q27 Please explain your response to the above question

Anonymous

4/14/2021 04:39 PM

I am guessing pools have high operating costs

Anonymous

4/15/2021 09:11 AM

I believe that in consideration of operational costs, Council provides a more than fair and reasonable value for money. I don't think enough people consider the costs involved in maintaining and staffing facilities for the community benefit.

Anonymous

4/16/2021 09:18 AM

Would be happier to pay a higher season rates for the pool to be open year round get companies to put more sponsorship money behind the council

Anonymous

4/16/2021 05:33 PM

The cost to get into the pools unaffordable for many people

family. I feel like the admissions prices are too high.

Anonymous

4/16/2021 08:32 PM

Overcharged entry fee. Growing up the local pool was free entry. Yes facilities have been sponsored by local organizations for improvement however, should be more affordable to promote healthy lifestyle for families who contribute to the town. Previous years besides many single parent families & it's devastating that they are made to feel less than as facilities don't financially allow parent to teach basic swim skills & also with no smaller kids water park / safe haven operating it's not a safe option for a single mum with 4+ children's hands to hold. I feel they've been let down. Lagoon is free & has fantastic facilities

Anonymous

4/16/2021 08:40 PM

Prices more expensive now than it used to be. Is there an option to purchase a yearly social pass for the family?

Anonymous

4/17/2021 07:28 AM

Not sure of question

Anonymous

4/17/2021 09:15 PM

Entrance fees are reasonable

Anonymous

4/18/2021 08:07 AM

I just feel it only caters for certain age groups

Anonymous

4/18/2021 10:43 AM

We've got a HOT environment. Pools are a necessity for entertainment and families, especially in smaller communities. The season pass for a family should cater for large families and the price could be done with an overhaul.

Anonymous

4/19/2021 09:04 AM

Reasonable

Anonymous

4/20/2021 02:45 PM

As you say in the introduction, I don't think some people understand the

cost of running a pool. But running 8 pools is just crazy.

Anonymous

4/21/2021 04:57 PM

There isn't any pay equipment for young children

Anonymous

4/21/2021 06:57 PM

I think it is a very well run pool. And though it would be so much better if the water park was restored, we really don't pay too much for entry. Supervisors are always great. Everything is clean and tidy. It really is so well run.

Anonymous

4/23/2021 09:15 AM

For \$3.30 would expect to have the kids area up and running.

Anonymous

4/27/2021 09:10 AM

Compared to other surrounding towns, Prosperine is free to use the pool. Our pool facilities are supported financially by the local council companies. In fact, perhaps they could contribute financially to the upkeep and progress of the facility.

Anonymous

4/30/2021 07:22 PM

Good value for the use of the facility

Alaina

5/04/2021 07:31 AM

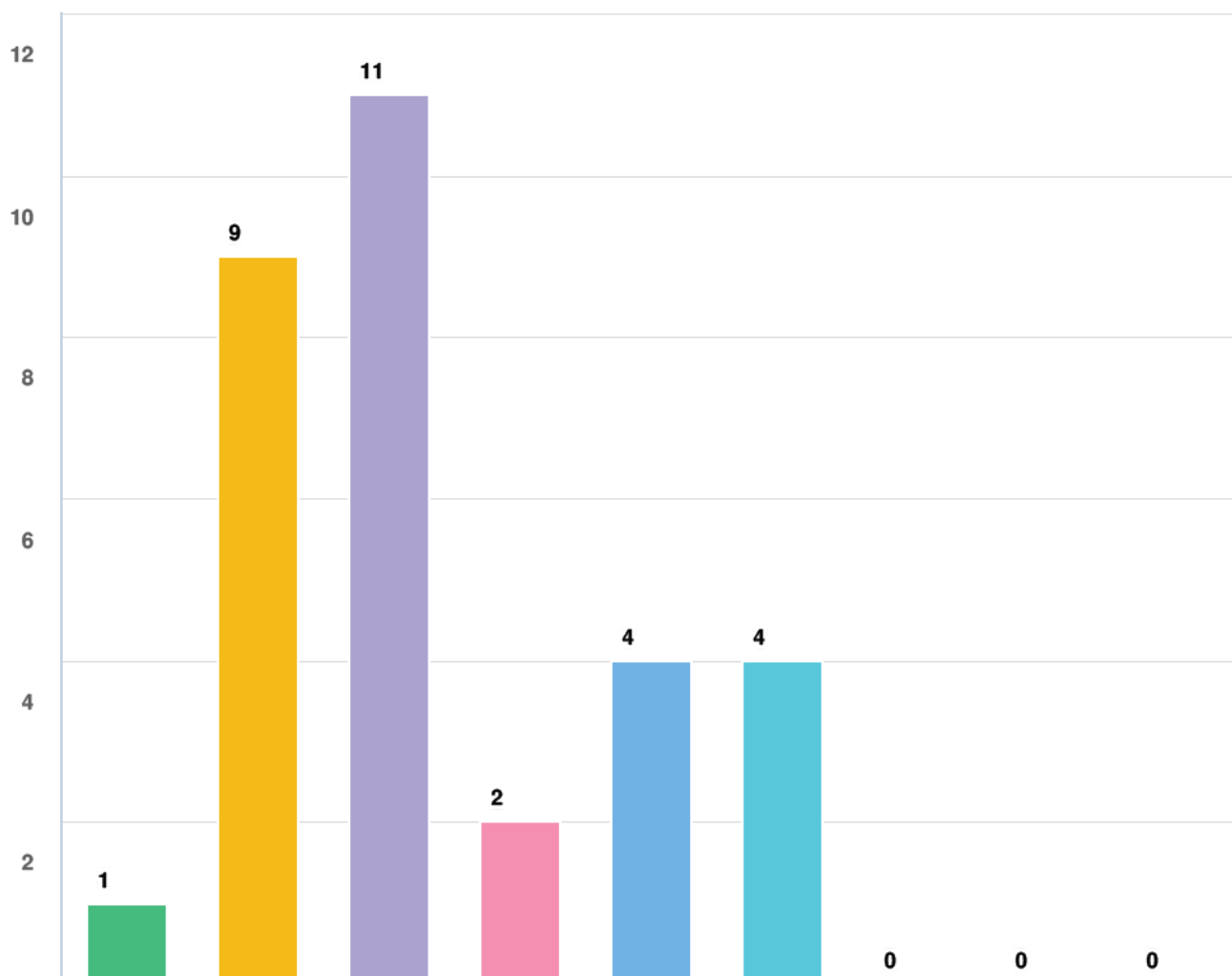
I believe all the pools in the region should have a heated 50m pool and that there should be wading pools for the little ones.

Optional question (18 response(s), 13 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah---Greg-Crickshank-Aquatic-Centre

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- ☐ A reactive maintenance focus reacting to maintenance requirements as they emerge High cost low sustainability
- ☐ A proactive maintenance focus continuing with planned preventative maintenance High cost encourages sustainability a reduced approach to technology advancement
- ☐ A blend of reactive and proactive maintenance maintaining current service and infrastructure offerings High cost reduces capacity for infrastructure and technology upgrades
- ☐ Reducing the pool size provides for a functional pool with reduced operating costs and superior infrastructure and technology Superior sustainability prospects
- ☐ No action required ☐ Other (please specify)
- ☐ Reducing operating hours requires ongoing maintenance and corresponding operating costs Reduces operator presence Medium cost business as usual
- ☐ Reducing activities and/or amenities available at the pool reduces maintenance costs and service offering Medium cost and adds no value to sustainability
- ☐ Reducing the length of the pool operating season reduces maintenance and operating costs Low to medium cost and adds no value to sustainability Reduced service offering

Optional question (31 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah Greg Cruickshank Aquatic Centre

Q29 Please provide any additional information or comments that you might have.

Anonymous

4/15/2021 09:11 AM

Keep up the great work!

Anonymous

4/15/2021 01:14 PM

I th nk commun ty poo s can make or break reg ons, and that they are a v ta serv ce.

Anonymous

4/16/2021 09:18 AM

Keep the poo open and ba ance ma ntenance costs. Prov de compan es b gger chances to sponsor and use the poo s year round.

Anonymous

4/16/2021 08:40 PM

The ch d p ay area

Anonymous

4/17/2021 09:15 PM

It wou d be good to work to ncrease attendance, more staff and promote sw mm ng essons to ncrease numbers. A sma er sha ow poo for younger k ds wou d be a wonderfu add t on too.

Anonymous

4/18/2021 10:43 AM

Cater for the sw mm ng c ubs and try and work together to mprove patrons. Survey nd v dua commun ty members that frequent the poo and see what operat on t mes su t. Cater for b rthday part es, mums w th prams etc...

Anonymous

4/20/2021 02:45 PM

As I sa d, 8 poo s s too much. I had to go to G enden for work when I f rst arr ved n Moranbah and was so surpr sed to see a 50m poo that s so poor y used. Need to th nk about th s a b t.

Anonymous

4/23/2021 09:39 PM

I understand the operat ng costs for open ng over w nter for ow patronage, but t wou d be wonderfu f there were opportun t es for sw mm ng c ub and maybe the deve opment of a Masters sw mm ng c ub n town. Be ng new to town and

Alaina

5/04/2021 07:31 AM

a year round swimmer, I am now a loss with the pool closing on Monday.

I would love to see the cost of entry left the same, it completely eliminates swimming for some families when the entry fees are high. The cost of lessons is sky rocketing. I hate that people/children miss out due to high costs.

Optional question (9 response(s), 22 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Moranbah---Greg-Crickshank-Aquatic-Centre

Q30 What is your name?

Anonymous

4/16/2021 09:18 AM

[REDACTED]

Anonymous

4/16/2021 05:33 PM

[REDACTED]

Anonymous

4/16/2021 08:32 PM

[REDACTED]

Anonymous

4/16/2021 08:40 PM

[REDACTED]

Anonymous

4/17/2021 07:28 AM

[REDACTED]

Anonymous

4/17/2021 07:29 AM

[REDACTED]

Anonymous

4/17/2021 08:13 AM

[REDACTED]

Anonymous

4/17/2021 08:58 AM

[REDACTED]

Anonymous

4/17/2021 09:20 AM

[REDACTED]

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

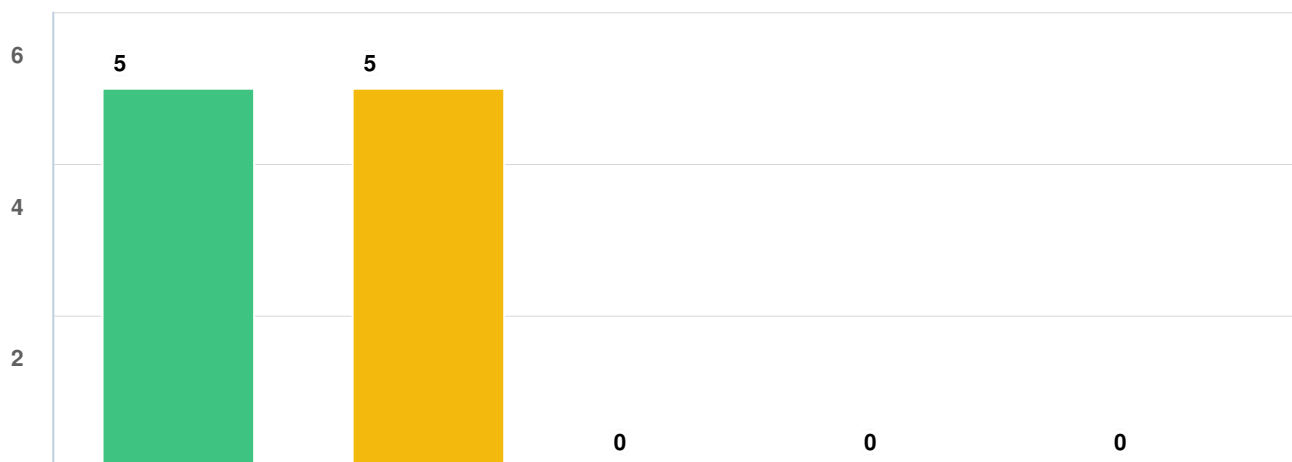
Please select the swimming pool that you are basing your responses on.

Answered : Nebo-Swimming-Pool



SURVEY QUESTIONS

Q1 What is your age group?



Question options

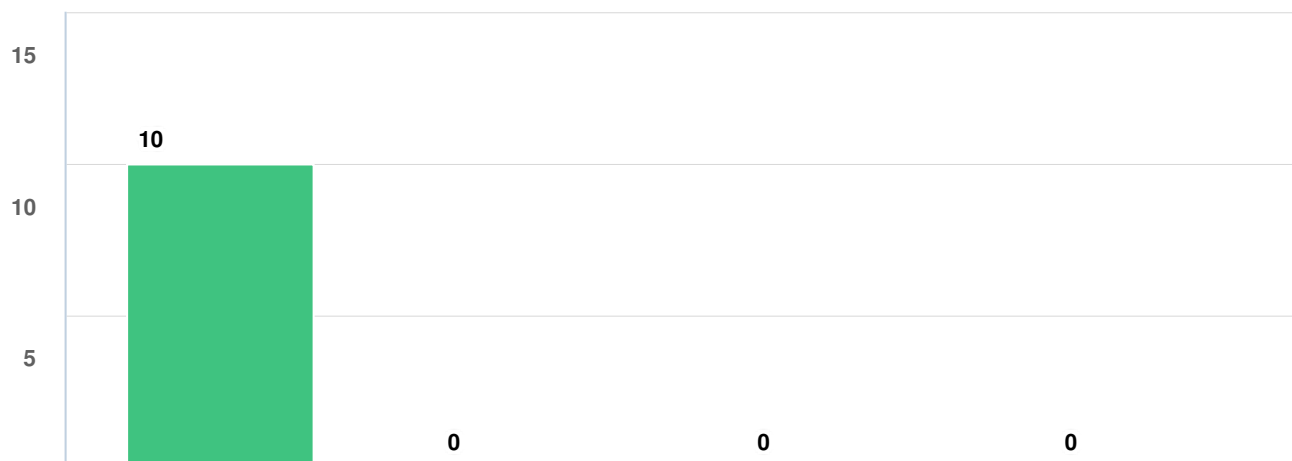
● 26 - 44 years
 ● 45 - 64 years
 ● 16 years and under
 ● 17 - 25 years
 ● 65 years and older

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q2 What is your gender?



Question options

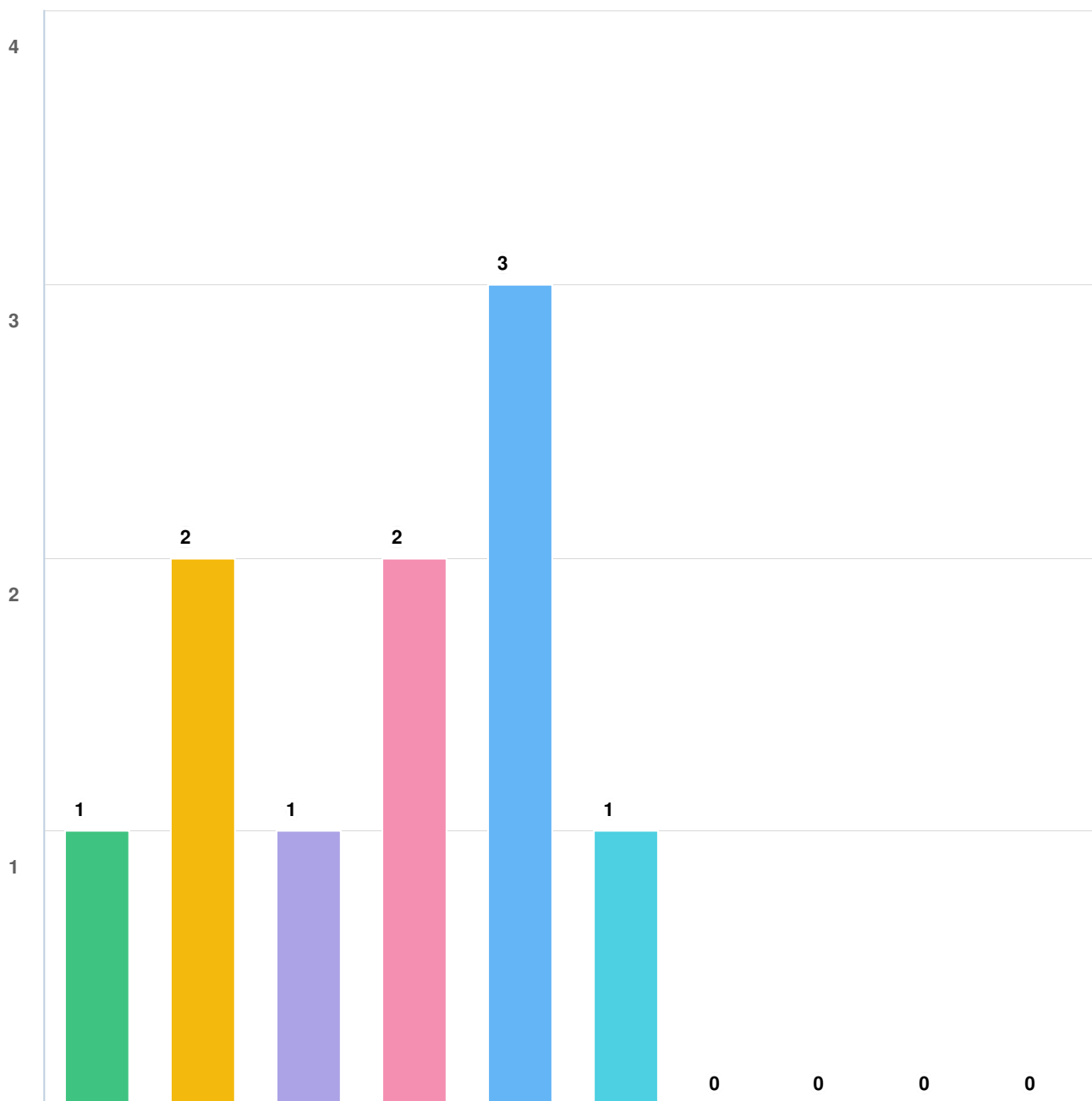
● Female
 ● Male
 ● Prefer not to say
 ● Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q3 Please select the option that best describes your household (Please select only one)



Question options

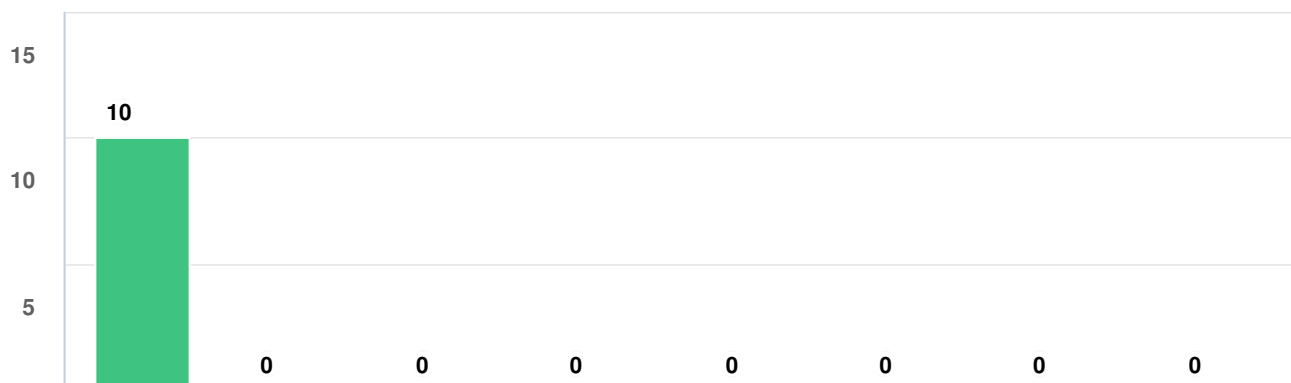
- Couple with dependent children aged 0 - 5
 ● Couple with dependent children aged 6 - 12
- Couple with dependent children in both age groups
 ● Couple with no children
 ● Single person, living with other adults
- Other (please specify)
 ● Single parent with dependent children aged 0 - 5
- Single parent with dependent children aged 6 - 12
 ● Single parent with dependent children in both age groups
- Single person, living alone

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q4 Please select the swimming pool that you are basing your responses on.



Question options

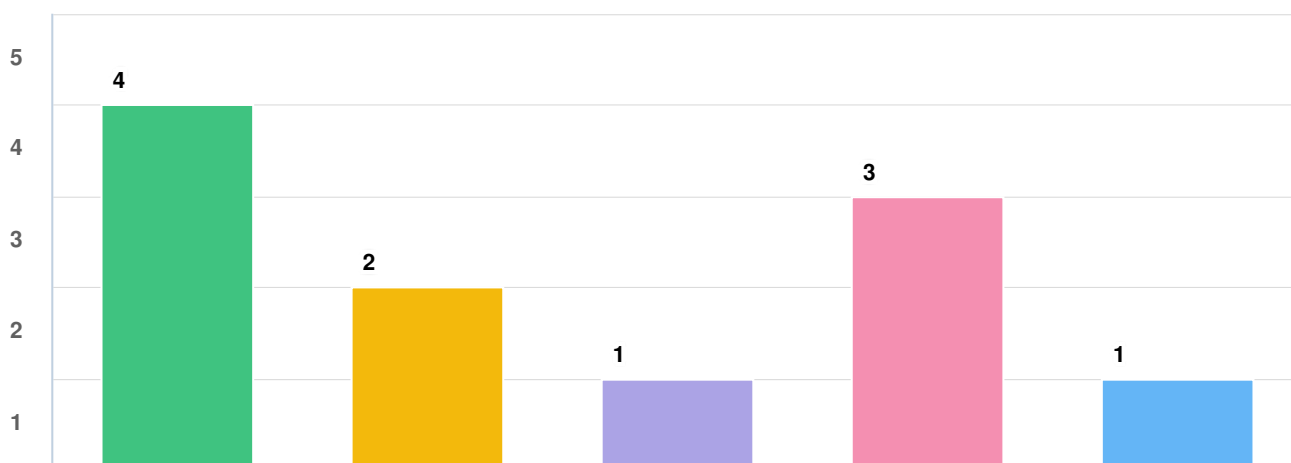
- Nebo Swimming Pool
 ● Clermont Swimming Centre
 ● Dysart Swimming Pool
 ● Flaggy Rock Swimming Pool
- Glenden Swimming Pool
 ● Middlemount Swimming Pool
 ● Moranbah - Greg Cruickshank Aquatic Centre
- St Lawrence Swimming Pool

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q5 How often do you visit the swimming pool?



Question options

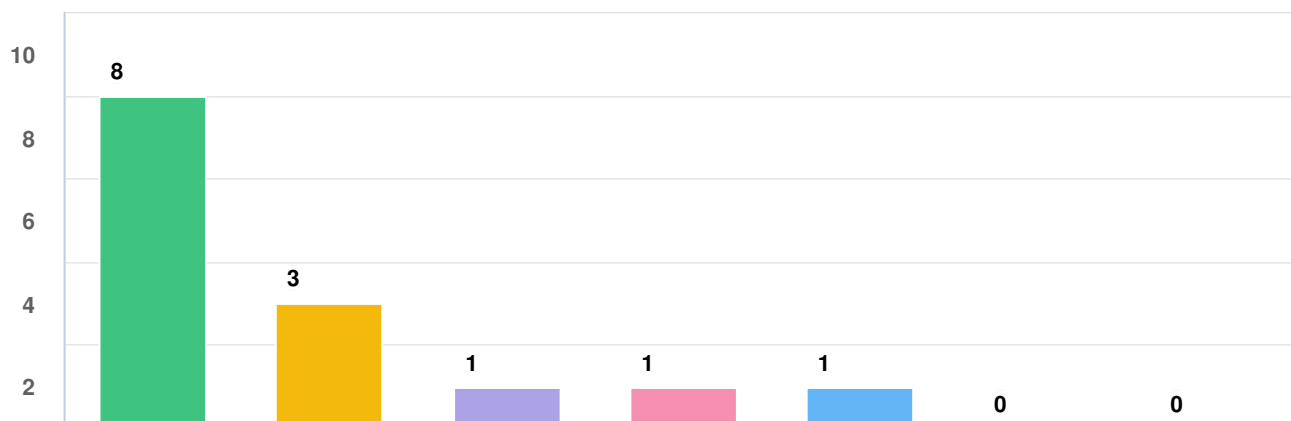
- Infrequently
 ● Once or twice per month
 ● Once per week
 ● Two or more visits per week
 ● Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

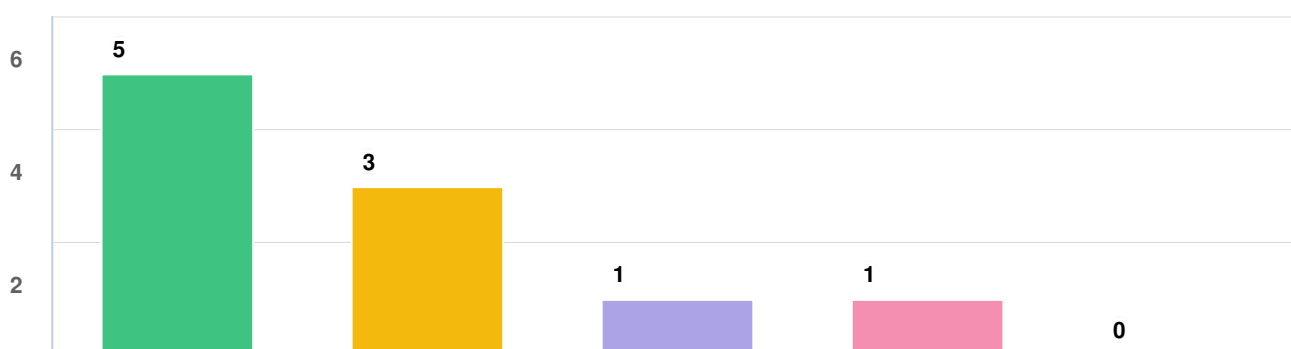
- Recreation
- Exercise
- Swimming Club
- Special Occasions - eg birthday, carnival, learn to swim
- Other (please specify)
- Sporting Events
- Learn to swim lessons

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

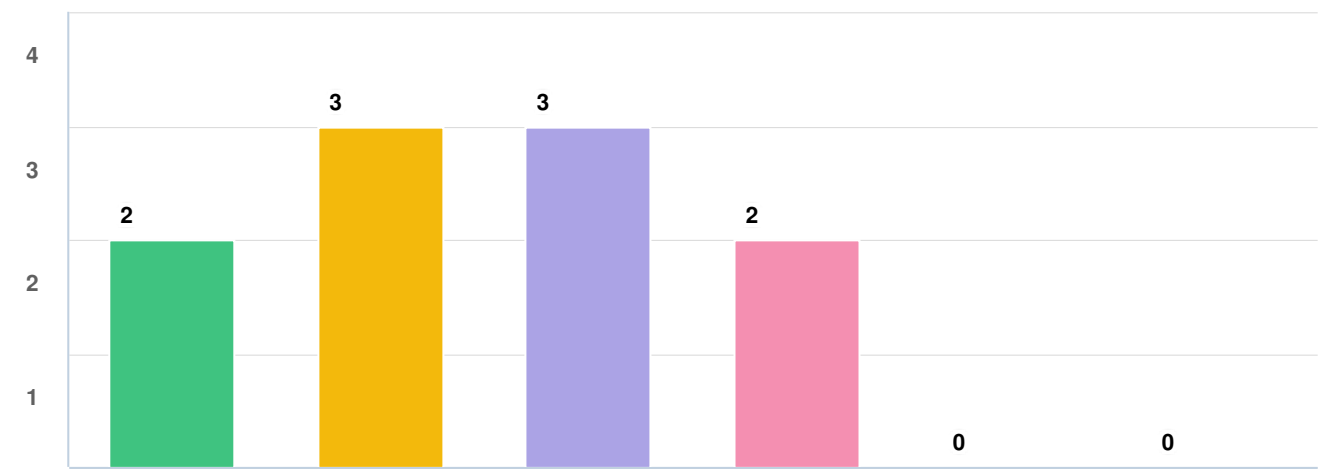
- Physical health and fitness - improving the physical health of residents
- Social networking - providing an opportunity to catch up with friends and meet new people
- Liveability - it makes the town a better place to live and attracts new residents
- Other (please specify)
- Cultural heritage - following the legacy of previous generations

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q8 What best describes your experience at the swimming pool?



Question options

Very satisfied Satisfied Neutral Dissatisfied Very Dissatisfied Other (please specify)

Optional question (10 response(s), 0 skipped)
Question type: Checkbox Question
Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q9 Please explain your above selection

Anonymous

4/16/2021 04:14 PM

Disappointed in the upkeep of the place. They have young people running the place that have no work ethic.

Anonymous

4/17/2021 11:51 AM

No legitimate learn to swim classes
No legitimate swimming squad or club
Pool is always dirty and paint job is peeling
Grass is never watered properly or maintained
Needs child minding facilities/fenced area
Maintenance is NEVER completed.
Doors to toilets and showers have been broken for YEARS not months but YEARS
Would pay more if there was more

Anonymous

4/17/2021 11:55 AM

Very clean pool Lifeguard is friendly

Anonymous

4/17/2021 12:00 PM

Any time we go the person manning the pool is lovely (no matter who that's been) we are able to just relax and cool off.

Anonymous

4/19/2021 07:29 PM

It has it's good and bad. If they have the right staff its a great facility

Anonymous

4/22/2021 08:36 AM

It is never open when the time is right, not everyone wants to be bombarded by kids.

Anonymous

4/30/2021 11:56 AM

Generally a satisfactory experience.
Could have been improvements such as better customer service, heated pool, more tables and chairs, pool toys and play items available for use, events at the pool, better selection at kiosk, more shaded areas especially for the swimming carnival events.

Anonymous

4/30/2021 12:57 PM

Kids always have a good time.

Anonymous

the pool grassed area was unkempt

4/30/2021 08:02 PM

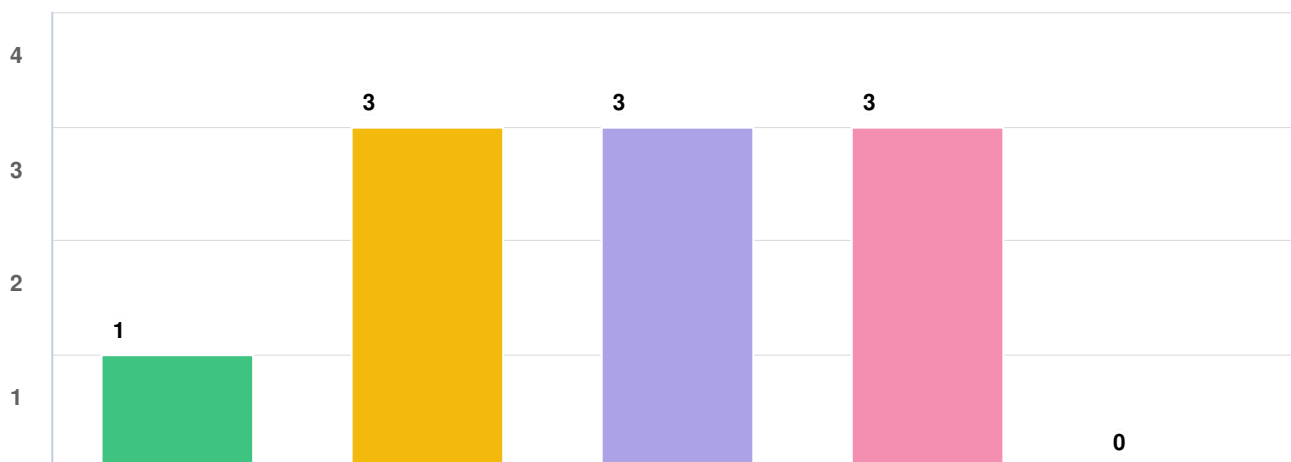
and dead, the ladies toilets were dirty
and the bins were never cleaned out,
the pool itself had heaps of dead
leaves and bugs that were there for
weeks on end, there was no where to
laze about, only sit at tables.
swimming lessons would not go for
the full 30min, the kiosk was not
clean looking ,no timely
communication from the lessees to
address the situation.

Optional question (9 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q11 Please explain your above selection

Anonymous

4/16/2021 04:14 PM

This season the pool has been a mess 1 young girl allowed the place to get that bad that no one wanted to swim. Then they got 2 older ladies to run the place and it was looking good, then they were gone and an even younger male is there and all he does is sit in the canteen on his phone.

Anonymous

4/16/2021 04:40 PM

It's better now than it was 1-2 months ago

Anonymous

4/17/2021 11:51 AM

Paint peeling Showers and toilets need upgrading/painting Better basic maintenance is needed

Anonymous

4/17/2021 11:55 AM

Everything is clean

Anonymous

4/17/2021 12:00 PM

It is enough for purpose.

Anonymous

4/19/2021 07:29 PM

I am aware the Nebo pool is to be upgraded so I have no comment atm
The ladies toilets have a missing shelf in 1 of the showers so nowhere to leave dry things. One toilet seat lid needs replacing. In men's toilets, several of the shower heads need replacing. The urinal is broken and won't flush and not all the cleaning regimes have been up to scratch. Therefore it often smells. This is a health issue and the council should be addressing it. The walkways have paint flaking and this is an eyesore. The ground under the picnic seats has lost its grass over time and needs replenishing maybe this can be done over the break. The back grassed area is lovely but underutilised maybe some sun lounges would go well there. On the subject of grass, this should be mowed more often, it's unsightly when left long and straggly. The pile of grass-covered dirt to the left of the big shed is an eyesore its need moving, maybe it can be spread under the picnic tables. I believe the chemical shed is being updated this is a mess but I won't comment atm. The front gate isn't a pool gate and I don't understand how the council has been allowed to leave this for so long since it is against Australian pool regulations. At one point it was so out of whack staff had to stand on it to slip the bolt in to close it so kids couldn't get in or out and often wasn't closed at all. Where is the life ring? If the lifeguard isn't watching and is busy serving in the shop I feel this needs to be available for use by a member of the public in an easily accessible spot.

Anonymous

4/22/2021 08:36 AM

no

Anonymous

4/30/2021 11:56 AM

Generally good. Toilets, showers and change rooms could do with an upgrade. Heated pool. Sanding or similar of the pool surface because it is VERY rough to the point of removing skin from feet and unable to sit on the ramp due to the spiky rough surface- not good for small children and toddlers who use this area as it is the most shallow.

Anonymous

4/30/2021 12:57 PM

Last year it was constantly dirty. Person running it seemed really loey but perhaps either had equipment that didn't work or wasn't shown how and when to use it. Facilities could do with a spruce up.

Anonymous

4/30/2021 08:02 PM

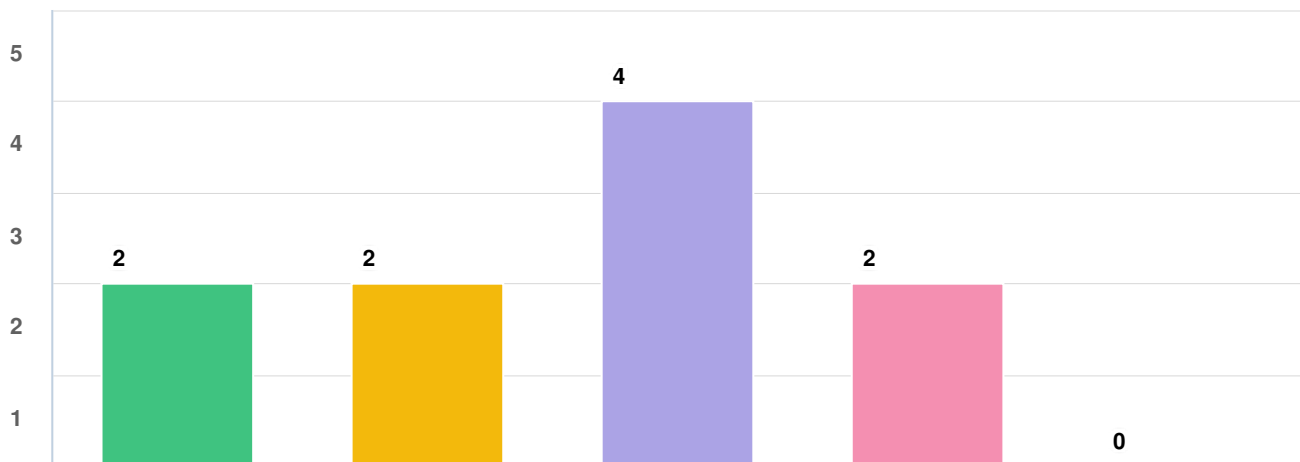
there is no entry lights to the pool on early mornings and late nights ,the pool has no in built skimmer, the toilets are old and falling apart no lids on them, the showers are not maintained dripping and heads falling down, the basins have no plugs, the mirrors are old and crackly, the gutters are not attached so when it rains water goes everywhere. the pool surrounds are falling apart with the covering coming off in places

Optional question (10 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

● Excellent
 ● Acceptable
 ● Neutral
 ● Unacceptable
 ● Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q13 Please explain your above selection

Anonymous

4/16/2021 04:14 PM

The urinal stinks

Anonymous

4/17/2021 11:51 AM

Current lessee was not maintaining cleanliness of the pool. Two local ladies started there a few months back and it has been much better but the lessee allowed it to remain cloudy, dirty etc through all swimming carnivals (months)

Anonymous

4/17/2021 11:55 AM

Pool looks presentable

Anonymous

4/17/2021 12:00 PM

Has always been kept clean.

