



ORDINARY MEETING

AGENDA

14 AUGUST 2018

Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 14 August 2018 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be the initials "CR" followed by a long horizontal stroke.

CHIEF EXECUTIVE OFFICER
9 August 2018

Next Meeting Date: 28.08.18

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 S J Schwarten
Councillor A P Williams
Councillor R A Swadling
Councillor N K Fisher

In Attendance:

Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Ordinary Meeting held 24 July 2018

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 AUDIT AND BUSINESS IMPROVEMENT COMMITTEE MEETING - 2 AUGUST 2018

RECOMMENDATION

THAT the Minutes of the Audit and Business Improvement Committee meeting, held on 2 August 2018 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 Audit and Business Improvement Committee, 2 August 2018

9.1.1 PLACEHOLDER - ACTING CEO INTRODUCTION AND UPDATE

File No: 5207
Attachments: Nil
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: John Wallace - Chief Audit Executive

SUMMARY

The Acting CEO will introduce and update the committee meeting on matters of interest and importance.

COMMITTEE RECOMMENDATION

THAT the Acting CEO's update be noted and received.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.2 REPORT FROM EXTERNAL AUDITORS**

File No: 8151

Attachments:

1. RRC Interim Management Report
2. Audit and Business Improvement Committee (QAO) Briefing Paper- 2 August 2018

Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer

Author: Alicia Cutler - Chief Financial Officer

SUMMARY

Council's auditors, Thomas Noble and Russell (TNR) have provided an additional Interim Management Report for the 2017/2018 audit. Also attached is a Briefing Paper for Discussion.

COMMITTEE RECOMMENDATION

THAT the Interim Management Report prepared by TNR for the 2017/2018 audit be received.

COMMITTEE RECOMMENDATION

THAT the Briefing Paper prepared by TNR and the QAO be received.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.3 FINANCE SECTION UPDATE**

File No: 8151

Attachments:

1. **Summary Budget Management Report- June 2018 - Ordinary Council**
2. **Draft Financial Statements 2017/18**

Authorising Officer: Ross Cheesman - Acting Chief Executive Officer

Author: Alicia Cutler - Chief Financial Officer

SUMMARY

Chief Financial Officer providing a Financial Update in preparation for the end of financial year on 30 June 2018.

COMMITTEE RECOMMENDATION

THAT the Finance Section Update be received.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018

9.1.4 PLACEHOLDER - IT ASSET PROJECT STATUS

File No: 5207
Attachments: Nil
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: John Wallace - Chief Audit Executive

SUMMARY

The Manager Corporate & Technology Services will update the committee on the project.

COMMITTEE RECOMMENDATION

THAT the IT asset project status update be received.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.5 RISK REGISTERS - QUARTERLY UPDATE AS AT 8 JUNE 2018****File No: 8780****Attachments:**

1. Corporate Risk Register - Quarterly Update as at 8 June 2018
2. Operational Risk Register - Quarterly Update as at 8 June 2018
3. Control Effectiveness (new)
4. Potential and Current Risk Rating Profile July 2015 - Present (new)
5. Potential and Current Risk Exposure Profile as at 8 June 2018
6. Comparison of Current and Potential Exposure Risk Ratings Broken Down by Level of Consequence as at 8 June 2018

**Authorising Officer: John Wallace - Chief Audit Executive
Ross Cheesman - Acting Chief Executive Officer****Author: Kisane Ramm - Senior Risk and Assurance Advisor**

SUMMARY

Submission of the quarterly risk register updates, as at 8 June 2018, for the Committee's consideration.

COMMITTEE RECOMMENDATION

THAT the quarterly risk register updates as at 8 June 2018, as presented in the attachments to this report, be "received" by the Committee.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.6 ANNUAL AUDIT PLAN FY 2017-2018**

File No: 5207
Attachments: 1. 2017-2018 FY Annual Audit Plan Progress
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: John Wallace - Chief Audit Executive

SUMMARY

The status of the progress of the Annual Audit Plan is presented for the information of the committee. Unit KPI's set have been achieved.

COMMITTEE RECOMMENDATION

THAT the Annual Audit Plan FY 2017-2018 report be received and progress achieved noted.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.7 KERSHAW GARDENS CONSULTING REVIEW**

File No: 5207
Attachments: 1. Kershaw Gardens Project Review
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: John Wallace - Chief Audit Executive

SUMMARY

The CEO has requested a review of aspects of the Kershaw Gardens Project as an immediate request. This has been undertaken by Internal Audit, as a consulting review, and the report is provided on this basis.

This review has therefore replaced some remaining unfinished items in the original audit plan.

COMMITTEE RECOMMENDATION

THAT the report Kershaw Gardens Review be received.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.8 ACTION PROGRESS REPORT**

File No: 5207
Attachments: 1. ACTION PROGRESS REPORT as at 17 July 2018
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: John Wallace - Chief Audit Executive

SUMMARY

The quarterly requested Action Progress Report is provided for the information of the Committee.

COMMITTEE RECOMMENDATION

THAT the report be received and updates and management progress of outstanding actions noted.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018

9.1.9 ANNUAL AUDIT PLAN 2018-2019

File No: 5207
Attachments: 1. Annual Audit Plan 2018-2019
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: John Wallace - Chief Audit Executive

SUMMARY

The proposed Annual Audit Plan 2018-2019, attached, is submitted for the Committee's review.

COMMITTEE RECOMMENDATION

THAT the attached Annual Audit Plan be "received".

Recommendation of the Audit and Business Improvement Committee, 2 August 2018

9.1.10 PLACEHOLDER - GM REGIONAL SERVICES UPDATE

File No: 5207
Attachments: Nil
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: John Wallace - Chief Audit Executive

SUMMARY

General Manager Regional Services will provide an update to the committee.

COMMITTEE RECOMMENDATION

THAT the verbal update from the General Manager Regional Services be received.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.11 INVESTIGATION AND LEGAL MATTERS AS AT 30 JUNE 2018**

File No: 5207
Attachments: 1. Legal Matters Report as at 30 June 2018
Authorising Officer: Tracy Sweeney - Manager Workforce and Governance
Ross Cheesman - Acting Chief Executive Officer
Author: Travis Pegrem - Coordinator Industrial Relations and Investigations

SUMMARY

Coordinator Industrial Relations and Investigations presenting an update of financial year to date Investigative Matters and the current Legal Matters as at 30 June 2018.

COMMITTEE RECOMMENDATION

THAT the update of investigative and legal matters for Rockhampton Regional Council be received.

Recommendation of the Audit and Business Improvement Committee, 2 August 2018**9.1.12 LOSS / THEFT ITEMS - APRIL TO JUNE 2018**

File No: 3911
Attachments: 1. Loss/Theft Report - 1 April to 30 June 2018
Authorising Officer: Drew Stevenson - Manager Corporate and Technology Services
Ross Cheesman - Acting Chief Executive Officer
Author: Kellie Anderson - Coordinator Property and Insurance

SUMMARY

Presenting details of the Loss / Theft register for the period 1 April to 30 June 2018.

COMMITTEE RECOMMENDATION

THAT the Committee 'receives' the Loss/Theft Report for the period 1 April to 30 June 2018.

9.2 PLANNING AND REGULATORY COMMITTEE MEETING - 7 AUGUST 2018**RECOMMENDATION**

THAT the Minutes of the Planning and Regulatory Committee meeting, held on 7 August 2018 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, 7 August 2018**9.2.1 BUSINESS OUTSTANDING TABLE FOR PLANNING AND REGULATORY COMMITTEE**

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Colleen Worthy - General Manager Community Services
Author: Colleen Worthy - General Manager Community Services

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 Planning and Regulatory Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Planning and Regulatory Committee be received.

Recommendation of the Planning and Regulatory Committee, 7 August 2018
9.2.2 D/94-2017/A - DEVELOPMENT INCENTIVES APPLICATION FOR DEVELOPMENT PERMIT D/94-2017 FOR A MATERIAL CHANGE OF USE FOR A MEDIUM IMPACT INDUSTRY

File No: D/94-2017/A

Attachments: 1. Locality Plan
2. Site Plan

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Colleen Worthy - General Manager Community Services

Author: Brandon Diplock - Planning Officer

SUMMARY

Development Application Number: D/94-2017/A

Applicant: Beesa Investments Pty Ltd

Real Property Address: Lot 34 and Lot 35 on RP603516, Parish of Murchison

Common Property Address: 26 Hempenstall Street, Kawana

Planning Scheme Zone: Low Impact Industry Zone

Type of Approval: Development Permit for a Development Incentives Application for D/94-2017 for a Medium Impact Industry

Date of Decision: 22 November 2017

Application Lodgement Fee: \$2,941.00

Infrastructure Charges: \$6,783.00

Infrastructure charges incentive: Precinct 2 increased GFA – 50%
\$3,391.50

Incentives sought: Development facilitation
Refund of Development Application Fees
Infrastructure Charges Refund

COMMITTEE RECOMMENDATION

THAT in relation to the application under the Development Incentives Policy for a Development Permit D/94-2017 for a Material Change of Use for a Medium Impact Industry, located at 26 Hempenstall Street, Kawana and described as Lot 34 and Lot 35 on RP603516, Parish of Murchison, Council resolves to Approve the following incentives if the use commences prior to 22 November 2020:

- a) A fifty (50) percent reduction of infrastructure charges to the amount of \$3,391.50;
- b) \$2,941.00 general incentives being a refund of application fees; and
- c) That Council enter into an agreement with the applicant in relation to (a) and (b).

Recommendation of the Planning and Regulatory Committee, 7 August 2018**9.2.3 COMMITTEE REPORT DELEGATIONS - JUNE 2018**

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

SUMMARY

This report outlines the properly made development applications received in June 2018 and whether they will be decided under delegation or decided by Council.

COMMITTEE RECOMMENDATION

THAT this report into the applications lodged in June 2018, excluding application D63/2018 – MCU for Extractive Industry, be received.

COMMITTEE RECOMMENDATION

THAT this report into the application D63/2018 MCU for Extractive Industry be received.

Recommendation of the Planning and Regulatory Committee, 7 August 2018**9.2.4 WRITE OFF CONTRIBUTIONS (PRE 2002)**

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

SUMMARY

Council is in the process of collecting outstanding infrastructure charges and contributions from 1 January 2002 onwards. Part of this process also involved reconciling amounts outstanding in Pathways. This report seeks Council approval to write off a number of outstanding contributions for development approvals pre-2002 in order to reconcile these amounts in Pathways.

COMMITTEE RECOMMENDATION

THAT the amounts set out in the tables in the report be written off and recorded as a nil balance in Pathways.

Recommendation of the Planning and Regulatory Committee, 7 August 2018
9.2.5 D/45-2018 - DEVELOPMENT APPLICATION FOR A MATERIAL CHANGE OF USE FOR A PARKING STATION

File No: D/45-2018

Attachments:

1. Locality Plan
2. Site Plan

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Colleen Worthy - General Manager Community Services

Author: Brandon Diplock - Planning Officer

SUMMARY

Development Application Number: D/45-2018

Applicant: Rockhampton Regional Council

Real Property Address: Lot 11 on RP602506 and Lot 307 on R1675, Parish of Rockhampton

Common Property Address: 135 and 143 Alma Street, Rockhampton City

Area of Site: 3,035 Square Metres

Planning Scheme: Rockhampton Region Planning Scheme 2015

Planning Scheme Zone: Principal Centre Zone (Core Precinct)

Planning Scheme Overlays: Not Applicable

Existing Development: Vacant Land

Existing Approvals: Not Applicable

Approval Sought: Development Permit for a Material Change of Use for a Parking Station

Level of Assessment: Impact Assessable

Submissions: Nil

Infrastructure Charges Area: Charge Area 1

Application Progress:

<i>Application Lodged:</i>	18 May 2018
<i>Acknowledgment Notice issued:</i>	29 May 2018
<i>Submission period commenced:</i>	8 June 2018
<i>Submission period end:</i>	29 June 2018
<i>Last receipt of information from applicant:</i>	6 July 2018
<i>Statutory due determination date:</i>	17 August 2018

COMMITTEE RECOMMENDATION**RECOMMENDATION A**

THAT in relation to the application for a Development Permit for a Material Change of Use for a Parking Station, made by Rockhampton Regional Council, on land located at 135 and 143 Alma Street, Rockhampton City, described as Lot 11 on RP602506 and Lot 307 on R1675, Parish of Rockhampton, Council resolves to Approve the application subject to the following conditions:

1.0 ADMINISTRATION

- 1.1 The Developer and his employee, agent, contractor or invitee is responsible for ensuring compliance with the conditions of this development approval.
- 1.2 Where these Conditions refer to "Council" in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.3 All conditions, works, or requirements of this development approval must be undertaken, completed, and be accompanied by a Compliance Certificate for any operational works required by this development approval:
- 1.3.1 to Council's satisfaction;
- 1.3.2 at no cost to Council; and
- 1.3.3 prior to the commencement of the use,
unless otherwise stated.
- 1.4 The following further Development Permits must be obtained prior to the commencement of any works associated with their purposes:
- 1.4.1 Operational Works:
- (i) Access and Parking Works;
- (ii) Stormwater Works;
- (iii) Sewerage Works; and
- (iv) Site Works
- 1.5 All works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards, unless otherwise stated.
- 1.6 All engineering drawings/specifications, design and construction works must be in accordance with the requirements of the relevant *Australian Standards* and must be approved, supervised and certified by a Registered Professional Engineer of Queensland.
- 1.7 Lot 11 on RP602506 and Lot 307 on R1675 must be amalgamated and registered as one lot prior to the commencement of the use.
- 2.0 APPROVED PLANS AND DOCUMENTS**
- 2.1 The approved development must be completed and maintained generally in accordance with the approved plans and documents, except where amended by any condition of this development approval:

<u>Plan/Document Name</u>	<u>Plan/Document Reference</u>	<u>Dated</u>
Overall Layout, Typical Sections & Details	2018-088-01 Rev A	5 July 2018
General Layout Plan	2018-088-03 Rev A	5 July 2018

<u>Plan/Document Name</u>	<u>Plan/Document Reference</u>	<u>Dated</u>
Stormwater Management Plan		May 2018

- 2.2 Where there is any conflict between the conditions of this development approval and the details shown on the approved plans and documents, the conditions of this development approval must prevail.
- 2.3 Where conditions require the above plans or documents to be amended, the revised document(s) must be submitted for approval by Council prior to the submission of an application for a Development Permit for Operational Works.
- 3.0 ACCESS AND PARKING WORKS
- 3.1 A Development Permit for Operational Works (access and parking works) must be obtained prior to the commencement of any access and parking works on the development site.
- 3.2 All access and parking works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, *Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).
- 3.3 All car parking and access areas must be paved or sealed to Council's satisfaction. Design and construction must be in accordance with the provisions of a Development Permit for Operational Works (access and parking works).
- 3.4 The existing access from Alma Street to the development must be upgraded to comply with the requirements of the *Capricorn Municipal Development Guidelines*.
- 3.5 All vehicular access to and from the development must be via Alma Street only.
- 3.6 Any redundant vehicular crossovers must be replaced by Council standard kerb and channel.
- 3.7 All vehicles must ingress and egress the development in a forward gear.
- 3.8 Universal access parking spaces must be provided on-site in accordance with *Australian Standard AS2890.6 "Parking facilities - Off-street parking for people with disabilities"*.
- 3.9 Any application for a Development Permit for Operational Works (access and parking works) must be accompanied by detailed and scaled plans, which demonstrate the turning movements/swept paths of the largest vehicle to access the development site.
- 3.10 All vehicle operations associated with the development must be directed by suitable directional, informative, regulatory or warning signs in accordance with *Australian Standard AS1742.1 "Manual of uniform traffic control devices"* and *Australian Standard AS2890.1 "Parking facilities – Off-street car parking"*.
- 3.11 Road signage and pavement markings must be installed in accordance with *Australian Standard AS1742.1 "Manual of uniform traffic control devices"*.
- 4.0 SEWERAGE WORKS
- 4.1 A Development Permit for Operational Works (sewerage works) must be obtained prior to the commencement of any sewerage works on the development site.
- 4.2 The existing sewer lines within Lot 11 are to be made redundant back to the access chamber located in the northern corner of Lot 11, near Bolsover Lane. Existing access chambers within the abandoned sections are to be removed.
- 4.3 The finished sewerage access chamber surface must be at a sufficient level to avoid ponding of stormwater above the top of the chamber. A heavy duty trafficable lid must be provided in the trafficable area.

5.0 STORMWATER WORKS

- 5.1 A Development Permit for Operational Works (stormwater works) must be obtained prior to the commencement of any stormwater works required by this development approval.
- 5.2 All stormwater drainage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Queensland Urban Drainage Manual*, *Capricorn Municipal Development Guidelines*, sound engineering practice and the provisions of a Development Permit for Operational Works (stormwater works).
- 5.3 All stormwater must drain to a lawful point of discharge and must not adversely affect surrounding land or infrastructure in comparison to the pre-development conditions, including but not limited to blocking, altering or diverting existing stormwater runoff patterns or having the potential to cause damage to other infrastructure.
- 5.4 The development must not increase peak stormwater runoff for a selected range of storm events up to and including a one per cent (1%) Annual exceedance probability storm event, for the post-development conditions.
- 5.5 The installation of Stormwater treatment tanks must be in accordance with the manufacturer's specifications and all maintenance of the proposed stormwater treatment tanks must be the responsibility of the property owner or body corporate (if applicable).
- 5.6 The provision of water quality devices must ensure that the proposed development meets the stormwater management objectives identified in the *State Planning Policy 2017*.

6.0 SITE WORKS

- 6.1 A Development Permit for Operational Works (site works) must be obtained prior to the commencement of any site works on the development site.
- 6.2 Any application for a Development Permit for Operational Works (site works) must be accompanied by an earthworks plan that clearly identifies the following:
 - 6.2.1 the location of cut and/or fill;
 - 6.2.2 the type of fill to be used and the manner in which it is to be compacted;
 - 6.2.3 the quantum of fill to be deposited or removed and finished cut and/or fill levels;
 - 6.2.4 details of any proposed access routes that are intended to be used to transport fill to or from the development site; and
 - 6.2.5 the maintenance of access roads to and from the development site so that they are free of all cut and/or fill material and cleaned as necessary.
- 6.3 All earthworks must be undertaken in accordance with *Australian Standard AS3798 "Guidelines on earthworks for commercial and residential developments"*.
- 6.4 Site works must be constructed such that they do not, at any time, in any way restrict, impair or change the natural flow of runoff water, or cause a nuisance or worsening to surrounding land or infrastructure.

7.0 LANDSCAPING WORKS

- 7.1 All landscaping must be established generally in accordance with the approved plans (refer to condition 2.1). The landscaping must be constructed and/or established within two (2) years from the date of completion.

8.0 ASSET MANAGEMENT

- 8.1 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken and completed at no cost to Council.
- 8.2 Any damage to existing stormwater, water supply and sewerage infrastructure, kerb and channel, pathway or roadway (including removal of concrete slurry from public land and Council infrastructure), that occurs while any works are being carried out in association with this development approval must be repaired at full cost to the developer. This includes the reinstatement of any existing traffic signs or pavement markings that may have been removed or damaged.

9.0 ENVIRONMENTAL

- 9.1 An Erosion Control and Stormwater Control Management Plan in accordance with the *Capricorn Municipal Design Guidelines*, must be implemented, monitored and maintained for the duration of the development works, and until all exposed soil areas are permanently stabilised (for example, turfed, hydromulched, concreted, landscaped). The plan must be available on-site for inspection by Council Officers whilst all works are being carried out.

10.0 ENVIRONMENTAL HEALTH

- 10.1 Any lighting devices associated with the development, such as sensory lighting, must be positioned on the development site and shielded so as not to cause glare or other nuisance to nearby residents and motorists. Night lighting must be designed, constructed and operated in accordance with *Australian Standard AS4282 "Control of the obtrusive effects of outdoor lighting"*.
- 10.2 Noise emitted from the activity must not cause an environmental nuisance.

11.0 OPERATING PROCEDURES

- 11.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the development site. Storage of materials or parking of construction machinery or contractors' vehicles must not occur within Alma Street or Bolsover Lane.

ADVISORY NOTESNOTE 1. Aboriginal Cultural Heritage

It is advised that under section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander and Partnerships website www.datsip.qld.gov.au.

NOTE 2. General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 3. General Safety Of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 4. Infrastructure Charges Notice

Council has resolved not to issue an Infrastructure Charges Notice for this development because the new infrastructure charges arising from the development are less than the credits applicable for the new development.

RECOMMENDATION B

That in relation to the application for a Development Permit for a Material Change of Use for a Parking Station, made by Rockhampton Regional Council, on land located at 135 and 143 Alma Street, Rockhampton City, described as Lot 11 on RP602506 and Lot 307 on R1675, Parish of Rockhampton, Council resolves not to issue an Infrastructure Charges Notice.

10 COUNCILLOR/DELEGATE REPORTS

10.1 LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND ANNUAL CONFERENCE, 29-31 OCTOBER 2018, BRISBANE

File No:	8291
Attachments:	1. Letter from LGAQ - Annual Conference ↓ 2. Conference Program 2018 ↓ 3. LGAQ Conference Motions ↓
Authorising Officer:	Ross Cheesman - Deputy Chief Executive Officer
Author:	Ross Cheesman - Deputy Chief Executive Officer

SUMMARY

Local Government Association of Queensland Inc. advising the Annual Conference will be held at the Brisbane Convention and Exhibition Centre from 29 to 31 October 2018.

OFFICER'S RECOMMENDATION

THAT:

1. Councillor _____ and Councillor _____ be authorised to attend the Local Government Association of Queensland's Annual Conference to be held at the Gladstone Entertainment Convention Centre, Gladstone from 29-31 October 2018 as a matter of Council business; and
2. Councillor _____ and Councillor _____ be appointed as delegates with voting rights for Rockhampton Regional Council;
3. Council submit any Motions for debate at the Conference prior to 24 August 2018.

COMMENTARY

Nomination of Delegates

The Local Government Association of Queensland Inc (LGAQ) has advised that their Annual Conference with the theme "Onwards and Upwards" will be held at the Brisbane Convention and Exhibition Centre from 29-31 October 2018 and requesting nomination of delegates from Council.

Registration

Member Councils pay a Conference Levy in conjunction with their Membership Subscription. This year the Conference Levy, which entitles Council to be represented at the Conference by two (2) delegates, has been set at \$3,080 including GST. Should more than two delegates wish to attend, an observer registration fee of \$1,540 (including GST) per person will apply. The Gala Dinner on Tuesday evening is not included in the registration fee (\$175 per person).

Early bird cut off for registrations is 14 September 2018 and no registrations will be accepted after 12 October 2018.

Certificates of Service

Qualifying period for Certificates of Service is 15 years. There are no Councillors eligible for the 2018 Conference.

Motions for Consideration

Councillors have been asked to submit any motions to the Chief Executive Officer for discussion at Council meeting on 14 August 2018. Motions are required to be submitted to LGAQ no later than 24 August 2018.

**LOCAL GOVERNMENT ASSOCIATION
OF QUEENSLAND ANNUAL
CONFERENCE, 29-31 OCTOBER 2018,
BRISBANE**

Letter from LGAQ - Annual Conference

Meeting Date: 14 August 2018

Attachment No: 1



25 July 2018

The Chief Executive Officer
ALL MEMBER COUNCILS

Policy Executive Members
LOCAL GOVERNMENT ASSOCIATION

Dear Sir/Madam

LGAQ 122nd Annual Conference: 29-31 October 2018, Brisbane Convention and Exhibition Centre, Cnr Merivale and Glenelg Streets, South Brisbane: Conference Information

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

A copy of our brochure is attached for your information.

REGISTRATION

Member Councils pay a Conference Levy in conjunction with their Membership Subscription. This year the Conference Levy, which entitles your Council to be represented at Conference by two (2) Delegates, has been set at **\$3080 including GST**.

Others may attend as an observer and if this is the case a **Registration Fee of \$1540.00 (GST Incl) per person** attending, is required to be paid. **Note** that the Tuesday evening function **is not** included in the registration fee. This initiative was authorised by the Policy Executive to assist those councils who wished to reduce the costs of conference for their local government.

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

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

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

The Early Bird (\$1540.00 GST Incl) Cut Off date for Registrations is 14 September 2018. From then, the cost is \$1740.00 GST Incl, and no registrations will be accepted after 12 October 2018.

ACCOMMODATION

Corporate Traveller has been appointed as the official accommodation agent for the 2018 Annual Conference, being held at the Brisbane Convention and Exhibition Centre and a link to their online booking tool can be found on the brochure attached or on LGAQ's website www.lgaq.asn.au under Events 2018 LGAQ 122nd Annual Conference.

P 07 3000 2222
F 07 3252 4473
W www.lgaq.asn.au

Local Government House
25 Evelyn Street
Newstead Qld 4006

PO Box 2230
Fortitude Valley BC
Qld 4006

Local Government Association Of Queensland Ltd.
ABN 11 010 883 293 **ACN** 142 783 917



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

TERMS AND CONDITIONS OF BOOKING

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

I look forward to seeing you at Conference.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Greg Hallam', is positioned above the printed name.

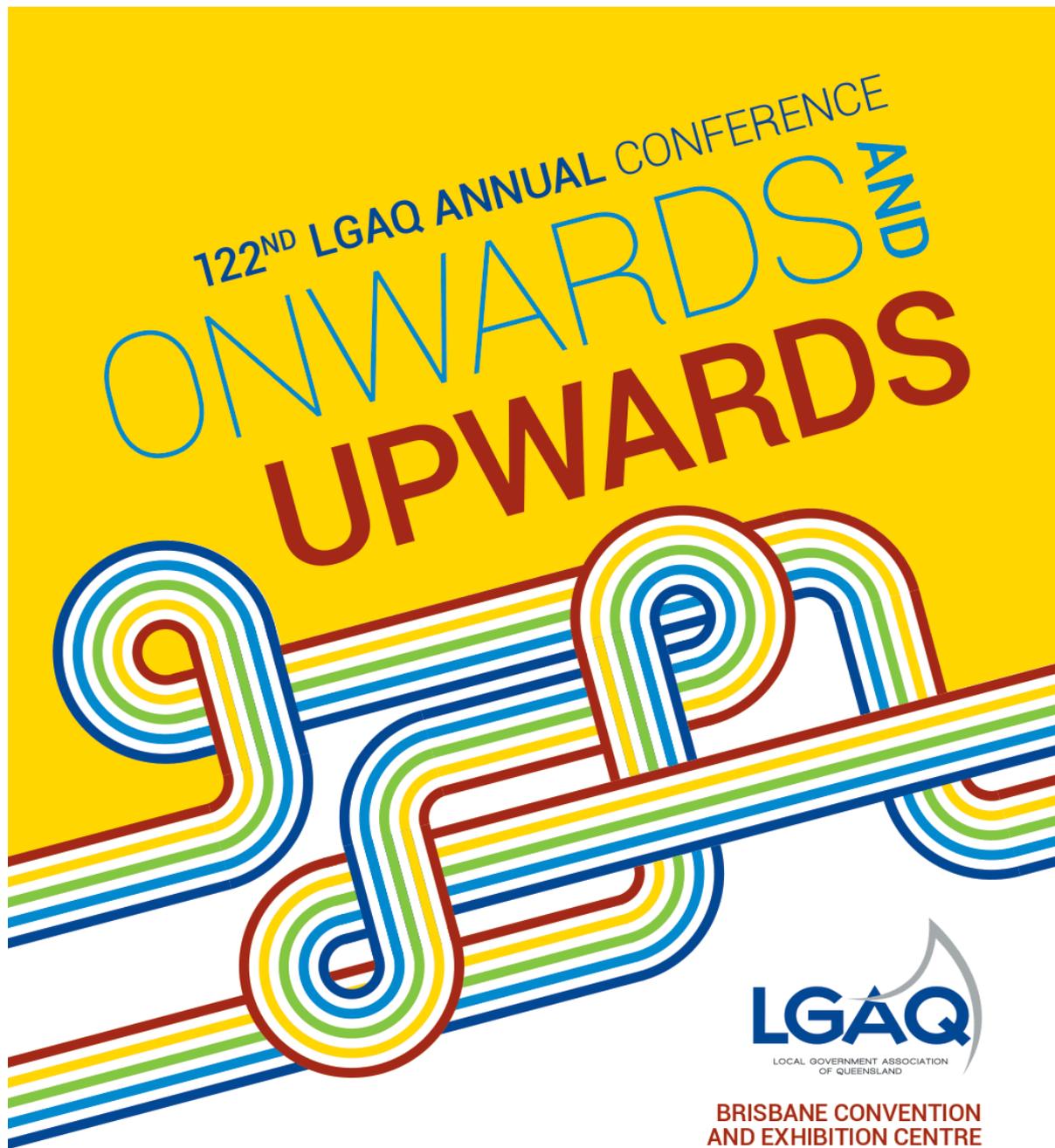
Greg Hallam AM
CHIEF EXECUTIVE OFFICER

**LOCAL GOVERNMENT ASSOCIATION
OF QUEENSLAND ANNUAL
CONFERENCE, 29-31 OCTOBER 2018,
BRISBANE**

Conference Program 2018

Meeting Date: 14 August 2018

Attachment No: 2



BRISBANE CONVENTION AND EXHIBITION CENTRE

CNR MERIVALE & GLENELG STREETS
SOUTH BRISBANE

29 - 31 OCTOBER 2018

SPONSORS

  #LGAQ2018



PRESIDENT'S WELCOME

Welcome to the LGAQ's 122nd Annual Conference

This year's LGAQ Annual Conference returns to the State's capital for the first time in six years, affording delegates and observers an opportunity to do some business whilst in Brisbane.

Our theme for this year's conference 'Onwards and Upwards' denotes the tough last year our sphere of government has endured and our steely commitment to build better communities into the future.

In 2018 we have gone practical with a capital P. Not a single international speaker for the first time in a decade. At your request we have even more home grown talent presenting on their experiences led by Brisbane Lord Mayor, the Right Hon Cr Graham Quirk, a really meaty session on council financial sustainability and one more council show case taking the number to five this year – then of course we have the Local Government Minister and Shadow Minister addressing the conference.

We return to 90 minute break out sessions this year where councils can discuss issues with fellow councils of a similar type and size.

As for entertainment, how can you beat Tim Finn backed by the Queensland Symphony Orchestra – all in all Conference 2018 is not to be missed!



Mayor Mark Jamieson
President



LORD MAYOR'S WELCOME

Welcome to Brisbane

As the State's capital, Brisbane prides itself on bringing together the best of Queensland, whether it's wine from the Southern Downs, seafood from the Fraser Coast, sugar from Bundaberg and Mackay, or Bowen mangoes from the Whitsunday region.

In this same spirit, it gives me great pleasure to welcome my local government colleagues from across Queensland to Brisbane for the 122nd Annual Local Government Association Queensland Conference.

Brisbane is proud to host this year's conference and contribute to the collective effort to ensure the voice of local governments across Queensland are heard. These conferences give councils and their members from across the state the chance to share ideas with their peers.

We recognise that no two regions in Queensland are the same. We do however all share the common vision of making our local communities a better place through hard work and passionate advocacy.

As Australia's New World City, Brisbane is a great place to live, work and relax – it's a safe, vibrant, green and prosperous city, valued for its friendly and optimistic character and enjoyable subtropical lifestyle.

Whether you live here, visit the city regularly, or have made the journey to the south-east, I hope you will enjoy our vibrant and welcoming city and I encourage you to get out and about and sample our city's unique lifestyle.

Vibrant dining and retail options, world-class hotels, peaceful parklands, outdoor adventure activities, and rich cultural attractions are just some of the offerings across our city.

Brisbane is also a city where you can make influential connections and expand your knowledge, not only through LGAQ membership and engagement activities, but through our city's vast network of professionals and industry specialists.

You will also discover a clean and green city recognised as Australia's most sustainable, where a network of walkways and cycle paths will lead you along our meandering river and through lush parklands.

Once again, we look forward to playing our role in strengthening the network of Local Governments in Queensland and facilitating further collaboration between all 77 councils across the state.

On behalf of the City of Brisbane, I wish every success for the 122nd Annual LGAQ Conference.

Graham Quirk
Lord Mayor of Brisbane



AGENDA

Sunday
28 October 2018

TIME	TOPIC
10:00am – 3:00pm	Policy Executive Meeting
2:00pm – 5:00pm	Registration Delegates, observers, trade, corporate and accompanying persons
4:00pm – 4:30pm	Trade and Sponsor Briefing
4:00pm – 5:00pm	Government House Reception (Mayors and CEOs only) Hosted by His Excellency the Honourable Paul de Jersey AC Governor of Queensland – RSVPs must be received by 20 September 2018 via the Events Registration link.





