



**McArthur**  
Best people fit. Making a difference.

# Candidate Information Pack



## TEAM MANAGER ENVIRONMENTAL HEALTH

City of Townsville

Closing: Monday 23 June 2025

#J7324



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# 1. The Application Process



Thank you for registering your interest and reviewing the details for the position of:

## Team Manager Environmental Health with City of Townsville

**Applications Close:** Close of Business, Monday 23 June 2025  
**Reference:** J7324  
**Attention:** Julie Barr, Manager – Executive Search (QLD/NT)  
**Applications:** Must be received (**in Microsoft Word format only**) via the job link received from our website [www.mcarthur.com.au](http://www.mcarthur.com.au)

*If you require any assistance during the application process, please contact Julie Barr:*



07 3211 9700



0439 410 664



[julie.barr@mcarthur.com.au](mailto:julie.barr@mcarthur.com.au)

## 1.1 Your Application

Applications for this position should consist of two sections:

1. **Your CV** detailing your employment history, educational qualifications and contact details. The resume should clearly detail relevant achievements under each position held.
2. **Your cover letter** is your first opportunity to 'speak' to our client and will be most effective if you describe your motivation for applying and demonstrate your knowledge of the City of Townsville and its current challenges and opportunities. **Please include a formal response addressing the Position Requirements** – highlighted in the Position Description Key Requirements – Team Manager Environmental Health (section 3.2) (please keep response to approximately two to four pages). Each of the requirements should be briefly addressed under each of the headings listed.

## 1.2 The Recruitment Process

You may be contacted for further discussion about your application during the advertising and search phase which takes place up until the closing date of applications. Please contact our consultant if you have any questions regarding the opportunity or the process.

All applications received will be assessed on merit against the selection criteria and successful candidates will be invited to meet with M<sup>c</sup>Arthur's consultants for the first-round interview process. If you are not selected for interview, you will be notified by email.

## 1.3 Client Panel Interviews

Subject to the interviews referred to above, applicants will be ranked by merit and a shortlist for client panel interview determined. All applicants interviewed up to this point will be advised via email or telephone regarding the progress of their application. It has not yet been determined where the client interviews will take place, however it is likely these will be conducted initially online with shortlisted candidates travelling to Townsville.

Panel interviews generally take place 1-2 weeks after the application period closes, however this may be affected by availability of stakeholders involved in the process.

## 1.4 Assessments

Shortlisted candidates may be asked to complete an online Psychometric Assessment during this process.

At the appropriate time, information may be sought from your nominated referees. It is preferable that one of these referees is your most recent or current supervisor. Your permission will be sought prior to any contact being made. Your confidentiality is assured.

Please be advised that the successful applicant may be required to undergo a National Police History Check, Qualification Check and/or Pre-Employment Medical.

## 1.5 Privacy

M<sup>c</sup>Arthur operates under the **National Privacy Principles** set out in the **Privacy Act of 1988**. Further information regarding the Act and how M<sup>c</sup>Arthur will use and store your personal information can be found within the Privacy Policy on our website at

<http://www.mcarthur.com.au/privacy-policy.aspx>

As part of the recruitment process for senior appointments, M<sup>c</sup>Arthur will compile a matrix of all applicants summarising the recent employment and relevant qualifications for each. This matrix may be provided to clients to aid in shortlisting discussions. Please advise us at the time of applying if you do not wish your details to be included.

## 2. About the Role



### **Team Manager Environmental Health, City of Townsville**

As the economic and industrial hub of North Queensland, Townsville is a dynamic and diverse city with a population exceeding 200,000 and spanning nearly 4,000 square kilometres. With a strong economic foundation in mining, education, construction, and defence, Townsville is fast emerging as a leader in renewable energy and cutting-edge technologies. The region offers a rare blend of vibrant urban living and access to breathtaking natural environments, including the Great Barrier Reef, tropical rainforests, and pristine island destinations—creating the ideal work/life balance in a city where you are 20 minutes from anywhere and offering free parking at the Depot worksite for this role.

Townsville City Council is the largest local government authority in Northern Australia, committed to creating value by growing Townsville through service excellence, driving economic diversity and generating an enriching lifestyle. Employing 1700 staff the organisation provides and maintains over \$7 billion worth of community assets.