Anonymous

You cant have young people caring

4/19/2021 07:29 PM

for something like a public pool. One staff member let it get that bad people didn't want to swim there. There is a constant grey sunscreen and dead skin ring around the wall of the pool this should be cleaned but rarely is. I spoke to the staff recently when the bins in the toilets hadn't been emptied for several weeks and the male's bin had paper towel covered with blood in it and a bandaid on the sink for days. After mentioning the toilet paper in the ladies needed refilling as it had been empty for weeks, the paper is sitting on the holder and not in the holder. The hair buildup in the drain hole of the showers is an issue as well. Sadly these kids just don't get it. Why isn't the manager watching this and pulling the staff up?

Anonymous

N/a

4/22/2021 08:36 AM

Anonymous

Most of the time ok. There was a period were the pool and facilities were very dirty and we stopped going for a while due to lack of cleanliness, then new staff members were employed. Think this was due to poor training of previous staff member.

4/30/2021 11:56 AM

Anonymous

Se above comments

4/30/2021 12:57 PM

Anonymous

pool has leaves and debris from the trees and bugs that are not cleaned out, toilets and shower area not cleaned everyday, bins not emptied every day, bird poop and frog poop everywhere... kiosk not clean water bubbler not useable and dirty

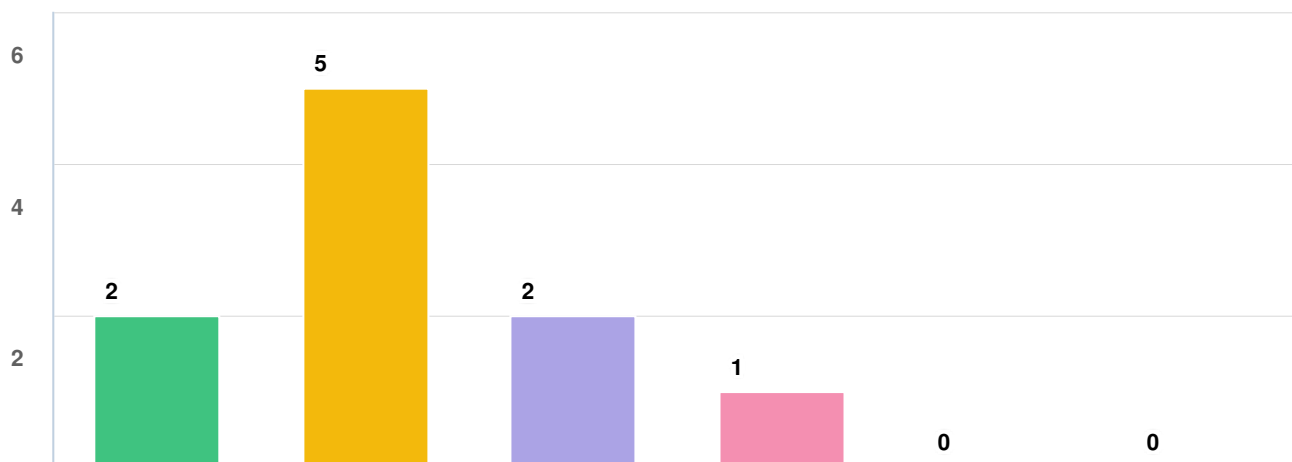
4/30/2021 08:02 PM

Optional question (9 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q14 What best describes the level of customer service that you received at the pool?



Question options

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q15 Please explain your above selection

Anonymous

4/16/2021 04:14 PM

At least they all say hi

Anonymous

4/17/2021 11:51 AM

Local ladies there now care about the pool so they are always friendly

Anonymous

4/17/2021 12:00 PM

Like I said, anyone there has been lovely. Have not met the latest bloke doing it though.

Anonymous

4/19/2021 07:29 PM

They are always pleasant and up for conversation but often on their phone

Anonymous

4/22/2021 08:36 AM

na

Anonymous

4/30/2021 11:56 AM

Overall friendly enough, no bad experiences. As there were 4 or more pool attendants during the season, it is hard to rate all of them. Mostly good, always could be improved with customer service skills and professional attitude. I think a lot of people in the community think they are Council employees, which is a reflection on Council, but this is not the case in Nebo.

Anonymous

4/30/2021 12:57 PM

Personable lady there

Anonymous

4/30/2021 08:02 PM

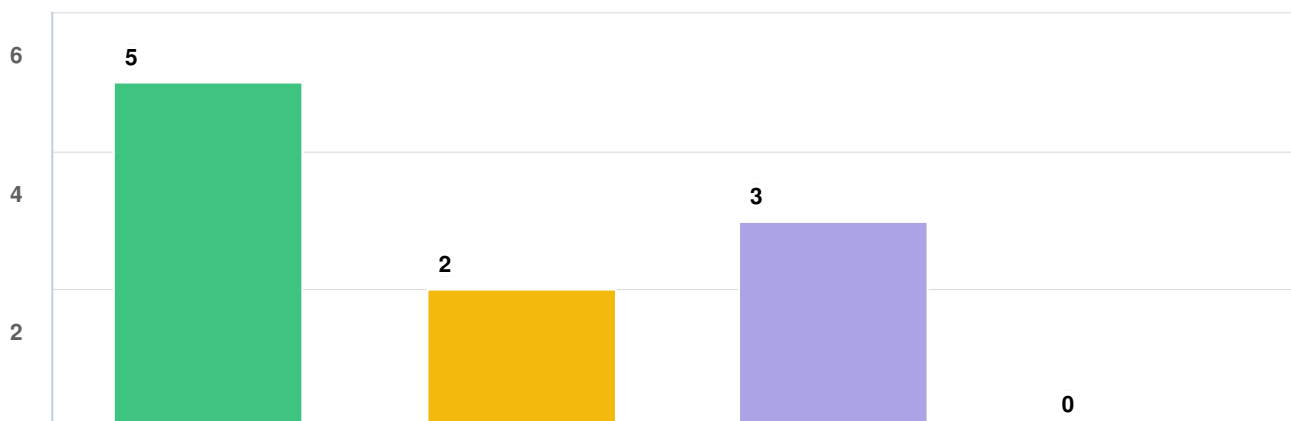
found the staff to be pleasant but the less are very despondent at addressing issues when approached

Optional question (8 response(s), 2 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- Satisfactory - meets the requirements of all user groups
- Neutral
- Unsatisfactory - fails to meet requirements of all user groups
- Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q17 Please explain your above selection

Anonymous

4/16/2021 04:14 PM

I've not really taken advantage of the new times much yet but when it's warmer then I can come down and spend more of my morning there

Anonymous

4/17/2021 11:51 AM

I believe the hours have just been extended and need to remain that way

Anonymous

4/17/2021 11:55 AM

Pool could be open earlier in the afternoon and also not a fan it is closed during winter

Anonymous

4/17/2021 12:00 PM

The opening of hrs during school hours has been great for mums/dads that want to swim without their kids lol

Anonymous

4/19/2021 07:29 PM

I am quite happy with the time's atm. I would like to have the option to swim during my lunch break but I

understand the council won't allow long hours. They were recently changed which allows for a long swim time in the morning and while this hasn't really been utilised much because it was introduced late in the season I feel with more advertising these hours will allow mums with kids at school to have time to themselves to relax and swim. I do miss my morning swim on the weekend though

Anonymous

4/22/2021 08:36 AM

not all seniors want to swim with kids

Anonymous

4/30/2021 11:56 AM

I dont know who all the user groups are, so I dont know if the hours are satisfactory. I do know the hours changed at least 3 times and incorrect hours where on website for most of season. Hours not displayed at pool. It would be nice to have pool open at least one day per week for later in the morning, and start time on weekends could be slightly earlier. I dont think there is a need to have the pool open till 7pm every weeknight- maybe one or two nights per week would be enough. Consider changing times. Did the pool record the times people were coming? This could be used as a guide for next season- because people will always say they want longer pool hours but fail to use it.

Anonymous

4/30/2021 12:57 PM

Understandable that when you only open some hours of the day it won't suit everyone

Anonymous

4/30/2021 08:02 PM

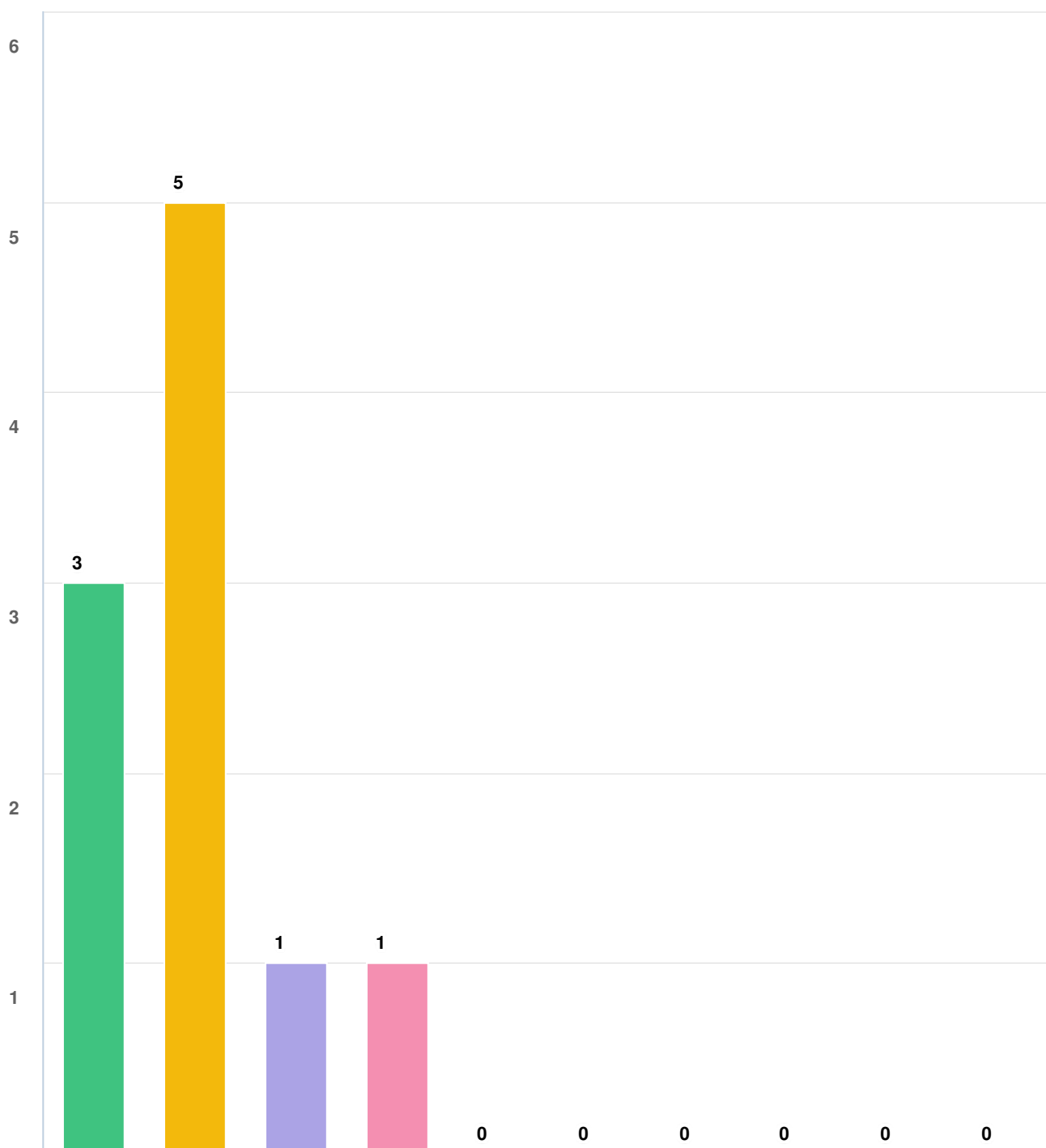
the new pool hours seem to be working atm however I would still like the pool hours to be open all day during school holidays to suit the needs of the parents

Optional question (9 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q18 What is your highest priority when you and/or your family have visited the swimming pool?



Question options

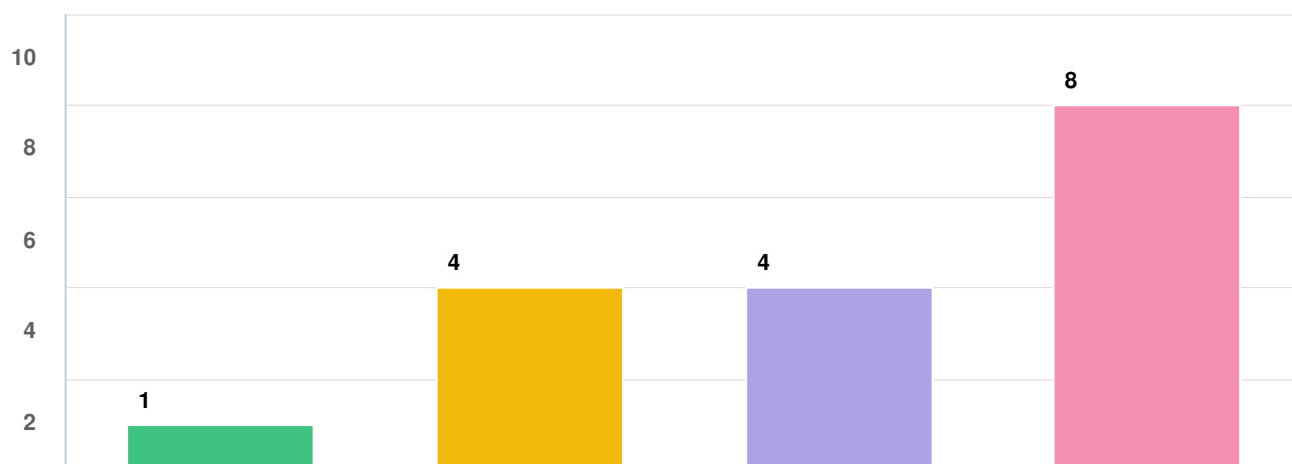
- Safety
 ● Cleanliness
 ● Suitability for small children
 ● Shade
 ● Reliability
 ● Amenities
 ● Space
- Supervision
 ● Activities
 ● Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequa...



Question options

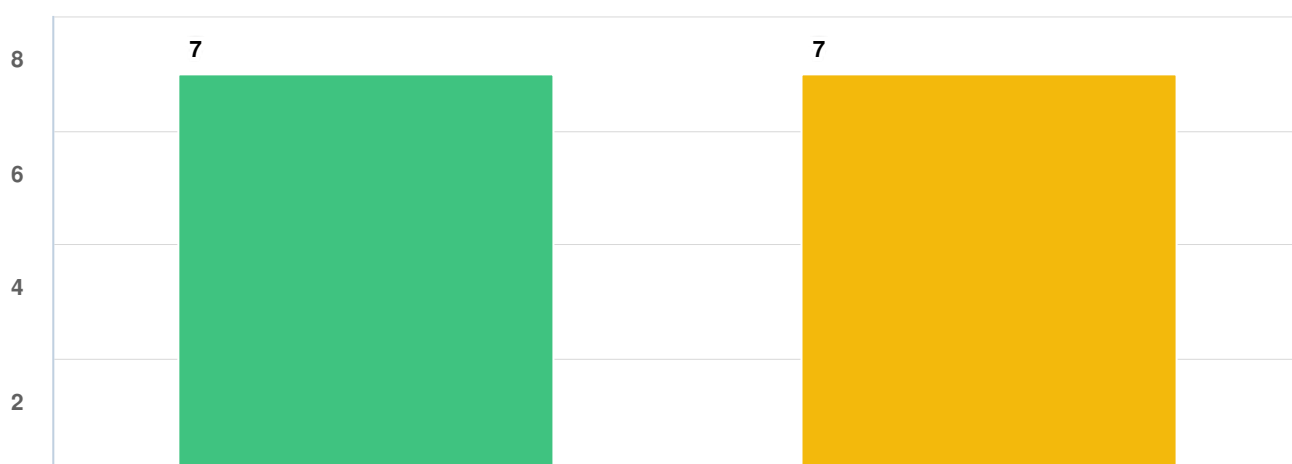
● 0 - 5 years
 ● 6 - 12 years
 ● 13 - 18 years
 ● 18+ years

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

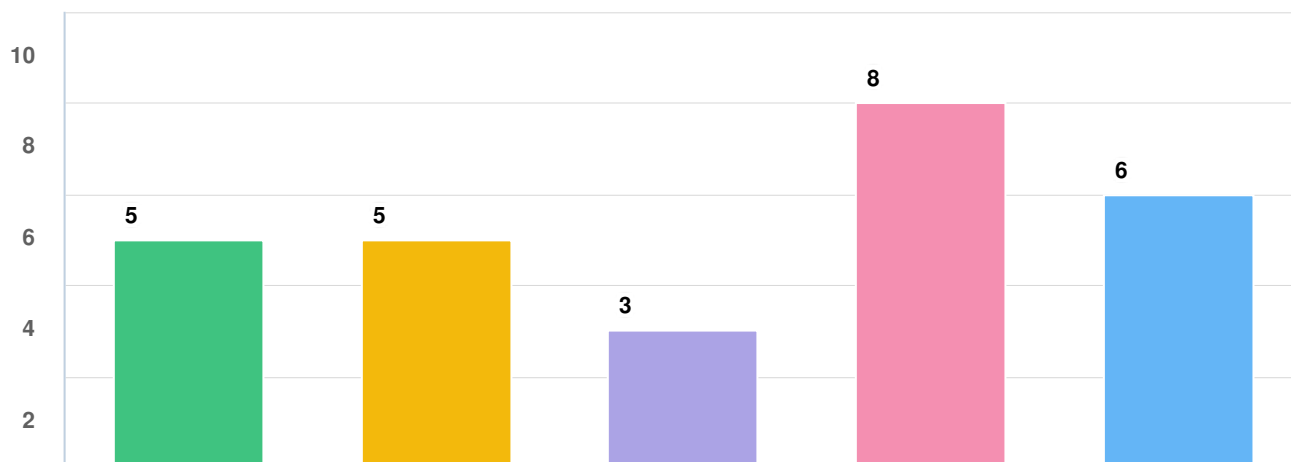
● Weekdays
 ● Weekends

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

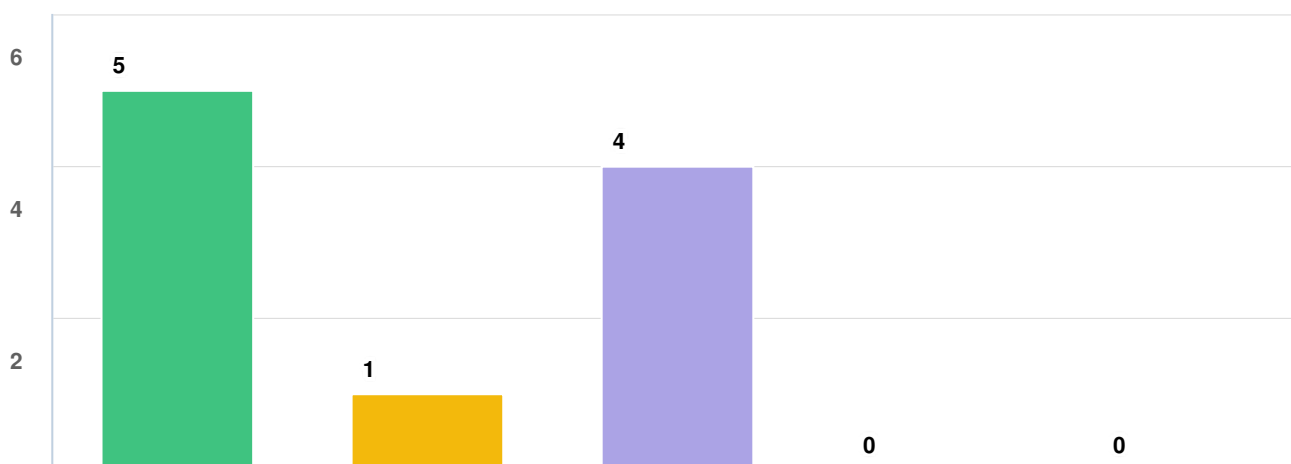
● Early morning
 ● Mid-morning
 ● Midday
 ● Early afternoon
 ● Late afternoon

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

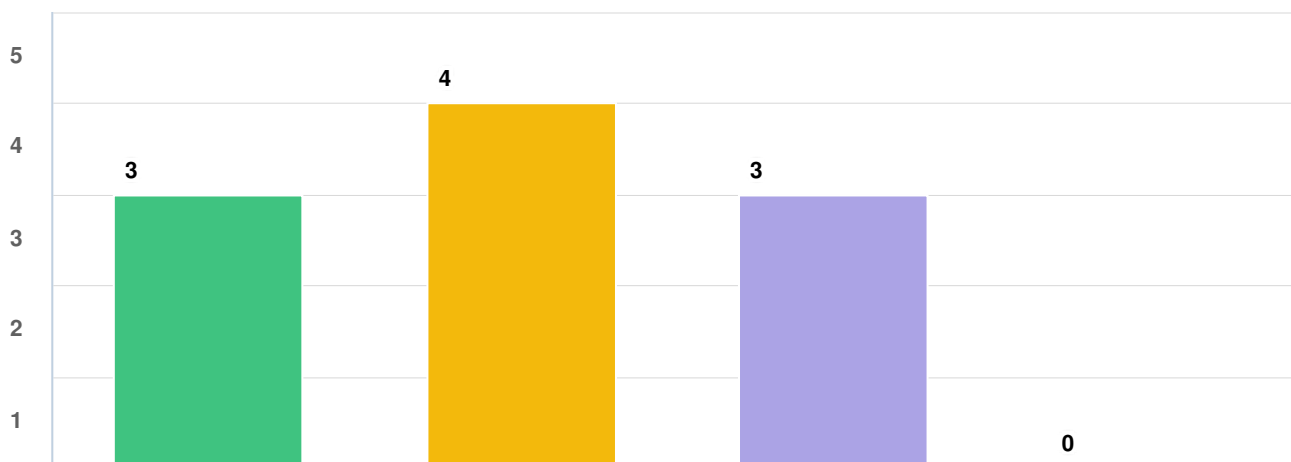
● Very low
 ● Low
 ● Medium
 ● High
 ● Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

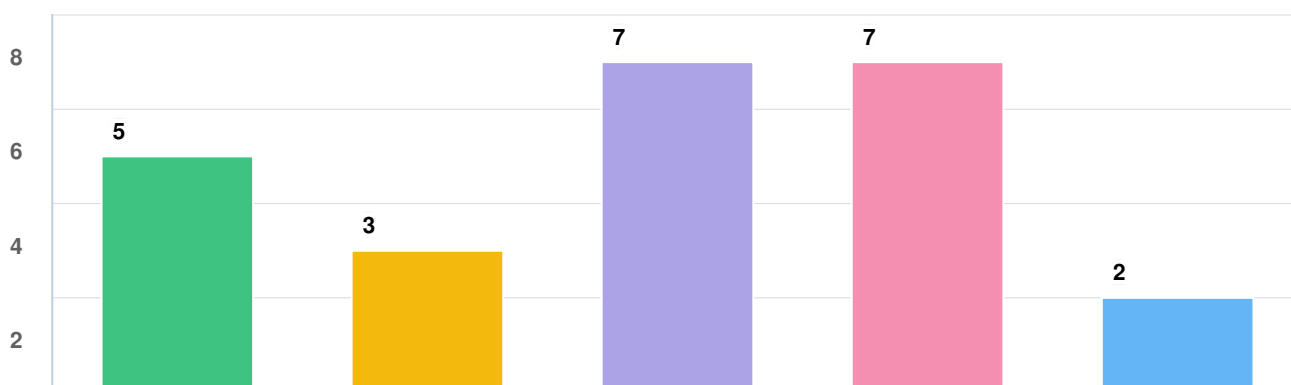
☒ Lower patronage
 ☒ No change
 ☒ Other (please specify)
 ☐ Higher patronage

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q24 What would you like to see more of at the swimming pool?



Question options

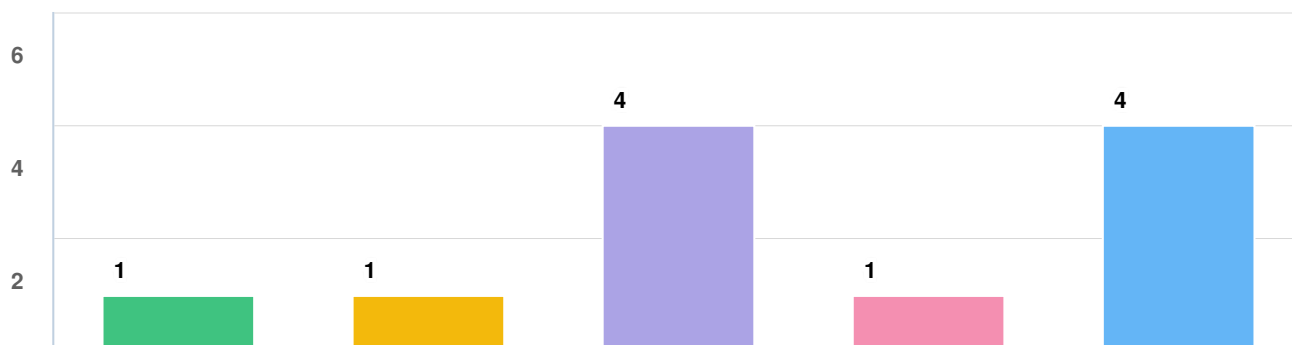
☒ Sports activities - e.g. volley ball, water polo
 ☒ Novelty events - e.g. treasure hunts, bombing contents
 ☒ Social events - e.g. dive in movies, barbecues
 ☒ Specialty events - e.g. inflatable in-pool playgrounds
 ☐ Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q25 Kiosk facilities are available at some of the swimming pools. If applicable, what is your opinion of the kiosk facilities ...



Question options

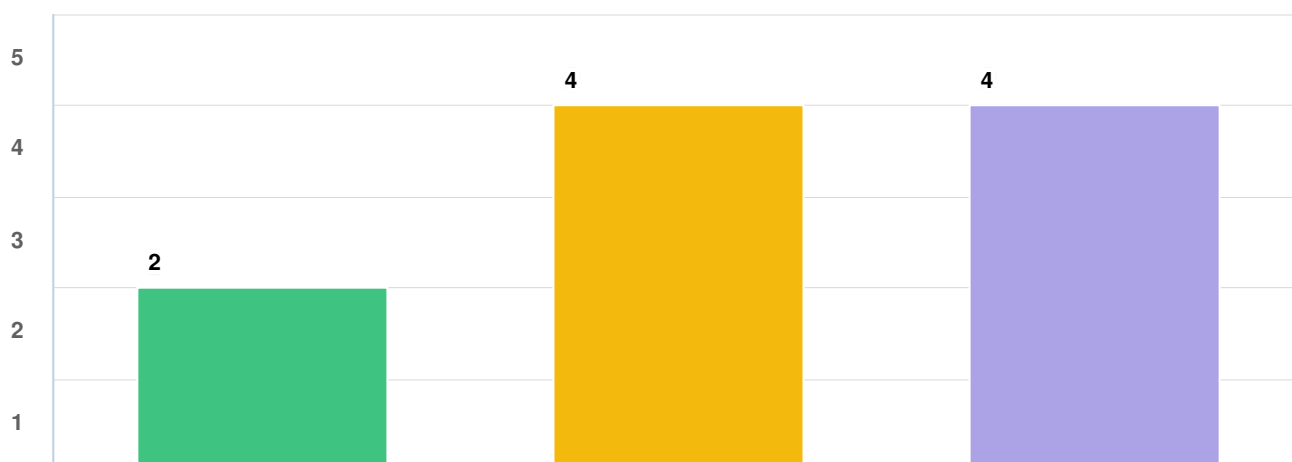
- Excellent - I use the kiosk regularly and it meets my requirements
- Good - I use the kiosk infrequently and it generally meets my requirements
- Neutral - I use the kiosk and have no further comment
- Poor - I do not use the kiosk as it does not meet my requirements
- Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

☐ Yes
 ☐ No
 ☐ Other (please specify)

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q27 Please explain your response to the above question

Anonymous

4/16/2021 04:14 PM

No explanation needed

Anonymous

4/17/2021 11:51 AM

As above

Anonymous

4/17/2021 11:55 AM

Other pools have different opening hours, have free entry and more facilities

Anonymous

4/17/2021 12:00 PM

Hmm if it means is pricing fair, then yes.

Anonymous

4/19/2021 07:29 PM

see above

Anonymous

4/22/2021 08:36 AM

no

Anonymous

4/30/2021 11:56 AM

I think the fees are reasonable. I think generally the lessees do a good job for Council. Council bears costs of so many pools across region, but it is a vital community facility and a necessity in the extended hot weather in Isaac. The Nebo pool is definitely under utilised by the community.

Anonymous

4/30/2021 12:57 PM

Unsure

Anonymous

4/30/2021 08:02 PM

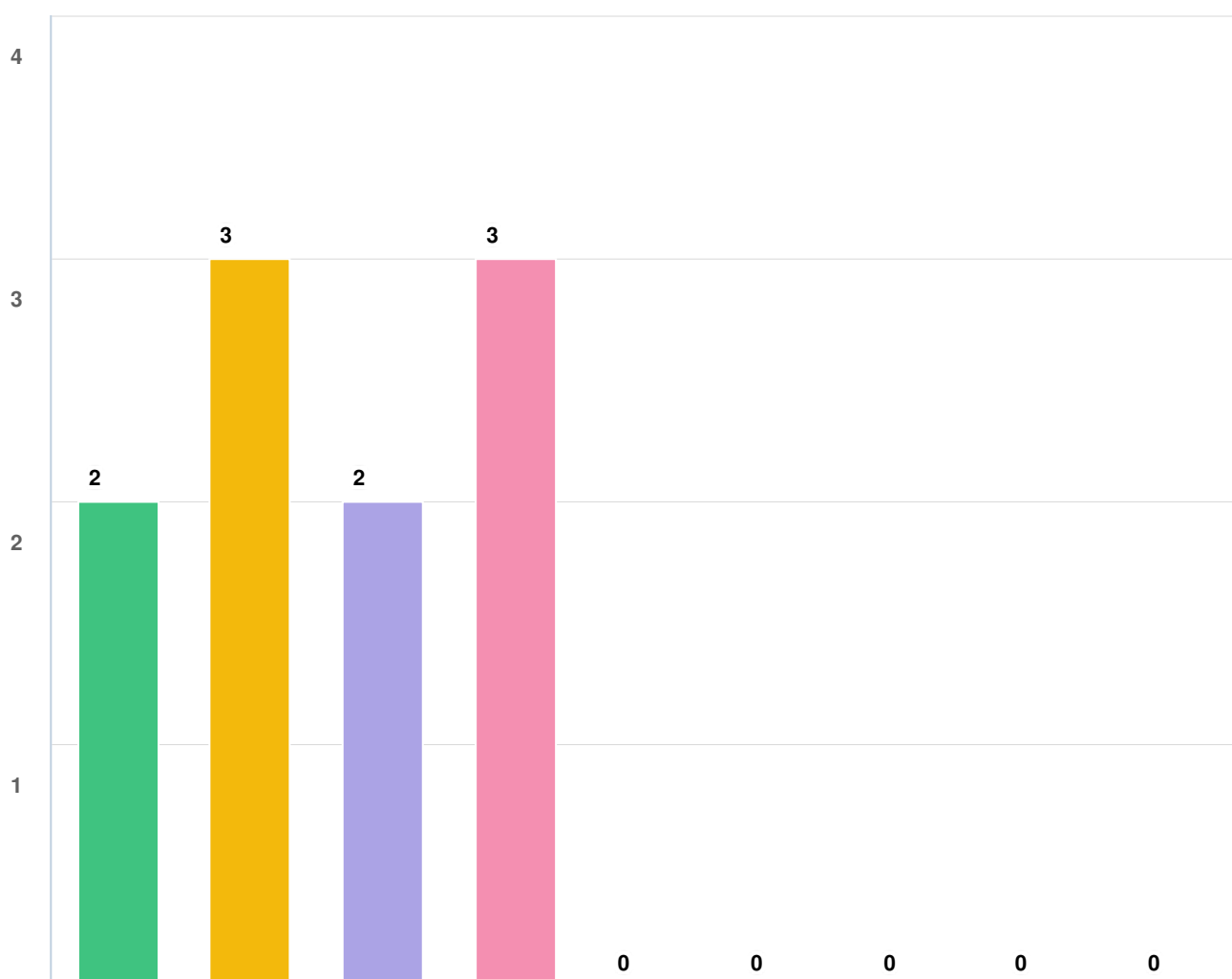
the pool and amenities are in a state of disrepair, the cleanliness and appeal of the pool and surrounding area are really not of interest to the public which then results in low patronage which in turn the stakeholders are not getting their investment returns

Optional question (9 response(s), 1 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- A proactive maintenance focus - continuing with planned preventative maintenance. High cost, encourages sustainability, a restricted approach to technology advancement.
- A blend of reactive and proactive maintenance - maintaining current service and infrastructure offerings. High cost, reduces capacity for infrastructure and technology upgrades.
- No action required. ● Other (please specify)
- A reactive maintenance focus - reacting to maintenance requirements as they emerge. High cost, low sustainability.
- Reducing the pool size - provides for a functional pool with reduced operating costs and superior infrastructure and technology. Superior sustainability prospects.
- Reducing operating hours - requires ongoing maintenance and corresponding operating costs. Reduces operator presence. Medium cost, business as usual.
- Reducing activities and/or amenities available at the pool - reduces maintenance costs and service offering. Medium cost and adds no value to sustainability.
- Reducing the length of the pool operating season - reduces maintenance and operating costs. Low to medium cost and adds no value to sustainability. Restricted service offering.

Optional question (10 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Q29 Please provide any additional information or comments that you might have.

Anonymous

4/16/2021 04:14 PM

Every community has a pool. This pool has been left to run down, apparently, the solar hasn't worked for years; although the pool was painted wow what a disaster, a lot of the stuff is run down and we shouldn't have to pay to fix it up, that is what our rates are for

Anonymous

4/17/2021 12:00 PM

Inflatables for a day here n there would be great fun. And dive in movies.

Anonymous

4/19/2021 07:29 PM

Thank you for providing this facility to the community. It gets me out of the house and moving

Anonymous

4/22/2021 08:36 AM

no

Anonymous

4/30/2021 11:56 AM

Although pools are expensive it is absolutely vital in the hot time of year in Isaac, especially in the small communities where there is limited family and recreational opportunities. Council should not be afraid to advertise the pools in the region as there is no private competitors. Advertise, boast about these facilities and get more people using it.

Optional question (5 response(s), 5 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. Nebo-Swimming-Pool

Swimming Pool Survey

SURVEY RESPONSE REPORT

20 April 2020 - 23 May 2021

PROJECT NAME:

Isaac Region Swimming Pool Survey

FILTER BY:

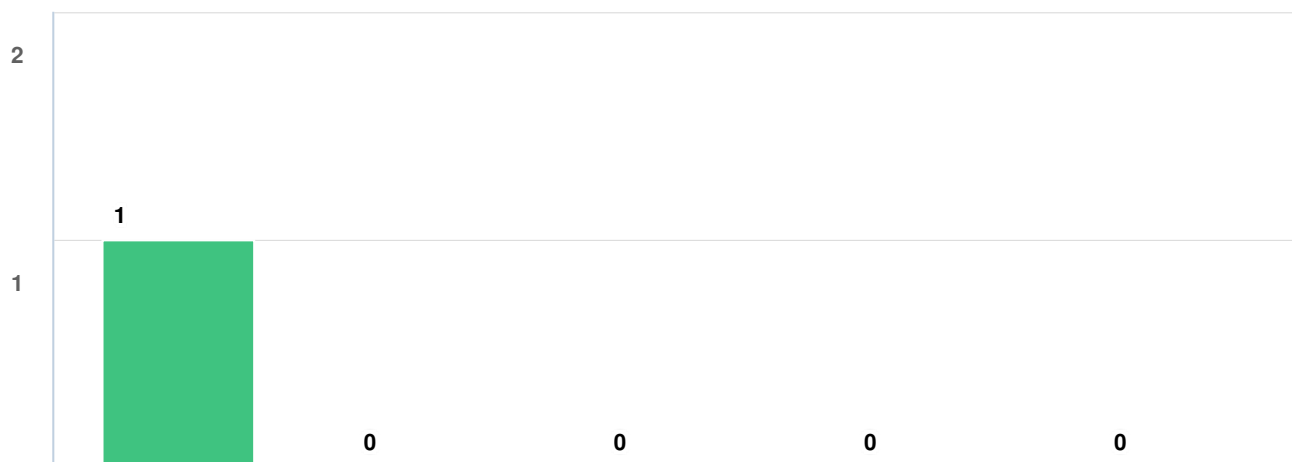
Please select the swimming pool that you are basing your responses on.

Answered : St-Lawrence-Swimming-Pool



SURVEY QUESTIONS

Q1 What is your age group?



