



ORDINARY MEETING

AGENDA

23 AUGUST 2016

Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 23 August 2016 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink that reads "R. Cheesman".

ACTING CHIEF EXECUTIVE OFFICER
19 August 2016

Next Meeting Date: 13.09.16

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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1 OPENING

2 PRESENT

Members Present:

The Mayor, Councillor M F Strelow (Chairperson)
Councillor R A Swadling
Councillor N K Fisher
Councillor A P Williams
Councillor C E Smith
Councillor C R Rutherford
Councillor M D Wickerson
Councillor S J Schwarten

In Attendance:

Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Ordinary Meeting held 9 August 2016

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 PRESENTATION OF PETITIONS

Nil

9 COMMITTEE REPORTS

9.1 PLANNING AND REGULATORY COMMITTEE MEETING - 16 AUGUST 2016

RECOMMENDATION

THAT the Minutes of the Planning and Regulatory Committee meeting, held on 16 August 2016 as circulated, be received and that the recommendations contained within these minutes be adopted.

(Note: The complete minutes are contained in the separate Minutes document)

Recommendation of the Planning and Regulatory Committee, 16 August 2016
9.1.1 D/94-2016 - REQUEST FOR AN APPLICATION OF SUPERSEDED PLANNING SCHEME FOR A STORAGE SHED

File No: D/94-2016

Attachments: 1. Locality Plan
2. Site Plan

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Michael Rowe - General Manager Community Services

Author: Anton de Klerk - Planning Officer

SUMMARY

Application Number: D/94-2016

Applicant: Pamela Stephenson

Real Property Address: Lot 60 on RP601383, Parish of Gavial

Common Property Address: Lot 60 Bowlin Road, Port Curtis

Area of site: 7,518 square metres

Superseded Planning Scheme: Fitzroy Shire Planning Scheme 2005

Superseded Zone: Rural Zone – Historically Subdivided Area

Superseded Overlays: Nil

Existing Development: Vacant

Existing Approval: Nil

Nature of Request: To accept a development application for development that is prohibited development under the planning scheme and was assessable development under a superseded planning scheme; and assess and decide the application under the superseded planning scheme.

Application Progress:

<i>Application Lodged:</i>	21 June 2016
<i>Request for an Extension to the Decision Making Period (until 30 August 2016)</i>	26 July 2016
<i>Planning and Regulatory Committee Meeting:</i>	16 August 2016
<i>Council Meeting:</i>	23 August 2016
<i>Statutory due determination date:</i>	30 August 2016

COMMITTEE RECOMMENDATION

That in relation to the Request for Application of a Superseded Planning Scheme, made by Rockhampton Building Approvals, on behalf of Pamela Stephenson on Lot 60 on RP601383, Parish of Gavial, located at Lot 60 Bowlin Road, Port Curtis, Council resolves to approve the application.

Recommendation of the Planning and Regulatory Committee, 16 August 2016

9.1.2 LETTER OF ACKNOWLEDGEMENT TO BAJOOL/MARMOR RATE PAYERS ASSOCIATION

File No: 8020

Responsible Officer: Evan Pardon

SUMMARY

Councillor Wickerson requesting that Council replies to the letter sent by the Bajool/Marmor Rate Payers Association thanking them for their cooperation and support throughout the Multius Court Case.

COMMITTEE RECOMMENDATION

THAT a letter be sent to the Bajool/Marmor Rate Payers Association acknowledging their cooperation and support in the recent Multius Court Case.

9.2 INFRASTRUCTURE COMMITTEE MEETING - 16 AUGUST 2016**RECOMMENDATION**

THAT the Minutes of the Infrastructure Committee meeting, held on 16 August 2016 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Infrastructure Committee, 16 August 2016**9.2.1 CIVIL OPERATIONS MONTHLY OPERATIONS REPORT - AUGUST 2016****File No:** 7028**Attachments:**

1. Monthly Operations Report - July 2016
2. Works Program September - October 2016

Authorising Officer: Peter Kofod - General Manager Regional Services**Author:** David Bremert - Manager Civil Operations

SUMMARY

This report outlines Civil Operations Monthly Operations Report 31 July 2016 (attachment 1), and also Works Program of planned projects for the months August – September 2016.

COMMITTEE RECOMMENDATION

THAT the Civil Operations Monthly Operations Report for August be received.

Recommendation of the Infrastructure Committee, 16 August 2016**9.2.2 BUSINESS OUTSTANDING TABLE FOR INFRASTRUCTURE COMMITTEE**

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Infrastructure Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Infrastructure Committee be received.

Recommendation of the Infrastructure Committee, 16 August 2016**9.2.3 UPDATED SPLITTERS CREEK FLOOD MODELLING**

File No:	1743
Attachments:	1. Splitters Creek Difference Map 1% AEP 2. Splitters Creek Flood Mapping 2016
Authorising Officer:	Peter Kofod - General Manager Regional Services Martin Crow - Manager Engineering Services
Author:	Angus Russell - Coordinator Strategic Infrastructure

SUMMARY

Flood modelling for the Splitters Creek Catchment in North Rockhampton has been updated to better reflect the development that has occurred in the catchment and to improve the accuracy of the modelling. The mapping of flood model outputs is presented for Council consideration and adoption.

COMMITTEE RECOMMENDATION

THAT Council:

1. Adopt the Splitters Creek Flood Maps as attached to the report;
2. Incorporate the Splitters Creek Flood Maps attached to the report into the proposed Major Amendment of the Rockhampton Region Planning Scheme; and
3. Make the Splitters Creek Flood Maps available on Council's website and communicate changes to the Insurance Council of Australia.

Recommendation of the Infrastructure Committee, 16 August 2016**9.2.4 ROCKHAMPTON PRINCIPAL CENTRE CAR PARKING STRATEGY**

File No:	5252
Attachments:	1. Rockhampton Principal Centre Car Parking Strategy 2. Technical Note: Car Parking Locations
Authorising Officer:	Angus Russell - Coordinator Strategic Infrastructure Martin Crow - Manager Engineering Services
Author:	Stuart Harvey - Traffic Engineer

SUMMARY

Strategic Infrastructure has prepared a parking strategy that assesses the current and future demand for parking in the Rockhampton Central Business District. The Car Parking Strategy considers both supply and management of parking demand to maximise the availability of short term parking close to retail and service facilities as well as catering for long term parking for CBD employees. The Strategy aims to get the most from existing parking and to ensure future parking is anticipated, planned and developed in the right locations.

COMMITTEE RECOMMENDATION

THAT Council:

1. Receives the Rockhampton Principal Centre Car Parking Strategy report;
2. Undertakes further investigations into potential car parking sites and demand management measures;
3. Considers the findings of the Car Parking Strategy in the CBD Framework development and in its car parking compliance activities; and
4. Council receive a briefing prior to installation of any sensors

Recommendation of the Infrastructure Committee, 16 August 2016**9.2.5 REVIEW OF LOCAL AREA TRAFFIC MANAGEMENT POLICY AND PROCEDURE****File No: 5252****Attachments:**

1. Revised LATM Policy
2. Revised LATM Policy with tracked changes
3. Revised LATM Procedure
4. Revised LATM Procedure with tracked changes

**Authorising Officer: Angus Russell - Coordinator Strategic Infrastructure
Martin Crow - Manager Engineering Services****Author: Stuart Harvey - Traffic Engineer**

SUMMARY

A review and update of Council's current Local Area Traffic Management Policy and Procedure have been undertaken. The updated procedure ensures that the level of public consultation is maintained whilst applying more rigour to the assessment and implementation process. Due to the changes in the process, the revised Policy and Procedure is presented to Council for consideration and endorsement.

COMMITTEE RECOMMENDATION

THAT Council adopt the revised Local Area Traffic Management Policy and Procedure.

Recommendation of the Infrastructure Committee, 16 August 2016**9.2.6 ENGINEERING SERVICES MONTHLY OPERATIONS REPORT - AUGUST 2016****File No: 7028****Attachments: 1. Monthly Operations Report - Engineering Services - 31 July 2016****Authorising Officer: Peter Kofod - General Manager Regional Services****Author: Martin Crow - Manager Engineering Services**

SUMMARY

This report outlines Engineering Services Monthly Operations Report for the period to the end of July 2016.

COMMITTEE RECOMMENDATION

THAT the Engineering Services Monthly Operations Report for August 2016 report be received.

9.3 AIRPORT, WATER AND WASTE COMMITTEE MEETING - 16 AUGUST 2016**RECOMMENDATION**

THAT the Minutes of the Airport, Water and Waste Committee meeting, held on 16 August 2016 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Airport, Water and Waste Committee, 16 August 2016**9.3.1 BUSINESS OUTSTANDING TABLE FOR AIRPORT, WATER AND WASTE COMMITTEE**

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Airport, Water and Waste Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Airport, Water and Waste Committee be received.

Recommendation of the Airport, Water and Waste Committee, 16 August 2016**9.3.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING OPERATIONAL REPORT FOR JULY 2016**

File No: 7927
Attachments: 1. RRWR Operational Report 1 July 2016 to 31 July 2016
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Craig Dunglison - Manager RRWR

SUMMARY

The purpose of this report is to provide Council with an overview of Rockhampton Regional Waste & Recycling (RRWR) for the month of July 2016

COMMITTEE RECOMMENDATION

THAT the RRWR Operational Report for July 2016 be received.

Recommendation of the Airport, Water and Waste Committee, 16 August 2016**9.3.3 CORPORATE SERVICES DEPARTMENT - ROCKHAMPTON AIRPORT -
MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN REPORT**

File No: 7927

Attachments: 1. Rockhampton Airport Monthly Operations Report

Authorising Officer: Ross Cheesman - Deputy CEO/General Manager Corporate Services

Author: Scott Waters - Acting Executive Manager Regional Development

SUMMARY

The monthly operations and annual performance plan report for the Rockhampton Airport as at 31 July 2016 is presented for Councillors information.

COMMITTEE RECOMMENDATION

THAT the Corporate Services Departmental Operations and Annual Performance Plan Report for the Rockhampton Airport as at 31 July 2016 be "received".

Recommendation of the Airport, Water and Waste Committee, 16 August 2016**9.3.4 FRW MONTHLY OPERATIONS REPORT - JULY 2016**

File No: 1466
Attachments: 1. FRW Monthly Operations Report - July 2016
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 31 July 2016.

COMMITTEE RECOMMENDATION

THAT the FRW Monthly Operations Report for July 2016 be received.

Recommendation of the Airport, Water and Waste Committee, 16 August 2016**9.3.5 ONGOING MANAGEMENT OF INFLOW AND INFILTRATION IN SEWERAGE NETWORKS**

File No: 6210
Attachments: Nil
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

In recent years there has been a gradual improvement in the performance of Rockhampton's sewerage networks with respect to sewer overflows. However, inflow and infiltration (I&I) of large volumes of stormwater during heavy rainfall events continues to significantly impact sewerage network operations. During heavy rainfall events, sewer flows exceed the design capacity of the sewerage network and associated sewage treatment plants. These excessive flows lead to sewer overflows onto private or public properties, have the potential to cause significant property damage and pose a risk to public and environmental health. Ongoing management of I&I is needed to ensure that sewerage infrastructure operates within its design capacity and delivers a reliable service that meets customer expectations and legislative requirements.

FRW continues to make significant capital investments in the renewal and refurbishment of the sewerage networks in order to reduce I&I, however, more work is needed to identify the entry points of I&I to minimise the impacts of heavy rainfall events. The Local Government Act empowers local government water service providers with the authority to inspect properties connected to the sewerage network. Findings of these inspections can then be used to direct remedial works for defective or unauthorised plumbing on private properties in accordance with the provisions of the Water Supply (Safety & Reliability) Act.

The following report outlines how the ongoing capital works being completed by FRW and the proposed inspection program will help to reduce I&I and the impact of heavy rainfall events on the sewerage network and members of the community.

COMMITTEE RECOMMENDATION

THAT Council receive this report and approve a selective inspection program for a period of three months from 1 September 2016 to 30 November 2016 of customer properties in South Rockhampton to enable defective or unauthorised connections to sewer to be identified and rectified in order to reduce inflow and infiltration to the sewerage networks during wet weather events.

COMMITTEE RECOMMENDATION

THAT a policy be developed in relation to raising and sealing access chambers on private property.

9.4 COMMUNITY SERVICES COMMITTEE MEETING - 17 AUGUST 2016**RECOMMENDATION**

THAT the Minutes of the Community Services Committee meeting, held on 17 August 2016 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Community Services Committee, 17 August 2016**9.4.1 BUSINESS OUTSTANDING TABLE FOR COMMUNITY SERVICES COMMITTEE**

File No:	10097
Attachments:	1. Business Outstanding Table for Community Services Committee
Authorising Officer:	Evan Pardon - Chief Executive Officer
Author:	Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Community Services Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Community Services Committee be received.

Recommendation of the Community Services Committee, 17 August 2016**9.4.2 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT****File No: 1464****Attachments: 1. Monthly Operations Report - Communities and Facilities Section****Authorising Officer: Michael Rowe - General Manager Community Services****Author: Cheryl Haughton - Manager Communities and Facilities**

SUMMARY

This report provides information on the activities of the Communities and Facilities section for July 2016.

COMMITTEE RECOMMENDATION

THAT the Monthly Operational Report on the activities of the Communities and Facilities section for July 2016 be received.

Recommendation of the Community Services Committee, 17 August 2016
9.4.3 COMMUNITY ASSISTANCE PROGRAM

File No: 7822
Attachments: 1. Community Assistance Program
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Cheryl Haughton - Manager Communities and Facilities

SUMMARY

Applications received for funding in round one of the Community Assistance Program for 2016 - 17 have been assessed, with recommendations for funding presented for Council consideration.

COMMITTEE RECOMMENDATION

THAT Council approves the allocation of funding from the Community Assistance Program as per the following table:

Applicant	Purpose of Grant/Sponsorship	Amount
Capricornia Printmakers Inc.	UV Exposure Unit for the Capricornia Printmakers	\$1,320.00
CQ Mudsporz Inc.	CQ Mud racing – Twin Track Mud Racing Kabra	\$500.00
Friends of the Rockhampton Heritage Village Association Inc	Acquisition Of Kelly & Lewis Engine and Pump	\$1,000.00
Kidsafe Queensland Incorporated	Improving Child Safety Knowledge In The Rockhampton Region	\$328.00
Mount Morgan Promotion & Development Inc	Mount Wattle Fun Day and Village Markets	\$500.00
Mount Morgan Rugby Union Club Inc	Field and Grounds Renovation	\$7,577.27
Rocky Flix Inc.	Rocky Flix Program	\$1,520.00
The Black Dog Ball Inc	The Black Dog Ball	\$2,000.00
Uniting Church – Fitzroy Parish	Sound System	\$500.00
Victoria Park Bowls Club Inc	Accessible Toilet for people with a disability	\$7624.00

Recommendation of the Community Services Committee, 17 August 2016**9.4.4 DRAFT CQ HOME ASSIST SECURE SERVICE DELIVERY POLICY AND PROCEDURE****File No: 11979****Attachments:**

1. Draft CQ Home Assist Secure Service Delivery Policy
2. Draft CQ Home Assist Secure Service Delivery Policy - MARKED UP
3. Draft CQ Home Assist Secure Service Delivery Procedure
4. Draft CQ Home Assist Secure Service Delivery Procedure - MARKED UP

Authorising Officer: Michael Rowe - General Manager Community Services**Author: Cheryl Haughton - Manager Communities and Facilities**

SUMMARY

Amendments have been made to the CQ Home Assist Secure Service Delivery Policy and Procedure to incorporate changes to funding program titles and requirements.

COMMITTEE RECOMMENDATION

THAT Council adopts the amended CQ Home Assist Secure Service Delivery Policy and Procedure as presented.

Recommendation of the Community Services Committee, 17 August 2016**9.4.5 ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR JULY 2016****File No: 1464****Attachments: 1. Arts and Heritage Monthly Operations Report
for July 2016****Authorising Officer: Michael Rowe - General Manager Community Services****Author: Peter Owens - Acting General Manager Community
Services**

SUMMARY

The report provides information on the programs and activities of the Arts and Heritage section for July 2016.

COMMITTEE RECOMMENDATION

THAT the Arts and Heritage Monthly Operations Report for July 2016 be received

Recommendation of the Community Services Committee, 17 August 2016**9.4.6 2017 ROCKHAMPTON SHOW PUBLIC HOLIDAY**

File No: 456
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Peter Owens - Acting General Manager Community Services

SUMMARY

Each year the Queensland Government invites Council to nominate a date for the granting of a special public holiday for the holding of the annual agricultural show. The management committee of the Rockhampton Agricultural and Citizens Show Society has advised Council of its preferred date for this holiday in 2017.

COMMITTEE RECOMMENDATION

THAT Council authorises the Manager Arts and Heritage to complete the on-line form, nominating Thursday 15 June 2017 as a special agricultural show holiday for the Rockhampton Regional Council region.

Recommendation of the Community Services Committee, 17 August 2016

9.4.7 STRONGER COMMUNITIES APPLICATION FOR RESIDUAL FUNDS

File No: 7322

Responsible Officer: Peter Owens – Manager Arts and Heritage

SUMMARY

Councillor Rose Swadling raised the opportunity to apply for residual funding through the Stronger Communities Program for a project at the Heritage Village.

COMMITTEE RECOMMENDATION

THAT Council submits an application under the Stronger Communities Program (residual funds) for an access walkway at the Heritage Village.

9.5 PARKS, RECREATION AND SPORT COMMITTEE MEETING - 17 AUGUST 2016

RECOMMENDATION

THAT the Minutes of the Parks, Recreation and Sport Committee meeting, held on 17 August 2016 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016**9.5.1 BUSINESS OUTSTANDING TABLE FOR PARKS, RECREATION AND SPORT COMMITTEE**

File No: 10097

Attachments: 1. **Business Outstanding Table for Parks, Recreation and Sport Committee**

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Parks, Recreation and Sport Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Parks, Recreation and Sport Committee be received.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016**9.5.2 PARKS AND OPEN SPACE OPERATIONS REPORT - JULY 2016**

File No: 1464
Attachments: 1. Parks and Open Space Operations Report - July 2016
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Margaret Barrett - Manager Parks

SUMMARY

This report provides information on the activities and services of Parks and Open Space Unit for the month of July 2016.

COMMITTEE RECOMMENDATION

THAT the report on the activities and services of Parks and Open Space Unit for July 2016 be received.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016**9.5.3 FREEHOLD LEASE AND TRUSTEE LEASE RENEWALS FOR PARKS**

File No: 374
Attachments: Nil
Authorising Officer: Margaret Barrett - Manager Parks
Peter Owens - Acting General Manager Community Services
Author: Sophia Czarkowski - Sports and Education Supervisor

SUMMARY

In accordance with section 236(1)(c)(iii) of the Local Government Regulation 2012 (Qld), a Council resolution is sought for the commencement of the renewal of four (4) Freehold Leases and Trustee Leases expiring prior to 31 October 2017.

COMMITTEE RECOMMENDATION

THAT

1. Pursuant to section 236(1)(c)(iii) of the *Local Government Regulation 2012* (Qld), Council approve the renewal of the Freehold Leases and Trustee Lease as identified in the report; and
2. Council authorises the Chief Executive Officer (Sports and Education Supervisor) to negotiate the terms and conditions of the agreements with the organisations listed in the report in preparation for execution by the delegated officer.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016**9.5.4 PROPOSED DEVELOPMENT OF SPORTING PRECINCT AT OLIVE STREET, PARKHURST**

File No:	8052
Attachments:	1. Map of 5-71 Olive Street, Parkhurst 2. Map of 5-71 Olive Street, Parkhurst - Identifying Constraints
Authorising Officer:	Margaret Barrett - Manager Parks Peter Owens - Acting General Manager Community Services
Author:	Sophia Czarkowski - Sports and Education Supervisor
Previous Items:	16.1 - Update on Rockhampton Hockey Association's Application for a second synthetic hockey surface - Ordinary Council - 26 Apr 2016 9:00am

SUMMARY

Council provides land for sport and recreation purposes across the Region. With suitable land becoming scarce, Council is progressing to the creation of multi-use sporting precincts to cater for a range of sports and community activities. This type of development will result in centralised sporting precincts, maintenance efficiencies and cost savings whilst providing economic and social benefits for the Region.

This report details the proposed development of a sporting precinct at Olive Street, Parkhurst which aims to create a sporting hub capable of hosting state, national and international events.

COMMITTEE RESOLUTION**1:08PM**

THAT, pursuant to s15(2) of the Council Meeting Procedures the Order of Business be amended to consider Item 8.3 - Proposed Development of Sporting Precinct at Olive Street, Parkhurst in closed session.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016**9.5.5 ACKNOWLEDGE THE PASSING OF MR ROD BARTLEM****File No: 8191****Responsible Officer: Evan Pardon**

SUMMARY

Councillor Neil Fisher requested that Council acknowledge the passing of former employee Mr Rod Bartlem.

COMMITTEE RECOMMENDATION

THAT Council notes the passing of long term council employee and pioneer of the Society for Growing Australian Natives, Mr. Rod Bartlem, advises his family of Council's deepest sympathy and seeks a Minute's Silence to be observed at the next Ordinary Council Meeting as a mark of respect.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016

9.5.6 CENTRAL QUEENSLAND RUGBY UNION TENURE AT DIGGERS PARK, THE RANGE

File No: 6348

Responsible Officer: Kellie Anderson – Coordinator Property and Insurance

SUMMARY

New information to be considered in relation to the sale of the CQRU grounds.

COMMITTEE RECOMMENDATION

THAT emergent issues surrounding the CQRU grounds be discussed in closed session.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016

9.5.7 CENTRAL QUEENSLAND RUGBY UNION TENURE AT DIGGERS PARK, THE RANGE

File No: 6348

Responsible Officer: Kellie Anderson – Coordinator Property and Insurance

SUMMARY

New information to be considered in relation to the sale of the CQRU grounds.

COMMITTEE RECOMMENDATION

THAT Council authorise the Chief Executive Officer (Coordinator of Property and Insurance) to proceed as outlined in the discussion with a revised offer.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016**9.5.8 PROPOSED DEVELOPMENT OF SPORTING PRECINCT AT OLIVE STREET, PARKHURST****File No: 8052****Responsible Officer: Sophia Czarkowski – Sport and Education Supervisor**

SUMMARY

Council provides land for sport and recreation purposes across the Region. With suitable land becoming scarce, Council is progressing to the creation of multi-use sporting precincts to cater for a range of sports and community activities. This type of development will result in centralised sporting precincts, maintenance efficiencies and cost savings whilst providing economic and social benefits for the Region.

This report details the proposed development of a sporting precinct at Olive Street, Parkhurst which aims to create a sporting hub capable of hosting state, national and international events.

COMMITTEE RECOMMENDATION

THAT

1. Council authorise further investigations into the suitability of 5-71 Olive Street, Parkhurst (Lot 2 RP617657) to be developed as a sporting precinct; and
2. Council authorise Officers to commence the Material Change of Use process to deal with the land.

Recommendation of the Parks, Recreation and Sport Committee, 17 August 2016**9.5.9 REQUEST FOR TENURE AT OLIVE STREET SPORTING PRECINCT FOR ROCKHAMPTON HOCKEY ASSOCIATION**

File No:	4199
Attachments:	Nil
Authorising Officer:	Margaret Barrett - Manager Parks Peter Owens - Acting General Manager Community Services
Author:	Sophia Czarkowski - Sports and Education Supervisor
Previous Items:	16.1 - Update on Rockhampton Hockey Association's Application for a second synthetic hockey surface - Ordinary Council - 26 Apr 2016 9:00am 16.3 - Rockhampton Hockey Association Proposal for a second artificial surface - Ordinary Council - 12 Apr 2016 9:00am 11.4 - Rockhampton Hockey Association's request for an extension to its leased area to permit a second artificial surface - Ordinary Council - 08 Mar 2016 9.00 am 9.2.3 - Rockhampton Hockey Association and Rockhampton Netball Association - Grant Applications under the next round of Get Playing Plus Funding - Ordinary Council - 08 Sep 2015 9:00am

SUMMARY

Rockhampton Hockey Association successfully applied for funds from the State Government's Department of National Parks, Sport and Racing's Get Playing Plus Grant. Rockhampton Hockey Association's current site at Birdwood Park (Kalka Shades) is not suitable due to flooding issues not being able to be resolved. It is proposed that Rockhampton Hockey Association be relocated to the proposed sporting precinct at Olive Street in Parkhurst.

COMMITTEE RECOMMENDATION

THAT

1. Council accede that the location of the second artificial hockey playing surface to the south of the existing surface is not suitable due to the surrounding areas being adversely affected by flooding;
2. Council accede to the proposal to allocate a portion of land at 5 – 71 Olive Street, Parkhurst (being Lot 2 RP617657) for the purposes of the construction of hockey fields and associated infrastructure as outlined in the report; and
3. Council authorise the Manager Parks to negotiate the final layout and plans with Rockhampton Hockey Association.

10 COUNCILLOR/DELEGATE REPORTS**10.1 LEAVE OF ABSENCE - MAYOR MARGARET STRELOW - 13 SEPTEMBER TO 7 OCTOBER 2016 INCLUSIVE**

File No: 10072
Attachments: Nil
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Mayor, Councillor Margaret Strelow, seeking leave of absence from Tuesday 13 September to Friday 7 October 2016 inclusive.

OFFICER'S RECOMMENDATION

THAT leave of absence be granted to Mayor Margaret Strelow for the period 13 September to 7 October 2016 inclusive.

11 OFFICERS' REPORTS

11.1 WNBL BID

File No:	12117
Attachments:	Nil
Authorising Officer:	Scott Waters - Acting Executive Manager Regional Development Evan Pardon - Chief Executive Officer
Author:	Rick Palmer - Manager Economic Development

SUMMARY

This report outlines the progress which has been made with the Women's National Basketball League bid

OFFICER'S RECOMMENDATION

THAT Council:

- a) Appoint Councillor _____ as a director of the company limited by guarantee to manage the Rockhampton Region WNBL team.

COMMENTARY

At its meeting on 12 April 2016 Council resolved to work with Rockhampton Basketball and CQUniversity, Australia to prepare a bid to enter a team based in Rockhampton in the Women's National Basketball League (WNBL) from October 2017.

Council indicated it would favourably consider contributing sponsorship to enable the WNBL team to be established together with half of cost of employing an operations manager from October 2016 and contributing two/three people to a working group to further assess the project's feasibility and create a formal business plan.

Company Limited by Guarantee

The working group has been meeting weekly since that time and has agreed a company limited by guarantee is the appropriate vehicle to apply for and operate the WNBL licence, which will be based and play at the University's Community Sports Centre in Rockhampton.

This type of company is often used for not for profit purposes. It doesn't have shareholders who contribute share capital. Instead, its members agree to pay a figure, normally a nominal amount, to cover liabilities in the event of liquidation.

The working group has also agreed three directors should be appointed at the time of the company's incorporation, one from each of the major stakeholders, Rockhampton Basketball, University and Council. These directors will collectively request the company's incorporation.

The representative from Rockhampton Basketball will chair directors' meetings. The working group will report to the directors while the company becomes operational

The working group is asking each of its three major shareholders to select someone who can fill the director's role on its behalf.

Over time further independent directors will be appointed to enable the skills-based board to have seven members.

Council Workshop

A Council workshop was held on 9 August 2016 at which Connor O'Driscoll (Rees R & Sydney Jones) explained the advantages and disadvantages of a company limited by guarantee, Alicia Cutler outlined the State Government requirements for incorporating

companies and Steve Richards, president of Rockhampton Basketball Incorporated, went through the first three year's budgets.

Mr Richards later provided the following advice on the potential financial impact of the WNBL team on the existing Rockhampton competition:

"With Rockhampton Basketball (RBI) currently enjoying over 50 corporate partners, there is the genuine risk that there could be some loss to the WNBL entity. To minimize this impact the following strategy should be employed and items considered.

1. It should be the strong policy of the new WNBL board that its program will not operate in corporate competition to RBI's elite program but complement each other.
2. Enforcement of this policy will occur through RBI's representatives on the WNBL board. The WNBL GM will be located at RBI premises so there will be constant contact with RBI staff.
3. It is expected that the general profile of corporate partners between the 2 programs will somewhat differ. The WNBL corporate partner will generally be a larger business with more of a state and national focus while RBI corporate partners generally are smaller with a local focus.

"Learnings from other clubs is that it critical for long term prosperity of the national and local programs that there be full co-operation between the 2 programs."

BACKGROUND

On 12 July 2016 Council resolved to"

- a) Authorise the CEO to appoint a new member of the working group; and
- b) Authorise the payment of \$5000 as a down payment of Council's support for the bid.

The CEO has subsequently appointed Mrs Alicia Cutler as a working group member.

11.2 DRAFT DEBT RECOVERY POLICY

File No:	11979
Attachments:	1. Proposed Council Action - Debt Recovery Flow Chart 2. Final Draft Debt Recovery Policy 3. Final Draft Debt Recovery Policy (Track Changes)
Authorising Officer:	Ross Cheesman - Deputy CEO/General Manager Corporate Services
Author:	Alicia Cutler - Manager Finance

SUMMARY

Following the Council Forum on Tuesday, 9 August for Debt Recovery Processes, the Debt Recover Policy as amended is forwarded for Council adoption.

OFFICER'S RECOMMENDATION

THAT the Debt Recovery Policy as amended be adopted.

COMMENTARY

On review of the Debt Recovery Policy, there were a number of areas where amendments are recommended to:

1. Expedite the debt recovery process
2. To reflect what has been happening in current practice

Whilst there are no substantial amendments overall, it is prudent to seek Council's approval as well as provide an awareness of current practice.

Rates Reminder

Amendments to the debt recovery process are proposed to improve efficiency, which essentially eliminates 1 reminder letter from the existing process.

Based upon the new process, Ratepayers will receive 3 written contacts and 1 attempted telephone contact, prior to proceeding for legal action. Attached is a copy of the flow chart that was discussed at the Councillor forum.

Landfill Accounts

Section 8.3 has been amended to reflect that where Landfill accounts remain unpaid they will be refused entry to the Landfill until the account is cleared. There is some discretion to allow entry on a cash basis, however the amount of outstanding landfill charges must not increase at this stage.

CONCLUSION

There are two changes proposed to the policy at this stage, as it is due for review. Having a new appointment to the position of Rates and Revenue Supervisor will no doubt bring further enhancements in the future.