Reporting to the General Manager – Environmental Health and Regulation, you will play a pivotal leadership role in shaping and delivering the Council's environmental health strategy. You will champion a customer-centric approach, fostering strong community relationships while leading a team that spans both strategic initiatives and day-to-day regulatory functions.

This influential role covers a wide remit, including disaster management, public health, environmental protection, food safety, pandemics, and the management of mosquitoes. You will be instrumental in ensuring compliance with local, state, and federal legislation, while actively contributing to the Council's ongoing transformation through major initiatives such as Project Connect.

You are an inspiring and strategic leader with relevant tertiary qualifications in Environmental Health or a related field (postgraduate qualifications highly desirable). You offer a proven track record of success in senior leadership roles and a deep knowledge of Environmental Health legislation and regulatory frameworks. Familiarity with the Queensland Disaster Management Arrangements (QDMA) and local disaster group responsibilities is an advantage.

Your ability to balance strategic direction with operational execution, lead high-performing teams, and build collaborative relationships across a broad range of stakeholders will be essential to your success.

This is one of Queensland's most exciting and impactful Environmental Health leadership roles. You'll be part of a progressive organisation committed to innovation, community wellbeing, and sustainable development—while enjoying the exceptional lifestyle that only North Queensland can offer.



## 2.1 Location of Role

The Team Manager Environmental Health role is based in Kirwan.

Free parking is available for work at the Depot, however parking fees will apply for personal matters or in some other circumstances.

## 2.2 Qualifications and relevant experience required

Relevant tertiary/professional qualifications in Environmental Health or a related field (postgraduate qualification in Business Management highly desirable) and demonstrated track record of success as a Senior Manager in a large diverse organisation.

## 2.3 Role Reporting

The Team Manager Environmental Health will report to the General Manager Environmental Health and Regulation and is responsible for 3 Direct Reports.

## 2.4 Remuneration

- Base cash \$155,000 plus superannuation (novated leasing option available)
- Statutory Superannuation Guarantee – 11.5% employer

*Note: 6% employee contribution is available via salary sacrifice – to select this option, complete the Salary Sacrifice Superannuation form that will be made available to you during your Onboarding Process.*

- Relocation Assistance available per council policy and negotiated with the successful candidate

## 2.5 About You

This leadership role oversees a team of 19 FTE, including direct reports while also serving as Deputy Chair and Chair of two Disaster Management Groups. The ideal candidate will bring substantial leadership experience, preferably in Environmental Health across local/state government or consultancy sectors, and must demonstrate strong interpersonal skills, resilience, and a pragmatic approach to balancing compliance with relationship-building. You will need the ability to develop relationships across other levels of government, Elected Members and across the organisation.

A key attribute will be the ability to operate effectively in disaster management settings, including high-pressure environments. Strong written and verbal communication skills are critical, particularly for engaging with remote and non-tech-savvy teams. The role requires someone who can integrate well into a diverse team culture respecting both the EH team and the more formal senior leadership team.

## 2.6 Opportunities and Challenges

Opportunities	Challenges
<ul style="list-style-type: none"><li>• Involvement in the roll out Project Connect, an IT and tech project across the organisation.</li><li>• Contribute to organisational transformation</li><li>• Involvement in the roll out of potential new food legislation over the next few years</li><li>• Review the Vector Team and improve functions i.e. introducing drone technology</li><li>• Be involved in the new Planning Scheme and influence outcomes for new development</li></ul>	<ul style="list-style-type: none"><li>• Disaster Management – look at assisting the transition out of the Evacuation Centres</li><li>• Provide consistency in leadership for the team</li></ul>

### 3. Position Description – Team Manager Environmental Health



Position:	Team Manager Environmental Health
Position Number:	N00472
Level:	Salary
Division:	Community, Environment and Lifestyle
Reports to:	General Manager Environmental Health and Regulation
Location:	Kirwan

#### Townsville: City of Opportunity

Townsville City Council is the largest local government authority in Northern Australia. We are committed to creating value by growing Townsville through driving economic diversity and generating an enriching lifestyle.

Our organisation provides and maintains over \$7b worth of community assets including water and wastewater network and treatment plants, bridges, drainage, roads, waste management, community facilities, sporting venues and more.