Question options

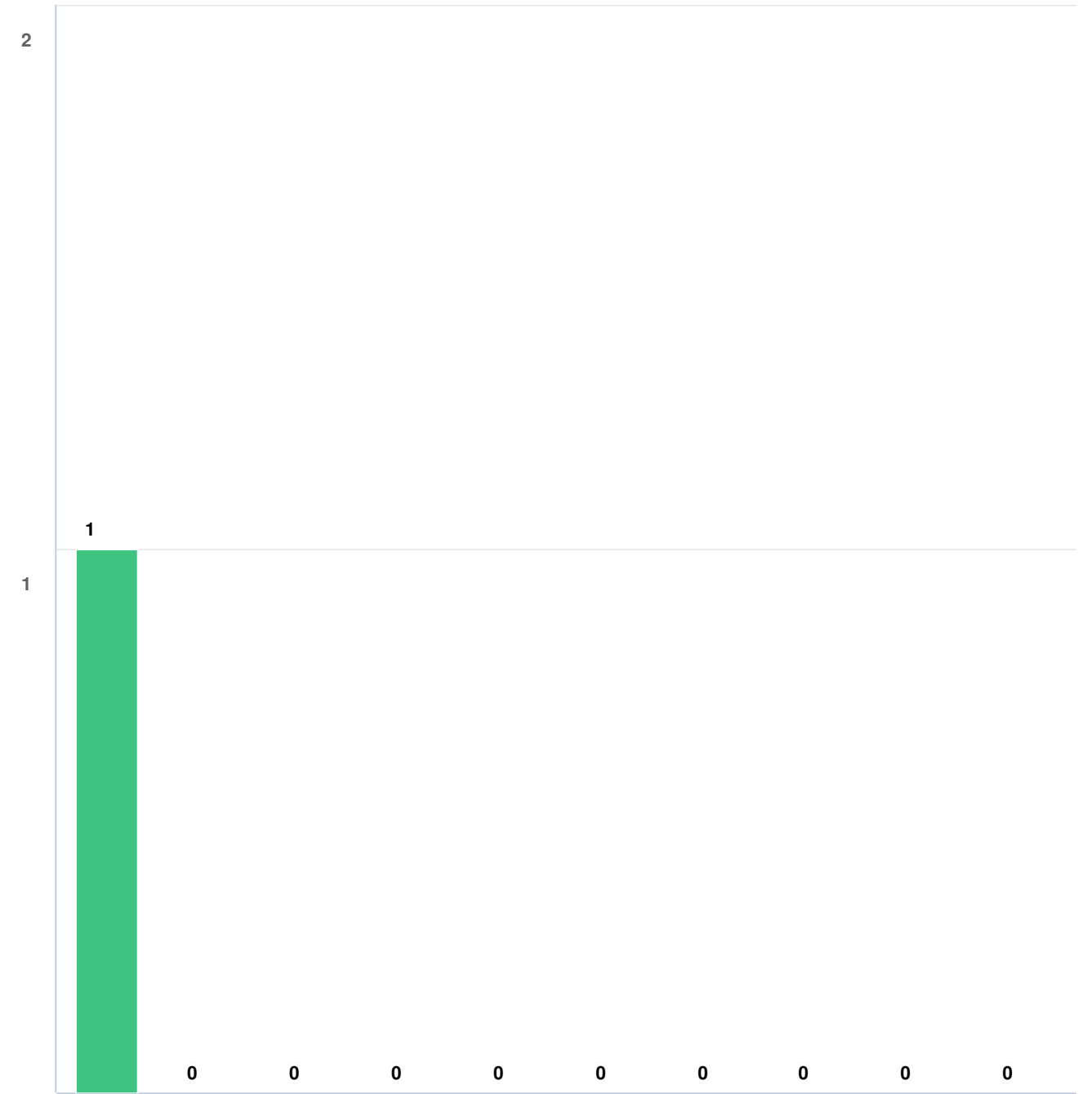
☒ 26 - 44 years ☐ 16 years and under ☐ 17 - 25 years ☐ 45 - 64 years ☐ 65 years and older

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q3 Please select the option that best describes your household (Please select only one)

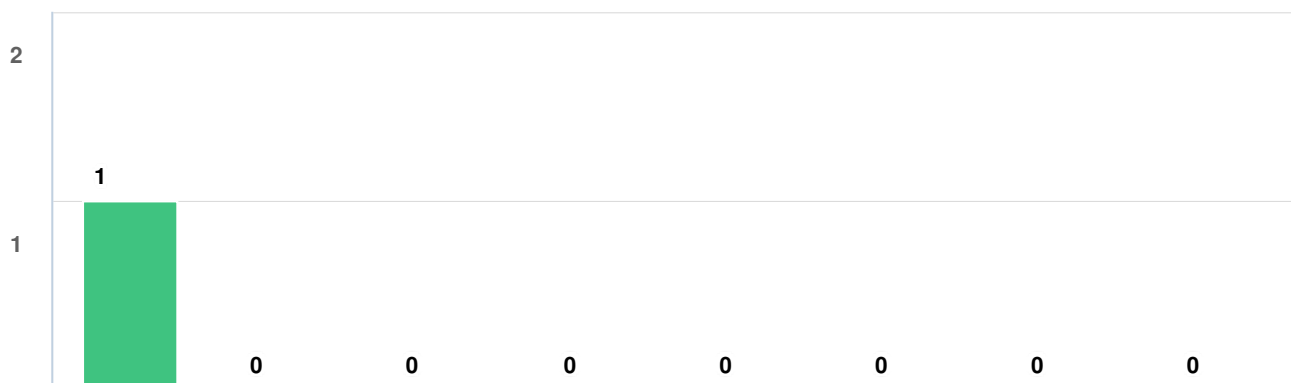


Question options

- Single person, living alone
- Couple with dependent children aged 0 - 5
- Couple with dependent children aged 6 - 12
- Couple with dependent children in both age groups
- Couple with no children
- Single parent with dependent children aged 0 - 5
- Single parent with dependent children aged 6 - 12
- Single parent with dependent children in both age groups
- Single person, living with other adults
- Other (please specify)

Optional question (1 response(s), 0 skipped)
Question type: Checkbox Question
Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q4 Please select the swimming pool that you are basing your responses on.



Question options

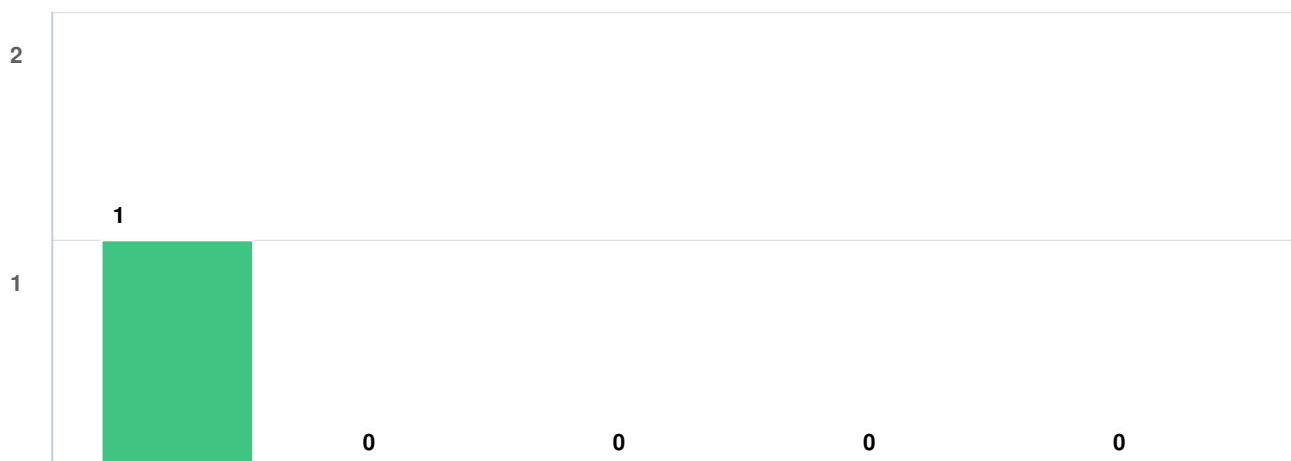
- St Lawrence Swimming Pool
 ● Clermont Swimming Centre
 ● Dysart Swimming Pool
 ● Flaggy Rock Swimming Pool
- Glenden Swimming Pool
 ● Middlemount Swimming Pool
 ● Moranbah - Greg Cruickshank Aquatic Centre
- Nebo Swimming Pool

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q5 How often do you visit the swimming pool?



Question options

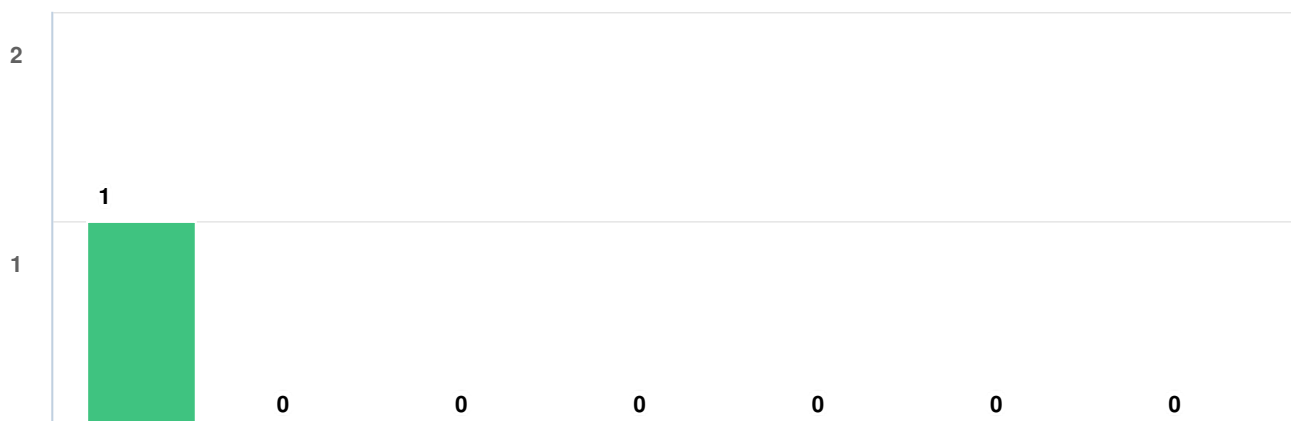
- Once per week
 ● Infrequently
 ● Once or twice per month
 ● Two or more visits per week
 ● Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q6 What is the primary purpose of your visit/s to the swimming pool?



Question options

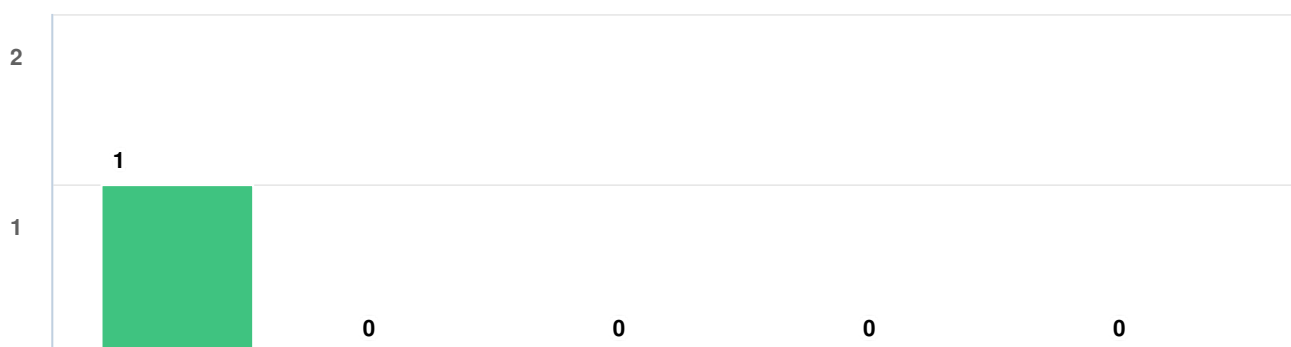
- Learn to swim lessons
- Recreation
- Exercise
- Swimming Club
- Sporting Events
- Special Occasions - eg birthday, carnival, learn to swim
- Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q7 What do you consider to be the greatest benefit of the swimming pool for the community?



Question options

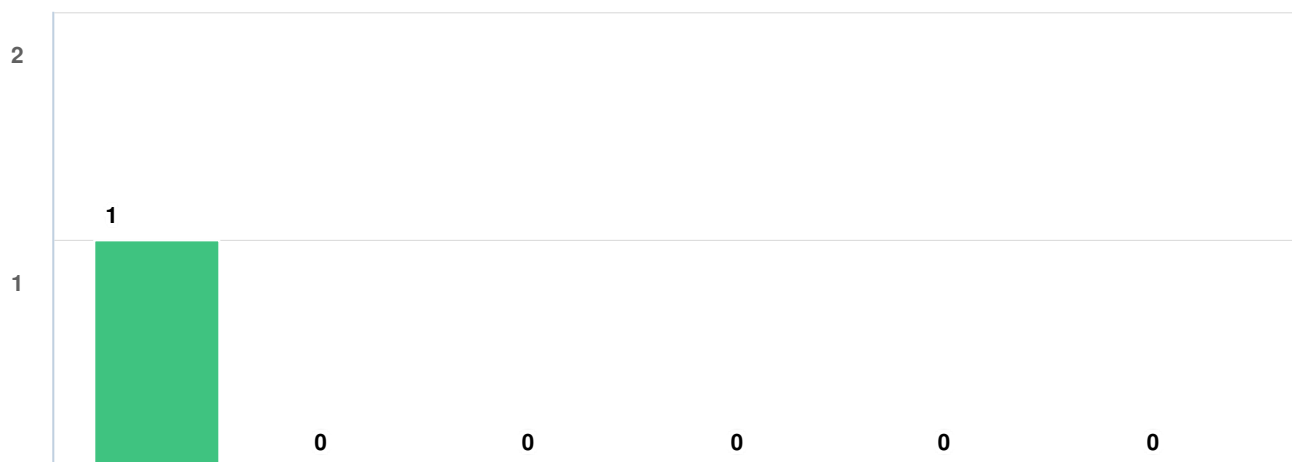
- Physical health and fitness - improving the physical health of residents
- Social networking - providing an opportunity to catch up with friends and meet new people
- Liveability - it makes the town a better place to live and attracts new residents
- Cultural heritage - following the legacy of previous generations
- Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q8 What best describes your experience at the swimming pool?



Question options

☒ Very satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied ☐ Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q9 Please explain your above selection

Anonymous

4/19/2021 12:02 PM

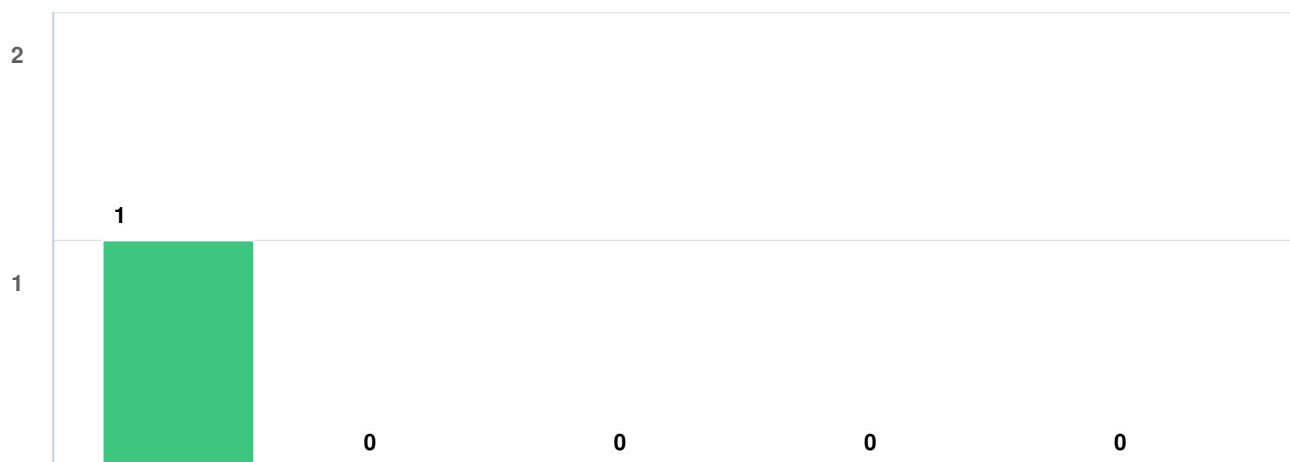
I am the Principal of St Lawrence
State School and our community pool
is such an asset to our town and
students - for me to be able to teach
them how to swim!

Optional question (1 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q10 What best describes your opinion of the condition of the swimming pool and amenities?



Question options

☒ Excellent
 ☐ Acceptable
 ☐ Neutral
 ☐ Unacceptable
 ☐ Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q11 Please explain your above selection

Anonymous

4/19/2021 12:02 PM

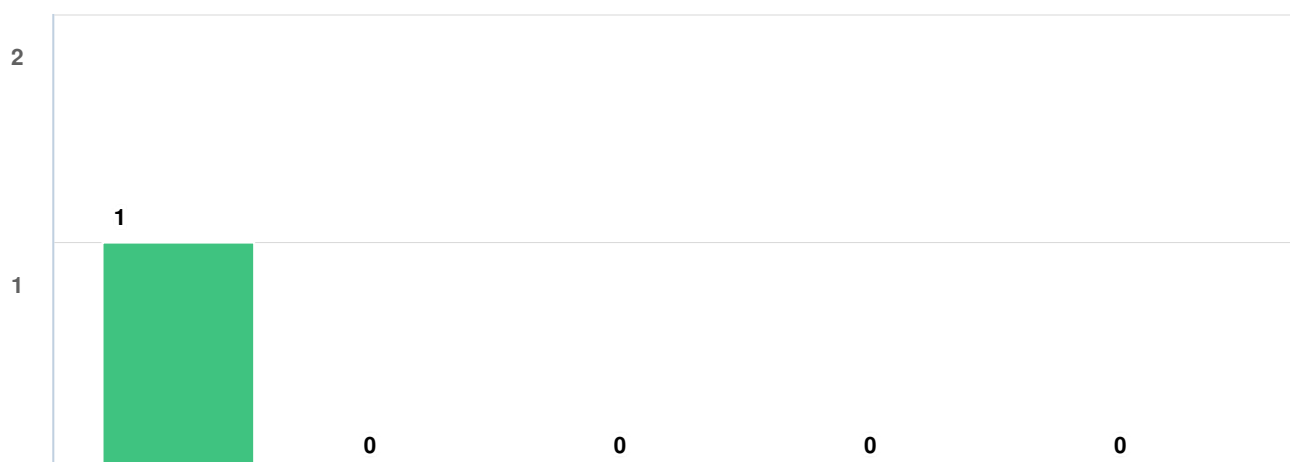
The pool and pool area are extremely well cared for by members of our community and we are very lucky.

Optional question (1 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q12 What best describes your observation of the cleanliness of the swimming pool and amenities?



Question options

☒ Excellent
 ☐ Acceptable
 ☐ Neutral
 ☐ Unacceptable
 ☐ Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q13 Please explain your above selection

Anonymous

4/19/2021 12:02 PM

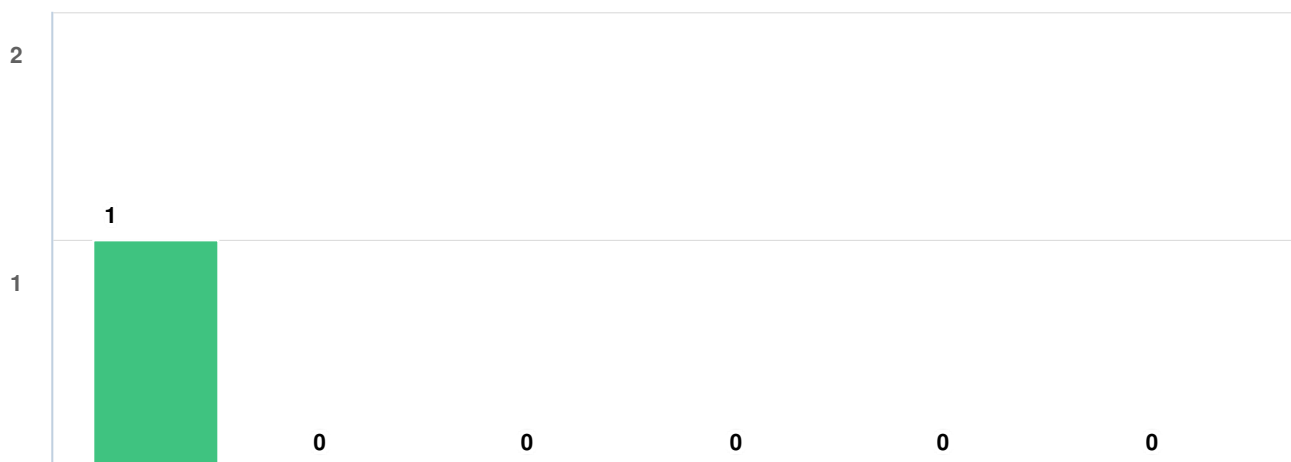
The pool and pool area are extremely well cared for by members of our community and we are very lucky.

Optional question (1 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q14 What best describes the level of customer service that you received at the pool?



Question options

● Very satisfied
 ● Satisfied
 ● Neutral
 ● Dissatisfied
 ● Very dissatisfied
 ● Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q15 Please explain your above selection

Anonymous

4/19/2021 12:02 PM

Every time our students love attending the pool and it is a real treat - especially when previously we had to travel into Mackay for our lessons.

Optional question (1 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q16 What best describes your opinion of the operating hours of the swimming pool?



Question options

- Satisfactory - meets the requirements of all user groups
- Neutral
- Unsatisfactory - fails to meet requirements of all user groups
- Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q17 Please explain your above selection

Anonymous

4/19/2021 12:02 PM

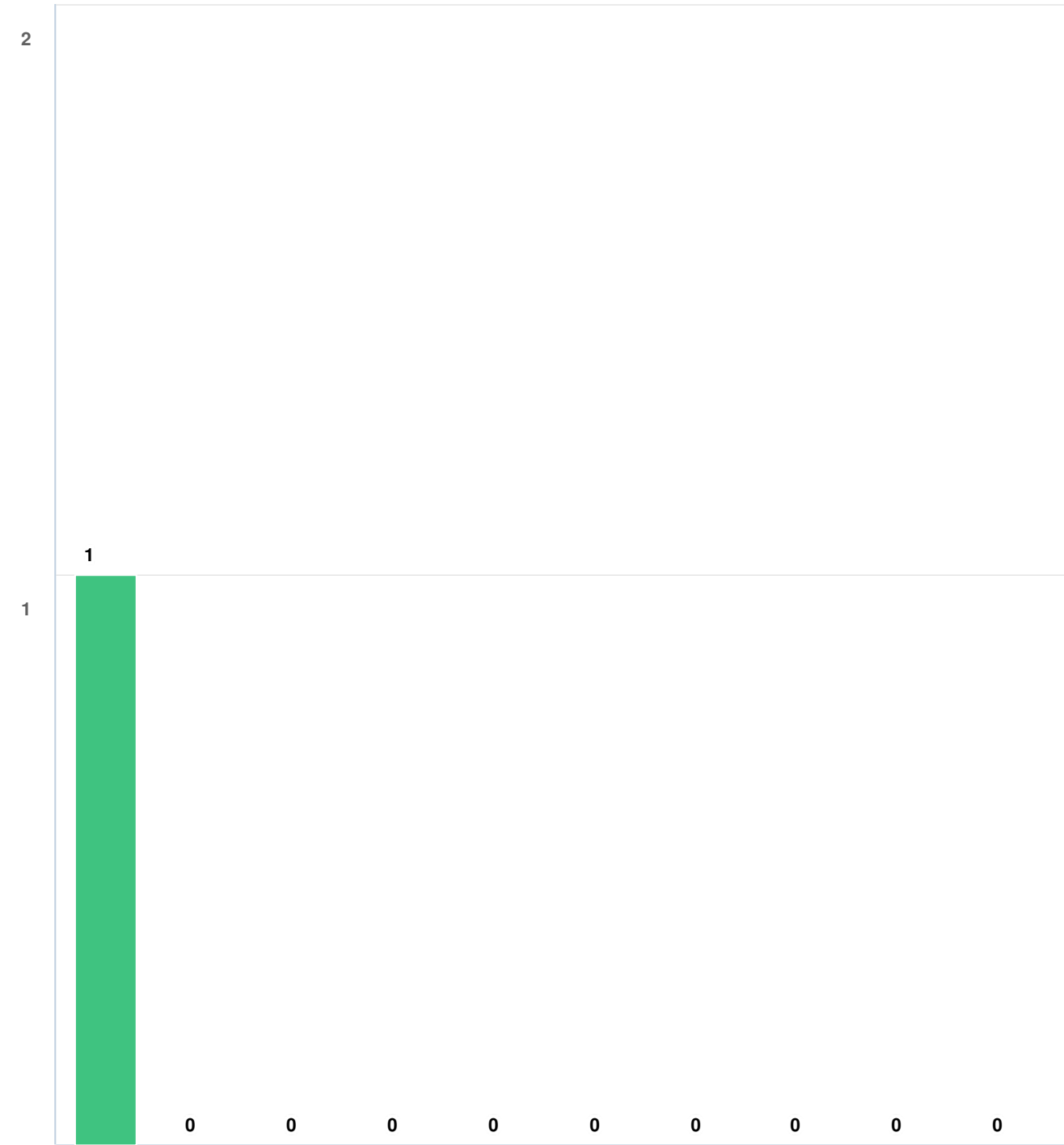
I believe we are able to access to the pool when we need to.

Optional question (1 response(s), 0 skipped)

Question type: Essay Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q18 What is your highest priority when you and/or your family have visited the swimming pool?

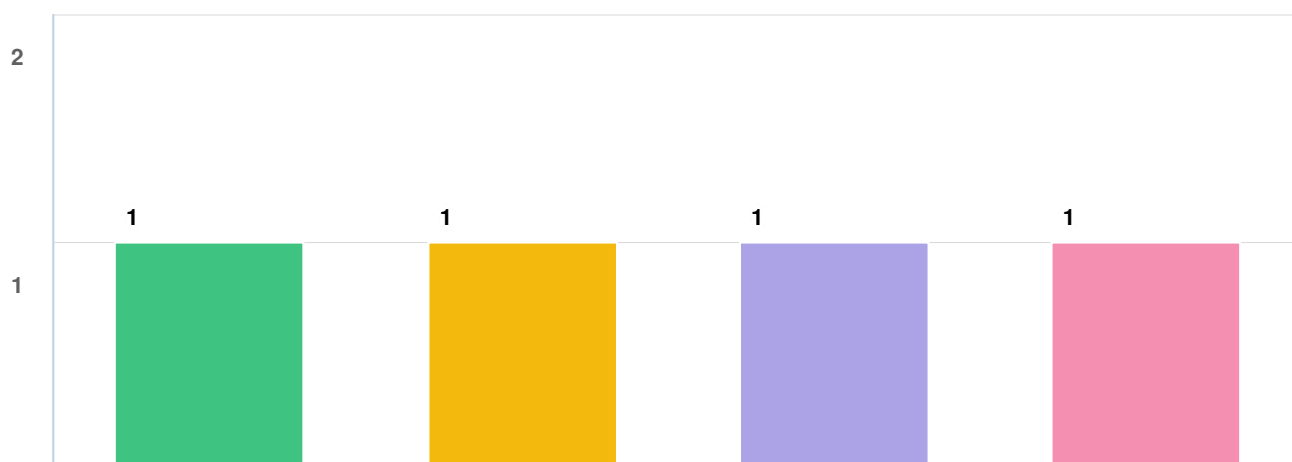


Question options

- Safety
- Reliability
- Cleanliness
- Suitability for small children
- Amenities
- Space
- Shade
- Supervision
- Activities
- Other (please specify)

Optional question (1 response(s), 0 skipped)
Question type: Checkbox Question
Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q19 Considering the existing facilities at the swimming pool, please select the relevant age groups that you believe are adequa...



Question options

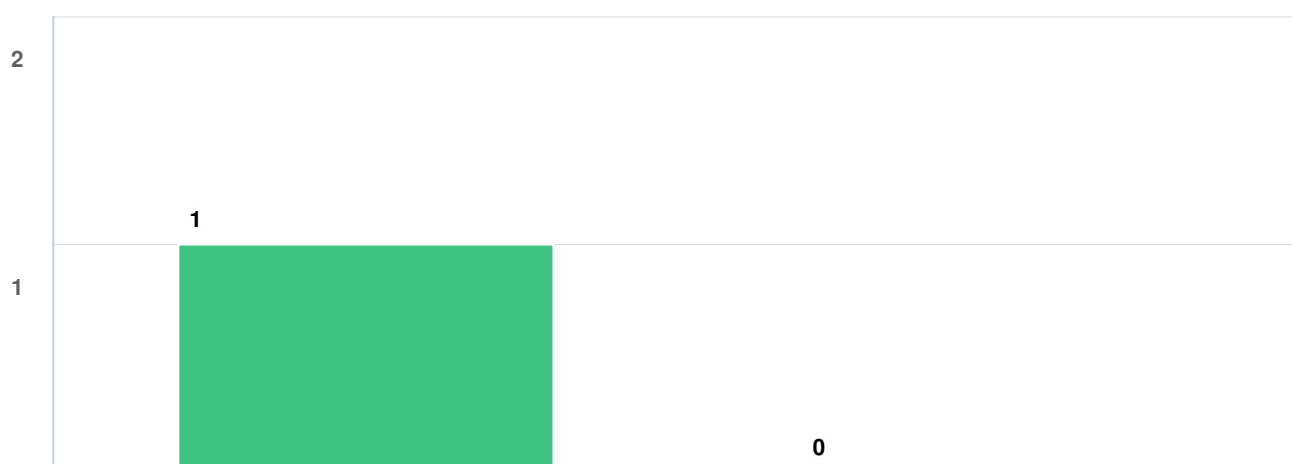
☒ 0 - 5 years
 ☒ 6 - 12 years
 ☒ 13 - 18 years
 ☒ 18+ years

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q20 What day/s of the week are you most likely to visit the swimming pool?



Question options

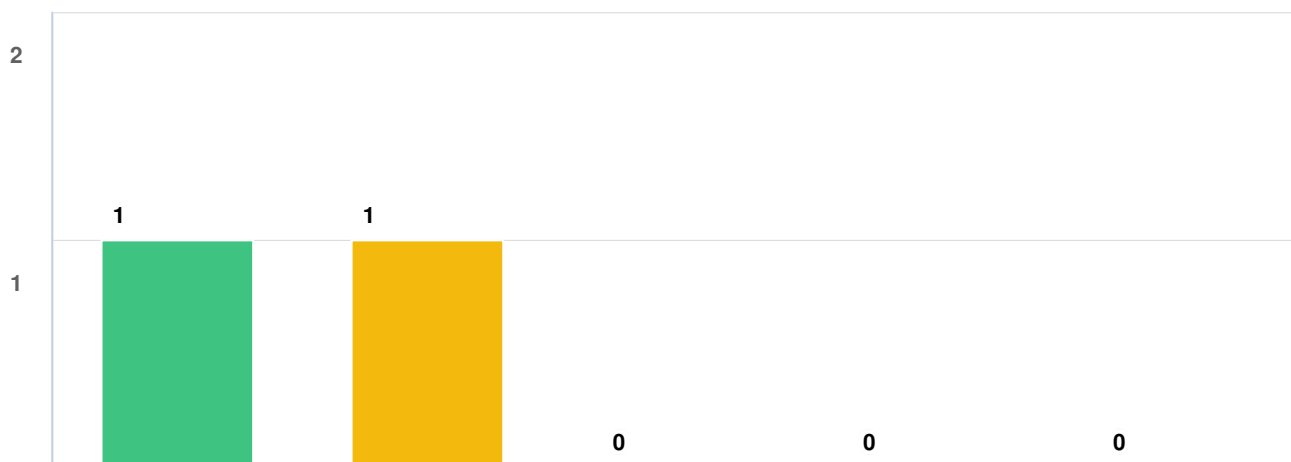
☒ Weekdays
 ☐ Weekends

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q21 What time/s of the day are you most likely to visit the swimming pool?



Question options

☒ Midday
 ☒ Early afternoon
 ☐ Early morning
 ☐ Mid-morning
 ☐ Late afternoon

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q22 In consideration of your responses to questions 20 and 21, how would you describe the level of patronage during your visits...



Question options

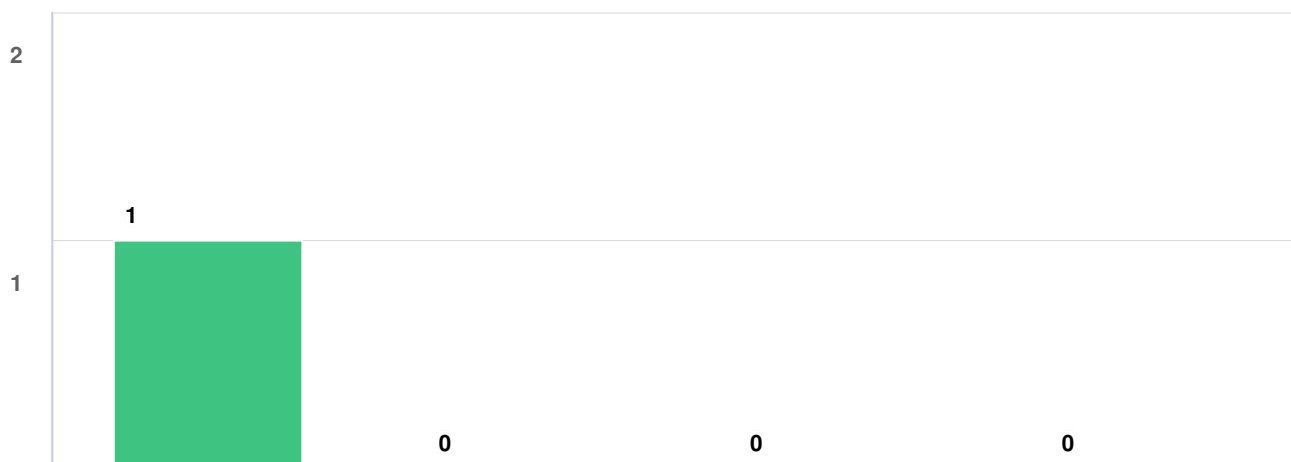
☒ Low
 ☐ Very low
 ☐ Medium
 ☐ High
 ☐ Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q23 Following the re-opening of the swimming pool after the COVID-related closures, how would you compare your observations of ...



Question options

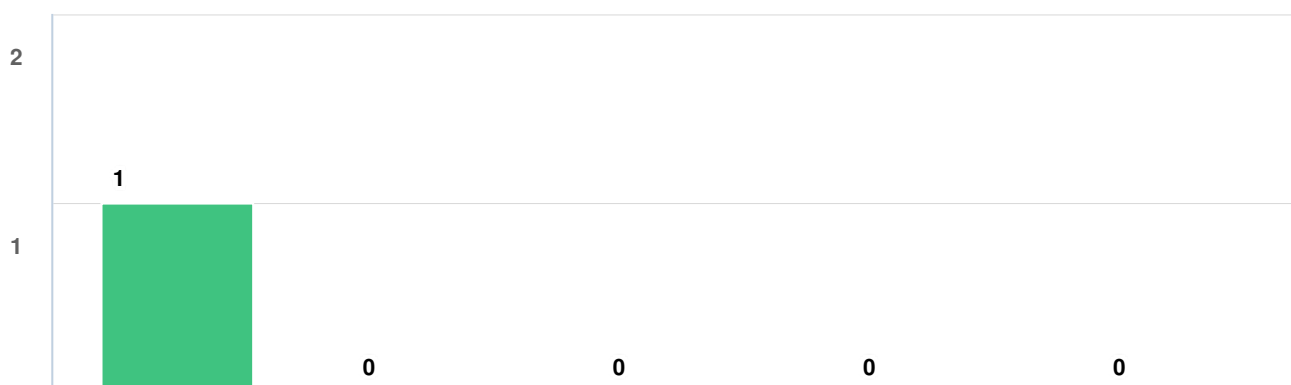
☒ Higher patronage
 ☐ Lower patronage
 ☐ No change
 ☐ Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q24 What would you like to see more of at the swimming pool?



Question options

☒ Specialty events - e.g. inflatable in-pool playgrounds
 ☐ Sports activities - e.g. volley ball, water polo
 ☐ Novelty events - e.g. treasure hunts, bombing contents
 ☐ Social events - e.g. dive in movies, barbecues
 ☐ Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q26 Considering your responses up to this point and taking into account the number of pools Council operates, the operational, ...