Monday
29 October 2018

TIME	TOPIC
8:00am – 5:00pm	Registration Delegates, observers, trade, corporate and accompanying persons
9:00am – 4:30pm	Professional Development Streams <ul style="list-style-type: none"> • Effective Community Leadership for Elected Members • Financial Reports and Budgets for Elected Members • Change Management for Elected Members • Strategic Planning for Elected Members
9:00am – 12:30pm	Q Sport Workshop
9:00am – 12:30pm	Sherlock Living Lab
10:15am – 11:00am	Morning Tea
10:30am – 5:00pm	Indigenous Leaders Forum
12:30pm – 2:00pm	Lunch
2:00pm – 4:00pm	Regional Roads and Transport Group Assembly
4:30pm – 5:00pm	First Time Delegate Briefing
5:30pm – 6:10pm	Welcoming Ceremony
5:30pm	Opening Act
5:40pm	Welcome to Country
5:45pm	Welcome to Brisbane Cr. Matthew Bourke, Chairman of Planning and Councillor for Jamboree Ward, Brisbane City Council
5:50pm	Response Mayor Mark Jamieson President, LGAQ
5:55pm	Sponsor Address
6:00pm	2018 LGAQ Journalism Award Now in its seventh year of inception the LGAQ Regional Journalism Award is dedicated to showcasing excellence in reporting in regional Queensland. Aimed at highlighting the importance of rigorous reporting and analysis of government business decisions affecting Queensland communities, the awards honour the memory of ABC journalists John Bean, Paul Lockyer and Gary Ticehurst. Listen to the official announcement of the 2018 winner, who will receive a \$15,000 prize.
6:10pm – 7:30pm	Networking Drinks Trade Exhibition



Tuesday
30 October 2018

TIME	TOPIC
8:00am – 5:00pm	Registration Delegates, observers, trade, corporate and accompanying persons
8:30am	Security Briefing Master of Ceremonies – Mr Tim Cox, Journalist
8:31am	Call to Order by the President
8:33am	Presentation of Policy Executive
8:45am	Official Opening Rt Hon Cr Graham Quirk Lord Mayor of Brisbane
9:15am	Presidential Address Mayor Mark Jamieson President, LGAQ
9:30am	Keynote Address: Big Data – A public purpose Neil Glentworth Executive Chairman, GWI
10:00am	Morning Tea
10:30am	Sponsor Address
10:35am	Panel Session: Council Showcases Chaired by Sarah Buckler PSM, General Manager, Advocacy LGAQ Wujal Wujal Shire Council – Winner of the 2018 National Local Government Award for Excellence Noosa Shire Council – Digital communities Mackay Regional Council – Point and plan for the people Redland City Council – Yarning Up with Redland's First Peoples Boulia Shire Council – Three dimensions of a road crossing
11:55am	Sponsor Address
12:00pm	Keynote Address: Infrastructure Innovation Senior Professor Pascal Perez Director, Smart Infrastructure Facility, University of Wollongong
12:30pm	Lunch
1:30pm	Financial Sustainability Panel Chaired by Greg Hallam AM, Chief Executive Officer, LGAQ Brendan Worrall, Queensland Auditor General Philip Noble, Chief Executive Officer, Queensland Treasury Corporation Warwick Agnew, Director-General, Department of Local Government, Racing and Multicultural Affairs Cr Karen May, Mackay Regional Council, Chair of LGAQ's Asset Management Advisory Group Keith Pattinson, Manager, Financial and Project Services, Moreton Bay Regional Council Ian Bodill, Chief Executive Officer, Longreach Regional Council



TIME	TOPIC
2:15pm	Council Forums Indigenous Councils Small: Rural and Remote Councils Medium: Resources and Regional Councils Large: SEQ and Coastal Councils
3:45pm	Sponsor Address
3:50pm	LGMS Member Update and Risk Management Awards Ian Leckenby, Chair, LGMS
4:10pm	Local Government Remuneration and Discipline Tribunal Update
4:30pm	Keynote Address: Motivational Speaker: Dr Tony Valenti, Sports Psychologist
5:00pm	Program Concludes
6:30pm for 7:00pm	Gala Dinner Gala Dinner Plaza Ballroom Dinner will feature presentations of Long Service Certificate recipients, as well as the inaugural Butch Lenton Memorial Bush Council Innovation Award presentation. The QLD POPS ORCHESTRA will wow you with well-known orchestra numbers, followed by Tim Finn, one of the most praised and admired artists of the past thirty years, who has enjoyed a unique and remarkable career beginning with his band, Split Enz.
11:30pm	Dinner Concludes





BUTCH LENTON MEMORIAL BUSH COUNCIL INNOVATION AWARD

In recognition of the innovative contribution to Queensland made by Graeme 'Butch' Lenton as Mayor of Winton Shire Council, Peak Services has launched the annual Butch Lenton Memorial Bush Council Innovation Award.

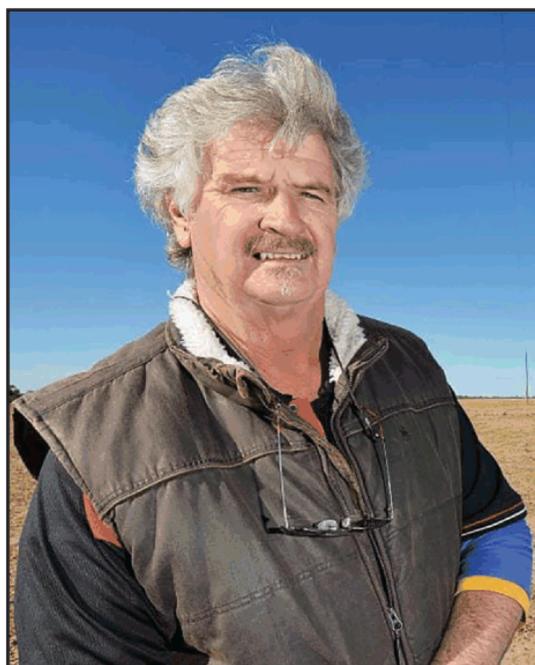
Butch, who passed away on 1 October 2017, spent more than 20 years - first as a councillor, then as mayor - pursuing his unique vision for the region in which he was born and raised. That vision extended far beyond driving the traditional agricultural and grazing industries existing in the area. It included developing tourism, renewable energy and telecommunications as key features of a thriving local economy.

The award is a small way for us to recognise innovation in Bush Councils and pay tribute to Butch's legacy. He was the driving force behind rebuilding the recently launched Waltzing Matilda Centre and the Geothermal Energy plant that Peak, have been managing, as well as many other innovative projects.

The award will be presented at the LGAQ Annual Conference each year and showcased at the Bush Councils Convention, held every two years.

We are seeking nominations for a council group or individual who would like to undertake an activity which demonstrates innovation.

The successful application will be awarded with a bursary of \$10,000 which will go towards the nominated innovative activity. The nominations will be judged by the committee made up of: LGAQ Chief Executive Officer Greg Hallam AM, Peak Services Managing Director and Chief Executive Officer Brent



Reeman, Mayor of Barcaldine Regional Council
Rob Chandler and Mayor of McKinlay Shire Council
Belinda Murphy.

Applications open on 25 June 2018.

Nominations close on 31 August 2018.

Apply here

Peak Services | wearepeak.com.au | hello@wearepeak.com.au | 07 3000 2148

Wednesday

31 October 2018

TIME	TOPIC
8:30am	Conference Resumes housekeeping
8:35am	State Government Update Hon Stirling Hinchliffe MP Minister for Local Government Minister for Racing and Minister for Multicultural Affairs
8:55am	AGM/Motions (Debate)
10:15am	Department of Tourism MOU
10:20am	Morning Tea
10:40am	Peak Services Update Ms Teresa Handicott, Independent Non Executive Chairman Mr Brent Reeman, Managing Director and Chief Executive Officer
11:00am	Sponsor Address
11:05am	Debate
12:00pm	Local Government Trade and Investment Program and Strategist
12:30pm	Lunch
1:30pm	Sponsor Address
1:35pm	Opposition Update Ms Ann Leahy MP Shadow Minister for Local Government
1:55pm	Debate
3:15pm	Australian Local Government Association Update Mayor David O'Loughlin, President
3:45pm	Keynote Address: Motivational Speaker: Lisa McInnes-Smith Courtesy of Great Expectation Speakers and Trainers
4:30pm	Plenary Concludes



WORKSHOPS

Monday 29th, October 2018

Q SPORT WORKSHOP

Local governments and sporting bodies intersect on playing fields and other facilities and spaces for sport for mutual benefit – to provide their constituents and members with experiences that enhance their individual health and wellbeing and that of their local communities.

In this forum, LGAQ and QSport as the peak bodies for their sectors in Queensland are combining to look afresh at how this important interaction can be assisted and enable engaged personnel in councils to contribute to this conversation.

Council representatives responsible for/ involved in this aspect of community development who attend will be asked to consider issues to do with planning, consulting with target groups, successful approaches to community engagement and attracting sporting events.”

SHERLOCK LIVING LAB

The way in which data can be analysed and used to improve council services and operations is the key to our future. Join the LG Sherlock team for this informal session to learn how your council can leverage technology and data science trends, as well as help build this game changing project for Queensland local government. Our world-class data experts will facilitate the session.

COUNCIL FORUMS

Monday, 29th October 2018

11:00AM – 5:00PM

INDIGENOUS LEADERS FORUM

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

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

The Forum is held twice-yearly

Wednesday, 31 October 2018

1.30PM – 3.00PM

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

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

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

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

SMALL

RURAL AND REMOTE COUNCILS

Hosts: Cr Belinda Murphy, Cr Rob Chandler

MEDIUM

REGIONAL COUNCILS

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

LARGE

COASTAL COUNCILS

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

SOUTH EAST QUEENSLAND COUNCILS

Hosts: Cr Matthew Bourke, Cr Mike Charlton, Cr Karen Williams

INDIGENOUS COUNCILS

Hosts: Cr Alf Lacey and Cr Fred Gela



TRAINING OPPORTUNITIES FOR LGAQ ANNUAL CONFERENCE

COURSE INFORMATION	
<p>Effective Community Leadership for Elected Members</p> <p>Peak's 1-day course focuses on the skills that councillors require to work successfully with other organisations in the community. If assessments are completed, the LGACOM404B Establish corporative arrangements with other organisations unit of competency will be awarded towards the LGA50712 Diploma of Local Government (Elected Members).</p> <p>Accredited: \$750 Inc GST Non-Accredited: \$530 Inc GST</p>	<p>Financial Reports and Budgets for Elected Members</p> <p>This course explores the way in which local governments are required to plan, develop and annual budget and monitor, review and interpret financial reports. If assessments are completed, the BSBGOV403 Analyse financial reports and budgets unit of competency will be awarded towards the LGA50712 Diploma of Local Government (Elected Members).</p> <p>Accredited: \$750 Inc GST Non-Accredited: \$530 Inc GST</p>
<p>Change Management for Elected Members</p> <p>Peak's Change Management for Elected Member 1-day workshop discusses planning for an initiating organisational change. Our course stresses the leadership role of the council in sponsoring change and recognises the importance of the CEO and council to work together to achieve significant change. If assessments are completed, the LGACOM602B Coordinate and facilitate a change process unit of competency will be awarded towards the LGA50712 Diploma of Local Government (Elected Members).</p> <p>Accredited: \$750 Inc GST Non-Accredited: \$530 Inc GST</p>	<p>Strategic Planning for Elected Members</p> <p>The Strategic Planning workshop uses existing legislation as its basis to explore the way in which local governments are required to plan. Legislation establishes links between planning objectives, funding and reporting. If assessments are completed, the LGADMIN525A Undertake business planning unit of competency will be awarded towards the LGA50712 Diploma of Local Government (Elected Members).</p> <p>Accredited: \$750 Inc GST Non-Accredited: \$530 Inc GST</p>

MONDAY 29 OCTOBER 2018
TIME: 9:00AM - 4:30PM

PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/ IN-HOUSE TRAINING PROPOSALS

REGISTER NOW
07 3000 2148
FIND OUT MORE
training@wearepeak.com.au
wearepeak.com.au



Peak Services | wearepeak.com.au | training@wearepeak.com.au | 07 3000 2148

COUNCIL SHOWCASES

Wujal Wujal Aboriginal Shire Council

(yes, it is so nice, you do have to say it twice)

Winner of the 2018 National Local Government Award for Excellence

The Ngana Muruku Jundjurrjiku Janay Wujal Wujal Emergency Management Network and Community Forum project has allowed the community to access a weather resistant independent solar-powered telecommunications backup 'hot-spot' system to use during emergencies such as cyclonic weather. As a community prone to regular serious weather events and having experienced a series of failures of its communication systems at crucial times in recent natural disasters, the Wujal Wujal Shire Council was committed to developing a reliable emergency telecommunications network. Council's persistence and perseverance has been rewarded with its new emergency system winning the top gong at the National local Government Awards for Excellence, though Council will insist that the real winners are their community with the safety and welfare of residents enhanced as a result of the new system.

In an area notoriously vulnerable to weather-related disasters such as cyclones and floods, the Council looked to technology to provide reliable and sustainable backup telecommunications to support council operations and resident welfare alike.

This project stands as evidence that council size, limited resources and remoteness are not barriers to developing innovative technology solutions to local problems. The project also showcased how state, federal and local government can work successfully together and deliver an outcome supported by all. The new system has been successfully tested and well received by community residents and council personnel alike.

Noosa Shire Council Digital communities

Having one of the "top 6 coolest libraries in the world" was a good start but Noosa Council now operates robotic programs and a cutting edge Makerspace from its Cooroy library. These programs encourage innovation, STEM learning and the growth of our digital economy which is also supported by the recent opening of the Council's Peregian Beach Digital Hub.



Mackay Regional Council **Point and Plan for the People**

The Mackay Regional Council 'point and plan mobile application' is a mobile app that is bringing real time planning data to the person on the street. Council, customers, the community and property professionals will have the ability to stand in from of their house, their land, their prospective investment and their smart phone does the rest. The land use screen will provide infographic and short videos explaining land use opportunities and concepts.

Redland City Council **Yarning Up with Redland's First Peoples**

The relationship between Redland City Council and the Quandamooka Yoolooburrabee Aboriginal Corporation is one that is built on mutual respect and recognition of the important role the Traditional Owners play in the community.

In signing an historic Indigenous Land Use Agreement seven years ago, both QYAC and Redland City Council created a lasting partnership to the benefit of the entire community, one that has delivered on the ground projects as well as broadening community education and understanding.

These benefits have included transitioning the camp grounds on North Stradbroke Island to Minjerribah Camping, creating economic benefits while delivering

improved camping facilities, as well as the declaration which saw the Quandamooka People create the largest Land for Wildlife property managed by Traditional Owners in Queensland at 1400 hectares.

As North Stradbroke Island transitions away from sandmining by next year, the relationship between Redland City Council and QYAC will be vital to ensure the community is taken on the journey during the transition and the traditions of yesterday continue.

Boulia Shire Council **Three Dimensions of a Road Crossing**

Innovation comes in all shapes and sizes, and in outback rural communities sometimes from the strangest places. Bringing the world's best thinking to some of our smallest communities can quite literally save lives and chart new courses for individuals and the community.

In this showcase, Boulia Shire Council Mayor, Cr Rick Britton, will outline how a social media post showing a three-dimensional pedestrian crossing in Iceland quickly became a reality in Boulia. While such installations around the world have primarily focussed on the driver, Cr Britton will share insights on the social and community benefits that have been realised through the project – one of which would ordinarily be unforeseen.

ACCOMMODATION (GST INCL)

Accommodation for Annual Conference is being organised by Corporate Traveller.

[CLICK HERE](#)

*** A \$10 booking fee will be added per person, per booking ***

CONFERENCE SHIRT (COUNCIL DELEGATES/OBSERVERS ONLY)

Council delegates and observers will be issued with ONE shirt whilst at conference.

These need to be ordered on line as part of your conference registration. The sizing is as follows:

Mens Modern Fit	S	M	L	XL	2XL	3XL	5XL
GARMENT ½ CHEST (CM)	52	55	58	62	65	71	79

Ladies Modern Fit	8	10	12	14	16	18	20	22	24
GARMENT ½ CHEST (CM)	46.5	49	52	54	56	59	62	65	68

Please select your size carefully as there won't be the opportunity to change your size once at conference.



CONFERENCE REGISTRATION

(GST INCL)

Early Bird Registration – prior to and including 14 September 2018

Council or State Government observer	\$ 1540.00
5 or more observers from one Council/Government Department	\$ 1430.00
Corporate (Private Sector)	\$ 3000.00

After 14 September 2018

Council or State Government observer	\$ 1740.00
5 or more observers from one Council/Government Department	\$ 1600.00
Corporate (Private Sector)	\$ 3240.00

Early Bird One Day Registration – prior to and including 14 September 2018

Council or State Government observer	\$ 770.00
Corporate (Private Sector)	\$ 1210.00

After 14 September 2018

Council or State Government observer	\$ 880.00
Corporate (Private Sector)	\$ 1600.00

FUNCTIONS

Welcoming Ceremony (accompanying persons, day registrations and additional trade exhibitors)	\$ 70.00
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DINNER

Gala Dinner – Tuesday evening (30 October 2018)	\$ 175.00
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Please note that the Welcoming Ceremony on the Monday evening is included in the conference fee for delegates, observers and corporates attending the full three days of conference.

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

Register via links below or online at www.lgaq.asn.au under the Events Tab 122nd LGAQ Annual Conference.

ANNUAL CONFERENCE REGISTRATION

[CLICK HERE](#)

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



ENQUIRIES

Conference: Members Hotline
P 1300 542 700
E ask@lgaq.asn.au

EXHIBITION

Simone Sakzewski Trade and Liaison
P 3000 2137
M 0409 343 269
E ssakzewski@wearepeak.com.au

  #LGAQ2018

**LOCAL GOVERNMENT ASSOCIATION
OF QUEENSLAND ANNUAL
CONFERENCE, 29-31 OCTOBER 2018,
BRISBANE**

LGAQ Conference Motions

Meeting Date: 14 August 2018

Attachment No: 3



25 July 2018

The Chief Executive Officer
ALL MEMBER COUNCILS

Policy Executive Members
LOCAL GOVERNMENT ASSOCIATION

Dear Sir/Madam

LGAQ 122nd ANNUAL CONFERENCE: MOTION REQUEST

It's that time of year when the LGAQ requests member councils to bring forward for discussion at the Annual Conference any subject connected with the objects of the Association or pertaining to matters of common concern to Members. Pursuant to procedural practice member councils are requested to provide this in writing to the Chief Executive Officer with six (6) weeks' notice.

Motions are therefore requested to be submitted no later than **24 August 2018**. This will enable the Agenda Committee to review all submitted motions and provide a Preliminary Agenda for Member Councils four (4) weeks prior to the commencement of Conference.

This year, the LGAQ is providing a new automated process to support councils seeking to put forward agenda items, using the LG Online system.

Please use the following link <http://www.lgaq.asn.au/group/guest/motions-submission> to submit your motions.

When preparing motions, please give attention to providing succinct but relevant facts and references to inform delegates of the issue you wish to raise. There are many ways in which a member council can inform the work program of the Association, and therefore it is important that consideration should also be given to prior resolutions that may have been tabled at previous Annual Conferences on the topic. It is preferable that matters raised through this process are local government issues are strategic, relevant to the business of local government and with state-wide impact.

Where two or more-member councils bring forward a similar motion, the Agenda Committee is authorised to draft and submit composite motions, in consultation with the submitting councils.

Please note that each registered Delegate and Observer will receive a complete agenda document at Conference via the conference app.

Should you have any questions or concerns about submitting motions, please do not hesitate to contact the Members Services Centre by phone 1300 542 700 or email ask@lgaq.asn.au.

Yours sincerely

A handwritten signature in black ink, appearing to be 'G. Hallam', written over a light blue horizontal line.

Greg Hallam AM
CHIEF EXECUTIVE OFFICER

11 OFFICERS' REPORTS

11.1 REQUEST FOR EXTENSION OF LEASED PERIOD AND AREA FOR ROCKHAMPTON HOCKEY ASSOCIATION INC.

File No:	4199
Attachments:	1. Letter from Rockhampton Hockey Association - Tenure Conditions ↓ 2. Proposed Lease Area ↓
Authorising Officer:	Blake Hunton - Manager Parks Colleen Worthy - General Manager Community Services
Author:	Jacinta James - Acting Senior Sports and Education Advisor

SUMMARY

Rockhampton Hockey Association is seeking an extension to the Club's lease area and lease term for a period of ten (10) years to coincide with the requirements for the Hockey Redevelopment at Birdwood Park (commonly known as Kalka Shades).

OFFICER'S RECOMMENDATION

THAT:

1. Pursuant to Section 236(1)(c)(iii) of the *Local Government Regulation 2012* (Qld), Council approves a new lease with the Rockhampton Hockey Association Inc. for a period of ten (10) years;
2. Council approves the amendment to the Lease area to include the additional infrastructure as a result of the synthetic surface redevelopment; and
3. Council authorises the Chief Executive Officer (Sports and Education Advisor) to negotiate the terms and conditions of the agreement in preparation for execution by the delegated officer

COMMENTARY

Rockhampton Hockey Association Inc (the Club) is located at Birdwood Park (commonly known as Kalka Shades) – 34 Water Street, Koongal (being Lot 1 LN2893) and 211 Mason Street, Koongal (being Lot 1 CP887483). The Club holds a Freehold Lease due to expire on 30 June 2020 and a Freehold Licence that expired on 31 December 2014.

The following organisations also utilise Kalka Shades:

- Rockhampton Cricket Inc – expires on 30 June 2021
- Park Avenue Brothers Hockey Club Inc – expires on 30 June 2022
- Wanderers Hockey Club – expires on 30 June 2021
- Frenchville Sports Club – expires on 31 December 2018 and is being renewed

BACKGROUND

The Club approached Council in 2015 to commence discussions over the development of a second synthetic hockey field to increase its opportunity to hold national and international competitions. Following a report to the table on 21 November 2017, Kalka Shades was endorsed as the location for the construction of the expanded hockey facilities.

The second synthetic surface will be constructed to the northern side of the existing surface. The development will result in the loss of one (1) cricket field at Birdwood Park, with the remaining four (4) fields not being impacted.

The Freehold Licence agreements of both Rockhampton Hockey Association and Rockhampton Cricket Inc. will be amended to demonstrate the reduced Licence area.

All infrastructure relating to the second surface will be captured within the new Lease agreement. As a result, Council officers have met with the Club's committee to discuss the proposed maintenance and ownership responsibilities.

As per the funding sources and allocations previously presented to the table, the Club has proceeded with a \$350,000 loan through Bendigo Bank over a ten (10) year term. Consequently, the Club seeks a ten (10) year Lease to coincide the term of the bank loan. This would provide the Club with a Freehold Lease until 30 June 2028.

PREVIOUS DECISIONS

8 March 2016 – Ordinary Council: Rockhampton Hockey Association's Request for an Extension to its Leased Area to Permit a Second Artificial Surface

11 April 2017 – Ordinary Council: Approved Commonwealth Government Funding (Community Development Grants Programme) – Rockhampton Hockey Association

7 November 2017 – Ordinary Council: Rockhampton Hockey Association Project

21 November 2017 – Ordinary Council: Rockhampton Hockey Association Project

LEGISLATIVE CONTEXT

Section 236 of the *Local Government Regulation 2012* (Qld) provides Council with the ability to renew a lease to an existing lessee provided there is a Council resolution.

CONCLUSION

It is recommended that Council approve the extended Lease area and Lease period identified in the report and that the Chief Executive Officer (Sports and Education Advisor) negotiate the terms and conditions in preparation for execution by the delegated officer.

**REQUEST FOR EXTENSION OF
LEASED PERIOD AND AREA FOR
ROCKHAMPTON HOCKEY
ASSOCIATION INC.**

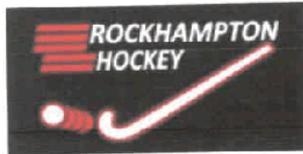
**Letter from Rockhampton Hockey
Association - Tenure Conditions**

Meeting Date: 14 August 2018

Attachment No: 1

ROCKHAMPTON HOCKEY ASSOCIATION INC.

Affiliated with Hockey Qld Inc.



Patron: Mr. Robert Schwarten
President: Mrs. Barbara Knowles
Secretary: Mrs Karen Condon

Postal Address:
The Secretary
PO Box 605, Rockhampton Qld 4700

E: secretary.rockhock@gmail.com
T: 4928 3344
M: 0419 830 188

13th July 2018

Rockhampton Regional Council
PO Box 1860
Rockhampton Qld 4700

Attention: Jacinta James

Dear Jacinta,

RE: NEW LEASE AGREEMENT FOR ROCKHAMPTON HOCKEY ASSOCIATION INC

Following discussions regarding the redevelopment of hockey at Birdwood Park (Kalka Shades), which will incorporate a second synthetic turf field, the association would like to propose a new lease area and licence over natural grass area as per the attached sketches.

The Association also requires a minimum ten (10) year lease term to comply with the term of the bank loan required by the Association for their \$400,000 contribution to the redevelopment, as per the Qld Government Sport and Recreation Get Playing Plus Grant agreement.

The Association agrees to maintain the assets as shown on Sketch 3 within the proposed new lease area, with the exception of parts shown in orange, which are outside the exclusive RHA fenced area but still within the lease area. We request that Council will maintain these areas which will include:-

1. Mowing and edge trimming of grass
2. Maintenance of palm trees and removal of fronds
3. Maintenance of emergency access road
4. Maintenance of possible natural grass ringmain running along the Eastern batter toe edge of the existing turf field

-2-

The Association requests a licence over the existing fenced areas of Lot 2 on RP 605379 and the remainder of Lot 1 on LN 2843 and Lot 1 on CP 887483 (Sketch 2).

No responsibility will be undertaken by the Association within the proposed licence area for the following:-

1. All light pole assets
2. Cricket shade structures and seating
3. Clubhouses
4. Access roads

If you require further information or clarification of the above, please contact Barbara Knowles, President on 0419 830 188 or by return email.

Kind regards,

per. Bknowles

Karen Condon
RHA Secretary

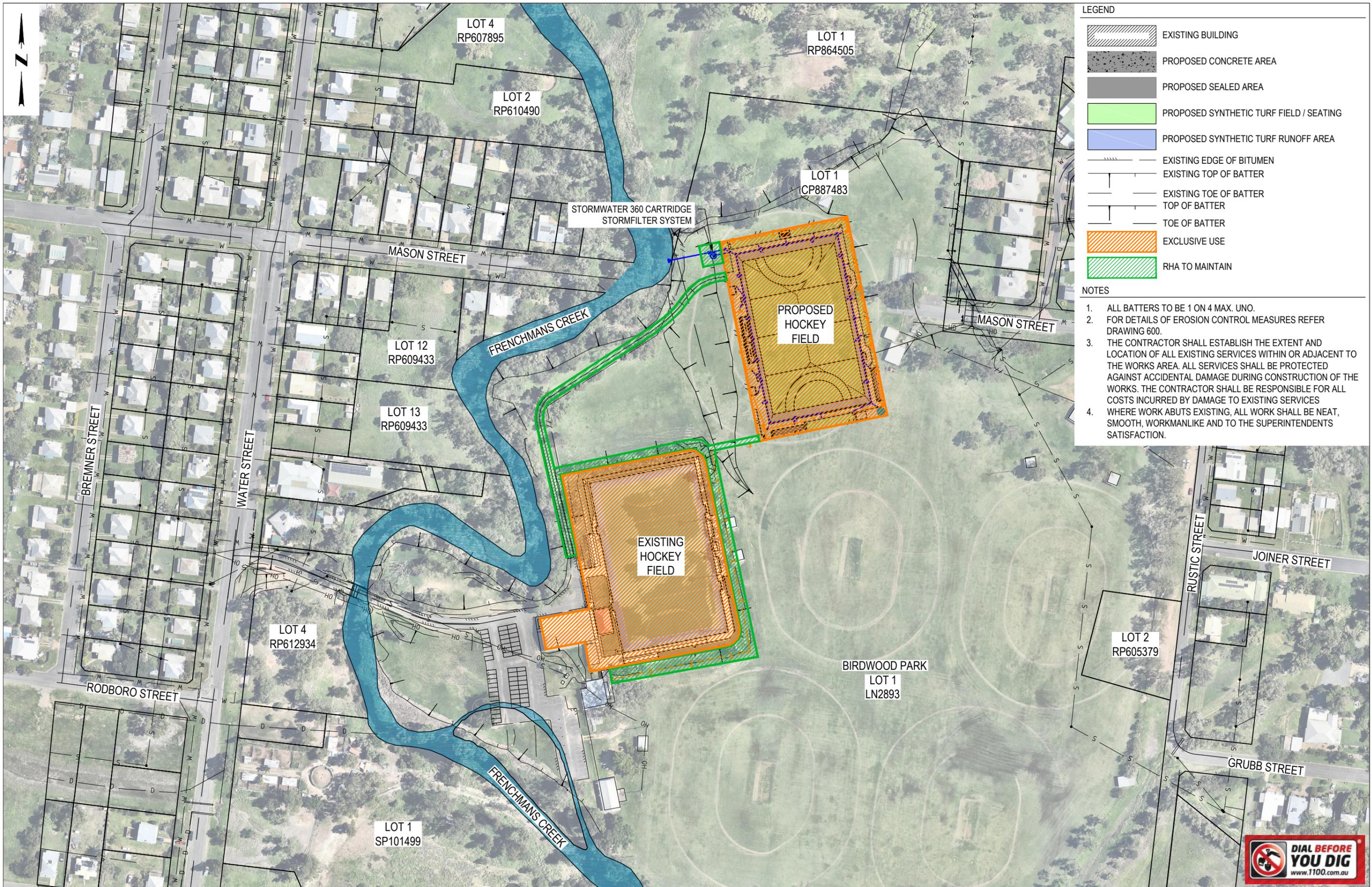
Attachments: Sketches 1, 2, 3 & 4

**REQUEST FOR EXTENSION OF
LEASED PERIOD AND AREA FOR
ROCKHAMPTON HOCKEY
ASSOCIATION INC.**

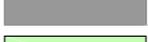
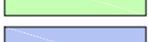
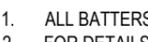
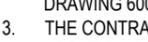
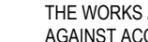
Proposed Lease Area

Meeting Date: 14 August 2018

Attachment No: 2



LEGEND

-  EXISTING BUILDING
-  PROPOSED CONCRETE AREA
-  PROPOSED SEALED AREA
-  PROPOSED SYNTHETIC TURF FIELD / SEATING
-  PROPOSED SYNTHETIC TURF RUNOFF AREA
-  EXISTING EDGE OF BITUMEN
-  EXISTING TOP OF BATTER
-  EXISTING TOE OF BATTER
-  TOP OF BATTER
-  TOE OF BATTER
-  EXCLUSIVE USE
-  RHA TO MAINTAIN

NOTES

1. ALL BATTERS TO BE 1 ON 4 MAX. UNO.
2. FOR DETAILS OF EROSION CONTROL MEASURES REFER DRAWING 600.
3. THE CONTRACTOR SHALL ESTABLISH THE EXTENT AND LOCATION OF ALL EXISTING SERVICES WITHIN OR ADJACENT TO THE WORKS AREA. ALL SERVICES SHALL BE PROTECTED AGAINST ACCIDENTAL DAMAGE DURING CONSTRUCTION OF THE WORKS. THE CONTRACTOR SHALL BE RESPONSIBLE FOR ALL COSTS INCURRED BY DAMAGE TO EXISTING SERVICES WHERE WORK ABUTS EXISTING, ALL WORK SHALL BE NEAT, SMOOTH, WORKMANLIKE AND TO THE SUPERINTENDENTS SATISFACTION.
- 4.



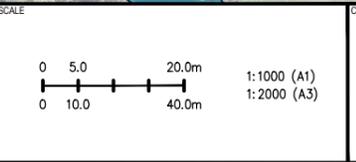
ISSUE	CALCS	DRAWN	DATE	AMENDMENT DETAILS
1	CWS	AB	26.06.18	INDICATIVE LEASE PLAN

DESIGN CHECK	DATUM	STATUS
?	PSM51138	PRELIMINARY
	Milestone	NOT FOR CONSTRUCTION

SCALE

0 5.0 20.0m
0 10.0 40.0m

1:1000 (A1)
1:2000 (A3)



ROCKHAMPTON HOCKEY KALKA
SHADES REDEVELOPMENT
34 WATER STREET, KOONGAL

DRAWING TITLE

INDICATIVE LEASE PLAN

DISCLAIMER
ALL DIMENSIONS TO BE CHECKED ON SITE BY CONTRACTOR PRIOR TO CONSTRUCTION. USE WRITTEN DIMENSIONS ONLY. DO NOT SCALE. NOT FOR CONSTRUCTION UNLESS STAMPED BY CERTIFYING AUTHORITY

PROJECT No.	DRAWING No.	STAGE No.	REVISION
17-003068	SK001	STAGE 1	1

11.2 2017/18 OPERATIONAL PLAN PROGRESS REPORT - QUARTER FOUR

File No:	8320
Attachments:	1. Report Explanatory Diagram ↓ 2. Operational Plan Progress Report - Quarter 4 ↓ 3. Operational Plan Summary - Quarter 4 ↓
Authorising Officer:	Tracy Sweeney - Manager Workforce and Governance
Author:	Allysa Brennan - Coordinator Legal and Governance

SUMMARY

Presenting the 2017-2018 Operational Plan annual review and fourth quarter progress report as at 30 June 2018, pursuant to s174(3) Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT the 2017-2018 Operational Plan annual review and fourth quarter progress report as at 30 June 2018 be received.

COMMENTARY

Council's Operational Plan for financial year 2017-18 was approved on 11 July 2017 and then subsequently updated on 21 November 2017 to reflect organisational changes.

The Operational Plan Progress Report displays Council's performance of the 2017-18 Operational Plan actions and targets and is presented for Council's consideration (Attachment 2).

The report records the status of each Operational Plan target using a 'completed' and 'no' mechanism. In addition, the report includes progress comments from responsible managers. Attachment 1 contains a diagram with explanatory notes to assist the reader in the interpretation of the report.

