

2025/26 Operational Plan

Quarter One Snapshot

July to September 2025

Proudly delivering results through our:

Initiatives



On Track

Strategic Planning Scheme

Council's Planning Scheme is being updated based on community feedback with a prioritised list of changes to be made, focusing on what our region needs most, first.

➔ Engagement planned from January 2026.



On Track

Improving Customer Experience

Improving customer experience through better understanding of customer needs, services that are responsive to those needs and enhanced self-service options. This is supported by a strong foundation of accountability for safety, culture and the environment.

↑ 100% of Council Services profiled

↑ 93% of employees engaged in culture building

Budget

Highlights

\$1.5M

target surplus
for 2025/26 Budget

\$5.1M

early payment discounts
for 2025/26 rates
applied to date

\$300K

in concessions
for 2025/26 rates
applied to date

See how your rates are invested in essential infrastructure, services, and community projects across the region by visiting Council's website. For more detail about Council's financial position, see the Monthly Financial Statements presented at General Meetings.

Highlights

• Waste Management

Our Waste Education team is helping our community reduce waste and recycle right! Through school visits, new signs, handy reminders, and education campaigns, we're seeing real results. Recent bin audits show that Gladstone region households are creating less waste – a great step towards our waste and resource recovery goals.

• Community Advocacy

Council is championing 12 key projects through our 2025/26 Strategic Advocacy Priorities — influencing policy and securing funding to grow our region. Around \$20M has already been secured for the BTAC and Harbour Arbour projects. In addition, \$17.2M in funding has been secured this quarter through competitive grants and funding allocations which helps us deliver new and improved facilities and critical infrastructure required by our community, without additional burden to our ratepayers. We are always advocating to make sure the Gladstone region continues to grow in a sustainable way that benefits the whole region.

• Luminous 2025

Even with a bit of rain, around 10,000 people came out to enjoy this year's Luminous event — and more people than ever were able to take part. The event's focus on accessibility meant extra parking, easier entry, and a calm low-sensory zone for those who needed it. The use of several carer tickets, and of the dedicated spaces showed that inclusion was more than a goal — it was a reality. Community feedback was glowing, paving the way for even more inclusive events in the future.

• Gladstone Regional Council Trainees

Council is proud to support the next generation of local talent through our traineeship and apprenticeship program. Since 2021, 71 people have taken part, with an impressive 85% completing their training — and more than half continuing their careers with Council. Others have gone on to make a difference across the region. We're especially proud of one trainee's recent award, being named Bob Marshman Trainee of the Year for Central Queensland, highlighting the quality and commitment of our trainee and apprenticeship program and of our local trainees.

Proudly delivering results

Improving Customer Experience

Strong foundations for strong services



Council's new website is live, with better navigation, search, and page layout. The homepage also now gives one-click access to the most common requests. Visit www.gladstone.qld.gov.au to try it out and shape upcoming improvements with your feedback.

Council's 48 functions are now grouped into six essential services. The shift allows us to focus on delivering services you rely on rather than how we run ourselves. It's an early step toward clearer, sustainable services, delivered at levels that you can count on.

Behind every service are the people who deliver it. So, we've given our people the tools to build trust, courage, and pride in how we deliver services through collaborative culture sessions. We're showing up better, so we can serve you better.

Strategic Planning Scheme

Groundwork for meaningful amendments



We're updating Council's strategic planning scheme to make sure it reflects current and future community needs.

We're prioritising which amendments to progress first, based on the review completed last financial year. We're also engaging with the community to understand priorities - what the changes mean overall and how individual amendments affect you.

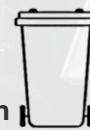
Behind the scenes, we're improving our processes, so updates are clearer, smoother, and easier to deliver as the scheme evolves.

Get involved and engage in the process of amending the Gladstone Region Strategic Planning Scheme at conversations.qld.gov.au/project or scan this QR code →



Garden Organics (GO)

Getting ready for Garden Organics



Council continues to lead the way in reducing waste to landfill by introducing a Garden Organics (GO) service. It's about turning garden waste into something more useful, while supporting a cleaner environment for our community.

Right now, we're preparing the service design, making sure collections are set up properly and everything behind the scenes is ready. This means when the service starts next financial year, the transition will be seamless and the rollout practical and reliable.

Stay across the project with FAQs and details on how to get prepared via Council's website at www.gladstone.qld.gov.au or scan this QR code →



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