Question options

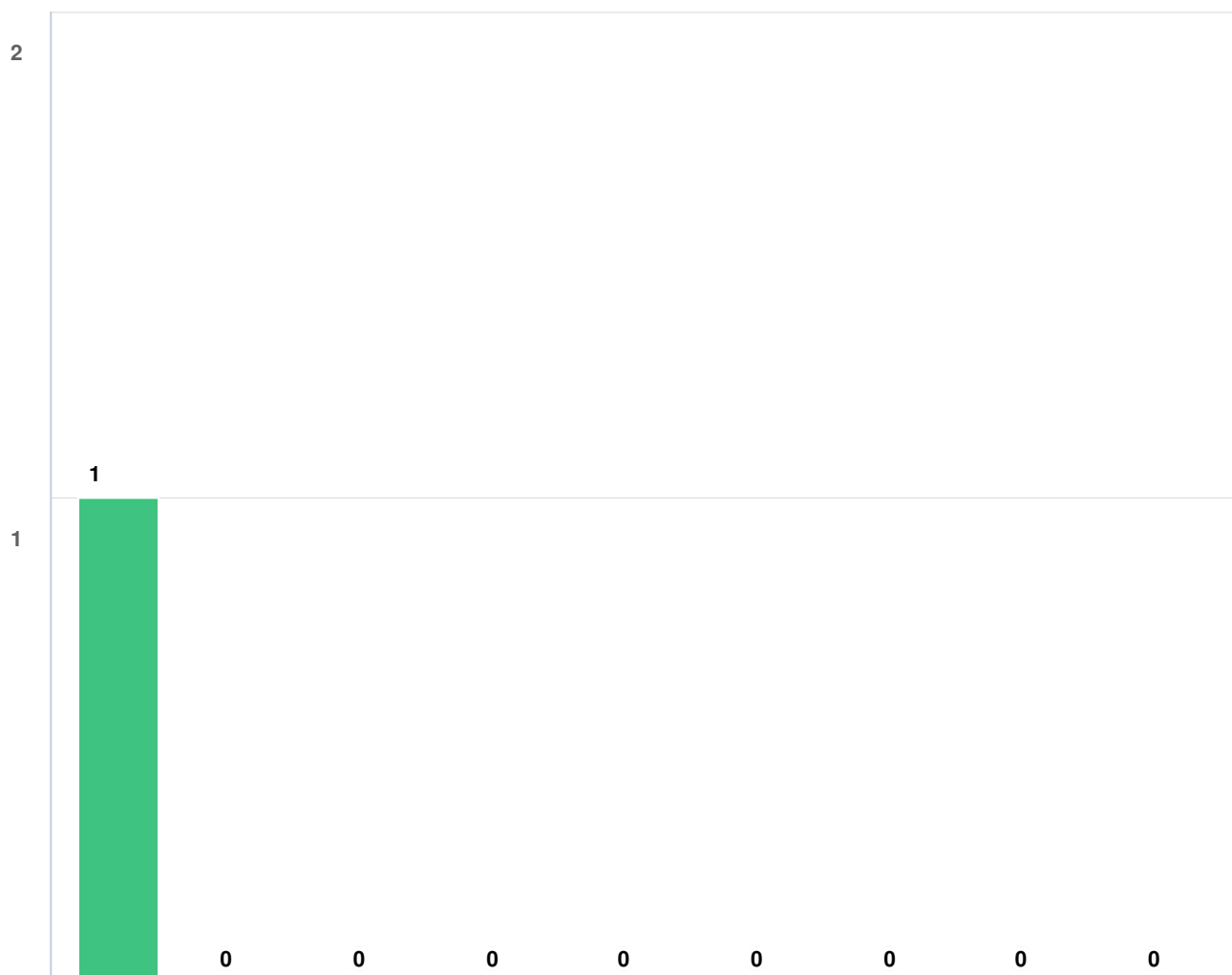
☒ Yes ☐ No ☐ Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

Q28 To provide logical, sustainable, cost effective and fit for purpose aquatic facilities now and into the future, some change...



Question options

- A proactive maintenance focus - continuing with planned preventative maintenance. High cost, encourages sustainability, a restricted approach to technology advancement.
- A reactive maintenance focus - reacting to maintenance requirements as they emerge. High cost, low sustainability.
- A blend of reactive and proactive maintenance - maintaining current service and infrastructure offerings. High cost, reduces capacity for infrastructure and technology upgrades.
- Reducing the pool size - provides for a functional pool with reduced operating costs and superior infrastructure and technology. Superior sustainability prospects.
- Reducing operating hours - requires ongoing maintenance and corresponding operating costs. Reduces operator presence. Medium cost, business as usual.
- Reducing activities and/or amenities available at the pool - reduces maintenance costs and service offering. Medium cost and adds no value to sustainability.
- Reducing the length of the pool operating season - reduces maintenance and operating costs. Low to medium cost and adds no value to sustainability. Restricted service offering.
- No action required. ● Other (please specify)

Optional question (1 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Please select the swimming pool that you are basing your responses on. St-Lawrence-Swimming-Pool

MEETING DETAILS

Planning Environment and Community Services

Standing Committee

Tuesday 8 June 2021

AUTHOR

Jim Hutchinson

AUTHOR POSITION

Manager Engaged Communities

5.5

LEGENDS OF LEAGUE - ISAAC REGION EVENT SPONSORSHIP

EXECUTIVE SUMMARY

This report seeks Council's support for the delivery of two International Legends of League charity football events and supporting program of wellbeing visits to local schools in FY2021-22 and FY2022-23.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Note the receipt of a Queensland Government Mental Health and Wellbeing Package (Localised Mental Health Initiatives) grant of \$30,000 (excluding GST).***
- 2. Endorse a schedule of two International Legends of League events in Isaac Region and supporting wellbeing visits to local schools in FY2021-22 and FY2022-23 in accordance with the Queensland Government grant offer.***
- 3. Authorise the Chief Executive Officer to negotiate, vary and execute a sponsorship agreement with International Legends of League to deliver two International Legends of League events in Isaac Region and a program of wellbeing visits to local schools in FY2021-22 and FY2022-23.***

BACKGROUND

Council officers have been in discussions with International Legends of League (ILOL) regards the staging of a charity football match in Moranbah in 2021 as a post-COVID community activation event. The ILOL event model sees a team of rugby league greats (former NRL, state and international representatives) play against an Isaac All-Stars side comprising former players from local teams aged over 35. Former players involved in the program include Matt Bowen, Scott Prince, Ben Hannant, Willie Tonga, Terry Matterson, Kevin Campion, Cliff Lyons, Nathan Blacklock, Noel Goldthorpe, Scott Hill, Kerry Boustead, David Shillington and Darren Smith.

In addition to Council sponsorship, ILOL will also seek support from corporate partners. Profits from the event are donated a local charity, whilst local sporting groups operating food and beverage canteens retain their profits. ILOL has delivered events in more than 60 communities and a match played in Blackwater earlier this year, attracted a crowd numbering in the thousands.

In addition to the match itself, participating league legends also undertake a series of school visits throughout the region in the days prior to the match where they raise awareness of mental health issues including bullying, the dangers of social media, youth suicide, health and exercise, promoting self-confidence and wellbeing through their "dream, believe, achieve" philosophy. The players will also deliver some football coaching clinics.

The proposed schedule of school visits will include: Moranbah State High, Moranbah East, Moranbah State, Dysart State High, Dysart State, Middlemount, Glenden, Clermont State High, Clermont State, St Joseph's Clermont and Nebo State.

To defray the sponsorship costs associated with the event, Council successfully applied for a Queensland Government Mental Health and Wellbeing Package (Localised Mental Health Initiatives) grant of \$30,000 (excluding GST) for the purpose of supporting two International Legends of League events in Isaac Region and a program of wellbeing visits to local schools in FY2021-22 and FY2022-23.

IMPLICATIONS

There are no financial implications for the FY2021-22 or FY2022-23 operational budgets as Council's sponsorship contribution to the International Legends of League event is funded by a \$30,000 grant under the State Government's Mental Health and Wellbeing Package (Localised Mental Health Initiatives).

CONSULTATION

Internal

Mayor

Former Chief Executive Officer

Chief Executive Officer

Manager Community Engagement, Programs and Events

Community Relations Officer Moranbah

Community Resilience Coordinator

Senior Procurement and Contracts Administrator

External

Organiser – International Legends of League

BASIS FOR RECOMMENDATION

Aligns with Isaac Regional Council goals to support the activation of community post-COVID and deliver programs targeting the wellbeing of the region's youth.

ACTION ACCOUNTABILITY

Manager Engaged Communities is responsible for the administration of the Localised Mental Health Initiative Grant.

KEY MESSAGES

Isaac Regional Council supports local events which activate community and help develop resilient, adaptive and vibrant communities while contributing to the social wellbeing of its residents, workers and visitors.

PLANNING ENVIRONMENT AND COMMUNITY SERVICES

Report prepared by:

JIM HUTCHINSON
Manager Engaged Communities

Date: 28 May 2021

Report authorised by:

DAN WAGNER
**Director Planning Environment and Community
Services**

Date: 31 May 2021

ATTACHMENTS

- Attachment 1 – Legends of League Sponsorship Proposal

REFERENCE DOCUMENT

- Nil



International Legends of League

PO Box 1545 Toombul Qld 4012

ABN: 98108719642

International Legends of League Proposal for Isaac Regional Council

16/03/2021

Background

In the past "The International Legends of League" (ILOL) company has taken rugby league games to various regional centres throughout Queensland, NSW and Papua New Guinea.

This is a community based event with many community outcomes.

International Legends of League

ILOL have previously held **63** of these games in Queensland, NSW and Papua New Guinea. The most recent game in PNG was supported by both the Brisbane Broncos and the PNG NRL bid due to the integrity and community minded concept the ILOL produces.

ILOL were engaged to assist in the flood relief fundraiser at Parramatta Stadium in 2011. ILOL were also invited by the Whitsunday Regional Council to hold an event in 2018 to raise monies for the local community after Cyclone Debbie. The event, like always, was professional and very successful and as a result ILOL was awarded "Community Event of the Year" at the Australia Day Awards ceremonies this year. See attached.

Past regional towns in Queensland and NSW to hold the event have included Redcliffe, Ipswich, Toowoomba, Gladstone, Whitsundays (Airlie Beach, Bowen, Proserpine), Armidale, Hervey Bay, Noosa, Logan, Oakey, Gatton, Mt Isa, Cherbourg, Beenleigh, The Central Coast NSW, Tamworth, Roma, Sunshine Coast, Rockhampton, Blackwater, Redland Bay and Mackay with a further (3) events in PNG. All events have had excellent support from the local Councils with many events inviting ILOL back for subsequent years. Ipswich and Toowoomba have held the event on six occasions. On each occasion ILOL were supported by local Council as Presenting Sponsor.

A local charity is also selected for each event to receive profits from the events. Beneficiaries in the past have included Ronald McDonald House, The Toowoomba Hospital Foundation, The Arthur Beeton Foundation, Autism Qld, Camp Quality, Men of League, Sunshine Butterflies, United Synergies and The Armidale Hospital to name a few.

Many local league and sporting clubs also benefit by receiving **ALL** funds from canteens and beverage sales & being involved in the event. This would be handled by the local rugby league

(and potentially other local sporting clubs) in Moranbah Juniors & Senior Rugby League Clubs and funds distributed accordingly at their discretion.

The Event

In short, the main focus of the event is a game of rugby league played between **Australian Legends** and a local **Isaac Allstars Legends** team made up from Moranbah Miners, Clermont Bears, Middlemount Panthers & Dysart Bulls. ILOL players are ex State of Origin and Australian representative players with very high public profiles.

ILOL uses very high profile players across the four day event for greater impact in the community when delivering messages and also to engage a bigger audience so each community can maximise their income potential.

These players include players like Matt Bowen, Scott Prince, Ben Hannant, Willie Tonga, Terry Matterson, Kevin Campion, Cliff Lyons, Nathan Blacklock, Noel Goldthorpe, Scott Hill, Kerry Boustead, David Shillington and Darren Smith to name a few. **Please see attached flier from recent event to demonstrate players involved.**

ILOL currently has a list of players who always participate in these events and due to work or business circumstances, these players are added to with other high profile players. In each area we attend, it is a policy to include local heroes who have made good in the NRL and this provides them with an opportunity to come back and play in their home town. This generates enormous goodwill and interest from the local community.

The local Allstars team will feature local players who developed their rugby league in the chosen area and went on to represent Qld or Australia along with local "identities" who were prominent local players or coaches who have contributed to the development of rugby league in their respective region.

The lead up to the game is as follows with a strong sense of community and educational involvement utilising some of our key players and highest profile indigenous players. In each area, we also invite one of the local women's rugby league players to join our players in delivering key messages. One of our key messages is so "Dream, Believe, Achieve" and this applies to both boys and girls.

Wednesday and Thursday - a select group of 4 - 6 players will travel to the region to participate in school coaching clinics, school assembly speeches & hospital visits. Our players include past high profile indigenous "greats" and we attend various community venues to educate the children on **anti-bullying, health, exercise, the perils of social media, goals and to "dream, believe, achieve"**. We have several references from many schools and charities acknowledging the messages provided. We would work on doing the outer schools on Wednesday & Moranbah on the Thursday. Schools we would do are Moranbah State High, Moranbah East Primary, Moranbah State Primary, Dysart State High, Dysart State Primary, Middlemount Community School, Glenden Community School, Clermont State High, Clermont State Primary, St Joseph's Catholic Primary, Nebo State Primary

Friday – Bowls Day and Dinner

All players have arrived and a Bowls Day is held with each player allocated to a sponsors group. A dinner is held that evening with the players, sponsors and special guests including the local Mayor and invited guests. Signage at these events is prominent.

Saturday - a normal Saturday includes visits and appearances by all players to a shopping centre and/or a key sponsors business for promotional purposes.

Saturday evening - the main game between **Australia and the Local Allstars team**. Generally, there are five lead up games played by out of town and local teams, school teams and we always have a **women's league game**. This is to maximise the crowd figures and also to allow sponsors a greater return for investment.

We will invite out of town teams to play in the lead up games to increase patronage for local accommodation and local shops, clubs and restaurants. Legends of league have a lot of spectators come from different regions to boost tourism in the town and Isaac Region.

Past crowd sizes have ranged from 3,500 to 10,000.

Community benefits

It is widely acknowledged there are significant benefits to the community from outcomes of this event. In past centres, we have seen increased out of town support from supporters who patronise the local accommodation and hospitality outlets. The shopping centre signing session sees increased attendances to the centre on this day which, in turn, helps local businesses especially those in the sporting goods area as merchandise items are readily purchased for signing purposes.

ILOL policy on game days is to allow local sporting organisations to control the food and beverage outlets and this becomes a great fundraising event for them. In the past we have seen hockey clubs, rugby league clubs, fishing clubs and various schools become beneficiaries from these outlets.

Typically, local clubs and associated entities bank in excess of \$30,000 (some as high as \$60,000) on game day from food and beverage receipts and raffles.

In some instances, selected players will attend some local businesses for an appearance which also gives added profile to same.

Recognition

There is considerable branding, signage and community recognition for all corporate partners involved in these events and especially to Council as Presenting Sponsor.

ILOL will always engage the radio, television and newspaper organisations to be involved in the event. As such there is great recognition through logo placement and acknowledgment, “tags” on television and radio and logo recognition in newspapers for our key partners.

Jersey, apparel and corporate merchandise will also recognise our corporate partners.

International Legends of League Facebook – we now have a thriving facebook medium which has served as an invaluable tool in not only promoting our partners but also the region itself. In recent games, our views per event range from anywhere between 420, 000 – 800,000 views from our recent Blackwater event. We post local player profiles and this creates enormous interest in the community and serves as one of our best marketing tools.

The Proposal

As mentioned, traditionally these events cannot be held without the support of local Council as the Event Sponsorship.

Accordingly, International Legends of League, is seeking financial support for this event as Event Sponsor

Additionally to the above, ILOL request some introductions and referrals to local businesses/mining groups etc to help us secure sponsorships:

The Date

A date will need to be mutually decided however we are seeking July-Sept 2021 event.

Yours Sincerely

Troy Byers
International Legends of League
0425769488

COUNCIL PARTNERSHIP

The partnership gives your council to bring the legends of league to their region & the opportunity to have a social round of Bowls with the players, join the dinner celebration, enjoy corporate hospitality at each event as well as having your logo on the front of the teams playing jerseys and have your company “tagged” on all radio and television advertising. Your support is greatly appreciated and acknowledged, it is this contribution that brings these great events to the Isaac Region. The Partnership contains the following benefits;

Bowls Day: Friday (Date TBA)

- 1 Team of 3 players, joined by an Australian Legend
- Polo shirts provided for team members
- Beer and soft drink during bowls – BBQ lunch provided

Legends Dinner – Friday (Date TBA)

- 7 Legends Dinner tickets joined by all Australian Legends
- Complimentary beer, wine, softdrink and Dinner

Legends Match: Saturday (Date TBA)

- PA announcements on match day
- 10 people fully catered for with food and sponsored beverages
- 100 International legends of League General Admission tickets
- Council to be “tagged” on all radio and television advertising
- Signed Half/Half Event Jersey and signed Australian and Isaac Jersey
- Logo on front of Bowls shirts, Players Team Shirts and Playing jersey
- Logo in all Local Media, Social media forums, Posters and Television

Investment: \$15,000 plus GST

Our ref:
Your ref:
Contact name: Communities
Direct telephone: 1300 242686
Email: enquiries@chrc.qld.gov.au
Address: PO Box 21, Emerald QLD 4720

23 March 2021

International Legends of League
PO Box 1545
TOOMBUL QLD 4012

By Email: legendsofleague@live.com.au

Dear Troy

I am very pleased to offer this letter of support for International Legends of League.

Highlighting the importance of sport in our remote region is essential to our community's wellbeing and development. Whilst the main rugby league match recently held in Blackwater was the highlight of the event, the legends also ran community coaching clinics and attended local schools throughout our whole region to discuss mental health. Previous attendance figures saw crowds in excess of 5,000 people which generates a large economic boost to our region and also saw to benefit the community through the not for profit organisations which were involved.

It is important to be able to also recognise the talent of our youth and residents and provide opportunities for growth and development in the areas of Sport and Recreation. We would have no hesitation in supporting this event again in the future.

We wish International Legends of League the best success in their future events. We would also like to acknowledge the support and recognition of our indigenous partners across the region and can assure you this has strengthened our relationship.

If you would like any further information or wish to discuss this letter please do not hesitate to contact me directly.

Yours faithfully



John McDougall
General Manager Communities

27 August 2019

Please quote: 3957726 JS:nt

Craig Teevan
International Legends of League

Via email craigt@teevanconsultancy.com

Dear Craig

Testimonial to Legends of League Darwin Event

As General Manager Innovation, Growth and Development Services for the City of Darwin I was very interested in supporting such a great event and community activity such as the Legends of League showcase. For Darwin and the greater region rugby league not only represents a large section of the sporting community but like everywhere around Australia it also represents a deep pedigree of players, families and officials that invest in the game.

The opportunity that the Legends of League event provided for the City of Darwin to sponsor and support in 2019 proved to be a winning combination. A brand new stadium and very passionate rugby league community turned out in great numbers and in consultation with the community they praised the event and all the lead up of events that raised in excess of \$40K for the local community.

Darwinians rarely have the opportunity to rub shoulders with legends of any game let alone nationally and internationally recognised superstars that were on show during this week of festivities. Business, community and players were all able to interact and meet all the legends playing through activities that ranged from coaching clinic for junior players, coaching and mentoring sessions for coaches, social events every evening, raffles and fund raising events, bowls social activities, fishing tours, croc adventures - the list goes on.

Rest assured the players were all very excited about a return which is the best accolade a city can receive from such an event. Our community praised the event and we can attribute the success of this event to the tireless work from the Legends of League team, Craig and Troy deliver not only a world class sporting event but take the community along with them at every step.



We will look to 2020 with excitement and I am sure the community of Darwin will be in full support again to receive this event and welcome all the players and officials involved for another opportunity to see the legends go around one more time.

Once again I cannot praise the efforts enough of Craig and Troy who have been fantastic to deal with and recognise the importance and influence the game has in developing our leaders and community members of the future, we look forward to the opportunity to support this event again in Darwin and thank the team at Legends of League for all their hard work and effort in delivering a fantastic event for the City of Darwin.

Yours sincerely



JOSHUA SATTLER

GENERAL MANAGER INNOVATION, GROWTH & DEVELOPMENT SERVICES



MEETING DETAILS	Planning Environment and Community Services Standing Committee Tuesday 8 June 2021
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AUTHOR	Shane Brandenburg
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AUTHOR POSITION	Manager Economy and Prosperity
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5.6

MACKAY TOURISM LIMITED FUNDING PROPOSAL

EXECUTIVE SUMMARY

The purpose of the report is to seek endorsement of an increased funding model by Council to Mackay Tourism Ltd to provide destination tourism marketing and attraction of visitation to the Isaac region.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Endorse funding to Mackay Tourism Ltd of \$100,000 for 2021/22 being to include one marketing campaign as part of the funding.***
- 2. Provide a further \$15,000 to Mackay tourism for a Tourism marketing campaign as per the Strategic Recovery plan strategy item TR5 for 2021/22.***
- 3. Develops an annual Memorandum of Understanding between Mackay Tourism Ltd and Council to formalise expectations and deliverables for the funding.***

BACKGROUND

Isaac Regional Council has demonstrated its intent in recent years to develop the regions tourism industry through endorsing its Tourism Strategy in March 2019 and elevating a number of direct Tourism strategy actions in the Pandemic Strategic Recovery Plan in October 2020 as well as provision of appropriate resourcing to the task.

Tourism in Isaac region is;

- the fourth largest industry in the region, with significant opportunity for growth and economic return as it is somewhat regarded as underdeveloped and yet to reach its true potential
- identified as a pillar industry that can deliver diversification of the regions industries to support sustainable resource communities
- an important part in general community well-being and liveability for the regions residents as well as attraction to region of new residents

The two most important influences to develop and grow the industry is;

- raising the regions tourism profile to consumers (visitor attraction)
- develop the regions tourism products and infrastructure (visitor experience)

Raise the regions tourism profile

For the region to be successful in raising the regions tourism profile and therein attract greater visitation it needs to be understood the hierarchy of the organisations and therein primary sphere of influence in visitor attraction (Destination Marketing) with particular consideration to the sphere of influence for Local Government Area's (LGA's);

Organisation	Primary Role
Tourism Australia (TA)	Destination marketing for attraction to Australia
Tourism and events Queensland (TEQ)	Destination marketing for attraction to Queensland
Regional Tourism Organisations (RTO)	Marketing for attraction to regions
LGA's	<ul style="list-style-type: none"> Visitor experience (product and infrastructure development) As well as marketing to residents to influence – VFR (Visiting family and residents) and 4hr drive market

The RTO's are supported in funding through TEQ, LGA's and other membership and partners sources, there are thirteen across Queensland with Mackay Tourism Limited (MTL) being the RTO for Isaac region with its remit being both Mackay and Isaac Council LGA boundary areas.

To consider Councils investment in influencing visitation and the return economic output;

- \$184m – Isaac regions tourism economic output
- 384,000 visitors to Isaac region in 2019
- 156 tourism related industry businesses
- 4.3% (950) of Isaac's total employment
- \$50,000 base funding to Mackay tourism as the RTO for destination marketing

Isaac Regional Council has had a base funding amount to MTL of \$50,000 for several years and whilst no formal agreement exists on the full extent of services from Council's funding, in general the funding services all requirements as in the operation of the organisation inclusive of destination marketing of the region.

MTL also delivers additional marketing campaigns and programs that require additional separate financial commitments for the region to participate in and Council began participating in these to greater value in 2020/21.

Council therein has limitations to the methods of influence it has on increased visitation with the RTO being the greatest impact, and Council's funding support to the RTO primary role is primarily to deliver destination marketing, raise the brand awareness and profile of the region.

To consider the potential for direct return of investment through increased visitation from destination marketing, 423 visitors to region @ average spend \$118 per day equates to approx. \$50,000 in economic output within region.

Strategic Recovery Plan

Council sought to explore its funding to MTL as part of its Strategic recovery plan through the below strategy item TR4.

	Strategy Project,	Task or Role (what?)	Expected Outcome (why?)	Budget and Funding Source	Accountability	Timeframe
TR4	Tourism attraction (to region)	1. Continue to work with MTL as it reviews its business model and seek the inclusion of the word Isaac in its trading name, with a view to positioning Isaac well both for COVID recovery and to extract the greatest value from any potential future consolidation of Regional Tourism Organisations	To achieve the appropriate balance of destination marketing to attract visitors to the region by MTL as the Regional Tourism Organisation; as distinct from the attraction and promotion of local tourism offerings to people already within the region	May require a higher level of annual contribution – subject to separate business case at the time	Manager Economy and Prosperity	FY2021

Following this strategy action, engagement with MTL occurred to discuss Isaacs destination marketing, including MTL's future organisational and marketing strategies and consideration to Council's funding support.

It is generally felt that any change to the Queensland's current RTO structure of 13, that theoretically might see alignment of the RTO's as in Mackay, Isaac, Whitsunday like other regional entities Greater Whitsunday entities is not likely in the near future.

Therein MTL has in its proposed strategies to support continued visitation growth seeks to renew its Destination Tourism Plan (DTP) and also similarly is open to changes to its trading name to include Isaac region in its name as per Councils Strategic Recovery Plan action item TR4, further noting approvals of changes would still need to be endorsed through its board.

Further discussions occurred around the Mackay Region brand itself and the rebranding exercise for that is a possibility but would also not likely be in the near future with considerations prior, to any RTO positional changes and TEQ engagement.

Funding model

Whilst there is a strong and healthy relationship between Council and MTL one recurring question has been ensuring the funding model and following deliverables are effective enough to;

- Raise the Isaac Regions tourism profile
- Deliver increased visitation and return on investment
- Meets all stakeholders' requirements and expectations

In achieving this it should be considered, MTL is similarly funded by other partners and covers two regions with different tourism products, differing development readiness/marketing requirements and differing visitation numbers but both regions are mutually beneficial to each other.

The importance of Councils investment in MTL is not only to grow visitation through destination marketing but should also dictate Isaac region and Council itself as a funding partner have appropriate standing within the MTL organisation and return deliverables.

Both the LGA and the RTO have integrated roles in the development of tourism in the region and a strong, harmonious partnership and appropriate level of investment is required to elevate the regions Tourism product, increase visitation and in return economic benefit.

Recommendation

To have an effective partnership with MTL and grow the industry the following is proposed;

- increase funding to MTL's to support its organisational operations and destination marketing of the region from \$50k to \$100k (in doing so some of the funding is to be supported from those otherwise additional commitments to MTL marketing campaigns and other E&P operational activities).
- seek at least one major promotional marketing campaign be included in the \$100k funding
- provide an additional \$15,000 through its Recovery budget for an additional marketing campaign as per strategy item TR5 for 2021/22
- develop an effective formalised MOU that details not only appropriate deliverables and support to Mackay tourism's operations, but also recognises Isaac region's status within the Mackay region's overall brand and recognition and protocol for engagement with Council as a key funding partner
- adopt an increased regime of inter organisational communication and reporting with strategic engagement meetings at an upper organisational level (quarterly or bi-annual)
- seek the inclusion of "Isaac" within MTL's trading and or business name
- seek the destination marketing social media platform pages ie. Visit Mackay include the name "Isaac"
- engage in participation of the development of MTL's DTP to give vision to development of Isaac's tourism product and marketing
- seek the MOU includes an action for development of a shared marketing strategy between MTL and Council's Brand Media and communications team, that provides effective and efficient marketing and use of resources between the two organisations
- Council continue to provide in kind support to Mackay Tourism for the MTL Tourism development officer for the support and development of product in Isaac region and with its businesses.
- Acknowledge Mackay Tourism securing \$230,000 in funding for the Isaac Tourism development officer and the additional contribution of MTL in management and administration of the role
- this be an initial agreement for 2021/22 with a review of the agreement prior to funding 2022/23 with review of its effectiveness and considerations to a multi-year funding agreement at that point

PLANNING ENVIRONMENT AND COMMUNITY SERVICES

Below is a table with the below proposed operational funding changes to support the additional costs for 2021/22, it is noted the E&P budget bottom line cannot be fully realised to just see the impact of the additional MTL funding as it has had other areas with reduced and additional costs for growth as in the Clermont Saleyards etc.

	2020	2021	2022 - proposed
Mackay tourism funding	\$55,000	\$70,000	\$100,000 (plus additional \$15k recovery funded campaign)
	\$50k base, plus \$5k advertising	<ul style="list-style-type: none"> \$50k base funding \$5k advertising \$15k (campaign funding) 	<ul style="list-style-type: none"> \$100k Opex funding to include one campaign nominal value of \$15k) \$15k Recovery funded campaign
Tourism development projects	\$25,450	\$38,000	\$28,500
Economic Development projects	\$49,632	\$49,632	\$29,632
Total	\$135,082	\$157,632	\$158,132 (Plus \$15k recovery)

The impacts to the E&P department delivery will be somewhat minimal with proposal including reduced costs in the both the Economic Development and Tourism development projects being in part Mackay tourism projects, other consultancy, some were one off projects in advertising, promotion i.e. Experience Isaac brochure development, billboard development, familiarisation and photography.

A number of these activities will be further supported by MTL through the additional funding and the Recovery Plan strategy projects and other capital signage funding programs.

IMPLICATIONS

Financial

There is additional funding to Mackay Tourism, but this has been offset by reduction in E&P's operational programs and the Recovery budget. The funding should lead to indirect economic benefit to its communities through increased visitation that will sustain a return over a number of years.

Service Delivery

Minimal impact will occur to E&P's 21/22 delivery of operational projects with several projects in 2020/21 being one off and also the Recovery Plan actions and funding.

Reputational

Investment in raising the regions tourism profile will reputationally enhance the regions attraction of visitors and residents, it will support sustainable future communities.

CONSULTATION

Mackay Tourism Chief Executive Officer and Chair of the Board

Chief Executive Officer

Director Planning, Environment and Community Services

Manager Economy and Prosperity
Economy and Prosperity Department

BASIS FOR RECOMMENDATION

For the region's tourism industry to reach its potential, appropriate investment in destination marketing and related product and infrastructure development is essential. Increased investment in MTL as the RTO formalises Councils commitment to Tourism development and strengthens the partnership to deliver mutually beneficial outcomes and return on investment.

ACTION ACCOUNTABILITY

Manager E&P to engage in delivery of the actions contained within this report including development of the MOU with the Chief Executive Officer of MTL.

KEY MESSAGES

Strong investment and partnership with Mackay tourism is required to deliver on destination marketing and increased visitation and development of the Isaac regions tourism product.

Report prepared by: SHANE BRANDENBURG Manager Economy and Prosperity Date: 31 May 2021	Report authorised by: DAN WAGNER Director Planning, Environment and Community Services Date: 31 May 2021
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ATTACHMENTS

- Attachment 1 - Draft Memorandum of Understanding MTL-IRC

REFERENCE DOCUMENT

- Tourism Strategy 2019-2024
- Strategic Recovery Plan

Memorandum of Understanding

Isaac Regional Council

And

Mackay Tourism Limited

2016-2017

DRAFT

1. The Partnership

1.1 Parties

The parties to the Memorandum of Understanding are **Isaac Regional Council (IRC)** and **Mackay Tourism Limited (MTL)**.

1.2 Purpose

This Memorandum of Understanding is to establish a partnership agreement between Isaac Regional Council and Mackay Tourism and records the mutual intentions of the parties to continue their relationship to deliver services and promote the Isaac local government area as a desirable destination for visitors

1.3 Legality

This Memorandum of Understanding is not intended to create legally binding obligations. Throughout this Memorandum of Understanding, Isaac Regional Council and Mackay Tourism Limited are referred to as partners in the collaborative sense and not in the sense of a partnership under the Partnership Act 1891 or under general law.

2. Execution

This Memorandum of understanding commences on signing and continues until **the 30th June 2022** subject to Mackay Tourism Limited being the regional tourism organisation for the Isaac Regional Council local government area.

This Memorandum of Understanding is subject to the availability of funds from Isaac Regional Council and the continued allocation of funds from Tourism and Events Queensland to Mackay Tourism Limited to fulfil its responsibilities as the regional tourism organisation.

This Memorandum of Understanding may be renegotiated at any time during the period of agreement and will be reviewed annually.

Any changes to the Memorandum of Understanding must be documented with copies of the changes provided to all parties.

3. Key Responsibilities

Provision of funding to Mackay Tourism for its Organisations operational requirements and destination marketing activities for the Isaac region as outlined below.

- Isaac Regional Council to provide \$100,000 for Organisations operational requirements and destination marketing activities
- Isaac Regional Council to maintain a further \$15,000 for one additional marketing campaign
- Isaac Regional Council to provide \$20,000 in kind support for the Mackay Tourism funded Isaac Tourism development officer
- Mackay Tourism Ltd to deliver destination marketing services for Mackay & Isaac Region

- Mackay Tourism Ltd to deliver operational management & administration of the destination marketing & tourism development projects

3.1 Mackay Tourism Limited undertakes responsibility for:

Provision of tourism sector support as determined and funded through Tourism and Events Queensland and in accordance with annually negotiated key performance indicators as outlined below.

Effective destination marketing and promotion of the Isaac region as part of Mackay Region's brand in accordance with annually negotiated key performance indicators.

Supporting the development of Isaac's Tourism product through the funded Mackay Tourism Ltd Isaac tourism development officer position, whilst funding is in place.

Providing a quarterly written report to the Isaac Regional Council on progress against agreed key performance indicators

Conduct bi-annual meetings with Isaac Regional Council's Mayor & Chief Executive officer or delegated representatives to review strategic & operational activities.

Due recognition of the partnership with Isaac Regional Council as a major funding stakeholder to Mackay Tourism Ltd and appropriate acknowledgement to such in relevant activities, events, communications & publications.

3.2 Intended outcomes for the Isaac Regional Council:

Isaac Regional Council is recognised as a major stakeholder in relevant Mackay Tourism Ltd activities, events, communications & publications.

The Isaac Region's tourism profile is elevated to deliver increased visitation through Marketing and advertising of the Isaac region being strategically planned, regularly updated and visible.

The Isaac region is competently represented at tourism events targeted at the demographic market sector of the Isaac region as identified in the current *Isaac Region Tourism Strategy*.

Regular reports are received from Mackay Tourism Limited that show responsible expenditure of funds and measurable return on investment.

Activities undertaken by Mackay Enterprise achieve the objectives set by Isaac Regional Council in the current *Isaac Region Tourism Strategy* and its corporate planning documents.

3.3 Intended outcomes for Mackay Tourism Limited and Isaac Regional Council together:

Both organisations maintain a strong and harmonious relationship that delivers effective and efficient use of resources for shared goals and mutually beneficial outcomes.

Funding is provided to Mackay Tourism Limited for its operational requirements including the Isaac regions' regional destination tourism marketing activities.

Enhancement and growth of the Mackay & Isaac Regions tourism profile and ensuing increased visitation.

Mackay Tourism Limited maintains a relationship with Isaac Regional Council and regional operators that facilitates regional membership growth to the regional tourism organisation.

Mackay Tourism provides marketing and advertising and tourism representation activities in addition to the activities performed by Isaac Regional Council's Economy & Prosperity team.

4. Governance

4.1 Key contacts

Isaac Regional Council:

Jeff Stewart Harris

Chief Executive Officer

Mob

Email Jeff.StewartHarris@isaac.qld.gov.au

Shane Brandenburg

Manager Economy & Prosperity

Mob 0499 903 364

Shane.Brandenburg@isaac.qld.gov.au

Mackay Tourism Limited

Tas Webber

General Manager

Mob

Email

4.2 Frequency of meetings

The Partners will have an annual planning and information sharing meeting to correspond with the budget and planning cycle. Further a bi-annual executive meeting will be held per year outside of the annual meeting.

Additional meetings shall be on an as required basis, with subsequent meetings to be agreed at the previous meeting.

4.3 Reporting

Mackay Tourism Limited is to provide quarterly reports on achievements against KPIs and budget for Isaac Regional Council's consideration.

Consult with Isaac Regional Council's Manager Economy & Prosperity and/or Tourism Development Officer monthly to coordinate activities and share information.