We contribute to an active lifestyle for our residents and visitors through events, providing recreational facilities, protecting the natural environment and heritage, while creating a mentally and physically healthy city.

We are driving economic diversity and cultivating an enriching lifestyle, growing a city for this and future generations by building a vibrant, sustainable, and innovative city.

Council's vision is for Townsville to be a connected, lifestyle driven and innovation focused city while continuing to deliver service excellence and to be led by our community to create an exciting today and future.

**Our Vision:** A globally connected community driven by lifestyle and nature.

**Our Purpose:** Grow Townsville

**Our Values:** Safety, Excellence, Respect, Value, Enjoyment

## Your Contribution

This position will work to deliver exceptional customer service to our community, whilst continuing to innovate and create value in all work undertaken by Council. This work will be delivered through collaboration with the leadership team and in consultation with the Townsville community.

Through exemplar safety practices, personal accountability, and customer focus, this position will involve actively contributing to achieving the strategic vision for Townsville.

This position has clear expectations to role model the performance standards, values, behaviours and attitudes that are integral to our workplace culture and stakeholder reputation as an organisation of excellence.

This position plays a key role in providing leadership and policy advice for all aspects of environmental health including disaster management and working collaboratively across Council to champion our purpose of Growing Townsville and to deliver the Corporate Plan in consultation with the Townsville Community.

The Team Manager Environmental Health is a Leadership role with clear expectations for role modelling the performance standards, values, behaviours, and attitudes that are integral to our workplace culture and stakeholder reputation as an organisation of excellence. The Team Manager plays a key role in advising the Senior Leadership Team and working collaboratively across the Leadership Team to champion our purpose of Growing Townsville and to deliver the Corporate Plan in consultation with the Townsville community. This position is accountable to the General Manager Environmental Health and Regulation and will be focused on the needs and aspirations of the Townsville community; growing and managing customer relationships, developing a culture of customer-centricity and personal accountability; and reshaping how we deliver services to maximise value.

The Team Manager Environmental Health provides Council wide leadership and is accountable for the teams:

- Environmental Health - Team 1
- Environmental Health - Team 2
- Vector Control Team
- Deputy Chair - Townsville Local Disaster Management Shelters & Evacuation Centre Subgroup
- Chair - Townsville Local Disaster Management Environmental Health Working Group

The Team Manager Environmental Health is involved in the strategic direction, management, establishment of outcomes and priorities for all aspects of Environmental Health issues, and manages the development, implementation and monitoring of policies and strategies to optimise the effective regulation of local, state, and federal legislation specific to the functions of disaster management, public health, environmental protection, shelters and evacuation centres, pandemics, personal appearances and food safety.

### 3.1 Key Accountabilities

Keeping the customer at the heart of all activities, this position will:

- Model positive safety behaviours and lead Workplace Health and Safety compliance of relevant policies, procedures and legislative requirements so *Everyone Goes Home Safe Today*.
- Deliver an outcomes-focused and value-adding culture where leaders and staff take personal accountability for delivering on Council's Corporate Plan and policies.
- Follow reasonable directions to maintain business continuity of critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event.



- Prepare and lead the Townsville Local Disaster Management Shelters & Evacuation Centres Subgroup to be able to successfully respond to a disaster event, facilitate training, provide advice, prepare annual plans, conduct meetings, and negotiate Memorandums of Understandings between Council and external government departments and non-for-profit organisations.
- To be a core member of the Townsville Local Disaster Management Group and to provide expert advice and recommendations to the other core members and the Chair.
- Prepare and lead the Townsville Local Disaster Management Environmental Health Working Group to be able to successfully respond to a disaster event, facilitate training, provide advice, prepare annual plans, conduct meetings and to coordinate a collaborative response between Council and external government agencies.
- Translate the Councils' strategic vision, create a shared understanding of what has to be achieved and deliver the key initiatives, projects and service delivery actions as articulated in the Corporate Plan.
- Deliver a strong and sustainable financial position for Council through participatory budget setting and management with the Leadership Team and Councillors.
- Build a flexible, scalable and sustainable resourcing model which includes Council's internal partnerships, application of innovative and external partnerships with industry to deliver world leading practice.
- Create value through leading innovation and continuous improvement of systems, processes and work practices based on the needs of customers and leverage new technology and operating models to improve quality outcomes and consistency in service delivery.
- Lead the growth of Townsville to deliver human, social, and economic benefits for the community through strong working relationships with State and Federal Government ministers and departmental representatives, and key private sector parties and community organisations.

