



ORDINARY MEETING

AGENDA

22 NOVEMBER 2016

Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 22 November 2016 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. R.", is positioned above the printed name of the Chief Executive Officer.

CHIEF EXECUTIVE OFFICER
17 November 2016

Next Meeting Date: 13.12.16

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 C E Smith
Councillor C R Rutherford
Councillor M D Wickerson
Councillor R A Swadling
Councillor N K Fisher

In Attendance:

Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

Councillor Tony Williams granted Leave of Absence as he is representing Council at the Net Free Zones Workshop in Mackay.

Councillor Stephen Schwarten previously granted Leave of Absence from 17 October 2016 to 18 December 2016.

4 CONFIRMATION OF MINUTES

Minutes of the Ordinary Meeting held 8 November 2016

Minutes of the Special Meeting held 15 November 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 - 15 NOVEMBER 2016

RECOMMENDATION

THAT the Minutes of the Planning and Regulatory Committee meeting, held on 15 November 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, 15 November 2016**9.1.1 MONTHLY OPERATIONS REPORT FROM PLANNING AND REGULATORY SERVICES FOR OCTOBER 2016****File No:** 1464**Attachments:**

1. **Monthly Operations Report From Planning and Regulatory Services For October 2016.**
2. **October 2016 Traffic Light Report for Planning and Regulatory Services.**
3. **Planning and Regulatory Services Financial Matters Report for October 2016.**

Authorising Officer: Michael Rowe - General Manager Community Services**Author:** Steven Gatt - Manager Planning & Regulatory Services

SUMMARY

The monthly operations report for the Planning and Regulatory as at 30 October 2016 is presented for Councillors information.

COMMITTEE RECOMMENDATION

THAT the Planning and Regulatory Section report for October 2016 be received.

Recommendation of the Planning and Regulatory Committee, 15 November 2016**9.1.2 NUMBER OF DEVELOPMENT APPLICATIONS RECEIVED DURING THE MONTH OF SEPTEMBER 2016**

File No: 7028
Attachments: Nil
Authorising Officer: Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Tarnya Fitzgibbon - Coordinator Development Assessment

SUMMARY

This report outlines the new development applications that have been received during September 2016 and how the applications will be decided.

COMMITTEE RECOMMENDATION

THAT the report on the number of development applications received during the month of September 2016 be received.

9.2 INFRASTRUCTURE COMMITTEE MEETING - 15 NOVEMBER 2016

RECOMMENDATION

THAT the Minutes of the Infrastructure Committee meeting, held on 15 November 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, 15 November 2016**9.2.1 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, 15 November 2016**9.2.2 ENGINEERING SERVICES MONTHLY OPERATIONS REPORT - NOVEMBER 2016**

File No: 7028
Attachments: 1. Monthly Operations Report Engineering Section
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 October 2016.

COMMITTEE RECOMMENDATION

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

Recommendation of the Infrastructure Committee, 15 November 2016**9.2.3 CIVIL OPERATIONS MONTHLY OPERATIONS REPORT - NOVEMBER 2016****File No: 7028****Attachments:**

- 1. Monthly Operations Report Civil Operations Section November 2016**
- 2. Capital Works Program November - December 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 October 2016, and also Works Program of planned projects for the months November – December 2016.

COMMITTEE RECOMMENDATION

THAT the Civil Operations Monthly Operations Report for November 2016 be received.

Recommendation of the Infrastructure Committee, 15 November 2016**9.2.4 THOZET ROAD FOOTPATH COMMUNITY ENGAGEMENT**

File No: 7028
Attachments: 1. Thozet Road Pathway - Community Engagement Report
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Grant Vaughan - Coordinator Civil Design

SUMMARY

This report provides a summary of the community engagement for the proposed Thozet Road Footpath project.

COMMITTEE RECOMMENDATION

THAT Council:

- (1) Proceed with the construction of the proposed footpath on Thozet Road between Lilley Avenue and Zervos Street; and
- (2) Take into consideration drainage and intersection turning issues raised during the community consultation when finalising the project design.

Recommendation of the Infrastructure Committee, 15 November 2016**9.2.5 FOOTPATHS ASSET MANAGEMENT PLAN**

File No:	5960
Attachments:	1. Footpaths Asset Management Plan
Authorising Officer:	Ross Cheesman - Deputy CEO/General Manager Corporate Services
Author:	Alicia Cutler - Manager Finance

SUMMARY

Officers presenting the Footpaths Asset Management Plan for adoption. Previously these assets would have been included under the Roads & Drainage Asset Management Plan. Footpaths have now been separated from the class to make it a more useful process and document.

COMMITTEE RESOLUTION**12:51PM**

That pursuant to s7(10) *Council Meeting Procedures* the provisions of the Rockhampton Regional Council Meeting Procedures be suspended to allow adequate time for informal discussion on Item 8.3 – Footpaths Asset Management Plan prior to entering into formal debate.

COMMITTEE RESOLUTION**1:33PM**

That pursuant to s7(10) *Council Meeting Procedures* the provisions of the Rockhampton Regional Council Meeting Procedures be resumed.

COMMITTEE RECOMMENDATION

THAT in accordance with S167 of the *Local Government Regulation 2012*, the Footpaths Asset Management Plan be adopted.

9.3 AIRPORT, WATER AND WASTE COMMITTEE MEETING - 15 NOVEMBER 2016

RECOMMENDATION

THAT the Minutes of the Airport, Water and Waste Committee meeting, held on 15 November 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, 15 November 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, 15 November 2016**9.3.2 CORPORATE SERVICES DEPARTMENT - ROCKHAMPTON AIRPORT -
MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN REPORT**

File No: 7927

Attachments:

1. Monthly Operational Report - October 2016
2. Rockhampton Airport Photos

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 31st October 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 October 2016 be 'received'.

Recommendation of the Airport, Water and Waste Committee, 15 November 2016**9.3.3 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN REPORT AS AT 31 OCTOBER 2016**

File No: 7927

Attachments: 1. RRWR Monthly Ops and Annual Performance Plan as at 31 October 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 and Recycling (RRWR) for the month of October 2016

COMMITTEE RECOMMENDATION

THAT the RRWR Operations and Annual Performance Plan report for the period ended 31 October 2016 be received.

Recommendation of the Airport, Water and Waste Committee, 15 November 2016**9.3.4 FRW MONTHLY OPERATIONS REPORT - OCTOBER 2016**

File No: 1466
Attachments: 1. FRW Monthly Operations Report - October 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 October 2016.

COMMITTEE RECOMMENDATION

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

Recommendation of the Airport, Water and Waste Committee, 15 November 2016**9.3.5 CLEARING OF BLOCKED HOUSE DRAINS WITHIN PRIVATE PROPERTIES POLICY AND PROCEDURE****File No:** 11979**Attachments:**

1. Clearing of Blocked House Drains Within Private Properties Policy
2. Clearing of Blocked House Drains Within Private Properties Policy (Track Changes)
3. Clearing of Blocked House Drains Within Private Properties Procedure
4. Clearing of Blocked House Drains Within Private Properties Procedure (Track Changes)

Authorising Officer: Peter Kofod - General Manager Regional Services**Author:** Jason Plumb - Manager Fitzroy River Water

SUMMARY

The Clearing of Blocked House Drains Within Private Properties Policy and Procedure were previously adopted by Council on 26 October 2010. The Policy and Procedure have undergone a thorough review and the revised versions are now presented for Council's adoption.

COMMITTEE RECOMMENDATION

THAT the Clearing of Blocked House Drains Within Private Properties Policy and Procedure as presented be adopted.

9.4 COMMUNITY SERVICES COMMITTEE MEETING - 16 NOVEMBER 2016

RECOMMENDATION

THAT the Minutes of the Community Services Committee meeting, held on 16 November 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, 16 November 2016**9.4.1 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT****File No:** 1464**Attachments:** 1. **Monthly Operations Report - Communities and Facilities****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 October 2016.

COMMITTEE RECOMMENDATION

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

Recommendation of the Community Services Committee, 16 November 2016**9.4.2 ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR OCTOBER 2016**

File No: 1464
Attachments: 1. Arts and Heritage Monthly Operations Report for October 2016
Authorising Officer: Michael Rowe - General Manager Community Services
Author: John Webb - Acting Manager Arts and Heritage

SUMMARY

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

COMMITTEE RECOMMENDATION

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

9.5 PARKS, RECREATION AND SPORT COMMITTEE MEETING - 16 NOVEMBER 2016

RECOMMENDATION

THAT the Minutes of the Parks, Recreation and Sport Committee meeting, held on 16 November 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, 16 November 2016**9.5.1 BUSINESS OUTSTANDING TABLE FOR PARKS, RECREATION AND SPORT 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 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, 16 November 2016

9.5.2 PARKS AND OPEN SPACE OPERATIONS REPORT - OCTOBER 2016

File No: 1464
Attachments: 1. Parks and Open Space Operations Report - October 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 Section for the month of October 2016.

COMMITTEE RECOMMENDATION

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

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016**9.5.3 THE ROCKHAMPTON GRAMMAR SCHOOL REQUEST FOR REASSIGNMENT OF LEASE OVER DIGGER'S PARK**

File No: 6348
Attachments: 1. Submission from The Rockhampton Grammar School
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Margaret Barrett - Manager Parks

SUMMARY

The Rockhampton Grammar School, has made a request for the reassignment of the lease over Diggers Park, L522 Blackall Street, The Range (being Lot 522 SP120476). It proposes to renovate and develop the facility for a range of sports for school and community use.

COMMITTEE RECOMMENDATION

THAT:

1. Council request the surrender of the current lease, from the liquidator; and
2. Council approves a Trustee Lease over Lot 522 SP120476 for five (5) years for The Rockhampton Grammar School as outlined in the report.

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016**9.5.4 THE CATHEDRAL COLLEGE REQUEST FOR SUPPORT FOR DEVELOPMENT OF KETTLE PARK****File No:** 374**Attachments:**

1. Development option for Kettle Park
2. The Cathedral College's proposal for Kettle Park

Authorising Officer: Margaret Barrett - Manager Parks
Michael Rowe - General Manager Community Services**Author:** Sophia Czarkowski - Sports and Education Supervisor

SUMMARY

The Cathedral College Rockhampton, trading as Roman Catholic Trust Corporation Diocese of Rockhampton, has made a request to enter into a Trustee Lease Agreement with Council over Kettle Park, 12 Elizabeth Street, Allenstown (being Lot 450 R2665). It proposes to construct three grass playing surfaces, amenities, canteen and an athletics precinct for the purposes of school sport and curriculum activities.

COMMITTEE RECOMMENDATION

THAT Council provides in principle approval to enter into a tenure arrangement with The Cathedral College Rockhampton, trading as Roman Catholic Trust Corporation Diocese of Rockhampton as outlined in the report.

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016

9.5.5 TREE PLANTING PROGRAM FOR ROCKHAMPTON REGION

File No: 1464

Responsible Officer: Michael Rowe – General Manager Community Services

SUMMARY

Councillor Fisher seeking the establishment of a tree planting program for the Rockhampton Region.

COMMITTEE RECOMMENDATION

THAT Officers prepare a discussion paper on a strategy for tree planting throughout the Rockhampton Region.

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016**9.5.6 RIGALSFORD AND OLLIE SMITH PARKS - ROTARY CLUB OF ROCKHAMPTON
COLLABORATIVE PROPOSAL****File No: 1464****Responsible Officer: Michael Rowe – General Manager Community Services**

SUMMARY

Expression of Interest has been received from the Rotary Club of Rockhampton Inc in regard to an "Adopt a Park" initiative for the Rigalsford Park area (which includes the area designated as Ollie Smith Park).

COMMITTEE RECOMMENDATION

THAT Council support the proposal 'in principle' and that Officers prepare a report to enable consideration of an "Adopt a Park" program for the Rockhampton Region.

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016

9.5.7 MOORES CREEK ROAD MEDIANS (YAAMBA ROAD TO NORMAN ROAD) TREE PLANTING

File No: 1464

Responsible Officer: Michael Rowe – General Manager Community Services

SUMMARY

Discussion held on a tree planting concept for the Moores Creek Road medians from Yaamba Road to Norman Road.

COMMITTEE RECOMMENDATION

THAT the tree planting concept for Moores Creek Road medians from Yaamba Road to Norman Road be presented to the next Council meeting on 22 November 2016 for discussion.

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016**9.5.8 REQUEST FOR A REDUCTION OF LEASE FEES FROM BERSERKER MASONIC LODGE**

File No:	6424
Attachments:	1. Update from Berserker Masonic Lodge on request for reduction in fees 2. Initial request from Berserker Masonic Lodge for a reduction in Lease fees
Authorising Officer:	Margaret Barrett - Manager Parks Michael Rowe - General Manager Community Services
Author:	Sophia Czarkowski - Sports and Education Supervisor

SUMMARY

Berserker Masonic Lodge has a Freehold Lease over Musgrave Park, 19 Larnach Street, Allentown (being Lot 2 RP610854) which is currently being renewed, the Club has requested a reduction in fees to assist it with ongoing operations.

COMMITTEE RECOMMENDATION

THAT:

1. Council accede to the request from Berserker Masonic Lodge for a reduction of Lease fees for the 2016/17 Financial Year as outlined in Option One of the report; and
2. Council authorise the amendment of the expiry date of the Freehold Lease currently being renewed to 30 June 2022.

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016**9.5.9 REQUEST FOR REDUCTION IN FEES FOR ROCKHAMPTON DOG OBEDIENCE CLUB**

File No: 5078

Attachments: 1. Requestion from Rockhampton Dog Obedience Club Inc for a reduction in fees

Authorising Officer: Margaret Barrett - Manager Parks
Michael Rowe - General Manager Community Services

Author: Sophia Czarkowski - Sports and Education Supervisor

SUMMARY

Rockhampton Dog Obedience Club Inc currently has tenure over part of Duthie Park, Mills Avenue, North Rockhampton (Lot 202 LN2700) and has requested a reduction in fees to assist in its ongoing operations.

COMMITTEE RECOMMENDATION

THAT Council resolve as per Option Two detailed in the report:

1. accede to the request from Rockhampton Dog Obedience Club Inc for a reduction of Lease fees for the 2016 year; and
2. renew the Trustee Permit for the period 1 January 2017 to 30 June 2018.

Recommendation of the Parks, Recreation and Sport Committee, 16 November 2016**9.5.10 REQUEST FOR REDUCTION IN FEES FOR ROCKHAMPTON RACING PIGEON CLUB INC**

File No: 3805

Attachments: 1. Letter from Rockhampton Racing Pigeon Club regarding reduction in fees

Authorising Officer: Margaret Barrett - Manager Parks
Michael Rowe - General Manager Community Services

Author: Sophia Czarkowski - Sports and Education Supervisor

SUMMARY

Rockhampton Racing Pigeon Club utilises a building at Church Park and has requested a reduction in its Lease fees to assist the Club in its ongoing operations.

COMMITTEE RECOMMENDATION

THAT Council accede to the request from Rockhampton Racing Pigeon Club for a reduction of Lease fees for the 2016/17 Financial Year as per Option Two detailed in the report.

10 COUNCILLOR/DELEGATE REPORTS**10.1 LEAVE OF ABSENCE - COUNCILLOR TONY WILLIAMS**

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

SUMMARY

In the minutes of the previous Council meeting on 8 November 2016, due to an administrative error Councillor Tony Williams was recorded as an apology when he had lodged a request for Leave of Absence for Tuesday 8 November 2016 with the Chief Executive Officer.