DRAFT DEBT RECOVERY POLICY

Proposed Council Action - Debt Recovery Flow Chart

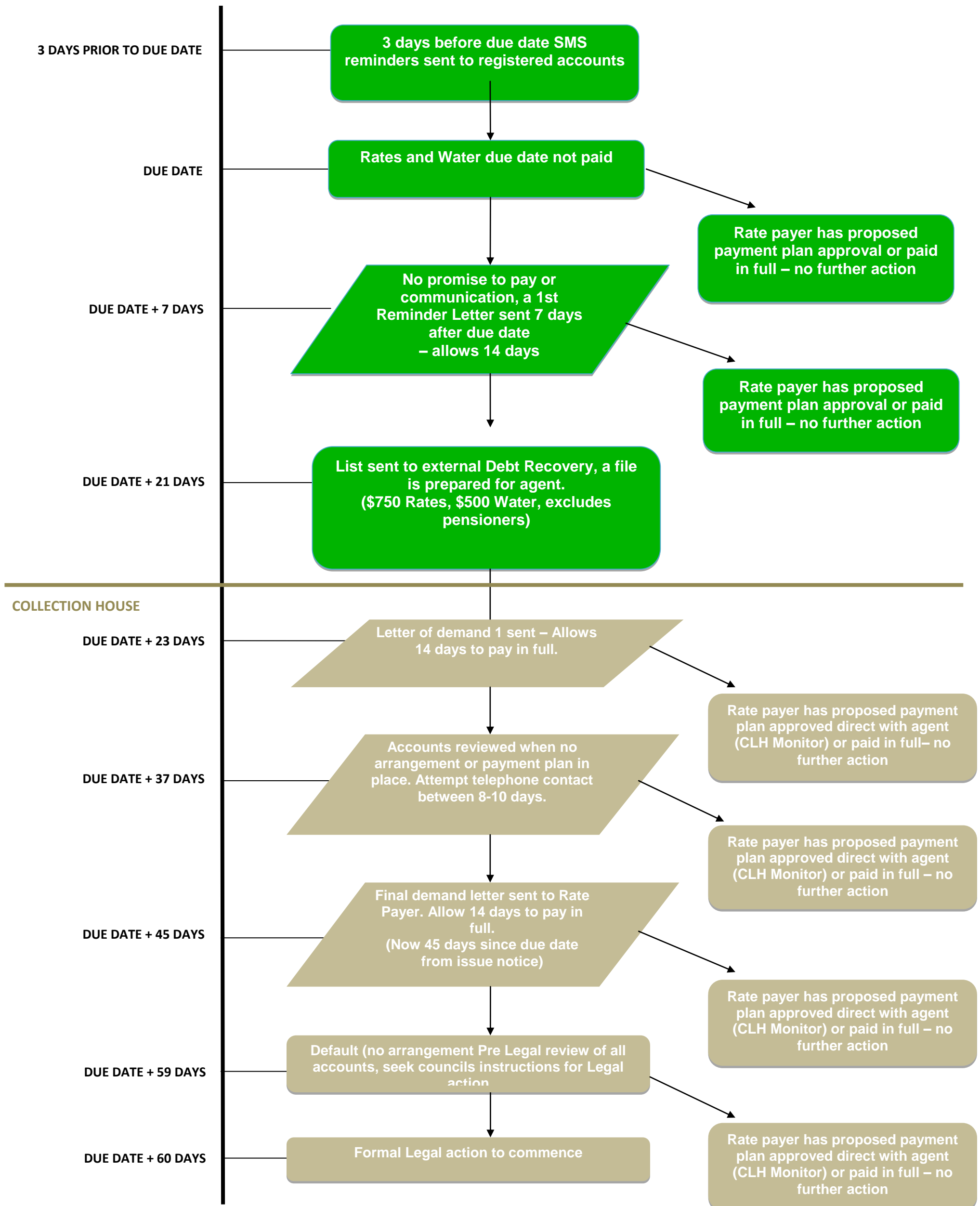
Meeting Date: 23 August 2016

Attachment No: 1

Debt Recovery Rates and Water

Proposed Council Action

APPROXIMATE TIME FRAMES (TIMELINE)



DRAFT DEBT RECOVERY POLICY

Final Draft Debt Recovery Policy

Meeting Date: 23 August 2016

Attachment No: 2



DEBT RECOVERY POLICY (COMMUNITY POLICY)

1. **Scope:**
This policy applies to all ratepayers and other debtors of Rockhampton Regional Council.
2. **Purpose:**
To provide procedural direction to ensure prompt follow-up and timely collection of overdue rate levies and other amounts owed to Council.
3. **Related Documents:**
 - Primary**
Nil
 - Secondary**
Local Government Act 2009
Local Government Regulation 2012
Magistrates Courts Act 1921
Accounts Receivable (Sundry Debtors) Guideline
Bad Debts Register
Rate Payment Policy
Revenue Policy
4. **Definitions:**
To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
---------	------------------------------
5. **Policy Statement:**
This policy provides scope for recovery procedures to facilitate effective and flexible payment arrangements in order to achieve Council's budgetary objectives, whilst giving all due consideration and assistance to ratepayers/debtors who display genuine commitment to clearing their debt.
6. **Overdue Rating and Utility Charges**
 - 6.1 A period of approximately seven days after the close of the discount period is allocated to verify the accuracy of rate accounts and to identify those with overdue rates and charges.

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- 6.2 The first reminder letter/notice is sent to ratepayers whose accounts show outstanding amounts greater than \$10.00.
- 6.3 The first notice is a polite reminder with no threat of legal or other action. It encourages ratepayers to contact Council within 14 days if they are experiencing difficulties in paying their account to arrange a suitable payment regime to clear the outstanding debt. This notice contains Council's proposed action for recovery, state interest will accrue on the debt, commencing 30 days from the payment due date and details of payment options if they are encountering hardship.
- 6.4 Following the expiry of 14 days after the reminder notice, a final notice list is prepared on accounts that have an amount outstanding of \$1,000 or greater for rates and/or water, or a combined total of \$1,000 for rates and water. This list is referred to Council's external debt recovery agent for a reminder letter explaining the debt has been passed to them allowing 14 days before another letter of demand is sent as described in clause 10 of this policy. This list will take into consideration clause 6.5 and 6.6 respectively.
- 6.5 Pensioners**
- 6.5.1 Pensioners who have an overdue rates balance of \$1,000 or greater are requested to contact Council to make a formal arrangement for payment by regular instalments. Such instalments are to be sufficient to ensure that the arrears situation does not worsen (i.e. at least enough to clear current period's rates each year).
- 6.5.2 No interest is charged on overdue rates whilst the pensioner honours the arrangement.
- 6.5.3 Should the pensioner default under the arrangement, they are allowed 14 days to rectify the situation. If the situation is not rectified the arrangement is cancelled and they are subject to Council's normal recovery action for overdue rates and water in accordance with clause 10 of this policy. Interest will be charged from the date of default in accordance with Council's policies (i.e. Rate Payments Policy) that apply for overdue rates and charges.
- 6.6 Payment Arrangements and Proposals (Rates Only)**
- 6.6.1 In cases of genuine hardship arrangements for payment by regular instalments may be accepted.
- 6.6.2 Council will not pursue further recovery action against a ratepayer who has an agreed periodic payment arrangement, while the arrangement is current and the ratepayer adheres to the agreed repayment schedule. Council reserves the right to renegotiate or cancel a payment arrangement should circumstances change where the debt will not be paid within a reasonable time frame.
- 6.6.3 Should a ratepayer propose an arrangement to pay off the outstanding balance by periodic instalments, they are advised of Council's stance in clause 6.6.2 above and that whilst an acceptable level of regular payments is maintained, therefore demonstrating a genuine attempt to clear the debt, Council may defer recovery action.
- 6.6.4 Where an agreed payment arrangement has lapsed, as it has not been honoured, the ratepayer is deemed to be in default and will become subject to Council's normal recovery action for overdue rates in accordance with clause 10 of this Policy.
- 6.6.5 As a general guide further recovery action is not taken where payments are being made as follows:

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- debts less than \$2,500 payments should be of a sufficient amount and regularity to clear the outstanding debt over a period of no longer than six months;
- debts greater than \$2,500 payments should be of a sufficient amount and regularity to clear the outstanding debt over a period of no longer than 12 months.

6.6.6 Where these terms cannot be met the account will generally be referred for recovery action as detailed in clause 10 of this policy. Also, payments should ensure current rates and charges are paid as issued to ensure the account does not fall further in arrears.

6.6.7 Arrangements with terms greater than those outlined above may be approved in cases of extenuating circumstances (for example long term illness or unemployment). Approval is to be given by the Rates and Revenue Supervisor or Finance Manager.

6.6.8 In cases where there is only the current levy outstanding or a lump sum payment is promised for amounts exceeding the current levy then a proposal may be accepted by Council providing all outstanding rates and charges are cleared by the end of the current half year. A report is completed prior to the next levy and any proposals where an outstanding balance over \$1000 remains is forwarded to Councils debt recovery agent without further notice.

Ratepayers are advised that proposals are not deemed to be an ongoing facility and all future levies must be paid when due. Repeated requests for proposals are not accepted but in cases of genuine hardship arrangements may be accepted in accordance with the relevant provisions of this policy

6.7 Sale of Land for Overdue Rates

Periodically a list of ratepayers with rates outstanding in excess of the periods allowed is prepared by the Debt Recovery Officer/Rates and Revenue Supervisor and Finance Manager in accordance with the requirements of Chapter 4, Part 12, Division 3 of the *Local Government Regulation 2012*, and tabled for Council's consideration at the earliest opportunity.

7. Other Debtors

- 7.1** A period of approximately seven days after the end of the month and after issue of statements is allocated to verify the accuracy of accounts and to identify those with overdue amounts.
- 7.2** The first of two reminders is sent to debtors whose accounts show outstanding balances.
- 7.3** The first notice is a polite reminder with no threat of legal or other action. It encourages debtors to contact Council if they are experiencing difficulties in paying their account to arrange a suitable payment schedule to clear the outstanding debt.
- 7.4** When the debt is 45 days overdue, a Final Demand Notice is served giving the debtor seven days to complete payment or make appropriate arrangements, followed by a phone call where practical by the Debt Recovery Officer. The notice contains Council's proposed action for recovery and confirms that future services will be cancelled at the expiry of the notice period. The notice also advises that future dealings with Council will be on a cash basis and if unpaid the debt is referred to Council's debt recovery agent for further recovery action.

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8. Landfill Accounts

- 8.1** A period of approximately seven days after the end of the month and after issue of statements is allocated to verify the accuracy of accounts and to identify those with overdue amounts.
- 8.2** The first of two reminders is sent to debtors whose accounts show outstanding balances.
- 8.3** The first letter is a polite suspension with no threat of legal or other action. This letter advises the debtor that due to the arrears, their account is now suspended and they are refused entry to the Landfill. Access on a cash basis may be considered upon application. It encourages debtors to contact Council if they are experiencing difficulties in paying their account to arrange a suitable payment schedule to clear the outstanding debt.
- 8.4** The final letter advises the debtor that the account is outstanding beyond the 30 days trading terms and that they are refused entry to the landfill until the account has been paid in full or satisfactory arrangements are made with Council to clear the debt. If the debt remains unpaid, it will be referred to Council's debt recovery agent for further action.

9. Unrecoverable – Bad Debts

- 9.1** After exercising all steps in this policy it may be considered impractical to pursue a particular debt any further. (i.e. proceeding with legal action is unlikely to recover the debt.)
- 9.2** If a debt is considered unrecoverable (for example bankruptcy) and overdue 180 days or more it is necessary to obtain approval to waive the debt.
- Approval must be obtained in one of the following ways:
- The CEO, General Manager Corporate Services and Finance Manager are delegated with authority to waive debts which are seen to be unrecoverable up to and including a value of \$1,000.00.
 - Debts in excess of \$1,000.00 are referred to Council for approval to waive.
- 9.3 Bad Debts Register**
- 9.3.1** All waived debts are recorded in the Bad Debts Register which is regularly reviewed and updated by the Revenue Officer – Accounts Receivable.
- 9.3.2** The relevant officer(s) are responsible for advising other Council units of the debtors listed on this register to ensure no further credit is provided.

10. Legal Process

- 10.1** As soon as practicable following the expiration of the seven day final demand letter for debtors or 14 day reminder letter for rates and water, any ratepayer or debtor who:
- 10.1.1** has not responded by way of payment in full; or
- 10.1.2** has not entered into an acceptable arrangement to pay off the overdue account; or
- 10.1.3** does not have their account under investigation for accuracy or awaiting a Council decision; or
- 10.1.4** has defaulted on the agreed payment arrangements;

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will have their debt referred to a debt recovery agent for recovery action. This will result in a polite demand letter detailing the debt and confirming they have been instructed to act on Council's behalf to recover the debt allowing 14 days to contact them. If after this period no communication, payment or payment arrangement has been received, then a final demand letter allowing 14 days will be sent on Council's behalf to recover the debt and advise that failure to attend to the request may result in further legal action and costs.

- 10.2 Agents acting for Council will be empowered to take steps necessary to recover outstanding amounts.
- 10.3 Unless an acceptable payment arrangement is made, payment in full including all legal outlays is required prior to the withdrawal of the current recovery action.
- 10.4 Accounts referred to the debt recovery agent may be left under their control and updated from time to time with the balance of accruing rates and interest until the debt is paid in full.

11. Review Timelines:

This policy will be reviewed when any of the following occur:

- 11.1 The related information is amended or replaced; or
- 11.2 Other circumstances as determined from time to time by the Council.

12. Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Corporate Services
Policy Owner	Finance Manager
Policy Quality Control	Corporate Improvement and Strategy

**EVAN PARDON
CHIEF EXECUTIVE OFFICER**

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DRAFT DEBT RECOVERY POLICY

Final Draft Debt Recovery Policy (Track Changes)

Meeting Date: 23 August 2016

Attachment No: 3



DEBT RECOVERY POLICY (COMMUNITY POLICY)

1. Scope:

This policy applies to all ratepayers and other debtors of Rockhampton Regional Council.

2. Purpose:

To provide procedural direction to ensure prompt follow-up and timely collection of overdue rate levies and other amounts owed to Council.

3. Related Documents:

Primary

Nil

Secondary

Local Government Act 2009

Local Government Regulation 2012

Magistrates Courts Act 1921

Accounts Receivable (Sundry Debtors) Guideline

Bad Debts Register

Rate Payment Policy

Revenue Policy

4. Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
---------	------------------------------

5. Policy Statement:

This policy provides scope for recovery procedures to facilitate effective and flexible payment arrangements in order to achieve Council's budgetary objectives, whilst giving all due consideration and assistance to ratepayers/debtors who display genuine commitment to clearing their debt.

6. Overdue Rating and Utility Charges

- 6.1** A period of approximately seven days after the close of the discount period is allocated to verify the accuracy of rate accounts and to identify those with overdue rates and charges.

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- 6.2 The first ~~of two~~ reminders letter/notice is sent to ratepayers whose accounts show outstanding amounts greater than \$10.00.
- 6.3 The first notice is a polite reminder with no threat of legal or other action. It encourages ratepayers to contact Council within ~~seven~~ 14 days if they are experiencing difficulties in paying their account to arrange a suitable payment regime to clear the outstanding debt. This notice contains Council's proposed action for recovery, state interest will accrue on the debt, commencing 30 days from the payment due date and details of payment options if they are encountering hardship.
- 6.4 Following the expiry of ~~seven~~ 14 days after the ~~first~~ reminder notice, a final ~~demand~~ list is ~~served~~ prepared on accounts that have an amount outstanding of \$1,000 or greater for rates ~~and/or \$500 or greater for~~ water, ~~or a combined total of \$1,000 for rates and water.~~ giving the ratepayer a further seven (7) days to complete payment or make appropriate arrangements. This notice contains Council's proposed action for recovery, states interest will accrue on the debt, commencing thirty (30) days from the payment due date, and offers a further opportunity to contact Council to arrange an acceptable repayment schedule. This list is referred to Council's external debt recovery agent for a reminder letter explaining the debt has been passed to them allowing 14 days before another letter of demand is sent as described in clause 10 of this policy. This list will take into consideration clause 6.5 and 6.6 respectively.
- 6.5 Pensioners**
- 6.5.1 Pensioners who have an overdue rates balance of \$1,000 or greater are requested to contact Council to make a formal arrangement for payment by regular instalments. Such instalments are to be sufficient to ensure that the arrears situation does not worsen (i.e. at least enough to clear current period's rates each year).
- 6.5.2 No interest is charged on overdue rates whilst the pensioner honours the arrangement.
- 6.5.3 Should the pensioner default under the arrangement, they are allowed ~~7~~ 14 days to rectify the situation. If the situation is not rectified the arrangement is cancelled and they are subject to Council's normal recovery action for overdue rates and water in accordance with clause 10 of this policy, and interest will be charged from the date of default in accordance with Council's policies (i.e. Rate Payments Policy) that apply for overdue rates and charges.
- 6.5.4 ~~Pensioners who have arrears of \$1,000 or greater at the end of financial year and who fail to contact Council to make a formal arrangement or have an arrangement cancelled are subject to Council's normal recovery action for overdue rates in accordance with clause 10 of this policy.~~
- 6.6 Payment Arrangements and Proposals (Rates Only)**
- 6.6.1 In cases of genuine hardship arrangements for payment by regular instalments may be accepted.
- 6.6.2 Council will not pursue further recovery action against a ratepayer who has an agreed periodic payment arrangement, while the arrangement is current and the ratepayer adheres to the agreed repayment schedule. Council reserves the right to renegotiate or cancel a payment arrangement should circumstances change where the debt will not be paid within a reasonable time frame.
- 6.6.3 Should a ratepayer propose an arrangement to pay off the outstanding balance by periodic instalments, they are advised of Council's stance in

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clause 6.6.2 above and that whilst an acceptable level of regular payments is maintained, therefore demonstrating a genuine attempt to clear the debt, Council may defer recovery action.

6.6.4 Where an agreed payment arrangement has lapsed, as it has not been honoured, the ratepayer is deemed to be in default and will become subject to Council's normal recovery action for overdue rates in accordance with clause 10 of this Policy.

6.6.5 As a general guide further recovery action is not taken where payments are being made as follows:

- debts less than \$2,500 payments should be of a sufficient amount and regularity to clear the outstanding debt over a period of no longer than six months;
- debts greater than \$2,500 payments should be of a sufficient amount and regularity to clear the outstanding debt over a period of no longer than 12 months.

6.6.6 Where these terms cannot be met the account will generally be referred for recovery action as detailed in clause 10 of this policy. Also, payments should ensure current rates and charges are paid as issued to ensure the account does not fall further in arrears.

6.6.7 Arrangements with terms greater than those outlined above may be approved in cases of extenuating circumstances (for example long term illness or unemployment). Approval is to be given by the Rates and Revenue Supervisor, ~~Revenue and Accounting Coordinator~~ or Finance Manager.

6.6.8 In cases where there is only the current levy outstanding or a lump sum payment is promised for amounts exceeding the current levy then a proposal may be accepted by Council providing all outstanding rates and charges are cleared by the end of the current half year. A report is completed prior to the next levy and any proposals where an outstanding balance over \$1000 remains is forwarded to Council's debt recovery agent without further notice.

Ratepayers are advised that proposals are not deemed to be an ongoing facility and all future levies must be paid when due. Repeated requests for proposals are not accepted but in cases of genuine hardship arrangements may be accepted in accordance with the relevant provisions of this policy

6.7 Sale of Land for Overdue Rates

Periodically a list of ratepayers with rates outstanding in excess of the periods allowed is prepared by the Debt Recovery Officer/Rates and Revenue Supervisor and Finance Manager in accordance with the requirements of Chapter 4, Part 12, Division 3 of the *Local Government Regulation 2012*, and tabled for Council's consideration at the earliest opportunity.

7. Other Debtors

7.1 A period of approximately seven days after the end of the month and after issue of statements is allocated to verify the accuracy of accounts and to identify those with overdue amounts.

7.2 The first of two reminders is sent to debtors whose accounts show outstanding balances.

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- 7.3 The first notice is a polite reminder with no threat of legal or other action. It encourages debtors to contact Council if they are experiencing difficulties in paying their account to arrange a suitable payment schedule to clear the outstanding debt.
- 7.4 When the debt is 45 days overdue, a Final Demand Notice is served giving the debtor seven days to complete payment or make appropriate arrangements, followed by a phone call where practical by the Debt Recovery Officer. The notice contains Council's proposed action for recovery and confirms that future services will be cancelled at the expiry of the notice period. The notice also advises that future dealings with Council will be on a cash basis and if unpaid the debt is referred to Council's debt recovery agent for further recovery action.

8. Landfill Accounts

- 8.1 A period of approximately seven days after the end of the month and after issue of statements is allocated to verify the accuracy of accounts and to identify those with overdue amounts.
- 8.2 The first of two reminders is sent to debtors whose accounts show outstanding balances.
- 8.3 The first [notice letter](#) is a polite [reminder suspension](#) with no threat of legal or other action. [This letter advises the debtor that due to the arrears, their account is now suspended and they are refused entry to the landfill. Council may consider access on a cash basis may be considered upon application.](#) It encourages debtors to contact Council if they are experiencing difficulties in paying their account to arrange a suitable payment schedule to clear the outstanding debt.
- 8.4 The final [notice letter](#) advises the debtor that the account is outstanding beyond the 30 days trading terms and that they are refused entry to the landfill until the account has been paid in full or satisfactory arrangements are made with Council to clear the debt. [If the debt remains unpaid, it will be referred to Council's debt recovery agent for further action.](#)

9. Unrecoverable – Bad Debts

- 9.1 After exercising all steps in this policy it may be considered impractical to pursue a particular debt any further. (i.e. proceeding with legal action is unlikely to recover the debt.)
- 9.2 If a debt is considered unrecoverable (for example bankruptcy) and overdue 180 days or more it is necessary to obtain approval to waive the debt.

Approval must be obtained in one of the following ways:

- The CEO, General Manager Corporate Services and Finance Manager are delegated with authority to waive debts which are seen to be unrecoverable up to and including a value of \$1,000.00.
- Debts in excess of \$1,000.00 are referred to Council for approval to waive.

9.3 Bad Debts Register

- 9.3.1 All waived debts are recorded in the Bad Debts Register which is regularly reviewed and updated by the Revenue Officer – Accounts Receivable.
- 9.3.2 The relevant officer(s) are responsible for advising other Council units of the debtors listed on this register to ensure no further credit is provided.

10. Legal Process

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- 10.1 As soon as practicable following the expiration of the seven day final demand [Notice letter for debtors or 14 day reminder letter for rates and water](#), any ratepayer or debtor who:
 - 10.1.1 has not responded by way of payment in full; or
 - 10.1.2 has not entered into an acceptable arrangement to pay off the overdue account; or
 - 10.1.3 does not have their account under investigation for accuracy or awaiting a Council decision; or
 - 10.1.4 has defaulted on the agreed payment arrangements;

will have their debt referred to a debt recovery agent for recovery action. [This will result in a polite demand letter detailing the debt and confirming they have been instructed to act on Council's behalf to recover the debt allowing 14 days to contact them. If after this period no communication, payment or payment arrangement has been received, then a final demand letter allowing 14 days will be sent on Council's behalf to recover the debt and advise that failure to attend to the request may result in further legal action and costs.](#)
- 10.2 Agents acting for Council will be empowered to take steps necessary to recover outstanding amounts.
- 10.3 Unless an acceptable payment arrangement is made, payment in full including all legal outlays is required prior to the withdrawal of the current recovery action.
- 10.4 Accounts referred to the debt recovery agent may be left under their control and updated from time to time with the balance of accruing rates and interest until the debt is paid in full.

11. Review Timelines:

This policy will be reviewed when any of the following occur:

- 11.1 The related information is amended or replaced; or
- 11.2 Other circumstances as determined from time to time by the Council.

12. Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Corporate Services
Policy Owner	Finance Manager
Policy Quality Control	Corporate Improvement and Strategy

**EVAN PARDON
CHIEF EXECUTIVE OFFICER**

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11.3 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 JULY 2016

File No: 8148
Attachments: 1. Income Statement - July 2016
2. Key Indicator Graphs - July 2016
Authorising Officer: Ross Cheesman - Deputy CEO/General Manager
Corporate Services
Author: Alicia Cutler - Manager Finance

SUMMARY

The Manager Finance presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 31 July 2016.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the Period ended 31 July 2016 be 'received'.

COMMENTARY

The attached financial report and graphs have been compiled from information within Council's Finance One system. The reports presented are as follows:

1. Income Statement (Actuals and Budget for the period 1st July 2016 to 31 July 2016), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

Council should note in reading this report that normally after the completion of the first month of the financial year, operational results should be approximately 8.3% of budget. However, with the accrual of expenditure transactions to finalise the 2015/16 financial year, expenditure results for July can often lag behind budget. All percentages for operational revenue and operational expenditure are measured against the adopted budget.

The percentages reported for capital revenue and capital expenditure are measured against the Adopted Capital Budget, i.e. excluding any carry-over budgets from 2015/16. The carry over budget review is currently in process and will be finalised for August's Budget Management Report.

The following commentary is provided in relation to the Income Statement:

Total Operating Revenue is reported at 33%. Key components of this result are:

- Net Rates and Utility Charges are at 44% of budget. This positive variance is due to General Rates and Utility Charges for the six months ending 31 December 2016 having been processed in July.
- Grants, Subsidies and Contributions are behind budget at 1%. The first quarterly payment of the Financial Assistance Grant is due in August.
- Other revenue items are all in proximity to budget year to date.

Total Operating Expenditure is at 11% of budget with committals, or 6% of budget without committals. Key components of this result are:

- Contractors and Consultants expenditure is ahead of budget at 32%. This is solely due to committed expenditure, as actual expenditure is only 3.5% of budget. The actual result is impacted by the accrual of expenditure to 2015/16.
 - Materials and Plant is at 14% of budget. Similar to Contracts and Consultants, this result is heavily influenced by committals as actual expenditure is at 5.3% of budget.
 - Asset Operational Expenditure is ahead of budget at 18%. Again, committals are driving up the year to date percentage as the actual result is 9.8% of budget. Actual
-

costs are above budget as Council has already paid some annual insurance premiums.

- Administrative Expenses are ahead of budget at 16%. Committals for some annual items such as lease agreements are influencing the year to date percentage as the actual result is only 3.5% of budget.
- Finance Costs are well behind budget. Finance Costs will move closer to budget in September, following the first quarterly repayment on Council's loan portfolio held with the Queensland Treasury Corporation.
- Other Expenses are below budget at 1%. It is anticipated that some annual memberships will shortly be processed, increasing the result for Other Expenses.
- Other expenditure items are in proximity to budget year to date.

The following commentary is provided in relation to capital income and expenditure, as well as investments and loans:

Total Capital Income is at 2% of budget. Receipt of Capital Income is anticipated to increase in coming months as restoration works in relation to TC Marcia are completed and claims for reimbursement are submitted.

Total Capital Expenditure is at 36% of budget with committals, or 3% of budget without committals. The actual result is impacted by the accrual of expenditure to 2015/16.

Total Investments are approximately \$96.0M as at 31 July 2016. Investments have decreased from \$104.6M reported in June 2016, however are anticipated to increase from the second half of August to middle September mostly due to the receipt of General Rates and Utility Charges for the six months ending 31 December 2016.

Total Loans are \$154.0M as at 31 July 2016.

CONCLUSION

At this early stage of the financial year, few financial trends have emerged. Operational Income is reported as well ahead of budget due to the levying of the General Rates and Utility Charges for the six months ending 31 December 2016. A number of annual operational outlays including insurance premiums have already been paid.

It is anticipated that Capital Expenditure will gain momentum during August with the ongoing roll out of the capital works program for 2016/17.