5. Performance Indicators

	KPI	Measurement
Stakeholder engagement	Isaac Regional Council is acknowledged and included in relevant events, activities, communications & publications.	Invitation, acknowledgement & participation for Isaac Regional Council in all relevant activities
Raise the Regions Tourism profile	Effective Marketing and advertising of Isaac region	Relevant inclusion & promotion of Isaac region in outward facing marketing materials of the Mackay Region
		Target of increased tourism visitation numbers year on year
	Recognition of Isaac region within the MTL organisation outward facing materials	Inclusion of Isaac in the Mackay Tourism Ltd "Business name"
		Inclusion of the name "Isaac" in the Visit Mackay social media platforms
	Create an implement a marketing strategy in partnership with Councils Brand, Media & Communications & Economy & Prosperity departments that effectively markets the region through both organisations media channels.	Marketing strategy developed and implemented
Strategy and Planning	Develop and implement an effective and efficient marketing strategy for shared communication of destination marketing through both Council & MTL media platforms	Developed strategy delivered & communication outputs occurring through both organisations media channels
	Renewal of the Mackay tourism Destination Tourism Plan, that effectively portrays and prioritises relevant Isaac region product development and raises the Isaac regions tourism profile	A developed DTP with engagement with Isaac Regional Council and businesses/operators in development, and 3 identified strategy priority actions implemented per year
	Support the delivery and implementation of actions from Councils Strategic Recovery Plan and Tourism Strategy	5 Council led strategy actions lead to delivered outcomes
Marketing and Advertising	Create and implement advertising opportunities for the Isaac region through printed collateral, social media, advertising, MTL website and other platforms as appropriate.	A minimum of 1 Isaac specific social post on social media per week
		An increase of 10% in the number of #Ourisaac uses per annum

		Isaac content featured in regional campaigns to a media value of \$2000
		Mackay Regional Guide features 5 pages of Isaac content
		Inclusion of Isaac region in the development of XX Mackay Region itineraries & development of 2 Isaac region specific itineraries
	Provide photography & video insta famils that deliver Isaac region professional images/video to be compiled annually (in addition to photos obtained through social media campaigns)	At least 20 Isaac region professional images to be compiled annually & or 2 video shorts that include or focus on Isaac region
	Ensuring up-to-date information is provided on the Mackay Region website	Updated information included in quarterly report
	Deliver Campaign opportunities focusing on key target markets including a summer family campaign and drive market campaign – one of these to be inclusive in the existing funding agreement	Annual campaign program provided; <ul style="list-style-type: none"> 1 campaign delivered inclusive of Councils base funding, 1 further campaign invitation to Council for participation Additional campaign opportunities as required
Market Insights	Provide industry insights on critical issues with expediency to IRC	Market insights provided on monthly basis by way of monthly consultation with Isaac Tourism staff or via email if required by deadline or timeframe
Product & Experience development	Support & development of Isaac region tourism businesses product & experiences through the MTL development officer role	Two experiences developed to a consumer promotional experience
		Greater than 10 Isaac region businesses receive product development support per annum
	Training opportunities for IRC staff and Isaac members to partake in – located in the Isaac region	Invitation to IRC staff and Isaac members to development events & networking opportunities
		Delivery of an online or in region forum for the training & development of Isaac tourism operators/businesses/events
Reporting	Provide quarterly reports on progress against KPIs and budget for Isaac Regional Council	Reports received each quarter with details of; <ul style="list-style-type: none"> Upcoming calendar of events/activities

		<ul style="list-style-type: none"> • Reports on activities defined in this KPI table • Includes budget costings and social media values
Membership	Actively grow membership in the Isaac region by visiting tourism operators in the region, providing applicable workshops and using existing members to promote benefits	Be present in the Isaac region and increase membership by 25% per annum
	Opportunity for Isaac members to nominate for the regional tourism awards	Four Isaac region nominations
Industry Support	Relevant and up to date industry communications/ publications	E- bulletin, facebook live and industry networking events provided to Isaac operators
	Representation at the Melbourne, Sydney and Brisbane Caravan and Camping Expos with the ability to attend each expo	Isaac specific information provided at events, with Famils or liaison with IRC staff beforehand to ensure the Isaac Region is being represented correctly
	Defined area in the Mackay Visitor Information Centre for Isaac Regional Council and Isaac region MTL members to have their brochures racked	Space available for brochures in the Mackay VIC

6. Authorisations

MEETING DETAILS	Planning Environment and Community Services Standing Committee Tuesday 8 June 2021
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AUTHOR	Shane Brandenburg
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AUTHOR POSITION	Manager Economy and Prosperity
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5.7 CROSS REGIONAL FISHING EVENT

EXECUTIVE SUMMARY

The purpose of the report is to seek endorsement of Councils financial support and participation in the Cross Regional Fishing event proposed to be held across the Mackay, Isaac and Whitsundays regions.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Endorse financial support of \$15,000 for 2021/22 to participate in the Mackay Tourism Cross Regional fishing event and the funding be from Economy and Prosperity's operational funding stream.***

BACKGROUND

Isaac Regional Council has demonstrated its intent in recent years to develop the regions Tourism industry through endorsing its Tourism Strategy in March 2019 and elevating a number of direct Tourism strategy actions in the Pandemic Strategic Recovery Plan in October 2020.

One of those Recovery plan strategy actions being TR5 tourism attraction, participate and fund Mackay tourism marketing campaigns with a budget allocation of \$30,000 with one of those campaigns having been funded to the value of \$15,000 in 2020/21.

The two most important influences to develop and grow the industry are met with the proposal being;

- raising the regions tourism profile to consumers (visitor attraction)
- develop the regions tourism products and infrastructure (visitor experience)

Mackay Tourism Ltd (MTL) act as the Regional tourism organisation for the Mackay-Isaac region and implement destination marketing programs and campaigns for the broader region with financial support from key stakeholders including Tourism Events Queensland and both Mackay and Isaac Regional Councils.

A cross regional fishing event concept has been developing over a couple years initially through Mackay Tourism Ltd and Mackay Regional Council with funding of research, business and concept plans, and since then Tourism Events Qld, Isaac and Whitsunday Councils were consulted on the concept and invited to participate.

Tourism Events Qld has provided an initial \$170,000 seed funding for the event over two years and the attached business plan provides details on the fishing concept, proposed project budget and expected participation.

The event concept is for a 30 day period;

1. Download the mobile ap “Reel ‘em in Roulette” (*concept name only*) to your iPhone or Android,
2. Pick up a ruler or brag mat from one of our partner stores,
3. Using the ap, take a photo of any little beauties you catch on the brag map,
4. That’s it! There in the running to win!

The Reel ‘em in Roulette ap will automatically register where and when its been caught, the species, and the length, at 6pm each night there will be a random choice of:

1. A location – One of the fifteen selected spots across the three regions, (**5 in each region**)
2. A species – One of the thirty we call our friends, and
3. A length – Between 30cm-130cm (to the nearest half centimetre)

If a fish caught and registered via the ap that day is a match across all three criteria, it wins the cash prize. Entrants can enter a maximum of 5 catches per day, and the fish registered on any given day does not carry over to the following days.

Three year Budget is proposed as;

	2021		2022		2023	
	\$ (k)	%	\$ (k)	%	\$ (k)	%
Brand and comms development	80	56	20	15	25	18
Application and website development	20	14	10	7	15	11
Promotion, Marketing, Social media	10	7	70	52	60	43
Mobile event support team and daily updates	10	7	15	11	20	14
Registration and event administration	8	6	5	4	5	4
Consultancy and Contingency	15	10	15	11	15	11
Total	\$143k		\$135k		\$140k	
Prizemoney	60	-	150	-	250	-

The business plan for the three year budget reflects the broad idea of 2021 being locally focused, and building the project to target broader areas in Queensland in 2022, before expanding intrastate in 2023. The funding methodology is proposed not to change/increase and in seeking expansion of markets gain corporate sponsorship further to support.

The proposed funding contribution breakdown request for 2021 is;

- Whitsunday Regional Council and Tourism Whitsunday \$30k
- Mackay Regional Council \$30k
- Isaac Regional Council \$15k (initially \$20k)
- Mackay Tourism \$20k

Council officers have questioned the methodology of the breakdown with the funding versus the expected participation numbers and sought a reduction from the \$20k to \$15k. Advise is that Mackay Regional Council has already submitted seed funding (approx. \$50k) for the research and thereafter development of the concept and business plan to date, and Mackay Tourism and Tourism Whitsundays are supporting the overall budget as well.

Key Benefits and outcomes

To consider the benefits of the investment for Isaac region's participation the following key outcomes are likely and therein deliver return on the investment versus any question over the funding methodology and or return on investment through expected participation;

- The project is receiving financial and development support through Tourism Events Queensland (TEQ), therein will receive promotion of the project and "Isaac" through its channels which will have significant reach to a large market, raising awareness of the region
- Similarly, it gives ability for Isaac to be building a working relationship with TEQ and increase of the general brand awareness of Isaac with TEQ
- Fishing in Isaac's is one of Isaac's hero tourism experiences and development and promotion of the region's product would be of benefit and aligns with Council's Tourism strategy for the product.
- The two key methods of developing the tourism industry in both delivering destination marketing and developing a product would be achieved
- Whilst it is a fishing event, the value initially lies mostly in the marketing value versus the direct visitation with the event having a significant marketing element particularly with the photo entry format and the region will receive greater than \$15,000 in media value alone through the marketing and promotion particularly with TEQ's involvement
- It is proposed that there are 15 locations to enter the competition being 5 per region and if so Isaac receives greater outcomes than the percentage of contribution
- The project will require staff resourcing from each region to be event champions and work to maximise the outcomes in Isaac, this resourcing would come from the Economy and Prosperity team but also with some capacity support also from the Mackay tourism Isaac development officer, which is a significant advantage to gain increased benefit.
- It continues to show that Isaac is intent on developing its tourism product and raise its tourism profile within those regional stakeholder relationships as well as to the consumer
- There would be some direct visitation increase, and similarly in reverse if Isaac was not to participate it would have its own residents/consumers travel to other regions to participate instead of Isaac as well as the loss of any potential consumers who may have visited

IMPLICATIONS

Financial

The direct financial impact would be \$15,000 is proposed from Economy and Prosperity's 2021/22 operational budget, with similarly the Recovery budget also an option to support the general destination marketing of campaigns.

Reputational

The investment will work in raising the regions tourism profile particularly through marketing being with TEQ support as well and this will enhance the regions attraction of visitors and residents outside of just fishing.

Resourcing

The project will require staff resourcing from each region to be event champions and work to maximise the outcomes in Isaac, this resourcing would come from the Economy and Prosperity team with some capacity support also from the Mackay tourism Isaac development officer, which is a significant advantage.

CONSULTATION

Mackay Tourism Chief Executive Officer

Chief Executive Officer

Director Planning, Environment and Community Services

Manager Economy and Prosperity

Economy and Prosperity Department

BASIS FOR RECOMMENDATION

For the region's tourism industry to reach its potential, appropriate investment in destination marketing and related product and infrastructure development is essential. The product is ambitious but with the backing of TEQ the risk is low of not achieving sufficient return on investment

ACTION ACCOUNTABILITY

The Economy and Prosperity team to work with Mackay tourism and the other partners in the development and delivery.

KEY MESSAGES

Investment that delivers on raising the regions tourism profile through destination marketing and development of the tourism products will deliver a return benefit greater than just the year of the event.

Report prepared by:

SHANE BRANDENBURG
Manager Economy and Prosperity

Date: 31 May 2021

Report authorised by:

DAN WAGNER
Director Planning, Environment and
Community Services

Date: 31 May 2021

ATTACHMENTS

- Attachment 1 - Fishing Concept Business Plan

REFERENCE DOCUMENT

- Tourism Strategy 2019-2024
- Strategic Recovery Plan

REEL 'EM IN ROULETTE

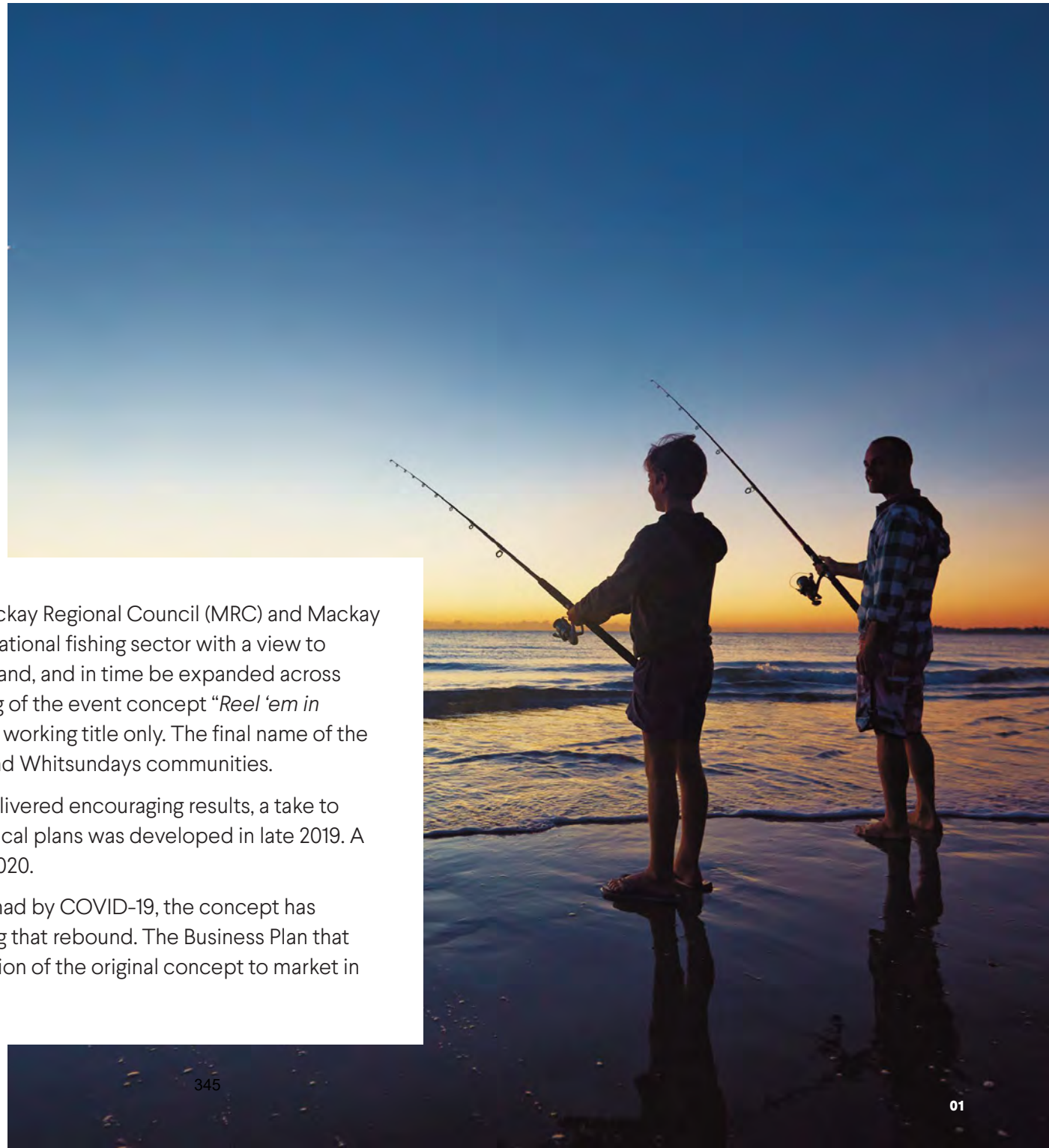
(WORKING TITLE)

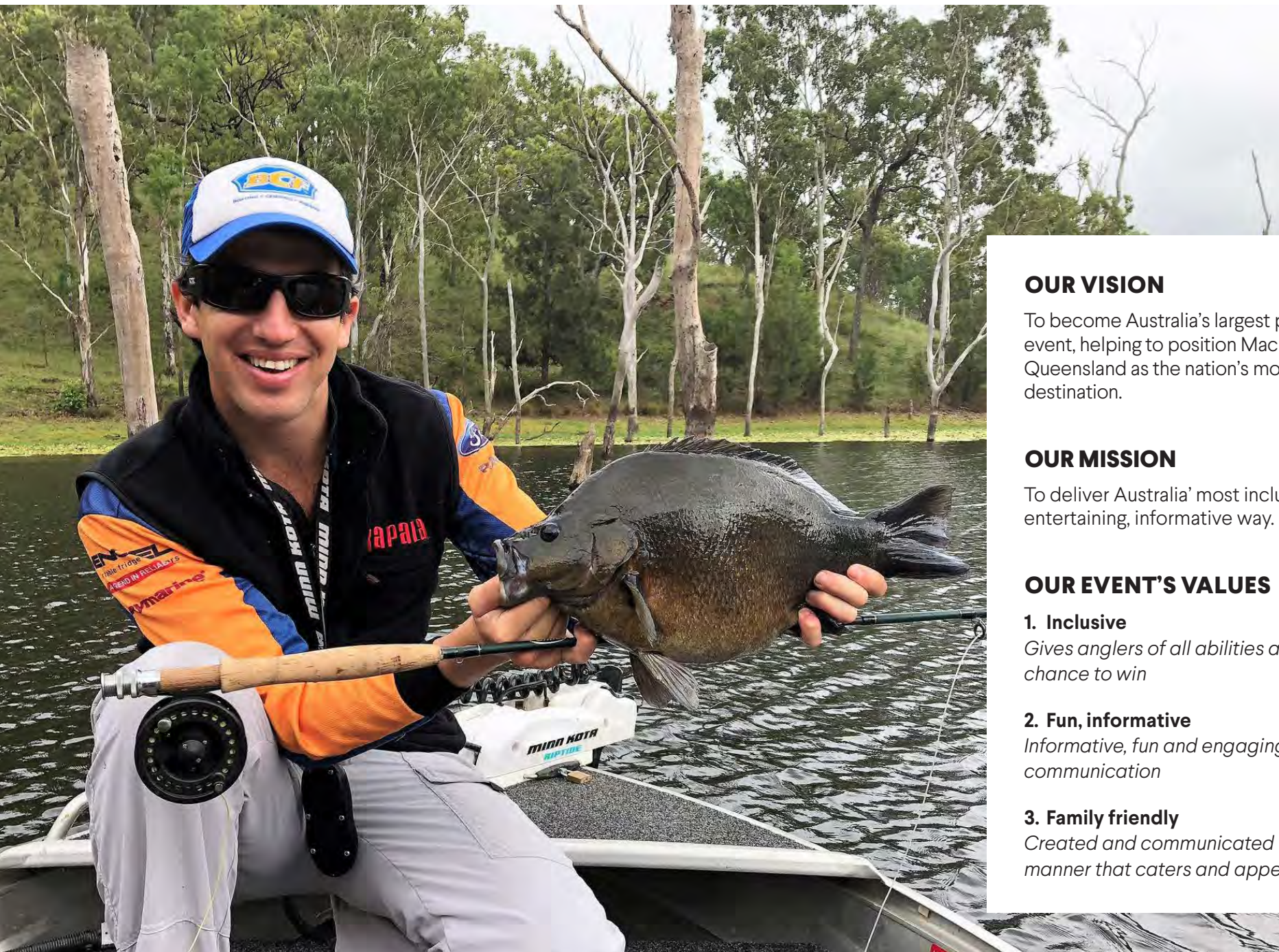
Business Plan and Three-year take to market strategy *March 2021 - Updated draft*

In recent years, Tourism and Events Queensland (TEQ), Mackay Regional Council (MRC) and Mackay Tourism (MT) undertook extensive exploration of the recreational fishing sector with a view to creating a fishing event that would start in Central Queensland, and in time be expanded across Queensland. That work led to the development and testing of the event concept “*Reel ‘em in Roulette*”. It should be noted that “*Reel ‘em in Roulette*” is a working title only. The final name of the event will be done in partnership with the Isaac, Mackay and Whitsundays communities.

After the demand side feasibility testing of the concept delivered encouraging results, a take to market strategy including a detailed Business Plan and tactical plans was developed in late 2019. A number of factors led to the project being put on hold in 2020.

As the tourism industry looks to rebound from the impact had by COVID-19, the concept has been identified as having potential to play a role in assisting that rebound. The Business Plan that follows spells out the path ahead in taking a refreshed version of the original concept to market in September of 2021.





OUR VISION

To become Australia's largest participatory fishing event, helping to position Mackay and Central Queensland as the nation's most diverse fishing destination.

OUR MISSION

To deliver Australia's most inclusive fishing event in an entertaining, informative way.

OUR EVENT'S VALUES

1. Inclusive

Gives anglers of all abilities and skill levels an equal chance to win

2. Fun, informative

Informative, fun and engaging in its content and communication

3. Family friendly

Created and communicated in an entertaining manner that caters and appeals to families

OUR EVENT'S VALUES

HOW WE DEFINE THEM AND WHY THEY ARE IMPORTANT TO US

1. Inclusive

Gives anglers of all abilities and skill levels an equal chance to win.

The rationale for creating the event in an inclusive, accessible way, that it is winnable for all levels of angler, is threefold:

i. It provides the event with a key point of difference, when compared to other events and in particular, the NT's \$1m Fish.

As the \$1m Fish focuses on Barramundi, a challenging fish to catch, its appeal is largely limited to experienced anglers. Making *Reel 'em in Roulette* open to all levels of angler provides the event with a critical point of difference.

ii. Profile of target market

Men aged 25-44 with a partner and kids represent over half of the group identified as the target market in the demand side modelling.

By pitching this event as accessible to all levels of angler, it provides this cohort, their partners and their kids the opportunity to participate in it as a family.

In short, where the \$1m Fish provides a trigger for a "boys' trip", *Reel 'em in Roulette* will provide the trigger for a fishing-based family trip.

iii. Increase the likelihood of delivering high-yield visitors

Hardcore anglers are often well equipped with all they need for a fishing trip. From camping gear, to campervans, boats and trailers, they will often arrive at a destination with everything they need. This translates to their impact on the local economy being relatively small compared to other travellers as they will spend comparatively less on items such as accommodation, food & beverage and fishing supplies. By ensuring *Reel 'em in Roulette* is open to all levels, it is targeted at attracting a range of anglers, including those that are more likely to deliver spend into the local economies included in the event foot.

iv. Free, easy to enter and understand

In making *Reel 'em in Roulette* appealing and accessible to all levels of angler, it is critical that the event be free to enter, and the mechanism be easily understood by those with little knowledge of fishing and associated terminology.

Doing so will be a crucial step in ensuring the mums and kids in the families become advocates for the event.

nb: The demand side testing of *Reel 'em in Roulette* indicated that the concept remained of significant appeal to the vast majority of hardcore fishers, even when compared to another concept that focused on hard to catch game fish. As such, this concept can be pursued comfortably in the knowledge that, despite being deliberately inclusive, it will likely be of appeal to most of the hardcore fishing community.

OUR EVENT'S VALUES

HOW WE DEFINE THEM AND WHY THEY ARE IMPORTANT TO US

2. Fun, informative

Informative, fun and engaging in its content and communication

One of Central Queensland's great strengths as a fishing destination is the sheer variety of fish species the region is home to. Tapping into the psychology behind the success of "collectable" initiatives (eg: footy cards, Ooshies), *Reel 'em in Roulette* will put the species of fish at the heart of the event. Doing so taps into specific fish species being a critical driver of the decision to travel to a specific fishing destination.

Further, government Agriculture and Fisheries departments have the education of the broader public (including children) as a core objective. By creating the event in a fun, light hearted and yet educational way, it will leave open the opportunity to partner with these arms of Government as the event matures.

By way of extension on the possible involvement of Agriculture and Fisheries departments, *Reel 'em in Roulette* will work to minimise its impact on the environment. Notably, by making the event ap based, it will eliminate the need for the "collect them all" element of the event to include physical items (like Ooshies) that are often made out of plastic and suffer significant backlash as a result.

3. Family friendly

Created and communicated in a manner that appeals to families

Expanding on points i. & ii. under **1. Inclusive**, pitching *Reel 'em in Roulette* in a family friendly manner that appeals to children will be an important part of winning over the partners of the Male 25-44 year-old demographic, ie: the mums of the children.

Ensuring communications are done in a manner that makes the event a platform for a family to connect and spend time together will go to the heart of the decision-making process families go through when deciding on a holiday.





THE EVENT CONCEPT

The description below is the initial draft on how we will explain the event to potential competitors for the first iteration of the event, planned for 2021.

Across Central Queensland we have well over 30 species of fish that call our part of the world home. We want the world to know about the fish we share our region with, so, we're launching an event across Mackay, Isaac and the Whitsundays this year that, with your help, we hope to turn in to something we can be proud to call our own!

Over 30 days from Sunday, September 5 and Monday, October 4, we're giving anglers across those three regions the chance to get to know our fishy friends, and at the same time, be in the running for some incredible prizes! Each day over these 30 days, \$2,000 cash will be up for grabs. If the \$2,000 for that day isn't won, then it jackpots all the way up to a maximum of \$60k on the final day of the event.

With your help, this first year of the event will help us understand what worked and what can be improved. From there we'll spread the word in 2022 and build the event in to a tourism asset that delivers dollars and jobs for our communities.

How does it work? Steps:

1. Download the mobile ap "Reel 'em in Roulette" to your iPhone or Android,
2. Pick up a ruler or brag mat from one of our partner stores,
3. Using the ap, take a photo of any little beauties you catch on the brag map,
4. That's it! You're in the running to win!

The Reel 'em in Roulette ap will automatically register where and when you caught it, the species, and the length.

Then, at 6pm each night we'll randomly choose:

1. A location – One of the fifteen selected spots across the three regions,
2. A species – One of the thirty we call our friends, and
3. A length – Between 30cm-130cm (to the nearest half centimeter)

If a fish you caught and registered with us via the ap that day is a match across all three criteria, you win the cash!! Keep in mind that you can enter a maximum of 5 catches per day, and that the fish you register on any given day do not carry over to the following days, so keep on getting out there day after day and getting your catches in!

Every entrant will also be in the running for a host of other daily prizes including rod and reel packs, caps, t-shirts, tackle and water bottles.



OUR STRATEGIC PRIORITIES

Due diligence of recreational fishing and the demand side modeling identified four fundamentals that we believe will be at the heart of *Reel ‘em in Roulette* realising its Vision to become Australia’s largest participatory fishing event. Placing these four fundamentals at the heart of any decision making will ensure that we accentuate our points of difference and deliver an experience that ensure our participants become the event’s greatest advocates.

Strategic priority	Rationale
1. Put specific species at the heart of the event. Make them the event’s “heros” in a way that aligns with our values	The research conducted as part of the demand side modelling told us that the species available in a fishing destination is one of the primary drivers of an angler’s decision travel to a specific place. Building the profile of specific fish species and giving them playful names and personas (eg: Freddy the Flathead) that align with their behaviour as a fish will be key. Creating these characters opens up the opportunity to educate and inform, whilst also laying the foundations for a “collect them all” psychology.
2. Make it free and easy to enter	Removing any barriers to entry will maximise the chances of visitors entering the competition. Further, building up a database of potential visitors to Central Queensland will be one of the key assets taking the concept to market will deliver. That database will in time be one of the key marketing and communications platforms for the event as it is rolled out.
3. Deliver it via a simple, easy to use and aesthetically beautiful mobile application and website	An engaging, user friend mobile application and associated website will be critical to our success. This will be critical not only from the point of view of engaging the participants, but in also in terms of inputting the data required to run the competition in the first place. The more seamless, engaging and user friend the experience is, the more advocacy and positive word of mouth will be created. Ultimately, when investing in an event for the long term, it is that word of mouth which will ensure its sustainability.
4. Create a sense of ownership in the event among local anglers and the broader community	When it comes time to roll the event out to the broader audience beyond Mackay, Isaac and the Whitsundays, it will be important that these communities see themselves as the “home” of the event. This will be important for two fundamental reasons: <ul style="list-style-type: none"> i. Ensuring locals extend a welcoming hand to visitors will go a long way to ensuring visitors leave as advocates of the event, and ii. The event will represent an opportunity for locals to invite friends and family to visit the three regions.

OVERVIEW OF TAKE TO MARKET APPROACH

Taking the event to market will be done with a three-year time frame in mind.

Broadly speaking, the approach will be to test the appeal of a product with its core audience in the first year (2021). Then, taking the learnings from that testing, year two will be about refining the product before taking it out to the identified broader audience.

- Core audience: Keen anglers aged 25-44 in Mackay, Isaac and Whitsundays, and
- Broader audience: Core market profile across Queensland

The process below is linear over a three-year period and acknowledges that in 2021 and 2022, many travellers will holiday closer to home than they did prior to the onset of COVID-19.

The reality of taking the product to market may mean that certain milestones are reached quicker, or indeed slower than anticipated. As such, should logic and circumstance dictate, the timeline below remains flexible to ensure interest in the concept can be capitalised on in a timely manner.



2021

BUILD BRAND & EVENT MECHANISM, ENGAGE LOCALS

In this first year our focus will be on creating a brand and tone that reflects our values, building and testing the event mechanism, all whilst working to create a sense of ownership among local anglers. Key actions will include:

- Engagement of brand and communications agency to develop strategy and create the characters for each of the 30 “hero” species,
- Building and testing of event mechanism, mobile application and website,
- Collection of data (eg: registration, odds of winning) via a target of >5,000 participants,
- Investing in resourcing and executing the community engagement plan in order to foster a sense of ownership among local anglers, and the wider community.

2022

REFINE PRODUCT AND PROCESS

Taking the learnings from our first year, we will refine the event roll out with the overriding objective of developing our product in preparation for a nation wide roll out in 2023.

Key initiatives and areas of focus will include:

- Refresh and refine brand, tone, communications and event mechanism (ie: application and website),
- Extend target audience and communications to include all of Queensland,
- Refine all key documentation including a full budget and strategy to attract partners in preparation for national roll out in 2023.

2023

LAUNCH TO INTERSTATE MARKETS

Taking the successes and learnings from our first two years, launch the event in to interstate markets. At the heart of taking this to potential interstate travellers will be:

- Securing a cost-effective means of offering bigger headline prize whilst minimising financial risk,
- Refining of the application, website and brand to ensure it is aesthetically appealing and provides clear guidance to potential interstate visitors,
- Execute final year of marketing and communications strategy to include national fishing magazines, broadcasts and online publications.

2021 - BUILD BRAND & EVENT MECHANISM, ENGAGE LOCALS

Key initiatives, objectives and outcomes

This first year is about focusing on delivering to our four strategic priorities. Building the brand, tone of communications and personas of our 30 “heros” is key (Priority 1). Integrating that brand and tone in to the build of the event mechanism, ie: the application and website (Priorities 2 & 3) flows on from that, whilst our need to bring locals in to the first year’s roll out (Priority 4) rounds out our focus for the year.

1. Engage Brand and Communications agency as project partners

The tone of communications and brand look and feel will be a critical part of the event’s success both in the short and medium term. As such, bringing a Brand and Communications agency on board to start working on the event’s look and feel early is key.

Key outcome:

Engage Brand and Communications agency by the end of April 2021

2. Build mobile application and website

In partnership with the Brand and Comms agency, build mobile application and website as per the App and Website plan that accompanies this Business Plan.

Key outcomes:

1. A functional, intuitive and clean mobile application that integrates the Brand and tone of communications
2. An event website and accompanying social media accounts that act interact with the mobile application.

3. Engage the local fishing community

Resource and execute the community engagement plan, ensuring that key groups are invited to attend and participate in information sessions – suggested schedule seen in the community engagement plan. Ensure our language is inclusive and open.

Key outcomes:

1. Finalise name of the event,
2. Open up lines of communication with local anglers and foster sense of ownership in the event. Ensure they have a point of contact should they have ideas or thoughts to share.



2022 - REFINE PRODUCT AND PROCESS

From the point at which the 2021 event is complete, our build up to the delivery of the 2022 event will broadly be split in to two six months blocks.

May - October

Taking the learnings from the first year's event, we will revise all key documentation and update the event application and website in line with all feedback and observations.

With a full suite of key documentation and fully the tested application and website, we will be equipped to attract corporate partners (and potentially the Fisheries Department), and in turn reduce the proportion of funding from Councils and TEQ.

November - April

Leverage our relationships to market the event to a Queensland wide audience. Deliver the event.

Key initiatives, objectives and outcomes

1. Refine the product

Taking on the feedback and observations gathered in 2021, refine the event mechanism, the mobile application and website. Review the Business Plan and associated tactical plans to reflect any changes in direction.

Key outcome:

Fully tested and refined event capable of taking on a significant uplift in entries in preparation for the target market to expand across Queensland.

2. Approach corporate market and relevant Government departments to partner

Use the refreshed business plan to attract Corporate Partners and potentially the Fisheries Department as multi-year partners.

Key outcomes:

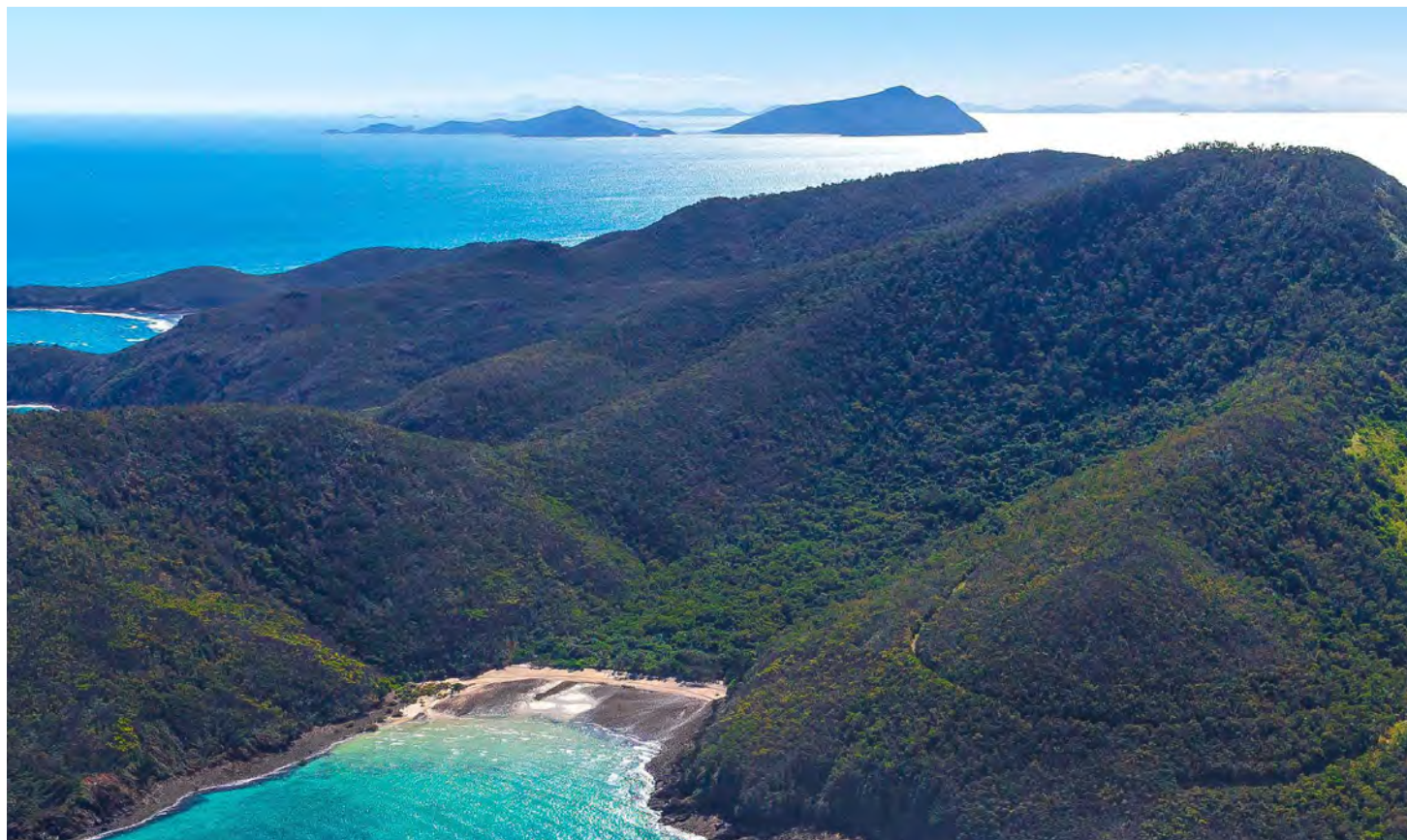
1. Relieve funding pressure from Councils and TEQ,
2. Expand the prize pool to leverage in Queensland-wide marketing

3. Continue to build our local relationships

Extending on the local relationships built in delivering the 2021 event, we will extend our community engagement program to include the broader communities of Isaac, Mackay and Whitsundays. Key to this will be resourcing and executing our Community engagement and Marketing and Communications plans.

Key outcome:

Increase visibility and broader awareness of the event across the wider community.



2023 - LAUNCH TO INTERSTATE MARKETS

After two years of building and testing the event's appeal and mechanism, 2023 will be the year that it is marketed across the country with the express aim of delivering interstate visitors to Central Queensland.

To be a compelling enough prospect for interstate residents to get on a plane, the focus in the lead up to the 2023 event will be on:

1. Securing large a headline prize,
2. Reviewing the event mechanism's ability to take on a significant increase in participant numbers and provide guidance to interstate visitors, and
3. Executing the marketing strategy including Interstate above the line advertising and a VFR campaign encouraging locals to play host to visitors

Key initiatives, objectives and outcomes

1. Explore means for creating a headline prize to rival the \$1m Fish.

The capacity to offer a headline prize that: a. creates PR coverage, and b. Incentivises potential interstate visitors to travel to Queensland will be a critical factor in driving our ultimate outcome of visitor spend.

Key outcome:

Provide a headline prize that at once maximises attention, and whilst mitigating against financial risk required to be taken on by Government bodies.

2. Review event mechanism capacity, revise to user experience to cater to Interstate visitors

Conduct a formal review of the 2021 and 2022 events, including research with our participant database. Take the learnings from this review to update all key customer facing elements of the event. Ensure back end capacity to process significantly more entrants.