OFFICER'S RECOMMENDATION

THAT leave of absence be granted retrospectively for Councillor Tony Williams on Tuesday 8 November 2016.

11 OFFICERS' REPORTS

11.1 PROPOSAL FOR STREET TREE AND MEDIAN PLANTING IN MOORES CREEK ROAD

File No:	1464
Attachments:	1. Moores Creek Road - sections 1-10
Authorising Officer:	Michael Rowe - General Manager Community Services
Author:	Margaret Barrett - Manager Parks

SUMMARY

This reports provides information on proposed street tree and central median planting in Moores Creek Road

OFFICER'S RECOMMENDATION

THAT Council receives the report on the proposal for street tree and median planting in Moores Creek Road.

COMMENTARY

At the Parks Recreation and Sport Committee meeting on 16 November 2016, Councillors requested information be presented on the concepts prepared for street tree and central median planting in Moores Creek Road, North Rockhampton. These concepts have been prepared in order to investigate further the options for progressing this planting in order to improve local amenity and shade.

BACKGROUND

As part of an overall approach to tree replacements and renewals following the effects of TC Marcia on the Region in February 2015; officers have been identifying areas within the Region that lost trees in the cyclone or subsequently, with the aim of gradually replacing these trees with appropriate species to reinstate shade cover and species diversity; the proposal being to plant shade trees – Ficus spp.

One area identified is Moores Creek Road, between Yaamba Road and Norman Road intersections. The central median in this area has been divided into ten (10) sections and concepts prepared; these are attached for information.

1. Rankin St to Rowe St
2. Rowe St to MacNevin St pedestrian access
3. MacNevin St pedestrian access to Bruigom St
4. Adjacent to Thomas St
5. Thomas St to Sharpe St
6. Sharpe St to Feez/Kerrigan St Roundabout
7. Feez/Kerrigan St Roundabout to Hassell St
8. Hassell St to North Rockhampton Cemetery
9. Fronting North Rockhampton Cemetery
10. North Rockhampton Cemetery to Yaamba Road

BUDGET IMPLICATIONS

These are concepts only and have not progressed to implementation; any budget implications are yet to be determined.

STAFFING IMPLICATIONS

These are concepts only and have not progressed to implementation; any staffing implications are yet to be determined.

CORPORATE/OPERATIONAL PLAN

Parks and Open Space. Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces.

**PROPOSAL FOR STREET TREE AND
MEDIAN PLANTING IN
MOORES CREEK ROAD**

Moores Creek Road - Sections 1-10

Meeting Date: 22 November 2016

Attachment No: 1

Moores Creek Road 1 - Proposed Tree Planting



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Moore's Creek Road 2 - Proposed Tree Planting



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Moores Creek Road 3 - Proposed Tree Planting



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Moores Creek Road 4 - Proposed Tree Planting



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Moores Creek Road 5 - Proposed Tree Planting



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Moores Creek Road 6 - Proposed Tree Planting



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Moores Creek Road 7 - Proposed Tree Planting

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Moores Creek Road 8 - Proposed Tree Planting



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Moores Creek Road 9 - Proposed Tree Planting



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Moores Creek Road 10 - Proposed Tree Planting



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11.2 2016-2017 FEES AND CHARGES AMENDMENTS

File No:	7816
Attachments:	1. Amended Fees and Charges Schedule 2016-2017
Authorising Officer:	Ross Cheesman - Deputy CEO/General Manager Corporate Services
Author:	Alicia Cutler - Manager Finance

SUMMARY

The intention of this report is to submit minor amendments to Council's Fees and Charges Schedule for the 2016-2017 financial year.

OFFICER'S RECOMMENDATION

THAT in accordance with the requirements of the *Local Government Act 2009*, Council adopts the amendments to the Fees and Charges schedule for the 2016-2017 financial year as detailed in the report.

BACKGROUND

Since Council adopted the fees and charges for 2016-2017 on 22 June 2016 a number of minor issues have been identified which require amendment to provide clarity and ensure customers are being charged the correct fees.

The below information details the amendments to the current Fees and Charges schedule, while the updated Fees and Charges Schedule for the relevant sections has been provided as an attachment.

Corporate Services**Maps**

GIS are proposing to amend the fees for Custom Data Extraction from \$2.20 per ha to a Price On Application per request.

On numerous occasions the GIS Unit are requested to supply entire layer themes (e.g Stormwater, Sewer) for consultants. Calculating these areas on a per hectare rate for wide data sets can not only be cumbersome but become quite expensive as well. By adding a Price On Request to these requests the intention is to allow for cost recovery.

Fee number	Item name	Current Fee 2016/2017	Charge Basis per Unit	Proposed Fee 2016/2017	Charge Basis per Unit
29	Data Extraction				
35	Contours (Custom Extraction)	\$ 2.20	per ha	POA	per request

BUDGET IMPLICATIONS

The fees and charges set by the attached schedules form a significant part of Council's revenue raising requirements and provide a source of funding and/or contribution to programs delivered by Council.

The fees and charges are set in conjunction with the Budget each year to ensure appropriate and responsible revenue raising.

The effect of the changes will have very minimal budget impact.

LEGISLATIVE CONTEXT

Sections 97 and 262 of the Local Government Act apply to the setting of fees and charges and have been applied.

POLICY IMPLICATIONS

The fees and charges in the schedules can be amended at any time throughout the year in accordance with legislation.

CONCLUSION

These minor amendments are recommended for inclusion in the 2016-2017 Fees and Charges Schedule.

Upon approval by Council, these amendments to the 2016-2017 Fees and Charges Schedule are to be uploaded and presented on the Council's website.

2016-2017 FEES AND CHARGES AMENDMENTS

Amended Fees and Charges Schedule 2016-2017

Meeting Date: 22 November 2016

Attachment No: 1

SECTION:		Maps					
Fee number	Item name	Fee Type	GST Authority	2016/2017 Current Fee (incl GST)	Charge basis per unit (Optional)	Legislative Authority	Governing Specific Legislation
1	GIS Mapping Products						
2	<i>Map Printed - Preconfigured and customised maps.</i>						
3	A4 SIZE	Commercial	GST Applies	\$17.00	each	Local Government Act 2009	Part 6 S262 (3) (c)
4	A3 SIZE	Commercial	GST Applies	\$28.50	each	Local Government Act 2009	Part 6 S262 (3) (c)
5	A2 SIZE	Commercial	GST Applies	\$45.00	each	Local Government Act 2009	Part 6 S262 (3) (c)
6	A1 SIZE	Commercial	GST Applies	\$69.00	each	Local Government Act 2009	Part 6 S262 (3) (c)
7	A0 SIZE	Commercial	GST Applies	\$98.00	each	Local Government Act 2009	Part 6 S262 (3) (c)
8	<i>Hourly Rate - Customised mapping products and data creation</i>						
9	GIS Consultancy	Commercial	GST Applies	\$112.00	Minimum 1 Hr	Local Government Act 2009	Part 6 S262 (3) (c)
10	Other Department	Commercial	GST Applies		each	Local Government Act 2009	Part 6 S262 (3) (c)
11							
12	Road Register/Street maps						
13	A4 whole of Council road register booklet	Cost Recovery	GST Exempt	\$61.00	each	Local Government Act 2009	Council Local Law
14	A0 township street index	Commercial	GST Applies	\$61.00	each	Local Government Act 2009	Council Local Law
15							
16	LIDAR Products - per tile						
17	Contours. Per tile 1km2	Commercial	GST Applies	\$11.00	1km2	Local Government Act 2009	Part 6 S262 (3) (c)
18	Contours. Per tile 2km2	Commercial	GST Applies	\$43.00	2km2	Local Government Act 2009	Part 6 S262 (3) (c)
19	DEM 1m grid (xyz) 1km2	Commercial	GST Applies	\$9.00	1km2	Local Government Act 2009	Part 6 S262 (3) (c)
20	DEM 1m grid (xyz) 2km2	Commercial	GST Applies	\$34.00	2km2	Local Government Act 2009	Part 6 S262 (3) (c)
21	LAS 1km2	Commercial	GST Applies	\$27.00	1km2	Local Government Act 2009	Part 6 S262 (3) (c)
22	LAS 2km2	Commercial	GST Applies	\$106.00	2km2	Local Government Act 2009	Part 6 S262 (3) (c)
23	Convert contours tiles to dxf,dwg	Commercial	GST Applies	\$11.00	each tile	Local Government Act 2009	Part 6 S262 (3) (c)
24							

SECTION:		Maps					
Fee number	Item name	Fee Type	GST Authority	2016/2017 Current Fee (incl GST)	Charge basis per unit (Optional)	Legislative Authority	Governing Specific Legislation
25	Aerial Imagery						
26	Aerial Imagery < 100ha	Commercial	GST Applies	\$2.50	per Ha	Local Government Act 2009	Part 6 S262 (3) (c)
27	Aerial Imagery > 100ha	Commercial	GST Applies	\$45.00	per 1km2	Local Government Act 2009	Part 6 S262 (3) (c)
28							
29	Data Extraction						
30	Sewer layers	Commercial	GST Applies	\$0.05	per Ha	Local Government Act 2009	Part 6 S262 (3) (c)
31	Water layers	Commercial	GST Applies	\$0.05	per Ha	Local Government Act 2009	Part 6 S262 (3) (c)
32	Effluent layers	Commercial	GST Applies	\$0.05	per Ha	Local Government Act 2009	Part 6 S262 (3) (c)
33	Stormwater layers	Commercial	GST Applies	\$0.05	per Ha	Local Government Act 2009	Part 6 S262 (3) (c)
34	Road layers	Commercial	GST Applies	\$0.05	per Ha	Local Government Act 2009	Part 6 S262 (3) (c)
35	Contours (Custom Extraction)	Cost-Recovery	GST Applies	POA	per request	Local Government Act 2009	Part 6 S262 (3) (c)
36							
37	Digital Data Media						
38	Supply DVD up to 4.5GB	Commercial	GST Applies	\$10.50	per DVD	Local Government Act 2009	Part 6 S262 (3) (c)
39	Supply external Hard Drive (500GB)	Commercial	GST Applies	\$112.00	each	Local Government Act 2009	Part 6 S262 (3) (c)
40							
41	Hourly Rate / Data Handling						
42	GIS Staff time	Commercial	GST Applies	\$112.00	Minimum 1 Hr	Local Government Act 2009	Part 6 S262 (3) (c)
43	Data Handling Charge (Lidar only)	Commercial	GST Applies	\$55.00	each	Local Government Act 2009	Part 6 S262 (3) (c)
44	Other						
45	* All GIS data is subject to Rockhampton Regional Council's Standard Terms for Access to Digital Data Products, Intellectual Property Rights and the discretion of the Assets & GIS Co-ordinator						

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

File No: 8148

Attachments: 1. Income Statement - October 2016
2. Key Indicator Graphs - October 2016

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

Author: Alicia Cutler - Manager Finance

SUMMARY

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

OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the Period ended 31 October 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 October 2016), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

Council should note in reading this report that normally after the completion of the fourth month of the financial year, operational results should be approximately 33% of 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 budget with carryovers i.e. including carry-over capital budgets from 2015/16. The net carry over Capital budget is \$22.8M, comprising carry over expenditure budgets totalling \$23.0M less carry over revenue budgets totalling \$0.2M.

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

Total Operating Revenue is reported at 41%. Key components of this result are:

- Net Rates and Utility Charges are at 45% 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.
- Private and Recoverable Works revenue is behind budget at 22%. This is offset by a reduction in related operational expenditure.
- Interest Revenue is ahead of budget at 38%. Interest revenue historically remains ahead of budget for the first six months of the financial year and then moves closer to budget during the second half of the financial year.
- Other revenue items are all in proximity to budget year to date.

Total Operating Expenditure is at 35% of budget with committals, or 31% of budget without committals. Key components of this result are:

- Contractors and Consultants expenditure is ahead of budget at 50%. This is solely due to committed expenditure, as actual expenditure is 24% of budget.
- Materials and Plant is at 38% of budget. Similar to Contracts and Consultants, this result is heavily influenced by committals as actual expenditure is at 27% of budget.

- Asset Operational Expenditure is ahead of budget at 43%. Again, committals are driving up the year to date percentage as the actual result is 36% of budget. Actual costs are above budget as Council has already paid annual insurance premiums.
- Administrative Expenses are ahead of budget at 48%. Committals for some annual items such as lease agreements are influencing the year to date percentage as the actual result is 33% of budget. Actual costs include the payment of annual software support agreements.
- Finance Costs are behind budget at 26%. Finance costs will remain below budget until the next quarterly loan repayment on Councils loan portfolio held with Queensland Treasury Corporation in December 2016.
- Other expenditure items are all 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 19% 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 54% of budget with committals, or 22% of budget without committals.

Total Investments are approximately \$117.6M as at 31 October 2016. Investments have decreased from \$127.0M reported in September 2016.

Total Loans are \$149.6M as at 31 October 2016.

CONCLUSION

After taking into account the advance beneficial rating impact of the first rating cycle for the six months ending 31 December 2016 along with various advance annual payments, it would appear that both operational revenue and expenses are mostly in line with budget expectations.

Capital Revenue is behind budget at 19% and Capital Expenditure excluding committals is currently sitting at 27% of Adopted Budget or 22% of the increased August Carry-Over Revised Budget. Capital expenditure was slow to start the year with \$2.7M expenditure recorded in July (after the processing of accruals), however expenditure has increased substantially in August (\$6.8M), September (\$7.5M) and October (\$7.2M). It is anticipated that Capital Expenditure will continue this momentum with the ongoing roll out of the capital works program for 2016/17.