**SUMMARY BUDGET MANAGEMENT
REPORT FOR THE PERIOD ENDED
31 JULY 2016**

Income Statement - July 2016

Meeting Date: 23 August 2016

Attachment No: 1



Income Statement
For Period 1 July 2016 to 31 July 2016
8.3% of Year Gone

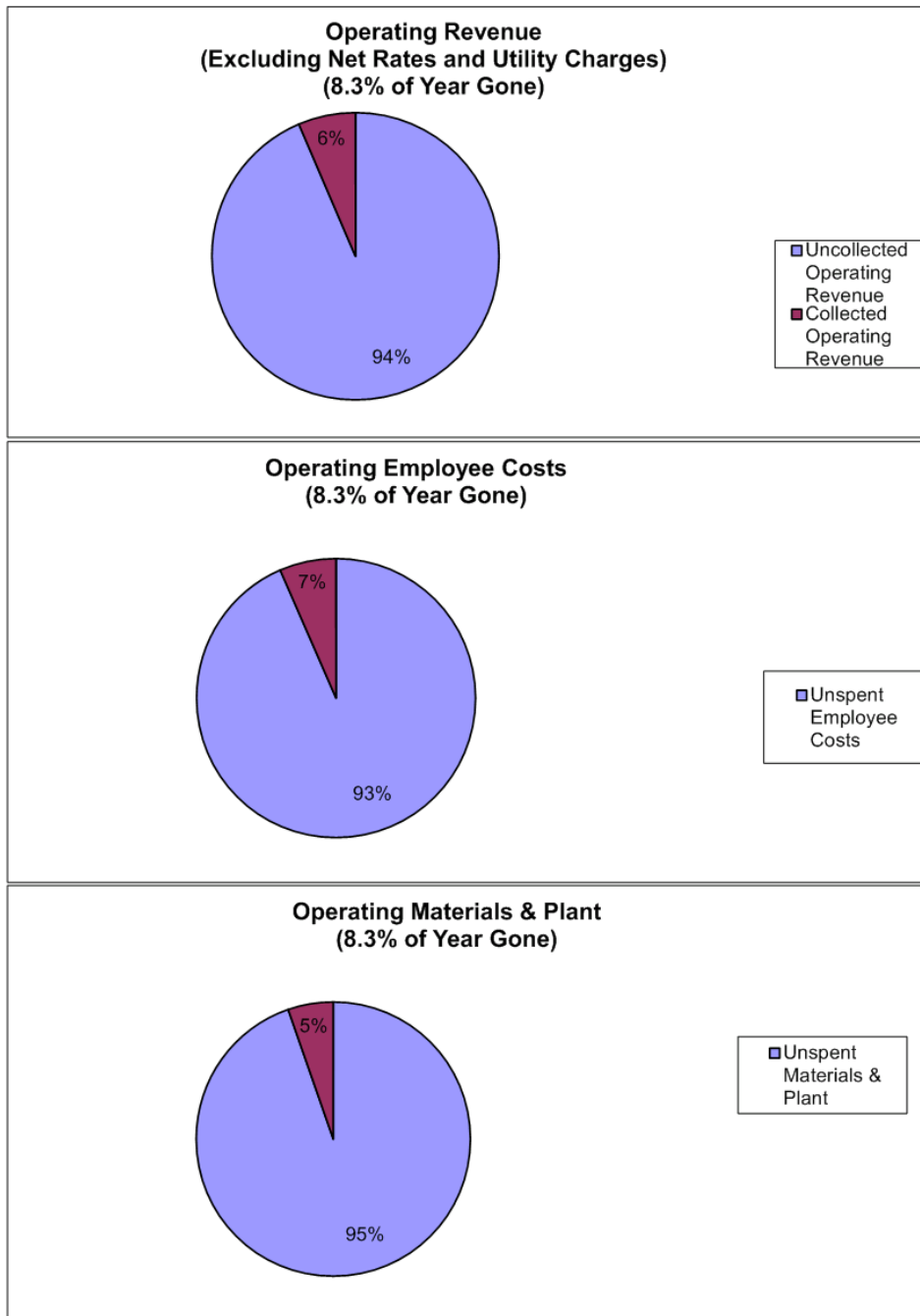
	Adopted Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Adopted Budget
	\$	\$	\$	\$	
OPERATING					
Revenues					
Net rates and utility charges	(133,058,706)	(58,511,256)	0	(58,511,256)	44%
Fees and Charges	(25,644,218)	(1,794,614)	3,002	(1,791,612)	7%
Private and recoverable works	(6,387,977)	(523,663)	0	(523,663)	8%
Rent/Lease Revenue	(3,050,752)	(288,138)	0	(288,138)	9%
Grants Subsidies & Contributions	(10,559,423)	(123,919)	0	(123,919)	1%
Interest revenue	(3,018,000)	(258,556)	0	(258,556)	9%
Other Income	(4,797,801)	(454,061)	0	(454,061)	9%
Total Revenues	(186,516,876)	(61,954,208)	3,002	(61,951,206)	33%
Expenses					
Employee Costs	76,845,984	5,021,989	460,887	5,482,876	7%
Contractors & Consultants	17,324,546	612,949	4,871,249	5,484,198	32%
Materials & Plant	10,700,883	571,196	973,000	1,544,196	14%
Asset Operational	18,663,845	1,834,419	1,478,022	3,312,440	18%
Administrative Expenses	12,435,624	433,254	1,599,749	2,033,003	16%
Depreciation	47,164,385	3,930,365	0	3,930,365	8%
Finance costs	8,684,407	18,792	0	18,792	0%
Other Expenses	1,381,963	9,124	227	9,351	1%
Total Expenses	193,201,636	12,432,088	9,383,134	21,815,222	11%
Transfer / Overhead Allocation					
Transfer/Overhead Allocation	(7,734,627)	(707,253)	7,675	(699,578)	9%
Total Transfer / Overhead Allocation	(7,734,627)	(707,253)	7,675	(699,578)	9%
TOTAL OPERATING POSITION (SURPLUS)/DEFICIT	(1,049,867)	(50,229,373)	9,393,811	(40,835,561)	3890%
CAPITAL					
Total Developers Contributions Received	(3,925,700)	0	0	0	0%
Total Capital Grants and Subsidies Received	(30,026,787)	(657,363)	0	(657,363)	2%
Total Proceeds from Sale of Assets	0	0	0	0	
Total Capital Income	(33,952,487)	(657,363)	0	(657,363)	2%
Total Capital Expenditure	88,730,329	2,673,187	29,233,520	31,906,707	36%
Net Capital Position	54,777,842	2,015,824	29,233,520	31,249,344	57%
TOTAL INVESTMENTS		95,992,263			
TOTAL BORROWINGS		154,032,120			

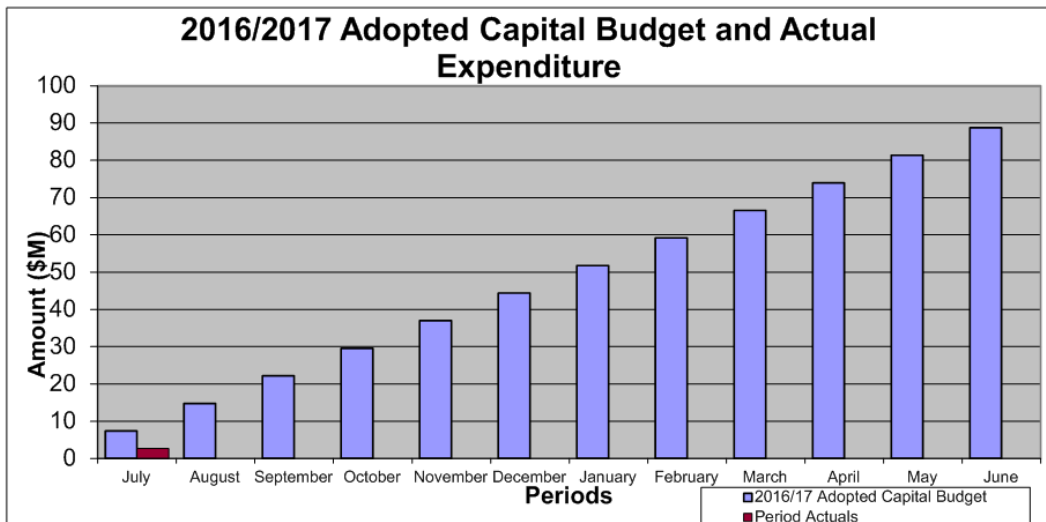
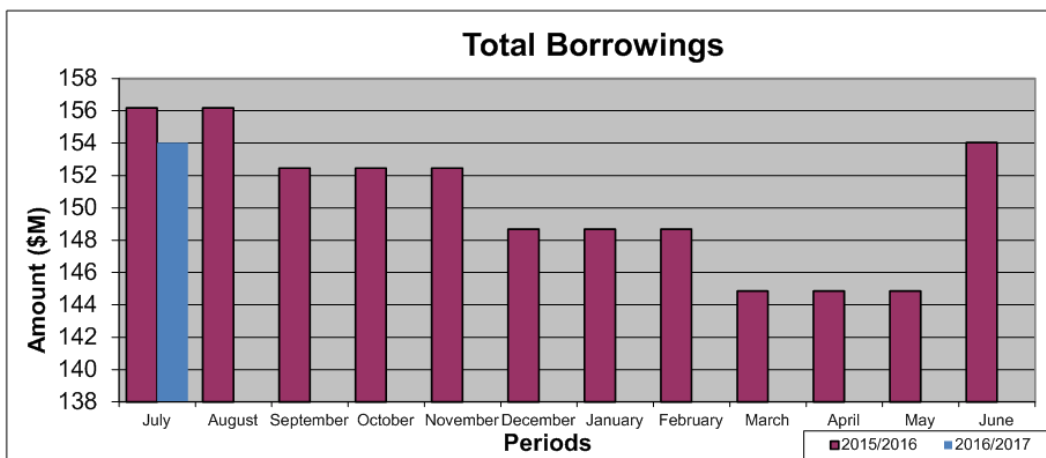
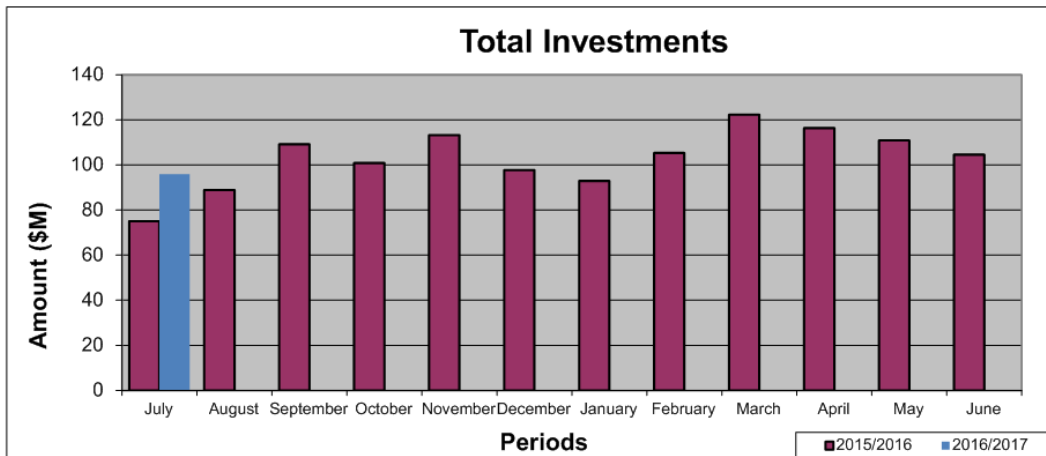
**SUMMARY BUDGET MANAGEMENT
REPORT FOR THE PERIOD ENDED
31 JULY 2016**

Key Indicator Graphs - July 2016

Meeting Date: 23 August 2016

Attachment No: 2





**11.4 CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT
JULY 2016****File No:** 1392**Attachments:**

1. Corporate & Technology Monthly Operations Report - July 2016
2. Workforce & Strategy Monthly Operations Report - July 2016
3. Finance Monthly Operations Report - July 2016

Authorising Officer: Evan Pardon - Chief Executive Officer**Author:** Ross Cheesman - Deputy CEO/General Manager
Corporate Services

SUMMARY

The monthly operations report for the Corporate Services department as at 31 July 2016 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Operations Report as at 30 June 2016 be "received".

COMMENTARY

It is recommended that the monthly operations report for Corporate Services department as at 31 July 2016 be received.

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT JULY 2016**

**Corporate & Technology Monthly
Operations Report - July 2016**

Meeting Date: 23 August 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT
CORPORATE & TECHNOLOGY SECTION
Period Ended July 2016

VARIATIONS, ISSUES AND INNOVATIONS**Section Update**RTI / IP Application Status

Four new applications were received under the Right to Information Act/Information Privacy Act this month. One application was completed during the month; none were withdrawn, leaving four outstanding.

No documents were released administratively, and no external reviews were received for the month.

All current applications are progressing in accordance with legislative timeframes.

Innovations – Smart Way Forward**eServices update**

With eServices going live on 1 June 2016 there has been a steady uptake on its use to engage with Council. eServices statistics as at 12 August 2016:

- 103 new registrations;
- 43 payments processed; and
- 83 customer requests logged.

The ePathway (RRC eServices) and smart mobile (RRC eServices Mobile) are key initiatives of Council's ICT Strategic Plan 2015/20, eServices Strategy, which aligns with the Smart Way Forward Strategy to provide alternative options for customer engagement with Council – anywhere and anytime.

Open Data Publishing Portal - <http://localdata.net.au/organization>

The first three datasets were published at the end of July:

- Bus stop locations;
- Signalised intersections; and
- Road centre lines.

Soon to upload:

- Generic dog registration details; and
- Airport movements data.

Smart Hub – 212Quay

The national / international GovHack 2016 event was held on 29 to 31 July 2016. Details regarding Team Rockhampton:

- 13 contestants in Rockhampton.
- 3 teams.
- 56 hours to complete a challenge using government open data.
- 3 entries submitted by Rockhampton at the end of the event.
- The smallest region in QLD to participate and the second smallest nationally.
- Sponsored by RRC, Telstra, Dominos, Zambrero and Coffee House.
- Support by members of Startup Capricorn.
- Outstanding effort by Gareth Martin, Senior Digital Officer, organising, setting-up and supporting the event over the weekend.
- The time-lapse coverage (video) will be featured at the red-carpet awards ceremony in Melbourne to announce the winners.

The following link to a youtube time-lapse video of the Rocky GovHack 2016:

<https://youtu.be/KFa1uUvREYc>

Rockhampton Riverside Precinct Stage 1 Upper Bank – Electrical Services and Smart Technologies Tender

Work is progressing on the final designs for the electrical / communication services and smart technologies for the upper bank. Brendan Hooper, Coordinator Information Systems, has been working closely with Stankey Electrics to finalise the design. The display smart pole has been setup in the Library courtyard for general display. The following link is a youtube video of the display smart pole.

<https://youtu.be/Br-vj08EDxE>

Smart Rockhampton Blog - <http://smart.rockhamptonregion.qld.gov.au/>

The smart way forward message continues to be presented via the smart Rockhampton blog.

Improvements / Deterioration in Levels of Services or Cost Drivers

Nil to report

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for July 2016 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Request		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Accounts Payable Enquiry	0	0	0	0	0	0	2	● 0.00	■ 3.00	● 1.20	0.33
Bookings Enquiry	0	0	2	2	0	0	5	● 1.50	● 1.25	● 1.08	0.85
Insurance: Mower / Slasher / Whipper / Snipper	3	3	2	0	0	0	90	● 0.00	● 15.78	● 21.23	18.21
Insurance: Personal Accident / Injury	0	0	2	0	0	0	120	● 0.00	● 0.00	● 1.89	73.72
Insurance: Public Liability / Property Damage Public Property	3	3	11	6	0	0	90	● 0.50	● 6.96	● 13.43	17.07
Leased Premises - General Enquiry	0	0	0	0	0	0	5	● 0.00	● 2.50	● 1.40	1.00
Rates Searches	2	2	78	68	2	0	4	● 1.43	● 1.30	● 1.65	1.50

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	Third Quarter		
	July	August	September
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	0		
Total Number of Incidents Reported	1		
Number of Incomplete Hazard Inspections	0		

Risk Management Summary

Section Risk Register (excludes risks accepted/ALARP)

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Corporate Recordkeeping software (ECM) doesn't meet strategic records management requirements in relation to systematic electronic records archival and disposal resulting in failure to dispose/archive eRecords.	High	The Records Archiving, Retention and Disposal (RARRD) project commenced in 2012 to develop a corporate solution to cover eRecords (including more effective hardcopy disposal recording).	TBA	90%	Hardcopy records retention and disposal processes documented and implemented. ECM 4.03 Live, new File Plan (90% complete).
Operational degradation or failure of Council's Two-way radio communications system resulting in failed regional communications for daily operations and emergency disaster management.	High	Commence planning and implement a replacement RRC regional two-way radio communications system. Two stage plan- 1. Replace the Rockhampton City Two-way system. 2. Integrated regional solution taking in the Gracemere infrastructure.	(1) Jun 16 (2) Oct 16	100% 60%	Contract awarded to a local company – Beaney's Communications Stage 1 completed. Stage 2 delayed for land tenure issues with Mt Pinnacle communications tower.
Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community.	Mod	Research and implement a risk management software application to support ERM functions.	30/06/17	5%	ISSG approved as a project to assess the suitability of either the TechnologyOne or the RiskWare software applications.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
A local government must review its procurement policy annually.	30/06/17		

3. **ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME**

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
CAPITAL WORKS PROGRAM					
FLEET (CP440)					
Fleet Asset Renewal Program	1/07/2015	30/06/2016	Ongoing	\$4,741,000	\$1,298,359
Comment: Carry over committals included in the actual YTD.					
INFORMATION TECHNOLOGY (CP230)					
IT Asset Renewal & Upgrade Program	1/07/2015	30/06/2016	Ongoing	\$695,000	\$100,704
Comment:					
BUSINESS SUPPORT & DEVELOPMENT (CP630)					
Property Sales	1/07/2015	30/06/2016	Ongoing	\$200,400	\$0.00
Comment:					

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

As at period ended July 100% of year elapsed.

Project	2015/16 Budget	Actual (incl. committals)	% budget expended	Explanation
Customer Service After Hours Operation	\$60,000	\$4,240	7%	Propel after hours call centre service.

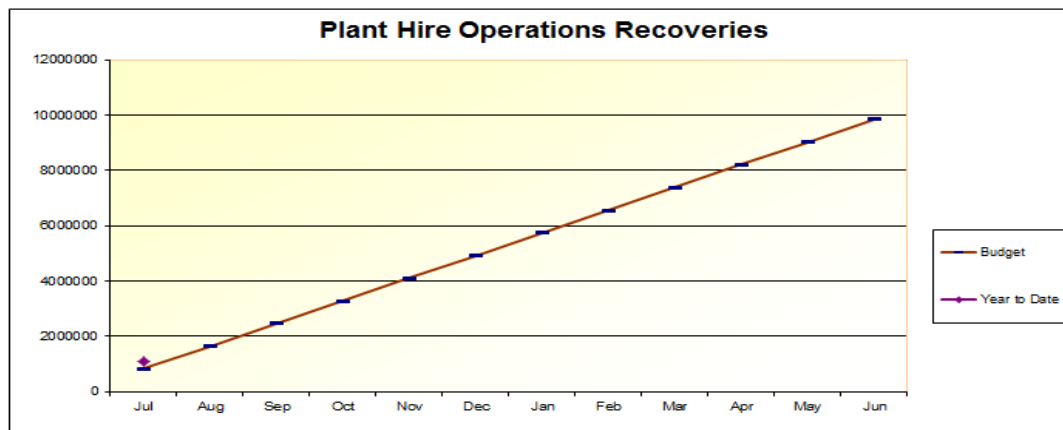
Project	Project Start Date	Project Completion Date	% Completed	Comments
Planned implementation of Aurion System Improvement Project recommendations. (Aurion 11 Upgrade)	Aug 2015	Aug 2016	95%	Aurion v11 rescheduled for 'go-live' Aug 16
Planned implementation of Aurion System Improvement Project recommendations			20%	Planning to be progressed once Aurion 11 upgrade complete
Phase 2 eServices implementation of ePathway and Pathway mobile improvements throughout 2016/17.	Jul 2016	Jun 2017	10%	
Develop and implement a solution for managing and processing tax invoices in digital format.	Sep 2016	Dec 2016	30%	Had a demonstration and pricing has been obtained, Due to workload now scheduled commence implementation Sep 16.
Smart Hub, 212Quay, design and fitout.	Sep 2016	Feb 2017		RRC Capital budget allocation of \$250K BOR application for \$250K. Currently finalising shortlisted submission, announcement expected Dec 16.

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Service Delivery Standard	Target	Current Performance
IT support services provided within service levels outlined in the IT Service Catalogue.	95%	93%
Ensure availability of system up-time during core business hours (excluding planned outages).	99%	100%
Maintain the ratio of customer queries satisfied by Customer Service Officers, without referral to departments.	80%	90%
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	91%
Process records on the day of receipt as per Recordkeeping Charter.	95%	100%
Process Right to Information/Information Privacy (RTI/IP) applications within legislative timeframes.	100%	100%
Manage centralised tendering and contracting functions in accordance with legislative requirements and Council policy.	100%	100%
Ensure supplier payments are made within stated trading terms.	90%	93%
Ensure staff purchasing activity is compliant with legislation and policy.	100%	100%
Ensure top 100 suppliers by dollar value under formal purchasing agreements (contracts).	90%	94%
Maximise Council property occupancy rates.	98%	100%
Ensure tenanted properties in any month, have current lease agreements and public liability insurance.	80%	80%
Process insurance claims within procedural timeframes.	100%	100%
Maintenance of the risk monitoring and reporting regime by providing a quarterly risk report to the Council and Leadership Team on all current high and very high risks assessed as not ALARP (unacceptable).	100%	100%

Fleet Services

Ensure internal plant hire operations deliver budgeted net surplus.



Plant Hire Operations Budget (Surplus)	\$9,839,500
Year to Date (Surplus)	\$1,102,887

Procurement & Logistics

Contracts Awarded for July Qty: 12

11934 - Servicing of Rockhampton CCTV System & Various Locations – Securcom Pty Ltd T/as Newtech Alarms - SOR
11978 - Supply and Installation of Outdoor Pallet Racking - The Easylift Group Pty Ltd - \$31,853.50
12013 - Design of Vertical Expansion (Piggy Back) of Lakes Ck Rd Landfill – Golder Associates Pty Ltd - \$432,960
12069 - RPQS Provision of Weed Control – Panel of Providers - SOR
12112 - Restoration & Betterment Program under NDRRA Schedules B, C, E & H- Earthtec Pty Ltd - \$5,835,441
12112 - Restoration & Betterment Program under NDRRA Schedules A, G & I - Golding Contractors Pty Ltd - \$2,859,783
12112 - Restoration & Betterment Program under NDRRA Schedules D & F - JM Kelly Pty Ltd - \$1,351,453
12135 – Installation of Generators at Rton Airport – Stankey Electrics Contracting Pty Ltd - \$331,700
12155 - Feasibility Assessment for Quay St Buildings - Bauhinia Architects Pty Ltd - SOR
12138 – Riverside Precinct Landscaping Package – Bland 2 Brilliant Landscapes Pty Ltd - \$603,061.71
12171 - Aerial Application of Mosquito Pesticide - R-Mach Aviation Pty Ltd - SOR
12196 - ITQ S & D of Shade Structures for Cedric Archer Park - Shade N Net Pty Ltd - \$34,220

Customer Requests Completed Monthly & Top 5 Customer Requests																						
	August	September	October	November	December	January	February	March	April	May	June	July										
Requests Logged	3883	4056	3294	3173	2791	3243	4062	3935	3171	3335	3393	3745										
Same month Completed	3192	3391	2705	2550	2351	2559	3035	3052	2519	2731	2842	2940										
% completed same month	82%	84%	82%	80%	84%	78%	86%	75%	79%	81%	83%	78%										
Completed Total for Month	3777	4174	3331	3103	2807	2968	3502	4056	3321	3736	3342	3481										
Total Pending	1957	1785	1718	1717	1700	1928	2410	2271	2045	1660	1645	2102										
Top 5 Requests for Month	An/Dogr C/Dec Dev/Dpl M/Wlek Infrin/Enq	An/Dogr D/Plan Bin RRC W/Ani M/Leak	An/Dogr D/Plan W/Leak W/Animal Rate Enq	An/Dogr Inf Enq W/Leak D/Plan W/Animal	T/Trim AN/Dogr D/Plan W/Leak P/Gen	W/Leak An/Dogr D/Plan Inf Enq T/Trim	An/Dogr W/Leak P/Gen D/Plan T/Trim	O/Allot P/Gen W/Leak T/Trim D/Plan	P/Gen W/Leak D/Plan An/Dogr Wan/An	W/Leak F/Enq P/Gen An/Dogr P/Trim	An/Dogr F/Enq W/Ani D/Plan T/Trim	An/Dogr F/Enq T/Trim W/Ani D/Plan										
Total uncompleted customer requests up to 3 months old:				1441		Conquest Work Order & Investigation Long Term up to 3 months				515												
Total uncompleted customer requests between 3 to 6 months old:				226		Conquest Work Order & Investigation Long Term between 3 to 6 months old:				119												
Total uncompleted customer requests greater than 6 months old:				435		Conquest Work Order & Investigation Long Term greater than 6 months old:				66												
<p>Request Completed: Requested task or action has been completed (not just work order raised), or complaint has been investigated, action taken and correspondence finalised.</p> <p>Conquest Work Order: A Work Order has been raised for maintenance, repair or future planned action.</p> <p>Investigation Long Term: Requested task, action or complaint assigned to internal or external investigation, may include, but not limited to: Insurance, Planning, Legal, Civil or Domestic matter</p>																						
<table border="1"> <tr> <td rowspan="3">Key:</td> <td>T/Trim - Tree Trimming</td> <td>Inf Enq - Infringement Enquiry - Local Laws</td> <td>An/Dogr - Dog Registration Enquiry</td> </tr> <tr> <td>D/Plan - Duty Planner</td> <td>W/Animal - Wandering Animal</td> <td>W/Leak - Water Leak</td> </tr> <tr> <td>Bin RRC - Replace Bin RRC</td> <td>D/Plan - Duty Planner (New Enq)</td> <td>P/Gen - Parks General Enquiry</td> </tr> </table>													Key:	T/Trim - Tree Trimming	Inf Enq - Infringement Enquiry - Local Laws	An/Dogr - Dog Registration Enquiry	D/Plan - Duty Planner	W/Animal - Wandering Animal	W/Leak - Water Leak	Bin RRC - Replace Bin RRC	D/Plan - Duty Planner (New Enq)	P/Gen - Parks General Enquiry
Key:	T/Trim - Tree Trimming	Inf Enq - Infringement Enquiry - Local Laws	An/Dogr - Dog Registration Enquiry																			
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	Bin RRC - Replace Bin RRC	D/Plan - Duty Planner (New Enq)	P/Gen - Parks General Enquiry																			

FINANCIAL MATTERS

Operational Budget Status for month ending July 2016

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Var	On target
	\$	\$	\$	\$	\$	%	8.3% of Year Gone

CORPORATE AND TECHNOLOGYFleet

Revenues	(263,000)	0	0	(36,876)	(36,876)	14%	✓
Expenses	12,631,419	0	918,435	1,094,930	2,013,365	16%	✗
Transfer / Overhead Allocation	(16,966,000)	0	0	(1,616,006)	(1,616,006)	10%	✓
Total Unit:	(4,597,581)	0	918,435	(557,952)	360,483	-8%	✗

Property & Insurance

Revenues	(607,500)	0	0	(93,924)	(93,924)	15%	✓
Expenses	3,070,923	0	81,751	1,068,409	1,150,160	37%	✗
Transfer / Overhead Allocation	9,940	0	0	503	503	5%	✓
Total Unit:	2,473,363	0	81,751	974,989	1,056,739	43%	✗

Corporate & Technology Management

Expenses	680,113	0	18,054	36,628	54,682	8%	✓
Total Unit:	680,113	0	18,054	36,628	54,682	8%	✓

Information Systems

Revenues	(20,000)	0	0	(1,634)	(1,634)	8%	✗
Expenses	6,727,476	0	166,327	446,873	613,200	9%	✗
Transfer / Overhead Allocation	19,000	0	0	554	554	3%	✓
Total Unit:	6,726,476	0	166,327	445,793	612,121	9%	✗

Procurement & Logistics

Revenues	(11,100)	0	0	(923)	(923)	8%	✓
Expenses	1,677,234	0	1,182	116,876	118,058	7%	✓
Transfer / Overhead Allocation	36,000	0	0	3,618	3,618	10%	✗
Total Unit:	1,702,134	0	1,182	119,570	120,752	7%	✓

Customer Service

Revenues	(210,000)	0	0	(28,294)	(28,294)	13%	✓
Expenses	1,758,969	0	74	108,779	108,853	6%	✓
Transfer / Overhead Allocation	0	0	0	15	15	0%	✗
Total Unit	1,548,969	0	74	80,501	80,574	5%	✓

Smart Regional Centre

Revenues	(45,000)	0	0	0	0	0%	✗
Expenses	354,776	0	737	8,178	8,915	3%	✓
Total Unit:	309,776	0	737	8,178	8,915	3%	✓

Total Section: CORPORATE AND TECHNOLOGY	8,843,250	0	1,186,559	1,107,707	2,294,266	26%	✗
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**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT JULY 2016**

**Workforce & Strategy Monthly
Operations Report - July 2016**

Meeting Date: 23 August 2016

Attachment No: 2

MONTHLY OPERATIONS REPORT
WORKFORCE AND STRATEGY SECTION
Period Ended 30 July 2016

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Organisational Development

An outstanding submission from staff of 67% was received for the Cultural Assessment survey. Almost 200 staff members have attended focus group sessions and the two year Cultural Development Plan has been developed.

The plan incorporating a Cultural and Leadership Development Program and projects identified as contributing to enhancing the culture of Council was presented by the CEO at a Managers, Coordinators and Supervisors forum on 10 August.

Communications have been sent to all staff and documentation is available on the HUB.

Leadership development workshops will be commencing in late August 2016.

Form Project

On 8 December 2015 Council adopted the revised form improvement project plan. All Council owned and created forms that are completed by the public were encompassed in the project.

The purpose of the project was to ensure forms within the organisation are streamlined, consistent, user-friendly and easy-to-complete for the customer.

All stages of this project are now finalised with the exception of forms from the previous Community Standards and Compliance Section which are awaiting final approval. 137 forms have been reviewed, updated in consultation with relevant stakeholders, approved by form owners and now available on the website and/or HUB.

The Governance Framework policy and procedure now also includes the provision for the creation, review and coordination of customer forms.

Improvements / Deterioration in Levels of Services or Cost Drivers

Nil to report this month.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for Workforce and Strategy are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Administrative Action Complaints	0	0	0	0	0	0	36	● 0.00	● 0.00	● 0.00	0.00
W&S - Complaints Management Process (NOT CSO USE)	6	6	4	2	2	0	30	● 7.00	● 9.67	● 8.47	6.47

COMMENTS
Matters are being addressed within the set timeframes.

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for Workforce & Strategy in the reporting period are:

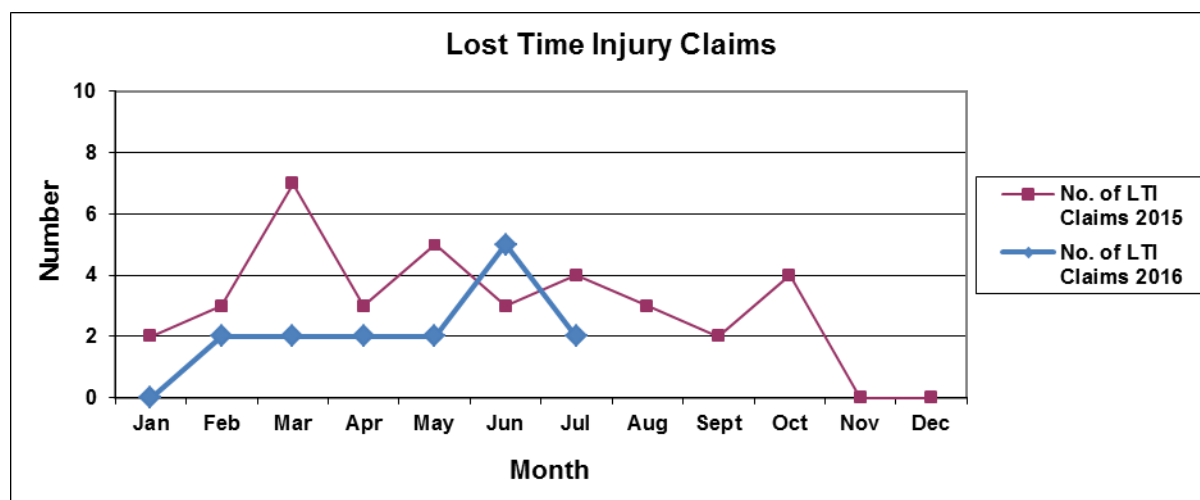
	May 16	June 16	July 16
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	0	1
Total number of Incomplete Hazard Inspections	0		

The safety statistics for All of Council in the reporting period are:

	May 16	June 16	July 16
Number of Lost Time Injuries	2	6	2
Number of Days Lost Due to Injury	8	34	51
Total Number of Incidents Reported	21	29	23
Total number of Incomplete Hazard Inspections	6		

Incomplete hazard inspections are high and have been reported to the appropriate operational areas for action.

The graph below displays the number of lost time injuries (LTI) claims lodged across Council. There was a total of **two** lost time injury claims lodged for July 2016. It is extremely pleasing to note the downward trend when compared to the previous 12 months.



Risk Management Summary

Example from Section Risk Register (excludes risks accepted/ALARP):

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Comp	Comments
Corporate Risks					
A legislatively compliant SafePlan is not implemented, monitored and reviewed effectively, for the whole of council, its workers and contractors, to achieve the acceptable compliance level with annual WH&S audits resulting in: increased worker injuries, legislative breaches/legal action, reputational damage, reduced service levels, increased costs and non-compliance with a key council objective.	Low	Ongoing annual audits will be conducted. Continuing to rectify the actions from the 2014 Workplace Health & Safety System Audit. Rectifications resulting from the Workplace Health & Safety system audit will be addressed and assessed in the annual internal audit of the Workplace Health & Safety systems.	15-17 August 2016	95%	Safety Unit will continue working to rectify actions identified as part of the 2014 WHA Audit which have been included in the 2014 Audit Rectification Action Plan. Note: Corporate reviews complete. Currently implementing in the operational areas.
Section Risks					
Council's payroll function fails to accurately record and process employee wages and entitlements resulting in an inability to pay employees on time and accurately, potential employee dissatisfaction, industrial disputes, financial impacts and reputation damage.	Moderate	Multiskilling of Administration and HR staff.	31 July 2015	100%	Rotation of Payroll staff to learn all duties commenced in July 2015; 3 Admin trained in data entry; all procedures being documented.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Quarterly written assessment of progress towards implanting the 2016/17 annual operational plan	22 November 2016 – Council Agenda	100%	The first quarter review of the 2016/17 Operational Plan will be presented to the Ordinary Council meeting on 22 November 2016.
Report on the results of the implementation of the annual operational plan	23 August 2016	75%	This 2015/16 report will be combined with the Quarter 4 assessment and presented to Ordinary Council meeting in 23 August 2016.
Update of Workplace Health & Safety documents to meet the new legislative	2016	95%	Documents continue to be updated so that Council

Legislative Compliance Matter	Due Date	% Completed	Comments
requirements			remains compliant.
Report breaches of the Workplace Health & Safety Act and Regulation as necessary to the division within specified legislative timeframes	As soon as practicable	100%	Council has been compliant in this regard for the current reporting period.
Workplace Health and Safety Audit	15-17 August 2016	0%	Preparations commenced.
Rectification Action Plan (2014 Audit)	As soon as practicable	95%	Work through the RAP from the 2014 Audit. Corporate reviews complete. Currently implementing in the operational areas
WHS Infringement Notices issued to Council are remedied within required timeframes	As per notice	100%	One Improvement notice issued and closed out within the required timeframe.