### 3.2 Key Requirements

- Demonstrated experience in embedding safety culture and Health Safety Management Systems through visible leadership and display of exercising due diligence and management of compliance and legislative obligations.
- Demonstrated outstanding contemporary leadership skills and behaviours, with the proven capacity to work collaboratively with the Leadership Team, to positively engage across the Divisions and with key stakeholders to develop innovative strategies, policies, plans and projects to achieve Council's priorities and aspirations (both regional and organisational).
- Proven experience in strong financial and budget management, balancing and negotiating available resources to deliver excellence in customer experience and managing the performance of community assets and lifestyle with statutory and legal obligations.
- Demonstrated strategic and policy acuity, with the ability to influence and shape attitudes and behaviours and engage Council, all employees, management and other stakeholders in a team approach to achieving success.
- Proven understanding of and ability to align quality service provision with the creation of unparalleled customer experiences, both within and external to the organisation.
- Exceptional interpersonal and communication skills, with particular emphasis in the areas of consultation, advocacy, negotiation, influencing, conflict resolution and assertiveness in order to resolve issues and meet changing organisational needs.
- Extensive experience in managing complex projects with demonstrated achievements in planning, design, governance, cost management, implementation, commissioning and reporting to the CEO.
- Exceptional personal drive, integrity and commitment as a team player, operating successfully to deliver the priorities of the elected Council, especially for those accountabilities that sit outside the specific divisional remit.

- Detailed knowledge of Environmental Health legislation including but not limited to the Local Government Act 2009, Environmental Protection Act 1994, Public Health Act 2005, Food Act 2006, Public Health (Infection Control for Personal Appearance Services) Act 2003, Waste Reduction and Recycling Act 2011 and Agricultural Chemicals Distribution Control Act 1996.
- Proven experience in responding to and leading teams during emergency events.
- Understanding of the Queensland Disaster Management Arrangement (QDMA) and the Local Disaster Management Group and legislative roles and responsibilities.

#### **Mandatory Qualifications / Experience**

- Relevant tertiary/professional qualifications in Environmental Health or a related field (postgraduate qualification in Business Management highly desirable) and demonstrated track record of success as a Senior Manager in a large diverse organisation.

### **3.3 Position Dimensions**

Our Council employs 1700 staff and has an annual budget of \$868.1 million and assets close to \$9 billion.

This position will be responsible for 19 FTE.

### **3.4 Reporting Structure**

The Team Manager Environmental Health reports directly to the General Manager Environmental Health & Regulation.

## APPENDIX A – GROWING TOWNSVILLE



# GROWING TOWNSVILLE





## Guiding Legislation

Townsville City Council is governed by the Queensland *Local Government Act 2009* and the Local Government Regulation 2012 and operates in line with the following principles:

- Transparent and effective processes and decision making in the public interest
- Ethical and legal behaviour of Councillors and local government employees
- Sustainable development and management of assets and infrastructure, and delivery of effective services
- Good governance of, and by, local government
- Democratic representation, social inclusion and meaningful community engagement.