To ensure performance of the 2017-18 Operational Plan targets, standardised monthly departmental reports are also presented to Committees. This ensures the performance of each unit is consistent with Council's strategic direction.

A summary of each Department's performance during the reporting period is also attached (Attachment 3).

Overall the majority of Operational Plan activities have been achieved for the financial year. Some Operational Plan activities have not been met and comments have been provided in Attachment 2 against those items.

PREVIOUS DECISIONS

The 2017-18 Operational Plan was adopted at the Special Council Meeting on 11 July 2017 and then subsequently updated on 21 November 2017 to reflect organisational changes.

LEGISLATIVE CONTEXT

Section 174(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 2017-2018 Operational Plan annual review and progress report for quarter four as at 30 June 2018 has been prepared in accordance with legislation.

2017/18 OPERATIONAL PLAN PROGRESS REPORT – QUARTER FOUR

Report Explanatory Diagram

Meeting Date: 14 August 2018

Attachment No: 1

REPORT EXPLANATORY DIAGRAM

Operational Plan action reference number	Operational Plan target	Unit of Council responsible for action	Operational Plan Target	Relevant Department	Status on completing target (Completed, Yes, Watching or No)	Status on target being met to budget (Yes, Watching or No)	Commentary to support the target being met
Ref	Operational Action	Unit	Target	On Track	On Budget	Q2 Status Commentary	
AVIATION SERVICES							
2.1.4.1	Promote the Airport as the "Gateway to Northern Australia"	Aviation Services Directorate	Masterplan to be completed by 30 September 2017	Yes	Yes	Awaiting adoption at the 30 January Ordinary Council meeting.	
2.1.4.2	Identify and implement business development opportunities for the Airport	Aviation Services Directorate	Conduct a micro analysis of performance of airlines by 30 September 2017	Completed	Yes	Further analysis to be completed in March 2018.	
		Aviation Services Directorate	Update reports on partner airline performance presented to Council on a quarterly basis	Completed	Yes	Lime Intelligence reporting has now been implemented and will deliver indepth passenger and airline analysis on a as required and requested basis provided to the Airport Committee monthly and Council quarterly.	
		Aviation Services Directorate	Six monthly passenger surveys	Watching	Watching	Survey to be completed on a 6 monthly basis. To be delivered by the Commercial Services Officer by end of March 2018.	
2.2.3.1	Support programs that encourage residents to transition away from social support options	Aviation Services Directorate	Consider options in budget planning to support employment programs in 2018/19	Watching	Watching	Considered and new staff member has now commenced.	
2.5.3.1	Prepare a strategy for a FIFO hub development within the Region	Aviation Services Directorate	Strategy presented to Council by 30 September 2017	Yes	Yes	Awaiting execution of legal documents with Adani to then commence the implementation of the FIFO Hub.	
2.6.1.1	Strengthen relationship with Singapore	Aviation Services Directorate	Successfully deliver Wallaby 17 by 30 November 2017	Completed	Completed	Council has received numerous Singapore based delegations as a result of the Australian / Singaporean training initiative (ASMTI).	

Aviation Services Directorate

Relevant Section

**2017/18 OPERATIONAL PLAN
PROGRESS REPORT –
QUARTER FOUR**

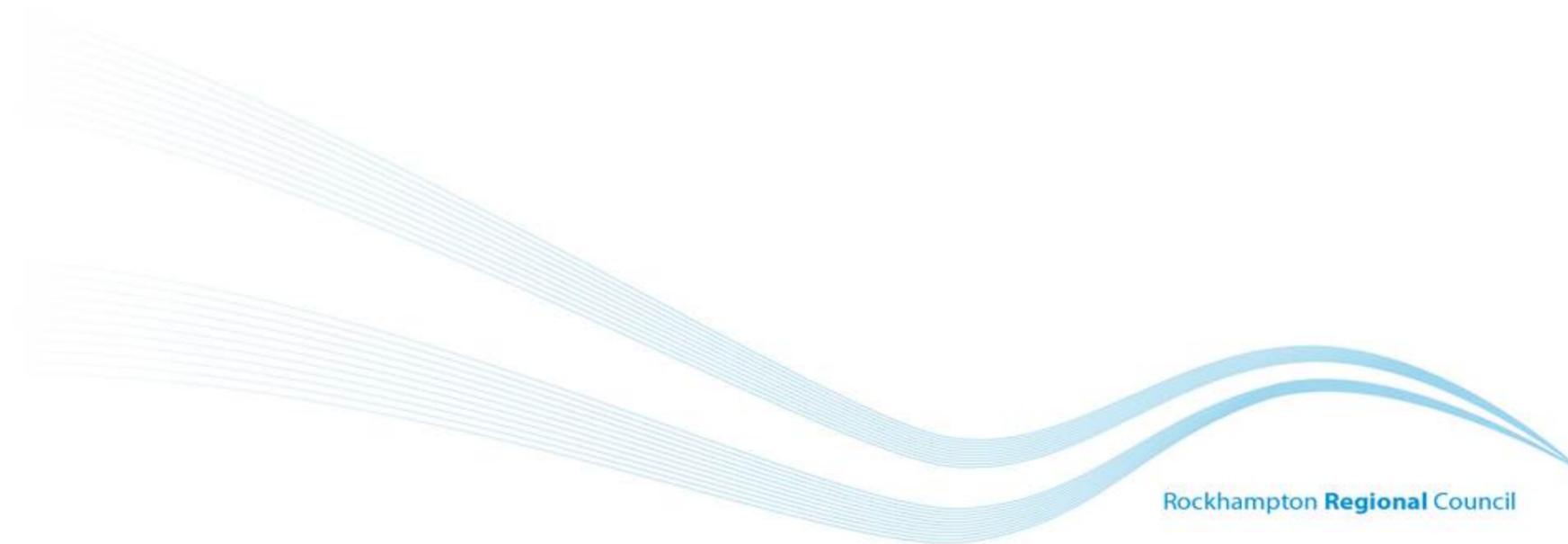
**Operational Plan Progress Report -
Quarter 4**

Meeting Date: 14 August 2018

Attachment No: 2

2017/18 Operational Plan

Quarter 4 Progress Report



OFFICE OF THE CEO

CEO Directorate

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.3.1	Support programs that encourage residents to transition away from social support options	CEO Directorate	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Supporting other units in program delivery as required.
4.1.1.1	Provide timely and accurate responses to requests	CEO Directorate	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Requests dealt with in accordance with customer service charter and in liaison with the relevant departments.
4.1.1.2	Provide effective delivery of Council services	CEO Directorate	In accordance with unit's customer service standards and service levels	Completed	Yes	Agendas and minutes were completed in accordance with both internal service levels and legislative requirements. All customer requests were dealt with in accordance with the required timeframes.
5.2.1.1	Comply with legislative requirements	CEO Directorate	Updates to be presented to Council in sectional monthly reports	Completed	Yes	CEO monthly reports to Council were submitted with the relevant matters detailed and legislative requirements being met.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	CEO Directorate	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Quarterly risks review undertaken and risks monitored.
5.2.1.6	Registers of Interest for Councillors are updated on the public website as per legislative requirements	CEO Directorate	Registers uploaded within three days of being notified of changes	Completed	Yes	Registers updated as required in accordance with legislative requirements.
5.2.1.8	Monitor and review non-compliance of legislative requirements	CEO Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliances in the CEO directorate.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	CEO Directorate	Review workforce requirements in accordance with budget schedule	Completed	Yes	Reviewed as vacancies arise - sufficient at present.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.3.2.1	Continually review operational expenditure	CEO Directorate	Identify at least one operational saving per section of responsibility	Completed	Yes	Councillor support was revised in the organisational structure review in June 2018.
5.4.1.1	Promote good democratic governance by adhering to legislative requirements for local governments	CEO Directorate	Present organisational updates and matters impacting local government to Council on a monthly basis	Completed	Yes	CEO monthly reports to Council on organisational matters were submitted.
5.4.2.6	Pursue improved processes through all levels of Council	CEO Directorate	Identify at least two improved processes per section of responsibility	Completed	Yes	The Travel and Conference Attendance Policy is being reviewed which may result in cost savings across the organisation. Committee Support have listed with ISSG the possibility of introducing new process for Travel Proposal forms and Declaration of Gift forms using ECM and this will be trialled in the near future which will provide efficiencies across the organisation.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.5.3.2	Social media attract increasing levels of reach, engagement and interaction demonstrated by monitoring software	Media and Engagement	Collate data and set benchmarks by 30 June 2018 to implement improvement targets for 2018/19	Completed	Yes	Benchmarks established for 2018/19 based on recent changes to the way social media platforms allow pages to engage with their audience.
1.5.3.4	Generate positive media coverage and community awareness of events, initiatives and general Council business	Media and Engagement	100 positive media releases and/or video digital content created and distributed annually	Completed	Yes	115 media releases were issued in Q4 with 89 considered proactive. 18 proactive videos were produced in that time consisting of edited content and Facebook live events. 2017/18 target continues to be exceeded.
1.5.3.7	Provide opportunities for all stakeholders to contribute to community decision making	Media and Engagement	Conduct annual Community Conversation forum campaigns across the Region	Completed	Yes	Preparation for 2018 Community Conversation campaign has commenced with preliminary plans to commence meetings in September 2018.
1.6.3.1	Deliver and support local events and celebrations	Office of the Mayor	Conduct civic events in accordance with the Civic Events Policy	Completed	Yes	Civic events conducted during the quarter included: Anzac Day Civic Service, Beef Australia Breakfast Reception, Citizenship Ceremony and MOU Signing Ceremony with CQ University.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Office of the Mayor	Consider options in budget planning to support programs in 2018/19	Completed	Yes	Considered during budget review however no appropriate options identified.
4.1.1.1	Provide timely and accurate responses to requests	Office of the Mayor	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	216 of 246 customer service requests logged by Executive Support team on behalf of Mayor and Councillors for the reporting quarter. All customer requests responded to in accordance with customer service standards.
4.1.1.2	Provide effective delivery of Council services	Office of the Mayor	In accordance with unit's customer service standards and service levels	Completed	Yes	Achieved.
4.1.1.3	Respond to queries and engage with the public through Council's social media sites	Media and Engagement	Develop and implement a comprehensive Social Media Strategy by 30 September 2017	Completed	Yes	The strategy continues to be implemented and monitored for ongoing improvements in relation to Council's primary social media pages. The next stage of bringing all Council social media platforms to a consistent standard has commenced.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.4	Develop and implement a set of approved service standards for interaction with media organisations	Media and Engagement	Develop standards by 31 August 2017	Completed	Yes	148 media enquiries received and responded to during Q4. All enquiries met service standard of 1 day or negotiated time.
5.1.2.2	Host official visits to the Region by government representatives and other official visitors	Office of the Mayor	Update report presented to Council a monthly basis	Completed	Yes	Coordination of meetings with Queensland Government and Australian Government members and Ministers.
5.2.1.1	Comply with legislative requirements	Office of the Mayor	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Reports presented, currently Council is complying with legislative requirements.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Office of the Mayor	Risk registers are presented to Council on a quarterly basis	Completed	Yes	No specific corporate risks for Office of the Mayor.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Office of the Mayor	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Reports presented, currently Council is complying with legislative requirements.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Office of the Mayor	Review workforce requirements in accordance with budget schedule	Completed	Yes	Amendments to Expenses Reimbursement and Provision of Facilities for Mayor and Councillors Policy endorsed by Council and were implemented during Q4.
5.3.2.1	Continually review operational expenditure	Office of the Mayor	Identify at least one operational saving per section of responsibility	Completed	Yes	Amendments to Expenses Reimbursement and Provision of Facilities for Mayor and Councillors Policy endorsed by Council and has resulted in operational savings across Executive Support unit.
5.4.2.6	Pursue improved processes through all levels of Council	Office of the Mayor	Identify at least two improved processes per section of responsibility	Completed	Yes	Audit of Council's social media platforms has identified efficiencies in the quantity and ongoing operation/management of accounts.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.3.1	Support programs that encourage residents to transition away from social support options	Internal Audit	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	No exceptions noted.
4.1.1.1	Provide timely and accurate responses to requests	Internal Audit	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	No exceptions noted.
4.1.1.2	Provide effective delivery of Council services	Internal Audit	In accordance with unit's customer service standards and service levels	Completed	Yes	No exceptions noted.
5.2.1.1	Comply with legislative requirements	Internal Audit	Updates to be presented to Council in sectional monthly reports	Completed	Yes	No known non-compliances for the reporting period.
5.2.1.3	Internal Audit function is undertaken in accordance with legislative requirements and timeframes	Internal Audit	Achievement of 85% of the annual audit plan completed	Completed	Yes	Key Performance Indicator achieved for year. Audits completed for - Kershaw Gardens Project this quarter.
		Internal Audit	Audit Committee Meetings are held at least twice each financial year	Completed	Yes	Fourth Audit Committee meeting held on 4 May 2018.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Internal Audit	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Corporate and Operational Risk Registers reviewed by management as at 8 June 2018. To be presented to Audit and Business Improvement Advisory Committee on 2 August 2018.
		Internal Audit	Risk register updates presented to Council as per the Enterprise Risk Framework	Completed	Yes	Corporate and Operational Risk Registers reviewed by management as at 8 June 2018. To be presented to Audit and Business Improvement Advisory Committee on 2 August 2018.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Internal Audit	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliances for the reporting period.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Internal Audit	Review workforce requirements in accordance with budget schedule	Completed	Yes	No exceptions noted.
5.3.2.1	Continually review operational expenditure	Internal Audit	Identify at least one operational saving per section of responsibility	Completed	Yes	Completed.
5.4.2.6	Pursue improved processes through all levels of Council	Internal Audit	Identify at least two improved processes per section of responsibility	Completed	Yes	Additional ideas put forward on risk management and auditing of culture.

CORPORATE SERVICES

Corporate Services Directorate

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.3.1	Support programs that encourage residents to transition away from social support options	Corporate Services Directorate	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Whilst not directly undertaken by the directorate all units, Corporate Services addressed the target.
4.1.1.1	Provide timely and accurate responses to requests	Corporate Services Directorate	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Customer service standards and service levels are being met.
4.1.1.2	Provide effective delivery of Council services	Corporate Services Directorate	In accordance with unit's customer service standards and service levels	Completed	Yes	Customer service standards and service levels are being met.
5.2.1.1	Comply with legislative requirements	Corporate Services Directorate	Updates to be presented to Council in sectional monthly reports	Completed	Yes	All legislative requirements for area of responsibility are compliant in accordance with specific dates.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Corporate Services Directorate	Risk registers are presented to Council on a quarterly basis	Completed	Yes	All risks detailed on the Operational Risk Register are ALARP as at 30 June 2018.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Corporate Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Legislative compliance status reviewed and no non-compliances this quarter.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Corporate Services Directorate	Review workforce requirements in accordance with budget schedule	Completed	Yes	Considered in the 2018/19 budget submission.
5.3.2.1	Continually review operational expenditure	Corporate Services Directorate	Identify at least one operational saving per section of responsibility	Completed	Yes	Nothing significant directly undertaken by the directorate during this period though the department as whole has made a number of savings as reflected in the information below.
5.4.2.6	Pursue improved processes through all levels of Council	Corporate Services Directorate	Identify at least two improved processes per section of responsibility	Completed	Yes	Nothing directly, however the department as a whole has made a number of process improvements which is reflected in the information below.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.3.1	Support programs that encourage residents to transition away from social support options	Corporate and Technology Services	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	The SmartHub 2018/20 Operational Plan was adopted by Council at the 15 May 2018 ordinary meeting. The action plan is being prepared for the staged implementation of the Operational Plan.
2.2.4.1	Council purchases are in line with the Local Preference Policy guiding tender/quote evaluations	Procurement and Logistics	Annual local goods/services spend analysis >= 70% local	Completed	Yes	Council's Purchasing Policy - Acquisition of Goods and Services was reviewed and adopted by Council at the 12 June 2018 ordinary meeting; including stronger reference to the sound contracting principles and purchasing thresholds.
2.4.1.1	Implement Council's Smart Way Forward Strategy Action Plan	Corporate and Technology Services	Complete installation of smart technology (lighting, CCTV, parking, digital banners and free public Wi-Fi) by 31 May 2018	Completed	Yes	Project status following-on from Q3 updates: Stage 3b - William Street (East to Quay Street) - completed Stage 3d - Victoria Parade (Fitzroy to North Street) - finalising detail design and assessing budget availability to scope out the final stage of the CBD and Riverside Smart Technology Project. Planned completion - December 2018.
2.5.5.1	Design and fitout the Customs House Smart Hub	Corporate and Technology Services	Construction completed and Smart Hub opened by 30 November 2017	Completed	Yes	As detailed in the Q3 update SmartHub fitout completed.
2.5.5.2	Implement the annual Smart Hub Operational Plan	Corporate and Technology Services	Facilitate three smart hub programs: Learn to Earn, Connect and Grow Startup Club Startup Stars	Completed	Yes	As detailed in the Q3 update SmartHub start-up programs successfully completed throughout the year.
4.1.1.1	Provide timely and accurate responses to requests	Corporate and Technology Services	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Customer service standards and service levels continue to be met.
4.1.1.2	Provide effective delivery of Council services	Corporate and Technology Services	In accordance with unit's customer service standards and service levels	Completed	Yes	All section customer service standards and services have been met for the quarter.
4.3.1.1	Implement ICT Strategic Plan 2015/20, including the eServices Strategy and IT Mobility	Information Systems	Achievement of 2017-18 targets as detailed in the ICT Strategic Plan	Completed	Yes	ICT Strategy implementation on track. Rockhampton Asset Management Project (RAMP) is progressing as planned and overseen by the RAMP PCG. Web Recruitment Implementation Project went live on 1 June 2018 and is operating as expected.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.2.1.1	Comply with legislative requirements	Corporate and Technology Services	Updates to be presented to Council in sectional monthly reports	Completed	Yes	All legislative requirements for the area of responsibility are compliant in accordance with specified dates.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Corporate and Technology Services	Risk registers are presented to Council on a quarterly basis	Completed	Yes	A range of environmental and project issues has delayed the construction of the communications tower (Stage 2). The design and construction contract has been awarded and is expected to be completed and commissioned by December 2018.
5.2.1.7	Right to Information and Information Privacy requests are managed and processed in accordance with legislative requirements	Information Systems	100% of requests are processed within legislative timeframes	Completed	Yes	Four Right to Information and Information Privacy (RTI/IP) applications were received during the quarter, with five completed, two internal/external reviews completed and one application outstanding. The RTI/IP legislated processing timeframes were met for the quarter.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Corporate and Technology Services	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliances reported this quarter.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Corporate and Technology Services	Review workforce requirements in accordance with budget schedule	Completed	Yes	Staff vacancies evaluated and assessed prior to recruitment.
5.3.2.1	Continually review operational expenditure	Corporate and Technology Services	Identify at least one operational saving per section of responsibility	Completed	Yes	Logistics project surplus stock recovery to inventory resulted in a \$10,300 saving.
5.4.2.6	Pursue improved processes through all levels of Council	Corporate and Technology Services	Identify at least two improved processes per section of responsibility	Completed	Yes	The Pathway eServices - Dog Registration module went live this quarter, enabling customer's online access to register a dog and make payments.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.3.1	Support programs that encourage residents to transition away from social support options	Finance	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Considered in the 20018/19 budget, no employment programs directly identified for Finance.
4.1.1.1	Provide timely and accurate responses to requests	Finance	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Currently achieving an average completion time for rates enquiries of 1.12 days against a customer service standard of 3 days.
4.1.1.2	Provide effective delivery of Council services	Finance	In accordance with unit's customer service standards and service levels	Completed	Yes	Customer service standards and service levels achieved: Unpaid Rates > 3% at lowest point - Target Achieved at its lowest point. End of 1/4 result higher due to timing of rates payment period. Rates levied within one week of stipulated dates in the Revenue Statement. - Target achieved.
5.2.1.1	Comply with legislative requirements	Finance	Updates to be presented to Council in sectional monthly reports	Completed	Yes	All legislative requirements for area of responsibility are compliant in accordance with specific dates.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Finance	Risk registers are presented to Council on a quarterly basis	Completed	Yes	All risks detailed on the Operational Risk Register are ALARP as at 30 June 2018.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Finance	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Legislative compliance status reviewed and no non-compliances this quarter.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Finance	Review workforce requirements in accordance with budget schedule	Completed	Yes	Vacancies evaluated and assessed prior to recruitment. Requirements for 2018/19 considered as part of the budget process.
5.3.2.1	Continually review operational expenditure	Finance	Identify at least one operational saving per section of responsibility	Completed	Yes	Implementation of the Rates Modelling software has saved significant time for staffing in validating data for rates modelling. It also allows for quicker and more accurate data assessment.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.3.2.2	The annual financial statements meet acceptable governance standards	Financial Services	Council's annual financial statements are 'unqualified'	Completed	Yes	Financial Statements finalised on the 12 October 2017. Additional audit costs identified but within budget.
		Financial Services	There are no internal controls as rated by the QAO deemed 'ineffective'	Completed	Yes	This target achieved and Financial Statements certified on the 12 October 2017 by Queensland Audit Office (QAO). Results reported to Audit Committee on the 6 October 2017.
		Assets & GIS	There are no internal controls as rated by the QAO deemed 'ineffective'	Completed	Yes	This target achieved and Financial Statements certified on the 12th October 2017 by Queensland Audit Office(QAO). Results reported to Audit Committee on the 6 October 2017.
		Financial Services	The timelines of the annual financial statements as rated by the QAO is not 'untimely'	Completed	Yes	Orange Traffic Light achieved for timeliness. 4/5 key reporting dates met with the 5th date being negotiated with the External Auditors. Results reported to Audit Committee on the 6 October 2017.
		Financial Services	The quality of the financial statements is not rated 'below average' by the QAO	Completed	Yes	This target achieved and Financial Statements certified on the 12th October 2017 by Queensland Audit Office (QAO). Results reported to Audit Committee on the 6 October 2017.
5.3.2.3	Review and update long-term financial forecasts to attain a financially sustainable organisation	Financial Services	Long Term Financial Forecast updated at each budget and budget revision	Completed	Yes	Completed as part of the 2018/19 budget development.
		Financial Services	Annual Operating Surplus Ratio between 0% & 10%	Completed	Yes	2.00% Achieved in Revised Budget in June 2018.
		Financial Services	Annual Net Financial Asset/Liability Ratio not greater than 60%	Completed	Yes	45.1% Achieved in Revised Budget in June 2018.
		Financial Services	Annual Interest Cover Ratio between 0% & 5%	Completed	Yes	2.7% is forecast in the revised budget in June 2018.
		Financial Services	Annual Debt Service Cover ratio greater than two times	Completed	Yes	Average of 3.2 Achieved in Revised Budget in June 2018.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.3.2.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	Financial Services	Rates are levied within one week of dates stipulated in the Revenue Statement-	Completed	Yes	No specific date set in the 2017/18 Revenue Statement. Issue date was 29 January 2018.
		Assets & GIS	The required asset revaluations are completed by 28 February 2018 and integrated into asset management and relevant financial plans	Completed	Yes	Artworks and Heritage Assets completed.
		Financial Services	Unpaid rates and charges are managed in accordance with the Revenue Management Policy, achieving an overdue balance of less than 3% at its lowest point	Completed	Yes	Customer service standards and service levels achieved: Unpaid Rates > 3% at lowest point - target achieved at its lowest point. End of 1/4 result higher due to timing of rates payment period. Rates levied within one week of stipulated dates in the Revenue statement. - Target achieved.
5.3.3.1	Refine the long-term asset management plans with asset custodians to guide the replacement and utilisation of resources	Assets & GIS	Annual review of asset management plans by 30 June 2018	No	Yes	Vacant positions and pressure of new system prevented any review of Asset Management Plans.
		Assets & GIS	Annual asset sustainability ratio is greater than 90%	Completed	Yes	133.8% is forecast in the revised budget in June 2018.
5.3.4.1	Conduct review of viability in keeping Rockhampton Regional Waste and Recycling commercialised	Financial Services	Review undertaken and options presented to Council by 30 June 2018	No	Yes	The research has all been done with just the remaining report to Council outstanding.
5.4.2.6	Pursue improved processes through all levels of Council	Finance	Identify at least two improved processes per section of responsibility	Completed	Yes	Implementation of IBIS rate modelling system.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
				No	Yes	75% achieved YTD 53 recommendations were identified in the 2016 audit. 40 actions have been completed 8 are in progress 5 have not yet commenced Workload associated with lost time injuries, investigations, delays in feedback from operational areas and other legislative requirements impacted on the available time of the Safety team to finalise audit actions.
1.3.4.1	Provide a safety management system that minimises the risk to all people and property	Safety and Training	Achievement of 85% or greater compliance from the 2017 WHS Safety Audit	No	Yes	The CEO set ambitious KPIs for 2017/18 for the organisation based on past performance and of the 9 KPIs, 2 significantly exceeded and 3 met KPIs with a further 4 just exceeding set KPIs. Incidents logged in Riskware by end of next business day - Target 75% Actual YTD 71% - not achieved Completion of scheduled hazard inspections - Target 80% Actual YTD 87% - achieved Completion of corrective actions by nominated due date - Target 80 Actual YTD 82% - achieved Total Injury Count - Threshold 187 Actual YTD 216 - not achieved Total Injury Frequency Rate - Threshold 132.08 Actual YTD 148.95 - not achieved Lost Time Injury Count - Threshold 34 Actual YTD 36 - not achieved Lost Time Injury Frequency Rate - Threshold 24.13 Actual YTD 24.83 - not achieved Days Lost due to Injury - Threshold 479 Actual YTD 416* - achieved Lost Time Injury Severity Rate - Threshold 8.71 Actual YTD 11.56* - not achieved *injuries sustained in 2017/18. Performance across Council sections varied from section to section with most sections tracking in accordance with KPIs however the Parks section considerably exceeded most KPIs.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Workforce and Strategy	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Workforce and Strategy continued to provide assistance to Confident, Inspired and Ready for work as guest speaker on 8 June and presence at graduation on 28 June. Recruitment officers attended the CQ University careers fair on 15 June to provide advice to school leavers of opportunities in Council. A record number of 16 trainees and 13 apprentices in 2017/18. Council also supported a number of other community job seeking initiatives during the year.
4.1.1.1	Provide timely and accurate responses to requests	Workforce and Strategy	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Average completion time for requests for 7.21 days against customer service standard for past 12 months.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.2	Provide effective delivery of Council services	Workforce and Strategy	In accordance with unit's customer service standards and service levels	Completed	Yes	Employee pays processed and paid within 3 working days of the period end date: Target 100% - Actual YTD 100% Payroll accuracy -Target 100% - Actual YTD 99.59% Acknowledge job applications within 2 days of the advertising closing date - Target 100% Actual 100%.
4.2.2.1	Manage an annual compliance training program	Safety and Training	Implement a six monthly schedule of mandatory training at the end of July 2017 and end of January 2018	Completed	Yes	The January - June schedule has been developed and is on track as per the schedule. Training schedules implemented for financial year.
4.2.2.2	Ensure legislative updates are communicated and implemented in areas of responsibility	CIS	Undertake a legislative compliance review project by 30 June 2018	Completed	Yes	Following a demonstration of LGAQ's legislative compliance program and consultation and benchmarking of other Councils the scope of this target has been reassessed as a result of the commitment of resources to implement a compliance system similar to the nature of the LGAQ program. A revised operational plan target has been included in the 2018/19 Operational Plan.
4.3.2.1	Implement programs that support leadership development	HR and Payroll	Deliver leadership development program once in each six month period	No	Yes	A proposal for a contemporary leadership program was listed for consideration by Leadership Team in June, however to due time constraints has been deferred until August.
		HR and Payroll	Develop and implement a Mentoring Program and Performance Review system by 30 June 2018	No	Yes	OurPlan (external staff) and MyPlan (internal staff) currently available for use by all employees . Formal mentoring program not yet developed.
4.3.3.1	Implement a rehabilitation/fitness for work program	Safety and Training	90% of workers on fit for work programs are placed within their own department	Completed	Yes	100% of rehabilitation/fitness for work programs have been placed within the workers own department during the reporting period.
4.3.3.2	Undertake an employee survey that measures employee engagement and satisfaction with the organisation	HR and Payroll	Employee survey results show 5% increased overall satisfaction (from 63% in 2015)	Completed	Yes	From the 519 staff that completed the survey an average of 76% responded with strongly agree or agree to their commitment to the values and observations of others demonstrating the values.
5.2.1.1	Comply with legislative requirements	Workforce and Strategy	Updates to be presented to Council in sectional monthly reports	Completed	Yes	All legislative requirements for area of responsibility are compliant in accordance with specific dates.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.2.1.2	Develop and implement Governance Framework	CIS	Develop Framework by 30 June 2018	No	Yes	A project concept has been developed and submitted for approval. Due to the restructure the project due date has been rescheduled to 30 June 2019 and this is reflected in the 2018/19 Operational Plan.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Workforce and Strategy	Risk registers are presented to Council on a quarterly basis	Completed	Yes	All risks detailed on the Operational Risk Register are ALARP as at 30 June 2018.
5.2.1.5	Manage employee complaints and grievances in accordance with legislation and policy requirements	Industrial Relations and Investigations	100% actioned in accordance with Council policy and procedure	Completed	Yes	Complaint assessments and investigative processes are continuing to be actioned in a timely manner pursuant to statutory and policy obligations. It is envisaged the educational awareness training sessions will commence and be reflected in the 2018/19 Operational Plan.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Workforce and Strategy	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Reports to sections of due dates for renewals and out of date tickets, licenses, training and qualifications was completed monthly, however some sections have a significant number of non-compliances.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Workforce and Strategy	Review workforce requirements in accordance with budget schedule	Completed	Yes	Review of existing resources undertaken and requests for new and changes to resources included in the 2017/18 budget requests.
5.3.2.1	Continually review operational expenditure	Workforce and Strategy	Identify at least one operational saving per section of responsibility	Completed	Yes	A number of operational savings associated with cost effective and efficient allocation of resources have been implemented throughout the year including: - Reallocation of administration duties - Introduction of electronic timesheets - Corporate documents designed in-house - Hazard inspections logged into Riskware.
5.4.2.1	Implement improved payroll processes that allow greater flexibility and more efficient processing of employee records	HR and Payroll	Implement the Aurion Timekeeper module by 30 June 2018	No	Yes	The implementation of Timekeeper software was delayed by the implementation of web recruitment but will be progressed by the potential for this module being encapsulated within the Asset System project. However, it will not be completed by 30 June 2018.
5.4.2.2	Undertake certified agreement negotiations that consider the application of the new Queensland Local Government Industry Award - State 2017 and the <i>Industrial Relations Act 2016</i>	Industrial Relations and Investigations	Negotiations completed and certified agreement conditions implemented by 30 June 2018	No	Yes	Negotiations for both Certified Agreements have commenced, with all parties producing their logs of claims. The certified agreements will not be ratified by 30 June 2018, the Council management team are endeavouring to have the two processes concluded by 31 December 2018 which will be reflected in the 2018/19 Operational Plan.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.4.2.3	Create a system to automate the delegation and authorisation process	CIS	Implement an automated electronic system by 30 June 2018	Completed	Yes	Data has been entered into a master spreadsheet and the automated process within external and internal registers has been created. The implementation of legislation into the new system is ongoing and will be done as delegations are reviewed by Council's solicitors.
5.4.2.4	Simplify and streamline approval processes	CIS	Develop a Delegations Policy, incorporating Corporate Delegation Bands, by 30 December 2017	Completed	Yes	Delegation Policy has been finalised. Corporate Delegation Bands will continue being relocated from the Corporate Delegations Reference Table and incorporated into relevant policy document/s as they are reviewed.
5.4.2.5	Ensure that policies and procedures provide the appropriate framework and approvals to facilitate the efficient and effective operations	HR and Payroll	Implement changes to Corporate Delegations and update policy and procedure documents by 30 June 2018	No	Yes	A small number of policies and procedures are in the final stages of review.
5.4.2.6	Pursue improved processes through all levels of Council	Workforce and Strategy	Identify at least two improved processes per section of responsibility	Completed	Yes	Web Recruitment was implemented on 1st June 2018 and has significantly reduced manual processing time and streamlined processes in the way vacancies are advertised and recruited.
5.4.3.1	Identify and implement improved recruitment process	HR and Payroll	Implement process, including web recruitment by 30 June 2018	Completed	Yes	Web recruitment implemented on 1 June 2018.
5.4.4.1	Undertake a survey that show staff are proud to work at Council	HR and Payroll	Maintain 75% of staff that are proud to work at Council	Completed	Yes	The annual Pulse survey had a response rate of 60% with 76% of Council employees agreeing/strongly agreeing that they are proud to work at Council.
5.4.4.2	Implement improved internal communications strategies to ensure all staff are informed	Workforce and Strategy	Staff newsletter is distributed to all staff on a monthly basis	Completed	Yes	4 issues of the Rocky Roundup issued during the reporting period.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.3.1	Support programs that encourage residents to transition away from social support options	Natural Resource Management	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Considered in 2018/19 budget, potential collaborative opportunities identified as part of Council's 'Bringing Nature Back' program.
3.3.1.1	Determine current baseline data for Council's current activities	Natural Resource Management	Develop baseline data and monitoring mechanisms by 30 June 2018	Completed	Yes	Action plan for proposed Environmental Sustainability Strategy identifies opportunities to improve data and monitoring mechanisms across Council.
3.3.2.1	Develop an Environmental Sustainability Framework which defines Council's areas of focus and key priority actions	Natural Resource Management	Achieve guiding principles within the Environmental Policy	Completed	Yes	Proposed Environmental Sustainability Strategy addresses guiding principles within the Environmental Policy and outlines required actions within the supporting action plan.
		Natural Resource Management	Develop an Environmental Sustainability Framework by 30 June 2018	Completed	Yes	Council endorsed the Environmental Sustainability Governance Framework on 31 Jan 2018. Council subsequently endorsed the proposed Environmental Sustainability Strategy for public consultation on 29 May 2018. The proposed Strategy will be submitted to Council for adoption in Q1 2018/19.
		Natural Resource Management	Implement actions in accordance with the Environmental Sustainability Framework	Completed	Yes	Strategy development activities and internal working group initiatives have been implemented in accordance with the Environmental Sustainability Governance Framework (two workshops this quarter plus implementation of the internal Sustainability Seed Fund).
		Natural Resource Management	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	All requests are being actioned in a timely manner. No known issues or complaints.
4.1.1.1	Provide timely and accurate responses to requests	Natural Resource Management	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	All requests are being actioned in a timely manner. No known issues or complaints.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.2	Provide effective delivery of Council services	Natural Resource Management	In accordance with unit's customer service standards and service levels	Completed	Yes	All services are being delivered effectively. No known issues or complaints.
5.2.1.1	Comply with legislative requirements	Natural Resource Management	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Section is compliant with all known legislative requirements.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Natural Resource Management	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Risk assessment for sustainability engagement activities completed Jun 2018.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Natural Resource Management	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Section is compliant with all known legislative requirements.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Natural Resource Management	Review workforce requirements in accordance with budget schedule	Completed	Yes	Considered in 2018/19 budget process.
5.3.2.1	Continually review operational expenditure	Natural Resource Management	Identify at least one operational saving per section of responsibility	Completed	Yes	Draft Energy Action Plan developed to identify key opportunities to achieve cost savings, improve environmental sustainability and recognise wider economic and social benefits.
5.4.2.6	Pursue improved processes through all levels of Council	Natural Resource Management	Identify at least two improved processes per section of responsibility	Completed	Yes	(1) Free native plants program developed as the first step in Council's Bringing Nature Back Program to increase urban canopy cover. (2) Council's internal Sustainability Seed Fund encourages sustainability awareness and action across Council and includes 9 separate project trials for implementation in 2018.