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

No capital projects are relevant to the Workforce and Strategy Section.

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

As at period ended July 2016 – 8.3% of year elapsed.

Project	Explanation
WHS Data Management System	The claims module is in test mode and the Safety Team is working with IT to configure system forms in the claims module to suit operational needs.
Service Level Review Project (SLR)	A report is being prepared by the General Manager Community Services on the schedules, costs and FTE for parks mowing to be presented to Council. No further action will be taken on this project until that report has been presented.
Aurion Project	The implementation of Aurion is still progressing with some minor system errors still being investigated prior to implementation which has now been extended to 10 August 2016.
Policy Improvement Project	The Project is in the final phase, Stage 3 with 19 policies remaining, which are nearing finalisation.
Form Review Project	Completed with the exception of 28 Community Standards and Compliance forms that are awaiting approval.

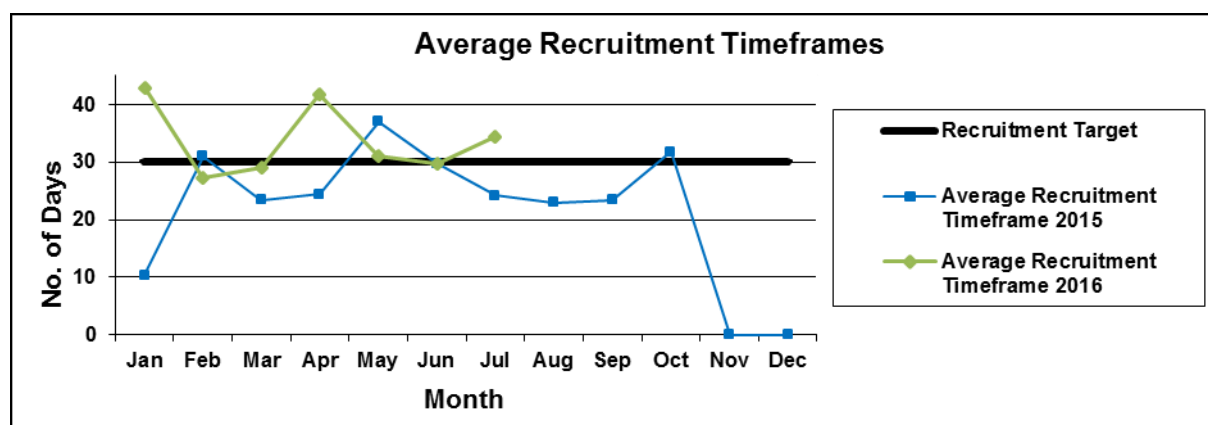
5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Service Delivery Standard	Target	Current Month's Performance
Recruitment positions finalised within 30 working days (refer graph below)	100%	45%
Policies reviewed within 10 working days	100%	100%
Acknowledge job applications within 2 working days of the advertising close date. (as per policy/procedure)	100%	100%
Employee pays processed and paid within 3 working days after the period end date	100%	100%
Payroll accuracy	100%	100%
Hazard Inspections completed as per the adopted Matrix	100%	63.64%

Recruitment Timeframes

Some delays in recruitment have occurred during the reporting period. Of the 22 positions recruited in the reporting period, 12 were not finalised within the 30 day timeframes. These delays are due to a range of issues including:

- The length of time that panel members took to conduct shortlisting;
- Large volume of applicants;
- Pre-Employment screening delays by provider;
- Availability and travel arrangements for candidates;
- Senior positions requiring different recruitment processes such as multiple interviews/phone screening.



Establishment

FTE Positions	Period	Workforce & Strategy	Council
Starting Point	1 January 2014	30.05	838.9
Same Time Previous Year	31 July 2015	34.44	851.42
Previous Month	30 June 2016	36	880.07
Current Month	31 July 2016	36	882.07*

**Two positions were inactivated in August 2016 which is not reported in the July 2016 FTE data. If considering these positions the FTE had no change. Positions include Manager Community Standards and Compliance (2596) and Manager Development and Building (1966).*

FTE Positions is the total full time equivalent positions approved and recorded in Aurion excluding casual positions and including approved vacancies.

FTE positions include 29 temporary or supplementary positions which have been created for a number of reasons including: short term projects, maternity leave relief, co-op students and funded positions. All of these positions have an end date and will reduce the FTE once the tenure has been completed.

The FTE positions also include the following apprentices and trainees across Council:

Apprentices	Trainees
8	14

Changes to Workforce & Strategy Establishment

There has been no change to the establishment for Workforce & Strategy in July 2016.

Changes to Council Establishment

The following changes have resulted in an increase to the Establishment by two:

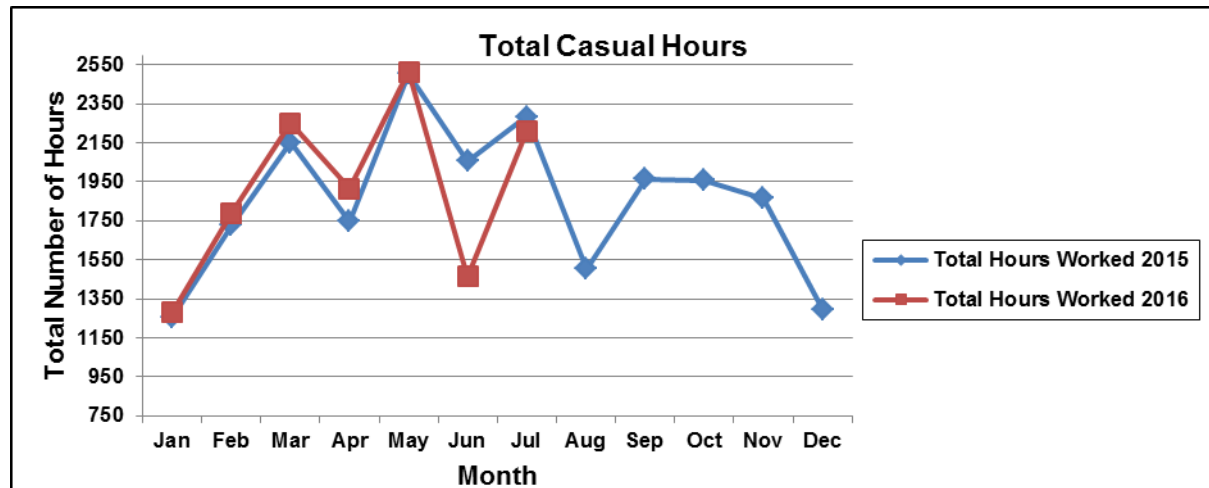
- Creation of one established Street Sweeper Driver to operate Council's newly funded street sweeper.
- Creation of one established Supervisor Network Construction as per the Fitzroy River Water restructure where it was identified that an additional supervisor was required to help deliver improved performance due to an increase with workload and reallocation of tasks.
- Creation of one established Supervisor Mechanical Maintenance as per the Fitzroy River Water restructure where the Electrical and Mechanical teams were separated due to many aging mechanical assets requiring greater attention and therefore optimal supervision which will also assist in meeting all maintenance targets.
- Creation of one supplementary Labourer to assist in the Part Street Drainage Stage 2B which requires larger scale concrete works.
- Two supplementary Labourer's positions abolished.
- An inter-departmental transfer of one Electrical Projects Officer transferred from Regional Services to Corporate Services to complete the final stages of the Rockhampton Airport airfield lighting project.
- Inter-Departmental transfers of 25 positions. Positions were transferred from Regional Services to Community Services due to the creation of the Planning and Regulatory Services Section and the review of Council's structure in May 2016. Positions.

FTE Positions Internal / External Split

The percentage split for approved full time equivalent positions excluding casual positions and including approved vacancies currently sits at 58% (515.33) internal and 42% (366.74) external.

Casual Hours – July 2016

There are currently a total of 47 casuals actively employed by Council of which 41 were engaged during the reporting period. The engaged casual employees collectively have worked the total number of 2207.53 hours during the month of July 2016 (period does not cover data from Payroll 2 employees from 25 – 31 July 2016 due to pay cycle period).



Casual Hours by Section – July 2016

The following list shows the total number of hours worked by casual employees by Section and Unit in the reporting period as provided by the responsible operational area. This reporting period does not capture data from 27-30 June 2016 due to pay cycle.

Section	Unit	Commentary	No. of hours	Percentage of cost recovery
Arts and Heritage	Art Gallery	Utilised to cover periods of leave and to backfill vacant positions.	251.75	0%
Arts and Heritage	Heritage Services	Utilised in food and beverage roles for catered functions.	268.33	100%
Arts and Heritage	Venue Operations	Utilised by hirers. Box Office and Production wages fully recoverable.	718	103%
Communities and Facilities	City Child Care Centre	Utilised to cover periods of leave and RDO's to maintain the required child to staff ratios in accordance with regulations.	274.25	
Communities and Facilities	Client Services	Utilised to cover periods of leave and RDO's to maintain staffing levels.	149	
Communities and Facilities	Facilities	Utilised to cover periods of leave and RDO's and weekend cleaning of the Regional Library.	174.48	
Parks	Parks and Visitor Services	Utilised for periods of leave and ensuring adequate staffing levels.	225.3	
Planning and Regulatory Services	Local Laws	Utilised to assist with an increase workload due to dog registration amendments and food business license renewal applications.	42	
Civil Operations	Support Services	Utilised to cover periods of leave.	33.75	
Corporate and Technology	Customer Service Centre	Assistance in the call center during rates and dog renewal periods.	70.67	
TOTAL			2207.53	

The above casual hours for July 2016 by employment type includes the following HERO hours. This reporting period does not capture data for Payroll 2 employees from 25-31 July 2016 due to the way the pay run is structured.

Section	Unit	No. of Hours
Parks	Parks and Visitor Services	98
Planning and Regulatory Services	Local Laws	42
Civil Operations	Support Services	33.75
Corporate and Technology Services	Customer Service Centre	70.67
TOTAL		244.42

It should be noted that labour hire is also utilised in addition to casual labour in some areas of the organisation to support staff shortages and special project requirements or events and also to avoid increasing the FTE.

Volunteer Hours by Section – July 2016

The following list shows the total number of hours worked by volunteers by Section and Unit in the reporting period as provided by the responsible operational area.

Section	Unit	No. of Hours
Arts & Heritage	Art Gallery	202.25
Arts & Heritage	Heritage Village	4221
Arts & Heritage	Pilbeam Theatre	394.25
Communities & Facilities	Libraries	144
Parks	Rockhampton Zoo	405
TOTAL		5366.50

Work Experience Placements – July 2016

Work Experience Applications Received During the Month of July 2016		3
Placement Type	Section	Placed
Civil engineering co-op	Civil Operations	No
Construction	Facilities	Yes
Administration	Airport	Yes
Work Experience Placements Occurring During the Month of July 2016		4
Placement Type	Section	Dates
Administration	Civil Operations	5-7 July 2016
Library	Library	4-8 July 2016
Electrician	Facilities	4-8 July 2016
Childcare	Childcare	2 June – 2 August 16

FINANCIAL MATTERS

Financial performance as expected for reporting period.

End of Month Job Costing Ledger - (Operating Only) - FINANCE AND BUSINESS							
As At End Of July							
Report Run: 08-Aug-2016 10:31:26 Excludes Nat Accts: 2802,2914,2917,2924							
	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	8.3% of Year Gone
CORPORATE SERVICES							
WORKFORCE & STRATEGY							
<i>Human Resources and Payroll</i>							
Expenses	1,610,882	0	81	84,064	84,145	5%	✓
Transfer / Overhead Allocation	21,000	0	0	395	395	2%	✓
Total Unit: Human Resources and Payroll	1,631,882	0	81	84,459	84,540	5%	✓
<i>Safety & Training</i>							
Revenues	(74,250)	0	0	(7,287)	(7,287)	10%	✓
Expenses	1,315,785	0	88,740	74,505	163,245	12%	✗
Transfer / Overhead Allocation	55,000	0	0	2,892	2,892	5%	✓
Total Unit: Safety & Training	1,296,535	0	88,740	70,110	158,850	12%	✗
<i>Corporate Improvement & Strategy</i>							
Expenses	585,369	0	12,028	13,451	25,479	4%	✓
Transfer / Overhead Allocation	0	0	0	9	9	0%	✗
Total Unit: Corporate Improvement & Strategy	585,369	0	12,028	13,460	25,488	4%	✓
<i>Workforce & Strategy Management</i>							
Expenses	353,837	0	57	22,226	22,283	6%	✓
Total Unit: Workforce & Strategy Management	353,837	0	57	22,226	22,283	6%	✓
<i>Investigations and Industrial Relations</i>							
Expenses	353,972	0	137	21,552	21,689	6%	✓
Transfer / Overhead Allocation	0	0	0	71	71	0%	✗
Total Unit: Investigations and Industrial Relations	353,972	0	137	21,623	21,760	6%	✓
Total Section: WORKFORCE & STRATEGY	4,221,594	0	101,043	211,877	312,920	7%	✓
Total Department: CORPORATE SERVICES	4,221,594	0	101,043	211,877	312,920	7%	✓
Grand Total:	4,221,594	0	101,043	211,877	312,920	7%	✓

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT JULY 2016**

**Finance Monthly Operations Report -
July 2016**

Meeting Date: 23 August 2016

Attachment No: 3

MONTHLY OPERATIONS REPORT
FINANCE SECTION
Period Ended July 2016

VARIATIONS, ISSUES AND INNOVATIONS

Section News

The team has been very busy working through the final restructure of the Road Assets as well as finalising all the accrual transactions to produce the Financial Statements for the year ended 30 June 2016.

The review of the Final Results for the Capital Budget for the 15/16 has resulted a large amount of expenditure carried forward (as predicted by the Finance Team). A Capital Budget revision will be undertaken during October to review what will be achieved for the year as well as accommodate a number of movements that have already taken place.

Rate Notices are due on the 31 August, with the SMS reminder set to be sent on the 29 August. As discussed at the recent Councillor Forum, the wording will be softened for the SMS alert.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for *Finance* are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Rates Enquiry	1	0	28	23	6	0	3	● 0.87	● 1.36	● 1.35	1.00

Comments & Additional Information

Nil.

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	FIRST/SECOND QUARTER		
	May	June	July
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	1	0
Number of Incomplete Hazard Inspections	0	0	0

Risk Management Summary

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Lack of funds for capital works resulting in degradation of existing assets causing unusable assets and public liability claims	High 5	Enhanced capital expenditure reporting for monitoring purposes. Improved Asset Management and Financial Planning	30/6/17		This risk will require some reassessment as to whether the controls now make it acceptable.
The use of inaccurate GIS data by external and internal users will lead to litigation and a lack of integrity for internal and external users.	Moderate 5	Continued review of integrity of existing data	30/06/17	80%	Progressing – focus is now on Stormwater data.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Audited Statement completed by end of October	31/10/16	50%	All Journals near complete and we are now at draft statement preparation stage.
Annual Budget adopted by 1 August	01/08/16	100%	Budget adopted in July
Asset Register must record its non-current	30/06/17	100%	Completed

Legislative Compliance Matter	Due Date	% Completed	Comments
physical assets			
A community financial report must be prepared for the Annual Report	30/10/16	0%	Awaiting Draft Statements
A Local Government must have a Debt Policy, Investment Policy and a Revenue Policy	01/08/16	80%	Draft policy included for adoption with agenda.
Trust Fund Management in accordance with the Local Government Regulation	30/06/17	100%	Completed
Monthly Financial report prepared for the monthly meeting of Council	30/06/16	100%	Completed
A Local Government must set an Asset Recognition threshold	30/06/17	0%	Not yet reviewed for year.

3.ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

No capital projects are relevant to the Finance Section.

4.ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

No Operational Projects to highlight within the Adopted Budget.

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Adopted/Operational Service Level Standards & Performance

Service Level	Target	Current Performance
Levy rates within 1 week of predicted dates in revenue statement	100%	100%
Manage the recovery of unpaid rates and charges in accordance with the Revenue Management Policy, achieving an overdue balance of less than 3% at its lowest point.	<3%	3.00% achieved in July which is highlighting an increasing trend in debts outstanding

Please note the service levels depicted in the above table are operational standards only and have not been formally adopted by Council.

6. 'LIVE' GRANT APPLICATIONS: AS AT 15 AUGUST 2016

Attached is a summary provided by the Grants Officer on Council's current application.

'Live' Grant Preparations Underway: As at 15th August 2016

Rockhampton Regional Council is preparing to apply for the following grants, which may open for submissions in July or which require work now:

#	Fund Name	Status	Funding Max / Minimum	Summary of proposed submission or options.	Notes	Funding Sought	Due Date(s)
1	Better Regions Fund (NSRF Re-named)	SCOPING	\$20k - \$10M 50:50	Mount Archer Activation Master Plan	Council has \$250k for the 50:50 Co-contribution.	\$250k Max TBA	17 th Jan 17* (Might be earlier.)
2	Community Resilience Fund	SCOPING	TBA RRC 60% (Total \$10M)		Last year, RRC obtained funding for 3 flooding infrastructure projects. This year, more from flooding study plus fund will consider Generators for FRW. Eligible projects will be those that address urban <u> flood </u> and <u> cyclone </u> mitigation infrastructure gaps such as levees, detention basins, stormwater systems and shelters + projects which identify and address <u> bushfire </u> mitigation risk strategies.	TBA	9 th Sept 16
3	Advance Queensland - Queensland Startup Events and Activities Fund	SCOPING	Up to \$25k	Smart Way Forward – Funds for events in 212 Quay.	Funding to help deliver events and activities that build entrepreneurial and technology startup skills. Proposed event funding is for a series of capacity building workshops, with funding sought for the costs of the facilitators.	\$24.9k	30 June *2017* (But submit August 2016.)
4	Advance Queensland - Regional Innovation Hubs	SCOPING	TBA	Smart Way Forward – Funds for 212 Quay.	RRC has submitted an EOI. The criteria hasn't yet been published and applications aren't expected to open until August 2017. A Qld Govt Rockhampton workshop will be held to give information.	TBA	TBA (Sept?)
5	Community Sustainability Action Grants - 'Conserving Queensland's heritage places'	<u>FINALISE</u>	TBA (\$12M over 3yrs)	Schotia Place Re-Roofing	Media release . To improve or restore properties on the Queensland Heritage Register or on a local government register.	TBA	19 th August 2016
6	Advance Queensland – Young Starters	SCOPING	Up to \$20k	Smart Way Forward – Funds for events in 212 Quay.	The Young Starters' Fund is now open and will provide funding up to \$20,000 to eligible organisations to deliver events and activities that build entrepreneurial and	TBA	30 June *2017* (But submit

#	Fund Name	Status	Funding Max / Minimum	Summary of proposed submission or options.	Notes	Funding Sought	Due Date(s)
	Fund				technology start-up skills in young Queenslanders, aged 15–24.		August 2016.)
8	Queensland Day Sponsorship	PRE-START	\$10k	Queensland Day Event	Small application as part of BAU Queensland Day events planning (as per ECM Task).	TBA	9 th September 2016
9	Local Government Grants & Subsidies Program	PRE-START	TBA (Total \$28.3M) RRC 60%		<ol style="list-style-type: none"> 2016/17 Guidelines not yet published. Eligible projects will include water infrastructure, town centre rejuvenation and watering stations at stock points in drought declared areas. Likely to require 60% Co-Contribution. MUST BE 100% 'SHOVEL READY' to build 'vital community infrastructure'. 	TBA	25 th August 2016*
1 2	Regional Arts Fund	SCOPING	\$30K	Community Musical	Re-submit application prepared for 1yr Destination Events Program to Regional Arts Fund for Smart Way Forward App link trail to Community Musical.	\$25k	24 th August 2016
1 3	Stronger Communities Programme	<u>FINALISE</u>	\$10k	Re-painting park benches in East St Mall.	Unforeseen opportunity has arisen for a late submission to Round 2 with Michelle Landry MP.	\$10k	ASAP
1 4	Building our Regions.	<u>FINALISE</u>	N/A	<ol style="list-style-type: none"> CBD Smart Technologies & Working Hub First Turkey Mountain Bike Reserve 	As per Ordinary Council resolution 9 th August 2016.	<ol style="list-style-type: none"> \$2,278,000 \$250,000 	19 th August 2016
1 5	NDRRA Betterment Funding Variation	<u>FINALISE</u>	N/A	Pilbeam Drive	Scope as per report to Ordinary Council 9th August 2016 – Briefing note being prepared for Michelle Landry MP to support advocacy.	TBC	29 th August 2016

* Estimated: Subject to confirmation upon release of guidelines, once it opens for applications.

'Live' Award Preparations Underway: As at 18th July 2016

Rockhampton Regional Council has reviewed and/or is preparing to apply for the following awards:

#	Award Name	Status	Category	Summary of proposed submission or options.	Notes	Due Date(s)
1	EDA Economic Development Awards For Excellence	SCOPIN G	Digital Entrepreneurs	Smart Way Forward	Showcase how the development of the 212 Quay operations plan was tailored to boost economy.	25 th July 2016 COMPLETED ✓
2	Environmental Health Association	FINAL DRAFT	NEWS	Zika VMO Team Recognition	Industry news feature article (now), with a follow up application at the end of the year for the 2016 Awards.	30 th August
3	Planning Institute of Australia: Awards for Planning Excellence	SCOPIN G	"Small Project"	Helping the community deal with the loss of the Tree of Knowledge.	"Best Planning Ideas – Small Project" Award: Represents a project that has a site or local place/ neighbourhood benefit. Project: Tree of Knowledge Gazebo (Mount Morgan CBD Streetscape Design)	EOI 29th July + Submission on 8th August. COMPLETED ✓

FINANCIAL MATTERS

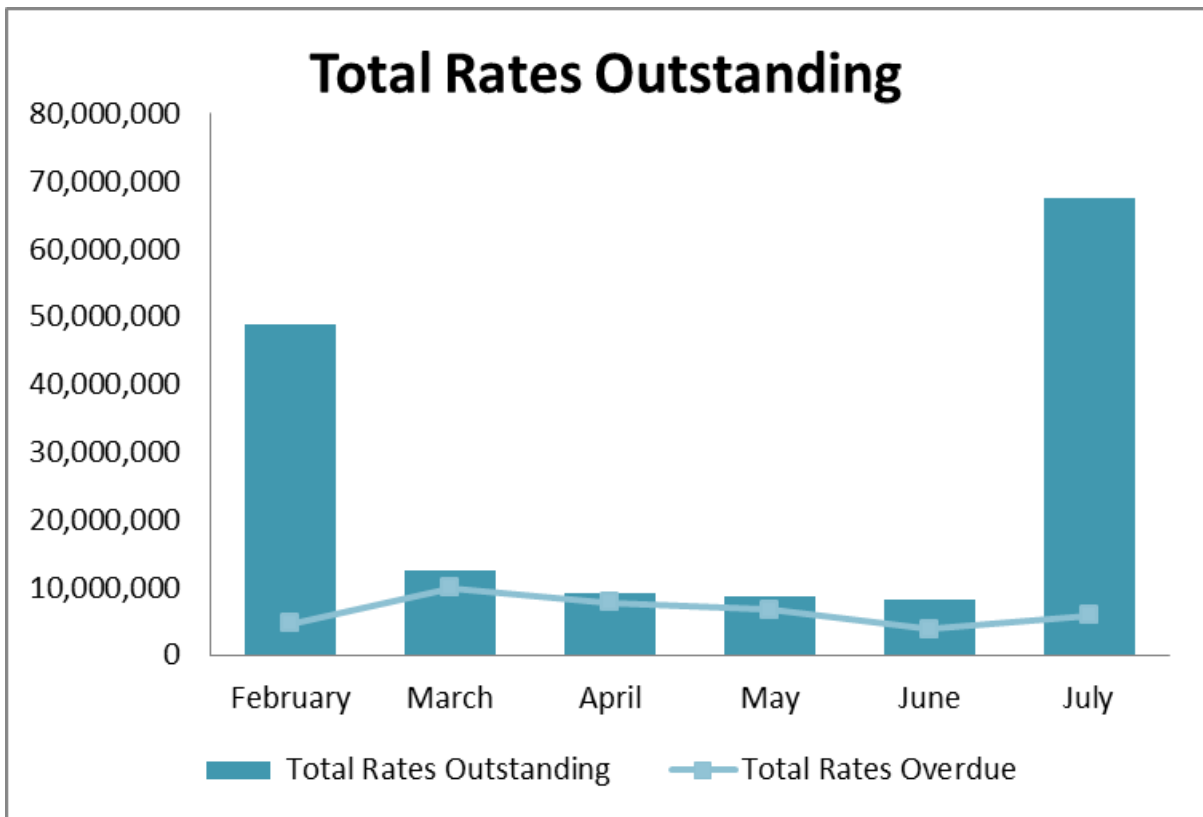
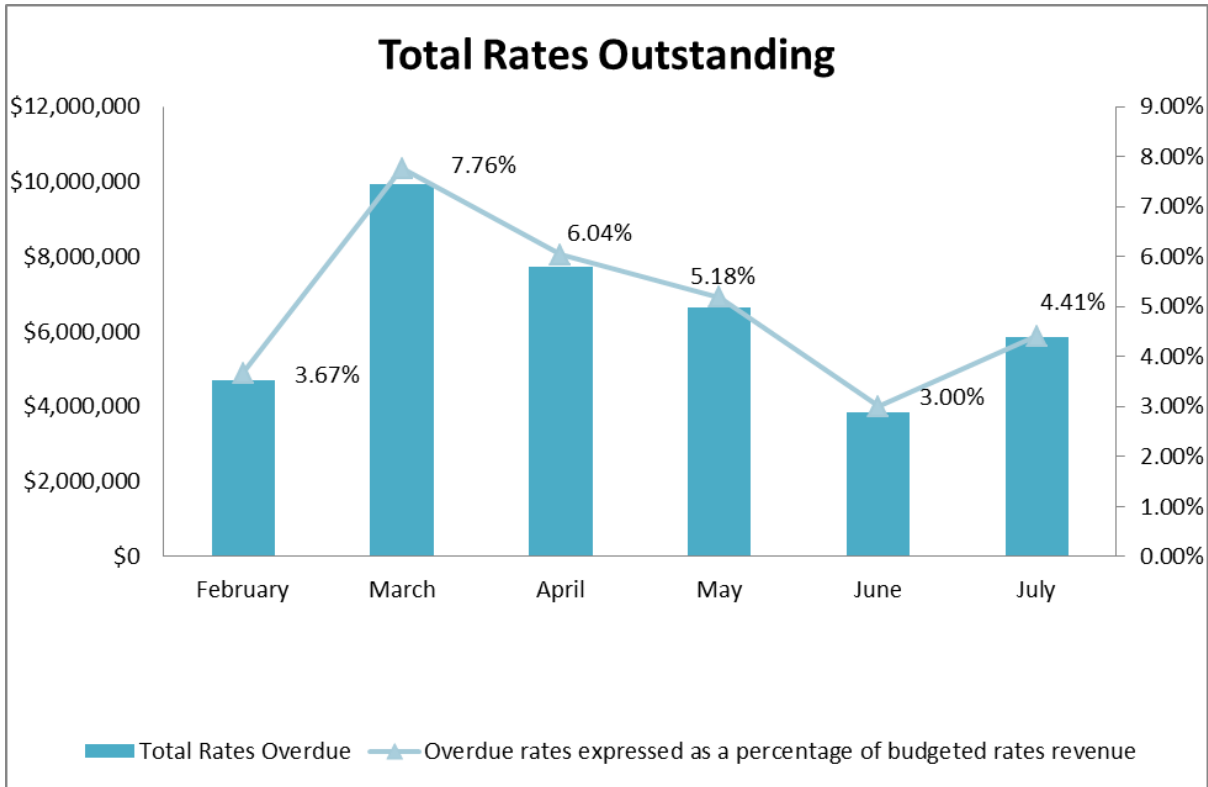
End of Month Job Costing Ledger - (Operating Only) - FINANCE AND BUSINESS



As At End Of July

Report Run: 15-Aug-2016 10:07:28 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 8.3% of Year Gone
	\$	\$	\$	\$	\$	%	
CORPORATE SERVICES							
FINANCE							
<i>Finance Management</i>							
Expenses	714,676	0	82,613	(51,899)	30,714	4%	✓
Total Unit: Finance Management	714,676	0	82,613	(51,899)	30,714	4%	✓
<i>Revenue & Accounting</i>							
Revenues	(419,500)	0	0	(57,071)	(57,071)	14%	✓
Expenses	2,957,088	0	150,852	200,620	351,472	12%	✗
Transfer / Overhead Allocation	750	0	0	15	15	2%	✓
Total Unit: Revenue & Accounting	2,538,338	0	150,852	143,564	294,416	12%	✗
<i>Financial Systems</i>							
Expenses	440,439	0	0	20,574	20,574	5%	✓
Total Unit: Financial Systems	440,439	0	0	20,574	20,574	5%	✓
<i>Assets & GIS</i>							
Revenues	0	0	0	(327)	(327)	0%	✓
Expenses	2,025,782	0	16,364	99,188	115,551	6%	✓
Transfer / Overhead Allocation	36,485	0	0	2,476	2,476	7%	✓
Total Unit: Assets & GIS	2,062,267	0	16,364	101,336	117,700	6%	✓
Total Section: FINANCE	5,755,720	0	249,829	213,575	463,404	8%	✓
Total Department: CORPORATE SERVICES	5,755,720	0	249,829	213,575	463,404	8%	✓
Grand Total:	5,755,720	0	249,829	213,575	463,404	8%	✓



11.5 REGIONAL DEVELOPMENT MONTHLY REPORT - JULY 2016**File No:** 1830**Attachments:** 1. Regional Development Monthly Report - July 2016 (Closed Session)**Authorising Officer:** Evan Pardon - Chief Executive Officer**Author:** Scott Waters - Acting Executive Manager Regional Development

SUMMARY

This report provides information on the activities of the Regional Development Unit during the month of July 2016.

OFFICER'S RECOMMENDATION

THAT the Regional Development Monthly report for the month of July 2016 be received.

11.6 LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND ANNUAL CONFERENCE, 18-20 OCTOBER 2016, GOLD COAST

File No: 8291
Attachments: Nil
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

Local Government Association of Queensland Inc advising the 120th Annual Conference will be held at the Gold Coast Convention & Exhibition Centre, Broadbeach.

OFFICER'S RECOMMENDATION

THAT:

1. Councillor _____ and Councillor _____ be authorised to attend the Local Government Association of Queensland's Annual Conference to be held at the Gold Coast Convention & Exhibition Centre, Broadbeach from 18-20 October 2016.
2. Councillor _____ and Councillor _____ be appointed as delegates with voting rights for Rockhampton Regional Council with an allocation of 2 votes per delegate.

BACKGROUND

(1) Nomination of Delegates

The Local Government Association of Queensland Inc (LGAQ) has advised that their Annual Conference with the theme "New World Order" will be held at the Gold Coast Convention and Exhibition Centre, Broadbeach from 18-20 October 2016 and requesting nomination of delegates from Council.

(2) Registration

Member Councils pay a Conference Levy in conjunction with their Membership Subscription.

