

Quarter Three Snapshot

January to March 2026

Proudly delivering results through our Initiatives

Strategic Planning Scheme

This quarter marks the finalisation of the 3-year priority amendment list. Community engagement occurred in February and March this year with feedback received being positive. We now have a clear community-backed roadmap established that reflects the evolving expectations of our residents.



Completed

- ✓ Community Engagement completed
- ✓ Planning Scheme Amendment Road Map 2026-29 developed
- ✓ Recommendation prepared to formally adopt

Improving Customer Experience

We are making Council easier to deal with and more dependable where it matters. This quarter, we reviewed the website to ensure that users can find information easily and our teams continued working on system designs for next quarter's soft launch. Service planning discussions continued to set clearer performance standards for our region. As this work is delivered, our community will experience a more accountable Council that provides reliable & consistent services.



On Track

Keep reading for a closer look at our projects



Insights by numbers

2,000

Visitors to
Bonsai House -
Botanical Gardens
(YTD)

620

Lilley's Beach
permits issued
(YTD)

\$49.9M

Capital Projects
Expenditure
(YTD)

426%

Social Media
uplift

14,880

Total animal
registrations (YTD)

\$0.9M

in concessions
applied for
2025/26 rates

1034

Animal Inspection
Program -
properties inspected
(YTD)

57

Animals rehomed
Jan - Mar 2026

\$8.69M

2025/26
outstanding rates

1,367

Jan - Mar 2026
Local Laws
enquiries received

773

2025/26
Outstanding animal
registrations

\$203.2M

Operational
expenditure (YTD)

Improving Customer Experience

Progressing our corporate goals: Connecting Communities, Delivering Value, Resilient Economy, Our People, Accountable Council

Accountable Leadership

We're leading as one accountable team to deliver reliable, safe services and operate as a more effective Council.

By strengthening our accountability leadership and setting clear performance standards, we are continuing to create a transparent, unified leadership team to deliver the effective services our community expects.

- Feedback from our Blue Bus Program Pilot is shaping our next steps
- Performance Standards for the Executive Team being implemented
- Senior Leadership team progressing their performance agreements



Moving Forward in creating a unified & accountable leadership team

Asset & Service Performance

Community expectations continue to shape our long-term financial sustainability as we embed a service planning rhythm across the organisation. By listening to our region and adapting our schedule to include social priorities, we ensure our resources deliver the quality service the community values.

- Community Halls Strategy to be outworked
- Accelerated footpath program options being prepared for a decision
- Important social topics added, including Domestic & Family Violence



Moving Forward in aligning service levels with community expectations

Business Continuity Planning:

We are actively managing risks to critical service delivery and testing our response against potential service disruption guided by our Business Continuity Plan.

The Business Continuity Planning Team has been stood up to monitor the instability arising from the conflict in Iran & prepare for potential disruptions, providing real-time assurance of the effectiveness of our response & recovery.

- One sub-plan developed & the need for further plans identified
- Framework being refined & tested in practice
- Exploring options to ensure sustainable momentum in planning



On Track in protecting critical service delivery

Improving Customer Experience

Progressing our corporate goals: Connecting Communities, Delivering Value, Resilient Economy, Our People, Accountable Council

Customer Journey

Improving the quality & clarity in customer journeys.

We're refining set up of our website analytics, which can give us a clearer view of what our community is searching for and how they are using our self-service tools. These insights will help shape content improvements, to ensure what is available is easy to find, relevant and simple to understand for all viewers.

- Enhanced website analytics to provide more accurate usage insights
- Content reviews in progress, to ensure customer friendly reading
- Exploring self-service improvement opportunities that offer lasting impact



On Track for June 30, pending improvements updated on website

Embedding Work Management

We are on track to deliver maintenance more predictably as our crews adopt new digital tools and consistent work management practices. We're setting up teams with a clear understanding of what's involved and their part in the process. A phased transition is ensuring we have focused support for all teams

- Work management resets completed or in progress for target asset groups
- Reporting and performance dashboards in development



On Track for full system integration across all teams by 30 June

Project Lifecycle Management

Project Lifecycle Management (PLM) is moving to a smarter system to support better investment decisions, Through active stakeholder engagement, we are refining our system design to ensure consistent capital project delivery. This quarter, we focused on gathering feedback to shape the system and commenced training for our key user groups.

- Refined the system design through stakeholder engagement
- Preparing for changes to enable a smooth transition into 2026/27
- Key user group trained to help shape design & support system testing



On Track: Soft go-live scheduled for 25 May

Achieving Real Impact

What People Are Talking About



Circular Economy at the Kerb with Garden Organics (GO) Service

Sustainable living officially lands as our anticipated Garden Organics (GO) service rolls out to the kerbside from June 30. This is more than a new bin; it's a community-wide commitment towards a cleaner, greener Gladstone Region for the next generation. Curious if your property is on the list? Use the 'Find in my area' search option on our website homepage (just scroll down a little!) to confirm your address and upcoming collection schedule.

[Find in My Area](#)

The GO Service is proudly funded/supported by the Queensland Government.



Harbour Arbour: A Practical Investment in our City Precinct

The Harbour Arbour project balances a long-term vision for the bottom end of Goondoon Street with the essential need to upgrade aging infrastructure. Supported by a \$5.3M federal investment, this project upgrades vital services below ground that support our businesses, while creating a future-ready waterfront precinct. Above ground, this project transforms the harbour end of Goondoon Street providing a greener, shaded, and more accessible connection for our community.

[Harbour Arbour Project](#)

This project received funding from the Australian Government.



Boyne Tannum Aquatic Centre: From Vision to Reality

The green light has officially been given for the Boyne Tannum Aquatic Centre. After years of anticipation and a massive 95% community approval rating, we are now moving past the planning phase and getting ready to put shovels in the ground this May. Featuring a heated 50m pool and locally themed play area, the project is now moving from design to reality thanks to a \$15M Australian Government commitment through the Priority Community Infrastructure Program.

[BTAC Tender Awarded](#)

This project received funding from the Australian Government.

Achieving real impact

What People Are Talking About

Developing our Workforce: Local Opportunities for Apprentices & Trainees

Selected from a competitive pool of 375 applicants, we welcomed 15 new apprentices and trainees across various fields earlier this year. This program, supported by the State Government's 'First Start' initiative, provides local talent with a clear career pathway to success within local government. It is an exciting milestone to see a new generation take pride in serving our community and region. This program signifies our commitment to creating long-term employment for our young people and job seekers.

[Apprentices & Trainees Orientation Day](#)



Snap Send Solve': Ranked Top 5 in Queensland

Gladstone Regional Council has secured a top spot in the 2025 'Snap Send Solve' Community Satisfaction Index, ranking 5th in Queensland. The 'Snap Send Solve' proves we are listening and highlights the success of residents and Council working together for our region. The app allows our community to provide photo-based evidence of issues requiring attention, ensuring that engagement leads to faster, better outcomes for our public spaces.

This Top 5 result: [SnapSendSolve](#)