COMMUNITY SERVICES

Community Services Directorate

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.6.3.1	Deliver and support local events and celebrations	Community Services Directorate	Deliver Festive Season display throughout the Region	Completed	Yes	Completed in December 2017.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Community Services Directorate	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Further engagement with Jobs for Queensland has resulted in a MOU being signed for 2018/19.
4.1.1.1	Provide timely and accurate responses to requests	Community Services Directorate	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	All requests completed within the standard timeframes.
4.1.1.2	Provide effective delivery of Council services	Community Services Directorate	In accordance with unit's customer service standards and service levels	Completed	Yes	Services delivered to as per the service levels as reported on a monthly basis to Council committee. Most service levels on target.
5.2.1.1	Comply with legislative requirements	Community Services Directorate	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Monthly reporting to Council was completed in a timely manner. Monthly report format review continues.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Community Services Directorate	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Parks risk register has been updated.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Community Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Non-compliances reported monthly to Council

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Community Services Directorate	Review workforce requirements in accordance with budget schedule	Completed	Yes	New business trainee position created to meet the needs of Department. Workforce requirements assessed and changes included in 2018/19 budget requests.
5.3.2.1	Continually review operational expenditure	Community Services Directorate	Identify at least one operational saving per section of responsibility	Completed	Yes	During the financial year, Parks had a planner on secondment which supported savings in the salary budget from Regulatory and Compliance.
5.4.2.6	Pursue improved processes through all levels of Council	Community Services Directorate	Identify at least two improved processes per section of responsibility	Completed	Yes	Roll out of IPADs for all team leaders has been completed. Major Venues Technical Services are working with IS to develop online rostering solution. Communities and Facilities undertook process reviews and process mapping to ensure efficient operations. Parks are undertaking a review of of Pathway request codes to improve data captured by Customer Service, as well as introducing workflows and after hours scripting. Planning and Regulatory Services have completed the Development Advice Centre and it is open to the public. The centre is providing a consistent point of contact for all development enquiries and applications. A number of units within the section have completed reviews of the Pathway system. Identified efficiencies have been implemented.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.2.1.3	Provide quality arts and cultural facilities throughout the Region	Major Venues	Deliver 100% of the See It Live program at Pilbeam Theatre	Completed	Yes	2018 'See it Live' continued with the successful delivery of Melbourne International Comedy Festival Roadshow, Queensland Ballet's Swan Lake and Queensland Theatre's Longest Minute.
		Arts and Heritage	Community long-term use spaces at the Walter Reid Cultural Centre are 100% tenanted	Completed	Yes	All spaces are tenanted to community groups.
		Art Gallery	Deliver 100% of the Rockhampton Art Gallery program	Completed	Yes	All programs that were scheduled to be delivered within 2018/19 FY have been completed as planned.
1.4.1.2	Provide community sponsorship for activities in various sectors	Arts and Heritage	Administer the Rockhampton Regional Australia Day Fund in accordance with the guidelines	Completed	Yes	Funding program delivered to support 2018 Australia Day events in three communities.
1.4.1.3	Deliver a range of performances, programs and activities for various age groups	Art Gallery	Community programs and performances are delivered in accordance with contracts, schedules and funding agreements	Completed	Yes	A wide range of participatory art-based programs were delivered during the period including; Oils for Everyone, Lager and Landscape, Pinot and Pastels, Wine and Watercolour, Pilates among the Paintings and Yoga in the Gallery.
		Major Venues	Community programs and performances are delivered in accordance with contracts, schedules and funding agreements	Completed	Yes	Programs continue to be delivered in accordance with the contracts. Two Morning Melodies concerts were delivered in the period to strong houses - James Blundell and Rachel Beck. The 78-Storey Treehouse, a primary school age theatre piece was delivered to more than 2,000 patrons.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.4.3.3	Engage volunteers to assist with activities at the Heritage Village	Heritage Services	Maintain and support volunteer engagement at the Heritage Village	Completed	Yes	Volunteer numbers have increased slightly with advertising at markets, direct approach to U3A, and a media campaign.
1.6.2.1	Operate the Rockhampton Heritage Village	Heritage Services	Heritage Village opened in accordance with operating hours and has total site visitation exceeding 30000 persons	Completed	Yes	The visitor number target of 30,000 for 2017/18 was achieved with a total of 30,455 patrons.
1.6.3.1	Deliver and support local events and celebrations	Arts and Heritage	Conduct Rockhampton Carols by Candlelight annual event	Completed	Yes	Operational planning is continuing for the 2018 event.
		Heritage Services	Conduct Heritage Festival event	Completed	Yes	Heritage Festival 'Collectique' antique and collectables fair was successfully delivered. There is a strong demand from stall holders and the public for this style of event. A debriefing was held to refine the 2019 event.
		Arts and Heritage	Conduct annual Rockhampton Cultural Festival	Completed	Yes	Planning and preparation for event continuing with entertainment confirmed. Community input deliverables continues to be developed.
1.6.3.2	Deliver and support major Regional events	Major Venues	Deliver one large music theatre production attended by in excess of 3000 patrons at the Pilbeam Theatre	Completed	Yes	Music theatre production of 'We Will Rock You' delivered with six performances attended by 4,647 patrons. Review of 2018 events underway, along with the selection of 2019 work, and the delivery team is being refined.
		Art Gallery	Deliver two major exhibitions delivering in excess of 4000 visitors at the Rockhampton Art Gallery	Completed	Yes	Target was achieved, events included; Happy Birthday Play School 6,439, Daft: a collection of imperfect faces, with unfinished stories by Emma Ward 4,022, Alluvia by Tom Borgas: The Rockhampton riverside public art project 6,612, Collection intervention on track to exceed 6,000, Centenary of Rugby League on track to exceed 5,000, A Trip to Far away on track to exceed 4,000.
		Major Venues	Rockhampton Showgrounds is used for 25 days for whole-of-grounds events	Completed	Yes	A further whole-of-grounds event was held in Q4 with the total number of events for the year of 26 events, meeting the annual target.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.6.4.1	Deliver a diverse range of creative arts programs	Art Gallery	Programs are delivered in accordance with guidelines and schedules	Completed	Yes	Programs delivered in line with Council and industry standards and guidelines.
		Art Gallery	The effectiveness of annual public programs are presented to Council at the end of each calendar year	Completed	Yes	Annual public program for the 2017 year has been completed and reported on. The annual public program for the 2018 year to be presented at the end of the year.
		Major Venues	Programs are delivered in accordance with guidelines and schedules	Completed	Yes	Programs have been delivered within planned and contracted guidelines.
		Major Venues	The effectiveness of annual public programs are presented to Council at the end of each calendar year	No	Yes	Direct customer feedback survey continues to be undertaken and will be presented to Council at the end of 2018
1.6.4.2	Deliver the Regional Arts Development Fund	Arts and Heritage	All Regional Arts Development Fund applications are assessed in accordance with the guidelines	Completed	Yes	Delivery of Regional Arts Development Fund Round 3 is completed with applicants funded for a total of \$22,981.52. The 2018/19 bid for funding has been submitted to Arts Queensland for assessment.
1.6.4.3	Support the creation of public art throughout the Region	Art Gallery	Develop a Public Art Program by 31 December 2017	No	Yes	Public Art Program is yet to be finalised. Public Art Policy was re-presented in February to Council. Riverside Public Art commission completed. Riverside mural due to be completed in April. A workshop was undertaken in July 2018, with funding for a Public Art Program still to be determined. Restoration of Bulls completed. Design development for Quay Street heritage substations completed. Design development for Quay Street major work, Barramundi, completed. Digital sound work for Smart Hub opening commissioned and presented.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Arts and Heritage	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Jobs for Queensland program continues to be engaged at the Heritage Village and was also engaged at Rockhampton Showgrounds for Beef 2018.
2.3.2.1	Plan for the construction of the new Rockhampton Art Gallery and redevelopment of the former art gallery as flat floor "black box" performance/event space	Art Gallery	Business case, scope of work and design completed by 30 June 2018	Completed	Yes	Business case and schematic design completed. Detailed design has commenced.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.1	Provide timely and accurate responses to requests	Arts and Heritage	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Response to requests completed and reported on a monthly basis to Council committee. No outstanding customer requests.
4.1.1.2	Provide effective delivery of Council services	Arts and Heritage	In accordance with unit's customer service standards and service levels	Completed	Yes	Services delivered as per the service levels as reported on a monthly basis to Council committee. All service levels on target for the period.
5.2.1.1	Comply with legislative requirements	Arts and Heritage	Updates to be presented to Council in sectional monthly reports	Completed	Yes	No outstanding legislative requirements.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Arts and Heritage	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Sole operational risk venue management system installation 90% complete delay due to resourcing challenges. Expected completion in August 2019.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Arts and Heritage	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Minor licence renewals slightly overdue but followed up with relevant officers.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Arts and Heritage	Review workforce requirements in accordance with budget schedule	Completed	Yes	Section workforce in accordance with budget schedule. Use of casual staff is regularly reviewed to ensure that use is either minimised or occurs with maximum cost recovery according to seasonal nature of Arts & Heritage units operation.
5.3.2.1	Continually review operational expenditure	Arts and Heritage	Identify at least one operational saving per section of responsibility	Completed	Yes	Art Gallery now utilising theatre laundry and not outsourcing to a contractor.
5.4.2.6	Pursue improved processes through all levels of Council	Arts and Heritage	Identify at least two improved processes per section of responsibility	Completed	Yes	Major Venues Technical Services working with IS to develop online rostering-solution.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.4.1	Undertake required statutory maintenance	Facilities	Compliance standards met	Completed	Yes	Maintenance was undertaken in accordance with the compliance time frames for fire systems, equipment, emergency lighting switchboards, auto doors etc. Maintenance undertaken in accordance with the compliance time frames for fire systems and equipment, emergency lighting switchboards, auto doors etc.
1.1.4.2	Clean and maintain Council buildings	Facilities	Buildings cleaned and maintained in accordance with the priority rating schedule and budget allocation	Completed	Yes	Cleaning undertaken in accordance with established schedules, and in response to emergent works, new facilities added to schedule as required.
1.1.4.3	Develop and implement conservation management plans for heritage listed buildings	Facilities	Conservation Management Plan review conducted in accordance with schedule	Completed	Yes	Three Conservation Management Plans were reviewed during this period and are being finalised.
1.2.1.1	Provide venues suitable for community use	Facilities	All venues are compliant with statutory requirements	Completed	Yes	Reactive, corrective and planned maintenance continues on Council's facilities.
1.3.1.1	Maintain and monitor CCTV systems	Communities and Facilities	System maintained in accordance with schedule	Completed	Yes	Camera operation checked on a weekly basis with repairs undertaken on 74 cameras during the period.
1.4.1.2	Provide community sponsorship for activities for various sectors	Communities and Facilities	Community sponsorship and grant funding applied in accordance with the guidelines	Completed	Yes	17 minor sponsorship applications funded for \$40,806.50; 9 small projects applications funded for \$5,190.00; 1 community hall insurance scheme application funded for \$500.00; 1 major sponsorship application funded for \$25,000.00; 1 community grants scheme application funded for \$27,645.57; 1 organisational support scheme application funded for \$3,552.00; 5 multi-year funding applications funded for \$80,000.00.
1.4.1.4	Provide library services	Library Services	Library services aim to meet key quality standards for public libraries	Completed	Yes	70,303 library visits recorded, and 95,686 items issued during the period.
1.4.1.5	Deliver funded home maintenance and modification services to support seniors and people with a disability to continue living independently	Home Assist Secure	Service delivered in accordance with eligibility and funding arrangements	Completed	Yes	8,887 hours of service delivered to 2,425 clients.
1.4.3.1	Engage volunteers to assist with the delivery of free community training at the Library Technology Centre and library events	Library Services	Increase number of volunteer trainers	Completed	Yes	3 new volunteers joined the centre during the year, totalling 21 volunteers at then end of 2017/18 from 2016/17 figure of 18 volunteers
1.5.1.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Library Services	Programs delivered annually with in excess of 1000 person participation rate	Completed	Yes	372 programs were delivered with 15,141 participants.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.5.1.2	Provide facilities and training through the Library Technology Centre and libraries to develop digital skills and reduce social exclusion	Library Services	Deliver 2000 hours of contact community training	Completed	Yes	740 contact hours of free community training provided during the quarter and 2598 over the year, which is 30% above target.
1.5.1.3	Provide a home delivery library service to people who are housebound	Library Services	Increase in home delivery library loans	Completed	Yes	2,481 loans were provided to 395 clients during the period, this is a 39% increase in loans delivered over the 2018/19 year.
1.6.1.2	Support indigenous events and celebrations	Communities and Facilities	Facilitate identified celebrations	Completed	Yes	During the quarter there was a Reconciliation Week event - Film, Yarning and Bush Tucker were delivered.
1.6.2.3	Maintain the documentary heritage of the Region through maintaining and developing the Local History Centre and its collection	Library Services	Increase in research access requests by 10%	No	Yes	322 research requests were completed during this quarter, over the year there was average of 2% increase in research requests.
1.6.3.1	Deliver and support local events and celebrations	Library Services	Transition the Capricorn Steampunk and Pop Culture Convention to an annual event	Completed	Yes	The event was held on 07/04/2018 with over 10,000 attendees during the quarter. Planning is underway for the 2019 event.
		Communities and Facilities	Conduct annual Harmony Day and Cultural events	Completed	Yes	Reconciliation Week event - Film, Yarning and Bush Tucker held on 29/05/2018; Storytime in other languages was delivered.
2.2.2.2	Support community training programs/education workshops held in the Region	Library Services	Provide 500 hours of Microsoft training courses through the Library Technology Centre	Completed	Yes	294 hours of Microsoft training delivered during Quarter 4 and 686 for the 2018/19 year this is a 37% increase in training hours delivered.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Communities and Facilities	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Inclusion of apprentice electrician budgeted for in 2018/19 Financial Year budget.
2.2.3.2	Provide access to resources and free community technology training courses to develop skills	Library Services	Provide community access to technology and deliver 2000 contact hours of computer training	Completed	Yes	6,565 hours of community access to technology provided across the region; with 740 contact hours of training provided.
2.2.3.3	Provide quality child care services	City Child Care Centre	Services provided meet the national quality standard	Completed	Yes	23,526 hours of long day care and 1,089 hours of occasional care provided.

Communities and Facilities

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.1	Provide timely and accurate responses to requests	Communities and Facilities	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	All requests completed within the standard timeframes.
4.1.1.2	Provide effective delivery of Council services	Communities and Facilities	In accordance with unit's customer service standards and service levels	Completed	Yes	Service levels generally met throughout the financial year, with child care utilisation falling below target due to increase in number of Kindergarten services opening across the region.
5.2.1.1	Comply with legislative requirements	Communities and Facilities	Updates to be presented to Council in sectional monthly reports	Completed	Yes	No legislative requirements due in the reporting period.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Communities and Facilities	Risk registers are presented to Council on a quarterly basis	Completed	Yes	No outstanding actions.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Communities and Facilities	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	There are 9 employees with overdue licenses and tickets and 5 overdue for compliance training.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Communities and Facilities	Review workforce requirements in accordance with budget schedule	Completed	Yes	Staffing maintained in accordance with adopted budget.
5.3.2.1	Continually review operational expenditure	Communities and Facilities	Identify at least one operational saving per section of responsibility	Completed	Yes	Development of tenders for maintenance of assets and supply of goods to ensure value for money continues.
5.4.2.6	Pursue improved processes through all levels of Council	Communities and Facilities	Identify at least two improved processes per section of responsibility	Completed	Yes	Process mapping and process reviews undertaken to ensure efficient operation.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Parks Planning and Projects	Delivery of the annual operating budget to 95%	Completed	Yes	96% of the annual operating budget was achieved.
1.1.1.2	Deliver the annual capital works program	Parks Planning and Projects	Budget expenditure greater than 95%	No	Yes	Annual capital works program achieved, with the exception of the Rigarfsford Park pathway due to unavailability of contractors. Playground renewals for Boyd Park (including shade) and Bill Neven Park are committed with installs scheduled for July. While total capital budget as at 30 June is 75% after third revised budget, this does not include external project funding.
1.1.3.4	Develop and implement a strategic plan for the Region's open space, parks and streetscapes that improves amenity and encourages/increases physical activity and builds communities	Parks Planning and Projects	SPARC adopted by Council by 31 December 2017	No	Yes	The SPARC public consultation process closed on 3 April 2018. A Councillor workshop is required before Council considers strategy.
		Parks Operations	Implement development actions in accordance with SPARC objectives and guidelines	No	Yes	Actions unable to be implemented until strategy is finalised.
1.2.1.2	Manage and maintain major parks, aquatic centres and sports facilities	Parks Planning and Projects	All parks and facilities managed in accordance with management plans and contractual agreements	No	Yes	Target achieved with the exception of the Priority Escalation Process which is awaiting endorsement.
1.2.1.4	Provide quality regional cemeteries to provide burial and memorialisation services	Parks and Visitor Services	Cemeteries have high community satisfaction with service provided resulting in less than five complaints annually	No	Yes	Twelve complaints received to 20 June 2018. Complaints as being addressed in a timely manner. Revision of Cemeteries Policy 90% complete
1.2.1.5	Continued implementation of the Kershaw Gardens Restoration and Redevelopment Project	Parks Planning and Projects	Completion of planned works as scheduled by 30 June 2018	No	Yes	Kershaw project to be completed mid-August 2018.
1.2.1.6	Facilitate Works for Queensland projects	Parks Planning and Projects	Completion of projects in accordance with schedule	Completed	Yes	All projects being progressed within grant funding timelines.
1.4.1.1	Increase utilisation through a range of entertainment, education and recreation events in parks	Parks and Visitor Services	Undertake usage surveys of four parks per year	No	Yes	No further surveys conducted during reporting period.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.4.3.2	Engage volunteers to assist with activities in the zoo and selected major parks	Parks and Visitor Services	Increase in number of volunteers by 10%	Completed	Yes	2 new volunteers joined the team, thus reaching the target.
1.4.3.4	Support community and volunteer organisations in the delivery of sport and recreation activities	Parks and Visitor Services	Increase in number of organisations supported	Completed	Yes	In conjunction with National Parks, Sport and Racing the schedule of Workshops for Sporting Organisations has been developed and section is ensuring Clubs are aware and getting involved. Next two workshops: Grant Writing and Marketing & Sponsorship.
1.6.2.2	Operate and manage the Rockhampton Botanic Gardens	Parks and Visitor Services	Rockhampton Botanic Gardens opened in accordance with operating hours and managed in accordance with Strategic Master Plan	No	Yes	Strategic Master Plan on hold due to other impacts.
1.6.3.1	Deliver and support local events and celebrations	Parks and Visitor Services	Conduct the Anzac Day dawn and civic ceremonies	Completed	Yes	2018 ANZAC Dawn Service successfully conducted.
2.1.2.3	Work with the Region's sporting associations to develop opportunities and attract sports competition events to the Region	Parks Planning and Projects	One or more new events attracted	Completed	Yes	Australian Country Waterpolo Championships - May 2018 Qld Secondary School Open Touch Football Championships - May 2018 Queensland 10-12 years Girls State Softball Championships - August 2018 Queensland Open Men's Softball Championships - October 2018
		Parks Planning and Projects	Increased utilisation of the Region's sport facilities	No	Yes	Still progressing with back log of leases and licences. Utilisation analysis to be included in the next stage of SPARC.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Parks	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Further engagement with Jobs for Queensland has resulted in a MOU being signed for 2018/19.
3.1.4.1	Improve landscape design and delivery within parks and streetscapes to provide diversity of vegetation cover	Parks Operations	Planting in accordance with the Streetscape Design Manual	Completed	Yes	Campbell Road roundabout and median strip is referenced to the adopted CBD planting Palette.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.1	Provide timely and accurate responses to requests	Parks	In accordance with unit's customer service standards or adopted service levels	No	Yes	Requests are being actively completed in accordance with their priority rating. Work is being undertaken to continually improve processes to achieve desired outcome.
4.1.1.2	Provide effective delivery of Council services	Parks	In accordance with unit's customer service standards and service levels	No	Yes	Unit's customer service standards and service levels are in the process of being reviewed.
5.2.1.1	Comply with legislative requirements	Parks	Updates to be presented to Council in sectional monthly reports	Completed	Yes	As at 30 June there are 10 employees in the Parks department overdue for compliance training.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Parks	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Risk register updated in late May 2018.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Parks	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Non-compliances reported monthly to Council
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Parks	Review workforce requirements in accordance with budget schedule	Completed	Yes	Review undertaken and requests for additional resources included in budget and reallocation and resources undertaken as part of the organisational structure adopted by Council.
5.3.2.1	Continually review operational expenditure	Parks	Identify at least one operational saving per section of responsibility	Completed	Yes	Parks on-call with general staff and tree crew have been combined resulting in a saving of \$40,000.
5.4.2.6	Pursue improved processes through all levels of Council	Parks	Identify at least two improved processes per section of responsibility	Completed	Yes	Supervisor Administration and Coordinator Parks Operations are reviewing Pathway request codes to improve data captured by Customer Service and the introduction of workflows as well as reviewing both the day-to-day and after hours scripting. IPADswere also provided throughout section earlier in the financial year to improve efficiencies.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.4.4	Completion of a new animal pound facility at Gracemere	Local Laws	Completed in accordance with project schedule	No	Yes	Building works have been delayed by two weeks, completion is now expected mid July. Transition to the new facility remains on track and will occur over the month of August. Decommissioning of the current facility will occur concurrently with this.
1.3.2.1	Prevention of disease and adverse impact of domestic animals	Local Laws	Implement actions in accordance with the Animal Management Guidelines	Completed	Yes	Control processes remain in force and have been boosted via a vaccination program initiated by Council. The control of disease coming into the pound facility continues to be well monitored and managed.
		Health and Environment	Implement public health programs in accordance with schedule	Completed	Yes	As per our monthly reporting public health programs met their KPI. All food businesses were inspected in the Region and all events, in particular 'Beef' were assessed, inspected and certified on time.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Planning and Regulatory Services	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	The section will utilise the traineeship program currently offered.
3.1.3.1	Implement strategic plans to advise community on programs	Health and Environment	Achieve strategy outcomes in the Biosecurity Plan in accordance with timeframes	Completed	Yes	baiting program. Surveillance program of Marmor/Bajool areas continues. Baiting campaigns have been undertaken to combat wild dogs and pigs in a number of rural areas.
4.1.1.1	Provide timely and accurate responses to requests	Planning and Regulatory Services	In accordance with unit's customer service standards or adopted service levels	No	Yes	Work continues in this space with the implementation of the sections 'internal' operational service standards. Mechanisms are being put in place to ensure reporting on these parameters.
4.1.1.2	Provide effective delivery of Council services	Planning and Regulatory Services	In accordance with unit's customer service standards and service levels	No	Yes	Work continues in this space with the implementation of the sections 'internal' operational service standards. Mechanisms are being put in place to ensure appropriate reporting on these parameters.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.2.1.1	Provide effective development management programs in line with legislative requirements for environment health, food, safety, noise, odour and dust protection	Local Laws	Compliance with statutory codes and regulations	Completed	Yes	Local Laws respond to all residential complaints in relation to noise, dust and odour. All are actioned in accordance with legislative requirements.
		Health and Environment	Compliance with statutory codes and regulations	Completed	Yes	The unit continues to ensure compliance with statutory codes and regulations. The unit has conducted a number of inspections at numerous events including Beef Week, Rockhampton Show and Super Fair. Total annual inspections conducted to date include; 100% licensed food businesses, 78% personal appearance services and 78% environmental relevant activity. All complaints received are actioned in accordance with relevant legislation.
4.2.1.2	Provide formal and informal education opportunities to the public to ensure the community are aware of their legislative obligations	Building and Plumbing Services	Education program implemented in accordance with program milestones	Completed	Yes	Education officer for the section has been recruited and will commence in July 2018. Development Forums will continue as part of community education.
		Development Assessment	Education program implemented in accordance with program milestones	Completed	Yes	Education officer for the section has been recruited and will commence in July. Development Forums will continue as part of community education.
		Health and Environment	Education program implemented in accordance with program milestones	Completed	Yes	Pest Management Officers assisted the Capricorn Pest Management Group with their stall at Beef Australia and also attended the Big Boys Toys Expo. Environmental Health Officers provided a food safety session to the multicultural groups attending the Taste of the World Event. Pest Management Officers in conjunction with Fitzroy Basin Association and Gladstone Regional Council provided education to landholders on the eradication of Giant Rats Tail Grass at a workshop held 22 June 2018. Education was provided to the public at the Agricultural Show by Vector and Pest Management Officers in relation to designated pests, pest plants and animals.
		Local Laws	Education program implemented in accordance with program milestones	Completed	Yes	Snip and Chip event held 24 June 2018.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.2.2.3	Provide a diverse range of compliance tools to a wide range of amenity, health and safety issues across the community to enhance liveability	Health and Environment	Develop an enforcement manual by 30 June 2018	Completed	Yes	Enforcement Manual completed. This unit has purchased body worn cameras and expects delivery in the month of July.
		Local Laws	Develop an enforcement manual by 30 June 2018	Completed	Yes	Completed and adopted by the CEO.
5.2.1.1	Comply with legislative requirements	Planning and Regulatory Services	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Legislative requirements, along with statutory timeframes for decision making, continue to be reported to Council monthly via the sectional report.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Planning and Regulatory Services	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Risk register continues to be updated as required. Measures are taken to ensure key priorities are being addressed and acted upon appropriately.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Planning and Regulatory Services	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliances in decision making, planning and reporting processes identified. These are investigated as required and updated process applied.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Planning and Regulatory Services	Review workforce requirements in accordance with budget schedule	Completed	Yes	The various units within the section continue to review and refine current work practices to ensure best practice is achieved in accordance with resource and staffing levels. Current resourcing in the Pest and Vector fields does not meet business needs but is in accordance with budget allocation.
5.3.2.1	Continually review operational expenditure	Planning and Regulatory Services	Identify at least one operational saving per section of responsibility	Completed	Yes	Alternate training was sourced in relation to commercially operated vehicles. This training was more cost effective whilst still complying with the maritime safety requirements.
5.4.2.6	Pursue improved processes through all levels of Council	Planning and Regulatory Services	Identify at least two improved processes per section of responsibility	Completed	Yes	The Development Advice Centre has been completed and is open to the public. The centre is providing a consistent point of contact for all development enquiries and applications. A number of units within the section have completed reviews of the Pathway system. Identified efficiencies have been implemented. This now ensures for appropriate monitoring and reporting capabilities and that appropriate officer actions are being undertaken.