This year the Conference Levy, which entitles Council to be represented at the Conference by two (2) delegates, has been set at \$2860 including GST. Should more than two delegates wish to attend, an observer registration fee of \$1430 (including GST) per person will apply.

It should be noted that the Wednesday evening function is not included in the registration fee (\$150 per person).

Early bird cut off for registrations is 9 September 2016 and no registrations will be accepted after 30 September 2016.

(3) Voting Arrangements

At the 2016 Annual Conference Rockhampton Regional Council will be entitled to a total of 4 votes. Therefore, if Council is to be represented by two delegates, Council need to advise LGAQ how this total voting entitlement should be allocated between the delegates no later than 3 October 2016.

(4) Certificates of Service

Qualifying period for Certificates of Service is 15 years. There are no Councillors eligible for the 2016 Conference.

(5) Motions for Consideration

No submissions for motions were received by the Chief Executive Officer.

**LOCAL GOVERNMENT ASSOCIATION
OF QUEENSLAND ANNUAL
CONFERENCE, 18-20 OCTOBER 2016,
GOLD COAST**

LGAQ Conference Program

Meeting Date: 23 August 2016

Attachment No: 1



120th LGAQ Annual Conference

NEW WORLD ORDER

Gold Coast Convention & Exhibition Centre
2684-2690 Gold Coast Highway, Broadbeach

18 - 20 October 2016

  #LGAQ2016



NEW WORLD ORDER



THIS YEAR'S CONFERENCE THEME

This year's conference theme, 'New World Order' perfectly describes the economic and political upheaval that is impacting on the entire globe. There has never been a more relevant theme.

By any account this year's speaker line up is chock full of stellar talents. It's a great coup to secure Mr Parag Khanna. Make no mistake he is a global super star in this field. Those who watch CNN will have seen him many times. Other speakers will discuss subjects that go to the heart of the challenges facing councils and the communities we represent.

I also welcome the attendance of both the Premier and Deputy Premier at this year's event.

Finally we have an important decision to make on Wednesday when we elect a President to take us forward over the balance of the four-year term.

I hope your conference is both rewarding and enjoyable.

A handwritten signature in black ink that reads "Jenny Hill". The signature is fluid and cursive.

Cr Jenny Hill
ACTING PRESIDENT



WELCOME TO THE CITY OF GOLD COAST

As Australia's premier tourist destination, Gold Coast welcomes 13 million visitors each year who love our retail therapy options, taste-tempting eateries and a fabulous array of festivals, events, arts and cultural activities.

Then there's our 52 kilometres of magnificent beaches and 100,000 hectares of world heritage-listed rainforests and some 2000 parks dotted throughout our community.

But an economy of \$25 billion annually needs nurturing to maintain quality of life and opportunity.

Our Innovation Ecosystem fosters entrepreneurs, tech start-ups, incubators and investors as the engine-room for industries of the future. Our Health and Knowledge Precinct is a hub for education, research, knowledge creation and the commercialisation of newly-developed technologies.

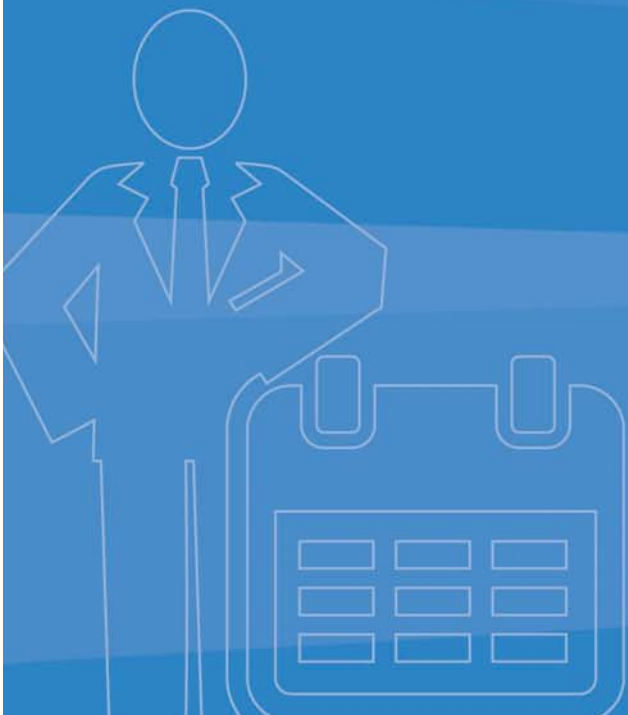
In tandem with major events like the Gold Coast 2018 Commonwealth Games we provide attractions for locals and visitors but, importantly, create jobs for residents.

Always, we push the boundaries of what local government can achieve. Please enjoy your stay.

Cr Tom Tate

MAYOR – COUNCIL OF THE CITY OF GOLD COAST

CONFERENCE PROGRAM





MONDAY, 17 OCTOBER 2016

- 10.30am – 12.00pm** **Policy Executive CEO Reference Group Meeting**
- 12.00pm – 5.00pm** **Policy Executive Meeting**
- 2.00pm – 5.00pm** **Registration**
Delegates, observers, trade, corporate and accompanying persons
Foyer, Gold Coast Convention and Exhibition Centre,
2684-2690 Gold Coast Highway, Broadbeach
- 4.00pm – 4.30pm** **Trade and Sponsor Briefing**

TUESDAY, 18 OCTOBER 2016

- 8.30am – 5.00pm** **Registration**
Delegates, observers, trade, corporate and accompanying persons
Foyer, Gold Coast Convention and Exhibition Centre,
2684-2690 Gold Coast Highway, Broadbeach
- 9.00am – 5.00pm** **Professional Development Streams**
- 10.45am – 11.30am** **Morning Tea**
- 12.45pm – 2.00pm** **Lunch**
- 2.00pm – 4.00pm** **Regional Roads and Transport Group Assembly**
- 2.00pm – 5.00pm** **Indigenous Leaders' Forum**
- 4.30pm – 5.00pm** **First Time Delegate Briefing**
- 5.30pm – 7.30pm** **Welcoming Ceremony**
Hall 2
Gold Coast Convention and Exhibition Centre
2684-2690 Gold Coast Highway, Broadbeach
Hosted by King & Company
- 5.30pm** **Blockbuster Opening Act**
- 5.40pm** **Welcome to Country**
- 5.45pm** **Welcome to Gold Coast**
Cr Tom Tate
Mayor - Council of the City of Gold Coast
- 5.50pm** **Response**
Cr Jenny Hill
Acting President, LGAQ
- 5.55pm** **Sponsor Address**
Tim Fynes-Clinton
Managing Partner
King & Company

6.00pm **2016 LGAQ Journalism Award**
The LGAQ Regional Journalism Award is dedicated to showcasing excellence in reporting in regional Queensland. Listen to the official announcement of the 2016 winner, who will receive a \$15,000 prize.

6.10pm – 7.30pm **Networking Drinks**
Trade Exhibition

WEDNESDAY, 19 OCTOBER 2016

MEMBER COUNCIL DAY

7.45am **Registration**
Delegates, observers, trade, corporate and accompanying persons
Foyer, Gold Coast Convention and Exhibition Centre,
2684-2690 Gold Coast Highway, Broadbeach

8.15am **Security Briefing**
Master of Ceremonies – Mr David Swan
(the “other” Voice of Australia)

8.16am **Call to Order by the Acting President**

8.18am **Presentation of Policy Executive**

8.30am **Official Opening**
Hon Anastacia Palaszczuk MP
Premier of Queensland

8.45am **Presidential Address**
Cr Jenny Hill
Acting President
LGAQ

9.15am **Keynote Address: New Economy New Politics**
Dr Parag Khanna
Senior Research Fellow in the Centre on Asia and
Globalisation at the Lee Kuan Yew School of Public Policy,
National University of Singapore

10.15am **Morning Tea**

10.45am **Panel Session: Out of the Box**
Cherbourg Aboriginal Shire Council – Smart Street Lighting
Cairns Regional Council – Garbage Truck Road Survey
Southern Downs Regional Council – Budget Preparation
Moreton Bay Regional Council – Complaints App

11.55am **Sponsor Address: Telstra**



12.00pm	Keynote Address: Rise of the Sharing Economy Dr Jim Minifie Productivity Growth Program Director Grattan Institute
12.30pm	Lunch
1.30pm	Council Forums Rural and Remote councils South East Queensland councils Coastal councils Resource Regions councils Indigenous councils
3.00pm	Keynote Address: Smart Infrastructure – IOT Mr Channa Seneviratne Director - Wireless Network Engineering Telstra
3.30pm	LGAQ Super Heroes Bob Abbot, LGAQ Mayoral Mentor Wayne Kratzmann, LGAQ Mayoral Mentor Peter Maguire, LGAQ Mayoral Mentor Hon Joan Sheldon AM, LGAQ Ethics Advisor
3.45pm	Sponsor Address: Ergon Energy
3.50pm	LGM/LGW Member Update
4.05pm	Sponsor Address: Caravanning Queensland
4.10pm	Local Government Remuneration and Discipline Tribunal Update Mr Col Meng Chair Local Government Remuneration and Discipline Tribunal
4.30pm	Keynote Address Mr Matt Church Courtesy of Saxton Speakers Bureau
5.00pm	Program Concludes
6.30pm for 7.00pm	Gala Dinner Arena 2 Room Gold Coast Convention and Exhibition Centre 2684-2690 Gold Coast Highway, Broadbeach <i>Gala Dinner: Hosted by Hastings Deering</i> <i>Dress: Coat and tie</i> <i>Act: Bernard Fanning and band</i> Long Service Certificate Presentations
11.30pm	Dinner Concludes

THURSDAY, 20 OCTOBER 2016

YOUR COUNCIL DAY

8.30am	Conference Resumes – housekeeping
8.35am	AGM/Motions (Debate)
10.00am	State Government Update Hon Jackie Trad MP Deputy Premier Minister for Infrastructure, Local Government and Planning Minister for Trade and Investment
10.20am	Morning Tea
10.40am	State Opposition Update Mr Andrew Powell MP Shadow Minister for Transport, Main Roads and Local Government
11.00am	Sponsor Address: Powerlink
11.05am	Debate
12.15pm	Presidential Candidate Speeches
12.30pm	Lunch
1.25pm	Announcement of new LGAQ President
1.30pm	Debate
3.45pm	Keynote Address: Ms Rabia Siddique Former Terrorism and War Crimes Prosecutor, International Humanitarian, retired British Army Officer and a hostage survivor
4.15pm	Plenary Concludes

ELECTED MEMBER PROFESSIONAL DEVELOPMENT OPPORTUNITIES

For those who choose one of the accredited units and then successfully complete the post-conference assessment a credit will be earned towards a Diploma in Local Government – Elected Member that the Association is offering.

That's right. You can now elect to use your conference attendance to obtain a formal qualification.

For further information on any of the accredited course options, or the Diploma please contact our Members' Hotline on 1300 542 700.

LGAQ'S ACCREDITED TRAINING COURSES ELECTED MEMBER PROFESSIONAL DEVELOPMENT	2016 DATES - TIMES	PRICE PER PERSON
<p>Governing Councils</p> <p>Course Code: TS-REG-974</p> <p>Units of competency: LGAGENE502A</p> <p>Provide leadership within the council and community</p> <p>Content:</p> <p>Introduces leadership concepts and the behaviours required of councillors in their role as leaders of council and prominent leaders in the community. Knowledge of the legislation and regulations within which councils must operate is essential.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> o Perform at a high level as a councillor o Provide leadership to council and community groups o Provide a positive image of council o Initiate and support development programs 	<p>Date: Tuesday 18 October</p> <p>Time: 9.00am-5.00pm</p>	<p>\$530.00 No GST pp \$220.00 No GST pp (assessment)</p> <p>* For assessments, please contact LGAQ Training Solutions by email training@lgaq.asn.au</p>
<p>Change Management</p> <p>Course Code: TS-REG-979</p> <p>Units of competency: LGACOM602B</p> <p>Coordinate and facilitate a change process</p> <p>Content:</p> <p>Planning for and initiating organisational change. It stresses the leadership role of the council in sponsoring change and recognises that there is a need for the council and the CEO to work together to achieve significant change.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> o Understand the change environment o Plan change o Establish need for change o Facilitate change o Evaluate and monitor change programs 	<p>Date: Tuesday 18 October</p> <p>Time: 9.00am-5.00pm</p>	<p>\$530.00 No GST pp \$220.00 No GST pp (assessment)</p> <p>* For assessments, please contact LGAQ Training Solutions by email training@lgaq.asn.au</p>

LGAQ'S ACCREDITED TRAINING COURSES ELECTED MEMBER PROFESSIONAL DEVELOPMENT	2016 DATES - TIMES	PRICE PER PERSON
<p>Land use planning</p> <p>Course code: TS-REG-1006</p> <p>Units of competency: LGAPLAN511A Manage council's development assessment system</p> <p>Content:</p> <p>A function of local government that places one of the greatest demands upon elected members and can be one of the most difficult areas to deal with.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> o Understand the purpose of land planning o Identify relevant legislation and understand its impact o Identify and understand local and regional planning instruments and issues o Define the role of elected members in land use planning o Understand the planning and development process 	<p>Date: Tuesday 18 October</p> <p>Time: 9.00am-5.00pm</p>	<p>\$530.00 No GST pp \$220.00 No GST pp (assessment)</p> <p>* For assessments, please contact LGAQ Training Solutions by email training@lgaq.asn.au</p>
<p>Financial Reports & Budgets</p> <p>Course Code: TS-REG-989</p> <p>Units of competency: BSBGOV403 Analyse financial reports and budgets</p> <p>Content:</p> <p>Explores the way in which local governments are required to plan for the future, develop an annual budget and monitor, review and interpret financial reports.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> o Basic accounting principles and concepts o Financial management and the strategic linkages o Financial management and reporting o The roles and responsibilities of council, councillors and CEOs o Annual budgets 	<p>Date: Tuesday 18 October</p> <p>Time: 9.00am-5.00pm</p>	<p>\$530.00 No GST pp \$220.00 No GST pp (assessment)</p> <p>* For assessments, please contact LGAQ Training Solutions by email training@lgaq.asn.au</p>

COUNCIL FORUMS

TUESDAY, 18 OCTOBER 2016

2.00pm – 5.00pm

Indigenous Leaders Forum

Hosts: Cr Alf Lacey (Mayor, Palm Island Aboriginal Shire Council) and Cr Fred Gela (Mayor, Torres Strait Island Regional Council)

Since 2011, the Indigenous Leaders' Forum has been a valuable way for Aboriginal and Torres Strait Islander councils to come together in order to discuss specific challenges and to put forward issues they would like the LGAQ to assist them in addressing.

The Forum is held twice-yearly.

WEDNESDAY, 19 OCTOBER 2016

1.30pm – 3.00pm

Come and join with your council peers in one of four forums to discuss, share and debate key issues.

This year, these forums will be hosted by the LGAQ Policy Executive members. Join your local government colleagues in discussing common issues and interests, emerging policy priorities and brainstorming innovative solutions. This is also your opportunity to talk with each other and your Policy Executive members about ways the LGAQ can help and support your council.

Please register for the forum that you believe will most interest your council – if you can't decide you are welcome to send delegates to separate forums.

Delegates/observers are welcome to attend any one of the forums:

RURAL AND REMOTE COUNCILS

Hosts: Cr Belinda Murphy, Cr Rob Chandler

SOUTH EAST QUEENSLAND COUNCILS

Hosts: Cr Matthew Bourke, Cr Mark Jamieson, Cr Paul Pisasale, Cr Karen Williams

COASTAL COUNCILS

Hosts: Cr Jack Dempsey, Cr Matt Burnett, Cr Jenny Hill, Cr Bob Manning

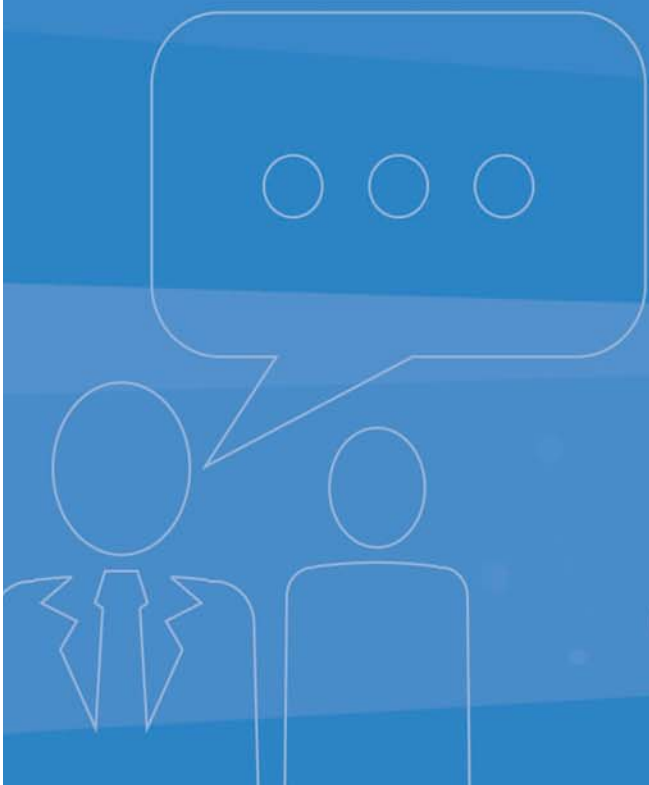
RESOURCE REGIONS COUNCILS

Hosts: Cr Anne Baker, Cr Ray Brown, Cr Cameron O'Neil

INDIGENOUS COUNCILS

Hosts: Cr Alf Lacey and Cr Fred Gela

KEYNOTE SPEAKER PROFILES





HON ANNASTACIA PALASZCZUK MP PREMIER OF QUEENSLAND MEMBER FOR INALA

Anastacia Palaszczuk was sworn in as Premier of Queensland on 14 February 2015 following the state election on 31 January.

Prior to the election, Ms Palaszczuk was Leader of the Queensland Parliamentary Labor Party following the March 2012 state election.

She has represented the Inala electorate in the Queensland Parliament since September 2006.

Ms Palaszczuk served as Chair of the Parliamentary Ethics Committee and following the 2009 election, she was appointed as the Minister for Disability Services and Multicultural Affairs.

She was appointed Minister for Transport in February 2011 and held the position until the March 2012 election.

Ms Palaszczuk holds a Bachelor of Arts from the University of Queensland, Master of Arts (Hons) from the University of London, Bachelor of Laws from the University of Queensland and a Graduate Diploma of Legal Practice from the Australian National University.

Ms Palaszczuk was the recipient of a British Council Chevening Scholarship which enabled her to study for a year in London at the Institute of Commonwealth Studies and the London School of Economics.

DR PARAG KHANNA

Senior Research Fellow in the Centre on Asia and Globalisation at the Lee Kuan Yew School of Public Policy, National University of Singapore

Parag Khanna is a leading global strategist, world traveller, and best-selling author. He is a CNN Global Contributor and Senior Research Fellow in the Centre on Asia and Globalisation at the Lee Kuan Yew School of Public Policy at the National University of Singapore. He is also the Managing Partner of Hybrid Reality, a boutique geostrategic advisory firm, and Co-Founder and CEO of Factotum, a leading content branding agency.



Parag's latest book is *Connectography: Mapping the Future of Global Civilization* (2016). He is also co-author of *Hybrid Reality: Thriving in the Emerging Human-Technology Civilization* (2012) and author of *How to Run the World: Charting a Course to the Next Renaissance* (2011) and *The Second World: Empires and Influence in the New Global Order* (2008). In 2008, Parag was named one of Esquire's "75 Most Influential People of the 21st Century", and featured in WIRED magazine's "Smart List." He holds a PhD from the London School of Economics, and bachelors and masters degrees from the School of Foreign Service at Georgetown University. He has traveled to more than 100 countries and is a Young Global Leader of the World Economic Forum



DR JIM MINIFIE
Productivity Growth Program Director
Grattan Institute

Jim Minifie directs the Grattan Institute's Productivity Growth Program, which is focused on policy reforms to drive Australian living standards. His team is currently focused on structural change in the Australian economy.

Prior to joining Grattan in June 2012, Jim spent 13 years at the Boston Consulting Group, including seven years as Chief Economist for Australia and New Zealand. There he was responsible for leading the firm's thinking on economic challenges – including the global financial crisis, the resources boom and climate change – and their implications for Australian policymakers and corporate leaders. His clients included governments in Australia, Asia and the Middle East and firms in media, online marketplaces, financial services, agriculture, industrial goods, logistics, retail, and resources and commodities.

Jim has a PhD in applied economics from Stanford University and honours and masters degrees in economics from the University of Melbourne. His research focused on contracts, incentives, and taxation.

CHANNA SENEVIRATNE
Director – Wireless Network Engineering
Telstra

Channa Seneviratne is currently Director - Wireless Network Engineering in Telstra Operations. He works with the senior management team on the design, delivery and optimisation of Telstra's core and radio wireless network infrastructure.

Channa has over 25 years of experience in telecommunications networks having worked in both Operations and Engineering across both fixed and wireless technologies. During his time in Telstra, Channa has played key roles in the introduction and operation of Telstra's 2G (GSM & CDMA), 3G and now 4G networks.

Channa has a Bachelor of Engineering from the University of Queensland.

Away from work Channa enjoys travel, sport, wildlife photography and spending time with his wife and two young daughters.



BOB ABBOT
LGAQ Mayoral Mentor

First elected to Noosa Shire Council in 1982, his accomplished career in local government includes six years as Deputy Mayor and terms as Mayor of both the Noosa Shire and the Sunshine Coast Regional councils.

Bob has worked with many former Queensland mayors in both mentoring and support roles, and his leadership abilities are widely regarded within local government.

WAYNE KRATZMANN
LGAQ Mayoral Mentor

Wayne is a 30 year veteran of local government including roles as Deputy CEO, Deputy Mayor and most recently as Mayor of the South Burnett Regional Council.

Wayne is well-regarded, highly respected and has a passion for community. His leadership skills have been recognised by many and his experience coming from both sides of the local government fence provides valuable insight.





PETER MAGUIRE LGAQ Mayoral Mentor

First elected in 1988, his accomplished 28 year local government career (16 as Mayor) included terms in both the Emerald Shire and the Central Highlands Regional councils.

Peter is an ambassador for community and his well-recognised leadership skills were particularly evident during the significant natural disaster events of 2010 & 2011.



ADJUNCT PROFESSOR JOAN SHELDON AM LGAQ Ethics Advisor

The position of Ethics Advisor gives mayors, councillors and council CEOs access to high standard advice about how to manage particular situations so that ethical and integrity issues are properly addressed.

In this position, Adjunct Professor Joan Sheldon, a former deputy premier and treasurer, shows local government is leading the way in ensuring improved transparency and accountability in the sector.

Joan brings to the position a wealth of experience in public life and systems of government, and a clear understanding of the need for integrity and ethical decision making to not only prevail, but to be seen to prevail.

The position of Local Government Ethics Advisor is an in-confidence consultancy-based role. This position is funded by the LGAQ, with access to LGAQ resources when necessary, whilst being independent from LGAQ operations.

MR COL MENG Chair

Local Government Remuneration and Discipline Tribunal

Colin (Col) Meng - Member (1 July 2014 to 30 June 2015) and Chairperson (1 July 2015 to 30 June 2018)

Col Meng is concurrently Chair of Mackay Hospital and Health Service and has extensive local government, board and business experience in the Mackay region. Col served as a Mayor of Mackay Regional Council for a four-year term from 2008 to 2012 then as Queensland Boundaries Commissioner overseeing the de-amalgamation process of four local governments during 2013.



Col was educated and grew up in the Mackay region and has extensive involvement in a range of community organisations. He is a Past President of the Mackay Chamber of Commerce, Mackay Golf Club and was Chairman of the Mackay Regional Area Consultative Committee for seven years.

Col has been a longstanding Member of the Australian Institute of Company Directors and the Australian Institute of Management. He brings to the Tribunal extensive knowledge of and experience in local government, community affairs, public administration, public sector ethics and public finance.



MR MATT CHURCH

Scientific Humourist

Matt Church is best described as a scientific humourist. He is well known for his informative, entertaining and inspirational sessions. Matt is a specialist on productivity, burnout and passion. His clients have described Matt as a "true professional", "the best ever seen", "gifted and down to earth". He leaves his audience buzzing. Matt's sessions fit into the categories of motivation and lifestyle.

Matt draws on an academic background in applied science and human performance, which he has developed into a study of work life balance so that people can live the lives they deserve. His sessions address the fact that every feeling you have is driven by a chemical. If you can find the chemical you can 'fix the feeling'.

Matt is so committed to providing leading edge information that is grounded in the principles of quality and practicality, that he employs a small group of dedicated researchers to assist with this.

He has authored the popular Fix How You Feel series which includes Highlife 24/7, Adrenalin Junkies and Serotonin Seekers, published by the ABC.

Matt was recognized in 2003 with the National Speakers Association Nevin Award. This most prestigious honour is awarded to the one speaker each year who demonstrates exceptional skill and quality of service to the profession.

HON JACKIE TRAD MP

Deputy Premier, Minister for Infrastructure,
Local Government and Planning and Minister for Trade
and Investment.

Ms Trad was elected to the Queensland Parliament in April 2012.

With a Bachelor of Arts from Griffith University and a Masters of Public Policy from the University of Sydney, Jackie has always been interested in how public policy shapes and forms our cities, our communities and ultimately our lives.

The influences of economics and politics on public decision-making and policy development, together with a genuine love of her community, drew her to a career in politics.

A second generation Lebanese migrant who grew up in a small business family on the inner-Southside of Brisbane, Ms Trad and her husband live in West End where they are raising their two young sons.





MR ANDREW POWELL MP

Shadow Minister for Transport, Main Roads and Local Government

Andrew Powell (born 15 May 1973) is an Australian politician. He is a Liberal National party member in the Queensland Parliament, representing the seat of Glass House in the Sunshine Coast hinterland since 2009.

During his first term as the Member for Glass House, Andrew served as the Shadow Spokesperson for the Environment, a member of the Environment, Agriculture, Resources and Energy Committee, a former member of the Scrutiny of Legislation Committee and served on the panel of Temporary Speakers in the chamber.

Following the 2012 election, Andrew was appointed the Minister for Environment and Heritage Protection and he proudly held this position until the 2015 election where he was appointed Shadow Minister for Energy and Water Supply as part of the Opposition Shadow Cabinet.

In May 2016 Andrew was appointed Shadow Minister for Transport and Main Roads and Shadow Minister for Local Government.

MS RABIA SIDDIQUE

Former Terrorism and War Crimes Prosecutor, International Humanitarian, retired British Army Officer and a hostage survivor

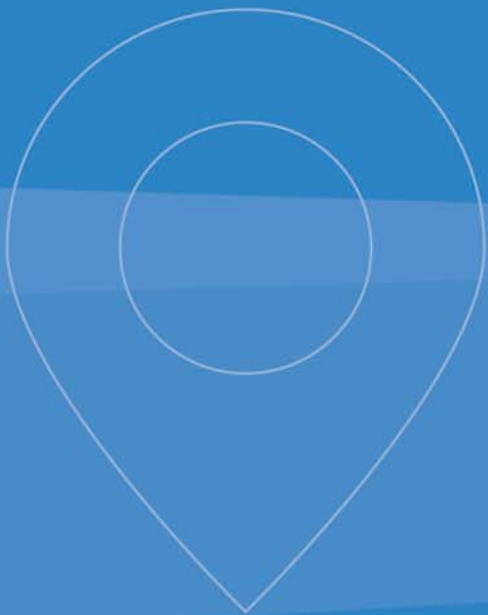
In 2006 Rabia Siddique was awarded a Queen's commendation for her human rights work in Iraq and in 2009 was the runner-up for Australian Woman of the Year UK. More recently Rabia was named as one of the 2014 Telstra Business Women's Award finalists and one of the 100 most influential women in Australia by Westpac and the Australian Financial Review. Rabia was also announced as a finalist for the 2016 Australian of the Year Awards.



After starting life as a criminal defence lawyer and youngest ever Federal prosecutor in Western Australia, Rabia moved to the UK in 1998 where she eventually commissioned as a Legal Officer in the British Army in 2001.

In a terrifying ordeal that garnered worldwide attention, along with a male colleague, Rabia assisted with the rescue of two Special Forces soldiers from Iraqi insurgents in Basra. Her male colleague received a Military Cross for outstanding bravery, while Rabia's part in the incident was covered up by the British Army and Government. In a fight for justice she brought a landmark discrimination case against the UK Ministry of Defence, and won.

ACCOMMODATION PROVIDERS





ACCOMMODATION (GST INCL)

Corporate Traveller has sourced the accommodation providers at the following venues:

[CLICK HERE for more information on accommodation information](#)



★★★★

MANTRA SIERRA GRAND

2685 GOLD COAST HWY BROADBEACH

Distance to conference: 850 mtrs

At Mantra Sierra Grand, you will be within strolling distance of everything - golden beaches and crystal surf, sidewalk cafes and superb restaurants, malls and arcades full of boutiques and specialty shops as well as Jupiters Casino, The Gold Coast Convention Centre and Pacific Fair. Guest facilities include sauna, spa, swimming pool, al fresco dining.

One Bedroom Apartment \$195 per night -includes 1 king

Two Bedroom Apartment \$245 per night -includes 1 king 2 single beds

Room service with breakfast available.

Can be charged back to the accommodation room.



★★★★★

SOFITEL GOLD COAST BROADBEACH

81 SURF PARADE BROADBEACH

Distance to conference: 300 mtrs

A 5-minute walk from the seafront, this straightforward, sleek hotel is 3 km from the SkyPoint Observation Deck and 9.4 km from Sea World and Tallebudgera Creek. The bright, unfussy rooms feature flat-screen TVs, tea and coffee making facilities, and marble bathrooms. Upgraded rooms have private balconies with ocean views; suites add kitchenettes, lounge areas and spas. Wi-Fi and room service are available for a fee.

Classic River View Room \$335 per night -includes 1 king bed

Onsite restaurant with breakfast available.

Can be charged back to the accommodation room.



★★★★

ULTIQA – FRESHWATER POINT RESORT BROADBEACH

81 SURF PARADE BROADBEACH

Distance to conference: 600 mtrs

Located on the outskirts of Broadbeach, Ultiqa is one of the closest accommodation properties to the Gold Coast Convention and Exhibition Centre. Spectacular hinterland and river views create an ultra-modern boutique hideaway that is perfect for travelers who enjoy being close to the action but crave a luxury retreat.

One Bedroom Apartment \$235 per night -includes 1 queen or king bed

Two Bedroom Apartment \$280 per night -includes 1 queen and 2 single beds

Onsite café with breakfast available.

Can be charged back to the accommodation room.



BROADBEACH SAVANNAH RESORT 46 SURF PARADE BROADBEACH

Distance to conference: 650 mtrs

Set on the Gold Coast Highway, this whitewashed apartment hotel is a 4-minute walk from Broadbeach South tram station and 3.1 km from Q1, the tallest skyscraper in Australia. The relaxed apartments feature satellite TV, free Wi-Fi and kitchenettes, as well as whirlpool tubs and private balconies with city or ocean views

1 Bedroom Studio Spa Apartment \$ 150 per night - includes 1 king bed

Onsite café with breakfast available.