## Our Values

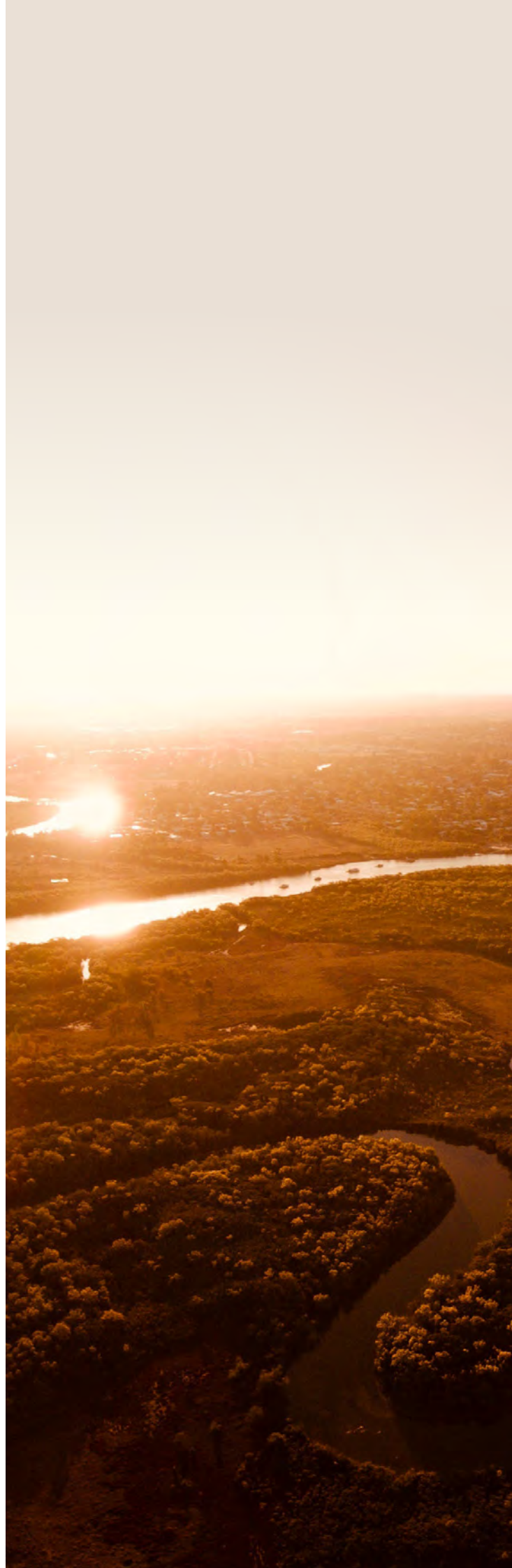
From new hires to experienced leaders, our employees are the essence and core of Townsville City Council. Our team culture and identity is based on our internal core values, SERVE.

- **Safety** – Everyone goes home safe today and every day.
- **Excellence** – We exceed expectations and get it right every time.
- **Respect** – We respect all people, their cultures and our environment - always.
- **Value** – Today we create value for tomorrow.
- **Enjoyment** – We work together to innovate, create and have fun.



Townsville City Council advises that all content is correct at time of printing. All information is subject to change without notice.

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# ACKNOWLEDGEMENT OF COUNTRY

Townsville City Council acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land.

We pay our respects to their cultures, their ancestors and their Elders, past, present and all future generations.





# TOWNSVILLE CITY COUNCIL

Our Vision:

**A GLOBALLY CONNECTED COMMUNITY  
DRIVEN BY LIFESTYLE AND NATURE.**

Our Purpose:

**GROW TOWNSVILLE**

Townsville City Council is the largest local government authority in Northern Australia. We are committed to creating value by growing Townsville through service excellence, driving economic diversity and generating an enriching lifestyle.

Our organisation provides and maintains over \$5.4 billion worth of community assets including water and wastewater network and treatment plants, bridges, drainage, roads, waste management, community facilities, sporting venues and more.

We contribute to an active lifestyle for our residents and visitors through events, providing recreational facilities, protecting the natural environment and heritage, while supporting a mentally and physically healthy city.

We are driving economic diversity and cultivating an enriching lifestyle, growing a city for this and future generations by building a vibrant, sustainable and innovative city.

Council's vision is for Townsville to be a connected, lifestyle driven and innovation focused city while continuing to deliver service excellence and to be led by our community to create an exciting today and future.



## HELPFUL LINKS

[Townsville City Council](#)

[About Council](#)

[Role of Council](#)

[Corporate Plan](#)

[Townsville City Council Budget & Operational Plan](#)

[Annual Report](#)

[Major Projects](#)



# OUR LIFESTYLE

Townsville offers a dynamic lifestyle coupled with strong economic prosperity. Its tropical lifestyle complemented by capital city comforts, makes Townsville one of the most resilient, diverse and prosperous cities in Australia.

Boasting over 300 days of sunshine a year, and a convenient daily rush hour of less than 20 minutes, you won't find a better lifestyle than Townsville.