REGIONAL SERVICES

Regional Services Directorate

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.3.3	Develop a Strategic Infrastructure Plan	Regional Services Directorate	Strategic Infrastructure Plan endorsed by Council by 30 June 2018	No	Yes	Finalising structure and format before submitting to Council.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Regional Services Directorate	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Regional Services units have addressed the target.
4.1.1.1	Provide timely and accurate responses to requests	Regional Services Directorate	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Achieved.
4.1.1.2	Provide effective delivery of Council services	Regional Services Directorate	In accordance with unit's customer service standards and service levels	Completed	Yes	Achieved.
5.2.1.1	Comply with legislative requirements	Regional Services Directorate	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Compliant.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Regional Services Directorate	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Operational risks have been effectively managed.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Regional Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Compliant.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Regional Services Directorate	Review workforce requirements in accordance with budget schedule	Completed	Yes	Addressed as part of the 2018-2019 budget submission.
5.3.2.1	Continually review operational expenditure	Regional Services Directorate	Identify at least one operational saving per section of responsibility	Completed	Yes	A number of reviews undertaken by the units have delivered savings.
5.4.2.6	Pursue improved processes through all levels of Council	Regional Services Directorate	Identify at least two improved processes per section of responsibility	Completed	Yes	A review of the monthly capital reporting has been completed and other processes within the units.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Civil Operations	Delivery of the annual operating budget to 95%	No	No	Operational budget was underspent for the year mainly in the rural area. Additional staff have been organised for 2018/19 to increase amount of works being undertaken.
1.1.1.2	Deliver the annual capital works program	Civil Operations	Budget expenditure greater than 95%	Completed	Yes	Capital expenditure spends for the year was 98.7%. Additional crews were brought in to achieve the goal.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Civil Operations	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Works for Queensland works have been budgeted in 2018/19 and with additional capital works staff being employed this will enhance employment programs.
2.3.1.3	Stage 2 of the Riverfront Revitalisation Program	Civil Operations	Completed by 31 March 2018	Completed	Yes	Project has been completed.
4.1.1.1	Provide timely and accurate responses to requests	Civil Operations	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Responses are 98.7% meeting the agreed pathway response times.
4.1.1.2	Provide effective delivery of Council services	Civil Operations	In accordance with unit's customer service standards and service levels	Completed	Yes	Responses are 98.7% meeting the agreed pathway response times.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.2.1.1	Comply with legislative requirements	Civil Operations	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Compliant this year with continued assistance in the environmental area.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Civil Operations	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Risk registers updated as per plan.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Civil Operations	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	The section continues to monitor operations and projects for compliance. Additional consultants are being brought in to assist with compliance in the environmental area.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Civil Operations	Review workforce requirements in accordance with budget schedule	Completed	Yes	Resource levels have been reviewed as part of the 2018/19 budget preparation process.
5.3.2.1	Continually review operational expenditure	Civil Operations	Identify at least one operational saving per section of responsibility	Completed	Yes	Civil Operations have been using Road Asset Condition Assessment System. Roughness measurement to schedule grading of roads in an impartial process.
5.4.2.6	Pursue improved processes through all levels of Council	Civil Operations	Identify at least two improved processes per section of responsibility	Completed	Yes	Use of pavement preservation and rejuvenation treatment on a urban road to extend the asphalt has worked.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.2.1	Ensure infrastructure survey and design processes for Regional Services are conducted in a timely and efficient manner	Design Services	Ensure capital project designs are available for final checking at least 30 business days prior to programmed commencement of works	Completed	Yes	Design program being regularly updated to accommodate capital program content and delivery timeframe changes.
		Design Services	On average, survey and design costs are less than 5% of the estimated project cost	Completed	Yes	Being met for larger projects but variable for the smaller projects. Overall tracking close to target for the reporting period.
1.1.2.2	Provide an effective quality assurance system which supports the civil design function	Design Services	No major non-conformances identified in the annual audit	Completed	Yes	Audit undertaken late September with only 4 minor non-conformances identified across design and civil operations.
1.1.2.4	Conduct an annual review of the 10 year forward works program for roads, pathways, stormwater, flood mitigation, water and sewerage new and upgrade projects	Strategic Infrastructure	Annual review completed with 2018/19 budget submission	Completed	Yes	Work undertaken in preparation for 2018/19 budget submission. Will be finalised once 2018/19 budget is adopted.
1.1.3.1	Conduct an annual review of the Schedule of Works for Transport, Stormwater, Water and Sewerage Trunk Infrastructure Projects.	Strategic Infrastructure	Annual review completed by 31 March 2018	Completed	Yes	Local Government Infrastructure Plan has been reviewed and planning for a major review in 2018/19 has commenced. Planning assumptions model works being undertaken in preparation for a major review of LGIP in 2018/19.
1.1.3.2	Develop governance arrangements for the ongoing management of the Capricorn Municipal Development Guidelines	Development Engineering	Governance arrangements documented and endorsed by Council by 30 June 2018	No	Yes	Governance documents have been finalised but are yet to be presented to council for endorsement.
1.3.3.1	Natural and man-made hazard risk assessments are reviewed on a five yearly basis	Disaster Management	The Natural Hazards Risk Assessment reviewed by 30 June 2018	Completed	Yes	The natural hazards risk assessment has been carried out by Council officers and officers of Queensland Fire and Emergency Services. Revised risk assessment to be incorporated into Local Disaster Management Plan.
1.3.3.2	Local Disaster Management Plan Threat Specific Sub-Plans are maintained for high risk events	Disaster Management	Flood Threat Specific Plan reviewed by 31 December 2017	No	Yes	Work is required to be completed in 2018/19.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.3.5.1	Deliver and implement community disaster awareness education	Disaster Management	Deliver and implement 'Be Prepared' disaster messaging by 30 September 2017	Completed	Yes	2017/18 Disaster Management Communications Plan has been developed and is being implemented.
		Disaster Management	Two events conducted over the year	Completed	Yes	Participation to date in Regional Emergency Services Day, Multi-cultural Diversity Association Open Day and Mt Morgan Emergency Services Open Day.
1.3.6.2	Conduct an annual review of the Local Disaster Management Plan in accordance with statutory requirements	Disaster Management	Annual review completed by 30 November 2017	Completed	Yes	Local Disaster Management Plan was adopted by Council on 12 December 2017.
1.3.6.3	Conduct an annual preparedness activity in accordance with statutory requirements	Disaster Management	Annual preparedness activity completed by 30 November 2017	Completed	Yes	Earthquake exercise was held on 8 November 2017.
1.3.6.4	Ensure the Local Disaster Management Group meet regularly to coordinate disaster management activities	Disaster Management	Local Disaster Management Group meet at least three times per year	Completed	Yes	First meeting conducted on 3rd May 2017. Second meeting conducted on 27 October 2017. Third meeting on 21st March 2018.
1.4.2.1	Update Council's Active Transport Plan in response to the Open Space and Recreation Plan development	Strategic Infrastructure	Pedestrian and cycle links identified in the Open Space and Recreation Plan are incorporated into the Active Transport Plan by 30 June 2018	No	Yes	Limited recreational path information available. Prioritisation process has been updated and will return to Council for consideration.
1.4.2.2	Ensure the CBD Redevelopment Framework includes opportunities for pedestrians and cyclists	Strategic Infrastructure	Develop a new Planning Assumptions Model (PAM) by 31 March 2018	No	Yes	Work on the Planning Assumptions Model is progressing well and will be ready for major review of LGIP in 2018/19.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Engineering Services	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Grant submissions with jobs focus have been submitted.
2.4.2.2	Carry out land use and infrastructure planning to ensure that industrial areas link with infrastructure networks to manage impacts on residential and commercial areas	Strategic Infrastructure	The Infrastructure Planning Report for the industrial areas within the Rockhampton Region be reviewed and updated by 30 June 2018	Completed	Yes	Maturing the Infrastructure Pipeline Program Strategic Assessment of Service Requirements has been completed. There remains a need to progress to the next level of detail.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.1	Provide timely and accurate responses to requests	Engineering Services	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Performance against service levels continues to travel well.
4.1.1.2	Provide effective delivery of Council services	Engineering Services	In accordance with unit's customer service standards and service levels	Completed	Yes	Development MCU,ROL completed in 8 days - Target 90% - Actual 100% Development Operational Works completed in 8 days - Target 90% - Actual 100%
5.2.1.1	Comply with legislative requirements	Engineering Services	Updates to be presented to Council in sectional monthly reports	Completed	Yes	No legislative reporting requirements in this period.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Engineering Services	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Risk registers updated as required.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Engineering Services	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Overdue licence and tickets renewals are followed up with relevant staff as required.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Engineering Services	Review workforce requirements in accordance with budget schedule	Completed	Yes	Budget development based on current resource levels. Consultant support currently being used to cover vacancies in traffic and transport area.
5.3.2.1	Continually review operational expenditure	Engineering Services	Identify at least one operational saving per section of responsibility	Completed	Yes	Civil Design unit has worked with GIS unit on more efficient ways to export data out of GIS into an AutoCad format which will ultimately reduce design costs.
5.4.2.6	Pursue improved processes through all levels of Council	Engineering Services	Identify at least two improved processes per section of responsibility	Completed	Yes	Development Engineering has produced a Quality Management Plan aimed at improving consistency and efficiency of assessment processes.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Network Operations	Delivery of the annual operating budget to 95%	Completed	Yes	Operational expenditure tracking very close to budget, with final position currently being assessed.
		MEG Maintenance	Delivery of the annual operating budget to 95%	Completed	Yes	Operational expenditure tracking very close to budget, with final position currently being assessed.
1.1.1.2	Deliver the annual capital works program	Network Operations	Budget expenditure greater than 95%	Completed	Yes	Capital projects tracking well against target, with final position currently being assessed.
		Business and Project Services	Budget expenditure greater than 95%	Completed	Yes	Capital projects tracking well against target, with final position currently being assessed.
1.1.1.3	Ensure safe and reliable operation of raw water storages	Treatment and Quality	Compliance with state legislation and national guidelines	Completed	Yes	All water storages compliant with normal operational and maintenance work ongoing.
		Asset Planning & System Configuration	Compliance with state legislation and national guidelines	Completed	Yes	All water storages compliant with normal operational and maintenance work ongoing.
1.1.1.4	Ensure safe and reliable treatment and supply of drinking water	Treatment and Quality	Compliance with Customer Service Standards, state legislation and national guidelines	Completed	Yes	100% compliance with state legislation and national guidelines. Performance against Customer Service Standards reported quarterly.
		Asset Planning & System Configuration	Compliance with Customer Service Standards, state legislation and national guidelines	Completed	Yes	100% compliance with state legislation and national guidelines. Performance against Customer Service Standards reported quarterly.
1.1.1.5	Ensure safe and reliable transport and treatment of sewage	Treatment and Quality	Compliance with Customer Service Standards, state legislation and national guidelines	Completed	Yes	>99% compliant with state legislation and national guidelines. Four minor non-compliant results for pH were recorded at the South Rockhampton STP.
		Network Operations	Compliance with Customer Service Standards, state legislation and national guidelines	Completed	Yes	>99% compliant with state legislation and national guidelines.

Fitzroy River Water

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.1.6	Ensure safe and reliable supply of non-potable water	Treatment and Quality	Compliance with state legislation and national guidelines	Completed	Yes	100% compliance with state legislation and national guidelines. Performance against Customer Service Standards reported quarterly.
1.3.6.1	Ensure the safe and reliable operation of raw water storages	Treatment and Quality	Compliance with legislative requirements for dam safety management	Completed	Yes	Revised Mount Morgan No. 7 Dam Emergency Action Plan approved. Dam safety management activities ongoing.
		MEG Maintenance	Compliance with legislative requirements for dam safety management	Completed	Yes	Preventative maintenance activities completed.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Fitzroy River Water	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Procurement of services from local contractors where possible. Apprentice Fitter recruited. Business Admin Trainee commenced in 2018.
3.1.2.1	Promote water wise behaviours and practices	Business and Project Services	Achievement of annual marketing communications plan activities in accordance with agreed timeframes	Completed	Yes	FRW MarComms Plan currently being implemented with information promoted by FRW at the Rockhampton Show.
		Business and Project Services	Provide water rebates for residential water efficient products and process all rebate applications within 10 business days	Completed	Yes	Residential water efficient products rebates processed according to policy.
3.1.5.1	Minimise nutrient and sediment discharges to local waterways	Treatment and Quality	Demonstrate compliance with Environmental Authority release limits and continuous improvement initiatives	Completed	Yes	>99% compliant with state legislation and national guidelines. Four minor non-compliant results for pH at the South Rockhampton Sewage Treatment Plants.
3.2.1.1	Develop a renewable energy program for Fitzroy River Water	Treatment and Quality	Program completed by 30 June 2018	Completed	Yes	Solar Farm opportunity feasibility study completed and submitted for consideration in the 2018/19 budget . 10% renewable energy secured for large scale contestable electricity sites.
		Asset Planning & System Configuration	Program completed by 30 June 2018	Completed	Yes	Solar Farm opportunity feasibility study completed and submitted for consideration in the 2018/19 budget . 10% renewable energy secured for large scale contestable electricity sites.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.1	Provide timely and accurate responses to requests	Fitzroy River Water	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Customer Service Standards have been met.
4.1.1.2	Provide effective delivery of Council services	Fitzroy River Water	In accordance with unit's customer service standards and service levels	Completed	Yes	Final results being prepared. On track for full compliance.
5.2.1.1	Comply with legislative requirements	Fitzroy River Water	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Achieved.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Fitzroy River Water	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Operational risks effectively managed , Risk Register updated accordingly.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Fitzroy River Water	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Legislative compliance status reviewed and no non-compliances this quarter.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Fitzroy River Water	Review workforce requirements in accordance with budget schedule	Completed	Yes	Addressed as part of the 2018/19 budget submission.
5.3.2.1	Continually review operational expenditure	Fitzroy River Water	Identify at least one operational saving per section of responsibility	Completed	Yes	Focus on reduction in energy usage and operating costs in the design and upgrading of pump stations ongoing.
5.4.2.6	Pursue improved processes through all levels of Council	Fitzroy River Water	Identify at least two improved processes per section of responsibility	Completed	Yes	Achieved - Review of preventative maintenance program . New roster for meter readers implemented.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.1.2	Deliver the annual capital works program	Program Delivery	Budget expenditure greater than 95%	Completed	Yes	The section has delivered \$41M of a \$42M capital budget. This equates to a 97% expenditure of the annual capital budget.
1.1.2.3	Effective delivery of major infrastructure projects	Program Delivery	Project completed on time and budget	Completed	Yes	All projects currently running close to anticipated time frames and budgets. Kershaw Gardens project nearing completion. Budget is also close to being exhausted. Touch of Paradise project does pose timeframe risks with wet season.
1.2.1.7	Ensure the project steering group governance model is utilised when identifying needs and developing and delivering built infrastructure solutions	Program Delivery	All significant projects to be designed and developed through a project control group/project steering group governance model	Completed	Yes	All current significant projects are being delivered under the project control group / project steering committee model.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Program Delivery	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Design works under way on the Art Gallery project and early works packages are being developed for the South Rockhampton Flood Levee. These projects will support greater construction jobs in the 2018/19 FY
2.3.1.1	Investigate and acquire suitable strategic development site for a car park	Program Delivery	Preferred site identified and endorsed by Council by 30 September 2017	Completed	Yes	Wintergarden site design is underway and a Material Change of Use has been lodged for a car park. The Riverbank / Quay Street proposal is currently under schematic design.
2.3.2.2	Effectively manage the design development and construction of Cultural Precinct	Program Delivery	Project completed in accordance with allocated budget and timeframes	Completed	Yes	Detailed design of the New Art Gallery has progressed to around 65% completion. Development approvals and state referrals have been lodged.
4.1.1.1	Provide timely and accurate responses to requests	Program Delivery	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Responses to pathway requests for the year have averaged 6.02 days.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.2	Provide effective delivery of Council services	Program Delivery	In accordance with unit's customer service standards and service levels	Completed	Yes	The section delivers services to internal clients. Service standards relate to satisfying the brief, project time and cost. No issues in this reporting period.
5.2.1.1	Comply with legislative requirements	Program Delivery	Updates to be presented to Council in sectional monthly reports	Completed	Yes	The section delivers projects in compliance with statutory approvals and relevant project legislation. No non-compliance issue noted.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Program Delivery	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Project risk registers are compiled and maintained on all projects. Significant projects included in operational risk register.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Program Delivery	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	The section continues to monitor projects for compliance as part of the risk review process. Currently no non-compliances.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Program Delivery	Review workforce requirements in accordance with budget schedule	Completed	Yes	The Organisational re-structure has resulted in additional resources, these positions however have bought workload with them. Recruitment underway for SRFL Project Manager.
5.3.2.1	Continually review operational expenditure	Program Delivery	Identify at least one operational saving per section of responsibility	Completed	Yes	The section is constantly reviewing operational expenditure. Expenditure considered very minimal, with operational costs journaled over to Capital Works budgets as direct projects. The Organisational Restructure does pose some problems with the ability to claim resource expenses against National Disaster Relief and Recovery Arrangements funding. To be reviewed further.
5.4.2.6	Pursue improved processes through all levels of Council	Program Delivery	Identify at least two improved processes per section of responsibility	Completed	Yes	Processes and practices are currently being reviewed.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Waste & Recycling	Delivery of the annual operating budget to 95%	Completed	Yes	90% achieved, due to lower expenditure on green waste disposal.
1.1.1.2	Deliver the annual capital works program	Waste & Recycling	Budget expenditure greater than 95%	No	No	55% achieved, under spend is due to delays in the commencement of the Lakes Creek Road Piggyback Extension Project.
1.3.5.2	Develop a plan for the effective safe management of waste during a disaster	Waste & Recycling	Plan developed by 31 December 2017 and adopted by Council by 30 June 2018	Completed	Yes	The plan has now been completed.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Waste & Recycling	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	This action has been included in the Disaster Management Plan, action above.
3.1.6.1	Develop and deliver an effective educational program to the community promoting kerbside recycling and general resource conservation	Waste & Recycling	Achieve targets in line with the Waste Reduction and Recycling Plan	No	No	The plan to address this action is still under development.
4.1.1.1	Provide timely and accurate responses to requests	Waste & Recycling	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Meeting customer service standards for responses to requests during the financial year.
4.1.1.2	Provide effective delivery of Council services	Waste & Recycling	In accordance with unit's customer service standards and service levels	Completed	Yes	Standards are largely being met.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.2.1.1	Comply with legislative requirements	Waste & Recycling	Updates to be presented to Council in sectional monthly reports	Completed	Yes	No legislative breaches this quarter.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Waste & Recycling	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Rockhampton Regional Waste and Recycling (RRWR) elements in the Council risk register are up to date. Additional Site Operations risk register also developed with Work Instructions created and staff trained. Annual review.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Waste & Recycling	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No legislative breaches this quarter
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Waste & Recycling	Review workforce requirements in accordance with budget schedule	Completed	Yes	Completed.
5.3.2.1	Continually review operational expenditure	Waste & Recycling	Identify at least one operational saving per section of responsibility	Completed	Yes	Use of a Tarping System for the coverage of the active landfill face.
5.4.2.6	Pursue improved processes through all levels of Council	Waste & Recycling	Identify at least two improved processes per section of responsibility	Completed	Yes	Installation of 3 Logix GPS truck management systems installed in the Waste Collection Fleet to improve operational efficiency and to assist with compliance to National Heavy Vehicle Legislation.

ADVANCE ROCKHAMPTON

Advance Rockhampton Directorate

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.1.1.2	Develop and implement strategies and initiatives to promote and improve Regional tourism opportunities	Advance Rockhampton Directorate	Redevelop My Rockhampton Website to go live by 30 September 2017	Completed	Yes	The site is now live and has been integrated into the Open Cities format. The site will continue to be monitored and updated by the entire directorate and website 'heros'.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Advance Rockhampton Directorate	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	This has been supported throughout the year in our 'Gear Up' programs and business week. The aim is to assist employment and relocation for workers within the region and those incumbent.
2.6.1.3	Actively engage with the ADF/DOD to maintain current levels of military engagement and exercises and advocate for an increase in exercise activity	Advance Rockhampton Directorate	Update reports presented to Council on a quarterly basis	Completed	Yes	Advance Rockhampton staff have met continuously throughout the year to ensure we are abreast of any requirements and developments of the Australian Defence Force. This includes developments around the Shoalwater Bay expansion and investment.
2.6.2.2	Support the delivery of Beef Australia 2018	Advance Rockhampton Directorate	Completed by 30 May 2018	Completed	Yes	Advance Rockhampton worked closely with Beef Australia and within the directorate to ensure the enhancement of the region during the exposition. Staff facilitated two sites within the footprint of Beef Week and facilitated many inbound trade and investment groups. The CBD was transformed into an Urban Paddock delivering some of the best trading weeks on record for many of the CBD businesses.
2.6.2.3	Undertake a feasibility study of water services in the Region including irrigated small cropping	Advance Rockhampton Directorate	Present findings of the feasibility study to Council by 30 June 2018	No	Yes	A draft prioritisation framework is being applied internally by strategic mapping (to be completed by the end of July). Completing this mapping work is a precursor to Council's consultant preparing feasibility assessments for one feedlot and one horticulture enterprise.
4.1.1.1	Provide timely and accurate responses to requests	Advance Rockhampton Directorate	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	The Advance Rockhampton team continue to ensure that all enquiries are dealt with within a 48 hour time period. We have designated resources to specific generic emails across the directorate to increase efficiencies.
4.1.1.2	Provide effective delivery of Council services	Advance Rockhampton Directorate	In accordance with unit's customer service standards and service levels	Completed	Yes	The Advance Rockhampton team continue to ensure that all enquiries are dealt with within a 48 hour time period. We have designated resources to specific generic emails across the directorate to increase efficiencies.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.1.1.1	Review and audit existing organisations and advocacy groups where Council is represented. Identify any groups where inclusion is considered appropriate and report to Council accordingly	Advance Rockhampton Directorate	Review undertaken and report to Council by 31 December 2017	Completed	Yes	Although this process was completed in Q2 the directorate as a whole continues this process constantly and is reviewed by the General Manager.
5.1.2.1	Actively source grant, funding and other business opportunities	Advance Rockhampton Directorate	Update report presented to Council on a monthly basis	Completed	Yes	Proactively secured over \$20 million since 1 July 2017. Grants submissions are continuously being undertaken with Council approval.
5.2.1.1	Comply with legislative requirements	Advance Rockhampton Directorate	Updates to be presented to Council in sectional monthly reports	Completed	Yes	In Q4 the directorate complied with all legislative requirements. Reports were presented in the monthly reports to Council.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Advance Rockhampton Directorate	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Q4 presented the directorate with no operational risks as per the risk register. Reports were presented in the monthly reports to Council.
5.2.1.8	Monitor and review non-compliance of legislative requirements	f	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliances in the reporting period.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Advance Rockhampton Directorate	Review workforce requirements in accordance with budget schedule	Completed	Yes	Reviewed throughout the quarter and in conjunction with the requirements of the new Council structure.
5.3.2.1	Continually review operational expenditure	Regional Development and Aviation Directorate	Identify at least one operational saving per section of responsibility	Completed	Yes	A cost saving was identified within the directorate in relation to the contract outsourcing versus employment. This cost saving will be carried forward in 2018/19.
5.4.2.6	Pursue improved processes through all levels of Council	Regional Development and Aviation Directorate	Identify at least two improved processes per section of responsibility	Completed	Yes	The Smart Technology Rockhampton CBD and Riverbank Policy that was drafted by Advance Rockhampton, was adopted by Council. This process puts in place an easy to use system, including rules and regulations around the lighting of Quay Street and digital signboards within the CBD.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.5.2.1	Implement the Wayfinding Strategy across the Region	Regional Promotions and Tourism	Update reports on implemented staged levels presented to Council on a quarterly basis	Completed	Yes	The project continues to be ongoing with the tender of the next stage of works currently open of submissions.
1.5.3.1	Implement two-way conversation opportunities with the community	Regional Promotions and Tourism	Update reports on facilitating departmental client community engagement strategies and marketing strategies presented to Council on a quarterly basis	Completed	Yes	Advance Rockhampton continue to submit reports to the Council table on a monthly basis as well as providing summary briefs on projects as they progress.
1.5.3.3	Position Council and My Rockhampton website event calendars as the go-to place for the Region	Regional Promotions and Tourism	All Council and key local events listed on website	Completed	Yes	The site is now live and has been integrated into the Open Cities format. The site will continue to be monitored and updated by the entire directorate and website 'heros'.
1.5.3.5	Implement data collection tactics for direct communication with residents	Regional Promotions and Tourism	Electronic direct mail out messages increase of 10%	Completed	Yes	New databases were implemented in Q1 for Advance Rockhampton. Local business information is consistently updated through data collection and through direct linkages. Databases have increased 16% this financial year.
1.5.3.6	Implement and deliver the My Rockhampton magazine and associated platforms	Regional Promotions and Tourism	Three magazines designed and distributed per annum	Completed	Yes	My Rockhampton continues to be delivered on time and to a high standard across the region. Magazines continue to promote local business, local events and local initiatives.
1.6.1.1	Inclusiveness in key projects and events	Regional Promotions and Tourism	Report on programs undertaken and present to Council on a quarterly basis	Completed	Yes	Advance Rockhampton continue to submit reports to the Council table on a monthly basis as well as providing summary briefs on projects as they progress.
1.6.3.2	Deliver and support major Regional events	Regional Promotions and Tourism	Deliver the Rockhampton River Festival with a 10% increase in attendance numbers from 2016, drawing a 5% increased number of out of Region visitors	Completed	Yes	Although the 2018 event was launched the Q3 the 2017 event showed an increase in attendances to 97k and an economic impact to the region of \$4million. This is anticipated to increase for 2018.
		Regional Promotions and Tourism	Deliver Wholly Cow Month with a 10% increase in attendance numbers from 2017, drawing a 5% increased number of out of Region visitors	No	Yes	As per Q3 we will not be delivering this event this year. In substitute the directorate will be rolling out several initiatives to complement the Expo including our 'Urban Paddock' and entertainment line-up.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.6.3.3	Encourage and facilitate community capacity to deliver a large variety of events	Regional Promotions and Tourism	Develop an Event How to Guide, which incorporates venue hire information, by 31 December 2017	Completed	Yes	Has been delivered and is uploaded on the new website.
		Regional Promotions and Tourism	Conduct two information sessions for the public on organising and running events, one in 2017 and the other in first half of 2018	No	Yes	Due to an increased event focus these sessions were not carried out. Event Guides were drafted and are now available on our website. These guides step you through the process of delivering a great event within the Rockhampton Region.
		Regional Promotions and Tourism	Review current approval requirements/processes and implement improvements by 31 December 2017	Completed	Yes	As per Q1 - new system is working throughout the organisation.
1.6.4.4	Develop and implement a strong arts program as part of the Rockhampton River Festival	Regional Promotions and Tourism	Ensure art developed as part of the Rockhampton River Festival is designed to be long lasting and integrated as public art in line with Council policy and procedures	Completed	Yes	In collaboration with the Art Gallery, each year an art installation will be procured and permanently installed throughout the region.
		Regional Promotions and Tourism	Three arts programs incorporated into the annual River Festival	Completed	Yes	Art program for the 2018 River-festival has been completed and launched in Q3 with a full program of events. The 2017 event was delivered successfully.
1.6.5.1	Implement key local resident stories and achievements into Council publications and platforms	Regional Promotions and Tourism	My Rockhampton magazines incorporate profiles including Who's New in the Zoo, Why Rockhampton, Who to Follow, What are they doing now?	Completed	Yes	My Rockhampton magazine has continued its strong regional focus with the most recent edition having a art and River-festival focus.
2.1.1.1	Engage with stakeholders to develop and implement a Destination Management Plan for the Rockhampton Region	Regional Promotions and Tourism	Finalise development of the Destination Management Plan by 30 September 2017	No	Yes	The Tourism Action Plan (TAP) was delivered however additions from the Council table were required and is still under review by General Managers. It is anticipated that this will be carried out in Q1 of the new financial year.
		Regional Promotions and Tourism	Implement Destination Management Plan in accordance with timeframes detailed in the Plan	No	Yes	The TAP was delivered however additions from the Council table were required and is still under review by General Managers. It is anticipated that this will be carried out in Q1 of the new financial year.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.1.1.2	Develop and implement strategies and initiatives to promote and improve Regional tourism opportunities	Regional Promotions and Tourism	Scope work to be conducted to develop a holistic Regional tourism attraction with results being endorsed by Council by 31 March 2018	No	Yes	The TAP was delivered however additions from the Council table were required and is still under review by General Managers. Due to constant changes to tourism demographic, it is anticipated that this will be carried out in Q1 of the new financial year.
		Regional Promotions and Tourism	Develop a new tourism product 'History Tour of Rockhampton' by 31 March 2018	No	Yes	Work is still progressing from Q3 in relation to the History Tours. These tours will be integrated into the Rockhampton Application that is being redeveloped as well as volunteer guided tours.
		Regional Promotions and Tourism	Redevelop My Rockhampton Website to go live by 30 September 2017	Completed	Yes	Website is live and constantly being updated and monitored by the directorate.
		Regional Promotions and Tourism	Review current regional branding and present findings to Council by 30 September 2017	No	Yes	Branding strategy will be delivered in Q1 of the 2018/19 financial year. This delay is due to additional components being added to the strategy.
		Regional Promotions and Tourism	Review and implement a regional visitor app by 31 December 2017	No	Yes	App framework has been finalised and the APP will be live in Q1 of 2018/19 financial year.
2.1.2.1	Undertake a feasibility study for the development of a multipurpose sport and entertainment precinct	Regional Promotions and Tourism	Study to be finalised and endorsed by Council by 30 June 2018	Completed	Yes	Documents have been finalised and presented to Council and Local Members for consideration.
2.1.2.2	Deliver or support the staging of national, state, regional and local sporting events	Regional Promotions and Tourism	Develop a Capabilities Statement by 31 December 2017 which includes incentives for events linked to the Commonwealth Games	Completed	Yes	Undertaken by senior economic development staff.
2.1.3.1	Review current multilayered marketing plans for Advance, Explore and Live Rockhampton	Regional Development and Promotions	Implement marketing plans by 30 June 2018	Completed	Yes	These plans have been incorporated into the TAP as well as across the directorate.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.1.1	Work with key industry stakeholders to develop investment profile opportunities for national and international investors	Regional Development and Promotions	Industry stakeholder engagement and opportunities as per the Economic Development Action Plan update reports presented to Council on a quarterly basis	Completed	Yes	Holistic team view incorporating all levels of appropriate stakeholders. Work with key stakeholders is carried out through the year and across many platforms including one on one, Mayoral forums, Advance Rockhampton newsletters / updates, business forums and networking lunches. Senior Industry Officers continue to be in attendance and collaborate with stakeholders across the region including Local Content Leaders Networks, Bowen Basic Mining Club and Economic Development Australia.
2.2.2.1	Work with educational providers to position Rockhampton as a leading study destination	Regional Development and Promotions	Deliver two international education focused delegations to the Region	Completed	Yes	Study Rockhampton successfully launched and promotional items displayed at many conferences and events. This has also been translated into simple Chinese for distribution.
		Regional Development and Promotions	Update reports on research capabilities and potential markets for health and aged care training presented to Council on a quarterly basis	Completed	Yes	Reports continuously being presented to Council within the monthly operational report.
		Regional Development and Promotions	Study Rockhampton initiative completed by 31 December 2017	Completed	Yes	This was completed and delivered in Q4.
2.2.2.2	Support community training programs/education workshops held in the Region	Regional Development and Promotions	Finalise Industry Capability Network (ICN) training and business development courses and annual schedule by 30 September 2017	Completed	Yes	The Certificate IV has proven to be a successful addition to the 'Gear Up' program with over 54 businesses successfully completing the program.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.2.3.1	Support programs that encourage residents to transition away from social support options	Regional Development and Promotions	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	As per Q3 the Job readiness expo was delivered in late 2017. Over 1000 attendees with direct employment and training opportunities were delivered on the day. This will be additionally advanced with our Live Rockhampton program which will roll out in conjunction with the new website.
		Regional Development and Promotions	Finalise the National Disability Insurance Scheme (NDIS) Strategy by 31 March 2018	No	Yes	The NDIS Strategy has been reviewed with minor changes from the General Managers. Document to be presented to Council table in Q1 of 2018/19 financial year.
2.4.2.1	Encourage further development of industrial estates to support future growth of a wide range of industries both within and outside of the Region	Regional Development and Promotions	Update reports on industrial areas within the Rockhampton Region and present to Council on a quarterly basis	Completed	Yes	Overview currently being undertaken by senior economic development staff.
2.5.1.1	Deliver Newsmodo campaign 'Rockhampton is Open for Business'	Regional Promotions and Tourism	Council to adopt report by 31 October 2017 and recommendations implemented in accordance with the report	Completed	Yes	Continues to be delivered by in-house staff. The implementation of our newsletter in addition to the new website is proving to be more beneficial than the Newsmodo program.
2.5.1.2	Deliver Advance Rockhampton forums	Regional Development and Promotions	Deliver at least four sessions	Completed	Yes	As per Q3 - Has been delivered and plans for next financial year are currently being undertaken by senior economic development staff.
2.5.2.1	Expand engagement with Asian market for business development opportunities	Regional Development and Promotions	Deliver one inbound delegation from Asia and one outbound Council delegation to Asia per annum	Completed	Yes	Throughout the year the Advance Rockhampton Team have attracted several asian delegations to the region. This was futhered with Beef 2018 this financial year.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.5.4.1	Provide a mechanism through the My Rockhampton to promote local businesses	Regional Development and Promotions	Include in website consolidation by 30 September 2017	Completed	Yes	The site is now live and been integrated into the Open Cities format. The site will continue to be monitored and updated by the entire directorate and website 'heros'.
		Regional Promotions and Tourism	Include in website consolidation by 30 September 2017	Completed	Yes	The site is now live and been integrated into the Open Cities format. The site will continue to be monitored and updated by the entire directorate and website 'heros'.
2.5.4.2	Support local business to build capacity and encourage growth	Regional Development and Promotions	Complete Local Supply Chain Analysis by 30 June 2018	Completed	Yes	This supply chains have been monitored and updated throughout the team by the Regional Development team. This has been furthered by our collaboration with Tier 1 companys for the Australian Defence Force (ADF).
2.5.5.3	Deliver capacity building workshops and small business/entrepreneurial training through key stakeholders	Regional Development and Promotions	Deliver four workshops and training courses per year	Completed	Yes	This was completed in Q1 however multiple programs have insued throughout the financial year.
2.6.1.2	Explore further commercial opportunities by building Rockhampton's role and capacity as a logistics and forward deployment base	Regional Development and Promotions	Update reports to be presented to Council on a quarterly basis	Completed	Yes	This is consistently being undertaken by senior economic development staff. In addition to the results in Q1 we have been working with local industry providers to increase capacity.
2.6.1.3	Actively engage with the ADF/DOD to maintain current levels of military engagement and exercises and advocate for an increase in exercise activity	Regional Development and Promotions	Update reports to be presented to Council on a quarterly basis	Completed	Yes	Advance Rockhampton staff have met continuously throughout the year to ensure we are abreast of any requirements and developments of the Austrlaian Defence Force. This includes developments around the Shoalwater Bay expansion and investment.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.6.2.2	Support the delivery of Beef Australia 2018	Regional Development and Promotions	Completed by 30 May 2018	Completed	Yes	Advance Rockhampton worked closely with Beef Australia and within the directorate to ensure the enhancement of the region during the exposition. Staff facilitated two sites within the footprint of Beef and facilitated many inbound trade and investment groups. The CBD was transformed into an Urban Paddock delivering some of the best trading weeks on record for many of the CBD businesses.
2.6.2.3	Undertake a feasibility study of water services in the Region including irrigated small cropping	Regional Development and Promotions	Present findings of the feasibility study to Council by 30 June 2018	No	Yes	This study will continue into the new financial year with additional requirements requested.
2.6.3.1	Maximise opportunities from the Adani Carmichael mining project	Regional Development and Promotions	Regular updates provided to Council with a formal report presented to Council on a quarterly basis	Completed	Yes	Advance Rockhampton Staff and General Manager continue to strengthen the relationship with Adani and the Carmichael Mining Project. Development of the workforce strategy for the region is underway.
2.6.3.2	Engage with the Resource Sector to identify and implement opportunities for the Region	Regional Development and Promotions	Report to Council on opportunities on a quarterly basis	Completed	Yes	Advance Rockhampton senior executives have been engaging with the resource sector continuously throughout the financial year. This is furthered by our Mining Strategy which will be rolled out in the new financial year.
3.2.3.1	Industry engagement and the provision of support for new energy generation options	Regional Development and Promotions	Update reports presented to Council on a quarterly basis	No	Yes	Currently not a priority of the directorate and will be looked at within the Operational Plan for 2018/19.
4.1.1.1	Provide timely and accurate responses to requests	Regional Development and Promotions	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Advance Rockhampton team continue to ensure that all enquiries are dealt with within a 48 hour time period. We have designated resources to specific generic emails across the directorate to increase efficiencies.
4.1.1.2	Provide effective delivery of Council services	Regional Development and Promotions	In accordance with unit's customer service standards and service levels	Completed	Yes	Advance Rockhampton team continue to ensure that all enquiries are dealt with within a 48 hour time period. We have designated resources to specific generic emails across the directorate to increase efficiencies.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.4.1.1	Update the Economic Development Action Plan to include engagement initiatives with this sector	Regional Development and Promotions	Economic Development Action Plan updated by 30 June 2018	Completed	Yes	A number of engagement programs across all sectors continue and are updated via the Advance Rockhampton committee report.
5.2.1.1	Comply with legislative requirements	Regional Development and Promotions	Updates to be presented to Council in sectional monthly reports	Completed	Yes	In Q4 the directorate complied with all legislative requirements. Reports were presented in the monthly reports to Council.
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Regional Development and Promotions	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Q4 presented the directorate with no operational risks as per the risk register. Reports were presented in the monthly reports to Council.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Regional Development and Promotions	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliances in the reporting period.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Regional Development and Promotions	Review workforce requirements in accordance with budget schedule	Completed	Yes	Reviewed throughout the quarter and in conjunction with the requirements of the new Council structure.
5.3.2.1	Continually review operational expenditure	Regional Development and Promotions	Identify at least one operational saving per section of responsibility	Completed	Yes	A cost saving was identified within the directorate in relation to the contract outsourcing v. employment. This cost saving will be carried forward in the new financial year.
5.4.2.6	Pursue improved processes through all levels of Council	Regional Development and Promotions	Identify at least two improved processes per section of responsibility	Completed	Yes	The Smart Technology Rockhampton CBD and Riverbank Policy drafted by Advance Rockhampton was adopted by Council. This process puts an easy to use system, including rules and regulations around the lighting of Quay Street and digital signboards within the CBD.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
1.4.2.2	Ensure the CBD Redevelopment Framework includes opportunities for pedestrians and cyclists	Strategic Planning	Complete and lodge the major amendment to the Rockhampton Region Planning Scheme by 31 March 2018	No	Yes	Council has resolved to submit the Rockhampton Region Planning Scheme - major amendment to the state government for state interest review. The submission will exclude flood areas identified as low hazard within the creek catchment overlay. The submission includes state interest report, register of changes, a number of supporting studies, and the completed document with supporting planning scheme mapping.
		Strategic Planning	Achievements of actions within the CBD Redevelopment Framework	Completed	Yes	The catalyst projects identified in the CBD framework are well underway including the branding of the Rockhampton City Centre and inter-modal hub.
2.2.3.1	Support programs that encourage residents to transition away from social support options	Strategic Planning	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Strategic planning, while a relevantly small team will continue to support departments involved in the employment and development of local residents.
2.3.1.2	Provide incentives and strategies to support economic activity and business confidence within the CBD	Strategic Planning	CBD Redevelopment Framework endorsed by Council by 31 July 2017	Completed	Yes	Action completed 11 July 2017.
		Strategic Planning	Develop a Place Making Strategy and Laneway Activation Plan for the CBD by 31 December 2017	No	Yes	This study did not commence during this period. A portion of the budget has been allocated towards the Mount Morgan Façade Improvement Scheme and placemaking activities. This project has therefore been delayed due to a reallocation of priorities.
2.3.3.1	Develop incentives and strategies to support economic activity and business confidence in centres outside of the CBD	Strategic Planning	Develop a Regional Centre Place Making Strategy by 31 December 2017	No	No	This study has not commenced, and will not be undertaken this financial year. This project has been delayed due to a reallocation of priorities.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.6.2.1	Ensure statutory land use instruments protect good agricultural land and do not unnecessarily constrain development	Strategic Planning	Review rural land use provisions as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	Completed	Yes	Updated mapping from the state government Agricultural Land Classification (ALC) has been included as part of the submission of the planning scheme major amendment to the state government. This information will be reviewed by the state as part of the state interest review.
3.1.1.1	Ensure the Planning Scheme protects and enhances places of value	Strategic Planning	Review state mapping changes and SPARC review outcomes as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	No	Yes	Pending the timing and adoption of the SPARC study, relevant outcomes may be incorporated into the Rockhampton Region Planning Scheme major amendment at later date.
3.2.2.1	Ensure the planning scheme supports the development of major renewable energy projects at suitable locations	Strategic Planning	Review renewable energy provision as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	Completed	Yes	The planning scheme currently supports the development of renewable energy projects, particularly in regional areas of the local government area. This is further addressed by the state interest report submitted with the planning scheme major amendment.
3.2.2.2	Ensure the planning scheme responds properly to State Planning Policy or climate change advice and best science	Strategic Planning	Review updated advice, science and state planning policy on climate change adaptation and response as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	Completed	Yes	The planning scheme major amendment, submission to the state government includes a state interest report and revised mapping to properly address matters related to climate change and natural hazards.
4.1.1.1	Provide timely and accurate responses to requests	Strategic Planning	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Strategic planning over the quarter has provided a timely and accurate response to relevant requests. Within all customer service reports produced, strategic planning enquiries have been undertaken within the appropriate time period.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
4.1.1.2	Provide effective delivery of Council services	Strategic Planning	In accordance with unit's customer service standards and service levels	Completed	Yes	Strategic planning over the quarter has provided the effective delivery of Council services, this includes all external enquires being responded to within 1-2 days. Internal enquiries have also been dealt within appropriate timeframes.
4.4.2.1	Ensure statutory land use instruments achieve policy objectives	Strategic Planning	Commence implementation of CBD Redevelopment Framework after endorsement 31 July 2017	Completed	Yes	The catalyst projects identified in the CBD framework are well underway including the branding of the Rockhampton City Centre and providing car parking facilities with the development application lodged for the previous Wintergarden theatre site.
4.4.3.1	Ensure statutory land use instruments achieve policy objectives	Strategic Planning	Support Economic Development Queensland in completing the Inner City Living project by 30 June 2018	No	Yes	Economic Development Queensland have assessed mainstream apartments as not being viable and have investigated alternative options with MS Queensland and the Department of Housing and Public Works. An alternative concept and proposal is anticipated in July 2018 and progress will be subject to agreement by Council and other parties.
4.4.4.1	Ensure statutory land use instruments achieve policy objectives	Strategic Planning	Review ground floor provisions for commercial/retail development in the CBD Quay Street Precinct as part of the Rockhampton Region Planning Scheme major amendment by 31 March 2018	Completed	Yes	Provisions related to office accommodation along Quay Lane, have been included as part of the major amendment to the Rockhampton Region Planning Scheme and will be assessed as part of the state interest review.
5.2.1.1	Comply with legislative requirements	Strategic Planning	Updates to be presented to Council in sectional monthly reports	Completed	Yes	The specific legislative requirement for strategic planning is the amendment process under section 16 of the <i>Planning Act 2016</i> . Currently the requirements in relation to the major amendment under the <i>Planning Act 2016</i> are being complied with. All other legislative requirements such as WH&S are being complied with.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Strategic Planning	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Currently, there are no identified risks for strategic planning in relation to legislative requirements. Risk registers and online training of staff is occurring to ensure strategic planning manages any potential risks.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Strategic Planning	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	Legislative requirements within strategic planning are being met. There are no non-compliance issues to report on, in this quarter.
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Strategic Planning	Review workforce requirements in accordance with budget schedule	Completed	Yes	All workforce wages are within budget, mainly due to savings because of vacant positions. Further needs may arise in the future, particularly in relation to community engagement with the public consultation process for the major amendment to the planning scheme.
5.3.2.1	Continually review operational expenditure	Strategic Planning	Identify at least one operational saving per section of responsibility	Completed	Yes	Financial position of strategic planning is within budget for the quarter. No further adjustments are required. Savings have been made in relation to staff wages, mainly because not all positions within the strategic planning team have been filled.
5.4.2.6	Pursue improved processes through all levels of Council	Strategic Planning	Identify at least two improved processes per section of responsibility	Completed	Yes	Continual improvement is occurring with Council's online planning scheme (RockePlan), with a program upgrade and further training in August 2018. All staff to undertake training, including the planning enquiry system which will need a major update, resulting from the outcomes of the major amendment to the planning scheme.