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

Income Statement - October 2016

Meeting Date: 22 November 2016

Attachment No: 1



Income Statement
For Period July 2016 to October 2016
33.3% of Year Gone

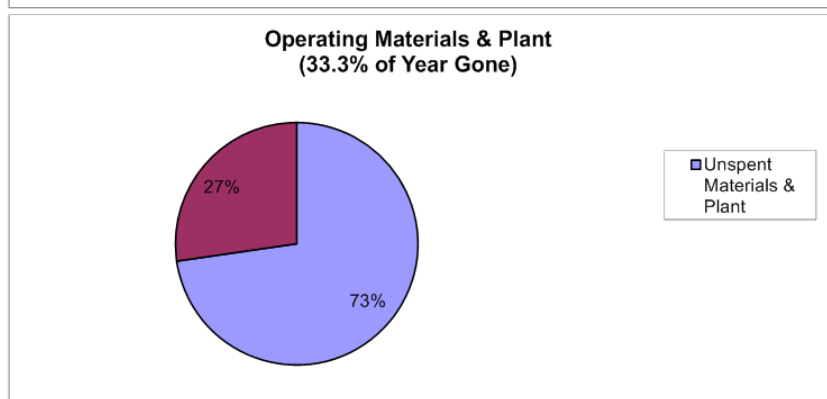
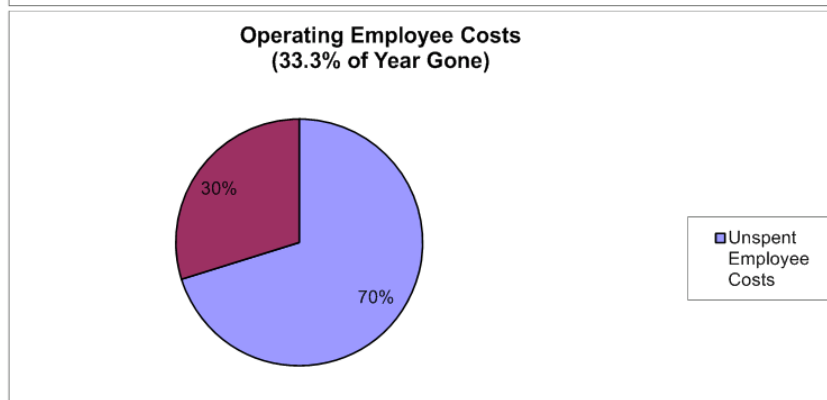
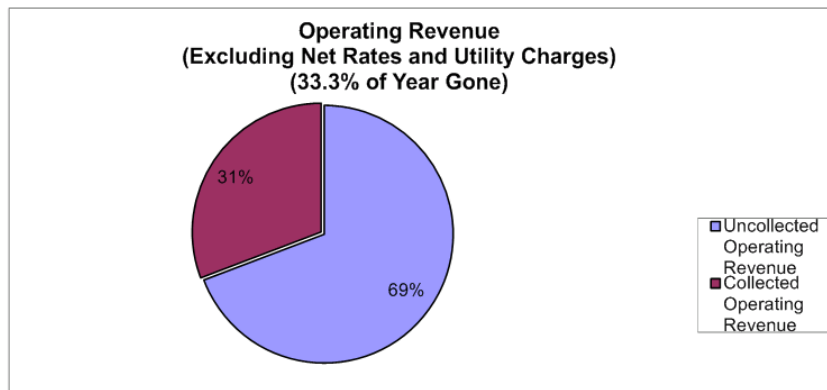
	Adopted Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Adopted Budget	
	\$	\$	\$	\$		
OPERATING						
Revenues						
Net rates and utility charges	(133,058,706)	(59,714,357)	0	(59,714,357)	45%	
Fees and Charges	(25,644,218)	(8,008,785)	1,501	(8,007,284)	31%	
Private and recoverable works	(6,387,977)	(1,424,274)	0	(1,424,274)	22%	
Rent/Lease Revenue	(3,050,752)	(982,389)	0	(982,389)	32%	
Grants Subsidies & Contributions	(10,559,423)	(3,337,890)	0	(3,337,890)	32%	
Interest revenue	(3,018,000)	(1,133,023)	0	(1,133,023)	38%	
Other Income	(4,797,801)	(1,573,669)	6	(1,573,663)	33%	
Total Revenues	(186,516,876)	(76,174,385)	1,507	(76,172,878)	41%	
Expenses						
Employee Costs	76,845,985	22,915,779	211,002	23,126,780	30%	
Contractors & Consultants	17,324,546	4,209,368	4,490,966	8,700,334	50%	
Materials & Plant	10,700,883	2,921,222	1,171,203	4,092,425	38%	
Asset Operational	18,663,845	6,694,183	1,415,143	8,109,325	43%	
Administrative Expenses	12,435,624	4,069,416	1,877,032	5,946,448	48%	
Depreciation	47,164,385	15,721,462	0	15,721,462	33%	
Finance costs	8,684,407	2,264,881	0	2,264,881	26%	
Other Expenses	1,381,963	425,988	51,377	477,365	35%	
Total Expenses	193,201,637	59,222,299	9,216,723	68,439,021	35%	
Transfer / Overhead Allocation						
Transfer/Overhead Allocation	(7,734,627)	(2,723,911)	4,075	(2,719,836)	35%	
Total Transfer / Overhead Allocation	(7,734,627)	(2,723,911)	4,075	(2,719,836)	35%	
TOTAL OPERATING POSITION (SURPLUS)/DEFICIT	(1,049,867)	(19,675,997)	9,222,305	(10,453,693)	996%	
CAPITAL						
	Adopted Budget	August Revised (Inc Carry Forward)	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Revised Budget
Total Developers Contributions Received	(3,925,700)	(3,925,700)	(662,904)	0	(662,904)	17%
Total Capital Grants and Subsidies Received	(30,026,787)	(30,289,613)	(5,784,429)	0	(5,784,429)	19%
Total Proceeds from Sale of Assets	0	0	(6,818)	0	(6,818)	0%
Total Capital Income	(33,952,487)	(34,215,313)	(6,454,151)	0	(6,454,151)	19%
Total Capital Expenditure	88,730,329	111,754,535	24,264,886	36,221,921	60,486,807	54%
Net Capital Position	54,777,842	77,539,222	17,810,735	36,221,921	54,032,656	70%
TOTAL INVESTMENTS			117,639,685			
TOTAL BORROWINGS			149,647,968			

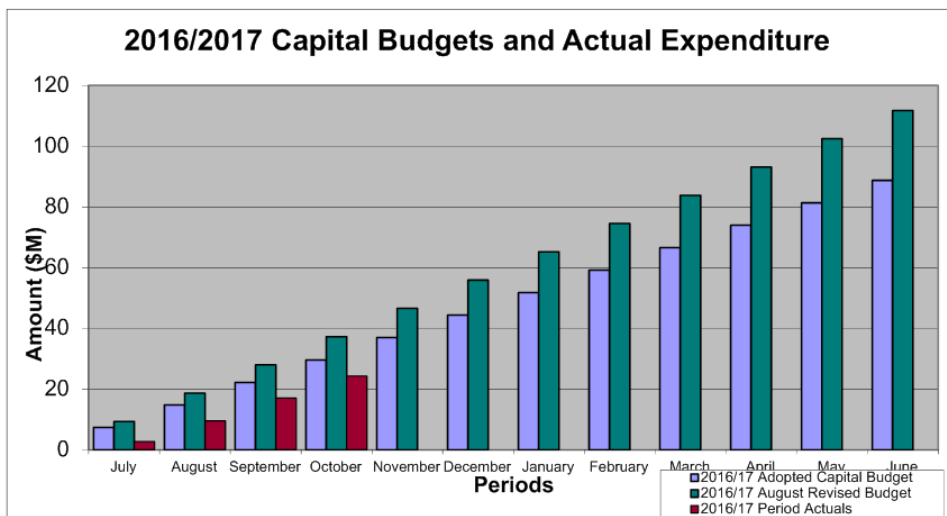
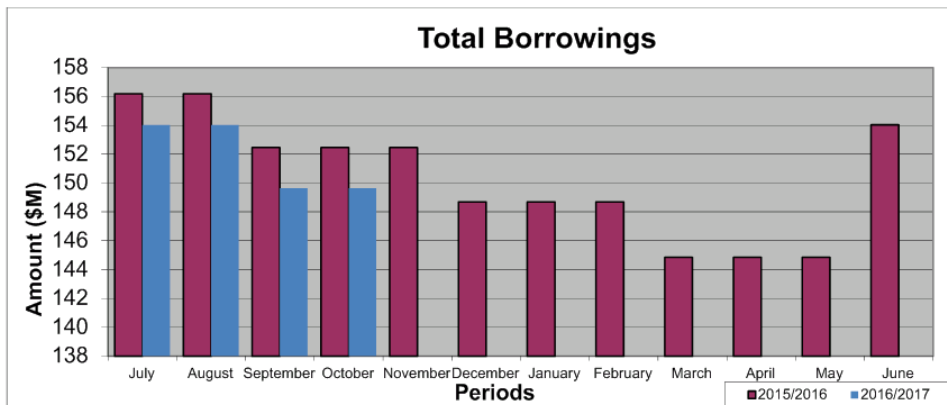
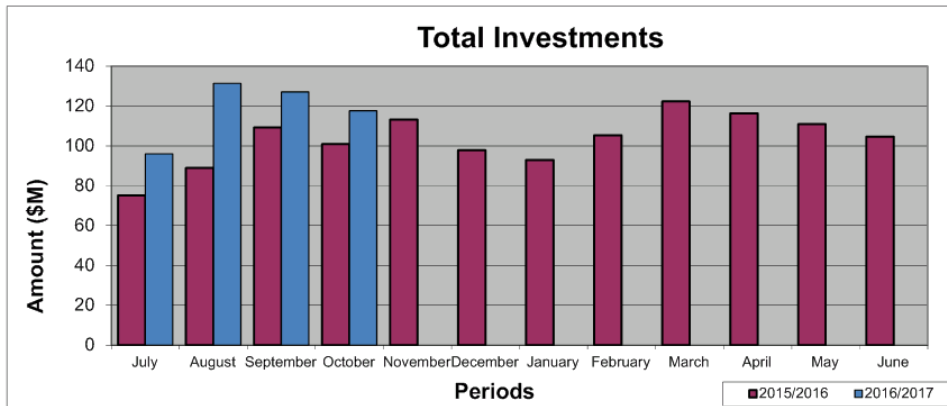
**SUMMARY BUDGET MANAGEMENT
REPORT FOR THE PERIOD ENDED
31 OCTOBER 2016**

Key Indicator Graphs - October 2016

Meeting Date: 22 November 2016

Attachment No: 2





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

1. CTS Monthly Report - October 2016
2. Finance Monthly Report - October 2016
3. Workforce & Strategy Monthly Report - October 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 October 2016 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Operations Report as at 31 October 2016 be "received".

COMMENTARY

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

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

CTS Monthly Report - October 2016

Meeting Date: 22 November 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT
CORPORATE & TECHNOLOGY SECTION
Period Ended October 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. Three applications were completed during the month, leaving five outstanding.

No requests for documents were released administratively, and one external review was received.

All current applications are progressing in accordance with legislative timeframes.

Doing Business with Council Forum – 25 October 2016

The fourth annual Doing Business with Council forum was conducted at the Walter Reid Auditorium on Tuesday, 25 October 2016. Two sessions were conducted on the day; morning 7am to 8am and afternoon 4pm to 5pm. This annual forum continues to be very popular with more than 100 businesses in attendance.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for October 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	● 1.50	● .075	0.00
Bookings Enquiry	0	0	2	2	0	0	5	● 4.50	● 1.64	● 1.31	0.96
Insurance: Mower / Slasher / Whipper / Snipper	2	2	5	1	1	0	90	● 7.00	● 12.83	● 18.03	16.39
Insurance: Personal Accident / Injury	0	0	3	1	0	0	120	● 0.00	● 22.00	● 42.38	49.65
Insurance: Public Liability / Property Damage Public Property	4	4	4	1	0	0	90	● 4.00	● 7.40	● 18.73	19.92
Leased Premises - General Enquiry	0	0	0	0	0	0	5	● 0.00	● 1.00	● 2.20	1.50
Rates Searches	2	2	116	110	6	0	4	● 1.10	● 1.36	● 1.42	1.35

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		
	October	November	December
Number of Lost Time Injuries	1	0	0
Number of Days Lost Due to Injury	9	0	0
Total Number of Incidents Reported	4	0	0
Number of Incomplete Hazard Inspections	1	0	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) Jun 17	100% 65%	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	10%	TechnologyOne software suitability assessment underway.

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	\$6,055,000	\$3,185,204
Comment: Carry over committals included in the actual YTD.					
INFORMATION TECHNOLOGY (CP230)					
IT Asset Renewal & Upgrade Program	1/07/2015	30/06/2016	Ongoing	\$1,551,715	\$217,756
Comment:					
BUSINESS SUPPORT & DEVELOPMENT (CP630)					
Property Sales	1/07/2015	30/06/2016	Ongoing	\$906,764	\$14,382
Comment:					

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

As at period ended October 33% of year elapsed.

Project	2015/16 Budget	Actual (incl. committals)	% budget expended	Explanation
Customer Service After Hours Operation	\$60,000	\$18,376.	30%	Propel after hours call centre service.

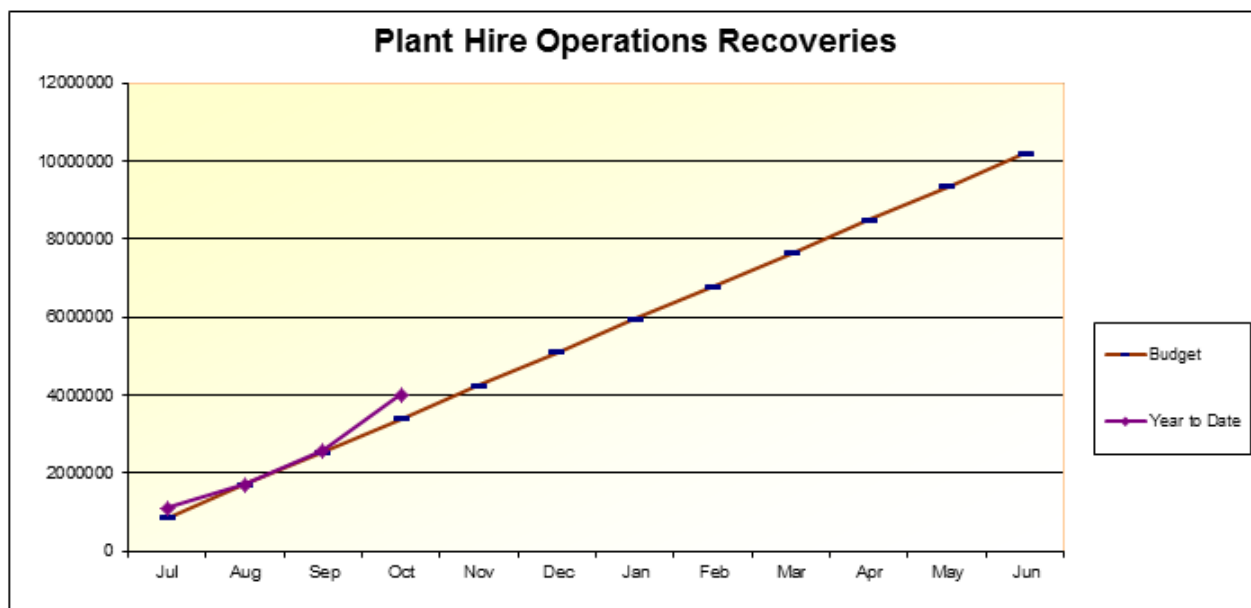
Project	Project Start Date	Project Completion Date	% Completed	Comments
Planned implementation of Aurion System Improvement Project recommendations	Aug 2016	Jun 2017	25%	Planning for Web Recruitment
Phase 2 eServices implementation of ePathway and Pathway mobile improvements throughout 2016/17.	Jul 2016	Jun 2017	15%	A proof of concept is underway for applications
Develop and implement a solution for managing and processing tax invoices in digital format.	Sep 2016	March 2017	30%	Had a demonstration and pricing has been obtained. Project Team met to progress.
Smart Hub design and fitout.	Sep 2016	Feb 2017		RRC Capital budget allocation of \$250K BOR application for \$250K. Submitted shortlisted submission, announcement expected Dec 16. Plan to engage with an architect and the startup community to design the hub layout during Oct 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%	94%
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%	89%
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	87%
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%	91%
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%	93%
Maximise Council property occupancy rates.	98%	100%
Ensure tenanted properties in any month, have current lease agreements and public liability insurance.	80%	88%
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)	\$10,183,500
Year to Date (Surplus)	\$ 4,021,329

Procurement & Logistics

Contracts Awarded for October Qty: 11

TEN12172 - Debt Collection Services – Collection House Ltd - Schedule of Rates
TEN12134 - RPQS Hire of Road Reclaimers/Spreader Trucks – Various Panel of Providers - SOR
TEN12279A - Hire Prime Mover – Porter Excavations Pty Ltd - SOR
TEN12214 - FRW SCADA Upgrade Project – Honeywell Ltd - \$219,170
QUO12265 - Decommission of the Old Skate Park – Hopeman Pty Ltd T/as Hopkins Brothers - \$21,980
QUO12334 - Irrigation Works at Webber Park – Rocky Water Pty Ltd T/as Think Water - \$33,8912
QUO12331 - SPARC Strategy – Otium Planning Group Pty Ltd - \$58,400
TEN12307 - Under Road Boring Program – Elliott Constructions QLD Pty Ltd - SOR
QUO12301 - Removal of Asbestos Cement Water Pipes – Busby Demolition & Asbestos Removals - \$5,000
TEN11637 - RPQS Marketing Promotions Advertising Media Services – Various Panel of Providers - SOR
TEN12253 - RPQS Retaining Wall Systems – Various Panel of Providers - SOR

Customer Requests Completed Monthly & Top 5 Customer Requests												
	November	December	January	February	March	April	May	June	July	August	September	Oct
Requests Logged	3173	2791	3243	4062	3935	3171	3335	3393	3745	4155	3429	3163
Same month Completed	2550	2351	2559	3035	3052	2519	2731	2842	2940	3337	2903	2604
% completed same month	80%	84%	78%	86%	75%	79%	81%	83%	78%	80%	84%	82%
Completed Total for Month	3103	2807	2968	3502	4056	3321	3736	3342	3481	4175	4029	3169
Total Pending	1717	1700	1928	2410	2271	2045	1660	1645	2102	2183	1572	1607
Top 5 Requests for Month	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	An/Dogr D/Plan T/Trim W/Leak W/Ani	An/Dogr P/Gen W/Leak D/Plan MMtce	An/Dogr T/Trim Bin RRC W/Leak D/Plan

Total uncompleted customer requests up to 3 months old:	886	Conquest Work Order & Investigation Long Term up to 3 months	1038
Total uncompleted customer requests between 3 to 6 months old:	135	Conquest Work Order & Investigation Long Term between 3 to 6 months old:	162
Total uncompleted customer requests greater than 6 months old:	319	Conquest Work Order & Investigation Long Term greater than 6 months old:	407

Request Completed: Requested task or action has been completed (not just work order raised), or complaint has been investigated, action taken and correspondence finalised.