From its close proximity to tropical islands, lush rainforests and picturesque beaches, through to its diverse offering of sports, arts and culture, Townsville is the perfect location for tourists and locals to experience the tropical landscapes and lifestyle of the region.

Townsville is home to Australia's largest garrison city, global leading advanced manufacturing, a strategic defence region, offers world-class events, leading education, cutting-edge health facilities, industry development and Northern Australia's largest commercial port.

The city offers iconic natural attractions to experience, from the spectacular Great Barrier Reef and World Heritage Wet Tropics, through to the Western Queensland outback and Aboriginal and Torres Strait Islander cultural experiences. The options are endless and provide opportunities which are unique and special to the region.

The diverse economy of North Australia's largest city creates an enviable lifestyle to live, work and play.

## HELPFUL LINKS

[Explore Townsville](#)[About Townsville](#)[Townsville North Queensland](#)[Employee Value Proposition](#)[A Day In The Life](#)



# ABOUT TOWNSVILLE

## TROPICAL LIFESTYLE WITH METROPOLITAN BENEFITS

Townsville offers a vibrant tropical lifestyle with the perks of a metropolitan city. Home to 201,433 residents, the city combines natural beauty, affordable living, short commutes, and more than 300 sunny days annually. With access to two UNESCO World Heritage sites – the Wet Tropics Rainforest (Bluewater to Paluma) and the Great Barrier Reef (including Cleveland-Halifax Bays and Magnetic Island) – and one Internationally recognised RAMSAR Wetland at Bowling Green Bay, Townsville provides a unique blend of urban and outdoor life, surrounded by nature.



**201,433**  
Population<sup>1</sup>



**36 years**  
Median age of resident<sup>3</sup>

**1.7%**  
Population growth rate  
(2022 to 2023)<sup>7</sup>



**49,777**  
Families<sup>3</sup>

**264,899**  
Projected population  
by 2046<sup>2</sup>



**13.3%**  
of residents volunteer<sup>3</sup>

**114,668**  
Residents working  
in Townsville<sup>9</sup>

**16,269**  
First Nations  
population<sup>3</sup>



**27,079**  
Population  
born overseas<sup>3</sup>



**2 Dams**<sup>8</sup>



**3,742 km<sup>2</sup>**  
Land area<sup>7</sup>



**600+** CCTV  
security cameras<sup>8</sup>

**87,017**  
Rateable  
properties  
(January 2025)<sup>8</sup>



**4,100km+**  
Water and wastewater mains<sup>8</sup>

Source:

1. ABS 3218.0 Regional Population Growth, Australia

2. Queensland Government Population Projections, 2023

3. Australian Bureau of Statistics, Census of Population and Housing 2021

7. <https://profile.id.com.au/townsville>

8. Townsville City Council

9. National Skills Commission, Small Area Labour Markets as of March Quarter 2024



# ABOUT TOWNSVILLE

## LIVING IN TOWNSVILLE

Compared to other Australian cities, residents enjoy affordable housing, low childcare and schooling costs, and short commutes averaging less than 20 minutes. Townsville's tropical savanna climate includes a wet season (November to April) and dry season (May to October), with mild winters and average temperatures around 28°C. Townsville promotes shaded public spaces and local native tree planting, including residential tree giveaways and restoring and interpreting local environmental landscapes for visitors and residents.

## CONNECTIVITY AND EDUCATION

Townsville Airport connects to major cities like Brisbane, Sydney, and Melbourne. The region boasts more than 100 primary and secondary schools, offering both public and private options. Higher education is world-class, with two renowned universities and TAFE campuses, providing outstanding programs in science, technology, and innovation.

## HEALTH AND SPORTS

Townsville has excellent healthcare, including one of Queensland's largest emergency departments at the Townsville Hospital and Health Service. The region is also passionate about sport, home to the North Queensland Cowboys (NRL) and Townsville Fire (WNBL). Queensland Country Bank Stadium hosts major sporting events and concerts, drawing visitors for rugby, soccer, and international performances. Sporting culture is also seen at grass roots participation level with a diversity of sport and recreation offerings from exceptional mountain biking, kite surfing, bushwalking and traditional sport such as cricket, netball, basketball and hockey.