AVIATION SERVICES

Aviation Services Directorate

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
2.1.4.1	Promote the Airport as the "Gateway to Northern Australia"	Aviation Services Directorate	Masterplan to be completed by 30 September 2017	Completed	Yes	Masterplan has been completed, however ongoing consultation continues
		Aviation Services Directorate	Conduct a micro analysis of performance of airlines by 30 September 2017	Completed	Yes	Micro analysis completed. Working on analysis for 2018.
2.1.4.2	Identify and implement business development opportunities for the Airport	Aviation Services Directorate	Update reports on partner airline performance presented to Council on a quarterly basis	Completed	Yes	Update reports presented to Council
		Aviation Services Directorate	Six monthly passenger surveys	No	Yes	Surveys were not completed as a result of Senior commercial specialist position being vacant. Position has now been filled and a consultant is being sourced to conduct passenger survey by 30 September 2018
2.2.3.1	Support programs that encourage residents to transition away from social support options	Aviation Services Directorate	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Trainee fixed 2 year contract role advertised. Role to be filled by end of July 2018
2.5.3.1	Prepare a strategy for a FIFO hub development within the Region	Aviation Services Directorate	Strategy presented to Council by 30 September 2017	No	Yes	Awaiting execution of legal documents with Adani before beginning the implementation of the FIFO Hub.
2.6.1.1	Strengthen relationship with Singapore	Aviation Services Directorate	Successfully deliver Wallaby 17 by 30 November 2017	Completed	Yes	100% of Wallaby 2017 successfully delivered. Implementation for Wallaby 2018 in progress for delivery in September 2018. Preparations underway for 2018 event.
4.1.1.1	Provide timely and accurate responses to requests	Aviation Services Directorate	In accordance with unit's customer service standards or adopted service levels	Completed	Yes	Completed in accordance with customer service standards and service levels
4.1.1.2	Provide effective delivery of Council services	Aviation Services Directorate	In accordance with unit's customer service standards and service levels	Completed	Yes	No major non-compliance

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.2.1.1	Comply with legislative requirements	Aviation Services Directorate	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Ongoing monitoring of legislative compliance during the reporting period
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Aviation Services Directorate	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Ongoing monitoring of operational risks and action being taken to achieve targets during the reporting period
5.2.1.8	Monitor and review non-compliance of legislative requirements	Aviation Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliance in reporting period
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Aviation Services Directorate	Review workforce requirements in accordance with budget schedule	Completed	Yes	Additional staffing requirements needed to deliver the Adani project
5.3.2.1	Continually review operational expenditure	Aviation Services Directorate	Identify at least one operational saving per section of responsibility	Completed	Yes	Continue to review and monitor operational performances to look for small savings where possible
5.4.2.6	Pursue improved processes through all levels of Council	Aviation Services Directorate	Identify at least two improved processes per section of responsibility	Completed	Yes	ISS mounted Customer Service Survey Ipad to capture customer feedback on a daily basis. Extra signage added to the short term carpark to assist with passenger movements to the terminal. Arrivals walkway revamp with new bin covers and plants for a more inviting arrival experience into the terminal.

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary																											
2.2.3.1	Support programs that encourage residents to transition away from social support options	Rockhampton Airport	Consider options in budget planning to support employment programs in 2018/19	Completed	Yes	Trainee fixed 2 year contract role advertised																											
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4.1.1.2	Provide effective delivery of Council services	Rockhampton Airport	In accordance with unit's customer service standards and service levels	Completed	Yes	<table border="1"> <thead> <tr> <th></th> <th>Target</th> <th>YTD</th> </tr> </thead> <tbody> <tr> <td>Passenger Numbers</td> <td>0%</td> <td>-3.99%</td> </tr> <tr> <td>Aircraft Movements</td> <td>0%</td> <td>12.33%</td> </tr> <tr> <td>Bird Strikes</td> <td>3/mth</td> <td>92</td> </tr> <tr> <td>Lost Time Days workplace injuries</td> <td>0</td> <td>0</td> </tr> <tr> <td>Reported Public Injuries on Airport Precinct</td> <td>0</td> <td>27</td> </tr> <tr> <td>Customer Requests Actioned</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Airline Engagement Meetings</td> <td>Qtrly</td> <td>100%</td> </tr> <tr> <td>Military Exercise Briefings Attended</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>		Target	YTD	Passenger Numbers	0%	-3.99%	Aircraft Movements	0%	12.33%	Bird Strikes	3/mth	92	Lost Time Days workplace injuries	0	0	Reported Public Injuries on Airport Precinct	0	27	Customer Requests Actioned	100%	100%	Airline Engagement Meetings	Qtrly	100%	Military Exercise Briefings Attended	100%	100%
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5.2.1.1	Comply with legislative requirements	Rockhampton Airport	Updates to be presented to Council in sectional monthly reports	Completed	Yes	Ongoing monitoring of legislative compliance during the reporting period																											

Ref	Operational Action	Unit	Target	On Track	On Budget	Q4 Status Commentary
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Rockhampton Airport	Risk registers are presented to Council on a quarterly basis	Completed	Yes	Ongoing monitoring of operational risks and action being taken to achieve targets during the reporting period. No outstanding actions.
5.2.1.8	Monitor and review non-compliance of legislative requirements	Rockhampton Airport	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Yes	No non-compliance in reporting period
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Rockhampton Airport	Review workforce requirements in accordance with budget schedule	Completed	Yes	Additional staffing requirements needed to deliver the Adani project
5.3.2.1	Continually review operational expenditure	Rockhampton Airport	Identify at least one operational saving per section of responsibility	Completed	Yes	Change of screening contractor and reduction in screening lanes
5.4.2.6	Pursue improved processes through all levels of Council	Rockhampton Airport	Identify at least two improved processes per section of responsibility	Completed	Yes	ISS mounted Customer Service Survey Ipad to capture customer feedback on a daily basis. Extra signage added to the short term carpark to assist with passenger movements to the terminal. Arrivals walkway revamp with new bin covers and plants for a more inviting arrival experience into the terminal.

**2017/18 OPERATIONAL PLAN
PROGRESS REPORT - QUARTER
FOUR**

Operational Plan Summary - Quarter 4

Meeting Date: 14 August 2018

Attachment No: 3

OPERATIONAL PLAN REPORT SUMMARY**QUARTER FOUR 2017-2018****OFFICE OF THE CEO****INTERNAL AUDIT AND RISK**

The Key Performance Indicator (KPI) for the annual Audit Plan has been achieved (Audits/Audit days) a rolling audit plan has been introduced for next financial year allowing some more flexibility for changes and requests during the year and is a standard approach to internal audit planning. It is proposed to maintain the number of days available for audits in 2018/19. Innovations have included some upgraded and value-added reporting changes for risk management. The budget for the unit has not been exceeded. The unspent portion is mainly a result of not utilising the contingency provided for external audit consultants (a contingency is standard). The KPI for Risk Management reporting has been achieved.

COMMITTEE SUPPORT

Expenses Reimbursement and Provision of Facilities for the Mayor and Councillors has been reviewed and was adopted by Council on 26 April 2018. The Travel and Conference Attendance Policy is currently being reviewed. Travel for both Councillors and staff continues to be consistent across the quarter including international travel. Committee and Council reports have been completed in accordance with timeframes and legislative requirements for uploading to the website. Committee Support have listed with ISSG the possibility of introducing new process for Travel Proposal Forms and Declaration of Gift Forms using ECM and this will be trialled in the near future which will provide efficiencies across the organisation.

OFFICE OF THE MAYOR

Implementation of the changes to the Expenses Reimbursement and Provision of Facilities for Mayor and Councillors Policy has been undertaken following adoption by Council. A comprehensive audit of all of Council's social media pages was performed with a number of actions identified to establish a consistent approach to ongoing management which will be implemented across the relevant department in the coming financial year. A number of civic events were coordinated during the quarter including Anzac Day Civic Service, Beef Australia Breakfast Reception, Citizenship Ceremony and MOU Signing Ceremony with CQ University regarding the future use of the Bond Store.

CORPORATE SERVICES**CORPORATE & TECHNOLOGY SERVICES**

The smart technology project is now roughly 90% completed with the installation work completed in William Street and the parking sensors installed in Bolsover Street in June.

Stage 2 Smart Parking – This stage has a \$250K budget co-funded by the Federal Government Smart Cities and Suburbs program. The project scope includes installation of an additional 375 parking sensors, 3 x digital parking wayfinding banners and disability ePermit collaboration. The sensor technology has been delivered to site and the contractor has been approved to finalise development of the parking wayfinding integration and ePermit webpage.

The YouTube link is to the updated 5 minute video showcasing the CBD and Riverside development and smart technology:

Smart Technology:- <https://youtu.be/4eoVpLj5f4Q>

A submission (expression of interest stage) was made to round 4 of the Building our Regions grant program requesting \$250K towards the restoration and fit-out of the SmartHub Annex and facilities. At this stage the Annex has been repainted and new carpet laid.

As part of our Customs House SmartHub promotional material, one of our SmartHub members was engaged to produce a video of our new SmartHub. The YouTube link is to the 5 minute SmartHub video:

Smart Hub:- <https://youtu.be/XkxnGIA2ewg>

The annual spend analysis shows that 76% (\$71.3M) of Council's goods and services have been spent with local businesses. In the area of Hire of Construction Plant and Equipment, Trade Services and Roadmaking Materials, 96% (\$23.3M) was spent on local businesses and locally supplied materials. Council completed the annual review of its Purchasing Policy with a strong focus on buying local.

From a customer service perspective 40,000 customer service requests were logged during the financial year. In addition, just over 76,000 phone calls were received with an average 82% being answered within Council's Customer Service Charter timeframes; with an average 91% resolved by the Customer Service team.

The Rockhampton Asset Management Project (RAMP) to implement the TechnologyOne Asset Lifecycle Management software and business processes, replacing the current Conquest product, commenced in January 2018 and is on track for 'go-live' by 1 July 2019. The RAMP team has been consulting extensively with internal stakeholders and external subject matter experts to work through aligning business processes with the system functions. This work will lead to the final draft of the system design documents for system configuration.

FINANCE

The 2018-19 Budget was adopted on 13 July 2018 ensuring long term financial sustainability for the Rockhampton Region. The Budget was aligned with Council's Long Term Financial forecast, Asset Management Plans and Operational Plan which continues a strong focus on economic development.

The interim financial audit by Thomas Noble Russell was received with no new audit matters raised.

The IBIS Rate Modelling system was used for Budget Workshops and has made the management and reporting of rating information more effective.

WORKFORCE & STRATEGY

This financial year saw the continuation of Council's Cultural Program. The 20 Culture Champions have been instrumental in delivering toolbox talks and co-ordinating employee awareness sessions with over 540 employees participating in culture and values activities.

The Leadership Development Program included around 130 Managers, Coordinators and Supervisors attending a series of workshops on topics such as Courageous Conversations and Manager as Coach.

A Pulse survey was conducted in April 2018 with a 60% response rate. The results compare favourably against the 2016 and 2017 surveys. It was pleasing to see that 92% of staff understand and are committed to Council's values. However, particularly encouraging were response rates regarding observation of our leaders and others and the progress we are making to improve our culture. Over 76% of staff surveyed were proud to say they work for Council which is a slight increase from the previous survey.

Council has continued to contribute to youth employment and development with 13 apprentices and 16 trainees currently engaged.

Web Recruitment was implemented on 1 June and has significantly reduced manual processing time and streamlined processes in the way vacancies are advertised and recruited.

Council's high risk areas of Fitzroy River Water and Rockhampton Regional Waste have both recorded significant milestones with regards to Loss Time Injury Free periods at 365 and 400 days respectively.

NATURAL RESOURCE MANAGEMENT**ENVIRONMENTAL SUSTAINABILITY**

Council's proposed Environmental Sustainability Strategy was drafted in conjunction with the Leadership Team, Councillors and Council's Sustainability Strategy Executive Group. The proposed Strategy sets the vision, objectives and pathways to advance sustainability across our Region over the next four years. It also outlines the strategic actions that Council will lead to meet this vision. The proposed Strategy was publicly exhibited from 04 June to 13 July 2018 and will soon be finalised for adoption.

The Mayor announced creation of a \$5 million Sustainable Rockhampton Investment Fund to support projects that deliver both positive environmental outcomes and real operational savings for Council.

Community sustainability engagement programs commenced with Council's first Nature Photography Competition attracting over 260 entries. Nature photographs were displayed extensively online and at the Rockhampton Regional Library, Customer Service Centres, Rockhampton Agricultural Show and the Kern Arcade For Lease Space. Council's free native plant program was also trialled during the Rockhampton Agricultural Show. Council's new sustainability e-newsletter received over 150 signups since its inception in mid-June 2018.

To increase awareness of our regional recycling practices, the Internal Sustainability Working Group visited the Materials Recycling Facility at Parkhurst. Toolbox fact sheets and an awareness video will soon be released internally.

Work commenced on implementation of Council's 2018 Sustainability Seed Fund initiatives. A total of 9 projects were selected from a wide variety of applications submitted by staff and many incorporate components of behaviour change or revised work practices. Project plans have been developed for each initiative, purchasing undertaken where required and initial preparations completed, with projects now set to commence trials from July to December 2018. Should trials prove successful; initiatives will be implemented more broadly across Council.

The initiatives include trials for energy efficient behaviour, composting at City Childcare, enhanced public place recycling at the Rockhampton Zoo, management of organic waste at the Rockhampton Zoo, transitioning to electronic forms and training manuals, management of water runoff from Council's Nursery, transition to recycled paper, encouraging the use of reusable coffee cups and consistent office recycling across Council work areas.

Council successfully secured two grants to progress environmental sustainability initiatives - a Great Barrier Reef Marine Park Authority Stewardship Grant to develop 'Drains are for rain' education resource kits for the Rockhampton Region and a Building Better Regions grant to commence Council's 'Bringing Nature Back' community engagement program. Work will commence on these programs shortly.

COMMUNITY SERVICES**COMMUNITIES AND FACILITIES**

The CapriCon pop culture and Steampunk events have been firmly established as an annual event with record attendance figures in 2018 of 10,000. A grant was submitted to the state library of Queensland by library staff to go towards CapriCon 2019 and lead in events and Council was awarded \$25,000.

Volunteer training in the Library Technology Centre provided 1,479 hours of support during the quarter up from 536 hours in the last reported quarter. Library programming delivered 372 sessions with 15,141 attending over the quarter. The Home Delivery Service provided 2,481 loans to 395 clients.

There was an improvement to the Childcare utilisation in comparison to the last quarter. However the numbers are still below target.

Training delivered by Workforce and Strategy to library staff to enable them to help the public access the new online recruitment for Council.

HEALTH AND ENVIRONMENT

Extension to the Bio facility commenced with four tanks being added, completion is expected by July 2018. Wild dog and feral pig 1080 Baiting Program was undertaken in May 2018.

Food Safety story book completed, and the annual food business inspections were 100% completed this financial year. Environment and Public Health unit undertook inspections of food vendors at Beef Australia 2018. Environmental Health Officers provided education programs to the multicultural stall holders attending the Taste of the World Event, and inspected all food businesses at the Rockhampton Show and the Super Fair at Callaghan Park.

Pest Management Officers were involved with the site set up of the Capricornia Pest Management Group's trade fair at Beef Australia 2018. The Pest Management team together with Fitzroy Basin Association (FBA) conducted an information workshop on Giant Rat's Tail grass.

Vector Management acquired extra backdrops for the marque displaying potential mosquito breeding sites around a residential property. Urban and rural saltmarsh mosquito surveillances were completed for the 2017/2018 season.

In relation to International Army flights, inspection of the airport and surrounding properties within a 400 metre radius was undertaken. These inspections are in relation to the container breeding mosquito *Aedes aegypti* which is a vector of Dengue Fever and Zika Virus.

Training was undertaken and exemptions approved for Pest Management Officers to operate the Pest Management boat without a coxswain's licence.

The Pathway Inspection App has been rolled out to all Environmental Health Officer's for use in the field when conducting annual food business inspections. All officers can now receive the complete notes summary from pathway in the field.

The Coordinator Health and Environment has been accepted in obtaining membership to the Central Queensland University (CQU) Environmental Health Course Reference Committee.

LOCAL LAWS

The Animal Management Strategy was adopted on 31 January 2017 and has been successfully implemented. An incentives program to encourage voluntary compliance was delivered, by a cooperative, microchipping, de-sexing and vaccinations program called 'Snip and Chip' in partnership with local veterinary community. Local Laws issued 14,952 dog registrations in the 2017/2018 registration period.

Delivery of the annual "Your Pet, Your Responsibility" communications plan actions and community education/awareness at the following events; Rockhampton Show, Small Land Holders day, Million Paws Walk and Story time at the library.

The Pathway Inspection App has been rolled for Local Laws field use with successful completion of the pilot program in the use of infield IT mobile devices and a staged rollout in progress.

The body-worn cameras in Local Laws, Health and Environment Health, Planning and Building Compliance capturing of real time footage and automatic storage of documents has been successfully implemented, gaining time and cost efficiencies.

The Coordinator Local Laws and Supervisor Local Laws elected as committee members of the Australian Institute of Animal Management to progress regional Animal management issues and improvements via the committee.

A Local Government Compliance Reference Group - Central Queensland to progress regional matters in partnership Central Queensland Councils has been established.

PARKS

The contract for construction of the balance of the Nurim Circuit Elevated Boardwalk was awarded in May and the anticipated completion date is September.

The Parks team is delivering the dog pound landscaping. Costs and plant selection were settled in April, and it is scheduled for completion in July. Parks assumed responsibility for the landscaping associated with the Kershaw Gardens redevelopment, and it should be delivered by August with initial plantings commencing in May. Plant out of the Denison Street Intersections is completed.

Shade for the crocodile viewing area within the zoo is completed. Internal shade for the crocodile has been received and will be installed in October.

The SPARC strategy public consultation process closed on 3 April 2018. The report was presented to the Committee on 23 May. A Councillor workshop will be organised before the strategy goes to Council for consideration.

Authority was provided to the organisers of the Rockhampton Funtime Festival to use land at Callaghan Park after negotiations were facilitated with affected parties.

Parks was successful in securing \$5k 10,000 Steps funding for Botanic Gardens signage renewal. Council approved the naming and opening ceremony for Lyle Albert Dobbs Park in Norman Gardens.

Gracemere Cemetery Ashes Garden is completed with an unveiling ceremony scheduled for late August.

Work has commenced on the renewal of the Rockhampton Region Playground Strategy. The first instalment of the parkland signage consistent with the Council approved Regional Wayfinding Signage Strategy has been installed with high positive feedback. The Council approved Koongal Dog Off Leash Area was completed.

Roll out of IPADs to all Parks team leaders to enable improved closing of riskware and pathways. Review of on call arrangements to provide improved service is underway.

REGIONAL SERVICES**PROGRAM DELIVERY**

We have achieved a \$41M spend against a \$42M capital works budget equating to a 97% expenditure of the Capital budget. The unit has continued to grow and take on more project delivery and help in the capital delivery process as required by Council. E.g. Airport Overlay. Detailed design continued for the New Art Gallery and the Development Application has been lodged with RRC and State referral agencies. Environment approvals obtained for "Touch of Paradise" lagoons project and work commenced on site. The Toonooba Park upgrade completed. The Airport Overlay project has progressed to the delivery stage, and Kershaw Gardens is nearing the end of the redevelopment project. Early works design for packages 1 & 2 are complete, development approval documentation is complete. Work has commenced on the land acquisition for the levee alignment.

ROCKHAMPTON REGIONAL WASTE AND RECYCLING

The existing record for LTI days (268) has been surpassed and currently sits at 426. An operational risk register has been completed for the Facilities unit with risk assessment and/or work instructions created with staff trained to better manage the operational risks.

The construction of the first cell (Cell A) of the Landfill expansion at Lakes Creek Road Landfill is continuing. Level gauge markers have been installed in all stormwater management ponds and a water evaporator purchased and operational to assist in ensuring that DES Licence conditions can be maintained.

Installation of 3 Logix GPS truck management systems have been installed in the new waste collection fleet vehicles to improve operational efficiency and assist with compliance to National Heavy Vehicle Legislation.

ENGINEERING SERVICES

An agreement has been reached to work with Departments of Transport and Main Roads to update the Rockhampton Traffic Model to validate and verify Council's future transport projects.

A draft of the Riparian Management Corridor Study for Frenchmans and Thozets Creek has been received and is under review. The Flood Management Services contract is nearing completion and consequential amendments to the flood overlay codes and mapping in the planning scheme have been completed. Flood modelling for Mount Morgan is progressing with baseline flood modelling underway for local rain events within the Mt Morgan catchment.

Council were highly commended by the Floodplain Management Association of Australia for its work on Stage 1 of the North Rockhampton Flood Mitigation Scheme.

CIVIL OPERATIONS

We have achieved a \$28.9M spend against a \$31M capital works budget equating to a 98.7% expenditure of the Council Capital budget. We have achieved a \$11.5M spend against an initial \$12.5M operational budget. The unit undertook \$2.47M in private works for the financial year.

The unit has performed above expectations in its response to pathways and customer complaints. The unit received 3692 new requests and completed a total of 3766 requests for the financial year.

The unit has continued its rehabilitation of our arterial road network, with Dean Street being nearly totally surfaced and works have commenced on upper Dawson Road. Works as part of the Quay Street Redevelopment have been completed. The unit completed the Kerrigan Street underpass allowing for cyclists to cross Kerrigan Street safely.

FITZROY RIVER WATER

A 100% compliance with Queensland Government legislation and Australian Drinking Water Guidelines for health for all potable water supplied to the community was achieved. 99% compliance with Environmental Authority compliance targets for sewage treatment activities.

Delivery of approximately \$16.7M of a \$17.6M capital works program equating to 95% expenditure of budget allocated for water and sewerage capital projects. On 6 June, FRW achieved 365 consecutive Lost Time Injury (LTI) free days and have since advanced to greater than 400 days LTI free.

The Mount Morgan No 7 Emergency Action Plan review was completed and subsequently approved by the dam safety regulator.

A new valve facility was constructed connecting a new 600mm trunk main to the Rockhampton to Yeppoon Pipeline for the future supply of water to the Parkhurst area and parts of Livingstone Shire Council north of Ramsay Creek.

The solar farm opportunity feasibility study was completed and budget planning finalised for the 2018-19 Council Budget., with 10% renewable energy secured for large scale contestable electricity sites.

ADVANCE ROCKHAMPTON**STRATEGIC PLANNING**

Council resolved to submit the Rockhampton Region Planning Scheme - major amendment to the state government for state interest review. The submission included: State Interest Report, Register of Changes, a number of supporting studies, and the completed document with supporting planning scheme mapping.

TOURISM

The tourism team have achieved many milestones this year including a full upgrade to the internal components of the Visitor Information Centre. Plans are now in motion to finalise the outside of the building creating a wonderful area for tourists and residents to stop and gain information on the area. The team are also in the process of increasing the tourism opportunities throughout the region.

FISHING

Fishing has gone from strength to strength in the 2017/18 financial year. With the assistance of a state grant from Department of Agriculture and Fisheries . Advance Rockhampton have been able to implement marketing campaigns both inside the three hour drive market and beyond which have proven to be overwhelmingly successful with increased clicks and visits to Council's website and social media pages.

EVENTS

The 2017/18 financial year has seen events increase throughout the region by 30%. Advance Rockhampton have partnered with many new events including Pop Up Polo and Mt Morgan Hill Climb whilst still delivering the old favourites such as Multicultural Day and Riverfestival. The 17/18 FY was also a Beef Australia year and there was a clear focus to enhance and project the offering from previous events.

ECONOMIC DEVELOPMENT

The team continues to strive to reach all KPI's set out in the operational plan. Increased businesses (including fishing charters) throughout the region, increased education offerings and increased Asian investment opportunities have all lead to a busy year. The Economic Development team have also rolled out the new Study Rockhampton brand / plan and Grow Rockhampton, two very important documents to ensure the future viability and sustainability of those two sectors into the future.

ROCKHAMPTON AIRPORT

The Rockhampton Airport team continue to strive and meet the required targets as per the operational plan, with the team continuing to be proud of a recorded nil balance safety statistic for lost time injuries. Modifications were made to the Short Term Car Park with extra signage added to assist with directing passengers towards the terminal. The disability bays and pedestrian crossings were also refreshed with new signage.

The Arrivals Walkway was revamped with new bin coverings and plants, making the walk through the arrivals area and into the terminal a more inviting experience.

At the end of May, the biennial Aerodrome Emergency Exercise was conducted at night on the Rockhampton Airport precinct. It was deemed as a very successful exercise, testing both the effectiveness of the Aerodrome Emergency Plan, and the response times and behaviour of both airport staff and local emergency services.

A major software upgrade of the Airport's electronic security system was successfully completed in April, as well as general maintenance activities across the airfield in preparation for increased aviation activity during Beef Week in May.

Military Exercises Warfighter and Hamel were both successfully conducted with Rockhampton Airport playing a major role in the facilitation of air services to support military air traffic movements.

11.3 FEES AND CHARGES 2018-2019 AMENDMENTS

File No: 7816
Attachments: Nil
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: Alicia Cutler - Chief Financial Officer

SUMMARY

The intention of this report is to submit minor amendments to Council's Fees and Charges Schedule for the 2018-2019 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 2018-2019 financial year.

COMMENTARY

The proposed amendments to the Fees and Charges 2018-2019 are provided below.

BACKGROUND

Since Council adopted the Fees and Charges for 2018-2019 on 12 June 2018 Civil Operations have identified minor issues which require amendment.