Can be charged back to the accommodation room



BEL AIR ON BROADBEACH 2633 GOLD COAST HIGHWAY, BROADBEACH

Distance to conference: 900 mtrs

Set in the centre of the Gold Coast, this laid-back resort is a 5-minute walk from Broadbeach South tram stop and a 13-minute stroll from Kurrawa Beach. It's also 1.3 km from Jupiters Hotel and Casino. The airy 1- to 3bedroom apartments offer balconies and full kitchens. They also come with flat-screen TVs, washer/dryers and Wi-Fi (fee). Some have ocean or canal views. Amenities include a cafe and BBQ areas, as well as a Roman-style outdoor pool, a heated indoor pool, a kid's wading pool and a hot tub. There's also an exercise room and a sauna.

Standard One Bedroom Apartment \$ 215 per night-includes 1 queen

Superior One Bedroom Apartment \$ 230 per night-includes 1 queen

Standard Two Bedroom Apartment \$ 260 per night-includes 1 queen and 2 single beds

Onsite café with breakfast available.

Can be charged back to the accommodation room.



JUPITERS HOTEL & CASINO CASINO DRIVE, BROADBEACH ISLAND, BROADBEACH

Distance to conference: 350 mtrs

Connected by skywalk to the Gold Coast Convention and Exhibition Centre, and by monorail to Oasis Shopping Centre, this sleek casino and hotel sits on an island in Dunlops Canal. It's a 9-minute walk from the beach. Contemporary rooms have flat-screen TVs and paid Wi-Fi. Upgraded rooms and suites feature living areas and private bars, as well as access to a club lounge for free breakfast. Some also add whirlpool tubs and/or ocean views.

Superior Room \$ 255 per night -includes 1 queen

Onsite restaurants with breakfast available.

Can be charged back to the accommodation room.



PEPPERS BROADBEACH

12 ELIZABETH AVENUE, BROADBEACH

Distance to conference: 500 mtrs

This upscale all-suite hotel, set in high-rise towers on the Gold Coast, lies a 3minute walk from the beach, 3 km from SkyPoint Observation Deck and 18 km from Gold Coast Airport. The high-tech and minimalist suites provide free Wi-Fi and iPads, 1 to 3 bedrooms, and kitchens with dishwashers, fridges and washer/dryers. They also have balconies, most of which offer panoramic views of the Pacific Ocean and Gold Coast Hinterland. Amenities include an outdoor pool and spa with a sauna and a steam room, as well as a Tai Chi lawn, Zen gardens and teppanyaki barbecues. There's also a gym and a private cinema.

One Bedroom Suite \$ 250 per night -includes 1 king-zip

One Bedroom Ocean Suite \$ 290 per night -includes 1 king-zip

Offsite restaurants with breakfast available.

Can be charged back to the accommodation room.



WATERMARK HOTEL

3032 SURFERS PARADISE BOULEVARD,
SURFERS PARADISE

Distance to Surfers Paradise G-Link Station: 140 mtrs

Distance to Broadbeach North G-Link Station to conference: 190 mtrs

Set in the centre of Surfers Paradise, this polished hotel is a block from the beach and a 7-minute walk from Cavill Avenue's shopping. Modern rooms come with free Wi-Fi, flat-screen TVs and mini-fridges, as well as sofas and desks. They also include tea and coffee making facilities, and upgraded rooms add minibars. Suites feature city or ocean views, and some add lounges and whirlpool baths. Room service is offered 24/7. Dining options include a simple buffet, a trendy grill restaurant and a sleek tapas bar. The hotel also offers 2 pools on raised decks, plus a spa, an exercise room and a Japanese-themed hair salon

Superior Room \$170 per night – Includes 1 king

Onsite restaurants and room service with breakfast available.

Can be charged back to the accommodation room.



BEACHCOMBER GOLD COAST

18 HANLAN STREET, SURFERS PARADISE

Distance to Cavill Avenue G-Link Station: 280 mtrs

Distance to Broadbeach North G-Link Station to conference: 190 mtrs

Nestled along the Gold Coast and overlooking the Pacific Ocean, this modern resort with wrap-around balconies is a 2-minute walk from Surfers Paradise Beach. Modern studios and 1-bedroom apartments with vivid artwork have flatscreen TVs and private balconies, plus kitchenettes with mini fridges and microwaves. Contemporary apartments add full kitchens and separate sitting areas; some have ocean views. Wi-Fi is available for a fee. Amenities include an indoor pool, an outdoor pool with sunloungers, a hot tub and a sauna, plus a fitness centre and tennis courts.

Studio Ocean View Apartment \$ 295 per night - includes 1 king

One Bedroom City View Apartment \$ 325 per night - includes 1 king

One Bedroom Ocean View Apartment \$ 345 per night - includes 1 king

Offsite restaurants with breakfast available.

Can be charged back to the accommodation room.





WYNDHAM SURFERS

3018 SURFERS PARADISE BOULEVARD,
SURFERS PARADISE

Distance to Surfers Paradise G-Link Station: 100 mtrs

Distance to Broadbeach North G-Link Station to conference: 190 mtrs

A 5-minute walk from Surfers Paradise Beach, this modern, high-rise hotel is also a minute's walk from Surfers Paradise train station and a 3-minute walk from the Q1 building's SkyPoint Observation deck. The contemporary 1- and 2-bedroom apartments come with Wi-Fi (fee), flat-screen TVs, and tea and coffeemaking facilities, as well as kitchens, living rooms, sofas/beds and washer/dryers. All offer balconies. Room service is available. Breakfast is offered for a surcharge.

1 Bedroom Studio Spa Apartment \$ 150 per night - includes 1 king bed

Onsite café with breakfast available.

Can be charged back to the accommodation room



MARRIOTT SURFERS PARADISE

158 FERNY AVENUE, SURFERS PARADISE

Distance to Surfers Paradise North G-Link Station: 400 mtrs

Distance to Broadbeach North G-Link Station to conference: 190 mtrs

A 6-minute walk from the beach, this contemporary high-rise resort is also 1.8 km from the SkyPoint Observation Deck. Refined rooms feature flat-screen TVs and Wi-Fi (fee), plus desks, coffeemakers and balconies. All have sea or mountain views; club level rooms offer access to a lounge for free breakfast and evening appetizers. Studio and 1-bedroom suites add living areas, kitchenettes and whirlpool baths. Room service is available. Amenities include a cafe, a seafood restaurant, and a trendy Japanese steakhouse and sake bar.

Guest Room \$ 290 per night -includes 1 king

Onsite café with breakfast available.

Can be charged back to the accommodation room.



CROWNE PLAZA

2807 GOLD COAST HIGHWAY, SURFERS PARADISE

Distance to Florida Gardens G-Link Station: 10 mtrs

Distance to Broadbeach North G-Link Station to conference: 190 mtrs

Providing views of the coastline, this high-end hotel is a minute's walk from a bus stop, a 15-minute walk from the landmark Q1 skyscraper, and 8 km from Sea World. The bright, modern rooms and apartments come with Wi-Fi (fee), flatscreen TVs and floor-to-ceiling windows. They also include balconies, while upgraded rooms feature whirlpool baths and sitting rooms. Room service is available. Apartments in the annexe add kitchens and washer/dryers. There are 2 restaurants, 1 poolside and 1 on the rooftop with panoramic views. There's also a refined bar and an outdoor pool. Other amenities include a fitness room and a tennis court.

Superior Double Room \$ 240 per night - includes 1 double

Onsite restaurants with breakfast available.

Can be charged back to the accommodation room.



MANTRA LEGENDS

LAYCOCK STREET, SURFERS PARADISE

Distance to Surfers Paradise G-Link Station: 200 mtrs

Distance to Broadbeach North G-Link Station to conference: 190 mtrs

This high-rise hotel is a minute's walk from the SkyPoint Observation Deck and 3 minutes from both Surfers Paradise beach and a tram stop. Streamlined, modern rooms feature floor-to-ceiling windows and balconies with water or skyline views. All offer flat-screens and Wi-Fi (fee), along with tea and coffee making facilities and minibars. Upgraded rooms add kitchenettes, and suites add separate living areas, and whirlpool baths in the bathrooms. Room service is available.

Hotel Deluxe Twin \$ 160 per night - includes 2 double beds Hotel

Deluxe Studio \$ 170 per night – includes 1 king

Spa Suite \$ 200 per night – includes 1 king

Offsite restaurants with breakfast available.

Can be charged back to the accommodation room.



QT HOTEL

7 STAGHORN AVENUE, SURFERS PARADISE

Distance to Cypress Avenue G-Link Station: 200 mtrs

Distance to Broadbeach North G-Link Station to conference: 190 mtrs

Set a block from the beach, this hip, contemporary hotel is a 3-minute walk from Cypress Avenue tram station and a 10-minute walk from Nerang River. Featuring colourful designer furnishings, the bright rooms and suites offer ocean or river views, as well as free Wi-Fi, flat-screen TVs and private balconies. Suites add lounges with sofas. There's an upscale bar, a Japanese eatery and a marketplace restaurant with wood fire ovens, plus an eclectic cafe. Other amenities include a luxury spa, an outdoor pool and a chic, airy lobby.

Mountain View King Room \$ 240 per night -includes 1 king

Onsite restaurants and room service with breakfast available.

Can be charged back to the accommodation room.



PHOENICIAN RESORT APARTMENTS

24-26 QUEENSLAND AVENUE, BROADBEACH

Distance to conference: 450 mtrs

Set in the City Centre, this Gold Coast hotel is a 3-minute walk from the Broadbeach North tram and bus station, a 5-minute walk from the beach, and 9 km from Sea World. The casual 1- and 2-bedroom apartments feature balconies, kitchens and living rooms, as well as TVs and Wi-Fi (fee). All also provide washer/dryers and sofas. Amenities include a hot tub, a sauna, indoor and outdoor pools, an exercise room and a game room, plus BBQ facilities.

One Bedroom Room \$ 250 per night - includes 1 queen

Two Bedroom Room \$ 330 per night - includes 1 queen

Offsite restaurants with breakfast available.

Can be charged back to the accommodation room.



[CLICK HERE for more information on accommodation information](#)

*** A \$10 BOOKING FEE WILL BE ADDED PER PERSON, PER BOOKING**

CONFERENCE SHIRT

(COUNCIL DELEGATES/OBSERVERS ONLY)

Council delegates and observers will be issued with ONE shirt whilst at conference. These need to be ordered on line as part of your conference registration.

The sizing is as follows:

Mens Modern Fit	XXS	XS	S	M	L	XL	2XL	3XL	4XL	5XL	6XL
CHEST (CM)	87	92	97	102	107	112	117	122	127	132	137

Ladies Modern Fit	4	6	8	10	12	14	16	18	20	22	24	26	28	30
Alpha Size	XXS	XS	XS-S	S	M	L	L-XL	XL	2XL	3XL	5XL			

BUST (CM)	76.5	79	84	89	94	99	104	111	116	121	126	131	136	141
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Please select your size carefully as there won't be the opportunity to change your size once at conference.

CONFERENCE REGISTRATION (GST INC)

Early Bird Registration – prior to and including 9 September 2016

Council or State Government observer	\$ 1430.00
5 or more observers from one Council/Government Department	\$ 1320.00
Corporate (Private Sector)	\$ 2860.00

After 9 September 2016

Council or State Government observer	\$ 1630.00
5 or more observers from one Council/Government Department	\$ 1500.00
Corporate (Private Sector)	\$ 3100.00

Early Bird One Day Registration – prior to and including 9 September 2016

Council or State Government observer	\$ 660.00
Corporate (Private Sector)	\$ 1100.00

After 9 September 2016

Council or State Government observer	\$ 770.00
Corporate (Private Sector)	\$ 1500.00

FUNCTIONS

Welcoming Ceremony (accompanying persons, day registrations and additional trade exhibitors)	\$ 50.00
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Dinner Gala Dinner – Wednesday evening (19 October 2016)	\$ 150.00
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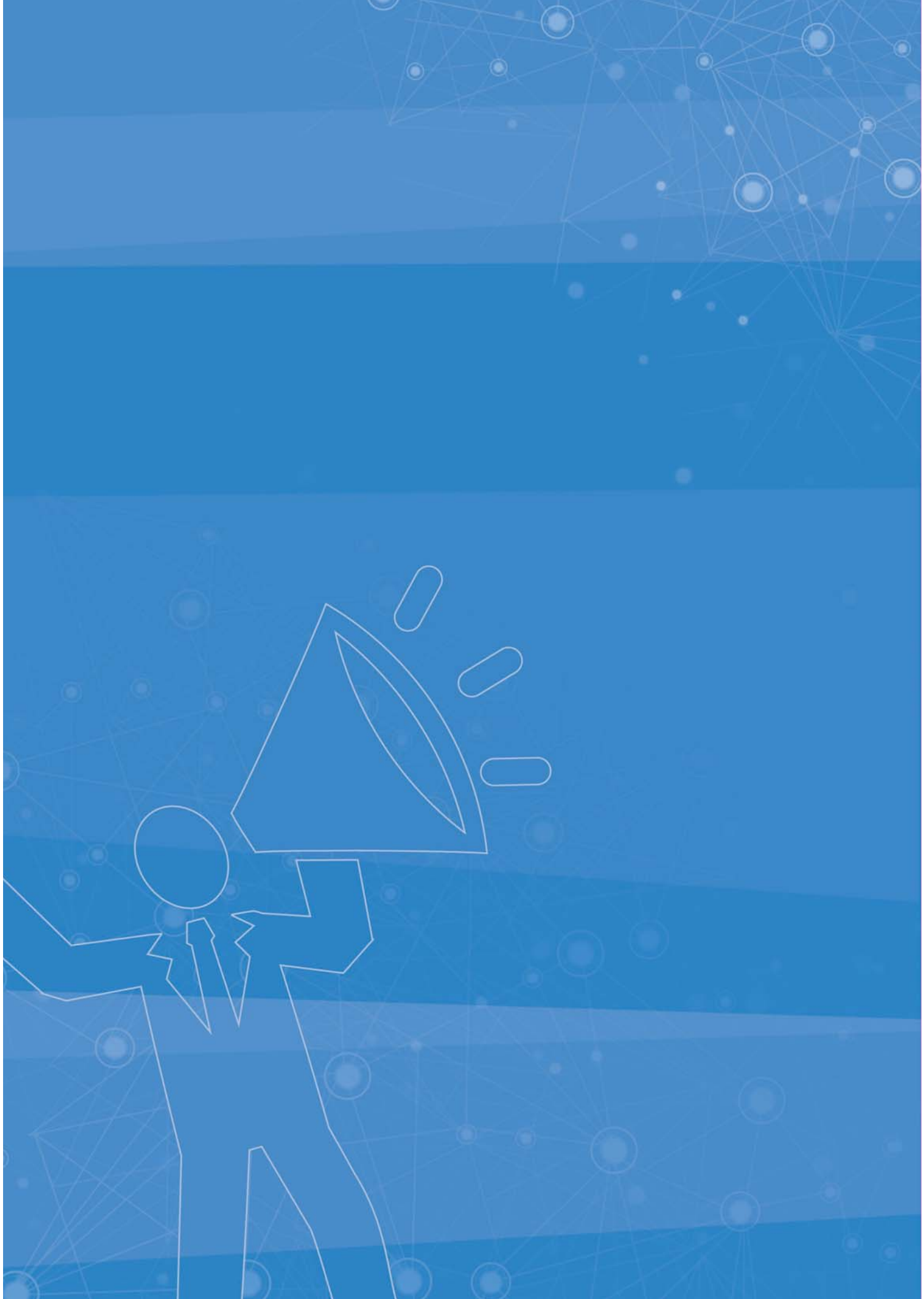
Please note that the Welcoming Ceremony on the Monday evening is included in the conference fee for delegates, observers and corporates attending the full three days of conference.

Accompanying persons are welcome to attend the Welcoming Ceremony and Gala Dinner.

[DELEGATE REGISTRATION - CLICK HERE](#)

[CORPORATE REGISTRATION - CLICK HERE](#)

Please refer to registration cancellation policies on www.lgaq.asn.au when making your registration.





ENQUIRIES

Conference:

Members Hotline – 1300 542 700 or email ask@lgaq.asn.au

Exhibition:

Carolyn McSweeney, Trade and Liaison, Local Buy

Ph 0437 822 142

Fax 07 3252 8863

email: cmcsweeney@localbuy.net.au

120th LGAQ Annual Conte

NEW WORLD ORDER

**LOCAL GOVERNMENT ASSOCIATION
OF QUEENSLAND ANNUAL
CONFERENCE, 18-20 OCTOBER 2016,
GOLD COAST**

Letter from LGAQ

Meeting Date: 23 August 2016

Attachment No: 2



5 August 2016

The Chief Executive Officer
ALL MEMBER COUNCILS

Policy Executive Members
LOCAL GOVERNMENT ASSOCIATION

Dear Sir/Madam

**LGAQ 120th Annual Conference: 18-20 October 2016 Gold Coast Convention and Exhibition Centre:
2684-2690 Gold Coast Highway, Broadbeach: Delegates, Observers and Accompanying Persons
Registrations**

I am writing to inform you that we are now accepting registrations for our Annual Conference.

A copy of our brochure is attached for your information.

Member Councils pay a Conference Levy in conjunction with their Membership Subscription. This year the Conference Levy, which entitles your Council to be represented at Conference by two (2) Delegates, has been set at **\$2860.00 including GST**.

You will need to check with your Council as to whether you will be attending as one of their delegates otherwise you may attend as an observer and if this is the case a **Registration Fee of \$1430.00 (GST Incl) per person** attending, is required to be paid. **Note** that the Wednesday evening function **is not** included in the registration fee. This initiative was authorised by the Policy Executive to assist those councils who wished to reduce the costs of conference for their local government.

This year you can only register online by clicking on www.lgaq.asn.au and following the prompts. This is now our method of registering. Note that **each and every person** attending the conference must be registered so that name tags, voting cards, lists of attendees etc, can be prepared in ample time and the Hosts of the various functions advised as soon as practicable of the numbers attending those functions, to enable necessary arrangements to be made. If you have any problems registering on-line, please do not hesitate to ring the Members Hotline 1300 542 700.

Please note that as per last year we are allowing **One Day Registrations only** (i.e. you cannot book two single days), to provide the opportunity for more observers to attend. One Day Registration includes a conference satchel and a lunch. Because of space limitations, One Day Registration is **strictly limited** to 100 on a first-in basis.

Because of the high costs of catering arrangements, it is imperative that the registrations be carefully and accurately completed. In previous years, the differences between registered numbers and actual attendances have resulted in over-catering at considerable cost.

The Early Bird (\$1430.00 GST Incl) Cut Off date for Registrations is 9 September 2016. From then, the cost is \$1630.00 GST Incl, and no registrations will be accepted after 30 September 2016.

I look forward to seeing you at Conference.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Greg Hallam', is written over a light blue circular stamp.

Greg Hallam PSM
CHIEF EXECUTIVE OFFICER

P 1300 542 700
F 07 3252 4473
W www.lgaq.asn.au

Local Government House
25 Evelyn Street
Newstead Qld 4006

PO Box 2230
Fortitude Valley BC
Qld 4006

Local Government Association of Queensland Ltd
ABN 11 010 883 293 ACN 142 783 917



5 August 2016

The Chief Executive Officer
ALL MEMBER COUNCILS

Policy Executive Members
LOCAL GOVERNMENT ASSOCIATION

Dear Sir/Madam

120th Annual Conference, 18-20 October 2016: Accommodation

Corporate Traveller has been appointed as the official accommodation agent for the 2016 Annual Conference, being held at the Gold Coast Convention and Exhibition Centre and a link to their online booking tool can be found on the brochure attached or on LGAQ's website www.lgaq.asn.au under Events 2016 LGAQ 120th Annual Conference.

To ensure all councils are able to take full advantage of the special rates I ask that bookings made reflect the needs of those travelling.

TERMS AND CONDITIONS OF BOOKING

Each property will have their own terms and conditions in regard to bookings. Please ensure you check the terms and conditions for each property prior to making bookings.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Greg Hallam', written over a light blue circular stamp or watermark.

Greg Hallam PSM
CHIEF EXECUTIVE OFFICER

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5 August 2016

The Chief Executive Officer
ALL MEMBER COUNCILS

Policy Executive Members
LOCAL GOVERNMENT ASSOCIATION

Dear Sir/Madam

CERTIFICATES OF SERVICE

This is to bring to your attention the Association's revised policy with regard to the issuing of Certificates of Service as a result of 1996 Annual Conference Resolution No 6.

As you are probably aware, since 1969 the Association has issued to Member Councils at their request a Certificate of Service to Elected Members who have served 20 years or more in Local Government. The 1996 Annual Conference resolved that the qualifying period for Certificates of Service **be reduced from 20 years to 15 years.**

The following relevant information is presented for your information.

1. Service Requirement

Certificate of Service

The period of service necessary to entitle an Elected Member to a Certificate **must be 15 years or more.**

Certificate of Extensive Service

The minimum **additional** period of service necessary to entitle an Elected Member to a Certificate of Extensive Service shall be:

- 5 years - where the Elected Member retires, resigns, or for some other reason ceases to be a member of the Local Government; or
- 10 years - for a service Member

In ascertaining the period of an Elected Member's service:

- It is not necessary for the service to be continuous, and
- It is not necessary that such service be with the Council making requests

2. Procedure

Please complete the attached application form and send it back to Bron Browning via post, or email bron_browning@lgaq.asn.au.

Requests for Certificates to be presented at the Annual Conference must be received in this office no later than **FRIDAY 23 September 2016**.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Greg Hallam', written over a faint circular stamp or watermark.

Greg Hallam PSM
CHIEF EXECUTIVE OFFICER

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11.7 COUNCIL DELEGATIONS TO CHIEF EXECUTIVE OFFICER

File No:	4107
Attachments:	1. Instrument of Delegation - Biosecurity Act 2014 2. Instrument of Authorisation - Local Government Act 2009
Authorising Officer:	Tracy Sweeney - Manager Workforce and Strategy Ross Cheesman - Deputy CEO/General Manager Corporate Services
Author:	Travis Pegrem - Coordinator Industrial Relations and Investigations

SUMMARY

This report seeks Council's approval for a delegation and an authorisation under State legislation to the position of Chief Executive Officer.

OFFICER'S RECOMMENDATION

THAT:

1. Council resolves as per section 257 of the *Local Government Act 2009* to delegate to the Chief Executive Officer, the exercise of powers contained in schedule 1 of the Instruments attached to this report:
 1. *Biosecurity Act 2014*
2. These powers must be exercised subject to any limitations contained in schedule 2 of the attached Instruments of Delegation.
3. Council resolves as per section 250 of the *Local Government Act 2009* to authorise the Chief Executive Officer to verify documents pursuant to section 250(1)(b) of the *Local Government Act 2009*.
4. Council resolves as per section 257 of the *Local Government Act 2009* to delegate to the Chief Executive Officer, the power to authorise employees under section 250(1)(b) of the *Local Government Act 2009*.

COMMENTARY

MacDonnells Law has identified new powers under the Acts listed within the Officer's Recommendation. Subsequently, the Instruments of Delegation and Authorisation containing the new legislative updates for the Acts have been prepared for Council's consideration and are attached to this report.

Listed below are the titles of the Acts and the sections relevant to each Act that have been identified as either new or additional delegable or authorisation powers to be delegated from Council to the position of the Chief Executive Officer (CEO) in the Instruments of Delegation and Authorisation.

New Legislation Added**Attachment 1 – *Biosecurity Act 2014***

MacDonnells Law has identified powers under the *Biosecurity Act 2014*, which commenced on 1 July 2016. The purpose of the *Biosecurity Act 2014* is to provide a comprehensive biosecurity framework to manage the impacts of animal and plant diseases and pests in a timely and effective way and ensure the safety and quality of animal feed, fertilisers and other agricultural inputs.

Once Council has resolved to delegate to the CEO, the exercise of powers contained in schedule 1 of the Instruments of Delegation attached to this report, subject to any limitations

contained in schedule 2, the sub-delegates will be given specific delegations according to their respective areas of responsibility subject to the same general conditions and, where appropriate, specific limitations. Without such powers and delegations, Officers would be unable to complete work activities related to their position under required Acts without reference to Council.

Changes to Existing Delegable Powers

Stock Route Management Act 2002 (previously Land Protection (Pest and Stock Route Management) Act 2002)

Commencement of the *Biosecurity Act 2014* has resulted in a number of changes to the *Stock Route Management Act 2002*, previously titled the *Land Protection (Pest and Stock Route Management) Act 2002*. Many of the changes involve the removal of powers under the *Stock Route Management Act 2002* and the replacement of these powers in the *Biosecurity Act 2014*. The remaining powers in the *Stock Route Management Act 2002* relate to stock routes, as the Rockhampton Regional Council region does not contain any stock routes there is no need to delegate the powers under the *Stock Route Management Act 2002* to the CEO.

Stock Act 1915

Due to the commencement of the *Biosecurity Act 2014* the *Stock Act 1915* was repealed on 1 July 2016. The powers from the *Stock Act 1915* have been replaced in the *Biosecurity Act 2014*. As the *Stock Act 1915* has been repealed this Act will be removed from Council's Delegation Register.

Attachment 2 – Local Government Act 2009

Recently Council was requested to provide a copy of a Rockhampton Regional Council document for evidence in a proceeding, and to verify the document as if the copy were the original of the document. Subsequently, the attached Instrument of Authorisation has been prepared by MacDonnells Law and is attached to this report for Council's consideration. It is also recommended that Council resolves to delegate to the CEO its power to authorise employees under section 250(1)(b). Section 250 facilitates the proof of documents in the Council's possession (as distinct from the proof of facts or events), without having to produce the original. For example a copy of Council's document could be "verified" by the Mayor or an authorised employee.

Once Council has resolved to delegate to the CEO the power to authorise other employees, the relevant employees will be given the authority according to their respective areas of responsibility and where appropriate, specific limitations. Without such power and authorisation, Officers would be unable to verify documents, and the Mayor would be required to verify all evidentiary copy requests.

BACKGROUND

Without powers being delegated to the CEO and subsequently sub-delegated to relevant positions, Council operations would be impeded significantly as separate resolutions would be required to allow decisions to be made for a vast number of operational activities that are undertaken on a daily basis.

In relation to the legislation listed, Council's legal advisor, MacDonnells Law, provides a regular service of updates/amendments for relevant state legislation to Council. The information provided herein is as recommended by MacDonnells Law.

PREVIOUS DECISIONS

The previous Instrument of Delegation for the Act listed within this report was last considered and approved by Council at the following meeting:

Legislation	Meeting Date
Biosecurity Act 2014	N/A – New

LEGISLATIVE CONTEXT

Section 257 of the *Local Government Act 2009* allows Council to delegate its powers to one or more individuals or standing committees, including to the CEO. Pursuant to section 257(4) of the *Local Government Act 2009* a delegation to the CEO must be reviewed annually by Council.

To further streamline the decision making process, section 259 of the *Local Government Act 2009* allows the CEO to sub-delegate the powers (including those delegated to him by Council) to another Council employee where appropriate.

LEGAL IMPLICATIONS

Important legal principles which apply to the delegation proposal set out in this report are:-

- Council at all times retains power to revoke the delegation. Accordingly, Council retains ultimate control.
- Council, as delegator, has responsibility to ensure that the relevant power is properly exercised. Council will therefore continue to supervise and oversee the exercise of its powers.
- A delegation of power by Council may be subject to any lawful conditions which Council wishes to impose. The imposition of conditions enables Council to impose checks and balances on its delegations. However, the delegated power cannot be unduly fettered.
- The delegate must exercise a delegated power fairly and impartially, without being influenced by or being subject to the discretion of other individuals.

CONCLUSION

This report includes an Instrument of Delegation for the relevant legislative Act incorporating sections to be delegated from the Council to the CEO.

Once Council has resolved to delegate to the CEO, the exercise of powers contained in schedule 1 of the Instrument of Delegation attached to this report subject to any limitations contained in schedule 2 of the Instrument of Delegation, the sub-delegates will be given specific delegations according to their respective areas of responsibility subject to the same general conditions and, where appropriate, specific limitations.

This report includes an Instrument of Authorisation for section 250(1)(b) of the *Local Government Act 2009* to authorise the CEO to verify evidentiary documents. It is also recommended that the CEO is delegated the power to authorise employees to verify evidentiary documents pursuant to section 250(1)(b) of the *Local Government Act 2009*.

Once Council has resolved to delegate to the CEO to authorise employees, the exercise of powers contained in schedule 1 of the Instrument of Authorisation attached to this report, the authorised employees will be given authority according to their respective areas of responsibility and where appropriate specific limitations.

COUNCIL DELEGATIONS TO CHIEF EXECUTIVE OFFICER

Instrument of Delegation - Biosecurity Act 2014

Meeting Date: 23 August 2016

Attachment No: 1



INSTRUMENT OF DELEGATION

Biosecurity Act 2014

Under section 257 of the *Local Government Act 2009*, **Rockhampton Regional Council** resolves to delegate the exercise of the powers contained in Schedule 1 to the Chief Executive Officer.

These powers must be exercised subject to the limitations contained in Schedule 2.

All prior resolutions delegating the same powers to the Chief Executive Officer are repealed.

Schedule 1

Bioresecurity Act 2014 ("BIOA")**CHAPTER 3 – MATTERS RELATING TO LOCAL GOVERNMENTS****Part 2 Biosecurity Plans for Local Government Areas**

Entity power given to	Section of BIOA	Description
Local Government	53(1)	Power to prepare and approve a biosecurity plan.

Part 3 Land Protection Fund

Entity power given to	Section of BIOA	Description
Local Government	59	Power to consult with the Chief Executive about suitability and priority of the activities.

CHAPTER 4 – INVASIVE ANIMAL BARRIER FENCING**Part 2 Barrier Fences****Division 1 – Identification of the Barrier Fence**

Entity power given to	Section of BIOA	Description
Building Authority	91(3)(a)	Power to consult with chief executive about barrier fence map.

Part 2 Barrier Fences**Division 2 – Maintaining Barrier Fences**

Entity power given to	Section of BIOA	Description
Building Authority	94(2)	Power to: (a) obtain the occupier's consent to the entry; and (b) to give the occupier notice of: (i) the intended entry; and (ii) the purpose of the entry; and (iii) the proposed dates and time of entry.
Building Authority	94(3)	Power to be satisfied it is impracticable to give the notice under subsection (2)(b) and power to give notice as prescribed in subparagraph (3).
Building Authority	94(5)	Power to consider it necessary to enter the land because of urgent circumstances and power to give the occupier only the notice that is reasonably practicable in the circumstances.
Building Authority	95(1)	Power to enter into agreement with another person about making an opening in the fence for a particular purpose and period.
Building Authority	96(1)	Power to form reasonable belief that a person has unlawfully damaged, or made an opening in the fence.
Building Authority	96(2)	Power to give notice to the person, requiring the person to restore the fence to its condition before the damage or opened.

Part 3 Barrier Fence Employees

Entity power given to	Section of BIOA	Description
Building Authority	100(1)	Power to appoint <i>barrier fence employee</i> .
Building Authority	101(2)	Power to give directions to a <i>barrier fence employee</i> .

CHAPTER 5 – CODES OF PRACTICE AND GUIDELINES**Part 1 Codes of Practice**

Entity power given to	Section of BIOA	Description
Relevant entity	105(1)	Power to consult with chief executive.