Key outcomes:

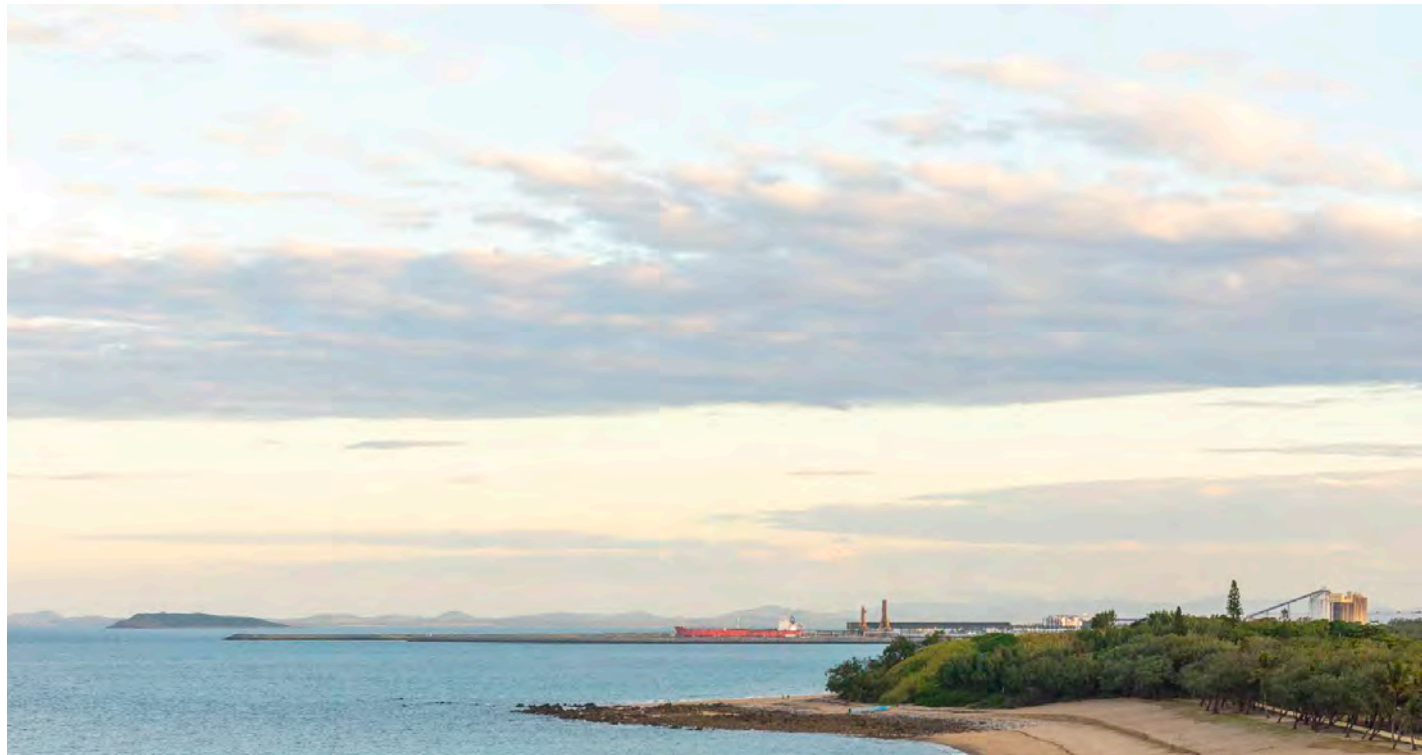
1. Update customer facing elements website and application to ensure clear path and guidance for potential interstate arrivals,
2. Ensure back end has capacity to process anticipated arrivals

3. Marketing strategy execution

Resource the execution of an extensive above the line marketing strategy. Continue the engagement with local communities by inviting them to be act as hosts to visitors, including the potential for incentives of attracting interstate family and friends.

Key outcome:

Drive interstate visitation. Create campaigns and measurement mechanisms to ensure impact of specific initiatives is measurable.





PROJECTED PARTICIPATION - 2021 - 2023

As detailed in the Feasibility study that preceded this Business Plan, this event has been conceived of with the end goal in mind to build an event that drives significant visitor numbers in to Central Queensland. To that end, it is important to set objectives in terms of participation numbers as a whole, and also broken down by visitor origin. The anticipated participation and visitor numbers seen below are based on a series of assumptions that take in to account the approach of the take to market strategy as a whole, the data gathered from the Feasibility study, and market intelligence in terms of conversion rates for word of mouth and targeted above the line marketing campaigns.

The rationale behind these projections is largely based on the data gathered from the primary research conducted as part of the feasibility study, combined with recreational fishing numbers in each of the three markets and budget allocations towards specific marketing activities.

	2021 Build Brand, Mechanism and Engage Locals				2022 Refine product and process				2023 Launch to interstate markets			
	Isaac	Mackay	Whits's	Total	Isaac	Mackay	Whits's	Total	Isaac	Mackay	Whits's	Total
Local	650	3,500	1,100	5,250	1,500	8,200	2,700	12,400	2,100	11,250	3,600	16,950
Intrastate	70	350	120	540	650	3,500	1,100	5,250	1,800	9,800	3,200	14,800
Interstate	10	35	10	55	60	330	100	490	1,350	7,300	2,400	11,050
Total	730	3,885	1,230	5,845	2,210	12,030	3,900	18,140	5,250	28,350	9,200	42,800

GOVERNANCE, ROLES AND RESPONSIBILITIES

Given that this event is ultimately being created for the benefit of the Isaac, Mackay and Whitsundays communities (and over time, Queensland as a whole), it is recommended that the event be set up as a stand alone, limited liability company to be owned by Mackay Tourism, Isaac Regional Council and Tourism Whitsundays on behalf of their communities, for the express benefit of delivering economic benefit to their regions. This company will own all of the Intellectual Property and assets created as a result of the event delivery. As seen in the budget, it is recommended that the financial contribution by all three parties be equal, and in turn ownership of the company be split equally across all three parties.

This limited liability company will outsource delivery of the event to a third party, who will in essence act as a sub-contractor to the community. The detailed event governance structure and accompanying roles and responsibilities can be found in the Governance, Human and Financial Resourcing tactical plan that sits underneath this Business Plan. By way of overview, the key organisations and committees along with an outline of their envisaged roles are as follows:

Third party event delivery partner - Infofish Australia

Infofish is a Queensland business that has been dedicated to the bettering of fisheries by harnessing the power of the recreational fishing community. Australia's most experienced mass participation fishing competition deliverer (including the \$1m Fish), they are the ideal delivery partner for this event. Infofish will be contracted by the limited liability company to deliver the event. More specifically, they will be responsible for raising funding, budget management, stakeholder relationships and delivery of the event itself. They will report in to an event steering committee (See below).

Event steering committee

To include representatives from Councils, TEQ, local fishing groups and the event delivery partner, this committee will be entrusted with ensuring the event is delivered in accordance with this Business Plan and associated tactical plans.

Councils and local tourism organisations

There will be a range of areas where the natural strengths and existing assets of MRC and MT will be well suited to support the event delivery partner. This will be particularly relevant in the first two years of the three year take to market approach where winning over the local community will be key.

Areas where it is envisaged MRC and MT can assist include; Marketing and Communications, Community Engagement and Legal guidance.

Tourism and Events Queensland

As with the Councils and LTOs, TEQ will bring to the table natural strengths to support the event's delivery. First and foremost, assistance with funding of executing the brand and communications strategy will be critical in the first year. From there, TEQ's expertise in setting up consumer facing platforms such as mobile applications and websites that encourage and guide visitation and spend in destination will be critical to optimising the projected economic impact.



EVENT BUDGET

In line with our three year strategy, the budget reflects the broad idea of 2021 being locally focused, and building a slick, functioning mobile application and accompanying website. From there the event will target broader Queensland in 2022, before moving on to a national campaign in 2023. The projected budget and rationale behind the movement in key line items is detailed below. A more detailed Financial model along with parties responsible for the funding of key line items can be seen in the Governance, Human and Financial Resourcing tactical plan.

	2021		2022		2023	
	\$ (k)	%	\$ (k)	%	\$ (k)	%
Brand and comms development	80	56	20	15	25	18
Application and website development	20	14	10	7	15	11
Promotion, Marketing, Social media	10	7	70	52	60	43
Mobile event support team and daily updates	10	7	15	11	20	14
Registration and event administration	8	6	5	4	5	4
Consultancy and Contingency	15	10	15	11	15	11
Total	\$143k		\$135k		\$140k	
Prizemoney	60	-	150	-	250	-

Brand and Comms development

Allocated budget for agency to develop brand, 30 characters, key messages and communications tone. Money from that point on to update and expand as necessary, including specific advertising collateral etc.

Application and website development

Years 1 and 2 will focus on functionality and back end efficiency. The additional budget for the 2023 event (also seen in Brand Development line item) reflects an investment in the branding and aesthetics of both.

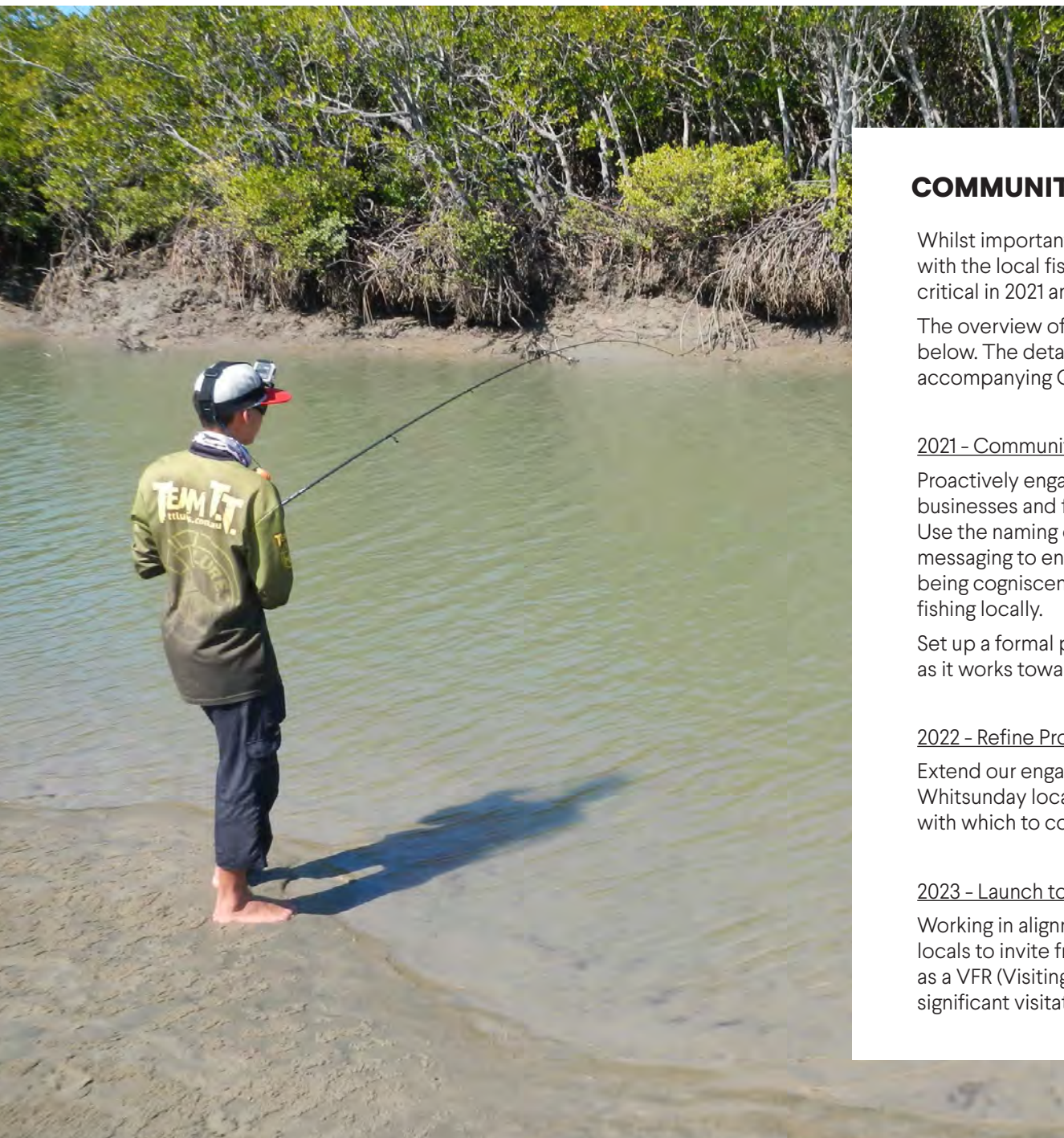
Promotion, Marketing and Social media

The majority of the 2021 allocation will be for targeted social media promotion. The rise in funding for 2022 and 2023 will be directed towards creating a presence in town, above the line spend in fishing focused media, and expanding the social media footprint in to interstate markets.

Prizes

Cash element of prize pool included in budget only. Worst case scenario presented above where prize is won final day of competition. Assumption of \$2k per day in 2021, with the budget line in 2022 & 2023 being largely nominal at this point. Securing of corporate sponsorship in advance of 2022 will likely determine prize pool from that point on.





COMMUNITY ENGAGEMENT

Whilst important over the course of all three years, actively resourcing how we engage with the local fishing communities and the three communities more broadly, will be critical in 2021 and 2022.

The overview of our approach to community engagement each year is outlined below. The detail behind this approach and key initiatives in each year can be seen in accompanying Community Engagement plan.

2021 - Community Engagement, Test and Learn

Proactively engage with local angling clubs, fish stocking associations, charter businesses and fishing retailers. Present them with the event Vision and Mission. Use the naming of the event as an initial step in building a sense of ownership. Craft messaging to ensure that it speaks to their passion for their region. This will require being cogniscent of fears that the event in time could compromise their experience of fishing locally.

Set up a formal platform for the local fishing community to get in contact with the event as it works towards implementation of the event in September 2021.

2022 - Refine Product and Process

Extend our engagement with the local fishing community to Isaac, Mackay and Whitsunday locals more broadly. Provide them with information nights and a platform with which to contribute to the pathway to delivery of the 2022 event.

2023 - Launch to Interstate Markets

Working in alignment with the Marketing and Communications plan, actively encourage locals to invite friends and relatives to participate in the 2023 event. Otherwise known as a VFR (Visiting Friends and Relatives) campaign, this will be a key plank of driving significant visitation to the 2023 event.

MARKETING AND COMMUNICATIONS

In alignment with the Community Engagement plan, above the line “B2C” marketing and communications will be limited in 2021, as we focus our resource on engaging with the local fishing industry. To that end, communications via these stakeholders existing platforms (eg: email databases and social media pages) will be the primary means by which we will extend our communications to an audience beyond our direct contact with individuals. Should time and resource allow, social media marketing that targets the local fishing community more broadly may be implemented, but this should not come at the expense of getting the event delivery right in the first place.

Taking the learnings from the implementation of the 2021 event, we will more actively target gaining coverage in platforms that reach the general consumer. More specifically, our approach towards Marketing and Communications in 2022 and 2023 will involve:

2022 – Refine Product and Process

Proactively engage and secure partnerships with local media such as the Daily Mercury, Triple M Mackay, 4MK, Channel 7 Mackay and WIN television. Use these relationships to ensure that awareness of key initiatives detailed under the Community Engagement plan is maximised. Use targeted social media campaigns outside of the local areas to reach keen anglers across the whole of Queensland.

2023 – Launch to Interstate Markets

Focus local communications on executing our VFR campaign. Invite locals to use the event as an invitation to friends and relatives living outside of Central Queensland.

Interstate marketing initiatives will focus on fishing media and targeted social media campaigns.

Critical to the cut through achieved by the 2023 event marketing campaign will be the securing of a large, newsworthy headline prize.

The detail behind the approach to Marketing and Communications and its alignment with the Community Engagement plan can be seen in the full tactical plan that accompanies this Business Plan.





BACKGROUND AND INVESTMENT PHILOSOPHY

Reel 'em in Roulette has its roots in a project conducted by TEQ in 2016-17 which identified sports for which Queensland had assets that saw it have a competitive advantage when compared to other states. This project included a review of over 80 sports and leisure activities. That review identified 13 sports for TEQ to proactively explore as having potential to drive interstate visitation via events.

Fishing was one of the 13 sports identified, for which Mackay was seen as a good fit due to:

1. Good existing infrastructure,
2. A proactive Council with an existing recreational fishing strategy that included ambitions to create a landmark fishing event,
3. A large existing community of fishing enthusiasts.

A subsequent exploration of fishing events across Australia identified the fact that there was only one event that drove significant levels of interstate visitation and subsequent visitor spend (4,000+ interstate visitors delivering an estimated \$9.9 million in overnight visitor spend), that event being the \$1m Fish in the Northern Territory. The key factors that were identified as the reasons the \$1m Fish was capable of delivering those levels of visitation were:

- It's scalability across the entire state,
- The size of the prize pool, including a large headline prize, and
- It being open over a broad time window (October to March each year)

These three factors ensured that potential visitors, attracted by the prize pool, had a broad time window in which to plan their trip, which also mitigated against the risk of too many anglers being in one spot at the one time, in turn compromising their experience. This initial piece of work by TEQ led to the creation of concepts that were scalable, open over a broad time window, and thirdly, open to all anglers irrelevant of their skill level (to ensure it had a key point of difference when compared to the \$1m Fish).

The two key documents that detail the fundamentals at the heart of *Reel 'em in Roulette* are entitled *171212 - Potential for Fishing events in Queensland* and *Mackay Fishing Concept feasibility study - Final - January 2019*. Those two documents will be important for potential investors to take in to account when considering this Business Plan.

Ultimately, this approach of creating and investing in a new event should be viewed by potential investors as an opportunity to “seed fund” an idea that is grounded in sound fundamentals. By its very nature, this is an exploratory, entrepreneurial exercise and it is important that any investment in it be seen as such.



Prepared by Silver Lining Strategy and
Infotish Australia on behalf of
Tourism and Events Queensland,
Mackay Regional Council and Mackay Tourism.



MEETING DETAILS

Planning, Environment and Community Services

Standing Committee

Tuesday 8 June 2021

AUTHOR

Dan Wagner

AUTHOR POSITION

Director Planning, Environment and Community Services

6.1

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES INFORMATION BULLETIN – JUNE 2021

EXECUTIVE SUMMARY

The Planning, Environment and Community Services Directorate Information Bulletin for June 2021 is provided for Committee review.

OFFICER'S RECOMMENDATION

That the Committee:

1. *Note the Planning, Environment and Community Services Directorate Information Bulletin for June 2021.*

BACKGROUND

The attached Information Bulletin for June 2021 provides an operational update for Committee review on the Planning, Environment and Community Services Directorate.

IMPLICATIONS

Any specific implications or risks will be outlined in the Information Bulletin.

CONSULTATION

Planning, Environment and Community Services Directorate, Managers and Staff

BASIS FOR RECOMMENDATION

This is an information only report.

ACTION ACCOUNTABILITY

Information only report.

KEY MESSAGES

Operational update to Elected Members.

Report prepared by:	Report authorised by:
DAN WAGNER	JEFF STEWART-HARRIS
Director Planning, Environment and Community Services	Chief Executive Officer
Date: 3 June 2021	Date: 3 June 2021

ATTACHMENTS

- Attachment 1 – Planning, Environment and Community Services Information Bulletin – June 2021
- Attachment 1a - Clermont Saleyards Committee Minutes - 10 May 2021

REFERENCE DOCUMENT

- Nil

DATE: June 2021

PLANNING ENVIRONMENT AND COMMUNITY SERVICES

DIRECTORATE HIGHLIGHTS

Firstly, many thanks to Shane Brandenburg and Jim Hutchinson for their leadership during the transition period between the outgoing and incoming Directors – showing us how to navigate without the map during an ambiguous time.

May was a busy month, with a number of external engagements and finalisation of budgets and the forward capital works program.

The Acting Director PECS accompanied Mayor Baker to attend Queensland Beef Week in Rockhampton – providing opportunity for Council to showcase its commitment and understanding of the industry and advocate for Isaac's opportunities to enhance and grow the sector.

Council's hosting of a breakfast during National Reconciliation Week was a landmark in Council's journey toward reconciliation – taking time out to reflect and recognise the past and future contributions of First Nations peoples in our community.

The Queensland Reconstruction Authority visited Council on 10 May 2021 to showcase the work of the authority in development of a regional resilience plan that transcends future natural and socio-economic hazard risks, and culminated in a 'Big Map' workshop where officers took a literal walk over the entire region and earmarked areas of concern and opportunity for building hazard resilience.

Council's efforts in delivery of its new planning scheme were further recognised with a national commendation in the 'Hard Won Victory' category at the 2021 Planning Awards for Excellence. The calibre of the projects across the nation was outstanding, despite the challenges of 2020 and Council should be proud to be amongst such esteemed projects.

Recruitment is underway for the new Manager Liveability and Sustainability, following Dan Wagner's commencement as Director PECS on Monday 31 May 2021. Council is taking a broad market approach to identify a potential talent pool of candidates for shortlisting and interviews. With Council now having an established policy framework in the department, we are looking for someone who can champion these causes and take our communities to an improved level of social sustainability and wellbeing.

Moving into June, the PECSLT has already met to discuss our 2021/2022 business plans and discuss the opportunities for implementation of the cultural leadership framework at an operational level. Further work with the PECSLT will be undertaken in the coming months to prepare for a PECSOLT workshop in early September.

STRATEGIC AND BUSINESS DEVELOPMENT

PREVIOUS MONTH'S ACHIEVEMENTS

- National Reconciliation Week breakfast was held on 27 May 2021. This was successful event that will support the Reconciliation Queensland forum later in the year.
- Customer Experience CX Strategy – working group nominations submitted, pending endorsement from ELT on working group members

EMERGING ISSUES

Nil

NEXT MONTH'S PROGRAM

- Community Satisfaction Survey Request For Quote closing 3 June 2021
- Reconciliation Action Plan internal working group email to be sent from CEO inviting nominations.
- Corporate Sustainability and Regional Resilience Investigative framework workshops being held with Directorate Management Leadership Team's. Followed by an Executive Leadership Team session to endorse the MLT outcomes once finalised.
- Attend the Social Sustainability workshop on 2 June to ensure consistency with both action plans

FINANCIAL REPORT

Nil






DEVIATION FROM BUDGET AND POLICY

Nil

ANNUAL OPERATING PLAN

Themes	Strategies	Service Area	Description	Measure of Success/Target	Status	Quarterly update on actions/comments toward meeting success	Accountability	Expected Completion	% Completed
C5	Promote programs that celebrate the uniqueness and diversity of our communities including appropriate recognition of our indigenous communities	Indigenous Relations	Adopt Indigenous relations framework	Adopt Indigenous relations policy, Develop MOUs on engagement and Develop a Reconciliation Action Plan	On Target	Policy adopted 24 March 2021. Launching Policy in April and announcing the RAP to first nations peoples and inviting nominations for internal working group in June 2021.	Office of Director Planning, Environment and Community Services	30-June-2021	15%
EN2	Manage and promote natural resources, including culturally significant sites and coastal environments in a responsible and sustainable manner	Natural Resources	Develop and adopt a Climate Change policy and strategy	30-June-2021	On Target	Corporate sustainability and regional resilience investigative framework workshop held with Council on 17 March 2021. Framework being completed for further review and consultation with ELT in June.	Office of Director Planning, Environment and Community Services	30-June-2021	15%

PECS CAPITAL WORKS 2019/2020 AND 2020/2021

		39.39 Percent of Budget Spent - June (Excluding Commitments)		66.76 Percent of Budget Spent - June (Including Commitments)		
Complete/On Track						
Monitor		\$3,374,706 of YTD Budget Remaining - June (Excluding Commitments)		\$1,850,694 of YTD Budget Remaining - June (Including Commitments)		
Concern		Carry Forward Budget		\$1,031,978.00	Adopted Budget	\$4,535,905.00
		Commitments		\$1,524,011.99	Actual Expenditure	\$2,193,177.14
		Remaining Budget				

Project	Budget	YTD	Commitments	Remaining Budget	Risk	Progress Comments
CLM - Theresa Creek Dam Septic Renewal	62,706.00	3,000.00	1,400.00	58,306.00	Concern	Project delayed due to EA application and additional required funds
CLM – Spelling yards	337,489.00	349,375.73	0.00	(11,886.73)	On Track	Complete
Corp – Emergent pool works	113,113.00	111,828.06	0.00	1,284.94	On Track	Complete
DYS Pool Mech/Elec/Filter	88,538.00	59,458.68	14,705.00	14,374.32	On Track	Pump work completed. Shade structure works underway
CLM - Civic Centre	437,573.00	60,232.76	5,100.00	372,240.24	Concern	State approved time extension to 30 January 2022
MMT- Hall Structural Renewal	156,789.00	59,579.75	0.00	97,209.25	On Track	Flooring works complete, compliance assessment complete, compliance upgrade has been planned with RFQ expected March.
DYS Civic Centre - W4Q	306,493.00	191,275.79	110,760.65	4,456.56	On Track	Access compliance upgrades underway
MBH - Community Centre Construction Ready Design	200,000.00	58,948.40	43,260.60	97,791.00	Monitor	Stage 1 awarded and underway. If stage 2 is awarded to same consultant, design completion by end of financial year.
Corp – Tourism signs	40,000.00	13,092.43	5,576.01	21,331.56	On Track	Additional structural damage found on coastal signs investigations underway. Completion date still expected end of March 21.

INFORMATION BULLETIN

MBH - Dog Pound Renewal	160,373.00	157,373.37	0.00	2,999.63	On Track	Construction complete
MBH - AFL Lighting	370,000.00	78,783.88	233,694.42	57,521.70	On Track	Construction underway
CLM - Netball toilet replacement	315,000.00	194,767.26	81,969.00	38,263.74	On Track	Construction underway
NBO - Showgrounds Amenities Block – W4Q	261,173.00	174,316.23	80,371.23	6,485.54	On Track	Construction complete
CLM - Saleyard Renewal	147,307.00	147,306.90	17,693.09	(17,692.99)	On Track	Complete, commitment to be cancelled
CLM - Swimming Pool Disability Access	16,180.00	16,180.00	0.00	0.00	On Track	Project awarded. Delivery of equipment has been completed. Awaiting contractor to install. Expected to be completed by end of financial year.
CLM - Historical Centre Flood Mitigation	68,014.00	68,014.00	0.00	0.00	On Track	Construction complete
Corp - Hub development	320,000.00	81,487.76	234,991.78	3,520.46	On Track	Construction underway, application for time extension submitted to state
CLM - Aquatic Centre Dive Block Remediation	125,000.00	5,528.50	35,140.00	84,331.50	On Track	The existing infrastructure has complicated the design of compliant blocks. A third intervention by the consultant to develop an alternate solution with "hanging" backstroke bars is underway. This work will be completed this FY
Corp - Community Centre Facilities Works	232,859.00	77,074.98	38,987.91	116,796.11	On Track	Commitments raised in January for Dysart Civic Centre air conditioning and Clermont Lawn Cemetery. A breakdown of projects has been submitted to Dir PECS and ELT, however, further works at the Nebo Medical Centre have been identified as priority, along with air conditioning in coastal halls
Coastal - Hall Painting and Miscellaneous Repairs – W4Q	103,460.00	34,525.00	68,935.00	0.00	On Track	Construction underway

INFORMATION BULLETIN

NBO – Aquatic Centre Plant and Infrastructure	440,000.00	927.20	382,701.81	56,370.99	Monitor	Awarded and planned for completion prior to season opening on 1 September
Corp - Equipotential Bonding	40,000.00	12,742.06	5,000.00	22,257.94	On Track	Design consultant appointed. PO issued. Works will be completed this FY
CLM - Clermont Aquatic Centre Amenities	95,000.00	0.00	0.00	95,000.00	On Track	Project re-scheduled to later in financial year to ensure minimal disruption to pool operations. Scope of works is under development with anticipated release date end of February.
STL - Cemetery Shade and Memorial Wall - W4Q	88,974.00	88,312.29	35.00	626.71	On Track	Construction complete
Corp - IRC Swimming Pools	255,420.00	118,937.76	13,232.99	123,249.25	On Track	Schedule of works has been formulated and progressing to schedule
MBH - Pool Water Park Refurbishment	45,000.00	31,832.00	0.00	13,168.00	Concern	Final design to be determined after consultation process.
GLN - Aquatic Centre Foot Valve Replacement	15,000.00	0.00	11,447.50	3,552.50	On Track	Construction planned
DYS - Rec Centre Cladding	85,000.00	8,873.50	70,900.00	5,226.50	On Track	Construction complete, defects being rectified
Moranbah Community Centre Tech Upgrade	600,000.00	0.00	0.00	600,000.00	NEW	Created in 3 rd Qtr. Review
Electronic Whiteboards	20,000.00	8,360.00	0.00	11,640.00	NEW	Created in 3rd Qtr. Review
CLM Sale & Show revitalisation stage 2	17,693.00	3,720	68,110.00	(54,137.00)	NEW	Created in 3rd Qtr. Review. Design underway

Overall comments

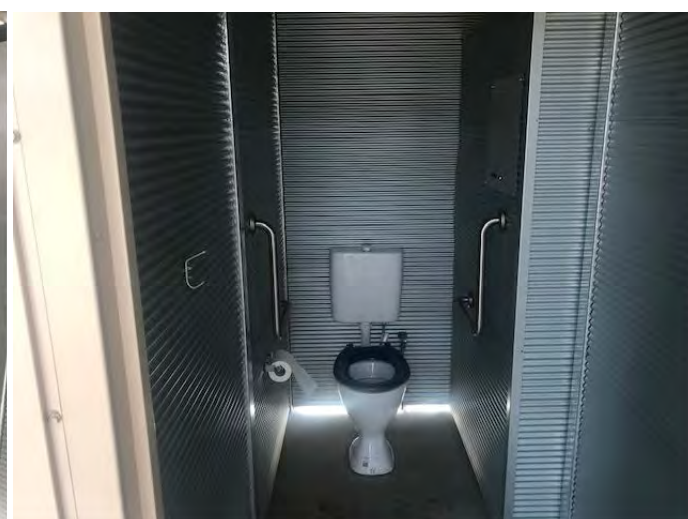
PECS originally adopted capital budget for the 2020/21 financial year was \$3,219,732.00 with a further Carry Forward Budget of \$1,264,799.00 totalling **\$3,799,531.00**

With the transfer of 2 E&I projects and external funding approvals the current adopted and carry over budget is **\$5,567,883.00**

Current actual and committed expenditure is **\$3,717,188**

As the financial year draws to an end, it was deemed appropriate to reflect on a couple of great results delivered for Isaac communities:

Nebo Showgrounds Amenity Block



St Lawrence Cemetery Shade and Memorial



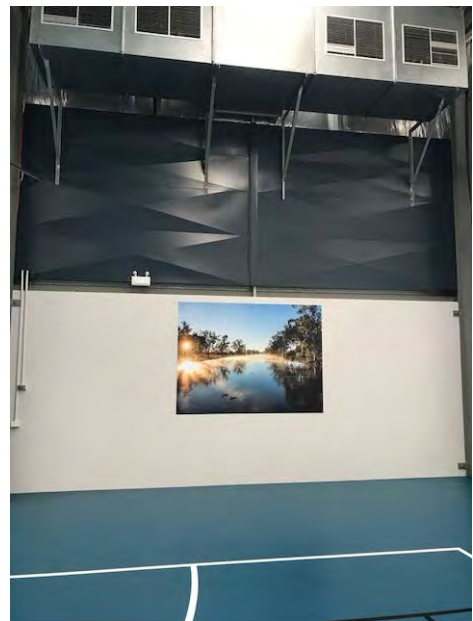


Dysart Recreation Centre

Before



After



LIVEABILITY & SUSTAINABILITY

PREVIOUS MONTH'S ACHIEVEMENTS

Land Use Planning

Development Assessment Activity	Number
Development application received (MCU / ROL / OPW)	1
Building works siting concessions received	1
Survey plans received for endorsement	0
Approved developments applications (MCU / ROL / OPW)	6
Approved building works siting concessions	2
Approved survey plans	0

MCU20/0010 – MCU for Industry, Storage Facility, Service Station (unmanned) and two Caretaker Residences - 259 Railway Station Road, Moranbah – Applicant has been provided with a Further Advice notice outlining matters of non-compliance with the Desired Environmental Outcomes and Rural zone code of the Belyando Shire Planning Scheme. A meeting between officer's and the applicant is being scheduled in June.

Prelodgement Meetings

Site visit with Division 4 Councillor and proponent regarding potential amendments to development conditions associated with development at Long Pocket Road, Moranbah.

Prelodgement discussions regarding future use of sites at Goonyella Road, Moranbah and Grosvenor Estate.

New Planning Scheme

Commenced 1 April 2021.

Infrastructure Charging Framework and Local Government Infrastructure Plan

Commenced 1 April 2021. 2021/22 Business Plan identifies need for audit of historic headworks payments and planned expenditure on trunk infrastructure investigations.

Land Development Advisory Committee Outcomes

Contributing to fourth stage work plan discussions and workshop preparations.

Coastal Hazard Adaptation Strategy

CHAS Phase 5 endorsed by Council at its May 2021 Ordinary Meeting. LGAQ is currently reviewing the document prior to endorsement by them for acquittal.

Workshop held with Technical Working Group on 25 May 2021 to discuss risks, adaption options and multi-criteria analysis. Options Analysis reporting (Phase 6) to be finalised in the coming week prior to project's progression to qualitative cost benefit analysis (Phase 7).

Further workshopping and confirmation of adaptation principles and cost-benefit analysis outcomes to occur during June/July prior to public consultation on the adaptation strategy in August 2021.

Social Planning

Social Sustainability Policy action plan workshop held on 2 June 2021 to further policy embedment and advocacy.

Environment and Biodiversity

Finalisation of Environment Policy being undertaken following initial standing committee discussions in May 2021, including preparation of an accompanying policy statement. A supporting action plan is to be drafted to support implementation of the policy.

Flying fox activity in Dysart has resulted in several customer requests. Targeted messaging in accordance with the Flying Fox Roost Management Statement of Management Intent has been communicated to impacted residents and the broader community. Door knocking exercise will be undertaken with impacted residents should the colony remain.

Planning commenced for St. Lawrence wetland invasive species control program for 2021-2022.

Liveability and Sustainability staff attended the LGAQ Natural Resource Management Forum in Airlie Beach on 5 May 2021, with Manager Liveability & Sustainability presenting on the engagement process and delivery of the coastal planning provisions for the Isaac Regional Planning Scheme 2021.

Manager Liveability & Sustainability and Division 8 Councillor attended Healthy Rivers to Reef Partnership meeting in Mackay on 6 May 2021.

Land Management

Tropical fire ant survey undertaken at Theresa Creek Dam.

Policy reviews for Dingo Bounty and 1080 programs ongoing. Officers attended briefing on changes to medicines and Points Act 2019 which affects 1080 distribution process.

Biosecurity strategy framework undergoing final drafting with internal consultation planned for June 2021, to be followed by Council review and feedback.

EMERGING ISSUES

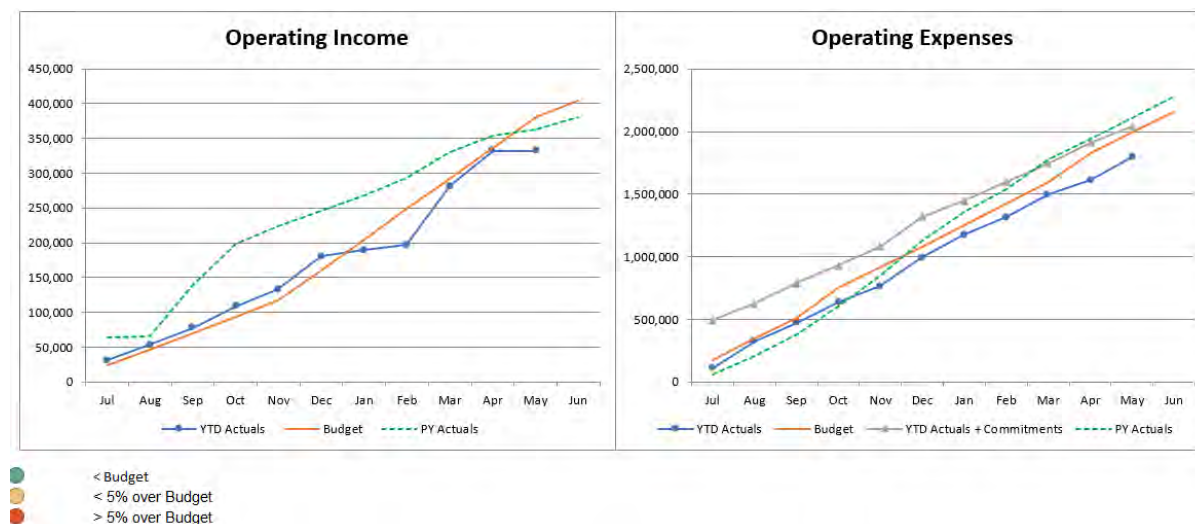
Recruitment process commenced to fill vacant Manager Liveability & Sustainability role. Expression of Interest for acting duties finalised with the following acting appointments being made:

- 24 May – 13 June - Michael St Clair, Economic and Business Resilience Coordinator
- 14 June – 4 July – Maggi Stanley, Principal Social Planner
- 5 July – 25 July – Luke Clark, Program Leader – Environment and Biodiversity

Flying fox activity in Dysart is expected to create growing concern for the Dysart community given that it has been several years since a significant migratory colony has established in the township.

Work commenced on PDA revocation process and amendment package for planning scheme to address workability issues and current council direction.

FINANCIAL REPORT



DEVIATION FROM BUDGET AND POLICY

Legal expenses continue to exceed budget due to ongoing appeal action.

NEXT MONTH'S PROGRAM

Assessment of development application and provision of development advice in response to customer enquiries.

Pre-lodgement meetings as required

Implementation of new planning scheme and infrastructure charging framework.

Coordination and preparation of Council's submission on the Saraji East Mining Lease Project EIS, including Councillor input through briefing and report.

Finalisation of Phase 6 of the Coastal Hazard Adaption Strategy and commencement of Phase 7: Qualitative cost benefit analysis based on the recommend approaches.

Flying fox monitoring, management and messaging, with a particular focus on the increased activity in Dysart.

Biosecurity Strategy engagement with internal stakeholders and finalisation with report to be presented to Council in June 2021.

Environmental assessment of proposed Elgin Road temporary re-alignment and biosecurity assessment of works for Elgin Rod, Moray Carmichael Boundary Road and Frankfield Road.

Environmental policy and action plan drafting.