CIVIL OPERATIONS**Road Reserve Works (Local Law 21)**

SECTION:		Civil Operations						
Fee number	Item name	Fee Type	GST Authority	Current Fee (incl GST)	2018/2019 Current Fee (incl GST)	Charge basis per unit (Optional)	Legislative Authority	Governing Specific Legislation
17	Residential Driveway/Vehicle Access - construction of a vehicle access to a single dwelling or single lot. (Application only)	Cost-Recovery	GST Exempt	\$172.00	\$180.00	each	Local Government Act 2009	Council Local Law
18	Commercial Driveway/Vehicle Access - construction of a vehicle access to a single dwelling or single lot. (Application only)	Cost-Recovery	GST Exempt	New	\$195.00	each	Local Government Act 2009	Council Local Law
19	Residential Property Stormwater, Erection or Installation of a Structure, Private Water Pipeline, Undergrounding of Services. (Application only)	Cost-Recovery	GST Exempt	\$172.00	\$180.00	each	Local Government Act 2009	Council Local Law
20	Commercial Property Stormwater, Erection or Installation of a Structure, Private Water Pipeline, Undergrounding of Services. (Application only)	Cost-Recovery	GST Exempt	New	\$195.00	each	Local Government Act 2009	Council Local Law

22	Major Work in Road Reserve (works not covered under the IPA) - Permit fee based on 1.5% of the approved estimate of cost of the works within the road reserve (work greater than \$50,000) - minimum fee (includes roadworks, stormwater, water supply, sewerage etc) 1.5% of the cost of works for works greater than \$50,000 with min fee of \$652.00.	Cost-Recovery	GST Exempt	\$632 + 1.5% x est cost greater than \$35,000	\$652 + 1.5% x est cost greater than \$50,000	Minimum	Local Government Act 2009	Council Local Law
23	Minor Work in Road Reserve (works not covered under SPA) – Permit fee of \$652.00 where approved estimate of cost of the works within the road reserve including roadworks, stormwater, water supply, sewerage and any other ancillary works is less than \$50,000.	Cost-Recovery	GST Exempt	\$632.00	\$652.00	Minimum	Local Government Act 2009	Council Local Law

Changes to the Road Reserve Works table include:

1. Line 18 and Line 20 has been included for Commercial applications.
2. (Application only) has been added to Residential and Commercial Driveway / Vehicle Access – lines 17-18
3. (Application only) has been added to Residential and Commercial Property Stormwater, Erection or Installation of a Structure, Private Water Pipeline, Undergrounding of Services – line 19-20
4. Major and Minor cost of works has been increased from \$35,000 to \$50,000.

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 2018-2019 Fees and Charges Schedule.

Upon approval by Council, these amendments to the 2018-2019 Fees and Charges Schedule are to be uploaded and presented on the Council's website.

11.4 AMENDMENT TO DOG REGISTRATION FEES AND CHARGES 2018-2019

File No: 7816
Attachments: Nil
Authorising Officer: Colleen Worthy - General Manager Community Services
Author: Steven Gatt - Manager Planning & Regulatory Services

SUMMARY

The intention of this report is to submit minor amendments to Council's Fees and Charges Schedule for the 2018-2019 financial year.

OFFICER'S RECOMMENDATION

THAT in accordance with the requirements of the Local Government Act 2009, Council adopts the following amendments as outlined in the commentary to the Fees and Charges schedule for the 2018-2019 financial year

COMMENTARY

It is proposed that further amendments, be adopted for the 2018-2019 Fees and Charges schedule as listed as schedule 1.

It is suggested that consideration is given to continuing the Pensioner concessions adopted and increasing these benefits to meet the ongoing Animal Management Strategy outcomes within the Rockhampton Region.

Schedule 1**PROPOSED PLANNING AND REGULATORY FEES AND CHARGES AMENDMENTS**Existing Fee- Line 26

Desexed- Pension Concession Card holders only	1 st Dog – Free More than 1 Dog - \$17.00 per animal
---	--

Proposed amended fee- Line 26

Desexed- Pension Concession Card holders only	Free
---	------

Existing Fee- Line 28

Desexed and Microchipped – Pension Concession Card holders only	1 st Dog – Free More than 1 Dog - \$8.50 per animal
---	---

Proposed amended fee- Line 28

Desexed and Microchipped – Pension Concession Card holders only	Free
---	------

BACKGROUND

Council adopted the Fees and Charges for 2018-2019 on 12 June 2018.

Planning and Regulatory Services identified minor issues which were amended on by council on the 10 July 2018. The adopted change is reflected as below:

Existing Fee- Line 26

Desexed- Pension Concession Card holders only	\$17.00 per animal
---	--------------------

Proposed amended fee- Line 26

Desexed– Pension Concession Card holders only	1 st Dog – Free More than 1 Dog - \$17.00 per animal
---	--

Existing Fee- Line 28

Desexed and Microchipped – Pension Concession Card holders only	\$8.50 per animal
---	-------------------

Proposed amended fee- Line 28

Desexed and Microchipped – Pension Concession Card holders only	1 st Dog – Free More than 1 Dog - \$8.50 per animal
---	---

Due to the lateness of the amendment the registration renewal program had been run for all dogs within the Region. As a result letters were generated for pensioners advising of the free registration amendment for their desexed animals.

This situation was stated in commentary at the Planning and Regulatory committee meeting where it was further discussed regarding the ongoing provision of free registration for all desexed Pensioner dogs into the future.

During this process it was identified that there was general support for all dogs which are desexed and owned by Pensioners to receive this assistance. A review of our programs identified this aligned with the strategic outcomes sought by the Animal Management Strategy, specifically.

8.1 Review animal management policies and procedures Council will:

- review existing policies and procedures and create new policies and procedures in response to continuous improvement and emerging trends in animal management and consistent with the Animal Management Strategy,
- review the Schedule of Fees and Charges in response to any policy change.

BUDGET IMPLICATIONS

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

The effect of the changes will have a minimal budget impact as indicated in table 1.

Table 1. Current registrations identified on councils system

Registration Class	Number of Animals	Revenue
Pensioner Desexed	687	\$11,679
Pensioner Desexed and Microchipped	2,176	\$18,496
TOTAL	2,863	\$30,175

LEGISLATIVE CONTEXT

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

Section 97 of the Local Government Act applies to the setting and recording of fees and charges and has been applied.

CONCLUSION

The amendments indicated as schedule 1 in the report are recommended for inclusion in the 2018-2019 Fees and Charges Schedule.

Upon approval by Council, these amendments to the 2018-2019 Fees and Charges Schedule are to be uploaded and presented on the Council's website and recorded on our register of fees and charges.

11.5 THE SPIRE VISITOR INFORMATION CENTRE

File No: 12614
Attachments: 1. [Concept Plan](#)↓
Authorising Officer: Tony Cullen - General Manager Advance Rockhampton
Author: Chris Ireland - Manager Regional Development and Promotions

SUMMARY

This report canvasses renovation possibilities for The Spire Visitor Information Centre.

OFFICER'S RECOMMENDATION

THAT Council:

1. Approve the draft concept plan;
2. Authorise the Chief Executive Officer (Manager Regional Development and Promotions) to seek additional funding to cover the unfunded project balance; and
3. Approve the Chief Executive Officer (Manager Regional Development and Promotions) to develop a design and construct package to implement the draft concept plan.

COMMENTARY

For some time Council has been working on plans to upgrade The Spire Visitor Information Centre by modernising the building exterior and taking advantage of the building's location on the Tropic of Capricorn.

Architects Thomson Adsett has developed a draft concept plan to achieve these objectives.

A copy of this plan is attached to this report.

Budget

Thomson Adsett has priced implementation of the draft concept plan and has advised it should cost in the vicinity of \$250,000.

The Advance Rockhampton section of Council's 2018-19 budget contains an allocation of \$150,000 towards the upgrading of The Spire Visitor Information Centre.

The Chief Executive Officer (Manager Regional Development and Promotions) seeks authority from Council to find funding from non-Council sources to fund the project balance.

The Chief Executive Officer (Manager Regional Development and Promotions) also seeks authority from Council to develop a design and construct package to implement the draft concept plan.

BUDGET IMPLICATIONS

The Advance Rockhampton section of Council's 2018-19 budget contains an allocation of \$150,000 to upgrade The Spire Visitor Information Centre.

THE SPIRE VISITOR INFORMATION CENTRE

Concept Plan

Meeting Date: 14 August 2018

Attachment No: 1

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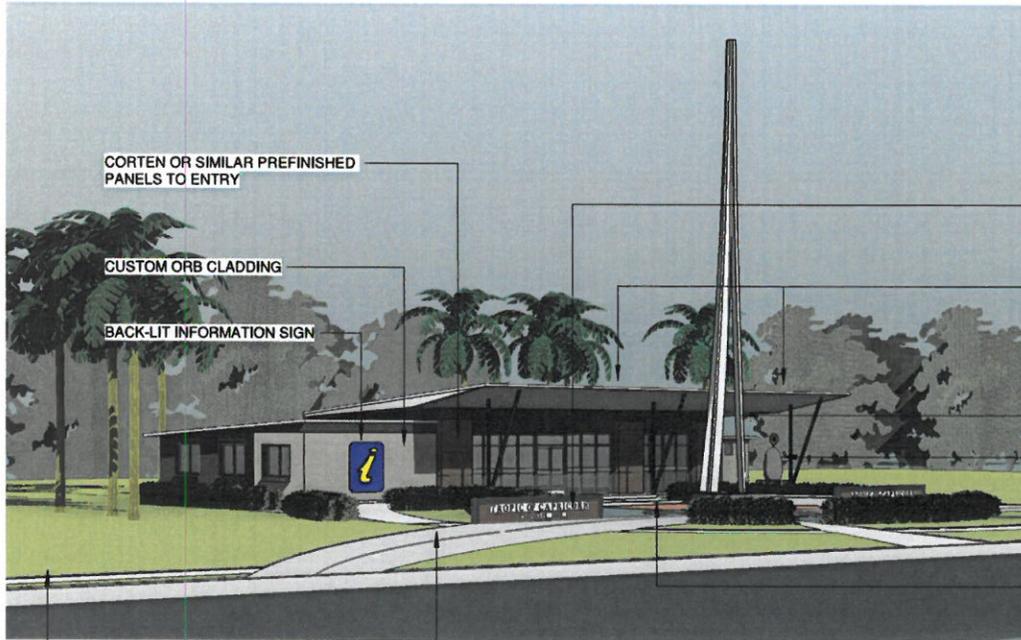
**PROPOSED ALTERATIONS
TO EXISTING RRC
INFORMATION CENTRE**

for
**ROCKHAMPTON REGIONAL
COUNCIL**

no.	date	details	init.
drawn	date		
SMP	20/06/2018		
checked	date		
R,J,G			
verified	date		

**CONCEPT DESIGN
PERSPECTIVE VIEW AND
SECTION - OPTION 2**

scale	project no.
1 : 100	18.0021.14
sheet no.	revision
CD 003	A



CORTEN OR SIMILAR PREFINISHED
PANELS TO ENTRY

CUSTOM ORB CLADDING

BACK-LIT INFORMATION SIGN

NEW CORTEN OR SIMILAR FINISH TO
EXISTING TEMPERATE ZONE AND
TROPICAL ZONE SIGNS

NEW FEATURE ENTRY ROOF
CONSTRUCTED OVER EXISTING -
EXTEND TO PROVIDE COVERED
ACCESS TO AMENITIES

EXISTING SPIRE TO BE POLISHED
AND REFINISHED

RELOCATED ROTARY STONE

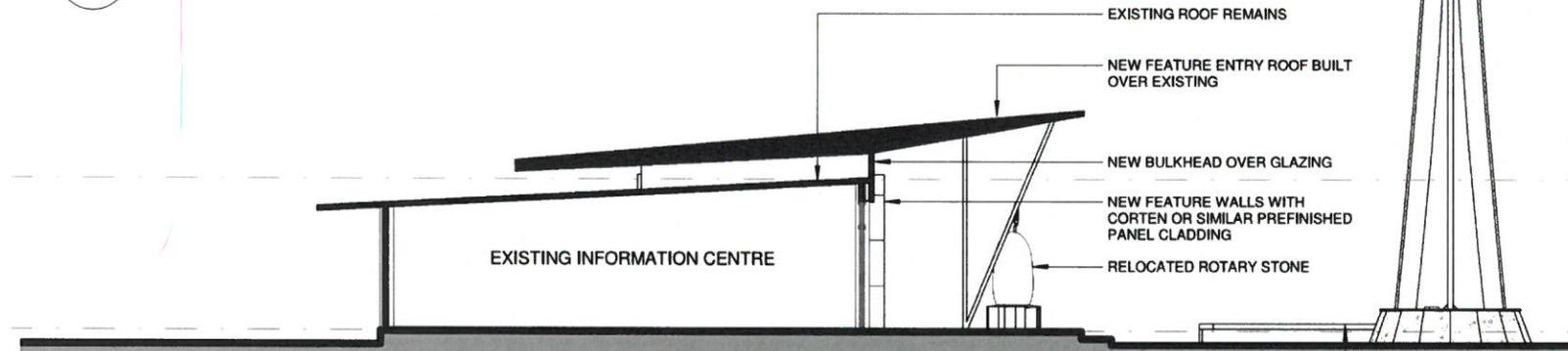
TEMPERATE AND TROPICAL
ZONE COLOURED FINISH TO NEW
PATHS

CONNECT TO EXISTING PEDESTRIAN
FOOTPATH NETWORK

SYMBOLIC TROPIC OF CAPRICORN
LATITUDE LINE MARKING ON
EXISTING PATH

2

PERSPECTIVE VIEW - OPTION 2



EXISTING ROOF REMAINS

NEW FEATURE ENTRY ROOF BUILT
OVER EXISTING

NEW BULKHEAD OVER GLAZING

NEW FEATURE WALLS WITH
CORTEN OR SIMILAR PREFINISHED
PANEL CLADDING

RELOCATED ROTARY STONE

EXISTING INFORMATION CENTRE

NEW SEATING AROUND SPIRE

1

SECTION - OPTION 2

1 : 100

11.6 ADVANCE ROCKHAMPTON SPECIALISED AND SOLE SUPPLIER ARRANGEMENTS

File No: 3609
Attachments: Nil
Authorising Officer: Tony Cullen - General Manager Advance Rockhampton
Author: Chris Ireland - Manager Regional Development and Promotions

SUMMARY

The purpose of this report is to seek a Council resolution that the nominated demographic and spatial data mining services provider is approved as a specialised supplier in accordance with Section 235(b) of the Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT pursuant to s235(b) of the *Local Government Regulation 2012*, Council approve the nominated demographic and spatial data mining service provider as a specialist supplier for delivering online information for spatial data mining services.

BACKGROUND

ID Consulting has developed interactive, online information products to better inform policy decision making for local government in Australia and to provide decision makers within government and the community with readily accessible, easy to use and understand information about the community.

ID Consulting have been engaged by Council (since 2008) to provide demographic and spatial data mining services. As a result of the extensive historical information and specialised platforms (four specially designed web-based modules) provided by the supplier to Council, it would be impractical to invite quotes or tenders for this service.

LEGISLATIVE CONTEXT

Under Section 235, **Other Exceptions**, of the *Local Government Regulation 2012*:

"A local government may enter into a medium-sized contractual arrangement or large-sized contractual arrangement without first inviting written quotes or tenders if –

- a) the local government resolves it is satisfied that there is only 1 supplier who is reasonably available; or*
- b) the local government resolves that, because of the specialised or confidential nature of the services that are sought, it would be impractical or disadvantageous for the local government to invite quotes or tenders; or*
- c)"*

CONCLUSION

It is recommended that Council resolve that the nominated spatial data vendors be deemed as specialised suppliers in accordance with Sections 235 (b) of the *Local Government Regulation 2012*.

11.7 2019 ROCKHAMPTON RIVER FESTIVAL DATES

File No: 6097
Attachments: Nil
Authorising Officer: Tony Cullen - General Manager Advance Rockhampton
Author: Chris Ireland - Manager Regional Development and Promotions

SUMMARY

The Rockhampton River Festival has cemented its place as regional Queensland's premier winter festival with more than one hundred thousand people flocking to the three-day event in 2018. To ensure effective planning for 2019 the suggested dates put forward are 12 – 14 July 2019.

OFFICER'S RECOMMENDATION

THAT Council approves the dates of 12 – 14 July 2019 for the Rockhampton River Festival.

COMMENTARY

The 2018 Rockhampton River Festival was a major success. With more than 100,000 people flocking to the three-day event, the Rockhampton Riverbank and Quay Street was alive with music, performances, art, food and markets.

2019 dates have been identified as 12 – 14 July 2019.

Queensland School Holidays run from 29 June until 14 July 2019. Boarding schools in the area have an additional week following.

At this stage no other events are booked in across the Region.

CONCLUSION

Scheduling of 2019 event dates early will allow effective planning with TEQ, stall holders and performers.

11.8 COMMUNITY ASSISTANCE PROGRAM - ROCKHAMPTON ROWING COMMITTEE AND ROWING QUEENSLAND

File No: 12535
Attachments: Nil
Authorising Officer: Colleen Worthy - General Manager Community Services
Author: Kerri Dorman - Administration Supervisor

SUMMARY

An application from the Rockhampton Rowing Committee & Rowing Queensland for Minor Sponsorship assistance towards the 2018 Queensland Schools Championships event is presented for Council consideration.

OFFICER'S RECOMMENDATION

THAT Council considers the Minor Sponsorship application from Rockhampton Rowing Committee & Rowing Queensland for funding to assist with the staging of the 2018 Queensland Schools Championships to be held from 21 – 24 September, and approves an amount of \$7,600.00 in sponsorship.

COMMENTARY

Rockhampton Rowing Committee & Rowing Queensland have lodged an application under the Minor Sponsorship scheme seeking \$10,000.00 in funding to assist with the 2018 Queensland Schools Championships that will be held at the Rockhampton Ski Gardens from 21 – 24 September 2018.

Event

The applicant states that Rockhampton has hosted the Queensland Schools Championship Regatta in 2006, 2008, 2011, 2015 and 2017. It is now the second largest rowing regatta in the country. An estimated 3,000 visitors travelled to Rockhampton for the Queensland Schools Championships in 2017. From the post-event survey 47% of visitors stayed 4 or more nights in Rockhampton and 30% of respondents stayed 3 nights in the area.

In the application it is stated that the rowing environment and community in Rockhampton is unique. Not only does Rockhampton provide access to an incredible facility, but the local clubs are renowned for their sense of community and collaborative efforts to collectively manage events and regattas.

Sponsorship

The Association has requested cash sponsorship of \$10,000 from Council for the event, for which it has projected a total cost of \$76,942.00. This would represent a Council contribution of 7.69% of the cost of staging the event.

The below budget submitted is from the 2017 event with no budget/quotes supplied for the 2018 event:

- staff/officials travel \$8,000.00
- clean up of 'finish line' spectator area \$6,000.00
- staff/officials accommodation \$5,250.00
- portable toilets \$4,200.00
- medals \$4,040.00
- sand – 130 tonne \$4,000.00
- installation/removal of held start and starters platform \$3,850.00
- rescue crews \$3,300.00
- staff/official food during regatta \$3,200.00

It is proposed that Council's support would be acknowledged via all promotional materials to be circulated locally and state-wide to all participating schools.

The Committee will work with RRC 'Advance Rockhampton' team in promotion on Facebook, programs, signs and banners. Invitation to Mayor and Local Councillors to present medal to place-getters throughout the event.

Assessment

In accordance with the adopted Policy and Procedure applications received through the Minor Sponsorship Scheme will be assessed by Council against the following criteria:

- Applicant's capacity to undertake the event including any experience with similar events, relevant approvals and permissions required
- Wide community need for the event and how this was determined
- Community outcomes expected from the event, including number of participants
- Positive promotional outcomes for the local area and
- Value for money, including realistic budget and cost recovery, with at least two quotes for all items to be funded

A copy of the application has been supplied separately to Councillors for consideration, along with the rating tool as adopted by Council.

No marketing or business plan has been supplied, no quotes have been supplied, only figures from the 2017 event.

Accordingly, the assessment panel could only assess the application on what was submitted.

BACKGROUND

Below are details on sponsorship provided for the event in previous years:

2011/12	\$5,710.00
2013/14	\$1,650.00
2014/15	\$6,500.00
2015/16	\$6,500.00

CONCLUSION

The application has been received in round one, but is presented for Council consideration as the Club needs to finalise arrangements for the event to be held.

Assessment of the information provided in the application against the rating tool suggests that cash sponsorship of \$7,600.00 be provided to assist with the staging of the event. A copy of the completed assessments has been supplied separately to Councillors with the application.

11.9 COMMUNITY ASSISTANCE PROGRAM - QUEENSLAND JUSTICES ASSOCIATION

File No: 12535
Attachments: Nil
Authorising Officer: Colleen Worthy - General Manager Community Services
Author: Kerri Dorman - Administration Supervisor

SUMMARY

An application from the Queensland Justices Association – Rockhampton Branch for Minor Sponsorship assistance towards the 100th Anniversary Dinner – Queensland JP’s event is presented for Council consideration.

OFFICER’S RECOMMENDATION

THAT Council approves cash sponsorship of \$2,000 for the Queensland Justices Association – Rockhampton Branch towards the 100th Anniversary Dinner – Queensland JP’s event to be held on 15 September 2018.

COMMENTARY

The Queensland Justices Association – Rockhampton Branch has submitted an out of round application for assistance with the staging of the 100th Anniversary Dinner – Queensland JP’s event to be held on 15 September 2018.

The Queensland Justices Association is the peak industry body that represents Justices of the Peace and Commissioners for Declarations throughout Queensland, Australia. The Queensland Justices Association Rockhampton Branch has approximately 50 registered Justices of the Peace who provide volunteer services on a regular basis to the Rockhampton community and the dinner is proposed to not only celebrate the centenary of the organisation, but also as an expression of appreciation to the volunteer JP’s within the Rockhampton area.

The application states that the Queensland Justices Association will recognize the 100th anniversary of its foundation at its annual conference in November, however there is no other 100th anniversary celebration event being held in Queensland other than what is proposed by the Rockhampton branch.

It is estimated that 250 invited guests will attend the dinner. The total cost of the dinner is \$7,750.00 which is calculated at the cost of \$31.50 per person. The association will charge a fee of \$16.00 per invited guest.

The application was received too late for consideration in Round 1 of Community Assistance Program funding, but as the closing date for Round 2 would not allow sufficient time for event planning, staff have worked with the association over a period of time for submission of this application.

Assessment

The application has been assessed against the following criteria:

- Applicant’s capacity to undertake the event including any experience with similar events and ability to obtain relevant approvals and permissions;
- Wide community need for the event and how this was determined;
- Community outcomes expected from the event, including number of participants;
- Positive promotional outcomes for the local area;
- and Value for money, including realistic budget and cost recovery, with quotes for all items to be funded.

Sponsorship funds sought is to be used to reduce cost of dinner by 50% for invited guests, noting that the organisation is contributing less than 10% towards estimated cost.

CONCLUSION

The application has been received out of round, but is presented for Council consideration as the Association needs to finalise arrangements for the event to be held.

Based on assessment of the information provided in the application it is recommended that cash sponsorship of \$2,000.00 be provided to assist with the staging of the event.

11.10 YEPPEN ROUNDABOUT AND TRAFFIC ISLAND MEDIANS

File No: 377
Attachments: 1. [Yeppen Approaches Presentation](#)
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Andrew Collins - Manager Program Delivery

SUMMARY

Yeppen Roundabout and road approaches are a focal feature on entry to the City from the south. These areas are the responsibility of Department of Transport and Main Roads (DTMR). This report seeks Council endorsement of the proposed landscape treatments and acceptance of the responsibility for the future maintenance of the areas .

OFFICER'S RECOMMENDATION

1. THAT Council accepts the transfer of responsibility for the ongoing maintenance in perpetuity of the Yeppen Roundabout and nominated traffic islands, from DTMR to Council; and
2. THAT Council endorses the landscape design and accepts the DTMR funding for the construction.

COMMENTARY

In early 2017, the condition of the Yeppen Roundabout and southern approaches, the maintenance of which is currently managed by DTMR, was brought to the attention of Parks.

In late 2017 a meeting was held between Council and DTMR to discuss the upgrading of the Yeppen Roundabout and southern approach traffic islands and the transfer of landscape maintenance to Council. It was agreed that Council Parks would develop sketch proposals and a cost plan for landscaping works for the upgrade and enhancement of the entry into Rockhampton. Subsequently proposals have been reviewed with stakeholders and presented to DTMR for review.

The proposed landscaping comprises of a combination of, planting which is resilient to both drought and flood, rip-rap (stoned areas) and artificial turf.

DTMR advised that the proposed "Sculptural Feature" located centrally on the Yeppen roundabout cannot be funded by DTMR, so is not included in the project scope.

DTMR has made an early works payment to Council for design development.

BUDGET IMPLICATIONS

There is no Council Budget for the ongoing maintenance of the Yeppen Roundabout and traffic islands.

DTMR has agreed to fund the first 12 months establishment fee, after which time all costs of ongoing maintenance would fall on Council.

Future maintenance costs are estimated to be approximately \$70,000 per annum. However, approximately \$12,000 is currently expended annually in this area. The estimated increase in maintenance cost is \$58,000 per annum

RISK ASSESSMENT

If the DTMR offer for funding of the works is not accepted by Council:

The current landscape design developed in partnership with DTMR will not be constructed and the type of treatment will be at DTMRs discretion.

Should Council take on the maintenance of the Yeppen Roundabout and traffic island medians, failure to adequately manage and maintain the site may present a range of long term reputation, safety, environmental, legal and financial risks (see Table 1).

Table 1: Initial risk assessment for Yeppen Roundabout and traffic island medians

Risk	Risk Level	Likelihood	Mitigation Strategy
Public safety (facilities not fit for purpose)	Medium	Possible	Funding made available to carry out regular ongoing maintenance.
Environmental	Medium	Possible	Regular inspection to be carried out to ensure that drains maintained
Reputation (community concerns regarding site maintenance, illegal dumping and vandalism)	Low	Possible	Regular inspection to be carried out to ensure quality maintained installations.
Legal risks (management liability for inaction or damage)	Medium	Possible	Regular inspection to be carried out to ensure compliance with DTMR requirements.
Financial risks (potential for cost escalation)	Medium	Possible	Appropriate selection of suitable plant and materials

CONCLUSION

The upgrade of the Yeppen Roundabout and nominated traffic islands provides an opportunity to improve the appearance of entrance to the City from the south. Council needs to accept the ongoing maintenance responsibility for the medians.

Implementation of an appropriate inspection and maintenance plan for the site will enable Council to appropriately address risks whilst providing an asset that offers significant long term community benefit.

YEPPEN ROUNDABOUT AND TRAFFIC ISLAND MEDIANS

Yeppen Approaches Presentation

Meeting Date: 14 August 2018

Attachment No: 1

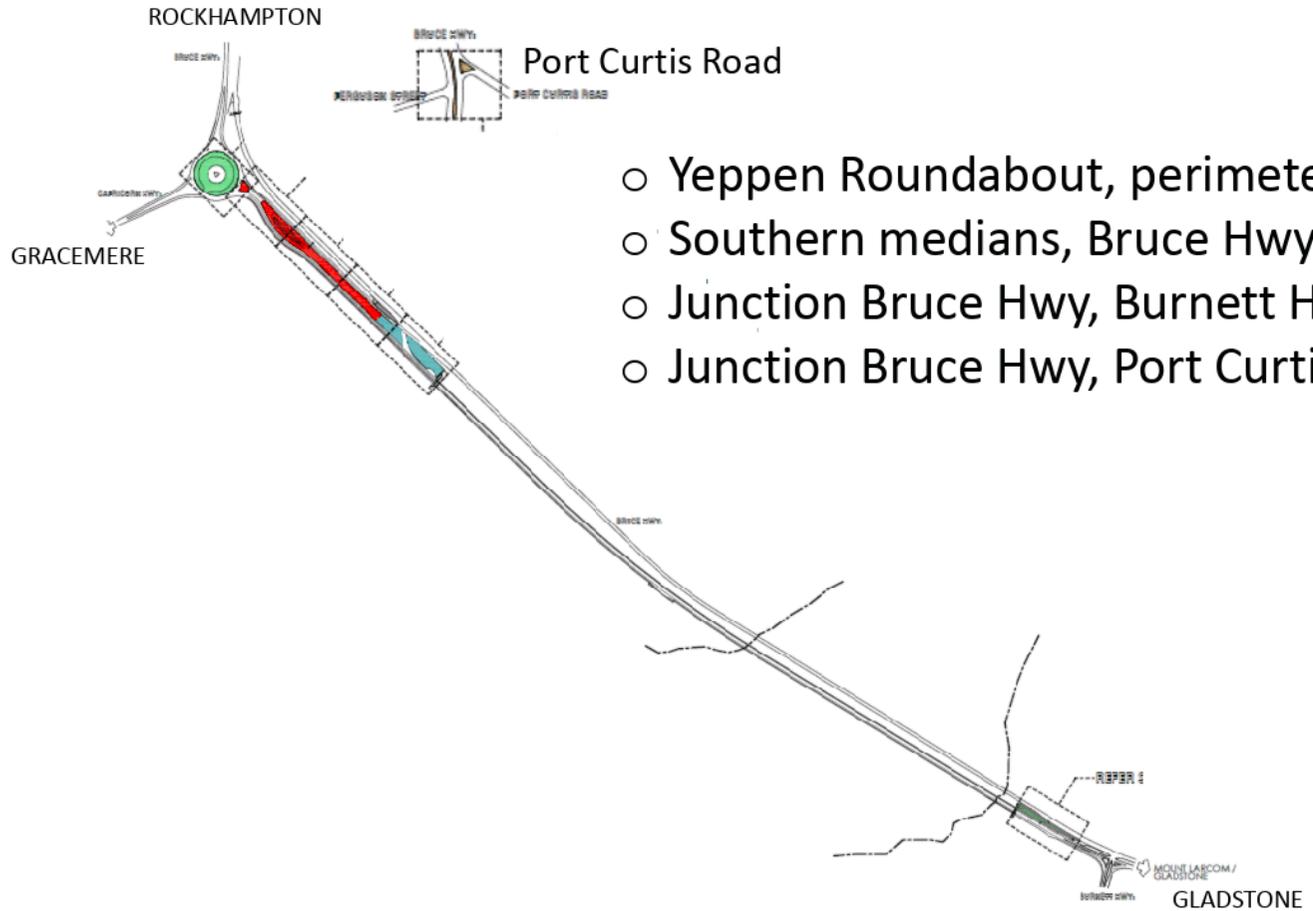


YEPPEN APPROACHES

Background

- Works funded by TMR
- Maintenance - transfer from TMR to Council
- Objectives
 - Make southern approaches more attractive
 - Reduce hazards to team carrying out maintenance
 - Reduced maintenance
 - Native plant species
 - Local material - rock

Medians Included



- Yeppen Roundabout, perimeter
- Southern medians, Bruce Hwy
- Junction Bruce Hwy, Burnett Hwy
- Junction Bruce Hwy, Port Curtis Rd

Works Excluded

Yeppen Roundabout Central Feature



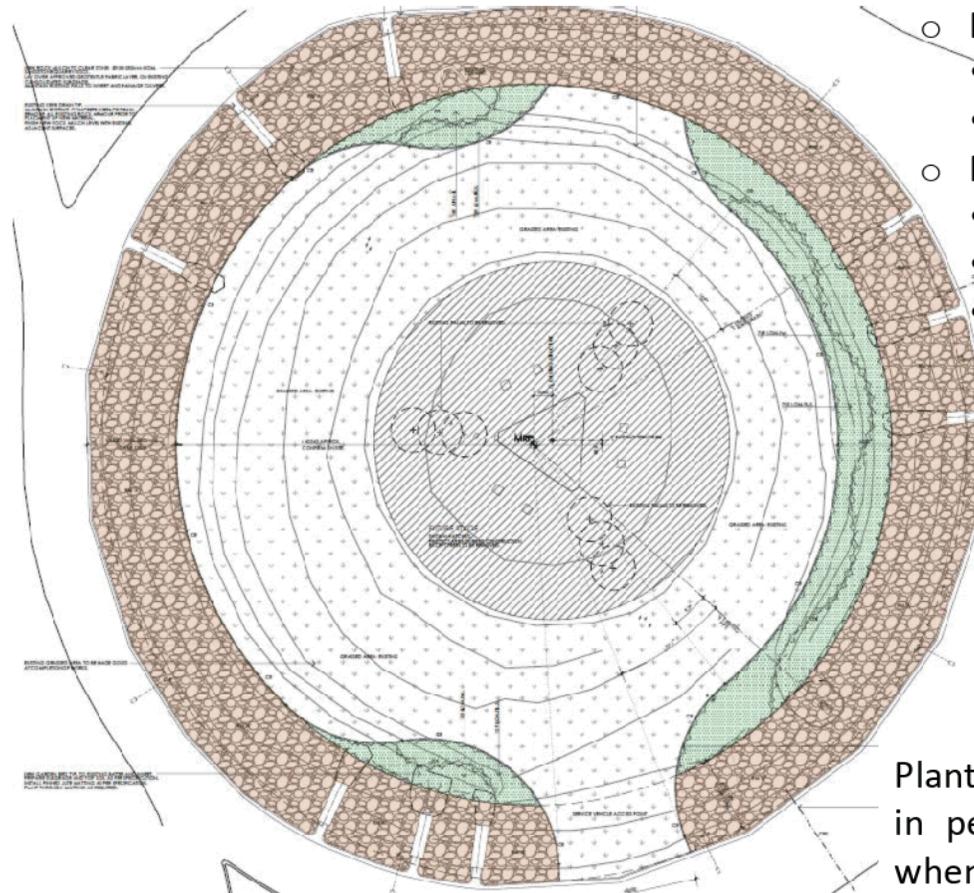
Design Constraints

- TMR Design Guidelines
- Flood water management
- Impact hazard - no trees
- Clear zones – parallel with carriageway
- Resilient plant species - arid and flood areas
- Irrigation to medians remote from roundabout
- Ongoing maintenance costs

Yeppen Roundabout



Yeppen Roundabout - Proposal



- Perimeter
 - Sandstone mulch
 - clear zone
- Planting
 - Lomandra flaviatilis Shara
 - Lomandra Hystrix
 - Juncus Usitatus



Planting ideal for mass planting in periodic wet and dry areas when a low growing tidy tough plant is needed

Exit toward Gladstone



Median Proposal



- Artificial turf on
- Reinforced concrete slab

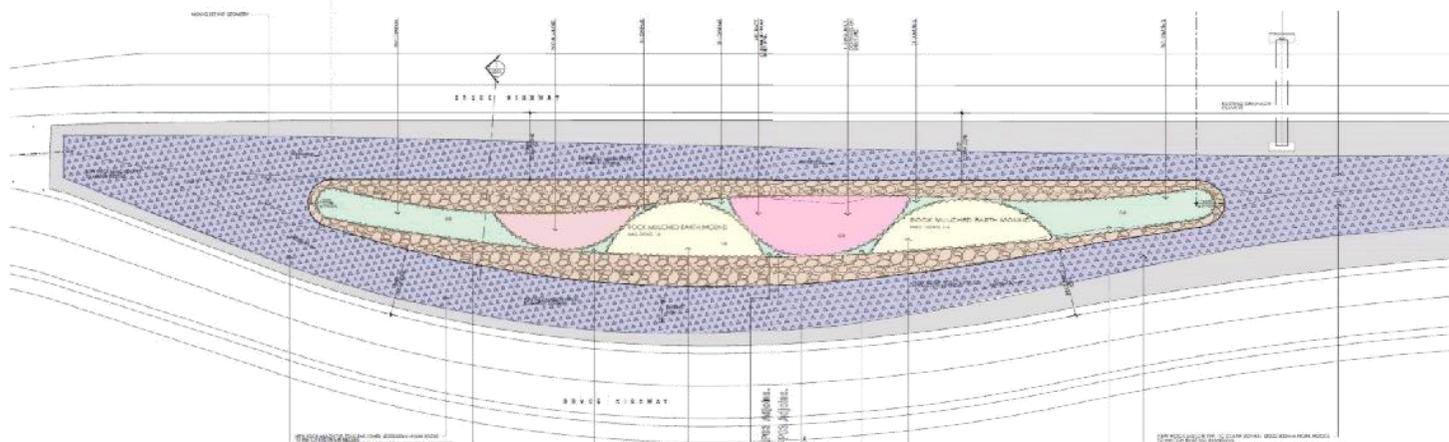
Bruce Hwy towards Gladstone



Bruce Hwy towards Gladstone



River & Island Concept



Lomandra fluviatilis 'Shara'
Fine leaf with slightly blue grey tones. Ideal choice for mass planting in periodic wet and dry areas when a low growing tidy and tough plant is needed.