Conquest Work Order: A Work Order has been raised for maintenance, repair or future planned action.

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

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

FINANCIAL MATTERS

Operational Budget Status for month ending October 2016

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Var	On target
	\$	\$	\$	\$	\$	%	33% of Year Gone
CORPORATE AND TECHNOLOGY							
<i><u>Fleet</u></i>							
Revenues	(263,000)	(263,000)	0	(136,082)	(136,082)	52%	✓
Expenses	12,631,419	11,510,619	767,071	4,095,652	4,862,723	38%	✗
Transfer / Overhead Allocation	(16,966,000)	(16,573,000)	0	(5,925,346)	(5,925,346)	35%	✓
Total	(4,597,581)	(5,325,381)	767,071	(1,965,776)	(1,198,705)	26%	✗
<i><u>Property & Insurance</u></i>							
Revenues	(607,500)	(607,500)	0	(215,656)	(215,656)	35%	✓
Expenses	3,070,923	3,032,111	44,036	1,998,486	2,042,522	67%	✗
Transfer / Overhead Allocation	9,940	9,940	0	2,263	2,263	23%	✓
Total	2,473,363	2,434,551	44,036	1,785,094	1,829,130	74%	✗
<i><u>Corporate & Technology Management</u></i>							
Revenues	0	0	0	(76)	(76)	0%	✓
Expenses	680,113	632,929	18,487	212,499	230,986	34%	✗
Total	680,113	632,929	18,487	212,424	230,911	34%	✗
<i><u>Information Systems</u></i>							
Revenues	(20,000)	(25,792)	0	(9,978)	(9,978)	50%	✓
Expenses	6,727,476	6,907,285	125,418	2,873,447	2,998,864	45%	✗
Transfer / Overhead Allocation	19,000	24,034	0	7,154	7,154	38%	✗
Total	6,726,476	6,905,527	125,418	2,870,623	2,996,041	45%	✗
<i><u>Procurement & Logistics</u></i>							
Revenues	(11,100)	(2,658)	0	(4,043)	(4,043)	36%	✓
Expenses	1,677,234	1,804,218	972	551,641	552,613	33%	✓
Transfer / Overhead Allocation	36,000	36,074	0	15,762	15,762	44%	✗
Total	1,702,134	1,837,633	972	563,360	564,332	33%	✓
<i><u>Customer Service</u></i>							
Revenues	(210,000)	(210,909)	0	(77,528)	(77,528)	37%	✓
Expenses	1,758,969	1,674,035	4,240	519,947	524,187	30%	✓
Transfer / Overhead Allocation	0	(208)	0	(193)	(193)	0%	✓
Total	1,548,969	1,462,918	4,240	442,226	446,466	29%	✓
<i><u>Smart Regional Centre</u></i>							
Revenues	(45,000)	(18,750)	0	(1,577)	(1,577)	4%	✗
Expenses	354,776	300,069	302	55,929	56,231	16%	✓
Transfer / Overhead Allocation	0	0	0	15	15	0%	✗
Total	309,776	281,319	302	54,367	54,669	18%	✓
Total Section:	8,843,250	8,229,495	960,525	3,962,318	4,922,843	56%	✗

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

Finance Monthly Report - October 2016

Meeting Date: 22 November 2016

Attachment No: 2

MONTHLY OPERATIONS REPORT
FINANCE SECTION
Period Ended October 2016

VARIATIONS, ISSUES AND INNOVATIONS

Section News

With the Financial Reporting period complete and Financial Statements and Annual Report complete, the attention returns to Budgeting. A Council workshop was held on the 2nd November to discuss Financial and Asset management planning. The Revised Budget is currently being consolidated and will be presented to Council during December.

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	50	44	7	0	3	● 1.23	● 1.15	● 1.33	1.11

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		
	August	September	October
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
Number of Incomplete Hazard Inspections	0	0	0

Risk Management Summary

All Finance's Risks are now ALARP

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Audited Statement completed by end of October	31/10/16	100%	Final Audited Statements now certified by CEO & mayor on 14 October.
Annual Budget adopted by 1 August	01/08/16	100%	Budget adopted in July
Asset Register must record its non-current physical assets	30/06/17	100%	Completed
A community financial report must be prepared for the Annual Report	30/10/16	100%	Completed
A Local Government must have a Debt Policy, Investment Policy and a Revenue Policy	01/08/16	100%	All policies now adopted.
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%	3.46% achieved in August – recovery of rates process commenced.

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 07 SEPTEMBER 2016

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

Grants & Awards Report: As at November 2016

Grants

Rockhampton Regional Council has applied for the following grants, for which a decision remains pending:

#	Project Name	Project Inclusions	Part of a Council Strategy?	Project Total (\$Million)	Fund	Funding Sought	Final Decision ESTIMATED
1	Rockhampton CBD Smart Technologies & Working Hub	Smart Poles, Free Wi-Fi, CCTV, Smart Lighting, Digital Signage, Parking Sensors, Smart Working Hub.	Smart Way Forward	\$4.54	(QG) Building our Regions: Regional Capital Fund	\$2.27 m	December 2016
2	First Turkey Mountain Bike Reserve	Mountain bike trails, toilet, vehicular access causeway, and area for events/education.	Mount Archer Activation Master Plan	\$0.5	(QG) Building our Regions: Regional Capital Fund	\$0.25 m	December 2016
3	Derby & East Street Intersection	Upgrade to single lane roundabout.		\$921,537	(Cth) Black Spot	\$921,537	May 2017
4	Alma & Stanley Street Intersection	Construct kerb islands to bring forward hold line.		\$935,719	(Cth) Black Spot	\$935,719	May 2017
5	Denham & Campbell Street Intersection	Upgrade to single lane roundabout.		\$222,162	(Cth) Black Spot	\$222,162	May 2017
6	Community Musical Reach & Impact Boost Project	Marketing Plan development and trial for the use of digital tools to promote local arts to Airport passengers, using the Rockhampton Community Musical as the event for trial.	The Smart Way Forward + Economic Development Strategy	\$325,000 (Inc RRC \$300k budget for event.)	(QG) Regional Arts Fund	\$25,000	December 2016
7	Pilbeam Drive Slips [MINISTERIAL BRIEFING NOTE]	Funding requested by the end of September 2016 to address 24 slips (works to complete the project, which are beyond the existing provisions of Categories A, B and C of the NDRRA).		\$1.72	Additional NDRRA funding under Schedule A of NPA requested via submission to MP Landry and Minister	\$1.2 m	November 2016

					Keenan.		
8	Pilbeam Drive Walkway - Stage 1	Construction of first section of walkway on Pilbeam Drive – the first of multiple stages. Application under development for <u>release of funds</u> .	Mount Archer Activation Masterplan	\$1.5 million	Community Development Grants Programme (Landry MP & Senator Nash)	\$1.5 m	November 2016
9	Remembering Alton Downs and District Veterans	Photographic display and biographical record booklets commemorating World War One & Two Servicemen, for display in Rockhampton Library History Centre Collection and Community Hall.		\$8,340	Queensland Centenary Grants Program – Spirit of Service	\$8,340	February 2017.
10	1. Stanwell-Waroula Road Upgrades	Paving and sealing of 4.5 km of gravel road and reconstruction and widening of 2 m of narrow sealed pavement on Stanwell Waroula Rd.		\$1.62	2016-17 Local Government Grants & Subsidies Programs	\$0.9 m	Any time prior to June 2017
11	2. Artificial Hockey Surface Construction at Parkhurst	Hockey surface and associated access, carparking and utility services for a national standard hockey facility for Central Queensland.		\$2.67 m (2,665,700)	2016-17 Local Government Grants & Subsidies Programs	\$1.07 m (1,066,280)	Any time prior to June 2017
12	3. Rockhampton CBD Smart Technologies & Working Hub	Smart Poles, Free Wi-Fi, CCTV, Smart Lighting, Digital Signage, Parking Sensors, Smart Working Hub.	Smart Way Forward	\$4.54	2016-17 Local Government Grants & Subsidies Programs	\$2.27 m	Any time prior to June 2017
13	4. Nine Mile Floodway Reconstruction & Widening	Reconstruction and widening of 1.4km of concrete floodway along Nine Mile Road.		\$1.56 m	2016-17 Local Government Grants & Subsidies Programs	\$0.87 m	Any time prior to June 2017
14	5. Mount Morgan Streetscape Improvements	To upgrade the Morgan St median and streetscape (between East and Central Streets), in Mount Morgan.	DRAFT Mount Morgan Streetscape Redevelopment Plan	\$0.61 M	2016-17 Local Government Grants & Subsidies Programs	\$0.348 M	Any time prior to June 2017
15	6. Rockhampton Music Bowl Upgrade	Upgrade to the sound shell super structure and associated support structures and services to accommodate community needs and demand for longer term one to three day events (e.g. music festivals).	Economic Development Strategy	\$1.00 m (\$1,004,000)	2016-17 Local Government Grants & Subsidies Programs	\$0.4 (\$396,174)	Any time prior to June 2017

16	7. Central Park Redevelopment	Installation of modern pathways and tropical planting in the feature garden, directional signage for tourists to find parking, shade shelters and trees that will provide quality shade in the future.		\$0.445	2016-17 Local Government Grants & Subsidies Programs	\$0.267	Any time prior to June 2017
17	8. Sewer Main Relining Program	Subsidy sought to expand the scope of the relining program planned for 2017/18 - cleaning, CCTV inspection, condition assessment and refurbishment of critical sewerage infrastructure.	Sewer Main Relining Program	\$1.632 m	2016-17 Local Government Grants & Subsidies Programs	\$0.612	Any time prior to June 2017
18	9. South Rockhampton Local Catchment Flood Modelling and Assessment	Develop a flood model for the South Rockhampton local catchment using new LiDAR data captured in 2015, incorporating the piped stormwater network.		\$0.20 m	2016-17 Local Government Grants & Subsidies Programs	\$0.12 m	Any time prior to June 2017
19	10. Community Water Supply Backup Generater - Thozet Road WPS	Install backup power supply that fills both the Forbes Ave & Rogar Av Reservoirs, to increase the reliability and allow continuity of supply during power outages (e.g. during natural disasters).		\$0.40 m	2016-17 Local Government Grants & Subsidies Programs	\$0.24 m	Any time prior to June 2017

Recent funding letters of offer received by Council include:

Project Name	Project Description	Supporting Council Strategy	Project Total	Fund	Funding Awarded
1 Rockhampton Heritage Village Boardwalk and Viewing Platform Project	Boardwalk and viewing platform at the Heritage Village to establish an access walkway.	N/A	\$13,502 (RRC \$7560 In-Kind)	Commonwealth Government's Stronger Communities Programme (M.Landry MP)	\$5,942
2 Mafeking Bell Revitalisation Project		Mount Morgan Streetscape Redevelopment	\$20,000 (RRC \$10,000 In-Kind)	Commonwealth Government's Stronger Communities Programme (K.O'Dowd MP)	\$10,000
3 Pilbeam Walkway - Stage 1	Refer item 10 in the table above.	Mount Archer Activation Masterplan	\$1.5 million	Community Development Grants Programme (Landry MP & Senator Nash)	\$1.5 million (Subject to approval.)
4 Schotia Place Lighting Modernisation Project	Safer and better lighting for Schotia Place, via LED Lighting Ceiling Panels and other improvements.	Schotia Place Heritage Management Plan	\$0.016 m (\$15,664)	Ergon Energy Community Fund	\$4950.00

Awards to support fundraising.

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

#	Award Name	Category	Summary of submission.	Officer Assisting	Notes	Date Submitted	Expected Announcement Date
1	Environmental Health Association	NEWS	Zika VMO Team Recognition	Tracy Sweeney Trevor Green	Industry news feature article (now), with a follow up application at the end of the year for the 2016 Awards.	30 th August 2016	28 th October 2016 FEATURE ARTICLE PUBLISHED!
2	Planning Institute of Australia: Awards for Planning Excellence	"Small Project"	Helping the community deal with the loss of the Tree of Knowledge.	Margaret Barrett Wade Clark	"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) Submitted to support 2016-17 Local Government Grants & Subsidies Programs application.	8 th August 2016	FINALIST! Winner Announced 11 TH November 2016

Recent Award outcomes received by Council include:

#	Award Name	Category	Summary of submission.	Officer Assisting	Notes	Date Submitted	Expected Announcement Date
1	EDA Economic Development Awards For Excellence	Digital Entrepreneurs	Showcase how the development of the 212 Quay operations plan was tailored to boost economy	Drew Stevenson	Showcase how the development of the 212 Quay operations plan was tailored to boost economy. Submitted to support Building our Regions and 2016-17 Local Government Grants & Subsidies Programs applications. Smart Way Forward	25 th July 2016	WINNER!