## ATTRACTIONS AND CULTURE

Townsville is the gateway to natural wonders, including the Great Barrier Reef, Magnetic Island, and the iconic Strand beachfront promenade. The arts scene is vibrant, with galleries, theatres, and festivals like the North Australian Festival of Arts (NAFA) and the Australian Festival of Chamber Music, as well as multicultural and First Nations events celebrating the city's diverse heritage.





## DIVERSE ECONOMY

The local economy thrives on industries like agriculture, mining, manufacturing, and tourism, with no single sector comprising more than 15% of the Gross Regional Product. James Cook University (JCU) and the TropiQ education, research and health precinct highlight Townsville's commitment to innovation, particularly in tropical science and healthcare while fostering our city as a Centre of Excellence in Tropical Design for sustainability and innovation.

## COMMUNITY AND MULTICULTURALISM

Townsville values its cultural diversity, acknowledging and supporting the Wulgurukaba and Bindal people and other Indigenous communities to celebrate their heritage and values (lore, language, songlines, trading routes, and Dreamtime stories) while developing their business products and services which are culturally appropriate and significant to them. Townsville is a proud multicultural city representing 155 countries, contributing to the region's rich culture.

**7** Aquatic facilities, including 4 pools<sup>8</sup>



**3** Libraries



**1** mobile library<sup>8</sup>

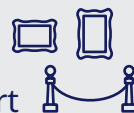


**2** Sport stadiums<sup>8</sup>

**1** Major performing arts venue<sup>8</sup>



**2** Art galleries<sup>8</sup>



**\$1.8b**  
Total value of tourism and hospitality sales (2022-23)<sup>4</sup>



**1.26m**  
Overnight visitors (2023)<sup>6</sup>



**\$15.11b**  
Gross regional product (2022-23)<sup>4</sup>



**12,672**  
Number of businesses<sup>5</sup>

## Top 3 Employment by Industry 2023-24<sup>7</sup>

- ① Health Care and Social Assistance
- ② Public Administration and Safety
- ③ Education and Training

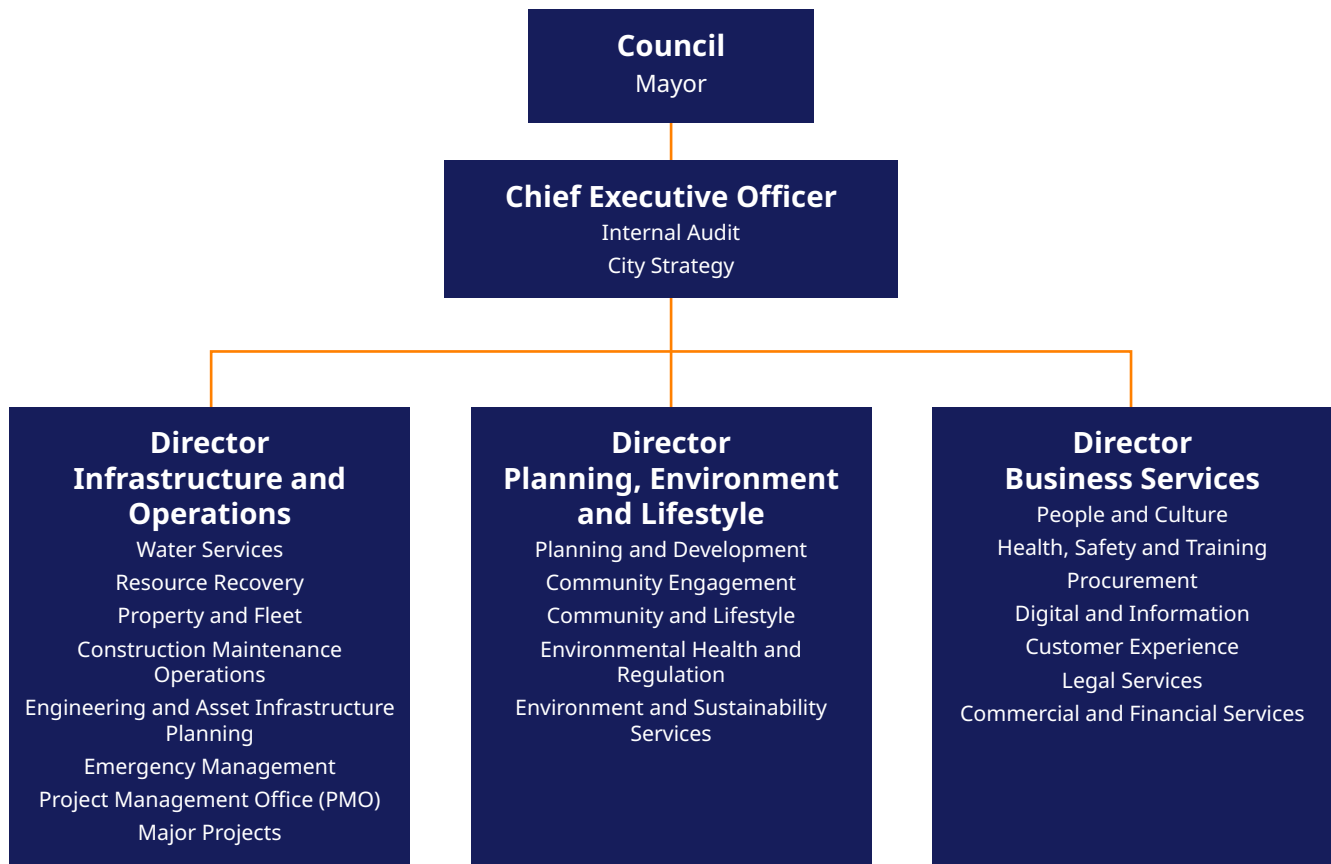
Source:

4. National Institute of Economic and Industry Research (NIEIR) ©2023
5. Australian Bureau of Statistics, Counts of Australian Businesses, including Entries and Exits
6. Tourism Research Australia (National & International Visitor Surveys)
7. <https://profile.id.com.au/townsville>
8. Townsville City Council

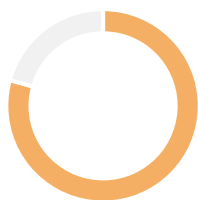


# OUR PEOPLE

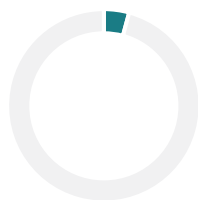
## OUR ORGANISATION



## OUR WORKFORCE PROFILE



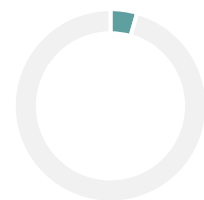
Permanent  
full-time  
**86.80%**



Permanent  
part-time  
**2.85%**



Temporary /  
Casual  
**7.55%**



Trainee /  
Apprentice  
**2.80%**

## OUR WORKPLACE HEALTH, SAFETY AND WELLBEING

The health, safety and wellbeing of our Council officers, contractors, volunteers and community remains our key priority. We put safety first to ensure 'everyone goes home safe today and every day'.

Council has adopted the Health, Safety & Wellbeing Strategy for 2025-29, reinforcing our commitment to safety. This strategy focuses on four key priorities: promoting positive wellbeing, building safety maturity, enhancing health and safety risk management, and driving continuous improvement.

Council's Health and Safety Management System (WSHMS) systematically manages health and safety, meeting obligations under the Work Health and Safety Act 2011. The system applies to workers, contractors, volunteers, and others affected by Council activities. Additionally, the Health and Safety Representative Working Group consults quarterly to share ideas for safety improvements.

Council's wellness strategy includes the Employee Assistance Program, supporting employees and their families with services like career advice, financial support, and nutrition assistance. Initiatives such as flu vaccinations, RUOK? Day, Movember, and the 10,000-step challenge demonstrate our commitment to employee wellbeing.

To recognise Safe Work Month in October, Council hosts the 'A Moment for Safety' event, attended by around 1,500 staff and suppliers. Council also provides mandatory safety training to all staff, over 80 types of safety training are offered, ensuring that employees are equipped to work safely.

In 2023, Council won the Work Safe Queensland Work Well Award for the most significant improvement to work health and safety performance, highlighting our dedication to a culture of safety. Council continues to prioritise safety, ensuring that everyone goes home safe, every day.





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





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