Part 3 Consultation and Notification

Entity power given to	Section of BIOA	Description
Local Government	239(2)	Power to consult with: (a) the chief executive; and (b) an invasive animal board – (i) with an operational area in or adjoining the local government's area; and (ii) responsible for the management of an invasive animal that is biosecurity matter to which the program applies.
Local Government	239(3)	Power to consult with an invasive animal board.

CHAPTER 10 – APPOINTMENT AND POWERS OF OFFICERS**Part 1 General Matters About Inspectors and Authorised Persons****Division 2 - Appointment of Authorised Person**

Entity power given to	Section of BIOA	Description
Local Government	246(2)(b)	Power to consent to an employee of the local government to be appointed as an authorised person.

Part 5 Provisions Relating to Designated Officers**Division 1 – Identity Cards**

Entity power given to	Section of BIOA	Description
Administering Executive – Local Government	329(1)	Power to issue an identity card.

CHAPTER 12 – EVIDENCE, LEGAL PROCEEDINGS AND REVIEWS**Part 3 Reviews****Division 1 – Internal Reviews**

Entity power given to	Section of BIOA	Description
Administering Executive – Local Government	365(1)	Power to conduct an internal review and make a decision.
Administering Executive – Local Government	366(1)	Power to give a notice of the decision to the applicant.

CHAPTER 13 – BIOSECURITY ORDERS AND INJUNCTIONS**Part 1 Biosecurity Orders****Division 1 – General Matters About Biosecurity Orders**

Entity power given to	Section of BIOA	Description
Administering Executive – Local Government	379(1)	Power to keep a register of all biosecurity orders of an authorised officer.
Administering Executive – Local Government	379(3)	Power to be satisfied about the matters referred to in subsection (3) and power to remove an order.

Division 2 – Recovery of Costs and Expenses

Entity power given to	Section of BIOA	Description
Issuing Authority - Local Government	380(2)	Power to give notice of the amount of the debt.
Local Government	381(3)	Power to register a charge (for an unpaid amount) over the land.
Local Government	381(5)(a)	Power to lodge a request to release the charge over the land.
Local Government	381(5)(b)	Power to lodge a signed certificate stating the unpaid amount has been paid.

CHAPTER 16 – AUDITORS AND AUDITING

Part 1 Auditors

Division 1 – Functions and Approval of Auditors

Subdivision 1 – Functions

Entity power given to	Section of BIOA	Description
Auditor (Authorised Person) Authorised Persons can be approved as auditors under s445 of the Act	442	Power to undertake the functions of an auditor as set out in paragraphs (a) and (g).

Part 3 Auditors' Reports and Responsibilities

Division 1 – Compliance Agreement Reports

Entity power given to	Section of BIOA	Description
Auditor	471(1)	Power to within 14 days of completing an audit of a business give a report about the audit to the applicant and the chief executive.
Auditor	471(2)(e)	Power to form an opinion that an applicant has or has not implemented procedures for the applicant's business that provide a way for preventing or managing exposure to all biosecurity risks relating to the biosecurity risk matter for the business.
Auditor	471(2)(g)	Power to form an opinion that an applicant does or does not have the capacity to comply with the requirements of the compliance agreement.
Auditor	472(1)	Power to within 14 days of completing a compliance, nonconformance or check audit of the business of the other party to a compliance agreement, give a report about the audit to the other party and the chief executive.
Auditor	472(2)(e)	Power to form an opinion that a business complies or does not comply with a compliance agreement.
Auditor	472(2)(h)	Power to form an opinion whether an auditor needs to conduct a nonconformance audit of the business or that the frequency of compliant audits for the business should be changed.

Division 2 – Accreditation Reports

Auditor	473(1)	Power to within 14 days after completing an audit of the applicant's ICA systems, or proposed ICA systems, give a report about the audit to the applicant and the chief executive.
Auditor	473(2)(e)	Power to form an opinion that each ICA or proposed ICA system satisfies the requirements of any operational procedure to which the system is directed.
Auditor	474(1)	Power to within 14 days after completing an compliance, nonconformance or check audit of an accredited certifier's activities give a report about the audit to the accredited certifier and the chief executive.
Auditor	474(2)(e)	Power to form an opinion that activities comply or do not comply with the

		accreditation.
Auditor	474(2)(h)(i)	Power to form an opinion whether each of the accredited certifier's ICA systems satisfy the requirements of any operational procedure to which the system is directed.
Auditor	474(2)(i)	Power to form an opinion that an auditor needs to conduct a nonconformance audit of activities in relation to any noncompliance or that the frequency of compliance audits should change.

Division 3 – Responsibilities

Auditor	475(1)	Power to form a reasonable belief that: a) a person has contravened or is contravening the fact; and b) the contravention poses an imminent and serious biosecurity risk.
Auditor	475(2)	Power to give details of the facts and circumstances giving rise to the belief to the chief executive.
Auditor	475(3)	Power to give details to the chief executive as soon as practicable after forming the belief.
Auditor	475(4)	If the auditor gives the chief executive orally, power to give the chief executive notice of the details.

Schedule 2

Limitations to the Exercise of Power

1. Where Council in its budget or by resolution allocates an amount for the expenditure of Council funds in relation to a particular matter, in exercising delegated power in relation to that matter, the delegate will only commit Council to reasonably foreseeable expenditure up to the amount allocated.
2. The delegate will not exercise any delegated power in relation to a matter which, to the delegate's knowledge, adversely affects, or is likely to adversely affect, Council's relations with the public at large.
3. The delegate will not exercise any delegated power contrary to a resolution or other decision of Council (including a policy decision relating to the matter).
4. The delegate will not exercise any delegated power in a manner, or which has the foreseeable effect, of being contrary to an adopted Council policy or procedure.
5. The delegate will only exercise a delegated power under this resolution in a manner which complies with the requirements of Council's Planning Scheme, and any exercise of power which involves a departure from or variation of those requirements will only be undertaken by Council.
6. The delegate will not exercise any delegated power which cannot lawfully be the subject of delegation by Council.

COUNCIL DELEGATIONS TO CHIEF EXECUTIVE OFFICER

Instrument of Authorisation - Local Government Act 2009

Meeting Date: 23 August 2016

Attachment No: 2



INSTRUMENT OF AUTHORISATION

Local Government Act 2009

Under section 250 of the *Local Government Act 2009*, **Rockhampton Regional Council** resolves to authorise the Chief Executive Officer to verify documents pursuant to section 250(1)(b).

This authorisation repeals all prior authorisations to the Chief Executive Officer under section 250(1)(b) of the *Local Government Act 2009*.

Schedule 1

Powers Conferred***Local Government Act 2009 ("LGA")***

Section of LGA	Description
CHAPTER 7 – OTHER PROVISIONS	
Part 4 – Legal Provisions	
250(1)(b)	Power to verify a copy of document.

11.8 ANNUAL 2015/16 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT**File No:** 8320**Attachments:**

1. Q4 Summary - Office of CEO
2. Q4 Summary - Corporate Services
3. Q4 Summary - Regional Services
4. Q4 Summary - Community Services
5. 2015/16 Operational Plan

Authorising Officer: Tracy Sweeney - Manager Workforce and Strategy
Ross Cheesman - Deputy CEO/General Manager
Corporate Services**Author:** Travis Pegrem - Coordinator Industrial Relations and Investigations

SUMMARY

The 2015/16 Operational Plan annual review and fourth quarter progress report as at 30 June 2016 is presented, pursuant to s174(3) Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT the 2015/16 Operational Plan annual review and fourth quarter progress report as at 30 June 2016 be received.

COMMENTARY

The 2015/16 Operational Plan annual review and fourth quarter progress reports as at 30 June 2016 are presented for Council's consideration.

The performance reports display actual performance against quarterly targets. In addition, the report includes progress comments as determined appropriate by the responsible manager. Actual year to date expenditure and revenue has been included for comparison to the adopted 2015/16 operational budget.

To ensure performance of the 2015/16 Operational Plan KPI's, standardised monthly departmental reports are now presented to Committees. This ensures that the performance of each unit is consistent with Council's strategic direction.

Overall the majority of Corporate Plan activities have been achieved for the 2015/16 year and fourth quarter. There are some individual Operational Plan KPI's that have not been met and comments have been provided in the attachment against those items.

PREVIOUS DECISIONS

The 2015/16 Operational Plan was adopted at the Special Council Meeting on 9 July 2015.

LEGISLATIVE CONTEXT

s174(3) of the Local Government Regulation 2012 states:

The Chief Executive Officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.

CONCLUSION

The fourth quarter assessment and year-end position of the Rockhampton Regional Council Operational Plan as at 30 June 2016 has been prepared in accordance with legislation and is presented to Council for adoption.

ANNUAL 2015/16 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Q4 Summary - Office of CEO

Meeting Date: 23 August 2016

Attachment No: 1

**General Manager Office of CEO Summary
Operational Plan Report
4th Quarter and Annual Report**

Governance Support and Office of Mayor

The Manager Governance Support has commenced a new role in Community Services as the Strategic Process Officer and the Manager position has not been filled.

The Communications and Marketing Supervisor commenced on 20 June and has assumed the supervisory role for marketing and communications staff. One staff member returned from maternity leave on 1 August and will job share for 12 months. Recruitment is currently in the interview stage for the Marketing and Communication Officer.

The Office of the Mayor unit has been established with an Executive Coordinator to Mayor commencing on 8 August 2016. The unit also consists of an Executive PA to Mayor, Administration Officer and Media Officer.

The Communications unit has continued with activities regarding the Riverbank revitalisation project as well as media and engagement activities and media opportunities.

The Executive Support unit has managed the Councillor's pathway requests, diary management and addressed Councillor correspondence within timeframes.

The Committee Support unit continued to meet all deadlines while one staff member was on leave for 6 weeks. Travel bookings remain steady and CDF requests for the end of financial year were high. The citizenship ceremony in June was held at Pilbeam Theatre and was very well attended with nearly 60 candidates attending.

Internal Audit

Internal Audit (IA) facilitated the Audit and Business Improvement Advisory Committee meeting on 27 May 2016. This meeting was well attended covering 19 significant report areas and management updates. The next meeting is scheduled for 2 September 2016 via teleconference. A final meeting will be held on 7 October 2016 to review and allow finalisation of Council's financial statements. A new Audit and Business Improvement Advisory Committee for the term of the current Council will then be recruited by the CAE for consideration and final approval by Council.

The Audit and Business Improvement Advisory Committee has emphasised a change of direction for the next period to place more emphasis on assurance activity, as opposed to business improvement. Accordingly, new internal auditing reports have been designed and are in place. Emphasis will be placed on delivering more efficient and cost effective overall audit coverage, from all assurance providers, across Council for 2016-17 audit planning. This will include external audit, internal audit, third parties and management.

The CAE has finalised the Internal Audit Plan for the 2015-2016 financial year and met all reporting deadlines and KPI's.

Audits completed during the fourth quarter include:

- Public Safety – Playground Inspections Process;
- Fraud Prevention Process Effectiveness; and
- Follow-Up Reviews of Audit Recommendations.

Regional Development

Regional Development staff continue to work on multiple different economic development initiatives, including liaising with other Council staff to secure tenants for the Smart Hub and coordinating meetings with Chinese and Resource industry representatives regarding potential investment in the Region. Tenders have also been sought for the redevelopment of several Council owned buildings on the riverfront. New positions in the team have been developed and efforts are being made to fill these in order to accelerate delivery of economic development initiatives.

The Strategic Planning team are close to finalising the Planning Scheme Major Amendment preliminary to State submission. Much of their energy has been focused on coordinating development of the CBD Redevelopment Strategic Framework in conjunction with Council's consultants, Urbis. The key components of the Framework have now been finalised with the next stage being to flesh these out in consultation with the community. The team has also been liaising with EDQ on potential redevelopment of several Council owned properties in the CBD.

Regional Promotions oversaw a successful Wholly Cow Month, and despite a massive planning effort to make this year's River Festival even better than the last, were stymied at the last minute by unprecedented winter rains. RACHEL, the new Rockhampton app to guide visitors and locals, is now live. The unit continues to produce the quarterly My Rockhampton magazine, now in its third edition.

Evan Pardon
Chief Executive Officer

ANNUAL 2015/16 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Q4 Summary - Corporate Services

Meeting Date: 23 August 2016

Attachment No: 2

**General Manager Corporate Services Summary
Operational Plan Report
4th Quarter and Annual Report**

Airport Services

The end on the financial year saw the retirement of the Airport Manager and the commencement of Scott Waters in this position. Scott comes with a wealth of experience in Airport and local government management.

For the financial year passenger numbers declined however this was within forecast and aligned to the current economic climate with no impact on service levels. During the year the Civil Aviation Safety Authority conducted a comprehensive audit and whilst the final report is yet to be received it is understood there will only be some minor rectifications required.

The Airport Master Plan has progressed to draft stage and is now set for review by Airport management and is anticipated to be adopted by Council during 2016.

The runway lighting project is nearing completion. Some final points to final switchover are being negotiated. This has been quite a complex project and is positive to see the commissioning expected in the very near future.

Corporate and Technology Services

During the financial year Council adopted its Smart Way Forward Strategy which included a number of actions. These actions have been progressing as planned. As part of this Strategy Council has become the first regional Council in Australia to have datasets available in an open data arrangement. In addition, a tender has been awarded to a local business to install the smart poles and a sample pole has been setup in the library courtyard. Council is awaiting the outcomes of a Building our Regions application to be able to finalise the project planning.

Council spent \$57m on local suppliers which equates to 74% of total local spend. Council has adopted its Purchasing Policy again with a strong focus on local preference.

From a customer service perspective 42,000 customer service requests were logged during the financial year. In addition, over 80,000 phone calls were received of which as at June 90% were being dealt with at the first point of call.

Finance

2016/17 Budget was adopted on 24 June 2016 ensuring long term financial sustainability for the Rockhampton Region. The Budget was aligned with Council's Long Term Financial forecast, Asset Management Plans and Operational Plan with a strong focus on economic development.

Budget Snapshot:

- Surplus of \$1 million
- Total budget expenditure of \$185 million
- \$87 million Capital Works Program
- Bottom line rate increase for the majority of ratepayers is 3.1%

Workforce and Strategy

During this year the annual staff survey was completed. Results were favourable to last year's results. To utilise the feedback however a program of actions have been established that focus around the themes of the Right message; the Right Information; the Right Workplace and the Right People. In addition to this, with direct linkages, a comprehensive 18

month to 2 year staff cultural development program has commenced. The goal is to align the behaviours of staff to the CEO's expectations and vision by being 'responsive, positive, adaptive, collaborative and practical' to 'Create One Great Region. One Great Regional Council'. Staff sessions have been completed and a Culture Development Plan has been finalised.

Council has continued to contribute to youth employment and development by employing 8 apprentices and 14 trainees. Council is also fortunate to be able to attract volunteers to assist the community. In June 2016 alone 4,970 hours of volunteer time was contributed.

The Policy Improvement Project, an initiative from the Councillor Policy Workshop in August 2015 is nearing finalisation, with forty-seven policies completed. It is envisaged the remaining policies in Stage 3 will be approved and complete by August. On 8 December 2015, Council adopted the revised Form Improvement Project plan. All Council owned and created forms for the public were encompassed in the project. The purpose of the project was to ensure forms within the organisation are streamlined, consistent, user-friendly and easy-to-complete for the customer. All stages of this project are now finalised. One hundred and thirty seven forms have been reviewed, updated in consultation with relevant stakeholders, approved by form owners and uploaded to our web page. The Governance Framework policy and procedure now also includes the provision for the creation, review and coordination of customer forms. CIS will facilitate this process and control a central register moving forward.

Ross Cheesman
General Manager
Corporate Services

ANNUAL 2015/16 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Q4 Summary - Regional Services

Meeting Date: 23 August 2016

Attachment No: 3

**General Manager Regional Services Summary
Operational Plan Report
4th Quarter and Annual Report**

Directorate

Over the reporting period, all sections within Regional Services have been busy delivering on operational requirements, undertaking capital projects where necessary and participating in and delivering on corporate objectives.

Civil Operations

Civil Operations have maintained their efforts with ongoing QRA negotiations in respect of NDRRA claims and betterment funding. The Victoria Parade works were finalised and the Riverbank Revitalisation Project well advanced at the end of the reporting period. Pilbeam Drive restoration works commenced in the previous quarter and continues at the end of this reporting period. Civil Operations have also been finalising the capital projects for this year as well as the general maintenance of the Region's road and drainage infrastructure. There will be approximately \$4M in carry-overs.

Development and Building

The development sector is maintaining its relatively low level of activity; however, this slower than usual development sphere is not confined to Rockhampton and appears to be the wider current environment. All timelines have been met for consideration of applications. Building and Plumbing are still processing a reasonable number of applications and Compliance are being kept busy maintaining appropriate development and building related activity in the Region.

Engineering Services

The Engineering Services section has continued to deliver on the engineering aspects of development applications within the required timeframes. The section is also involved in assessments of flooding/drainage issues throughout the Region with a number of reports on a few of the locations subject to frequent flooding being presented to the Council during the period.

Fitzroy River Water

During the reporting period Jason Plumb was appointed as the Manager FRW following his 'filling in' in that role since September last year. FRW are meeting all required milestones and performance indicators in its delivery of water and sewerage services with its capital program progressing well. There will be approximately \$2.5M in carry-overs; however, many of the projects have been commenced.

Rockhampton Regional Waste and Recycling

RRWR continue to deliver services despite resourcing issues, from time to time, with no incidents of uncompleted runs on the relevant collection days. More detailed planning for the 'piggy back' was undertaken and tenders were called during the period for the design and construction of that facility and this was awarded late in the reporting period. Also, the Waste Reduction and Recycling Plan was out for public consultation with only one submission being received and this will be presented to the Committee early in the next period.

**Peter Kofod
General Manager
Regional Services**

ANNUAL 2015/16 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Q4 Summary - Community Services

Meeting Date: 23 August 2016

Attachment No: 4

**General Manager Community Services Summary
Operational Plan Report
4th Quarter and Annual Report**

Directorate

Specific Directorate customer service requests are being met 100% within service delivery timelines and actual costs of the Directorate are within the predicted quarterly budget.

Arts and Heritage

Holding responsibility for Council's major events venues; a key component is the delivery of entertainment and arts programming.

All operational areas have achieved or exceeded service level targets for the financial year with the section's net budget position also expected to be in-line with the revised 15/16 budget, after the processing of committals and other transfers.

The period has also seen the resignation of key fourth line managers, Venue Operations Coordinator, Mrs Roz Owens has retired after over 30 year's service to Council and the Art Gallery Director, Ms Tracy Cooper-Lavery has resigned to take-up the Director's role at the Gold Coast Art Gallery.

Communities and Facilities

Performance across the section met all unit operational targets for the quarter, with customer service request response times continuing to be within the standard timelines for completion. All statutory and regulatory requirements were generally met. A number of capital projects were completed within budget and approved timeframes, while operational projects were delivered in accordance with service standards.

The Home Assist program successfully met the requirements of the Quality Assurance Audit undertaken against the Australian Aged Care Service Standards, and the Child Care Centre received the overall rating of meeting the National Quality Standard in its assessment and rating in accordance with the Education and Care Services National Law.

The Libraries ran the highly successful inaugural 'CapriCon' steampunk and pop culture convention as part of its Youth week activities, and robotics and coding workshops during the school holiday periods. The 'Tech Savvy Seniors' program was also offered to provide training for seniors in the use of technology, in addition to the training provided through the Technology Centre, and the First Five Forever program continued to provide for early literacy development. Recorded Library visitation over the quarter was 62,675, with loans of 113,026 issued.

The Facilities unit completed 1,467 work orders for the quarter undertaking a range of reactive and planned maintenance across Council buildings.

Grants and sponsorship provided through the Community Assistance Program during the period amounted to \$184,161.

Community Standards and Compliance

The section continues to deliver services in accordance with program and customer service response timelines with statutory and regulatory requirements being met and maintained and performance is generally in accordance with the quarterly desired operational outcomes.

The section focus of management activities for the quarter has been centred on dealing with animal management issues which continue to heighten due to public awareness of the issues surrounding that management and public engagement in deriving possible means of resolving those issues.

These efforts continue to see the Local Laws unit delivering increased services at an increased service level whilst maintaining staffing levels. Pest, Vector and Environmental Health units have delivered more targeted activities with regular programming meeting desired service levels and increased community compliance.

Parks

Departmental focus of management activities in Parks for the quarter has been on the following:

- Delivery of parks operational outcomes;
- Remediation and restoration activities at Kershaw Gardens; and
- Construction and master planning of significant parks assets.

The operational outcomes for the quarter have seen maintenance schedules return to normal for this quarter, with most indicators highlighting increases in participation and utilisation with the standout area being the zoo. The allocation of available resources has reflected this narrative with the actual budget outcome including committals improving following adjustments in budget to account for unforeseen circumstances.

Kershaw Gardens is approximately 50% open to the public and subject to a Site Management Plan. Work is continuing on the detail design following Council approval of the central precinct schematic design. Implementation of remedial action continues.

Works to replace the sanitation plant and reticulation equipment, including a new wet deck for the 50m pool at 42nd Battalion memorial pool commenced in the quarter; the scope of these works has been extended due to the receipt of subsidy from the Department of Local Government.

Significant progress has been achieved at Cedric Archer Plan in accordance with the master plan and its associated prioritised implementation with stage 1 complete and stages 2 and 3 have entered their construction phases.

The response time for all requests types has been able to be met in all categories with statutory and regulatory compliance being maintained well within organisational tolerance limits.


Michael Rowe
General Manager
Community Services


ANNUAL 2015/16 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

2015/16 Operational Plan

Meeting Date: 23 August 2016

Attachment No: 5

			2015 - 2016 OPERATIONAL PLAN CEO'S OFFICE																																							
CEO DIRECTORATE			ACTIVITIES LEGEND																																							
Section Budget Summary <table border="1"> <thead> <tr> <th>Budget</th> <th>Adopted</th> <th>Actual YTD</th> </tr> </thead> <tbody> <tr> <td>Operating Revenue</td> <td>-\$1,000</td> <td>-\$50</td> </tr> <tr> <td>Operating Expenses</td> <td>\$1,099,527</td> <td>\$843,254</td> </tr> <tr> <td>Capital Revenue</td> <td>\$0</td> <td>\$0</td> </tr> <tr> <td>Capital Expenses</td> <td>\$236,000</td> <td>\$114,135</td> </tr> </tbody> </table>			Budget	Adopted	Actual YTD	Operating Revenue	-\$1,000	-\$50	Operating Expenses	\$1,099,527	\$843,254	Capital Revenue	\$0	\$0	Capital Expenses	\$236,000	\$114,135	<table border="1"> <tbody> <tr> <td>R</td> <td colspan="3">Risk of Incompletion / Delay</td> </tr> <tr> <td>OK</td> <td colspan="3">On Target</td> </tr> <tr> <td>AT</td> <td colspan="3">Ahead of Target</td> </tr> <tr> <td>C</td> <td colspan="3">Complete</td> </tr> <tr> <td>I</td> <td colspan="3">Incomplete (Q4 only)</td> </tr> </tbody> </table>				R	Risk of Incompletion / Delay			OK	On Target			AT	Ahead of Target			C	Complete			I	Incomplete (Q4 only)			
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1. Provide leadership, corporate oversight and strategic direction <i>CEO Directorate - The Office of the CEO directorate is led by Council's Chief Executive Officer who is responsible for managing the Council in a way that promotes the effective, efficient and economical management of public resources, excellence in service delivery, continual improvement, responsiveness to the Council's policies and priorities and establishing and implementing goals and practices in accordance with the policies and priorities of the Council. The directorate consists of four units: Office of the Mayor, Governance Support, Internal Audit and Regional Development.</i>																																										
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			2015 - 2016 OPERATIONAL PLAN CEO'S OFFICE					
OFFICE OF THE MAYOR			ACTIVITIES LEGEND					
Section Budget Summary			R	Risk of Incompletion / Delay				
Budget	Adopted	Actual YTD	OK	On Target				
Operating Revenue	\$0	\$0	AT	Ahead of Target				
Operating Expenses	\$441,085	\$9,317	C	Complete				
Capital Revenue	\$0	\$0	I	Incomplete (Q4 only)				
Capital Expenses	\$0	\$0						
CORPORATE PLAN ACTIVITIES			Q1	Q1-Q2	Q1-Q3	Q1-Q4		
1. Work collaboratively with other Council departments to increase awareness of Council's services						C		
2. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation						C		
3. Manage relevant civic events						C		
4. Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour						C		
5. Facilitate Councillor interactions with constituents						C		
<i>Office of the Mayor - Provides executive administrative support to the Mayor, Deputy Mayor including co-ordinating diaries, responding to correspondence, speech writing, report writing, managing customer service request input and follow up, scheduling meetings and appointments, obtaining information and or background material required for meetings or enquiries and facilitating travel arrangements in liaison with the Committee Support unit. Plan and co-ordinate civic events to ensure the expectations of Mayor, Deputy Mayor and CEO are met. Provides the appropriate channels for Mayor, Deputy Mayor communications through a variety of methods. The unit works closely with the Leadership Team, Council departments and media outlets to deliver external communication messages through the appropriate media options. Manages, monitors and seeks relevant content and responses for corporate social media channels. Develops marketing and communication plans to enhance project deliverables through timely, effective communications. Facilitate citizenship ceremonies in accordance with statutory requirements.</i>								
KEY PERFORMANCE INDICATORS			Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	N/A	N/A	N/A	100%	100%	New unit established in Q4
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	N/A	N/A	N/A	100%	100%	New unit established in Q4
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Office of the Mayor unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	100%	100%	New unit established in Q4
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	N/A	N/A	N/A	100%	100%	New unit established in Q4



2015 - 2016 OPERATIONAL PLAN CEO'S OFFICE

GOVERNANCE SUPPORT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$30,900	-\$29,223
Operating Expenses	\$3,285,382	\$3,142,597
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Work collaboratively with other Council departments to increase awareness of Council's services
2. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation
3. Increase staff familiarisation and compliance with the Community Engagement Policy, Framework and Procedure across Council
4. Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour
5. Provide professional agenda management services
6. Manage relevant civic events
7. Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process
8. Facilitate Councillor interactions with constituents

Executive Support - provides executive administrative support to Councillors and CEO including co-ordinating diaries, responding to correspondence, speech writing, report writing, managing customer service request logging and follow up, arranging and scheduling meetings and appointments, obtaining information and or background material required for meetings or enquiries and facilitating travel arrangements in liaison with the Committee Support unit. Plan and co-ordinate civic events to ensure the expectations of Mayor, Councillors and CEO are met.

KEY PERFORMANCE INDICATORS


	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	Requests actioned appropriately.
100%	100%	100%	100%	100%	Safety and risk inspections conducted in accordance with schedule.
N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Executive Support unit.
100%	100%	100%	100%	100%	Projects are within budget and on target.
100%	100%	100%	100%	100%	Service levels met with business units.

		2015 - 2016 OPERATIONAL PLAN CEO'S OFFICE						
<p><i>Committee Support - provides administrative support to the CEO including managing Council's committee meeting processes by collation of reports, creation of agendas for the Council and Committee meetings, providing a minute taking service for Council and Committee meetings, distribution of the meeting action sheets, process Councillor's discretionary funds in accordance with policy and statutory reporting requirements, manage corporate travel arrangements and facilitate citizenship ceremonies in accordance with statutory requirements.</i></p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	Requests actioned appropriately.
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	Safety and risk inspections conducted in accordance with schedule.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Committee Support unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	Projects are within budget and on target.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	Service levels met with business units.
<p><i>Communications - provides Council's corporate communications through a variety of methods. The unit works closely with the Mayor, Councillors, Leadership Team, Council departments and media outlets to deliver Council's internal and external communication messages through the appropriate media options. Manages, monitors and seeks relevant content and responses for Council's corporate social media channels. Develops marketing and communications plans in partnership with Council units to enhance project deliverables through timely, effective communications. Facilitate Council's Community Engagement policy and framework by providing advice to Mayor, Councillors, CEO and management teams.</i></p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	Requests actioned appropriately.
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	Safety and risk inspections conducted in accordance with schedule.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Communications unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	Projects are within budget and on target.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	Service levels met with business units.



2015 - 2016 OPERATIONAL PLAN
CEO'S OFFICE

INTERNAL AUDIT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$260,893	\$204,773
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Provide assurance, consulting and assigned investigation services
2. Provide independent reporting to an audit committee
3. Facilitate an audit advisory committee of Council

Internal Audit - undertakes risk-based review of all management operations, systems, activities and processes, independent and objective (unbiased) assessment and reviews based on professional internal audit (and other) standards, independent reporting directly to an audit committee of Council, protection of the public interest, professional consulting (non-audit activities) services, assurance (audit activities) services in-house, fraud related services and risk management related services.

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
NA	N/A	N/A	N/A	0%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Internal Audit unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant to the Internal Audit unit.
100%	100%	95%	100%	99%	



2015 - 2016 OPERATIONAL PLAN CEO'S OFFICE

REGIONAL DEVELOPMENT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$326,456	-\$256,985
Operating Expenses	\$3,553,005	\$2,809,836
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Implement a growth management framework which facilitates economic growth whilst preserving the Region's character
2. Manage the Region's growth framework to compliment state legislation and policy
3. Promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity
4. Promote the sharing of responsibility for resource management and planning between the different spheres of government, the community and industry
5. Deliver and facilitate community events and celebrations
6. Manage relevant civic events
7. Increase the reach and consistency of key branding and associated taglines for the Rockhampton Region
8. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation
9. Act as a Council ambassador to support development of key projects across the Region, in line with Council's strategic direction.
10. Assist industry and developers with business expansion within the Region and advocate associated benefits
11. Collaborate with government agencies to identify and foster the development of new industries in the Region
12. Collaborate with Capricorn Enterprise to ensure the delivery of services to promote the tourist potential and economic development of our Region
13. Assist developers through the development application process to facilitate economic growth

Regional Promotions - facilitates and manages community events, develops strategic plans for the promotion of the Rockhampton Region, implements the promotion action plan for Rockhampton as an ideal location to live and work, works with other Council departments to improve the liveability of the Rockhampton region and develops event strategies.