FINANCIAL MATTERS

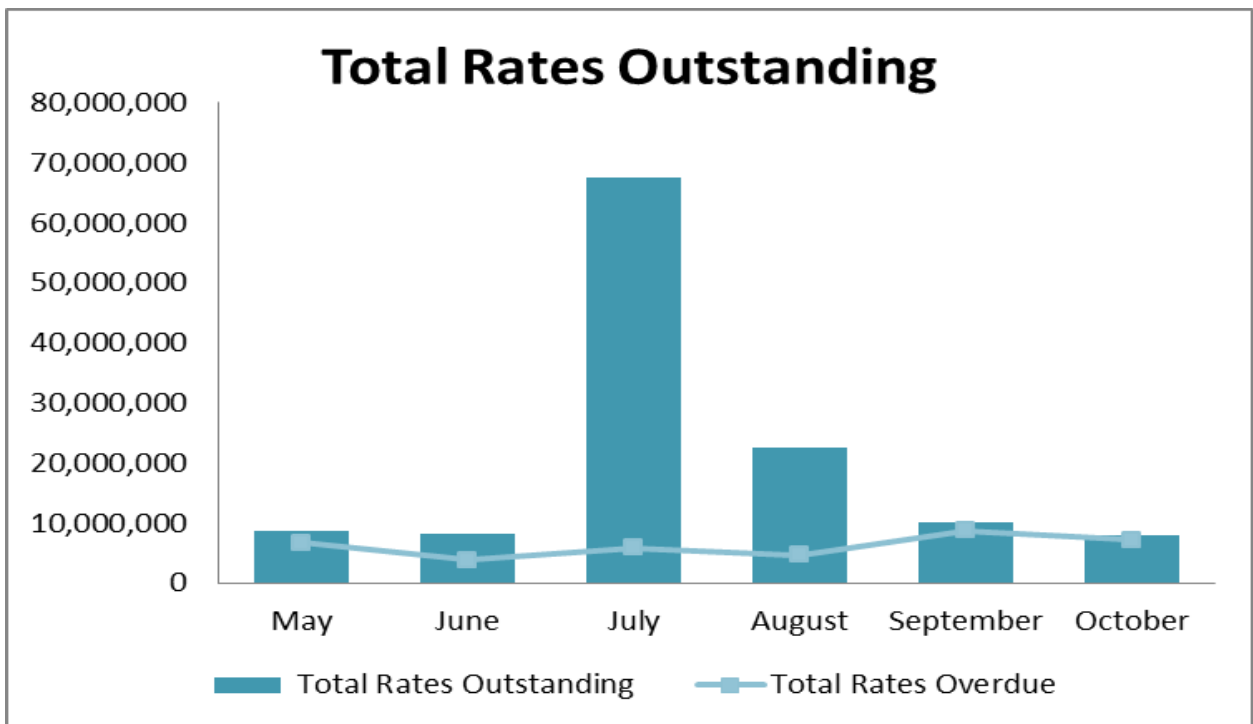
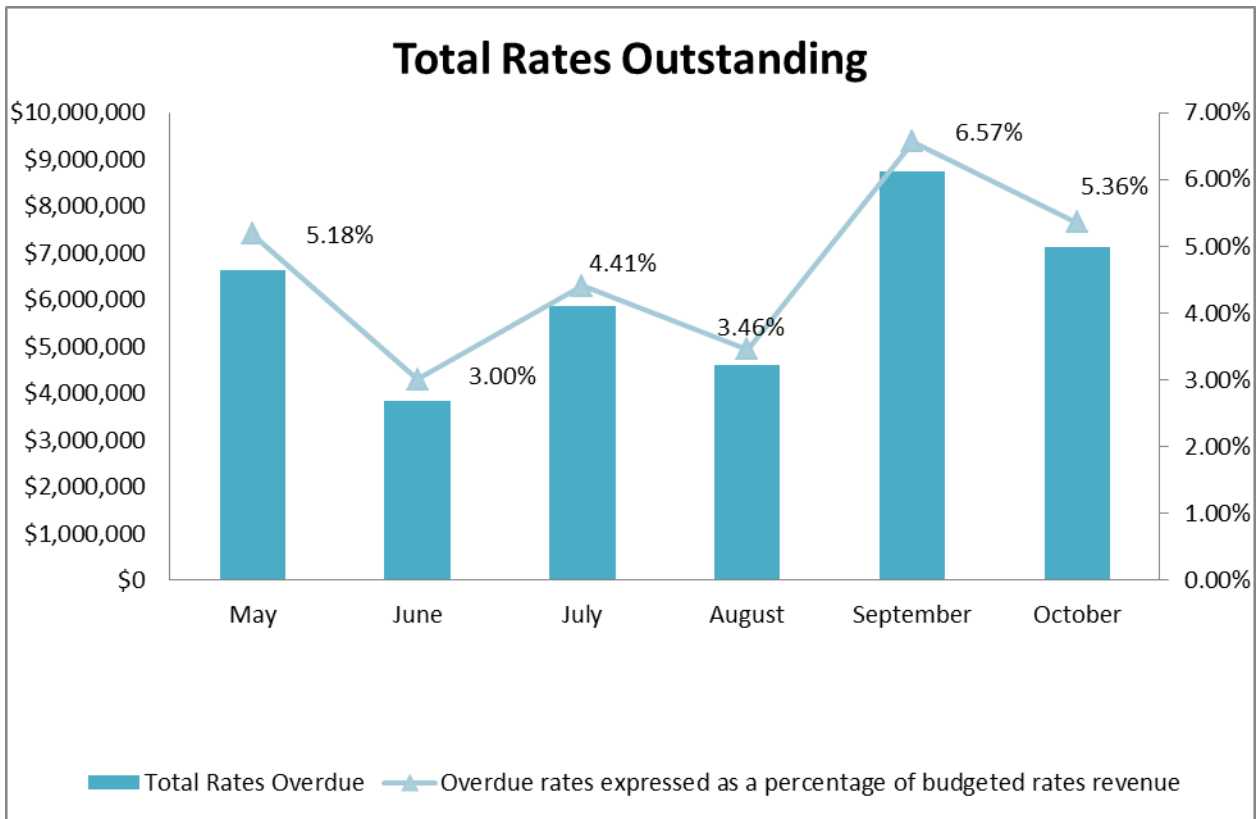
End of Month Job Costing Ledger - (Operating Only) - FINANCE AND BUSINESS



As At End Of October

Report Run: 10-Nov-2016 14:10:27 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	33.3% of Year Gone
CORPORATE SERVICES							
FINANCE							
<u>Finance Management</u>							
Expenses	714,676	590,632	45,455	211,197	256,652	36%	✘
Transfer / Overhead Allocation	0	0	0	699	699	0%	✘
Total Unit: Finance Management	714,676	590,632	45,455	211,896	257,351	36%	✘
<u>Accounting Services</u>							
Expenses	1,281,051	1,259,134	0	381,929	381,929	30%	✓
Transfer / Overhead Allocation	0	0	0	30	30	0%	✘
Total Unit: Accounting Services	1,281,051	1,259,134	0	381,959	381,959	30%	✓
<u>Financial Systems</u>							
Expenses	440,439	379,877	0	120,085	120,085	27%	✓
Transfer / Overhead Allocation	0	300	0	0	0	0%	✓
Total Unit: Financial Systems	440,439	380,177	0	120,085	120,085	27%	✓
<u>Assets & GIS</u>							
Revenues	0	0	0	(1,529)	(1,529)	0%	✓
Expenses	2,025,782	1,947,590	28,499	485,235	513,733	25%	✓
Transfer / Overhead Allocation	36,485	36,485	0	11,376	11,376	31%	✓
Total Unit: Assets & GIS	2,062,267	1,984,075	28,499	495,082	523,580	25%	✓
<u>Rates & Revenue</u>							
Revenues	(419,500)	(439,000)	6	(145,390)	(145,384)	35%	✓
Expenses	1,676,037	1,796,664	87,586	577,233	664,820	40%	✘
Transfer / Overhead Allocation	750	750	0	151	151	20%	✓
Total Unit: Rates & Revenue	1,257,287	1,358,414	87,592	431,994	519,586	41%	✘
Total Section: FINANCE	5,755,720	5,572,432	161,546	1,641,016	1,802,562	31%	✓
Total Department: CORPORATE SERVICES	5,755,720	5,572,432	161,546	1,641,016	1,802,562	31%	✓
Grand Total:	5,755,720	5,572,432	161,546	1,641,016	1,802,562	31%	✓



**CORPORATE SERVICES
DEPARTMENT – MONTHLY
OPERATIONAL REPORT
OCTOBER 2016**

**Workforce & Strategy Monthly Report -
October 2016**

Meeting Date: 22 November 2016

Attachment No: 3

MONTHLY OPERATIONS REPORT

WORKFORCE AND STRATEGY SECTION

Period Ended 31 October 2016

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Organisational Development

Culture Champions from both internal and external staff (20 including one Councillor) attended a one day workshop on 4 October to gain skills and learn techniques in being a positive resource and role model in roll out of the cultural development program.

On 24 October the new values brand was launched to incorporate the values of Accountable, Customer Focussed, One Team, Continuous Improvement and People Development.

The CEO advised that “The idea of cogs resonated with the Leadership Team because a successful organisation should run like a well-oiled machine with each cog turning in sync with the others so that it meshes with the machinery as a whole. Likewise, for our Council to succeed, each value must be focused on and demonstrated by all employees for us to reach our goal of becoming One Great Council”

Gareth Langford from Civil Operations submitted the winning design concept which he modelled on cogs.

A series of ½ day workshops are being held in November for all team leaders. As well the first pulse survey will be sent to all Managers, Supervisors and Coordinators in November in order to review the progress of the new values, training and awareness and determine other any support mechanisms needed.

Improvements / Deterioration in Levels of Services or Cost Drivers

Payroll

Work is currently underway to identify employees who now complete a timesheet for each day's work to transition to “exception” based thus removing the necessity to complete daily timesheets.

Employees have been identified in FRW and Library and training will be taking place in November. Further discussion is taking place in other areas such as Local Laws and Engineering Services for possible transitions to exception.

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)	2	1	9	6	4	0	30	●	4.33	●	8.41	●	9.07	6.59

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:

	August 16	September 16	October 16
Number of Lost Time Injuries	0	0	1
Number of Days Lost Due to Injury	0	0	9
Total Number of Incidents Reported	0	1	5
Total Number of Incomplete Hazard Inspections	1		

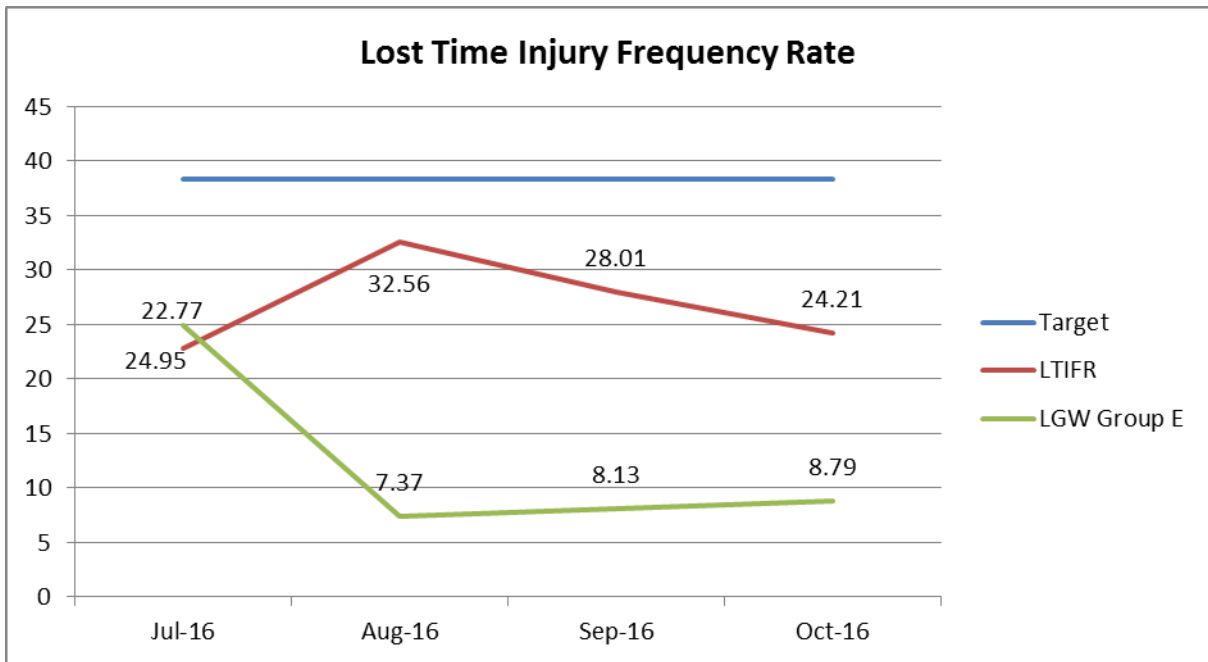
The safety statistics for All of Council in the reporting period are:

	Aug16	Sep 16	Oct 16	Total 16/17 YTD
Number of Lost Time Injuries	5	2	2	12
Number of Days Lost Due to Injury	60	64	66	241
Total Number of Injuries Reported	35	20	20	98
Total number of Incomplete Hazard Inspections	5			

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

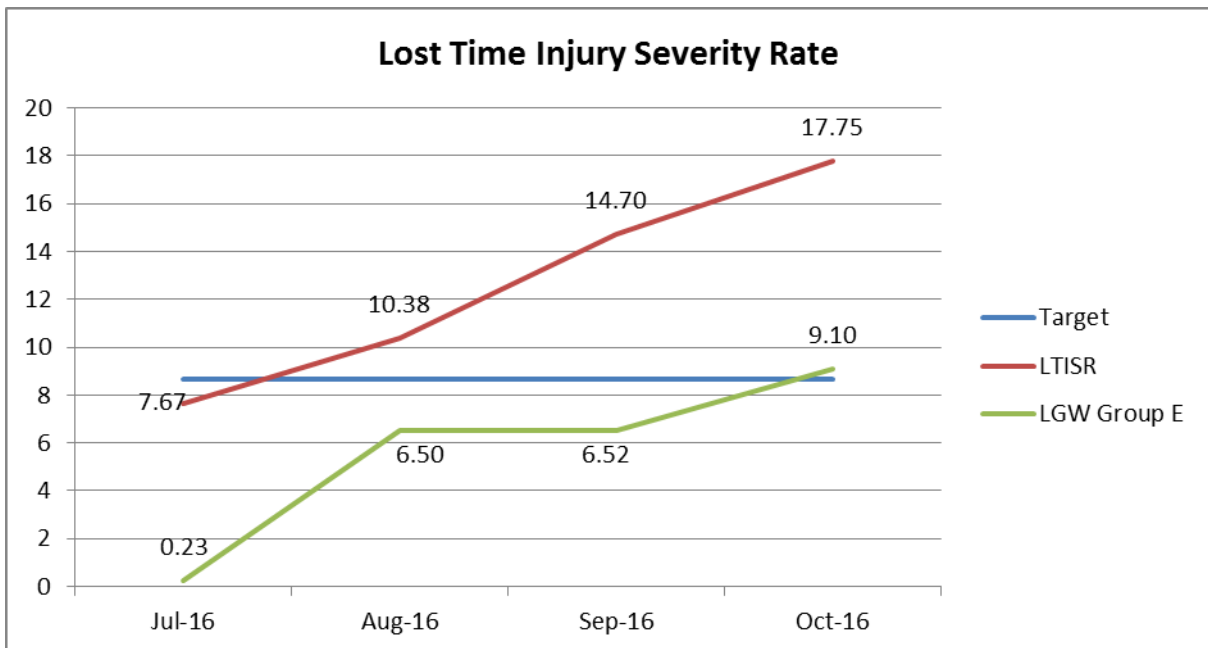
Lost Time Injury Frequency Rate

Lost Time Injury Frequency Rate figures represent the average number of lost time injuries incurred per 1,000,000 employee hours worked (No of LTI's x 1,000,000 / actual employee hours).