Social Sustainability Policy Action Plan finalisation and embedment into SIA framework and social infrastructure planning activities

ANNUAL OPERATION PLAN





Themes	Strategies	Service Area	Description	Measure of Success/Target	Status	Quarterly update on actions/comments toward meeting success	Accountability	Expected Completion	% Completed
C4	Undertake programs to promote liveability (including urban design and affordable housing), health and wellbeing and community safety across the region	Social Infrastructure	Adopt a Social Infrastructure Strategy	30-June-2021	On Target	Social sustainability policy adopted by Council in December 2020. Action plan being developed for June 2021 council consideration to guide engagement and implementation into social infrastructure strategy.	Liveability & Sustainability	30-June-2021	35%
EN1	Adopt responsible strategic land use planning to balance community, environmental and development outcomes	Land Planning	Finalise and adopt IRC Planning Scheme – including final state interest checks and community consultation	31-October-2020	Completed	Ministerial approval to adopt the planning scheme was provided in September 2020. Council adopted on 24 February 2021.	Liveability & Sustainability	31-October-2020	100%
			Finalise and adopt the Local Government Infrastructure Plan (LGIP) – including final state interest checks and community consultation	31-January-2021	Completed	Ministerial approval to adopt the LGIP was received on 17 December 2020. Council adopted on 24 February 2021.	Liveability & Sustainability	31-January-2021	85%
		Environmental Land Management	Finalise the Biosecurity Strategy, to implement the Biosecurity Plan 2020-2023	Delivery of the IRC Biosecurity Strategy	Monitor	Internal engagement ongoing – to be presented to June 2021 Council Meeting for adoption	Liveability & Sustainability	31-December-2020	70%
		Social Planning	Develop and implement a Social Infrastructure Strategy	Adopt a Social Infrastructure Strategy	On Target	Social sustainability policy adopted by Council on 16 December 2020. Action plan being developed to guide engagement and implementation into social infrastructure strategy.	Liveability & Sustainability	30-June-2021	35%
		Wildlife Management	Develop programs to educate community and manage wildlife	Implement Flying Fox Education Program	On Target	Spring De-Fox communications program delivered. Ongoing updates presented to community during increased activity	Liveability & Sustainability	30-Jun-21	50%
				Undertake Pest Control Activities - two (2) rounds per annum	Completed	1080 baiting programs completed in Q1 and Q3.	Liveability & Sustainability	30-Jun-21	50%
EN2	Manage and promote natural resources, including culturally significant sites and coastal environments in a responsible and sustainable manner	Integrated Planning	Implement the QCoast 2100 Coastal Hazards Adaption Strategy actions	100% completion of the Isaac Region Coastal Hazard Adaptation Strategy	Monitor	Phase 5 finalised for Council endorsement. Phase 6 commenced.	Liveability & Sustainability	30-June-2021	40%
		Strategic Policies	Development of a whole of Council Environment and Social Impact Assessment Guideline.	30-June-2021	On Target	Social sustainability policy adopted by Council in December 2020. Action plan being developed to guide engagement and implementation into social impact assessment guideline. To be presented to June 2021 Council meeting.	Liveability & Sustainability	30-June-2021	35%






ENGAGED COMMUNITIES

PREVIOUS MONTH'S ACHIEVEMENTS

Community Hubs

ISAAC LIBRARIES

 New Memberships	61 new library memberships in April 2021 Of the 61 new memberships, 10 joined online	802 residents joined the libraries in FY2020/21 Of the 802 residents, 74 joined online in FY2020/21 11 institutions joined the libraries in FY2020/21																
 Building communities through engagement	3,317 people visited the libraries April 2021 39% decrease in foot traffic compared to March 2021. This could be due to Good Friday and Easter long weekend.	43,198 people visited the libraries for FY2020/21 On average, 3,317 people visited the library network each month																
 Building communities through value	6,088 items being borrowed in April 2021 3,101 (51%) of those items were online collections. 9% increase in e-resources usage. When the physical centres closed, the e-resources usage increases	Total of 59,868 issues in FY2020/21 Of the 59,868 issues, 25,977 were online collections. This equates to 43%, stable.																
 Building communities through value	In April, each patron on average borrowed ...items @...library <table><tr><td>Moranbah</td><td>6 items</td></tr><tr><td>Nebo</td><td>6 items</td></tr><tr><td>Glenden</td><td>4 items</td></tr><tr><td>St Lawrence</td><td>10 items</td></tr><tr><td>Middlemount</td><td>9 items</td></tr><tr><td>Dysart</td><td>6 items</td></tr><tr><td>Clermont</td><td>6 items</td></tr><tr><td>Carmila</td><td>4 items</td></tr></table>	Moranbah	6 items	Nebo	6 items	Glenden	4 items	St Lawrence	10 items	Middlemount	9 items	Dysart	6 items	Clermont	6 items	Carmila	4 items	Across all network, the number of items loan in April per patron has increased. This is reflective of the Good Friday and Easter break whereby patrons increased borrowing
Moranbah	6 items																	
Nebo	6 items																	
Glenden	4 items																	
St Lawrence	10 items																	
Middlemount	9 items																	
Dysart	6 items																	
Clermont	6 items																	
Carmila	4 items																	

 <p>Building communities through value</p>	<p>Service</p> <p>462 residents used the public PCs in April 2021</p> <p>29% decrease month-on-month. This could be due to Good Friday and Easter long weekend.</p> <p>Usage</p> <p>Residents spent 317 hours on the public PCs in April 2021</p> <p>32% decrease in hours month-on-month</p> <p>On average, the customer used the public computer for 41 mins per booking in April 2021</p>	<p>Service</p> <p>5,506 residents utilised the public PCs in FY2020/21</p> <p>Usage</p> <p>Residents expended 3,576.14 hours on the public PCs in FY2020/21</p> <p>On average, customers used the public computer for 41 mins per booking in FY2020/21</p>
 <p>Your Hub is a focal point where the Isaac communities come to learn, to play, to discover and to seek information</p>	<p>56 activities were delivered in April @ Libraries</p> <p>363 residents benefited from these activities</p>	<p>591 activities were delivered by your Library Team in FY2020/21</p> <p>5,490 residents benefited from the 591 activities in FY2020/21</p>
 <p>Building communities through value</p>	<p>14 visits were undertaken to schools, kindgartens and childcare centres in April</p> <p>169 children benefited from the April visits.</p>	<p>Your Library Team visited 211 times schools, kindergartens and childcare centres in FY2020/21</p> <p>3,215 children benefited from these visits in FY2020/21</p>
	<p>4 activities were delivered jointly with community and other organisations in April 2021</p>	<p>103 activities were delivered in FY2020/21</p>
 <p>Reference and Information Service</p>	<p>519 Reference and Information Service were provided in March 2021</p> <p>13% decrease in request for reference and information service month-on-month.</p>	<p>7,132 Reference and Information Service were provided in FY2020/21</p> <p>On average, your Library Team handled 713 reference and information services per month across the network</p>

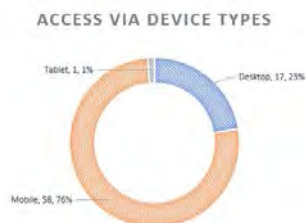
 <p>Building communities through value</p>	<p>56.5 hours invested in conducting and undertaking activities in April 2021</p>	<p>599 hours were expended in the delivery of activities in FY2020/21</p>
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LIBRARY WIFI

Council offers free public WIFI to the residents in the libraries and surrounding areas. This service is available to the residents from 7am to 7pm daily. In April, there were 83 connections to the WIFI, 32% decrease in uptake compared to March. This could also be a reflection that many residents have left town for the Good Friday and Easter long weekend. Of the 83 visitors, 58 were unique visitors (not repeat log-ins). Average visit duration is 1 hour and 5 minutes.



Access via Device Types

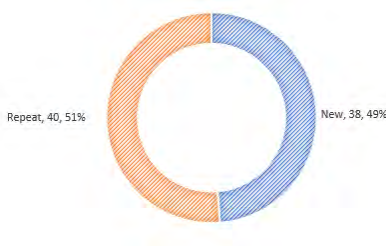


Mobile remains the preferred device most visitors used to access WIFI in April 2021.




New vs Repeat Visitors

There are 38 new visitors and 40 repeated visitors for the month of April 2021.


NEW VS REPEAT VISITORS






ISAAC MUSEUMS

 <p>Clermont Historical Centre</p>	<p>205 people visited the CHC in April 2021.</p> <p>There is no comparison month-on-month statistics as the figure would not be reflective because CHC traded for only 5 days in March 2021.</p>	<p>1,408 people visited the Centre in FY2020/21</p>
 <p>Nebo Museum</p>	<p>20 persons visited the Nebo Museum in April 2021.</p> <p>9% decrease in foot traffic to the Nebo museum month-on-month.</p>	<p>224 people visited the Museum in FY2020/21</p>
<p>VOLUNTEERS MAKE A DIFFERENCE.</p>	<p>Total volunteer hours for April 2021: 16</p>	<p>Our communities invested 367 hours in our Clermont Information Centre in FY2020/21</p>
	<p>210 tourists visited the Clermont Visitor Information Centre in April 2021.</p> <p>There is no comparison month-on-month statistics as the figure would not be reflective because CHC traded for only 5 days in March 2021.</p>	<p>1,605 visitors utilised the Clermont Visitor Information Service in FY2020/21</p>

CUSTOMER SERVICE

 <p>Call Volume</p>	<p>2,565 calls received in April 2021</p> <p>2% increase in call volume month on month.</p>	<p>20,633 calls received in FY2020/21</p> <p>An average of 2,063 calls per month</p>
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 Abandoned Calls	<p>34 (1%) calls were abandoned in April 2021</p> <p>Constant number of calls being abandoned month-on month</p>	<p>307 (1%) calls were abandoned in FY2020/21</p>
 Transferred	<p>365 calls were transferred in April 2021</p>	<p>2,606 (13%) calls were transferred in FY2020/21</p>
 Customer Requests	<p>654 CRs are created in April 2021, a decrease of 17% (137 CRs) month-on-month</p> <p>437 (67%) CRs were completed April 2021. A slight decrease in efficiency month on month.</p>	<p>5,896 CRs were created in FY2020/21</p> <p>3,973 (67%) CRs were completed in FY2020/21</p>
Transactions	<p>3,000 transactions were completed in April 2021.</p> <p>78% increase in transactions month-on-month. Increased due to rates payment due.</p>	<p>20,118 transactions were completed in FY2020/21</p> <p>On average, 2,012 transactions were undertaken each month</p>

654 Customer Requests created in April 2021. A decrease of 137 requests from last month. This is most likely due to the Good Friday and Easter long weekend.

Classifications	Number of Requests
Building	8
Community Engagement	16
Community Facilities	5
Compliance	108
Environmental Diversity	8
Environmental Health	12
Facilities	42
Park and Recreation	33
Roads	73
TV Comms	1
Waste Services	138
Wastewater Services	9

Water Services	201
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Customer Requests by Division for the month of April 2021.

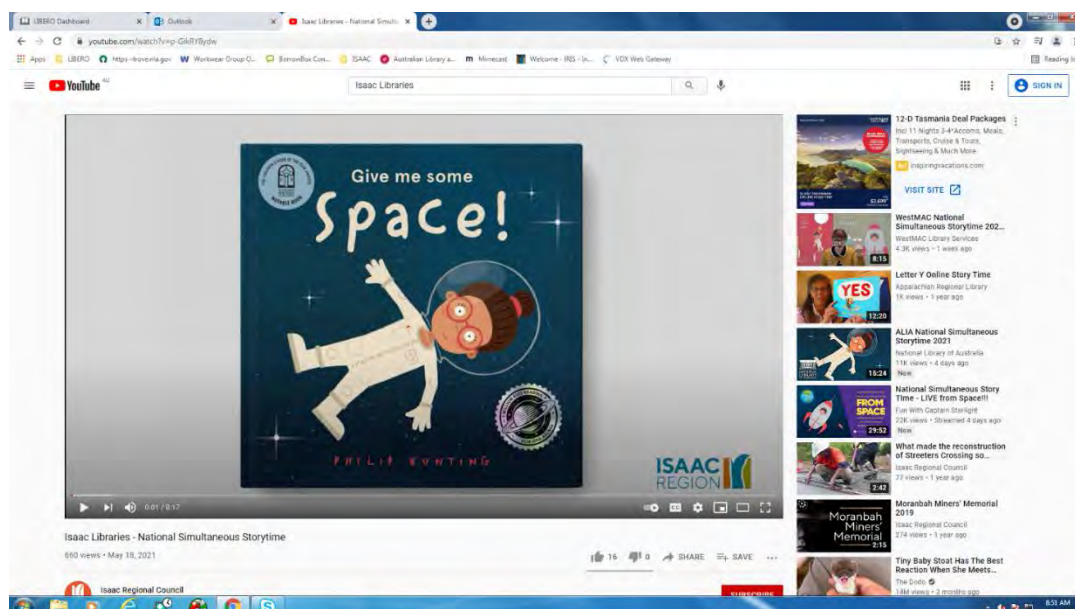
Division	Current	Completed
1	17	47
2	30	52
3	5	23
4	12	33
5	33	57
6	29	49
7	12	72
8	28	42

MAY ACHIEVEMENTS

- Economy and Prosperity Team commences on CRM boarding
- Nebo Hub commenced renovation.
- ABC Tropical North radio profiled the Nebo Museum sharing the 'Old Water Shed in Water Street' and 'The Heritage Walk which follows Nebo Creek' on 21 May 2021
- Libraries being the 'third place' with the launch of Movies @ Your library



- Launched National Simultaneous Storytime Video. In less than 48 hours, 660 viewed the video with 16 'likes'



- Libraries celebrated ANZAC Day "Respect the history and honour the future"



- Restored little crafters sessions 'Lil Crafter'. This particular 'launch' in support of National Simultaneous Storytime.



Community Engagement, Programs and Events

- The team oversaw event logistics for the National Reconciliation Week breakfast and live stream at the Moranbah Community Centre on 27 May.
- The First5Forever Storyteller Tour is underway with sessions being well-attended in Glenden, Nebo, Carmila and Moranbah. Sessions in Clermont, Middlemount and Dysart are to come.
- Gold Moves Australia delivered 'Move Makers' dance sessions for seniors in Carmila, Moranbah, Clermont and Dysart. The cross-Council initiative between Isaac and Mackay was supported by the Regional Arts Development Fund. The Carmila session was the most popular of all between the two Councils.
- The Noosa Film Academy hosted a series of workshops in Isaac schools, plus a community workshop on acting and screen production in Dysart, with a red-carpet screening previewing all student work on Sunday 22 May. This was an initiative supported by the Regional Arts Development Fund.
- The team successfully led the coordination of the Council stand at the Clermont Show, in conjunction with the Organisational Safety team.

- A Mindfulness Morning was hosted in Kilcummin in conjunction with the school's P&C Committee. The morning was presented as part of the Dry Lands to High Hopes series, funded by the QLD Governments drought support program. A large number of community members came out for the special morning session and all students received their mindfulness training during the school day.
- Community consultation regarding the Move It NQ funding application to the North Queensland Sports Foundation has concluded. The funding application will incorporate community preferences where appropriate. A funding outcome is expected in early July.
- Five team members have attended the 'Ground Up Community Development' workshop in Tieri. The workshop, hosted by community development author and expert Peter Westoby, was jointly presented by Central Highlands Regional Council and CTM Links.
- The Digital Programs Officer was successful in her bursary application to attend the Next Library camp in Brisbane, hosted by State Library Queensland. The camp will talk about what is on the horizon for digital technologies and libraries within the state.
- The Programs Team are preparing to support the Economy and Prosperity Team with delivery of arts and children's workshops at the St Lawrence Wetlands Weekend.
- The Little Bird postcard project is on display in the Coalface Art Gallery. A special 'Meet the Artist' session will be hosted on Saturday 5 June.
- Two F5F Pop-Ups @ The Park were hosted in Clermont and Clarke Creek with over 60 attendees at each.
- The F5F Busy Bag initiative continues, with last month's bag having the theme 'Bubble-Fun'.
- The Programs Team delivered a special literacy and tech session as part of Nebo's Under 8s Day

COVID Community Recovery

- May saw some easing of restrictions on COVID safe event planning. Many community groups planning events where a comprehensive 60-page COVID Safe Event Plan was required, is now no longer needed and most events can go ahead under a COVID Safe checklist. As we know this can change any day so awareness of these changes in the Health Directives are monitored closely.
- Continuing to work with multiple groups regarding their COVID Safe Event requirements. These have included (but not limited to)
 - Nebo Rodeo
 - Clermont Show
 - St Lawrence State School 150th Celebrations
 - St Lawrence Wetlands weekend

Community meetings attended

- Dysart Interagency

- Active Queenslanders Industry Alliance – Active Queenslanders Forum
- 4RFM Volunteers Meeting
- St Lawrence State School 150th celebration meeting
- Middlemount Interagency
- Nebo Rodeo preparation meetings

EMERGING ISSUES

Community Hubs

- Staff resourcing continues to be a challenge for frontline service delivery.

Community Engagement, Programs and Events

- The NAIDOC Expression of Interest process, hoping to connect with Traditional Owner artists, was taken offline following feedback from Barada Barna Traditional Owners. Further discussions with Traditional Owners have led the team to engage directly with groups, rather than advertise. The aim of the EOI process was to expend a \$20,000 Regional Arts Development Fund allocation for NAIDOC activities. The direct engagement with Traditional Owners will still allow equitable expenditure of these funds.
- Work has commenced with key stakeholders to establish a Middlemount Community Reference group. This process is being led at present by Greater Whitsunday Communities.

NEXT MONTH'S PROGRAM

Community Hubs

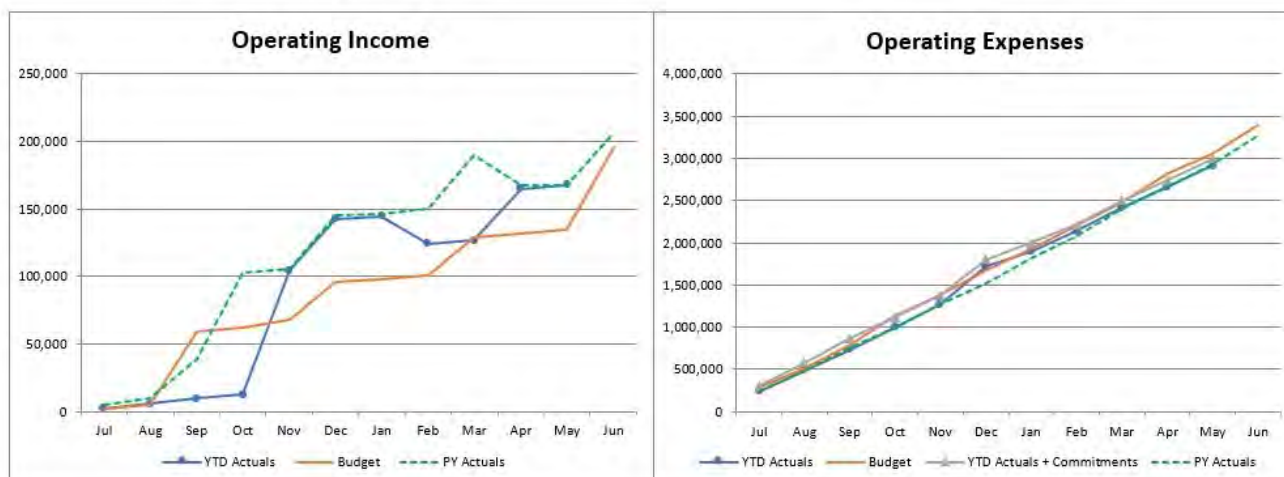
- Preparing for school holiday program
- Re-introduced Isaac Library Calendar whereby patrons could look forward to a range of offerings @theirlibrary. This calendar facilitates advance booking and enables the Team to gauge the level of interest in the community.
- Anticipate Nebo Hub to complete renovation in end of June 2021.

Community Engagement, Programs and Events

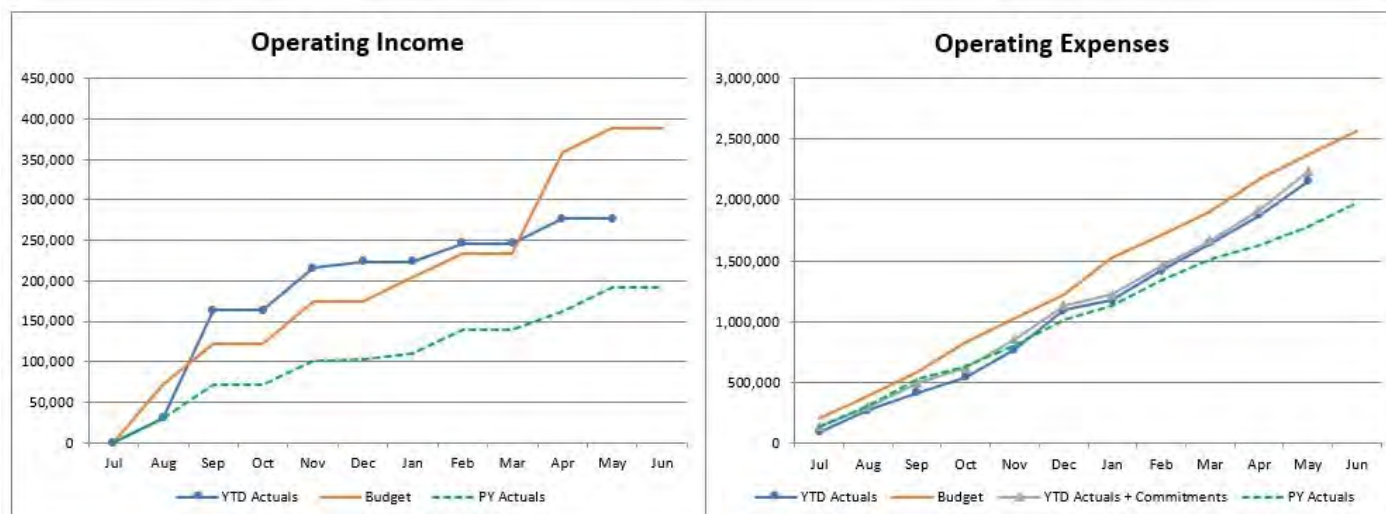
- The team will work with Greater Whitsunday Communities to bring the final report forward for the Youth Unmet Needs study in mid-July.
- Planning for NAIDOC events is underway. The official NAIDOC Week runs from 4-11 July. Barada Barna have decided to host NAIDOC events on their Country in late-August.
- Neighbour Day will be hosted in conjunction with the Coastal Community Development Neighbourhood Centre in Clairview on Sunday 20 June.
- Dig It Isaac will launch in August.
- A Dry Lands to High Hopes event will be hosted in Twin Hills, in conjunction with a campdraft event.

FINANCIAL REPORT

Community Hubs



Community Engagement, Programs and Events



INFORMATION BULLETIN

ANNUAL OPERATIONAL PLAN

Themes	Strategies	Service Area	Description	Measure of Success/Target	Status	Quarterly update on actions/comments toward meeting success	Accountability	Expected Completion	% Completed
C1	Provide, operate and maintain venues and community facilities to deliver, safe, efficient and cost and effective services	Library Operations	Provide a modern and engaged library service, including program delivery	100% Attendance at Library Programs	On Target	56 activities were delivered in April @ Libraries 363 residents benefited from these activities	Engaged Communities - Community Hubs	30-June-2021	90%
				A well utilised library service	On Target	3,317 people visited the libraries April 2021	Engaged Communities - Community Hubs	30-June-2021	90%
				50% of population that are library members	On Target	61 new library memberships in April 2021 Of the 61 new memberships, 10 joined online	Engaged Communities - Community Hubs	30-June-2021	90%
C2	Facilitate a focused range of social, cultural, sporting, recreational, health and education services and programs that build thriving, connected and resilient communities	Museums & Galleries	Facilitate and deliver an calendar of events and programs which celebrate the Isaac Region, its diverse communities and interests	An Annual Calender of exhibitions	On Target	Successful Anzac Day exhibition has concluded at Coalface Gallery featuring personal militaria collection of Moranbah resident Dave Law.	Engaged Communities - Community Hubs	30-June-2021	90%
			Provide culturally supportive and historically relevant museum and gallery services at regional venues	30-June-2021	On Target	Back on Track retrospective on Clermont district racing on display at Clermont Historical Centre	Engaged Communities - Community Hubs	30-June-2021	50%
		Cultural development	Collaborate on cultural development through initiatives	Administration of Regional Arts Development Fund Grant - Timely acquittals to Arts Queensland	Completed	Five applications determined in April The Noosa Film Academy hosted a series of workshops in Isaac schools, plus a community workshop on acting and screen production in Dysart, with a red-carpet screening previewing all student work on Sunday 22 May. This was an initiative supported by the Regional Arts Development Fund.	Engaged Communities - Community Engagement, Programs & Events	30-June-2021	100%
				Facilitate the bi-annual Queensland Music Festival	Not Proceeding	Further discussions to be held with QMF to develop event in FY2021-22	Engaged Communities - Community Engagement, Programs & Events	30-June-2021	15%
		Youth Services	Undertake Unmet Needs of Isaac Youth Study	30-June-2021	On Target	Draft report to be completed in June. Final document to be presented to Council by 16 July 2021	Engaged Communities - Community Engagement	30-June-2021	90%
C3	Facilitate and encourage strategic partnerships that enable self-sustainable community associations and	Community Engagement	Deliver best practice community engagement initiatives	Effectively Support other Isaac Regional Council Business areas to develop and deliver	On Target	Community consultation regarding the Move It NQ funding application to the North Queensland Sports Foundation has concluded. The funding application will incorporate community preferences where appropriate. A funding outcome is expected in early July.	Engaged Communities - Community Engagement,	30-June-2021	90%

INFORMATION BULLETIN

	volunteer groups to pursue their diverse aspirations yet come together to tackle common opportunities and challenges			other engagement programs virtually and in community			Programs & Events		
		Grant Program	Administer annual Community and Cultural Grants Program	Number of applications received per quarter	On Target	<p>Round 1 completed at end of Quarter One (1). Major = \$41,020 8 Minor = \$4,854.00 5 Bursaries = \$2,100.00</p> <p>Round 2 completed at end of Quarter Two (2). 3 Major = \$20,000 14 Minor = \$12,680.50 (+2 in-kind minor to value of \$2000) 8 Bursaries = \$2250</p> <p>Round 3 completed end of Quarter Three (3) 17 Major = \$81,132.88 11 Minor = \$10,182</p>	Engaged Communities - Community Engagement, Programs & Events	30-June-2021	90%
C5	Promote programs that celebrate the uniqueness and diversity of our communities including appropriate recognition of our Indigenous communities	Supporting Diversity	Develop and deliver programs, events, projects supported by external organisations, groups that celebrate all of our community and cultures facilities etc	30-June-2021	On Target	<ul style="list-style-type: none"> The team oversaw event logistics for the National Reconciliation Week breakfast and live stream at the Moranbah Community Centre on 27 May. The First5Forever Storyteller Tour is underway with sessions being well-attended in Glenden, Nebo, Carmila and Moranbah. Sessions in Clermont, Middlemount and Dysart are to come. Gold Moves Australia delivered 'Move Makers' dance sessions for seniors in Carmila, Moranbah, Clermont and Dysart. The cross-Council initiative between Isaac and Mackay was supported by the Regional Arts Development Fund. The Carmila session was the most popular of all between the two Councils. The Noosa Film Academy hosted a series of workshops in Isaac schools, plus a community workshop on acting and screen production in Dysart, with a red-carpet screening previewing all student work on Sunday 22 May. This was an initiative supported by the Regional Arts Development Fund. The team successfully led the coordination of the Council stand at the Clermont Show, in conjunction with the Organisational Safety team. A Mindfulness Morning was hosted in Kilcummin in conjunction with the school's P&C Committee. The morning was presented as part of the Dry Lands to High Hopes series, funded by the QLD Governments drought support program. A large number of community members came out for the special morning session and all students received their mindfulness training during the school day. 	Engaged Communities - Community Engagement, Programs & Events	30-June-2021	90%
		Cultural Heritage	Stage 2 Library Wall Artwork with Barada Barna Corporation	30-October-2020	Completed	Stage 2 artwork installed at end of Q2, to be officially commissioned during NAIDOC event on 25 October 2020	Engaged Communities - Community Engagement, Programs & Events	30-October-2020	100%

INFORMATION BULLETIN

G2	Develop policies, strategic plans and processes to address local and regional issues, guide service provision and ensure operational effectiveness	Customer Service	Review innovative customer service opportunities	Review and develop an updated Customer Service Strategy	On Target	Project to be coordinated by Manager Business and Strategy	Engaged Community - Community Hubs	30-June-2021	15%
G4	Deliver unique customer focused and responsive services that are based upon a program of continuous improvement	Customer Service	Frontline customer service delivery and effective relationship management	30-June-2021	On Target	Working with Systems team to deliver organisation-wide implementation of TechOne CRM - Economy and Prosperity currently onboarding	Engaged Communities - Community Hubs	30-June-2021	25%

ECONOMY and PROSPERITY

PREVIOUS MONTH'S ACHIEVEMENTS

The E&P team have been at full capacity delivering multiple projects and there has also been some impact to the team's delivery through members of the team backfilling other roles as well as some staff illness and leave.

Economic Development

- Successful funding of \$3.2m for Stage 2 of the Clermont Saleyards & Showgrounds revitalisation master plan project was achieved through the Regional Recovery Partnership funding program, following works on development of the projects and engagement with the Advisory committee. This project delivery will require a significant time and resourcing requirement in the coming months.
- The Qld Beef Corridor event at Rockhampton's Beef Week occurred with attendance and Council received some mixed feedback around the broader advocacy element, this was more positively on this Council's role and engagement and connections made with the regions local Beef producers. The QBC group did post and pre event acknowledge that more work is required on strategy for the group short and long term.
- Strategy sessions occurred on the MIW METS Export Hub to support the development of an Export Hub strategy document that actions the learnings from the research to date and pathways for development of the Hub initiative
- Attendance at the Qld Local Content Leaders Network in Brisbane occurred with strategy sessions with that group on its direction in the next 12-18 months and longer I.e governance arrangements volunteerism/administration, invited members, advocacy on local content etc
- Continuation of works on the E&P's Investment attraction communication material as per the LDAC presented document occurred with planning with BMC to strategize short and longer term delivery timelines.
- E&P's continued participation on the BHP STAC digital connectivity project for the delivery of the Moranbah & Dysart upgrades
- Continued participation on the steer committee of the CQ Fitzroy Basin Water situational analysis project
- Continued delivery of the Investment attraction business development first point of contact facilitation service is ongoing

Business Support

- Small business month was a major focus with seven webinar events across the region, receiving 65 participants and two networking events with a further 85 attendees. All except two signature events were webinars with taping of the events for those who registered conducted for later viewing. The two in person events were in Moranbah & Clermont with keynote speaker Tom Potter of Eagle Boys delivering his story, the Clermont event had a further Ag element with a panel of Agricultural industry members discussion was Ag Tech focused to highlight innovation in the industry. A debrief will occur with GW3 to review learnings and improvements for future SBM programs.
- The Strategic Recovery plan delivery was continuing with the business engagement element having been completed and a workshop with Council to deliver inform of the recovery plan progress was intended for June but the date for that is to be confirmed still.

- E&P have engaged in receiving Spend mapp data which will provide data on regional spending habits and is an exciting development that will aid inform spend by residents, non-residents etc. E&P will bring further details on that in the near future.
- The overall Shop Isaac program has had strategy planning with the team and BMC for the next 6-12 months to take it into the next stage of the brand. The focus around the Local content (Buy local) aspect & influences that the program can leverage was the key, this is around Councils own Local preference policy and benefit that is bringing to local procurement, supplier trade forums wherein we connect major proponents/contractors with local suppliers, as well as the marketing campaigns that continue to raise awareness and also direct influence spending habits.
- The EOFY campaign will begin July/August with final dates and program format in development but as referenced in earlier info bulletins its intended for a \$5000 prize pool, with online social media entries targeted to tagging #ShopIsaac & a local business and having a Peoples Choice Business winner per town as well as the consumer winners.
- The Business alliance project is progressing with a steering committee with Council, GW3 & local business representation formed and the consultancy to deliver the project is in the last stages of award.
- Council signed the Small business Friendly Council charter during the month and hosted the Small business friendly Commissioner for the event. This program will focus on networking with other Councils and implementing initiatives that support small Business in the region.

Tourism

- The Nebo Rodeo was conducted and resulted in a well delivered successful event with a two-day program and extension to overall visitation numbers at around 1500 for the Friday and 5000 for the Saturday. The event has great potential for growth and development. Pre event E&P & EG team had a number of engagements with the Nebo Rodeo around the event management planning Covid and site related as well as general asset related preparations. Pre meetings instigated by Council on event management planning with emergency services appears to have assisted in reduction of issues that were highlighted at the previous event in 2019. A debrief session is still to occur post event.
- Onboarding of the new Mackay Tourism Isaac Tourism development officer Liana Jones occurred with a famil in region by MTL CEO & Chair of the board and other members of the MTL team. E&P has been supportive in assisting in engagement, introduction to the regions operators and strategizing low hanging fruit development projects. Progress has been positive to date.
- During the above visit engagement meetings with MTL's CEO and Chair of the board and Council on the forthcoming strategy position of MTL for IRC's consideration of its position in partnering with MTL on destination marketing and funding as per the Recovery plan strategy Action TR4.
- The "our Isaac" campaign through MTL was in delivery with the #ourisaac hashtag started with 1802 posts on 16th April and towards the end of May was at 2328 posts. That is a total of 526 new posts with the #ourisaac hashtag so far (in a time span of 5 weeks). In comparison, between Feb 15 and April 16 (Two months) there was only 57 #ourisaac posts in total. This shows the huge increase in the use of the hashtag from the campaign.
- The improvement in consumer led content is a critical part in destination marketing that E&P is focused on improving and building relationships with Council's BMC and
- Theresa Ck Dam master plan award has been completed with procurement final steps in progress and research and engagement to begin shortly.
- The St Lawrence Wetland Weekend event was an obvious key task with the final stages of planning for delivery of the event occurring. The entire E&P team has been engaged in assisting in the organisation of the event.

Asset Management

- The Clermont Saleyard & Showground advisory committees were conducted in May which coincided with the advice that the successful funding of Stage 2 projects had been forthcoming. Therein the review of stage 2 projects was the major subject of the agendas and the committees resolved to instigate the working group to assist further development of each concept to final design further a bring forward of the review of the master plan will occur as well.
- Secondary the expression of interest for the Saleyards non-exclusive agent approval was conducted and final assessment and award is in progress.
- Planning and preparation for the Clermont Show and Nebo Rodeo was the primary focus of the asset teams with both sites being required for May events.
- The Clermont aerodrome activities continued with nothing to report outside of BAU.

EMERGING ISSUES

Continuing pressure from the number of projects in delivery and growth in elements of the business as in Clermont Saleyards, and domestic tourism is being managed. Additional projects as in funding of Capital programs and Stage 2 of the Clermont Showgrounds master plan will need to be managed carefully.

NEXT MONTH'S PROGRAM

St Lawrence Wetlands, Shop Isaac EOFY campaign, Stage 2 Clermont Saleyards & Showgrounds Master plan projects, Nebo Showgrounds master plan, Theresa creek Dam master plan, Recovery plan delivery, Business alliance project, LDAC's investment attraction communication materials are all focus projects

FINANCIAL REPORT

The Economy & Prosperity departments budget has been constrained but delivery to full budget expenditure will occur.