KEY PERFORMANCE INDICATORS


	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR


ACTIVITIES LEGEND


R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	C	C	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Regional Promotions unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

			2015 - 2016 OPERATIONAL PLAN CEO'S OFFICE					
<p><i>Strategic Planning - provides strategic planning services to cater for future growth demands and changing demographics as well as optimising quality of life and economic development opportunities for the region's residents and businesses by planning for the provision of essential infrastructure, appropriately zoned land, services and community amenities. All planning products will manifest principally in the main statutory planning instrument; the Planning Scheme (Town Plan).</i></p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Strategic Planning unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	75%	75%	88%	Preparation of the Redevelopment Framework now progressing in accordance with Strategic Planning 2016/17 schedule and budget.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	
<p><i>Economic Development - increase economic development within the Rockhampton Regional Council area.</i></p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Economic Development unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	

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CORPORATE SERVICES DIRECTORATE			ACTIVITIES LEGEND																																																			
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CORPORATE PLAN ACTIVITIES																																																						
1. Provide leadership, corporate oversight and strategic direction																																																						
<i>Corporate Services Directorate - provides the oversight of the Corporate Services department. Corporate Services department contains the financial functions of Council as well as procurement and supply, information technology, workforce and strategy, fleet management, property management and customer service. In addition to this airport operations are also included.</i>																																																						
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OK	OK	OK	C																																						
<p>1. Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return.</p> <p><i>Airport Unit - is a commercialised business unit with the key objective to operate a profitable and financially sustainable airport business that is resilient and progressive through ever changing times. The airport's main activities are aeronautical and landside. Aeronautical involves managing the airside of the airport including the runways, taxiways and aprons in a safe and efficient manner. The landside component of the business involves the commercial activities related to management of the terminal precinct including the terminal and car parking operations as well as property leases on airport.</i></p>			<table border="1"> <thead> <tr> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>ANNUAL</th> <th>COMMENTS</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td>85%</td> <td>100%</td> <td>100%</td> <td>85%</td> <td>93%</td> <td>Two non conformance notices across the whole of airport CASA that have been rectified immediately.</td> </tr> <tr> <td>65%</td> <td>85%</td> <td>1%</td> <td>100%</td> <td>63%</td> <td>Small carried forward budget. All projects complete with the exception of the Airfield Ground Lighting Project due to contractor requests for extensions of time.</td> </tr> <tr> <td>80%</td> <td>90%</td> <td>90%</td> <td>100%</td> <td>90%</td> <td>Completed</td> </tr> <tr> <td>57%</td> <td>75%</td> <td>63%</td> <td>85%</td> <td>70%</td> <td>Service levels have been delivered, a reduction in passenger numbers is within forecast and aligned to the current economic climate.</td> </tr> </tbody> </table>			Q1	Q2	Q3	Q4	ANNUAL	COMMENTS	100%	100%	100%	100%	100%		85%	100%	100%	85%	93%	Two non conformance notices across the whole of airport CASA that have been rectified immediately.	65%	85%	1%	100%	63%	Small carried forward budget. All projects complete with the exception of the Airfield Ground Lighting Project due to contractor requests for extensions of time.	80%	90%	90%	100%	90%	Completed	57%	75%	63%	85%	70%	Service levels have been delivered, a reduction in passenger numbers is within forecast and aligned to the current economic climate.
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COMMERCIAL BUSINESS UNIT

Airport Annual Performance Plan updates are presented monthly to the Business Enterprise Committee Meeting. This plan is a requirement of s175 Local Government Regulation 2012.



2015 - 2016 OPERATIONAL PLAN CORPORATE SERVICES

CORPORATE AND TECHNOLOGY SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$1,245,205	-\$1,402,513
Operating Expenses	\$9,315,032	\$9,504,643
Capital Revenue	-\$13,237	\$173,997
Capital Expenses	\$8,530,746	\$6,242,508

CORPORATE PLAN ACTIVITIES

1. Champion a customer service culture that complies with Council's statutory obligations and Customer Service Charter
2. Deliver fleet and plant asset management in an efficient operating environment
3. Efficiently manage and optimise use of Council's property portfolio
4. Manage and effectively administer Council's contract and tendering, inventory and purchasing processes in accordance with relevant legislative requirements and organisational needs
5. Strategically plan and actively manage Council's information systems to meet Council's needs
6. Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter
7. Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community

Customer Service Centre - the first point of contact for customers with front-counter services in Rockhampton, Gracemere and Mount Morgan, and a call centre based in Rockhampton. Customer service also provides QGAP (QLD Government Agency Program) services and facilitates, park events and hall bookings.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Procurement and Logistics - ensures well governed and disciplined procurement activities and inventory management practices which comply with legislative and policy requirements whilst meeting organisational needs now and into the future. The unit consists of four interrelated sub-units: Purchasing Compliance, Accounts Payable, Contracts and Tenders and Logistics (3 x stores) undertaking centralised purchasing for Fitzroy River Water, Civil Operations and Rockhampton Regional Waste and Recycling.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR


ACTIVITIES LEGEND


R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No planned/budgeted capital projects for the Customer Service unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No planned/budgeted capital projects for the Procurement and Logistics unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

			2015 - 2016 OPERATIONAL PLAN CORPORATE SERVICES					
<p>Information Systems - a combined unit responsible for information technology and records management services. Information Technology Services' role is to acquire, manage and support information and communication technology related equipment and services for the organisation. Records Management oversees and assists with the management of Council records and is responsible for ensuring that Council's official records are captured and managed in a way that improves business processes and fulfills legislative requirements. Records also coordinates the right to information and information privacy processes.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	80%	95%	Some delays to planned IT projects due to competing priorities and pending vendor software updates.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	
<p>Property and Insurance - manages Council owned and controlled properties by ensuring Council's and the community's interests are appropriately risk managed through the negotiation and establishment of formal lease arrangements. Also responsible for the effective and efficient management of the day-to-day insurance claims processing (including liaising with Council's insurers, assessors, repair agents and claimants), land resumptions, acquisitions and sales and enterprise risk management.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	Budgeted capital program progressing as planned. Negotiating land purchase.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	
<p>Fleet Services - custodianship and management responsibility of all fleet vehicles, plant and equipment assets above the \$5,000 capitalisation threshold and/or all assets requiring registration with Queensland Transport. This includes capital and recurrent budgeting, renewal and maintenance planning and disposal ensuring fit for purpose, safe, reliable and cost effective fleet, plant and equipment, enabling Council to deliver an optimum level of service. Council has a fleet asset base comprising just over 800 assets with a replacement value of approximately \$52.8M.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	Capital program completed as planned, with commitments for some plant on order.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	

			2015 - 2016 OPERATIONAL PLAN CORPORATE SERVICES				
FINANCE			ACTIVITIES LEGEND				
Section Budget Summary			R	Risk of Incompletion / Delay			
Budget	Adopted	Actual YTD	OK	On Target			
Operating Revenue	-\$595,669	-\$587,731	AT	Ahead of Target			
Resourcing Revenue	-\$77,207,865	-\$78,526,436	C	Complete			
Operating Expenses	\$6,099,360	\$5,483,209	I	Incomplete (Q4 only)			
Resourcing Expenses	-\$24,451,421	-\$25,425,495					
Capital Revenue	\$0	\$0					
Capital Expenses	\$0	\$0					
Resourcing Capital Revenue	\$0	\$0					
Resourcing Capital Expenses	\$230,900	\$0					
CORPORATE PLAN ACTIVITIES			Q1	Q1-Q2	Q1-Q3	Q1-Q4	
1. Provide an Asset Services Section focusing on a clear communicative process and accurate data.			OK	OK	OK	C	
2. Provide professional accounting and financial management functions and ensure statutory compliance is met.			OK	OK	OK	C	
3. Manage the Council rating function in aspects of maintenance, levying and collection of rate revenue for Council.			OK	OK	OK	C	
4. Manage the treasury functions of Council to ensure effective and optimised cash management as well as compliance with taxation.			OK	OK	OK	C	
5. Provide accurate Geographical Information System (GIS) and spacial data information			OK	OK	OK	C	
<i>Assets and GIS - manages, supports and develops Council's corporate GIS system ensuring records are accurately maintained and users' needs are supported. In addition, the systems are continually developed for optimisation. Provides an interface to custodians of non-current assets to ensure asset registers and asset management plans are maintained. The information is used for future investment decisions and legislative compliance.</i>							
KEY PERFORMANCE INDICATORS			Q1	Q2	Q3	Q4	
	TARGET	TIMEFRAME	ANNUAL	COMMENTS			
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	0%	No capital projects relevant for the Asset and GIS unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	Solid progress being made in respect of Assets/GIS Reconciliation and Revaluations.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	No formal adopted service levels however GIS Service Desk is monitored.



**2015 - 2016 OPERATIONAL PLAN
CORPORATE SERVICES**

Financial Systems - manages, supports and develops Council's corporate financial system ensuring financial records are accurately maintained and users' needs are supported. In addition, the systems are continually developed for optimisation.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Revenue and Accounting - provides the oversight of the financial governance of Council including long term financial forecasting, budget preparation and financial reporting within legislative requirements whilst meeting the organisational needs in this regard. The four interrelated sub-units related are Financial Accounting, Commercial Accounting, Treasury and Rates.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Financial Systems unit.
100%	100%	100%	100%	100%	Conquest 3 implemented to wider Council. Still some fixes required before full implementation can be undertaken.
100%	100%	100%	100%	100%	No formal adopted service levels however Service Desk is monitored.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Financial Statements finalised.
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Revenue and Accounting unit.
N/A	N/A	N/A	100%	100%	Introduction of Related Parties project in last quarter. Issue is well progressed.
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN CORPORATE SERVICES

WORKFORCE AND STRATEGY

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$68,788	-\$121,435
Operating Expenses	\$4,017,711	\$3,664,571
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Implement and oversee a compliant safety management system
2. Provide rehabilitation and injury management support services
3. Manage Council's training and development programs
4. Provide human resource and industrial relations advisory support services
5. Provide payroll services to all of Council
6. Manage Council's strategic business planning function
7. Administer an appropriate corporate governance program
8. Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process

Safety and Training - provides specialist advisory services to all Council departments for the functions of Workplace Health & Safety, Training and Injury Management.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Human Resources and Payroll - provides human resources and payroll services across the organisation. The Human Resources sub-unit is focused on delivering quality consultancy services to all Council departments enabling the achievement of objectives, while maintaining compliance with relevant legislation, policies and procedures and upholding the Council's values. The Payroll sub-unit is responsible for the provision of an accurate and timely payroll service.


KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR


ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Safety and Training unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Human Resources and Payroll unit.
100%	100%	100%	100%	100%	
94%	88%	86%	87%	89%	The average timeframe for the quarter was 34.53 days. Increase delays from the panel to shortlist applications and make final decisions have delayed the processing of the file as well as delays from third party providers to complete pre-employment screening checks (Criminal History Checks and Functional Capacity Evaluations) and applicants and panel members taking leave throughout the recruitment process.

			2015 - 2016 OPERATIONAL PLAN CORPORATE SERVICES					
Industrial Relations and Investigations - provides internal investigation services, Award/Agreement interpretation and industrial relations advice, while managing the relationship between Council, the Crime and Corruption Commission and the Queensland Ombudsman for matters of a more serious nature.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Industrial Relations and Investigations unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Industrial Relations and Investigations unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	100%	100%	100%	
Corporate Improvement and Strategy - provides corporate policy evaluation, delegation instrumentation, strategic organisational planning, local government law advice and general corporate governance.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%	100%	100%	100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%	100%	100%	100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Corporate Improvement and Strategy unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%	100%	100%	100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%	96%	100%	99%	

			2015 - 2016 OPERATIONAL PLAN REGIONAL SERVICES																																					
			REGIONAL SERVICES DIRECTORATE			ACTIVITIES LEGEND																																		
Section Budget Summary			<table border="1"> <tr> <td>Budget</td> <td>Adopted</td> <td>Actual YTD</td> </tr> <tr> <td>Operating Revenue</td> <td>\$0</td> <td>-\$3,636</td> </tr> <tr> <td>Operating Expenses</td> <td>\$773,989</td> <td>\$730,593</td> </tr> <tr> <td>Capital Revenue</td> <td>-\$3,615,000</td> <td>-\$3,484,108</td> </tr> <tr> <td>Capital Expenses</td> <td>\$8,890,000</td> <td>\$7,160,144</td> </tr> </table>		Budget	Adopted	Actual YTD	Operating Revenue	\$0	-\$3,636	Operating Expenses	\$773,989	\$730,593	Capital Revenue	-\$3,615,000	-\$3,484,108	Capital Expenses	\$8,890,000	\$7,160,144	<table border="1"> <tr> <td>R</td> <td>Risk of Incompletion / Delay</td> </tr> <tr> <td>OK</td> <td>On Target</td> </tr> <tr> <td>AT</td> <td>Ahead of Target</td> </tr> <tr> <td>C</td> <td>Complete</td> </tr> <tr> <td>I</td> <td>Incomplete (Q4 only)</td> </tr> </table>		R	Risk of Incompletion / Delay	OK	On Target	AT	Ahead of Target	C	Complete	I	Incomplete (Q4 only)									
Budget	Adopted	Actual YTD																																						
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Q1	Q1-Q2	Q1-Q3	Q1-Q4																																					
OK	OK	OK	C																																					
1. Provide leadership, corporate oversight and strategic direction																																								
<i>Regional Services Directorate - overall corporate management and coordination of the service delivery and strategic direction of Civil Operations, Planning, Engineering, Fitzroy River Water and Rockhampton Regional Waste & Recycling. The directorate also provides media and community awareness programs for those areas.</i>																																								
KEY PERFORMANCE INDICATORS			<table border="1"> <tr> <td>Q1</td> <td>Q2</td> <td>Q3</td> <td>Q4</td> <td>ANNUAL</td> <td>COMMENTS</td> </tr> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td>100%</td> <td>100%</td> <td>90%</td> <td>90%</td> <td>95%</td> <td>Some variations being experienced in capital projects including the Riverfront Redevelopment.</td> </tr> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> </table>		Q1	Q2	Q3	Q4	ANNUAL	COMMENTS	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%		100%	100%	90%	90%	95%	Some variations being experienced in capital projects including the Riverfront Redevelopment.	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	
Q1	Q2	Q3	Q4	ANNUAL	COMMENTS																																			
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Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR																																						



2015 - 2016 OPERATIONAL PLAN REGIONAL SERVICES

CIVIL OPERATIONS		
Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$6,972,573	-\$6,324,300
Operating Expenses	\$29,679,858	\$29,277,652
Capital Revenue	-\$11,006,862	-\$11,882,355
Capital Expenses	\$29,129,131	\$23,786,945

CORPORATE PLAN ACTIVITIES

1. Provide value for money construction, maintenance and community response services for transport and drainage assets

Urban Operations - manages the construction and maintenance of road pavements and surfacings, bridges, kerb and channel, footpaths and cycle ways, stormwater drainage systems, guardrail, street signs, linemarking and traffic signals that are not on State controlled roads, and road lighting for the urban areas of Rockhampton, Parkhurst, Gracemere and Mt Morgan.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Rural Operations - manages the construction and maintenance of sealed and unsealed road pavements, bridges, stormwater drainage systems, guardrail, road signs and linemarking in the rural towns and areas of the Region.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
95%	98%	99%	99%	98%	Improvement in the quarter.
100%	100%	100%	90%	98%	Improvements in service damage is required and will be addressed with the new process/guideline.
100%	96%	90%	90%	94%	Some projects are slightly behind schedule which has caused some carryovers.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
95%	98%	98%	100%	98%	Improvement in the quarter.
100%	100%	100%	100%	100%	
100%	100%	96%	98%	99%	Limited carry over requested.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN
REGIONAL SERVICES

DEVELOPMENT & BUILDING

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$1,421,750	-\$1,523,531
Operating Expenses	\$2,807,790	\$2,477,079
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Provide regulatory and compliance services in line with statutory requirements and best practice
2. Contribute to the fair, orderly and sustainable use and development of the Region's resources
3. Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character
4. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with town planning and operational works
5. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with building, plumbing and drainage and general planning compliance

Building Compliance - undertakes three primary functions including inspections and certification for building and plumbing, and ensuring compliance of all land use and development activities.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

	Q1	Q1-Q2	Q1-Q3	Q1-Q4
1. Provide regulatory and compliance services in line with statutory requirements and best practice	OK	OK	OK	I
2. Contribute to the fair, orderly and sustainable use and development of the Region's resources	OK	OK	OK	C
3. Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character	OK	OK	OK	C
4. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with town planning and operational works	OK	OK	OK	C
5. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with building, plumbing and drainage and general planning compliance	OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
85%	85%	88%	82%	85%	Some overruns on statutory timelines have been experienced during the year.
95%	100%	100%	100%	99%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Building Compliance unit.
100%	100%	100%	100%	100%	
90%	95%	89%	91%	91%	Some minor overruns on statutory timelines.



**2015 - 2016 OPERATIONAL PLAN
REGIONAL SERVICES**

Development Assessment - manages development applications for material changes of use, reconfigurations of lots, operational works and building works assessable against the planning scheme through the Integrated Development Assessment System under the Sustainable Planning Act 2009. The unit supports this primary role with ancillary services such as pre-lodgement meetings, negotiating decision notices, issuing infrastructure charges notices and managing development assessment matters in the Planning and Environment Court which involve Council as a party.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Planning Administration - coordinates the workplace administration, allocation of customer requests, procurement and financial management for the Development and Building section.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	98%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Development Assessment unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Planning Administration unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN REGIONAL SERVICES

ENGINEERING SERVICES

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$423,500	-\$415,857
Operating Expenses	\$3,935,694	\$3,088,423
Capital Revenue	-\$1,703,750	-\$24,000
Capital Expenses	\$320,000	\$92,879

CORPORATE PLAN ACTIVITIES

1. Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation
2. Maintain a disaster management response capacity able to meet the community's needs when required.

Infrastructure Operations - responsible for the provision of engineering advice, assessment of development applications and compliance inspections involving reconfiguration of lots, material change of use and operational works as they relate to traffic, transport, stormwater, water supply and sewerage reticulation networks.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Civil Design - responsible for the engineering survey and design of civil works principally undertaken by the Regional Services department, or other Council departments undertaking various projects when required.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Infrastructure Operations unit.
100%	100%	100%	100%	100%	
95%	93%	82%	89%	90%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
90%	100%	90%	90%	93%	Design delivery timeframes impacted by program changes.



2015 - 2016 OPERATIONAL PLAN REGIONAL SERVICES

Strategic Infrastructure - responsible for the investigation and planning of new and upgraded infrastructure within the roads, pathways, cyclepaths, public transport, stormwater, floodplain management, reticulated water supply and sewerage networks within the Region. The unit is also responsible for the development and implementation of traffic and road safety initiatives.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Support Services - responsible for the provision of administrative support to the Engineering Services and Civil Operations sections.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Disaster Management - responsible for the planning, preparation, mitigation and operational response strategies required to ensure Council has the appropriate response capability and processes in place to assist the local community to be prepared for, respond to and recover from disaster events. The unit also provides support to the State Emergency Service through the provision of a SES Local Controller.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
98%	100%	98%	100%	99%	
100%	100%	100%	100%	100%	
100%	95%	95%	95%	96%	North Rockhampton flood mitigation (Kershaw levee) delayed due to the need to complete FRW works across Moores Creek.
100%	95%	90%	80%	91%	Traffic model project delayed by changes at Department of Transport and Main Roads.
N/A	N/A	N/A	N/A	0%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Support Services unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Customer Service Charter is being met.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	Traffic Light report is satisfactory for the Disaster Management unit.
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Disaster Management unit.
100%	100%	100%	100%	100%	Creek flow monitoring stations complete.
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN REGIONAL SERVICES

FITZROY RIVER WATER

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$59,977,326	-\$61,726,700
Operating Expenses	\$56,155,424	\$56,031,115
Capital Revenue	-\$2,939,649	-\$2,747,462
Capital Expenses	\$21,937,932	\$18,288,243

CORPORATE PLAN ACTIVITIES

- Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable
- Operate and maintain sewerage network and treatment assets including re-use schemes

Treatment and Supply - manages the planning, construction, operations and maintenance of water and sewage treatment plants, water and sewage pump stations, water reservoirs, and water storages enabling the delivery of high quality, safe, reliable and cost effective water and sewerage services to our customers. The unit also manages trade waste licensing, drinking water and environmental compliance reporting for FRW.

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Network Services - manages the construction and maintenance of trunk and reticulation water and sewerage pipe network, water and sewage treatment plants, water and sewage pump stations, water reservoirs, and water storages enabling the delivery of high quality, safe, reliable and cost effective water and sewerage services to our customers. The unit also conducts water meter reads, new water and sewerage connections and administers irrigator contracts for FRW.

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

COMMERCIAL BUSINESS UNIT

The FRW Performance Plan was adopted by Council on 2 December 2015. This plan is a requirement of s175 Local Government Regulation 2012.

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
99%	99%	100%	100%	100%	
95%	95%	98%	95%	96%	Some large capital projects have been delayed due to ongoing technical issues and slower than expected performance by contractors.
100%	100%	100%	100%	100%	
100%	100%	100%	99%	100%	A slight reduction in scoring reflects some minor exceedances of Customer Service Standards KPIs overall for the year.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
98%	98%	98%	98%	98%	A small number of projects have been delayed slightly.
100%	100%	100%	100%	100%	
96%	97%	98%	98%	97%	A small number of non-compliances with quarterly and annual customer service standards targets.



2015 - 2016 OPERATIONAL PLAN REGIONAL SERVICES

ROCKHAMPTON REGIONAL WASTE & RECYCLING

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$17,834,366	-\$17,853,428
Operating Expenses	\$15,524,021	\$14,310,800
Capital Revenue	\$0	\$0
Capital Expenses	\$2,519,862	\$1,938,309

CORPORATE PLAN ACTIVITIES

1. Provide waste management facilities and services which meet the community's needs through the development and implementation of a Strategic Waste Management Plan

Collections - provision of a reliable kerbside collection service for waste and recyclables from domestic and some commercial premises from within declared waste areas across the Regional Council area. Administration of kerbside recycling collections contract.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Waste Operations - provision and management of waste and recycling transfer and disposal facilities that are accessible and provided in a sustainable manner.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

COMMERCIAL BUSINESS UNIT

The Rockhampton Regional Waste and Recycling Performance Plan was adopted by Council on 8 December 2015. This plan is a requirement of s175 Local Government Regulation 2012.

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN COMMUNITY SERVICES

COMMUNITY SERVICES DIRECTORATE

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$56,082	-\$27,150
Operating Expenses	\$969,842	\$770,732
Capital Revenue	-\$250,000	-\$250,000
Capital Expenses	\$95,000	\$87,733

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Community Services Directorate - provides overall corporate management and coordination of the service delivery and strategic direction of the Arts and Heritage, Communities and Facilities, Community Standards and Compliance and Parks sections.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Special Projects - provides the specialised project management and contractual oversight of identified cross-functional projects and activities within Council.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	Capital projects for Community Services Directorate covered under Special projects.
100%	100%	100%	100%	100%	Purchase of new Christmas Decorations, installation of decorations to coincide with Christmas Fair undertaken successfully and within budget.
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No operational projects relevant for Special Projects unit.
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN COMMUNITY SERVICES

ARTS & HERITAGE

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$4,361,315	-\$4,261,636
Operating Expenses	\$7,024,821	\$6,292,056
Capital Revenue	-\$80,000	\$0
Capital Expenses	\$440,778	\$356,151

CORPORATE PLAN ACTIVITIES

1. Develop and deliver targeted arts and heritage programs
2. Deliver and facilitate community events and celebrations

Venue Operations - manages the Council's major venues including the Pilbeam Theatre, Walter Reid Cultural Centre and the Rockhampton Showgrounds while also providing auxiliary services such as food and beverage, ticketing and production services. The unit also delivers the See it Live Theatre program.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Heritage Services - manages the Rockhampton Heritage Village, presenting and preserving the region's historical collections.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Art Gallery - manages the Rockhampton Art Gallery to meet community expectations through art collection, management and development, local and visiting exhibition presentation and inclusive and developmental public programs.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	95%	99%	Two projects deferred to 2016 - 2017 financial year.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for Venue Operations unit.
100%	100%	100%	100%	100%	Delivered in accordance with section operational standards as no service levels have been adopted by Council.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No operational projects relevant for Heritage Services unit.
100%	100%	100%	100%	100%	Delivered in accordance with section operational standards as no service levels have been adopted by Council.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No operational projects relevant for Art Gallery unit.
100%	100%	100%	100%	100%	Delivered in accordance with section operational standards as no service levels have been adopted by Council.



2015 - 2016 OPERATIONAL PLAN COMMUNITY SERVICES

COMMUNITIES & FACILITIES		
Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$4,094,700	-\$4,211,433
Operating Expenses	\$19,219,738	\$18,374,673
Capital Revenue	-\$672,500	\$101,526
Capital Expenses	\$2,351,984	\$1,425,899
CORPORATE PLAN ACTIVITIES		
1. Deliver a range of individual and organisational development services and programmes		
2. Provide and maintain regional library services		
3. Deliver targeted social programs relating to child care, youth and aged services		
4. Facilitate community safety		
5. Deliver facilities maintenance programs and projects		
<i>Library Unit (Client Services, Collections and Systems) - provides the community with access to community hubs of resources, services, programs and spaces for recreation, information, literacy (including digital literacy) development, learning and social connection.</i>		
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR
<i>Facilities - responsible for the delivery of minor capital projects, maintenance, cleaning and security services for Council's building assets.</i>		
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN COMMUNITY SERVICES

Home Assist - delivers the CQ Home Assist Program to provide safety related information and referral to home owners, tenants with a disability or aged over 60 years, and subsidised assistance with home maintenance, modifications and repairs for eligible clients to assist them to remain living in their homes.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	Based on funding guidelines.
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects for the Home Assist unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Based on Service Level Agreements applicable to funding received from State and Federal Governments.

City Child Care Centre - provides quality long day and occasional care for children from six weeks to school age in accordance with the Early Years Learning Framework and National Quality Standard.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
N/A	N/A	N/A	N/A	0%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects for the City Child Care Centre unit.
100%	100%	100%	100%	100%	
100%	67%	59%	56%	70%	Due to increases of customer illnesses in the last period, it has impacted on service levels

Communities and Facilities Management - provides overall workplace administrative for the Communities and Facilities section, and has responsibility for Council's grants and sponsorship program, CCTV network and Cardax system, community halls, and community development programs.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	83%	100%	100%	96%	Successful Harmony Day and capacity building program.



2015 - 2016 OPERATIONAL PLAN COMMUNITY SERVICES

COMMUNITY STANDARDS AND COMPLIANCE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$1,503,150	-\$1,619,856
Operating Expenses	\$5,300,262	\$4,372,503
Capital Revenue	\$0	\$0
Capital Expenses	\$200,000	\$135,347

CORPORATE PLAN ACTIVITIES

1. Provide regulatory and compliance services in line with statutory requirements and best practice
2. Plan and deliver programmes, partnerships, regulation and education relevant to Environment and Public Health
3. Implement Pest Management Plan actions to control declared pests
4. Implement Vector Management Plan actions to establish vector control measures
5. Provide compliance and regulatory services in line with legislative and community standards
6. Plan and deliver Local Laws programs, partnerships, regulation and education

Environment and Public Health - responsible for licensing and inspecting activities particularly food businesses, environmentally relevant activities and higher risk personal appearance services as well as investigating complaints relating to environmental nuisance, public health risks and licensed activities and being a conduit for State based requirements.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Pest Management - responsible for controlling declared pests, plants and animals on Council controlled land, inspecting and investigating declared pest activities and/or complaints and being a conduit for State based requirements.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to Environment and Public Health unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant to Environment and Public Health unit.
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to Pest Management unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant to Pest Management unit.
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN COMMUNITY SERVICES

Vector Management - responsible for the management of designated pests on Council controlled land, inspecting and investigating public health risk activities and/or complaints and being a conduit for State based requirements.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to Vector Management unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant to Vector Management unit.
100%	100%	100%	100%	100%	

Local Laws - enforces State Government Acts and Council's Local Laws in relation to environmental nuisances, animals, overgrown land, signage, parking and illegal use of Council land.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	100%	100%	50%	New capital project introduced in quarter three.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Community Standards and Compliance Management - coordinates the workplace administration, allocation of customer requests, procurement and financial management for the Community Standards and Compliance section and assessment and decision making on relevant applications

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to Community Standards and Compliance Management unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant to Community Standards and Compliance Management unit.
100%	100%	100%	100%	100%	



**2015 - 2016 OPERATIONAL PLAN
COMMUNITY SERVICES**

PARKS

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$4,459,218	-\$4,560,845
Operating Expenses	\$20,931,269	\$21,160,814
Capital Revenue	-\$2,459,379	-\$3,097,650
Capital Expenses	\$9,497,436	\$2,084,569

CORPORATE PLAN ACTIVITIES

1. Plan for appropriate open space within the Region.
2. Ensure botanical collections are maintained and developed
3. Provide a well maintained and managed zoological collection
4. Provide developmental programs for sporting and recreational groups
5. Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces
6. Deliver regional cemetery and associated services that meet current and future burial and remembrance needs

Parks and Visitor Services - manages the presentation, heritage conservation and maintenance of the Rockhampton Botanic Gardens and Zoo, Kershaw Gardens, and burial and memorial services at the Region's cemeteries.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
99%	99%	99%	100%	99%	
100%	99%	95%	100%	99%	
50%	50%	50%	60%	53%	Delivery not as anticipated due to delays in scope definition and/or external approvals.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2015 - 2016 OPERATIONAL PLAN COMMUNITY SERVICES

Parks Operations - manages the maintenance of local parks, street trees and landscape. Amenity and cleansing activities in the high use urban areas of the Region are also the responsibility of this unit.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	95%	95%	100%	98%	
100%	100%	100%	100%	100%	
50%	50%	100%	100%	75%	
100%	100%	95%	100%	99%	
100%	100%	100%	100%	100%	

Parks Planning and Projects - manages the forward planning for the various aspects of Parks and Open Space activities; definition and delivery of small to medium capital projects and assets renewal and maintenance programmes. This unit is the liaison between Council and the various groups of Council's parks, sport and recreation facilities to assist in building active and healthy communities.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
N/A	N/A	N/A	100%	100%	
N/A	N/A	N/A	100%	100%	
N/A	N/A	N/A	60%	60%	
N/A	N/A	N/A	100%	100%	
N/A	N/A	N/A	100%	100%	

Parks Administration - coordinates the workplace administration, allocation of customer work requests, park bookings, procurement and financial management for the Parks section.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Parks Management unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

12 NOTICES OF MOTION

Nil

13 QUESTIONS ON NOTICE

Nil

14 URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.

15 CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation 2012*, for the reasons indicated.

16.1 Strategic Property Acquisition

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage .

16.2 Legal Matters as at 31 July 2016

This report is considered confidential in accordance with section 275(1)(f), of the *Local Government Regulation 2012*, as it contains information relating to starting or defending legal proceedings involving the local government.

16.3 Revised Capricorn Enterprise Funding Agreement

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

16 CONFIDENTIAL REPORTS

16.1 STRATEGIC PROPERTY ACQUISITION

File No: 11359

Attachments: 1. Contract

Authorising Officer: Peter Kofod - General Manager Regional Services

Author: Cameron Wyatt - Coordinator Strategic Planning

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

SUMMARY

Assessment of potential strategic property acquisition assessment for Council consideration.

16.2 LEGAL MATTERS AS AT 31 JULY 2016

File No: 1392
Attachments: 1. Legal matters as at 31 July 2016
Authorising Officer: Tracy Sweeney - Manager Workforce and Strategy
Ross Cheesman - Deputy CEO/General Manager
Corporate Services
Author: Travis Pegrem - Coordinator Industrial Relations and
Investigations

This report is considered confidential in accordance with section 275(1)(f), of the *Local Government Regulation 2012*, as it contains information relating to starting or defending legal proceedings involving the local government.

SUMMARY

Coordinator Industrial Relations and Investigations presenting an update of current legal matters that Council is involved in as at 31 July 2016.

16.3 REVISED CAPRICORN ENTERPRISE FUNDING AGREEMENT**File No:** 8026**Attachments:**

1. Revised Capricorn Enterprise Funding Agreement with Changes
2. Action Sheet - 12 July 2016

Authorising Officer: Evan Pardon - Chief Executive Officer**Author:** Evan Pardon - Chief Executive Officer

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

SUMMARY

Request for clarification of funding agreement following a meeting with the Chief Executive Officer of Capricorn Enterprise and Councils Chief Executive Officer.

17 CLOSURE OF MEETING