Lost Time Injury Severity Rate

Lost Time Injury Severity Rate figures represent the average number of lost time days per lost time injury (No of lost time days / no of lost time injuries).



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 Completed.	95%	Actions identified in the 2014 WHA Audit were included in the 2014 Audit Rectification Action Plan. The 2016 Safety Audit has been completed. Have followed up on request for additional information requested by the auditors. Final report from auditors is now due in November 2016.

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	95%	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	August 2017	0%	The 2016/17 report will be combined with the Quarter 4 assessment will be presented at the Ordinary Council meeting in August 2017.
Update of Workplace Health & Safety documents to meet the new legislative requirements	2016	95%	Documents continue to be updated so that Council 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.

Legislative Compliance Matter	Due Date	% Completed	Comments
Workplace Health and Safety Audit	15 - 17 August 2016	100%	Safety Audit completed report yet to be received. RAP will be developed for implementation.
Rectification Action Plan (2014 Audit)	As soon as practicable	95%	The 2016 Safety Audit completed 15-17 August, report yet to be received. New RAP will be developed for implementation.
WHS Infringement Notices issued to Council are remedied within required timeframes	As per notice	100%	Nil.

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 October 2016 – 33.3% of year elapsed.

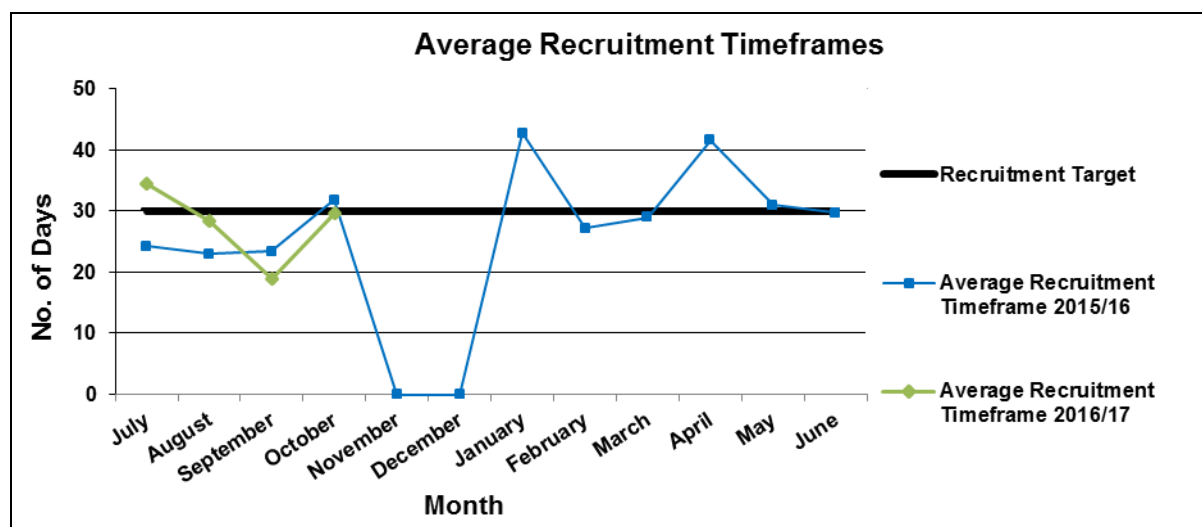
Project	Explanation
WHS Data Management System	The claims module undergoing some final configuration to suit operational needs. Have commenced to load back log of claims data from 2014 to bring in line with Incident data.
Service Level Review Project (SLR)	A report is being prepared by the General Manager Community Services on the schedules, costs and resources 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	Initial discussions have taken place with Aurion in relation to the implementation of Web Recruitment in 2017
Strategic Framework Project	At the Councillor forum held on 6 September 2016, the concept and themes for the 2017 – 2022 Corporate Plan was presented. The legislatively required community consultation has commenced with the submission period concluding on 2 December 2016.

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%	67%
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%	99.84%
Hazard Inspections completed as per the adopted Matrix	100%	86%

Recruitment Timeframes

Some delays in recruitment have occurred during the reporting period. Of the 9 positions recruited in the reporting period, three were not finalised within the 30 day timeframe. This delay is due to panel members unavailable for interviews and long negotiating periods.



Establishment

FTE Positions	Period	Workforce & Strategy	Council
Starting Point	1 January 2014	30.05	838.9
Same Time Previous Year	31 October 2015	34.44	857.42
July 2016	31 July 2016	36	882.07
Previous Month	30 September 2016	34	879.52
Current Month	31 October 2016	33	888.5

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

FTE positions include 28 supplementary positions which have been created for a number of reasons including: short term projects, 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
12	13

Changes to Workforce & Strategy Establishment

The following changes have resulted in a decrease to the Workforce & Strategy FTE by 1:

- One supplementary Administration Officer position abolished.

Changes to Council Establishment

The following changes have resulted in an increase to the Establishment by 8.98:

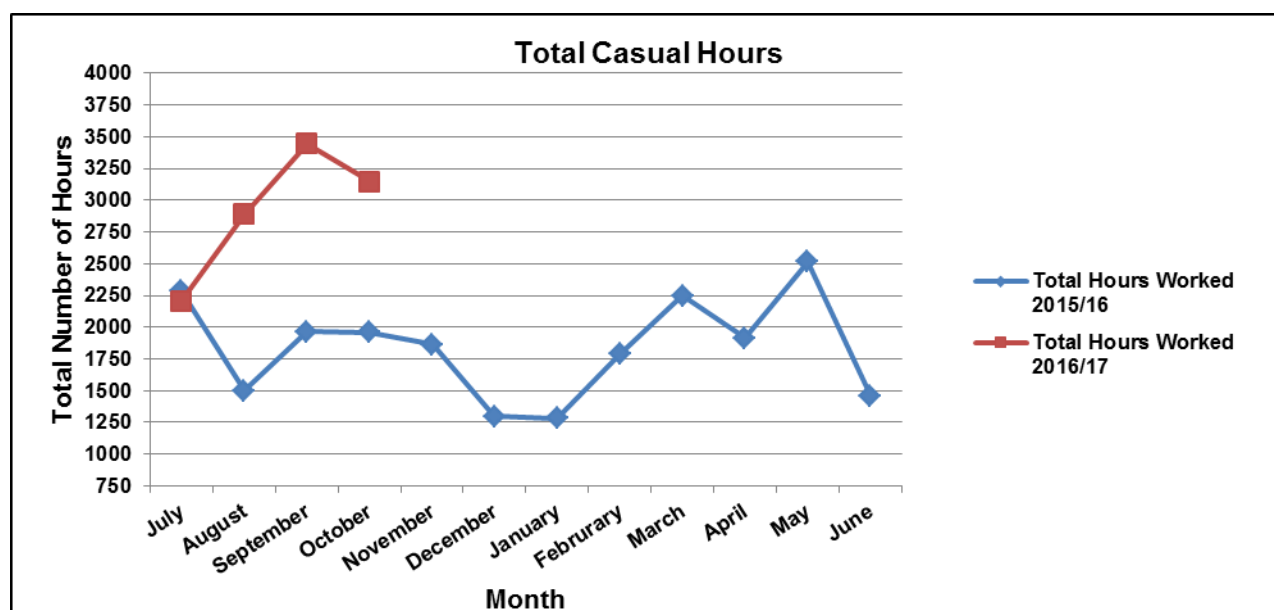
- Four established Gardener positions created due to the need to meet increased maintenance requirements reflected by community complaints and as adopted in the 2016/17 budget.
- One established Team Leader position created to lead the new team of Gardeners due to the requirement to meet increased maintenance requirements reflected by community complaints and as adopted in the 2016/17 budget.
- Five supplementary Labourer positions created due to there not being enough resources for the Civil Operations to complete the capital works program.
- One established Administration/Dispatch Officer created to support dispatch activities and the additional workload in the team which has slowly increased over time. The Business Administration Trainee position will be inactivated in January 2017 to resume the current FTE of the team.
- One established Redevelopment Projects Officer position abolished.
- One supplementary Administration Officer position abolished.
- An Aurion system discrepancy of 0.02 due to the way the system calculates part time FTE.

FTE Positions Internal / External Split

The percentage split for approved full time equivalent positions excluding casual positions and including approved vacancies currently sits at 57% (509.76) internal and 43% (378.74) external.

Casual Hours – October 2016

There are currently a total of 65 casuals actively employed by Council of which 54 were engaged during the reporting period. The engaged casual employees collectively have worked the total number of 3149.63 hours during the month of October 2016 (period does not cover data from Payroll 1 employees from 24-31 October 2016 and Payroll 2 employees from 31 October 2016 due to pay period).



Casual Hours by Section – October 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. (Period does not capture data from Payroll 1 employees from 24-31 October 2016 and Payroll 2 employees from 31 October 2016 due to pay period). A significant increase in casual hours is a result of the development of casual pools for labourers and gardeners. This initiative has been implemented to provide access to trained resources during periods of staff shortages or high work demands as well as reduce the use of external labour hire.

Section	Unit	Commentary	No. of hours	Percentage of cost recovery
Arts and Heritage	Art Gallery	Utilised to install current exhibitions and to ensure gallery opening times are resourced.	121.5	0%
Arts and Heritage	Heritage Services	Utilised for food and beverage services which is fully recovered in revenue generation.	453	100%
Arts and Heritage	Major Venues	Utilised to assist in the provision of ticketing, production and venue delivery.	542	102%
Communities and Facilities	City Child Care Centre	Hours utilised to cover leave and RDO's to ensure maintenance of required staff to child ratios.	101.5	
Communities and Facilities	Client Services	Hours used to cover leave and RDO's. Large number of hours during October due to staff illness.	375.25	
Communities and Facilities	Facilities	Hours used to cover leave and RDO's	50.85	
Parks	Parks and Visitor Services	Hours utilised to cover periods of leave, relieving for employees acting in higher positions, backfilling current vacancies and to cover training.	232.81	
Parks	Parks Operations	To backfill employees acting in higher positions.	303.44	

Section	Unit	Commentary	No. of hours	Percentage of cost recovery
Corporate and Technology Services	Customer Service Centre	To cover leave and vacant positions within the team.	59.5	
Corporate and Technology Services	Property and Insurance	To backfill part of a vacancy within the team by carrying out administrative duties.	120	
Office of the CEO	Governance Support	Utilised to support the day to day tasks due to high workloads of the team.	52	
Civil Operations	Urban Operations	Utilised to cover staff leave and providing assistance to the Kerb and Channel crew.	405.75	
Fitzroy River Water	Mechanical, Electrical and General Maintenance	To provide additional support to crews due to staff leave and low resources.	157.1	
RR Waste and Recycling		To cover periods of staff leave.	62.25	
RR Waste and Recycling	Waste Collections	Additional labour required to ensure operational success for an essential service.	112.68	
TOTAL			3149.63	

The above casual hours for October 2016 by employment type includes the following HERO hours.

Section	Unit	No. of Hours
Corporate and Technology Services	Customer Service Centre	59.5
Corporate and Technology Services	Property and Insurance	120
TOTAL		179.5

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 – October 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	217
Arts & Heritage	Heritage Village	3174
Arts & Heritage	Pilbeam Theatre	488
Communities & Facilities	Libraries	314
Parks	Rockhampton Zoo	509
TOTAL		4702

Work Experience Placements – October 2016

Work Experience Applications Received During the Month of September 2016		5
Placement Type	Section	Placed
Advertising/tourism	Marketing	No
Advertising/tourism	Marketing	No
Mechanical Fitter	Airport	No
Finance	Finance	No
Zoo	Zoo	No
Work Experience Placements Occurring During the Month of September 2016		2
Placement Type	Section	Dates
Library	South Side Library	10-14 October
Electrical	Facilities	4-10 October

FINANCIAL MATTERS

Financial performance as expected for reporting period.

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

As At End Of October

Report Run: 02-Nov-2016 12:48:00 Excludes Nat Accs: 2802,2914,2917,2924



CORPORATE SERVICES

WORKFORCE & STRATEGY

Human Resources and Payroll

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	33.3% of Year Gone
Revenues	0	27,490	0	(12,354)	(12,354)	0%	✓
Expenses	1,610,882	1,577,059	138,362	452,051	590,413	37%	✗
Transfer / Overhead Allocation	21,000	21,000	0	1,651	1,651	8%	✓
Total Unit: Human Resources and Payroll	1,631,882	1,625,549	138,362	441,347	579,710	36%	✗

Safety & Training

Revenues	(74,250)	(74,250)	0	(163,647)	(163,647)	220%	✓
Expenses	1,315,785	1,283,937	64,978	337,609	402,587	31%	✓
Transfer / Overhead Allocation	55,000	55,000	0	10,830	10,830	20%	✓
Total Unit: Safety & Training	1,296,535	1,264,687	64,978	184,793	249,770	19%	✓

Corporate Improvement & Strategy

Expenses	585,369	428,375	9,000	83,912	92,912	16%	✓
Transfer / Overhead Allocation	0	0	0	9	9	0%	✗
Total Unit: Corporate Improvement & Strategy	585,369	428,375	9,000	83,921	92,921	16%	✓

Workforce & Strategy Management

Expenses	353,837	444,754	0	88,546	88,546	25%	✓
Total Unit: Workforce & Strategy Management	353,837	444,754	0	88,546	88,546	25%	✓

Investigations and Industrial Relations

Expenses	353,972	341,726	141	75,734	75,875	21%	✓
Transfer / Overhead Allocation	0	0	0	98	98	0%	✗
Total Unit: Investigations and Industrial Relations	353,972	341,726	141	75,833	75,974	21%	✓

Total Section: WORKFORCE & STRATEGY	4,221,594	4,105,092	212,481	874,439	1,086,920	26%	✓
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Total Department: CORPORATE SERVICES	4,221,594	4,105,092	212,481	874,439	1,086,920	26%	✓
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Grand Total:	4,221,594	4,105,092	212,481	874,439	1,086,920	26%	✓
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11.5 2016/17 OPERATIONAL PLAN QUARTER ONE PROGRESS REPORT**File No:** 8320**Attachments:**

1. Q1 Summary - Office of CEO
2. Q1 Summary - Corporate Services
3. Q1 Summary - Regional Services
4. Q1 Summary - Community Services
5. Operational Plan Quarter One

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 2016/17 Operational Plan progress report for Quarter 1 as at 30 September 2016 is presented, pursuant to s174(3) Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT the 2016/17 Operational Plan progress report for Quarter 1 as at 30 September 2016 be received.

COMMENTARY

The Operational Plan progress reports for the period 1 July to 30 September 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 2016/17 operational budget.

To ensure performance of the 2016/17 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 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 2016/17 Operational Plan was adopted at the Special Council Meeting on 22 June 2016.

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 2016/17 Operational Plan progress report for quarter 1 as at 30 September 2016 has been prepared in accordance with legislation.

2016/17 OPERATIONAL PLAN QUARTER ONE PROGRESS REPORT

Q1 Summary - Office of CEO

Meeting Date: 22 November 2016

Attachment No: 1

**General Manager Office of CEO Summary
Operational Plan Report
1st Quarter**

Office of the Mayor

A restructure of the Executive Support Unit was undertaken in September with reporting of the Executive Support Officer roles transferred from the Chief Executive Officer to the Executive Personal Assistant to the Mayor.