DEVIATION FROM BUDGET AND POLICY

Nil to report

INFORMATION BULLETIN

ANNUAL OPERATION PLAN

Themes	Strategies	Service Area	Description	Measure of Success/Target	Status	Quarterly update on actions/comments toward meeting success	Accountability	Expected Completion	% Completed
C1	Provide, operate and maintain venues and community facilities to deliver, safe, efficient and cost and effective services	Airstrips	Provide efficient and timely solutions to maintenance issues	90% compliance	On Target	Proactive and reactive maintenance activities being delivered, with proactive planning for pavement resealing being undertaken. Technical inspection conducted with actionable outcomes to be received in June.	Economy & Prosperity	30-June-2021	90%
C6	Facilitate urgent and visible support during times of stress to the community (such as mental health support, crime prevention and assisting those from a lower socio-economic level)	Recovery & Resilience	Maintain and ensure currently and awareness for the Isaac Recovery Plan	Implement Isaac Recovery Plan initiatives	On Target	Strategic Recovery Plan adopted in October, recruitment for Community Resilience & Business Resilience roles completed, business community engagement plan conducted and delivery of strategy actions occurring.	Economy & Prosperity	30-June-2021	N/A
EC1	Plan, design and provide sustainable infrastructure, facilities and services that encourage and support economic growth and development	Economic Development	Develop and deliver a sub-brand and marketing strategy to promote Isaac as a place to live, work, invest and do business	30-June-2021	On Target	Investment Attraction Framework finalised and workshopped with stakeholders and being presented to Council for adoption. Marketing collateral continuing with Industry & Tourism profile documents completed, Isaac insight snapshot document drafted and overarching communication plan of activities developed.	Economy & Prosperity	30-June-2021	90%
		Asset Management	Conduct master planning for Council's Nebo Showgrounds	Plan & Advocacy document completed	Monitor	Master plan progressing research completed and site analysis occurring through community consultation, estimated final completion to draft plan will be Q1 2021/22	Economy & Prosperity	30-August-2021	75%
			Deliver the Revitalisation of the Clermont Saleyards & showgrounds	All funded projects delivered on time and to budget +/- 90%	On Target	Stage 1 projects complete, PAG project on Saleyard's renewal progressing, Clermont Saleyards & showground shelter projects near completion, 4th run horse stables construction complete, Stage 1 saleyard renewal complete. Stage 2 funding achieved and project design progressing	Economy & Prosperity	30-June-2021	90%
			Effective and efficient asset management of Saleyards, Showgrounds,	90% compliance	On Target	Proactive and reactive maintenance activities being delivered with delivery of the Saleyards PAG Capital renewal project in Q3 a proactive highlight.	Economy & Prosperity	30-June-2021	90%
EC2	Proactively engage with and support all industry sectors, commerce and government to foster constructive partnerships to support and promote ongoing economic vitality	External Relationships	Continue to participate with GW3 and deliver the Isaac Region transformational project	30-June-2021	On Target	Draft scopes completed and endorsed by Council, further engagement with stakeholders progressing, RCOE & CRC time, with a virtual knowledge hub concept. The delivery of elements of the endorsed project will be an ongoing development, with further scoping of strategy actions next to further deliver on the concept	Economy & Prosperity	30-June-2021	85%
		Local Business Support	Develop, through engagement, the Isaac Region business alliance network	30-June-2021	Monitor	Project progressing with consultancy and steering committee in progress, engagement with the business community progressing with estimated delivery of a business networking model options approx. August	Economy & Prosperity	30-August-2021	70%
EC3	Identify opportunities for economic development through strategic analysis	Economic Development	Implement the Economic Development	Action Plan developed and delivered to plan	On Target	Strategy actions delivery plan completed but with the Recovery plan adopted including the onboarding of the additional recovery position to also	Economy & Prosperity	30-June-2021	75%

INFORMATION BULLETIN

	of regional resources and the provision of planning and policies that support sustainable economic development		Strategy Framework			bring forward of the Economic Development framework, updated delivery plan will be informed through delivery of the Recovery plan. Individual delivery of strategy actions continuing as well.			
		Small Business Week	Delivery of Small Business Week Activities across region	Development and rollout of Educational Program - with 95% positive feedback	Completed	Small Business month activities completed in October and May, May included 7 webinar events with 65 participants and two further networking events with a further 85 attendees	Economy & Prosperity	31-May-2021	100%
		Investment Attraction	Develop and adopt: Investment Attraction Policy, Investment Facilitation Guideline and industry-based investment prospectus	30-June-2021	On Target	Investment Attraction Framework finalised and workshopped with stakeholders and being presented to Council for adoption. Marketing collateral continuing with Industry & Tourism profile documents completed, Isaac insight snapshot document drafted and overarching communication plan of further supporting marketing material developed.	Economy & Prosperity	30-June-2021	90%
		Clermont Saleyards	Engage in business development planning for the Clermont Saleyards	30-June-2021	On Target	Standing ongoing business item at Clermont Saleyards Advisory Committee meetings. Continued engagement with the committee, local agents and increased revenue and throughput and increased cattle sale bookings for 2021 has shown demonstrated outcomes.	Economy & Prosperity	30-June-2021	90%
		Land Development - IRC housing estates	Administer and promote IRC's land sales at Anne St Nebo & Jeffrey St Clermont	30-June-2021	On Target	Internal review of contract and marketing to progress, no sales enquiries received. New signage ordered for the Anne st site	Economy & Prosperity	30-June-2021	85%
EC4	Undertake Council's commercial businesses with appropriate business and entrepreneurial acumen, as effective participants in the region's economic activity	Land Development	Through the Land Development Advisory Committee identify commercial opportunities	30-June-2021	On Target	Continued actions and reportable items to the Committee being met, real estate engagement and renewed economic indicator reports and industry profile delivered in Q2. Isaac insights document drafted for presentation and other communication materials delivery plan developed	Economy & Prosperity	30-June-2021	90%
EC5	Promote and advocate for the region and our diverse range of industries, to attract people to live, invest in and visit the region	Tourism	Develop and implement the Tourism Strategy	30-June-2021	On Target	Ongoing delivery of strategy items, MTL funded position onboarded to aid delivery, focus on Wetlands and tourism signage (visitor information provision) highlights. Promotional campaigns our isaac and weekender visit raising the regions profile further highlights	Economy & Prosperity	30-June-2021	85%
			Conduct master planning for Council's Theresa Creek Dam	30-June-2021	Below Target	Consultancy engaged and project commencing, research and consultation to occur, draft plan estimated Q1 2021/22	Economy & Prosperity	30-June-2021	50%
			Raise the Isaac Regions Tourism profile	30-June-2021	On Target	Ongoing delivery of strategy items, MTL funded position onboarded to aid delivery, focus on Wetlands and tourism signage (visitor information provision) highlights. Promotional campaigns our isaac and weekender visit raising the regions profile further highlights	Economy & Prosperity	30-June-2021	85%
EC6	Proactively promote and support local businesses within the region	Local Business Support	Implement of Local Business Support Strategy	Implement and promote Isaac businesses through the Shop Isaac, Buy Local Program	On Target	Strategy planning occurred with an elevation of the focus around the Local content (Buy local) aspect & influences that the program can leverage being around Councils own Local preference policy and benefit that is bringing to local procurement, supplier trade forums connecting major proponents/contractors with local suppliers, as well as the marketing	Economy & Prosperity	30-June-2021	90%

INFORMATION BULLETIN



						campaigns that continue to raise awareness and also direct influence spending habits. EOFY campaign delivery in development for delivery July/August			
			Support Isaac region business in recovery of COVID-19 impacts	On Target	Strategic Recovery Plan adopted in October, recruitment of Business Resilience Coordinator completed, and business community engagement plan in progress, number of other projects commenced i.e.. Doing business with Council	Economy & Prosperity	30-June-2021	75%	
			Host small business week and delivery of education program	30-June-2021	Completed	Small Business month activities completed in October and May, May included 7 webinar events with 65 participants and two further networking events with a further 85 attendees	Economy & Prosperity	30-June-2021	100%

COMMUNITY FACILITIES

Overview:

Community Facilities operations continued without incident throughout the reporting period. Key activities included:

- The Moranbah Community Centre continues to host large and significant events including, but not limited to: the Reconciliation Week Launch, Debutante Ball and various BHP events;
- The Annual Pool Survey results have been collated and reported – customer satisfaction levels at Clermont and Nebo did not meet the levels prescribed by the AOP;
- The final Community Consultation meeting relating to the GCAC water park was conducted;
- Ongoing discussions with the Clermont Sporting Groups;
- Departmentally administered capital works continue to progress well and towards completion;
- Department strategic planning for operations and assets has commenced.

People:

All Departmental staff reported fit and healthy throughout the reporting period. Key activities include:

- A member of Departmental staff reported stepping into a hole in the grassed area to the southern side of the Council office complex. The Employee identified a muscle strain. The hole was subsequently filled. The strain has subsequently healed;
- Departmental meetings continue per the rolling schedule;
- The Dysart Area Leader role is now vacant and recruitment for a replacement is now underway. As an interim measure, an EOI for temporary relief is pending approval;
- The Dysart Hospitality role is being re-advertised;
- Advertisements for vacancies at the Moranbah Community Centre and GCAC remain live – very limited local interest has been received;
- Moranbah Community Centre functions have been capably augmented with the support of Council officers;
- Ongoing training and development activities to support the Departmental Administration Officer continue;
- Multiple staff compliments received at the Moranbah Community Centre and GCAC – service delivery and function support continue to headline;
- GCAC staff have undertaken cross functional training in swimming instruction and are undergoing certification.

Assets:

The expanded Community Facilities asset portfolio is functional and reactive maintenance interventions continue across the Region. Highlights include:

Swimming Pools

- Management & Operation tenders for the swimming pools have been released. Site visits are scheduled for early June;
- The Clermont Swimming Pool amenities refurbishment works have been awarded to PDT Building Services from Clermont;
- Delays in the submission of the equipotential bonding consultant report have slowed the RFQ process. While the RFQ has been released, an award is not expected until early to mid June;
- The Glenden Pool foot valve replacement works have been completed;

- Additional works including new shade sails at Clermont Pool and replacement of the Middlemount toddler pool valve are scheduled to be completed during early June;
- The winter shut down has allowed for unimpeded access to conduct end of season inspections and condition reporting.

Halls and Centres

- The Moranbah Community Centre “rebound” from Covid closures continues with multiple large events hosted;
- The Reconciliation Week Breakfast and Debutante Ball are reported to have been a great success;
- Investigatory electrical works on the variable speed drive servicing the air handling units has been undertaken – the contractor reports that the factors causal to failure may relate to equipment malfunction;
- Centre programming continues at Dysart Recreation Centre with good patronage – April School Holiday programs, Tumble Tots and Nifty Fifties;
- Coastal Halls painting has been completed – some additional works were identified during the refurbishment and these are being attended to (minor beautification works);
- No remarkable events are reported for Clermont, Middlemount and Glenden.

Leasing:

The Leasing function was interrupted by urgent personal reasons. Notwithstanding, some ongoing results were continued:

- MOU for occupancy at the Middlemount Hall by service organisations have been completed and approved;
- The removal of the former Lease attached to the Glenden Bowling Club has now been removed;
- Ongoing investigatory tasks attached to the Clermont Kindergarten expansion have been undertaken;
- Resumption of lease negotiations with MELC are scheduled to commence during June;
- Discussions with Tennis Australia relative to the Clermont Tennis courts have commenced and referred to E & I;
- Concurrent to the tennis court discussions, all sporting groups have convened with Officers to commence what is expected to be a protracted consultation relating to tenure, site obligations and services;
- Ongoing discussions with external legal services providers continue with respect to leasing documentation – both community and swimming pool leases;
- Community group annual surveys continue to be pursued.

Cemeteries:

Activity across the regions cemeteries is generally unremarkable for the reporting period. Highlights include:

- Work continues on the cataloguing and electronic recording of cemetery records;
- Plaque orders, memorials and installations across Clermont, Moranbah and Dysart sites totalled 8 ;
- Ashes interments at Clermont, Nebo and Moranbah totalled 5;
- One burial was supported at Dysart;
- The St Lawrence Memorial Wall has been completed. The concept was developed by our DAO Patti Ruth and she reports a feeling of great pride:



Health and Safety:

A single work place injury was reported and is outlined within preceding sections. Incident reporting includes:

- 31 May 2021 – damage to Blair Athol Hall air conditioning enclosure was reported – this site is the subject of minor capital works which will commence shortly. A Police report was lodged;
- 20 May 2021 – a Glenden Gym user reported falling from a treadmill and injuring her shoulder. The incident occurred as a consequence of user negligence – using a mobile phone while on the equipment;
- 13 May 2021 – a complaint was received from a GCAC user that she was instructed by a member of staff to be in close proximity to her young children in accordance with regulations. She stated that the staff member was rude to her. The matter was investigated and found to be unsubstantiated.

All required members of staff have completed the prescribed WHS KPI reporting for the period.

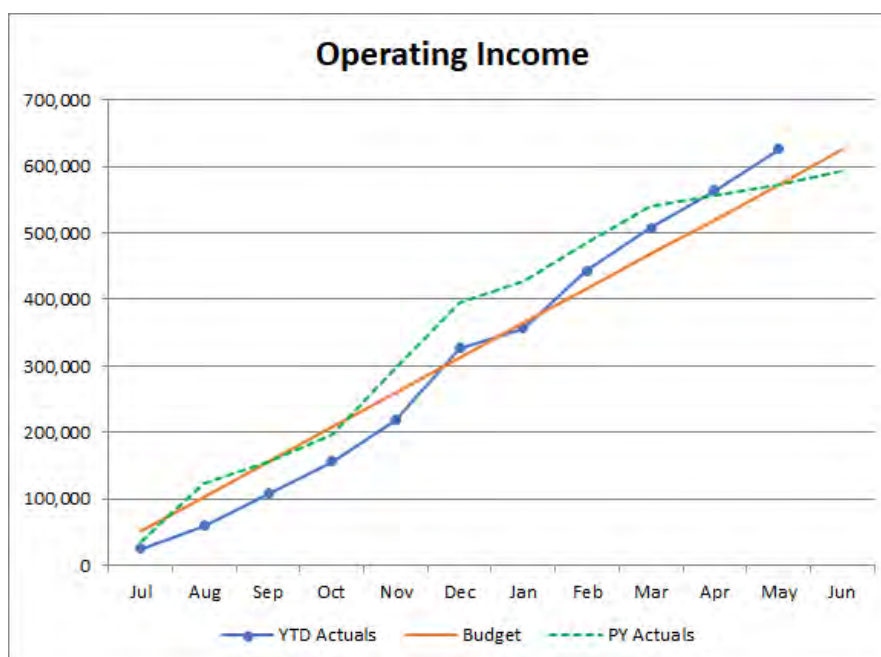
Emerging Issues:

- The MCC cook role remains vacant. At this time, staff are meeting requirements however, large scale catering events cannot be supported. The position will be re-advertised;
- GCAC status reporting – within the forthcoming period, a formal position relating to Council managed operations will be prepared after pool survey results are collated. This had been scheduled for May, however, will now be moved to June;
- Budget implications – additional costs of acquired assets. Ongoing GCAC operational costs.

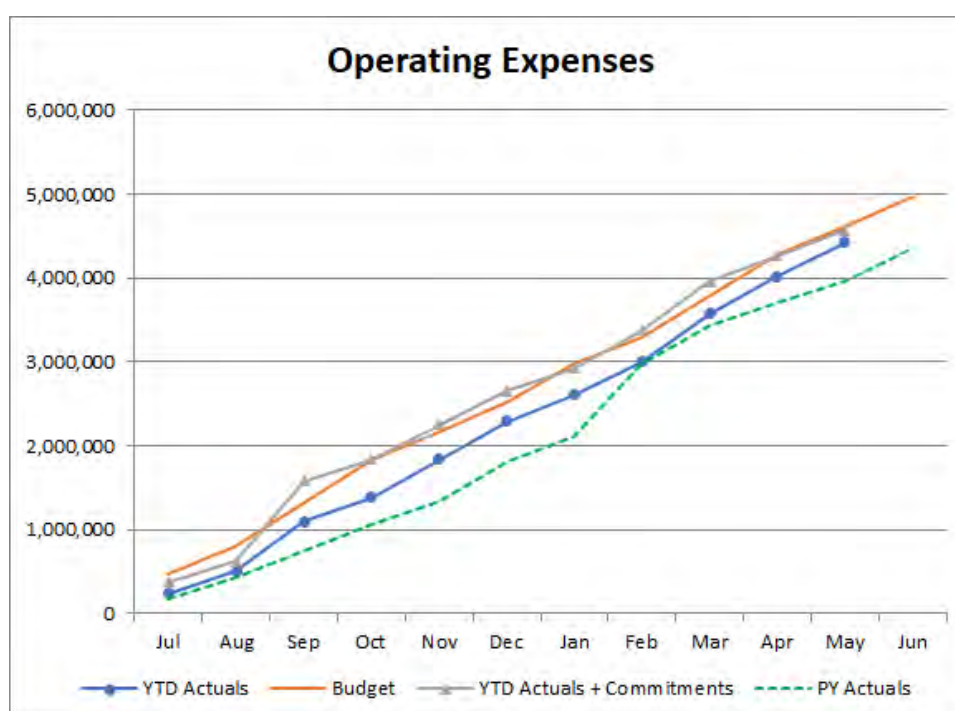
The Month Ahead:

- Pool tender submissions – 28 June 2021;
- Swimming pools – winter closures and preparations;
- Halls and Centres – business as usual;
- Leasing – leasing documentation ratification, execution of “on hold” leases, Clermont sporting groups;
- Cemeteries – business as usual;

Financial Report:



- GCAC revenues are exceeding projections – this is attributed to swimming classes;
- Moranbah Community Centre – the MCC has performed well following the re-opening. Function bookings remain consistent and at a high level;
- Dysart Civic Centre – the DCC is tracking in accordance with budget predictions;
- Dysart Recreation Centre – revenues are down as a consequence of the cessation of after school child care;
- Arrangements are underway to trial a “project” approach to functions at the MCC to understand the costs –vs- revenue at a more granular level.



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- GCAC – chemical costs have exceeded budget as a consequence of multiple fouling incidents and chlorinator stabilisation issues;
 - Swimming pool commitments also include remaining management fees and lessee separation fees;
 - Reconciliation of commitments to be undertaken during June – the greater majority of these costs are attributed to pool management and operation fees.

Deviation From Budget and Policy

- Ongoing GCAC operations and associated costs.

INFORMATION BULLETIN

ANNUAL OPERATION PLAN

Themes	Strategies	Service Area	Description	Measure of Success/Target	Status	Quarterly update on actions/comments toward meeting success	Accountability	Expected Completion	% Completed
C1	Provide, operate and maintain venues an community facilities to deliver, safe, efficient and cost and effective services	IRC Halls & Centres Recreation Halls and Gyms	Provide and operate halls and centres to deliver safe, efficient and cost-effective services	75% overall satisfaction	On Target	The reporting period is consistent with ongoing operations across all facilities. All maintenance requests have been met within the prescribed thresholds, no customer complaints have been received and operations have met with customer satisfaction (as evidenced by complimentary feedback).	Community Facilities	30-June-2021	100%
			Provide effective and timely solutions to maintenance issues	90% compliance	On Target	The reporting period has seen all maintenance requests and works being conducted within the prescribed thresholds, on time and in full. A number of smaller works are ongoing but do not affect the operation of the facilities and sites.	Community Facilities	30-June-2021	100%
			Deliver annual capital works program	Schedules program delivered by 30 June 2020	Completed	All facilities works identified within the capital works program have been completed. Additional works that were identified throughout the course of the year have been added and completed and/or underway.	Community Facilities	30-June-2021	100%
		IRC Aquatic Centres	Undertake regular audits to ensure an efficiently run and customer service focused environment	4 Inspections/per quarter	On Target	Ongoing customer liaison, feedback and site attendances have identified that all sites are operating efficiently (within staffing limitations) with strong customer focus. We are receiving regular feedback from clients that identify that our staff are providing strong service and achieving the highest levels of customer satisfaction.	Community Facilities	30-June-2021	75%
			One (1) x Customer surveys per year	65% + customer satisfaction	Completed	The annual pool survey and reporting to Council has been completed. Region wide, customer satisfaction did not meet the prescribed level of 65%. On a site by site basis, Clermont and Nebo failed to reach the prescribed customer satisfaction levels – this is a consequence of maintenance works requirements which is being addressed and works are underway.	Community Facilities	30-June-2021	100%
			Deliver annual capital works program - Maintain sustainable community facilities to deliver safety and efficiency to the community users	Scheduled program delivered by 30 June 2020	Completed	The Community Facilities component of the capital works program has been completed. A number of minor works have been added to the program and these works are currently underway.	Community Facilities	30-June-2021	75%
C7	Improved engagement/partnerships with service providers to improve outcomes for the region	Community Leasing	Deliver the community leasing program to support efficient and effective use of community facilities	Adopt updated Leasing Strategy with associated Policies	Monitor	The Leasing Program has been the subject of significant change. This follows the transfer of assets into Community Facilities, heightened reporting requirements, COVID setbacks as organisations have struggled to establish a committee and the introduction of new requirements. In addition, the Department is working through a series of complex and historical tenure requirements that have taken an inordinate amount of time.	Community Facilities	30-June-2021	40%

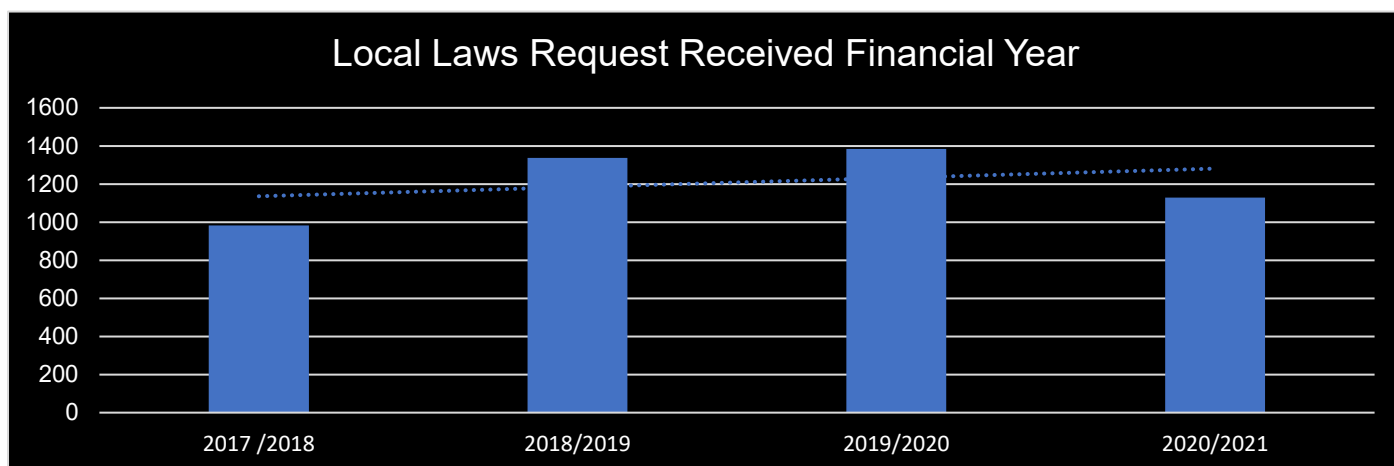
COMMUNITY EDUCATION & COMPLIANCE

PREVIOUS MONTH'S ACHIEVEMENTS

Animal Management - Registered Dogs

Description	March 2021	April 2021	May 2021	Financial YTD
New Dogs Registered	41	33	49	446
Puppy Registrations (inc in registration numbers)	17	12	19	159
Dog Registration Renewals	10	1	4	1080
Total Registered				1526
Dog Registration – non renewals				833

Local Laws Compliance Customer Request Activity



The Local Laws unit received 104 requests in May 2021, resolving 75 requests during the period. The remaining service request is under ongoing investigation.

Services are still being delivered consistently with the Contingency Plan: Compliance Services due to reduced staff numbers with resources focused on reactive response to Customer Service Requests. Proactive response to compliance matters are prioritised based on risk to neighbouring properties and actioned accordingly.

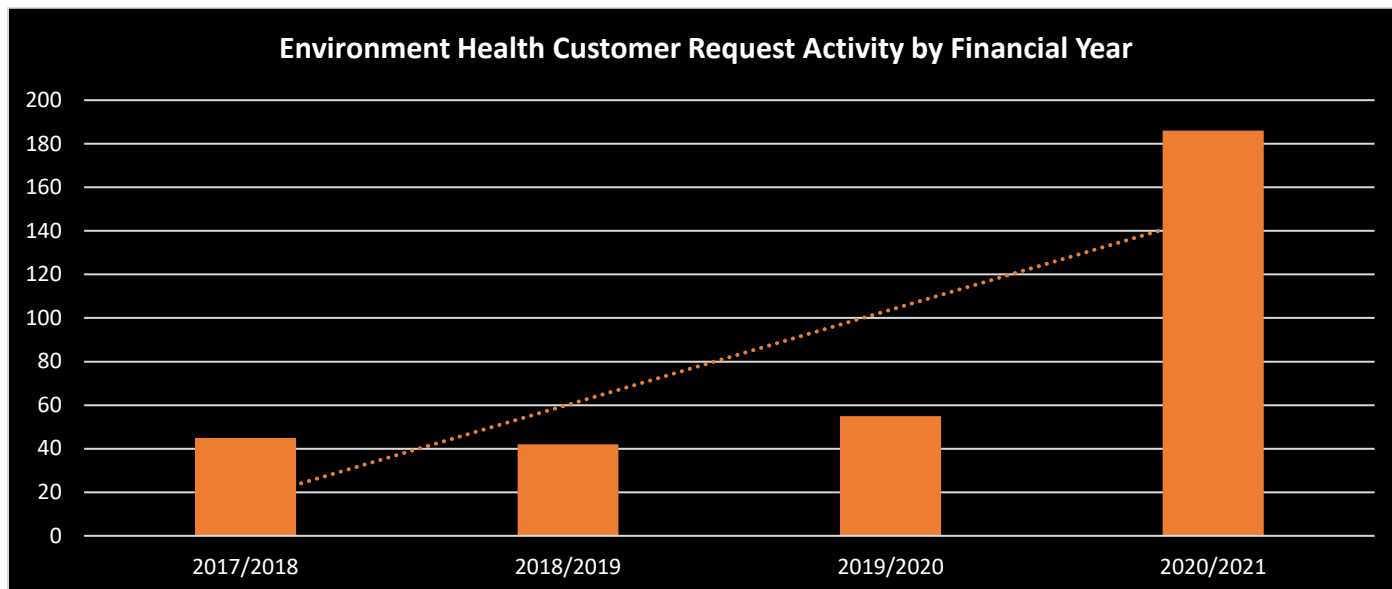
Building Services

Description	March 2021	April 2021	May 2021	Financial YTD
Concurrence Applications	3	3	1	22
Building Works Application	0	0	0	4
Total Received	3	3	1	26
Total Decided	3	2	2	24
Description	March 2021	April 2021	May 2021	Financial YTD
Building Inspections	0	2	3	35
Pool Safety Inspections	0	0	0	0
Building Compliance Inspections - internal leasing	0	0	0	0
Building Property Searches	22	18	12	156
Archiving of private other certifier approvals	16	11	16	130

Plumbing Services

Description	March 2021	April 2021	May 2021	Financial YTD
New Applications	8	6	5	87
Total Decided	11	10	2	74
Description	March 2021	April 2021	May 2021	Financial YTD
Plumbing Inspections	21	21	11	226
Trade Waste Audits	0	4	4	48
Backflow Testing	21	60	40	238

Environmental Health Services

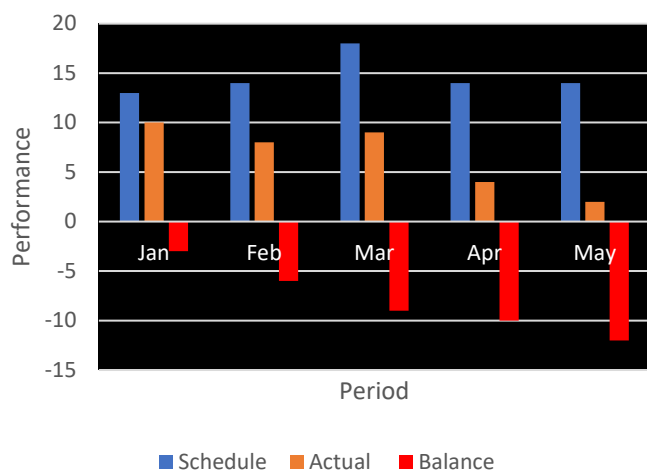


Environmental Health Services received 27 requests in May 2021, resolving 20 requests during the period. The remaining service request is under ongoing investigation.

Licensable Activities

Type of Licence	Number
Full Food Licence	154
Non for-profit food licence (notes)	13
Temporary food licence (notes)	7
Sub-Total	173
Personal Appearances Services	2
Total	175
Notes: <ul style="list-style-type: none"> Temporary licenses and Non for -profit licenses are investigated at the time of issue and are not included in the annual inspection schedule. Inspection are conducted when a complaint of service request is received and or when a single large event takes place for example the Clermont Show when officers conduct an inspection program for that that event. These license types are commonly issued for once of events. 	

Annual Food Licence Inspections



The Food Licence Inspection Program is currently on hold due to the ongoing vacancies in the Environmental Health team with all Environmental Health Officers roles are vacant at the end of April 2021. Resources are currently focused on the reactive response to Customer Service Requests.

Service Level	Target	May 2021	Calendar YTD	Current Performance %	Service Level Type
Annual inspection of licensed food businesses undertaken	154 premises	2	33	21.56%	Operational
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	2 premises	0	2	100%	Operational

Applications Received	May 2021
Number of Food Business Licence Applications	6
Number of Short-Term Food Business Licence Applications	3
Number of Mobile Food Business Licence Applications	1
Total Number of Approved Food Business Licences	5
Personal Appearance Service	0
Annual Food Licence Renewals Received	3
Annual Food Renewal Licences Issued	3

Highlights

In May 2021, the Department has received six food business licence applications, which indicates an upturn in business activities in the region after the pandemic impacts.

Susan Beale, Education Officer, Samantha Bailey, Trainee Local Laws Officer, Vicki Hoey, Departmental Administration Officer, attended the Clermont Show and assisted in the Council stall, raising awareness and providing advice on Council services and compliance-related obligations.

NEXT MONTH'S PROGRAM

Recruitment to fill the vacancies in the compliance and environmental health teams is ongoing after several rounds of recruitment did not deliver suitable candidates for these challenging roles.

INFORMATION BULLETIN

ANNUAL OPERATION PLAN

Themes	Strategies	Service Area	Description	Measure of Success/Target	Status	Quarterly update on actions/comments toward meeting success	Accountability	Expected Completion	% Completed
C2	Facilitate a focused range of social, cultural, sporting, recreational, health and education services and programs that build thriving, connected and resilient communities	Community Education	Develop and implement a Community Education and Compliance Regime	30-June-2021	Below Target	<ul style="list-style-type: none"> Animal Management Education Plan Developed. Education Officer vacancy since January has impacted the delivery of the education plan as programmed. 	Community Education & Compliance	30-June-2021	40%
		Regulatory Compliance	Approved Inspection program	30-June-2021	Not Proceeding	<ul style="list-style-type: none"> Deferred to frugal budget 	Community Education & Compliance	30-June-2021	
C7	Improved engagement/partnerships with service providers to improve outcomes for the region	Community education	Develop and adopt a Risk & Outcome Based Compliance Policy to support compliance activities with industry (building, environmental health, food, plumbing, etc)	30-June-2021	Below Target	<ul style="list-style-type: none"> Reported to the PECS Standing Committee 1 December 2020. Since December 2020 two Compliance Officers and the two Environmental Health Officer based in Moranbah separated from Council. The resignations reduced the Compliance team by 50% and Environmental Health by 100 %. The compliance team's current revised operational impacted the delivery of this item. 	Community Education & Compliance	30-June-2021	80%
EN5	Partner with industry and community to minimise environmental harm through appropriate education and regulation	Compliance	Community compliance education	Develop and adopt a Compliance Policy	Completed	<ul style="list-style-type: none"> Reported to the PECS Standing Committee 1 December 2020 	Community Education & Compliance	30-June-2021	80%
		Compliance	Community compliance education	Develop and implement a community compliance education program	Below Target	<ul style="list-style-type: none"> Animal Management Education Plan Developed. Education Officer vacancy since January 2021 has impacted the delivery of the education plan as programmed 	Community Education & Compliance	30-June-2021	80%
EN6	Through proactive communication and partnering, increase community awareness of the benefits of having a healthy and diverse environment	Community Compliance	Develop and implement engaging education and awareness program to ensure the community is aware of both the rules that apply throughout the Region	30-June-2021	Below Target	<ul style="list-style-type: none"> Follow my lead campaign, walking dogs on leash -campaign launched in July 2020 Chip N Check – campaign launched in October with the support of the community vets. Chip N Check – voucher campaign programmed to be launched in March. Education Officer vacancy since January 2021 and the compliance team vacancies since December 2020 has impacted the delivery of the education plan as programmed 	Community Education & Compliance	30-June-2021	60%
		Environmental Health – Illegal dumping	Reduction of illegal dumping through education campaign	30-June-2021	On Target	<ul style="list-style-type: none"> Illegal dumping pilot plan was approved by Council is August 2020 and the initial community surveying completed in January 2021 Domestic Waste Amnesty Days are programmed to be delivered commencing in May 2021 	Community Education & Compliance	30-June-2021	%
G2	Develop policies, strategic plans and processes to address local and regional issues, guide service provision and ensure operational effectiveness	Community Compliance	Develop and implement a Risk Based Compliance & Enforcement Strategy	30-June-2021	On Target	<ul style="list-style-type: none"> Reported to the PECS Standing Committee 1 December 2020 	Community Education & Compliance	30-June-2021	80%

INFORMATION BULLETIN

Report Authorised By:

DAN WAGNER

Director Planning, Environment and Community Services

Date: 3 June 2021

ATTACHMENTS

- Attachment 1a - Clermont Saleyards Committee Minutes - 10 May 2021

MEETING MINUTES

10 May 2021

UNCONFIRMED MINUTES OF THE CLERMONT SALEYARDS COMMITTEE MEETING OF ISAAC REGIONAL COUNCIL HELD MONDAY 10 MAY 2021 OLD LIBRARY BUILDING, CLERMONT

MEETING MINUTES

10 May 2021

**CLERMONT SALEYARDS COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL
HELD ON MONDAY 10 MAY 2021
OLD LIBRARY BUILDING, CLERMONT**

1. OPENING MEETING

The Chairperson declared the meeting open, the time being 10.09 am and welcomed all in attendance.

2. ATTENDANCE/APOLOGIES

ATTENDANCE

Jeff Stewart-Harris	Isaac Regional Council
Cr Greg Austen	Isaac Regional Council
Shane Brandenburg	Isaac Regional Council
Andrew Eaton	Isaac Regional Council
John Illott	Community Representative
Jake Kennedy	Elders
Will Stoddard	Elders
Jake Passfield	Hoch and Wilkinson
Wade Marks	Clermont Rodeo and Show Society
Scott Hensley	Clermont Rodeo and Show Society
Mick Goodwin	Australian Livestock

Contributor/ Observers:

Michael St Clair	Isaac Regional Council
Joel Redden	Isaac Regional Council
Sonja Swanton	Isaac Regional Council

3. APOLOGIES

Moved: Jake Passfield

Seconded: Andrew Eaton

1. That the Clermont Saleyards Committee accepted the apologies received from:

- a) Cr Lyn Jones**
- b) Tim Cook**
- c) Tony Hoch**
- d) Mick Goodwin**

2. Invite Kerry Mills to become a member.

Carried

MEETING MINUTES

10 May 2021

4. DECLARATION OF CONFLICTS OF INTEREST

No Conflicts of Interest declared at this meeting

5. CONFIRMATION OF MINUTES

Moved: Shane Brandenburg Seconded: Greg Austen

The CSC confirmed the Minutes of the Isaac Regional Council Clermont Saleyards Committee meeting held on Monday 15 February 2021, at the Isaac Regional Council, Old Library Building, Daintree Street, Clermont by general consensus.

Carried

FINANCE REPORT

- 5.1 Revenue and Expenditure Report
- 5.2 Revenue Breakdown Report
- 5.3 Monthly Breakdown Report

Moved: Greg Austen Seconded: Jake Passfield

The CSC confirmed the financial reports for Clermont Saleyards for the period ending 30 April 2021.

Carried

6. OFFICER REPORTS

CLERMONT RODEO AND SHOW 2021 SALEYARDS BAORD REPRESENTATIVES REPORT

EXECUTIVE SUMMARY

The intention of this report is to inform the committee on the status of current projects that are in progress in relation to the Clermont Saleyards.

OFFICER'S RECOMMENDATION

That the Committee recommends that to Council to:

- 1. Accept the resignation of Gordon Rickett as an Industry Representative for the Clermont Saleyards Committee.**
- 2. Note the letter from the Clermont Rodeo & show society advising of its elected 2021 Board Representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee.**

MEETING MINUTES

10 May 2021

3. Endorse the following representatives from Clermont Rodeo & Show Society as representatives on the Clermont Saleyards and Showgrounds Revitalisation Project Advisory Committee as per the Terms of Reference.

a. Tim Cook

b. Scott Hensley

Moved: Greg Austen

Seconded: Andrew Eaton

That the Committee:

- 1. Accept the resignation of Gordon Rickett as an Industry Representative for the Clermont Saleyards Committee.**
- 2. Note the letter from the Clermont Rodeo & show society advising of its elected 2021 Board Representatives on the Clermont Saleyards Committee.**
- 3. Endorse the following representatives from Clermont Rodeo & Show Society as representatives on the Clermont Saleyards Committee as per the Terms of Reference.**
 - a. Tim Cook**
 - b. Scott Hensley**

Carried

7.2

SALEYARDS PROJECTS UPDATE

EXECUTIVE SUMMARY

The intention of this report is to inform the committee on the status of current projects that are in progress in relation to the Clermont Saleyards.

OFFICER'S RECOMMENDATION

That the Committee:

- 1. Receive and note the updates provided on the status of current projects in relation to the Clermont Saleyards.**

Moved: Jake Passfield

Seconded: Andrew Eaton

That the Committee:

- 1. Receive and note the updates provided on the status of current projects in relation to the Clermont Saleyards.**

Carried

MEETING MINUTES

10 May 2021

7.3

SALEYARDS BUSINESS DEVELOPMENT

EXECUTIVE SUMMARY

Saleyards Business Development has been a standing agenda item since late 2019 for the Committee and the intention of this report is to continue discussion on Saleyards business development.

OFFICER'S RECOMMENDATION

That the Committee:

- 1. Receive the update on the Clermont Saleyards Business Development.*
- 2. Continue to workshop, document ideas and record actions that will stimulate continued business development at the Clermont Saleyards.*

Moved: Jake Passfield

Seconded: Andrew Eaton

That the Committee:

- 1. Receive the update on the Clermont Saleyards Business Development.*
- 2. Continue to workshop, document ideas and record actions that will stimulate continued business development at the Clermont Saleyards.*

Carried

8. GENERAL BUSINESS

Moved: Greg Austen

Seconded: John Ilott

That the Committee:

- 1. Requests that tenders for the upcoming regional recovery partnerships funded projects include specific local content clauses aimed at maximising locally sourced materials and services.*

Carried

MEETING MINUTES

10 May 2021

Actions	Issued To
Follow up on the new DPI ruling on obligations for tick clearance.	Jeff Stewart-Harris

9. NEXT MEETING

Monday 16 August 2021 commencing at 10am.

10. CONCLUSION

No further business. Chair closed the meeting at 11.23am.