The Executive Support Unit have managed the Councillor's Pathway requests, diary management and addressed Councillor correspondence within established timeframes.

Committee Support

All timeframes for Committee and Council meetings achieved in the reporting period.

Communications and Events

The Communications and Events section now includes the functions of regional events (previously with Regional Promotions), community engagement, marketing and media. Internal Communications now sit with Workforce & Strategy. This structure allows teams to work closer together to deliver on Council priorities and plan for the future, in particular being more digitally proactive.

The team delivered the latest edition of My Rockhampton on time and has met all its media request deadlines. A new media monitors arrangement has been set up a monthly report is being developed to provide a clearer picture of performance.

During the reporting period the following milestones have been achieved:

- 42,941 likes on Council's Facebook with a total monthly reach of 350,921;
- Endorsement by Council of the Recreational Fishing Development Strategy;
- Facilitation of the first external CBD Reference Group meeting as part of the CBD Redevelopment Framework project;
- Quarterly update on the progress of the Mount Archer Activation Master Plan; and
- Commencement of public consultation for the draft Local Government Infrastructure Planning amendment.

Internal Audit

Internal Audit facilitated an Audit & Business Improvement Advisory Committee meeting on 2 September 2016. This finance specific meeting was effected via a short teleconference, covering a requested progress update and interim review of financial statements.

Regional Development (including Economic Development & Regional Promotions)

Over the reporting period, the Regional Development team has been focused on establishing its strategic direction and priorities in addition to continuing delivering key Economic Development projects and initiatives.

The Way Finding Signage Strategy continues to develop with a Councillor workshop to be scheduled in the near future. The Regional Billboard Project continues to progress with billboard designs currently in final stages. The billboards leading into the region are now in place. The designs were presented to Council in the Regional Development August monthly report.

**Evan Pardon
Chief Executive Officer**

2016/17 OPERATIONAL PLAN QUARTER ONE PROGRESS REPORT

Q1 Summary - Corporate Services

Meeting Date: 22 November 2016

Attachment No: 2

**General Manager Corporate Services Summary
Operational Plan Report
1st Quarter**

Airport Services

Exercise Wallaby 16 has been the predominant event at the Airport during the first quarter. This is expected to extend into the second quarter as well. Every charter flight, regardless of the time of day has been greeted by Councillors and staff which has been noted by the most senior Singaporean government officials. The variety of military, freight and civilian planes (notably the Boeing 787 Dreamliner) has been a highlight for aircraft enthusiasts who have taken advantage of the viewing platforms provided. These enthusiasts took to social media praising Council for these facilities provided.

In preparation for the Talisman Sabre 2017 exercise, Australian and US Defence forces conducted a site survey of the Airport.

The last month of this reporting period has seen an increase in passenger numbers from the corresponding month last year.

Corporate and Technology Services

As an enormous and exciting boost for our Region, Rockhampton was selected for one of the Roundtable forums. Rockhampton was the only regional centre Australia-wide to be included in the predominantly capital city centric roundtable schedule. The event was well attended with more than 60 participants from state and local government (Central Highlands, Gladstone, Livingstone and Rockhampton Councils), RDA and CQ businesses. One participant was from Charles Darwin University, travelled from Alice Springs.

The CBD Smart Technologies and Hub project has been announced as the winner in the Economic Development Australia 2016 Awards under the category of Digital Entrepreneur. The winners were announced during the EDA national conference.

Customer Service staff had a very busy quarter with the rates issue and the animal registrations becoming due while maintaining the service levels of the ratio of customer queries at first point of call and the answering 75% of incoming calls within 45 seconds.

Finance

During this period the financial statements were completed for audit. The Operational Result reported was improved to \$21.1 million compared to a revised budget estimate of \$14.4 million. The Audit and Business Improvement Committee reviewed these statements at a meeting on the 2 September 2016. The next quarterly review will provide the final results from audit. A revision of the 2016-17 budget is currently underway.

With 25% of the year completed total operating revenue is reported at 38%. This is impacted by Net Rates and Utility Charges at 44% of budget due to General Rates and Utility Charges for the six months ending 31 December 2016 having been processed in July. Total operating expenditure is at 24% of budget excluding committals.

Workforce and Strategy

The staff Cultural Development program continued during this quarter. With input from all staff and Councillors our values have been refreshed to Accountable, Customer Focussed, One Team, Continuous Improvement and People Development. The organisation as a whole has committed to the implementation of these values and the associated behaviours.

Progress on the new Corporate Plan was made with Council giving its approval to move forward with its concepts and themes to the community consultation phase. This will occur

in conjunction with the Community Conversations scheduled for the next quarter however consultation will also include a wider approach.

A safety audit was completed by a third party during August. The verbal feedback was positive however Council has not received the formal report at the time of writing.

Ross Cheesman
General Manager
Corporate Services

2016/17 OPERATIONAL PLAN QUARTER ONE PROGRESS REPORT

Q1 Summary - Regional Services

Meeting Date: 22 November 2016

Attachment No: 3

**General Manager Regional Services Summary
Operational Plan Report
1st Quarter**

Directorate

During the first quarter, Regional Services has continued to deliver core operational activities across the sections as well as the planning and delivery of capital projects; ensuring the achievement of the corporate objectives.

Civil Operations

Civil Operations have continued with an extensive restoration program relating to road restoration works and stormwater protection works. The Pilbeam Drive restoration works repairing the major slip hazards are progressing well and is planned for completion in November 2016.

Engineering Services

Engineering Services, in addition to preparation of designs for the capital program, currently has a high workload in the preparation of concept designs and submissions required for a variety of State and Federal grants programs. The section has also been involved in a number of assessments of flooding/drainage issues throughout the Region.

Fitzroy River Water

FRW are meeting all required milestones and performance indicators in its delivery of water and sewerage services with its capital program progressing well. An inspection program recently commenced to identify locations where stormwater can enter the sewerage network during wet weather events. This program is focusing on areas in South Rockhampton which are known to experience unusually high inflows during wet weather events.

Rockhampton Regional Waste and Recycling

RRWR continues to deliver services despite some resourcing issues. Training of additional relief drivers is underway to reduce this risk. A successful composting workshop run by staff and a lecturer from CQU was held on the 24 September. The design of the Lakes Creek Road Landfill extension project is proceeding as planned, with the consultants currently working on the geotechnical and stormwater design.

**Peter Kofod
General Manager
Regional Services**

2016/17 OPERATIONAL PLAN QUARTER ONE PROGRESS REPORT

Q1 Summary - Community Services

Meeting Date: 22 November 2016

Attachment No: 4

**General Manager Community Services Summary
Operational Plan Report
1st Quarter**

Activities within the Directorate have generally been directed towards ensuring the Departmental service deliverables and standards are met and maintaining the mandated operational strategic direction.

The Animal Management Strategy has now entered the project implementation stage with significant operational deliverables being both clarified and scheduled.

Community Services have continued to deliver core operational activities across the sections during the reporting period.

Actual costs of the Directorate are within 4% of the predicted quarterly budget outcome.

Arts and Heritage

The section has had a busy first quarter with a number of Council, community and commercial events across its venues.

Attendance figures at all venues have exceeded the quarterly milestone with 38% of the annual target already met.

The section's actual budget outcome inclusive of committals stands at 25% with 25% of the year gone.

Communities and Facilities

The section's delivery of services and activities during the quarter were delivered in line with the quarterly target.

Utilisation of the Child Care Centre for the quarter has remained 100% for long day care with occasional care averaging 70%.

Library activities for the quarter have been well attended.

Budget outcome for the quarter is slightly worse than pro rata year to date when committals are taken into account, however this is expected due to the nature of the work undertaken by the section requiring pre-planning of projects.

Parks

Section 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.

Parts of Kershaw Gardens remain closed to the public with approximately 50% available for public access. Restoration works continue in the southern section with tenders being finalised for supply and delivery of 6,500 tonnes of soil for remediation in this area.

Visitors to Botanic Gardens increased noticeably during the quarter especially during the school holiday period. General horticultural maintenance within the gardens continues as scheduled.

The sectional budget is just outside of the quarterly projection, however once committals are accounted for performance is generally in accordance with the quarterly desired operational outcomes.

Planning and Regulatory Services

Planning and Regulatory Services has been established with the combining of the previous Community Standards and Compliance Section with Planning and Building which previously sat within Regional Services.

The Manager Planning and Regulatory Services was appointed late in the quarter.

The section delivered services in accordance with program and customer service response timelines with statutory and regulatory requirements being met and maintained.

The section's operational budget is sitting slightly above the quarterly figure at 28% utilisation with 25% of the year completed. However, should committals be removed from these figures then the budget comes back well under the quarterly target.

Michael Rowe
General Manager
Community Services

2016/17 OPERATIONAL PLAN QUARTER ONE PROGRESS REPORT

Operational Plan Quarter One

Meeting Date: 22 November 2016

Attachment No: 5



**2016 - 2017 OPERATIONAL PLAN
CEO'S OFFICE**

CEO DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	-\$53,622
Operating Expenses	\$664,663	\$144,748
Capital Revenue	\$0	\$0
Capital Expenses	\$321,250	\$0

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

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, Communications & Events, Internal Audit and Regional Development.

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			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	
N/A				0%	No capital projects relevant to the CEO Directorate.
100%				100%	
100%				100%	



2016 - 2017 OPERATIONAL PLAN
CEO'S OFFICE

OFFICE OF THE MAYOR

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$441,085	\$77,756
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. Manage relevant civic events
4. Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour
5. Facilitate Councillor interactions with constituents

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.

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				
OK				
OK				

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



2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE

GOVERNANCE SUPPORT

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$30,900	-\$5,572
Operating Expenses	\$3,610,950	\$835,873
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
1	OK			
2	OK			
3	OK			
4	OK			
5	OK			
6	OK			
7	OK			
8	OK			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	
N/A				0%	No capital projects for the Executive Support unit.
100%				100%	
100%				100%	

			2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE					
<p>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 Councilor's discretionary funds in accordance with policy and statutory reporting requirements, manage corporate travel arrangements and facilitate citizenship ceremonies in accordance with statutory requirements.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%				100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A				0%	No capital projects for the Committee Support unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%				100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%				100%	
<p>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 communication 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.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%				100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A				0%	No capital projects for the Communications unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%				100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%				100%	



2016 - 2017 OPERATIONAL PLAN
CEO'S OFFICE

INTERNAL AUDIT		
Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$260,586	\$61,084
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	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
R				
OK				
OK				

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
N/A				0%	
100%				100%	
N/A				0%	
N/A				0%	
50%				50%	Planned Audits Impacted by growing Administrative Workload



2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE

REGIONAL DEVELOPMENT

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$145,000	\$28,929
Operating Expenses	\$3,148,129	\$1,044,767
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Deliver and facilitate community events and celebrations
2. Manage relevant civic events
3. Increase the reach and consistency of key branding and associated taglines for the Rockhampton Region
4. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation
5. Act as a Council ambassador to support development of key projects across the Region, in line with Council's strategic direction.
6. Assist industry and developers with business expansion within the Region and advocate associated benefits
7. Collaborate with government agencies to identify and foster the development of new industries in the Region
8. Collaborate with Capricorn Enterprise to ensure the delivery of services to promote the tourist potential and economic development of our Region
9. Assist developers through the development application process to facilitate economic growth

Economic Development - increase economic development within the Rockhampton Regional Council area.

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

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				
OK				
OK				
OK				
OK				
OK				
OK				
OK				
OK				

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
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%	

		2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES																																																
		CORPORATE SERVICES 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>\$0</td> <td>\$0</td> </tr> <tr> <td>Operating Expenses</td> <td>\$614,772</td> <td>\$142,427</td> </tr> <tr> <td>Capital Revenue</td> <td>\$0</td> <td>\$0</td> </tr> <tr> <td>Capital Expenses</td> <td>\$0</td> <td>\$0</td> </tr> </tbody> </table>		Budget	Adopted	Actual YTD	Operating Revenue	\$0	\$0	Operating Expenses	\$614,772	\$142,427	Capital Revenue	\$0	\$0	Capital Expenses	\$0	\$0	<table border="1"> <tbody> <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> </tbody> </table>			R	Risk of Incompletion / Delay	OK	On Target	AT	Ahead of Target	C	Complete	I	Incomplete (Q4 only)																			
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N/A				0%	No operational projects relevant for the Corporate Services Directorate.																																													
100%				100%																																														
1. Provide leadership, corporate oversight and strategic direction		<p><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></p>																																																
KEY PERFORMANCE INDICATORS		<table border="1"> <thead> <tr> <th>TARGET</th> <th>TIMEFRAME</th> </tr> </thead> <tbody> <tr> <td>100%</td> <td>QTR</td> </tr> <tr> <td>100%</td> <td>QTR</td> </tr> <tr> <td>100%</td> <td>QTR</td> </tr> <tr> <td>100%</td> <td>QTR</td> </tr> <tr> <td>100%</td> <td>QTR</td> </tr> </tbody> </table>		TARGET	TIMEFRAME	100%	QTR	100%	QTR	100%	QTR	100%	QTR	100%	QTR																																			
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Delivery of services and activities in accordance with Council's adopted Service Levels																																																		



2016 - 2017 OPERATIONAL PLAN
CORPORATE SERVICES

ROCKHAMPTON REGIONAL AIRPORT

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$15,843,655	-\$3,708,094
Operating Expenses	\$15,843,655	\$3,677,675
Capital Revenue	\$0	\$0
Capital Expenses	\$3,626,159	\$365,379

CORPORATE PLAN ACTIVITIES

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.

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.

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
AT			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	All requests have been completed within 4 days during this quarter.
100%				100%	Nil injuries with 19 hazard inspections completed for this quarter.
100%				100%	All capital projects currently delivered as scheduled however the remaining program is currently under review.
100%				100%	
100%				100%	

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.



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

CORPORATE AND TECHNOLOGY SERVICES

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$1,156,600	-\$365,233
Operating Expenses	\$9,999,850	\$4,208,271
Capital Revenue	\$0	-\$286,815
Capital Expenses	\$8,513,479	\$1,079,865

CORPORATE PLAN ACTIVITIES

- Champion a customer service culture that complies with Council's statutory obligations and Customer Service Charter
- Deliver fleet and plant asset management in an efficient operating environment
- Efficiently manage and optimise use of Council's property portfolio
- Manage and effectively administer Council's contract and tendering, inventory and purchasing processes in accordance with relevant legislative requirements and organisational needs
- Strategically plan and actively manage Council's information systems to meet Council's needs
- Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter
- 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			
OK			
OK			
OK			
OK			

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

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



2016 - 2017 OPERATIONAL PLAN
CORPORATE SERVICES

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 fulfils legislative requirements. Records also coordinates the right to information and information privacy processes.

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

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.

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


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.


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%	IT projects progressing as planned.
100%				100%	
100%				100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	
100%				100%	Property sales and acquisition processes progressing as planned.
100%				100%	
100%				100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	
100%				100%	Fleet renewal program progressing as planned.
100%				100%	
100%				100%	

		2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES																											
FINANCE			ACTIVITIES LEGEND																										
Section Budget Summary			R Risk of Incompletion / Delay OK On Target AT Ahead of Target C Complete I Incomplete (Q4 only)																										
Budget	Adopted	Actual YTD																											
Operating Revenue	-\$419,500	-\$78,922																											
Resourcing Revenue	-\$73,775,473	-\$31,692,389																											
Operating Expenses	\$6,175,220	\$1,317,858																											
Resourcing Expenses	-\$25,745,648	-\$7,182,947																											
Capital Revenue	\$0	\$0																											
Capital Expenses	\$0	\$0																											
Resourcing Capital Revenue	-\$565,075	\$0																											
Resourcing Capital Expenses	\$610,900	\$0																											
CORPORATE PLAN ACTIVITIES			<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Q1</th> <th>Q1-Q2</th> <th>Q1-Q3</th> <th>Q1-Q4</th> </tr> </thead> <tbody> <tr><td>OK</td><td></td><td></td><td></td></tr> <tr><td>OK</td><td></td><td></td><td></td></tr> <tr><td>OK</td><td></td><td></td><td></td></tr> <tr><td>OK</td><td></td><td></td><td></td></tr> <tr><td>OK</td><td></td><td></td><td></td></tr> </tbody> </table>			Q1	Q1-Q2	Q1-Q3	Q1-Q4	OK				OK				OK				OK				OK			
Q1	Q1-Q2	Q1-Q3	Q1-Q4																										
OK																													
OK																													
OK																													
OK																													
OK																													
1. Provide an Asset Services Section focusing on a clear communicative process and accurate data 2. Provide professional accounting and financial management functions and ensure statutory compliance is met. 3. Manage the Council rating function in aspects of maintenance, levying and collection of rate revenue for Council. 4. Manage the treasury functions of Council to ensure effective and optimised cash management as well as compliance with taxation. 5. Provide accurate Geographical Information System (GIS) and spacial data information																													
<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		TARGET	TIMEFRAME	COMMENTS																									
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	0%	No capital projects relevant for the Assets and GIS unit.																								
Achievement of Operational Projects within adopted budget and approved timeframes		100%	QTR	0%	No operational projects relevant for the Assets and GIS unit.																								
Delivery of services and activities in accordance with Council's adopted Service Levels		100%	QTR	100%																									

			2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES							
<p><i>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.</i></p>										
KEY PERFORMANCE INDICATORS			TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests			100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters			100%	QTR	100%				100%	
Achievement of Capital Projects within adopted budget and approved timeframes			100%	QTR	N/A				0%	No capital projects relevant for the Financial Systems unit.
Achievement of Operational Projects within adopted budget and approved timeframes			100%	QTR	N/A				0%	No operational projects relevant for the Financial Systems unit.
Delivery of services and activities in accordance with Council's adopted Service Levels			100%	QTR	100%				100%	
<p><i>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.</i></p>										
KEY PERFORMANCE INDICATORS			TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests			100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters			100%	QTR	100%				100%	Financial statements approved by QAO 19 October 2016. Minor licence documentation outstanding.
Achievement of Capital Projects within adopted budget and approved timeframes			100%	QTR	N/A				0%	No capital projects relevant for the Reveune and Accounting unit.
Achievement of Operational Projects within adopted budget and approved timeframes			100%	QTR	N/A				0%	No operational projects relevant for the Reveune and Accounting unit.
Delivery of services and activities in accordance with Council's adopted Service Levels			100%	QTR	100%				100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

WORKFORCE AND STRATEGY

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$74,250	-\$34,008
Operating Expenses	\$4,295,844	\$901,101
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			
OK			
OK			
OK			
OK			
OK			
OK			

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	
N/A				0%	No capital projects relevant for the Human Resources and Payroll unit.
100%				100%	
90%				90%	The average recruitment timeframe for this quarter was 27.28 days, due to delays with the panel undertaking shortlisting and third party providers to complete pre-employment screening checks (Criminal History Checks and Functional Capacity Evaluations).

			2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES					
<i>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.</i>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%				100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	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				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%	
<i>Corporate Improvement and Strategy - provides corporate policy evaluation, delegation instrumentation, strategic organisational planning, local government law advice and general corporate governance.</i>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%				100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	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%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%				100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

REGIONAL SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$636,781	\$220,723
Capital Revenue	-\$10,877,227	-\$57,123
Capital Expenses	\$17,108,678	\$2,783,953

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

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.

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			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
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%	



2016 - 2017 OPERATIONAL PLAN
REGIONAL SERVICES

CIVIL OPERATIONS

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$2,281,125	-\$77,215
Operating Expenses	\$30,636,058	\$7,424,885
Capital Revenue	-\$15,187,933	-\$3,763,868
Capital Expenses	\$37,304,013	\$8,916,126

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

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

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			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
95%				95%	General enquiries are out of the timeframes.
95%				95%	Environmental management for projects under review. Minor outstanding statutory licence renewal documentation required.
95%				95%	Revised program to reflect additional projects.
100%				100%	
100%				100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	Minor outstanding statutory licence renewal documentation required.
100%				100%	Capital works on track to be completed.
100%				100%	
100%				100%	

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



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

ENGINEERING SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$106,574	-\$32,095
Operating Expenses	\$3,944,931	\$721,585
Capital Revenue	-\$2,053,200	-\$150,000
Capital Expenses	\$595,100	\$4,435

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
R			
OK			

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	
90%				90%	Current capital program exceeding Civil Design capacity.
N/A				0%	No operational projects relevant for the Civil Design unit.
100%				100%	



**2016 - 2017 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

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
100%				100%	
100%				100%	
N/A				0%	No capital projects relevant for the Strategic Infrastructure unit.
100%				100%	
100%				100%	

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



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

FITZROY RIVER WATER

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$61,797,114	-\$23,529,743
Operating Expenses	\$56,611,993	\$14,533,995
Capital Revenue	-\$3,596,146	-\$888,600
Capital Expenses	\$18,107,413	\$2,633,475

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

	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

	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 will be adopted by Council in December 2016. 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			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	
95%				95%	A small number of projects have been delayed in their completion.
100%				100%	
100%				100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	Minor outstanding statutory licence renewal documentation required.
100%				100%	
100%				100%	
97%				97%	A number of Customer Service Standards reporting targets were not met during this quarter.



2016 - 2017 OPERATIONAL PLAN
REGIONAL SERVICES

ROCKHAMPTON REGIONAL WASTE & RECYCLING

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$18,691,943	-\$7,585,116
Operating Expenses	\$15,958,726	\$3,398,337
Capital Revenue	\$0	\$0
Capital Expenses	\$5,449,266	\$391,124

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 & Recycling Performance Plan will be adopted by Council in December 2016. 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			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	Minor outstanding licence renewal documentation required.
100%				100%	
100%				100%	
100%				100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	Minor outstanding licence renewal documentation required.
100%				100%	
100%				100%	
100%				100%	



2016 - 2017 OPERATIONAL PLAN
REGIONAL SERVICES

STRATEGIC PLANNING

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$73,900	-\$13,204
Operating Expenses	\$1,358,094	\$265,631
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

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).

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			
OK			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	Minor outstanding licence renewal documentation required.
N/A				0%	
75%				75%	CBD Redevelopment Framework outcomes renegotiated.
100%				100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

COMMUNITY SERVICES DIRECTORATE			ACTIVITIES LEGEND			
Section Budget Summary			R	Risk of Incompletion / Delay		
Budget	Adopted	Actual YTD	OK	On Target		
Operating Revenue	-\$28,000	-\$57,521	AT	Ahead of Target		
Operating Expenses	\$958,507	\$236,919	C	Complete		
Capital Revenue	\$0	\$0	I	Incomplete (Q4 only)		
Capital Expenses	\$7,267	\$8,705				
CORPORATE PLAN ACTIVITIES			Q1	Q1-Q2	Q1-Q3	Q1-Q4
1. Provide leadership, corporate oversight and strategic direction			OK			
<i>Community Services Directorate - provides overall corporate management and coordination of the service delivery and strategic direction of the Arts and Heritage, Communities and Facilities, Parks and Planning and Regulatory Services sections.</i>						
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4
Compliance with Customer Service Requests	100%	QTR	100%			100%
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%			100%
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A			0%
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%			100%
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%			100%
						ANNUAL
						COMMENTS
						No capital projects relevant for the Community Services Directorate.
						Planning preparation for delivery of major community festive events in the Region completed. Animal Management Strategy implementation stage commenced.



2016 - 2017 OPERATIONAL PLAN
COMMUNITY SERVICES

ARTS & HERITAGE			ACTIVITIES LEGEND					
Section Budget Summary			R	Risk of Incompletion / Delay				
Budget	Adopted	Actual YTD	OK	On Target				
Operating Revenue	-\$4,341,470	-\$1,185,272	AT	Ahead of Target				
Operating Expenses	\$7,230,506	\$1,547,210	C	Complete				
Capital Revenue	\$0	\$0	I	Incomplete (Q4 only)				
Capital Expenses	\$383,862	\$117,475						
CORPORATE PLAN ACTIVITIES			Q1	Q1-Q2	Q1-Q3	Q1-Q4		
1. Develop and deliver targeted arts and heritage programs			OK					
2. Deliver and facilitate community events and celebrations			OK					
<i>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.</i>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%				100%	Venue Management software on track.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%				100%	
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A				0%	No operational projects relevant for the Venue Operations unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%				100%	Performance against operational standard is displayed as no formal service levels have been adopted by Council at this time.
<i>Heritage Services - manages the Rockhampton Heritage Village, presenting and preserving the region's historical collections.</i>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	99%				99%	Minor outstanding driver licence renewal documentation required.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%				100%	
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A				0%	No operational projects relevant for the Heritage Services unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%				100%	Performance against operational standard is displayed as no formal service levels have been adopted by Council at this time.
<i>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.</i>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%				100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	99%				99%	Minor outstanding driver licence renewal documentation required.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%				100%	
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A				0%	No operational projects relevant for the Art Gallery unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%				100%	Performance against operational standard is displayed as no formal service levels have been adopted by Council at this time.



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

COMMUNITIES & FACILITIES			ACTIVITIES LEGEND			
Section Budget Summary			R	Risk of Incompletion / Delay		
Budget	Adopted	Actual YTD	OK	On Target		
Operating Revenue	-\$4,167,252	-\$1,130,763	AT	Ahead of Target		
Operating Expenses	\$19,997,582	\$4,603,466	C	Complete		
Capital Revenue	\$0	\$0	I	Incomplete (Q4 only)		
Capital Expenses	\$4,535,681	\$163,652				
CORPORATE PLAN ACTIVITIES			Q1	Q1-Q2	Q1-Q3	Q1-Q4
1. Deliver a range of individual and organisational development services and programmes			OK			
2. Provide and maintain regional library services			OK			
3. Deliver targeted social programs relating to child care, youth and aged services			OK			
4. Facilitate community safety			OK			
5. Deliver facilities maintenance programs and projects			OK			
<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			Q1	Q2	Q3	Q4
	TARGET	TIMEFRAME				ANNUAL
Compliance with Customer Service Requests	100%	QTR	100%			100%
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%			100%
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	0%			0%
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%			100%
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%			100%
<i>Facilities - responsible for the delivery of minor capital projects, maintenance, cleaning and security services for Council's building assets.</i>						
KEY PERFORMANCE INDICATORS			Q1	Q2	Q3	Q4
	TARGET	TIMEFRAME				ANNUAL
Compliance with Customer Service Requests	100%	QTR	100%			100%
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%			100%
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%			100%
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%			100%
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%			100%
			COMMENTS			
			New Gracemere Library project not yet commenced.			



**2016 - 2017 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%	
N/A				0%	No capital projects relevant for the Home Assist unit.
100%				100%	
100%				100%	Delivery in accordance with agreements applicable to state and federal government funding received.

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				0%	
100%				100%	
N/A				0%	No capital projects relevant for the City Child Care Centre unit.
100%				100%	
100%				100%	

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%	



2016 - 2017 OPERATIONAL PLAN
COMMUNITY SERVICES

PARKS

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$554,920	-\$167,802
Operating Expenses	\$20,226,690	\$4,696,510
Capital Revenue	-\$1,855,732	-\$471,784
Capital Expenses	\$15,191,467	\$1,050,244

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

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			
OK			
OK			
OK			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%				100%	
100%				100%	Updating species management plans for identified species (Zoo) for inclusion within the Exhibited Animals permit (due by 28 October).
90%				90%	Some delay in approvals processes for Kershaw redevelopment.
100%				100%	
100%				100%	



2016 - 2017 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%				100%	
100%				100%	
100%				100%	All projects have commenced and are currently within accepted timeframes
100%				100%	
100%				100%	Review of these is nearing completion for test/implementation over coming growing season

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
85%				85%	Some delays in completion of reactive maintenance work orders.
100%				100%	
100%				100%	All projects are scoped, some completed, estimates and scheduling are proceeding for others.
100%				100%	
90%				90%	Some delays in completion of reactive maintenance work orders.

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%	
N/A				0%	No capital projects relevant for the Parks Administration unit.
100%				100%	
100%				100%	



2016 - 2017 OPERATIONAL PLAN
COMMUNITY SERVICES

PLANNING AND REGULATORY SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$3,029,200	-\$1,086,767
Operating Expenses	\$8,598,034	\$1,582,994
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

ACTIVITIES LEGEND

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

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 programmes, partnerships, regulation and education
7. Contribute to the fair, orderly and sustainable use and development of the Region's resources
8. Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character
9. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with town planning and operational works
10. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with building, plumbing and drainage and general planning compliance

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
81%				81%	56 requests remain under action out of 302 received.
100%				100%	
N/A				0%	No capital projects relevant for the Building Compliance unit.
N/A				0%	
100%				100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY 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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
96%				96%	23 customer requests remain open out of 568 received for the quarter.
100%				100%	
N/A				0%	No capital projects relevant for the Development Assessment unit.
N/A				0%	
100%				100%	

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

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%	
N/A				0%	No capital projects relevant for the Planning Administration unit.
N/A				0%	
100%				100%	

Health and Environment - the unit consists of Environmental Health, Pest Management and Vector Management. Environmental Health is 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. Pest Management is 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. Vector Management is 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
92%				92%	241 requests completed of 260 received.
100%				100%	
N/A				0%	No capital projects relevant for the Health and Environment unit.
N/A				0%	No operational projects relevant for the Health and Environment unit.
100%				100%	



**2016 - 2017 OPERATIONAL PLAN
COMMUNITY SERVICES**

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
94%				94%	1503 completed tasks from 1559 received for the quarter.
100%				100%	
0%				0%	Animal Management Facility scheduled to commence in quarter 2.
N/A				0%	
100%				100%	

Support Services - coordinates the workplace administration, allocation of customer requests, procurement and financial management for the Health and Environment and Local Laws units, 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
99%				99%	2098 tasks completed from 2119 received for the quarter.
100%				100%	
N/A				0%	No capital projects relevant for the Support Services unit.
N/A				0%	No operational projects relevant for the Support Services unit.
80%				80%	

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 Legal Matters as at 31 October 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.

16.2 Monthly Report from Chief Executive Officer for period ending Monday 14 November 2016

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 CONFIDENTIAL REPORTS

16.1 LEGAL MATTERS AS AT 31 OCTOBER 2016

File No: 1392

Attachments: 1. Legal Matters as at 31 October 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 October 2016.

16.2 MONTHLY REPORT FROM CHIEF EXECUTIVE OFFICER FOR PERIOD ENDING MONDAY 14 NOVEMBER 2016**File No:** 1830**Attachments:** 1. Monthly Report November 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)(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

Chief Executive Officer presenting monthly report for the period ending Monday 14 November 2016.

17 CLOSURE OF MEETING