**Callistemon salignus
Great Balls of Fire**
dense compact, intense red hues of emerging new growth. Growing to a height of around 1.75m and with a similar spread, ideal as a hedge with impact.



Callistemon white anzac
A good reliable garden shrub, growing low and wide to around a metre and a half high and to three metres wide.

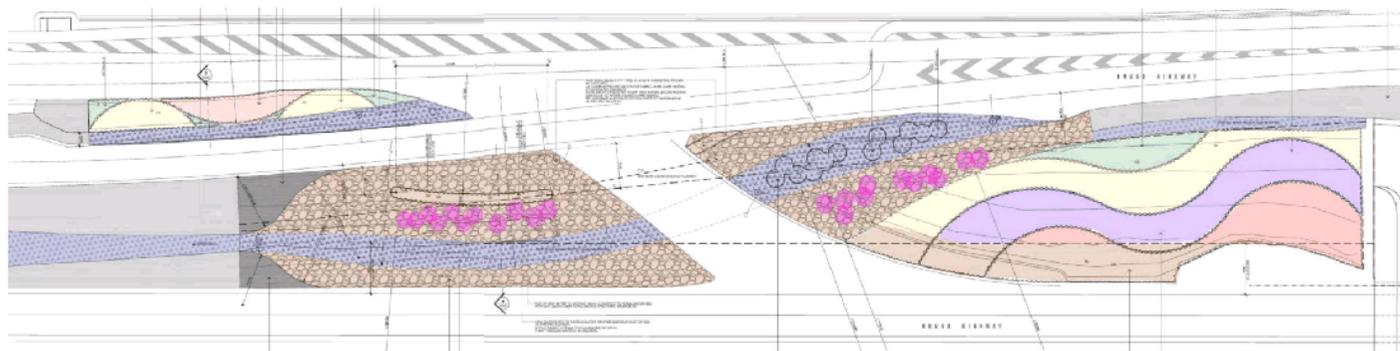


Melaleuca 'Claret Tops'
Dense compact shrub with small leaves and attractive claret coloured new growth. Good in most soils, best in well drained ones with good organic content.

Bruce Hwy towards Gladstone



Concept – River & Islands



Bougainvillea Bambino Maudi
 Extremely free flowering , Keep dry to encourage heavier flowering Blooms for most months of the year. Good foliage and bloom contrast. Plant in brighter , full sun areas.

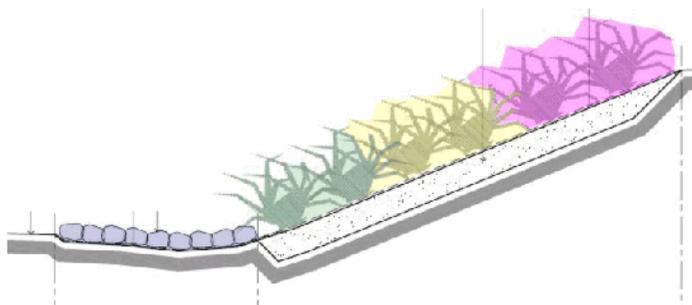
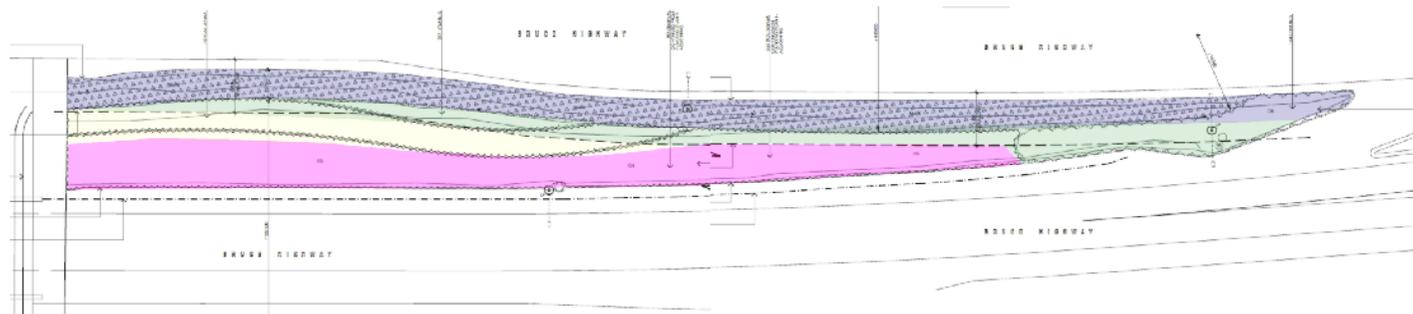


Eremophila Maculata Purple
 Grows 80cm in height. Purple profusion has the strongest flower performance. Grows in full sun and shaded areas, it is also suited to most soil types that are well drained. Care for this plant is maintenance free plant and is drought tolerant.

Junction – Bruce Hwy & Burnett Hwy



Junction – Bruce Hwy & Burnett Hwy



Bougainvillea Bambino Maudi



Callistemon White Anzac



Lomandra fluviatilis 'Shara'

FUNDING & PROGRAM

- Funding identified by TMR \$1M
- Funding approved to date fees \$110k
- Risk
 - Irrigation funding (approx. \$60k RRC)
 - TMR Funding subject to completion of works December 2018
 - Additional ongoing maintenance costs estimate \$58,500k p.a.

11.11 PROPOSED FRIENDSHIP CITY AGREEMENT WITH HUIZHOU

File No:	667
Attachments:	Nil
Authorising Officer:	Chris Ireland - Manager Regional Development and Promotions Tony Cullen - General Manager Advance Rockhampton
Author:	Young Beamish - Senior Executive Trade and Investment

SUMMARY

Proposed Friendship City Agreement with Huizhou Municipal, Government Guangdong Province, People's Republic of China.

OFFICER'S RECOMMENDATION

1. THAT Council enters into a Friendship City Agreement with the Huizhou Municipal People's Government, Guangdong Province, People's Republic of China; and
2. THAT once both cities sign the Friendship City Agreement, a copy of the document will be made available to the public.

COMMENTARY**Approach and Consultations**

In early July 2017, Council was approached to explore friendship city arrangement with Huizhou, Guangdong Province, People's Republic of China. The Foreign Affairs Office of Huizhou extended an invitation to Advance Rockhampton to attend the 5th Huizhou Agriculture Expo.

Subsequent discussions, enquiries and consultations have been undertaken with the following parties after this initial approach:

- Department of Foreign Affairs and Trade
- Trade and Investment Queensland (TIQ)
- TIQ Trade Commissioner, Mr Zijian Zhang (based in Shanghai)
- Huizhou Municipal People's Government
- Consulate-General of the People's Republic of China in Brisbane.

On 28 September, Cr Cherie Rutherford with the assistance from Mr Ross Cheesman and Ms Young Beamish visited Huizhou and met with their Vice Mayor for further fact findings.

Further, Advance Rockhampton led a trade mission to Huizhou to attend the 5th Huizhou Agriculture Expo on 22-28 November 2017 and discussed the potential friendship city agreement in their city of Huizhou.

The result of these discussions, consultations and the visit has shown that there are a number of areas of joint opportunity and synergies existing between the two cities that may justify a relationship being formed.

BACKGROUND

Huizhou is a city in southeast Guangdong Province, China. With a population of 4.5 million residents, Huizhou is considered to be a third tier city by Chinese standards. There is a strong focus on the development of the petro-chemical, industrial chemical, heavy industry, and nuclear energy industries.

There is significant existing capability in the food supply chain. Approximately forty per cent of the food leaving China for Hong Kong passes through the area.

In April 2015 North Queensland Regional Organisation of Councils and the Port of Townsville signed Framework Agreements with Huizhou City, Huizhou Port and Guangdong Logistic Industry Association for trade and investment. Minister Bill Byrne attended the signing ceremony.

The Port of Huizhou is a natural coastal port located east of Shenzhen and Hong Kong which opens into Daya Bay. It was established 20 years ago and has grown from a small fishing village to become a significant part of the Pearl River Delta shipping hub.

Huizhou Municipal Government is interested in establishing a relationship with Rockhampton as it is the Beef Capital of Australia.

Formal relationships between cities via friendship/sister city connections provide opportunities for the development of personal, cultural, tourism, educational and economic ties between cities.

Given the respective attributes of Rockhampton and Huizhou, a number of areas where both cities would be able to collaborate, complement and provide mutual benefits have been identified. These are summarised below and have been incorporated into a draft Friendship City Agreement and expanded upon in any future Sister City Agreement:

- Economic development
- Agriculture
- Education
- Tourism
- Culture / Arts

BUDGET IMPLICATIONS

Nil

LEGAL IMPLICATIONS

None specifically arise from this report as Friendship City Agreements are not legally binding.

RISK ASSESSMENT

The consultations Council has undertaken with State and Federal Government agencies have not raised any issues of concern that would cause Council to reject the advances made by Huizhou to enter into a friendship city arrangement.

CORPORATE/OPERATIONAL PLAN

Council engages in a range of international related activities where there is benefit to be derived for the residents of the region. This is consistent with Council's Corporate Plan, strategic direction and is congruent with its Economic Development Strategy.

CONCLUSION

Huizhou has approached Council with an express desire to enter into a friendship city and sister city relationship with Rockhampton. Sister City relationships are widely recognised to be integral to the internationalisation strategy of a City.

Following an active program of communication and exchange of communication, various synergies exist between the two cities and there are a number of joint opportunities that have been identified in sectors including economic development, education, tourism, agriculture, culture, environment, sports and the arts.

Council is being asked to determine if it should enter into a Friendship City Agreement with Huizhou.

11.12 ADVANCE ROCKHAMPTON OPERATIONAL REPORT JUNE & JULY 2018

File No: 12614
Attachments: 1. [Monthly Report - June & July 2018](#)
Authorising Officer: Tony Cullen - General Manager Advance Rockhampton
Author: Chris Ireland - Manager Regional Development and Promotions

SUMMARY

The monthly operations report for the Advance Rockhampton Unit over the month of June and July 2018 is presented for Councillors' information.

OFFICER'S RECOMMENDATION

THAT the Advance Rockhampton Operational Report for June and July 2018 be received.

COMMENTARY

The attached report provides details of the core areas of activity during June and July 2018 by the Advance Rockhampton Unit. These activities are the continuation of tasks that have been allocated as a result of priorities driven throughout the Council and also the regional economy.

Leading into a new financial year, budget, corporate and operational plan, the activities and deliverables of the unit will now become more targeted through KPI's that align with the following:

- Corporate and Operational Plan
- Budget
- Economic Development Action Plan

These areas of alignment now provide clear direction from the resolution of Council to the deliverables that officers will work towards and be measured against.

BACKGROUND

Council's Advance Rockhampton Unit provides monthly reporting to Council. The following report and attachment provides details of actions undertaken and deliverables during October.

CONCLUSION

It is recommended that Council receive the attached report.

**ADVANCE ROCKHAMPTON
OPERATIONAL REPORT
JUNE & JULY 2018**

Monthly Report - June & July 2018

Meeting Date: 14 August 2018

Attachment No: 1



Monthly Operations Report

Regional Development & Promotions

June & July 2018

1. Highlights

Regional Development & Promotions

1. River Festival 2018
2. Fishing the Fitzroy
3. Korean Government Agency funding another training group to Rockhampton for Aged Care training in March-April 2019
4. Prawn Farming investment returning to the region as a result of Advance Rockhampton's promotional material at Beef Australia
5. Facilitated export to China from a local timber export company
6. NBL Clash
7. QME 2018 (23-26 July 2018)

2. Innovations, Improvements and Variations

Regional Development and Promotions

Operational Plan Ref	Operational Action	Target	Department	Action
5.3.2.1	Continually review operational expenditure	Identify at least one operational saving per section of responsibility	RDA	Review of printing and reduction of costs
5.4.2.6	Pursue improved processes through all levels of Council	Identify at least two improved processes per section of responsibility	RDA	Documents / forms being drafted to assist with operational exchange of information

3. Customer Service Requests

Response times for completing customer requests in this reporting period for July 2018



All Monthly Requests (Priority 3)
Strategic Planning 'Traffic Light' report
July 2018

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	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							
Strategic Planning Enquiry	2	0	0	0	2	0	3	● 0.00	● 2.50	● 4.33	18.33



All Monthly Requests (Priority 3)
Marketing 'Traffic Light' report
July 2018

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	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							
Community Engagement	0	0	0	0	0	0	3	● 0.00	● 4.00	● 4.00	0.00
Marketing Enquiries	0	0	0	0	0	0	1	● 0.00	● 5.57	● 21.44	34.60

4. Service Delivery

Regional Development and Promotions

Operational Plan Ref	Operational Action	Target	Stats
4.1.1.1	Provide timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels	
4.1.1.2	Provide effective delivery of Council services	In accordance with unit's customer service standards and service levels	

5. Legislative Compliance and Standards (including Risk and Safety)

Regional Development and Promotions Operational Plan Targets

Operational Plan Ref	Operational Action	Target	Item	Status
5.2.1.1	Comply with legislative requirements	Updates to be presented to Council in sectional monthly reports	Nil	
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Risk registers are presented to Council on a quarterly basis	Risk Register	Monitoring of risks on an ongoing basis 
5.2.1.8	Monitor and review non-compliance of legislative requirements	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Nil	

6. Section Statistics / Updates

Centres Activation

Completion Status	Deliverables
In process	<p>Centres Activation Coordinator</p> <ul style="list-style-type: none"> • Progression of medium to longer term strategic actions and opportunities as listed in the CBD Redevelopment Framework. Catalyst project 'Brand Rockhampton CBD' commenced in June 2018; • Review of retail and lifestyle tenancy mix with a view to target key usage gaps within the CBD; • Monthly place making activities and initiatives, and progression of short term actions to assist in revitalising and improving presentation of CBD; and • Ongoing external engagement of communities within each centre.

Regional Development Team**Economic Development**

Completion Status	Deliverables
In Progress	<p>“Gear Up Rocky” Initiative</p> <ul style="list-style-type: none"> • Gear Up Rocky for Employment session was organised with 30+ employment oriented businesses and employment agencies for early August. The aim of the session is to help understand the employment landscape in better detail and begin collaborative planning for the increased need for skilled employees in the construction, mining, tourism and agriculture sectors. • Gear Up Rocky for Supply Chain Opportunities program rolled out a comprehensive video and booklet library to assist local businesses prepare for current and pending industry opportunities. • Gear Up Rocky for Defence continues. A business readiness survey completed by 150 businesses has found that: 24% of businesses that responded do not have a capability statement, 14% do not have documented safety systems and 5% do not have appropriate insurance for large scale projects. There is continued liaison with Downer/FKG on the Shoalwater Bay Military Training Area Remediation Project (\$130M). An announcement for the Australia-Singapore Military Training Initiative \$1B tender is expected in the near future.
In Progress	<p>Rockhampton Recreational Fishing Development Strategy</p> <ul style="list-style-type: none"> • The North Rockhampton Boat Ramp is in its final stages of construction with completion expected late August. • A committee report being developed on land based fishing platforms across the CBD. • Fishing the Fitzroy Facebook page has increased to 2,670 followers. • Recreational Fishing Charters are reporting good levels of bookings with many reporting September and October is already booked out. • Business development activities include: working with a river cruiser business which is anticipated to begin river trials in August. • Rockhampton has been awarded the destination for a State wide forum on recreational fishing to be held in September. • Engaged with a fishing event business seeking to establish a large scale community fishing tournament.
In progress	<p>Regional Aquaculture Developments</p> <ul style="list-style-type: none"> • The Department of Agriculture and Fisheries has provided an initial face to face workshop to Council officers on the proposed aquaculture development areas. A workshop request to Councillors for a detailed workshop for late August has been requested. • Business development activities in aquaculture have continued in the month of July with one local business finalising a high level proposal and another investigating opportunities. • Exploratory work has commenced with an international investor in the aquaculture space. • Exploratory work has commenced for a local indigenous aquaculture project. • Analysis of the Australian aquaculture industry has begun to understand potential gaps / opportunities in the market space.
In Progress	<p>Study Rockhampton and relevant education delegations</p> <ul style="list-style-type: none"> • Council supported the Teys Australia’s Meat Processing Program in conjunction with the Korean Government agency (HRD) last October. The second training group of 10 students has arrived on 4 July 2018 and start their training. The third group is scheduled to arrive in December this year. • HRD, Korean Government Agency has also decided to fund another training group to Rockhampton for Aged Care training at CQUniversity. March-April next year is the month that is under consideration of the program commencement. A potential visit will be made around September-October to sign a MOU with relevant parties. • A Digital Influencer Juliana Medina has visited Rockhampton Region on 12-15 July to promote the region for international education and tourism to Latin American market. This was a coordinated effort between Advance Rockhampton and TIQ. • A local Chinese education consultant visited Zhenjiang to further facilitate their discussion for education cooperation. Some relevant meetings were conducted on 23-24 July in Zhenjiang. This consultant participated in the recent agent familiarisation tour

	<p>organised by Advance Rockhampton.</p> <ul style="list-style-type: none"> In cooperation with Australian Department of Foreign Affairs and Trade and Queensland Trade and Investment, 16 Brazilian students were attracted to the region. These students are on a scholarship by their own government and will start their study next February 2019. CQUniversity and Study Rockhampton jointly participated in the International Education Expo that was organised by a major education agency in Brisbane. It is an outcome of the recent agent familiarisation tour.
In Progress	<p>China Engagement</p> <ul style="list-style-type: none"> Yuexing Group and Advance Rockhampton are in discussion to promote Rockhampton Region's Education, Tourism and Investment opportunities in partnership in Shanghai. Zhenjiang Municipal Government invited Mayor to their city for Zhenjiang Low Carbon Conference 2018 and signing a sister city agreement. The Conference is scheduled on 24-25 October this year and this is linked to Jiangsu Provincial Government's International Sister City Day which we are also invited to. Due to the nature of government a Chinese provincial government has much influence on a local government and it might be useful to establish a network mainly for education cooperation. A local Chinese Business Development Professional visited Zhenjiang and Shanghai in the last week of July to move ahead with education cooperation by visiting schools and meeting principals. He also met with Zhenjiang Chinese International Chamber of Commerce to assist Advance Rockhampton in reaching out to relevant agricultural and property development companies in the city. Advance Rockhampton is organising all relevant meetings to support him. Council joined the membership with Australia China Business Council which provides vast networks in Australia as well as China. As a result of Advance Rockhampton's promotional activity during Beef Australia 2018, a Chinese company returned to the region on 18 July to have further discussions and conduct site inspections for prawn farming.
In Progress	<p>Singapore Engagement</p> <ul style="list-style-type: none"> A local company is connected to a major Singaporean company for potential export.
In Progress	<p>Japan Engagement</p> <ul style="list-style-type: none"> TIQ Japan is in communication for potential education groups to the region.
In Progress	<p>Overall Investment activities</p> <ul style="list-style-type: none"> The yield of black sesame from the recent trial was lower than estimated. Therefore, there will be another trial late this year to plant seeds on a much larger block of land. The story will be reported on Land Line in July-August. A local timber export company Advance Rockhampton facilitated for export is exporting to China. TIQ Shanghai Office connected them to the opportunity. A local distillery, Saleyards won the Gold and Bronze medals from the San Francisco World Spirits Competition 2018. It is known to be the most influential competition in the world. AR got in touch with the company and is exploring potential to export to Japan, Singapore, Korea and China. The first Business Newsletter targeting migration agents in Queensland and NSW was created and sent out. About 2,000 agents received it and Advance Rockhampton received some good level of interest.
Ongoing	<p>Supercars Project</p> <ul style="list-style-type: none"> Further meetings with CEO of Supercars conducted. Awaiting response
In progress	<p>Rockhampton Region Business Gaps Survey</p> <ul style="list-style-type: none"> A significant amount of businesses indicated an interest in a local call centre operation. Advance Rockhampton is facilitating a process to potentially extend a local call centre within the CBD by an external commercial operation/s.
In progress	<p>QME 2018</p> <ul style="list-style-type: none"> Set up booth (23 July 2019) Attend event (24-26 July 2018) Attend awards dinner (25 July 2018)
In progress	<p>Drive Inland Promotions Association</p> <ul style="list-style-type: none"> Visit Livingstone Shire Council (2 July 2018) Operation sub-committee meeting (18 July 2018)

Ongoing	NBL Clash <ul style="list-style-type: none"> Committee meetings (10 & 24 July 2018)
Ongoing	Solar Power Generation <ul style="list-style-type: none"> Discussion with Prof Peter Wolfs – CQUni (10 July 2018) Discussion with Powerlink about access to Bouldercombe sub-station Discussion with Discussions with Future-X Energy (30 July 2018) Inspection with Future-X Energy (31 July 2018)
Ongoing	Australian Reproductive Technologies <ul style="list-style-type: none"> Meeting with Simon Walton Inspection of Smart Hub

Marketing

Unit	Deliverable Task	Status
Zoo	Website <ul style="list-style-type: none"> Content uploaded to www.rockhamptonzoo.com.au. Imagery to be uploaded August with the anticipation for this to be completed by mid August. 	Started
	Map and brochure <ul style="list-style-type: none"> Approved by management – seeking prices to print. Should be sent to print first week of August 	Ongoing
	Signage <ul style="list-style-type: none"> Designs for stage 1 received - entrance, zones, welcome, banner mesh, exit – requested changes from designer 	Ongoing
	World Chimpanzee Day Successfully rolled out marketing campaign containing: <ul style="list-style-type: none"> Date claimer in calendars Kids activity book Banners Media release and social media 	Complete
	Chimp campaign – marketing roll outs: <ul style="list-style-type: none"> Zoo bus and taxi advertising campaign – extended until end July (free of charge) 	Complete
(Parks) Health and Wellbeing	Sports and Health Expo <ul style="list-style-type: none"> Date booked 24 Feb Marketing plan to be written September 	
	Outdoor photography <ul style="list-style-type: none"> More photography to be completed in September 	Started
	Cycling brochure – <ul style="list-style-type: none"> To be outsourced – work to start August 	Ongoing
Parks	National Tree Day – 29 July 2018 Marketing plan rolled out <ul style="list-style-type: none"> Media releases Facebook advertising Posters On site location posters Calendars / customer service on hold messages Mail outs to schools 	Completed
	Tropicana <ul style="list-style-type: none"> Meetings about the integration of Tropicana and gardening competition Decision to join evens Working on event management plan including marketing plan being created Large body of work to be done in August	Ongoing
	Berserker Wilderness Hut <ul style="list-style-type: none"> Content creation to be outsourced in August 	Ongoing

River Festival	Sponsorship <ul style="list-style-type: none"> VIP night successful 1 outstanding payment to be made Sponsor thank you lunch and post event report to be held and finalised in August TEQ acquittal started and should be finalised in August 	Ongoing
	Marketing <ul style="list-style-type: none"> Signage arrangements and approvals Develop River Festival 2018 APP 	Completed
Disaster Management	Emergency Services Day 29th July 2018 <ul style="list-style-type: none"> Marketing plan successfully rolled out <ul style="list-style-type: none"> TV radio posters distributed School library comp sent out Stickers for passports ready Program and map completed Facebook ads pushed out Interviews arranged Survey created and pushed out. Post event report to be finalised in August. Survey responses to be received August. <ul style="list-style-type: none"> Final numbers – over 6,500 people attended the event. 	Ongoing
	Emergency Dashboard promotion <ul style="list-style-type: none"> Extended TV ad received for Emergency Services Day 30 sec being reviewed No radio ad completed as yet 	Ongoing
	Promotional materials <ul style="list-style-type: none"> Non-woven reusable bags to be received August 	Ongoing
Local Laws	Local Law Review <ul style="list-style-type: none"> Marcomms Plan implementation 	Ongoing till August
Animal Management	<ul style="list-style-type: none"> Barking Peace Pack Dog Rego Renewal campaign roll out Your Pet our Responsibility Booklet X 5 educational video series Vehicle designs Gracemere Pound Signage (internal & external) 	Ongoing
City Child Care Centre	<ul style="list-style-type: none"> Restructure website content in line with new Handbook Installation of updated external signage Installation of internal signage Develop Marcomms for enrolment 	Ongoing
Development Advice Centre	<ul style="list-style-type: none"> Roll-out of Marcomms Review of website structure and rebrand to match new look and feel 	Completed
Environment & Public Health	<ul style="list-style-type: none"> Design of Food Safety Event Guide 	Started
Pest Management	<ul style="list-style-type: none"> Establish working group for Small Landholders Day Draft Marcomms outline for Small Landholders Day Contact sponsors and stallholders Pest Management Strategy 	Ongoing
Vector Management	<ul style="list-style-type: none"> Mosquito Factsheet and activity 	Started
Cemeteries	<ul style="list-style-type: none"> Signage project 	Started
Operational Plan	<ul style="list-style-type: none"> Draft 1 of 2018/2019 Operational Plan 	Started
Smart Hub	<ul style="list-style-type: none"> Event marketing 	Ongoing
Customer Service	<ul style="list-style-type: none"> New resident guide to Council services 	Ongoing

Community Service	<ul style="list-style-type: none"> Homeless Connect Booklet Community Directory re format on website Seniors Week morning Bulletin feature 	Ongoing
Library	<ul style="list-style-type: none"> Program Sept - Nov STEM Branded Template 	Completed On hold
Economic Development	<ul style="list-style-type: none"> NEDC2018 Marcomms implementation 	Started
Advance Rockhampton	<p>Economic Development</p> <p>Gear Up Rockhampton: Supply Chain Opportunities</p> <ul style="list-style-type: none"> MARCOMMS Plan <ul style="list-style-type: none"> Create page on AR website & upload documentation Facebook Advertisement <p>Organise Facebook promotion</p> <ul style="list-style-type: none"> Quay Street Digital High Signs Quay Street Digital Low Signs Vision6 Newsletter <p>AR Newsletter (not yet started)</p>	Ongoing <i>(rollout July – December)</i>
	Queensland Mining Expo Booth Design	Completed
	<p>Tourism</p> <ul style="list-style-type: none"> Welcome to Rockhampton round-about flags x 6 	Completed
	<p>Kershaw Gardens Playground Opening</p> <ul style="list-style-type: none"> Invite/Look & Feel Bishopp Billboard MARCOMMS Plan Radio advertising – booking Outside broadcast – booking Corflute signing – program 	Ongoing <i>(rollout August)</i>
	<p>Fishing and Fitzroy</p> <ul style="list-style-type: none"> Rockhampton Region Recreational Fishing Voluntary Code of Practice A4 Flyer Fishing magazine advertisement Fishing the Fitzroy Quay Street digital high signs animation 	Completed
Art Gallery	<p>The Gold Award</p> <ul style="list-style-type: none"> A4 Patron Booklet Promotional Items Production – Pull up banner, Bolsover Billboard, Super Banner, Tear drop Banner 	Ongoing
	<p>Jon Cattapan – The Spaces of and Between</p> <ul style="list-style-type: none"> Mast Head design (Completed) All promo items (Started) <ul style="list-style-type: none"> Quay St Digital Signs (low & high) Airport Screens Exhibition Vinyl A1 Poster Social DL Flyer Email Signature 	Ongoing
	I Support The New Gallery Collateral	Ongoing

Events

Completion Status	Deliverables
Overarching Events	
Completed	Rockhampton River Festival 2018 (13-15 July 2018) <ul style="list-style-type: none"> • Event held • Proposed dates for 2019 going to Council meeting 14/08/2018
Started	NEDC 2018 – Economic Development Australia Conference <ul style="list-style-type: none"> • Contract Signed • Commence work on conference packages/ accommodation providers, website development and sponsorship prospectus. • Conference Themes and Speakers – Keynote speakers locked in • Conference Management • Venue Inspections/ bookings • Welcome Cocktail Party, EDA Awards dinner, Beef and Bulls Dinner, Explore Rockhampton Tours, Masterclass. • Exhibitors
Started	Kershaw Gardens opening (11 August 2018) <ul style="list-style-type: none"> • Organise infrastructure • EOI for food vendors • EOI for Entertainment • Book entertainment • Order – shade tents/party items • Organise program • Road closures • Parking signs and organisation • Organise sausage sizzle and book provider • Book stage and audio • Book AV requirements • Security
Started	LAWMAC Conference (23/24 August 2018) <ul style="list-style-type: none"> • Local Authority Waste Management Advisory Committee • Commenced work on: <ul style="list-style-type: none"> ○ Venue – completed ○ Catering for conference – booked ○ Stage and Audio and AV - booked ○ Accommodation – in LAWMAC program ○ Bus hire to transport up to 60 attendees – booked ○ Tour of Lakes Creek Road Waste Management Centre - booked ○ Delegate gifts – in progress ○ Delegates pre-dinner drinks – in progress ○ Delegates conference dinner – booked ○ Tourism information for delegates – in progress
Started	Spring Garden Spectacular <ul style="list-style-type: none"> • Dates locked in • Presentation date and venue TBC • Book judges • Organise sponsorship and prizes • Work on new categories • Send out entry forms and info to previous entrants and community • Collate entrants • Organise judges accommodation and travel • Organise judging itinerary and contact entrants re times for viewing properties • Organise bus tour
Started	Tropicana Date set <ul style="list-style-type: none"> • Venue booked • EOI for Workshops • EOI for site holders • EOI for food vendors

	<ul style="list-style-type: none"> • EOI for Children's activities • Road closures • TMP to be booked • VMB booked • Book all infrastructure – marquees etc • Entrance Statement • Letters to residents • Book St John Ambulance
Completed	Dee Home Grown Festival (23 June 2018) <ul style="list-style-type: none"> • A festival in Mount Morgan to showcase the local and rural surroundings talents of performance and visual arts, artisans, handicraft and products of cottage industry, businesses and organisations. • Council involvement: <ul style="list-style-type: none"> ○ Road closures ○ Securing Children's activities ○ Advertising/Marketing
Completed	National Tree Day (30 July 2018) <ul style="list-style-type: none"> • Assisting as required by Parks • Marketing/Media
Completed	Lyle Alberts Dobbs Park (30 June 2018) <ul style="list-style-type: none"> • Working with Mayors Office events are to: • Book catering • Book Marquees/Chairs/Tables • Assist in set up/break down
Completed	SportABILITY Carnival – NDIS – 22 July 2018 <ul style="list-style-type: none"> • Council involvement <ul style="list-style-type: none"> ○ Community Support within the events capacity ○ Meet with organiser ○ Supply Events Manual ○ Discuss logistics and planning of event

Tourism

Completion Status	Deliverables
Overarching Tourism	
In Progress	Rockhampton Recreational Fishing Marketing Strategy <ul style="list-style-type: none"> • Facebook Page • Page views: 637 • Reach: 37,994 • Likes: 2,581 • Followers: 2,673 • 6 Page Editorial in NAFA Magazine about the Rockhampton Region • Creek to Coast visited • Filming of Barramundi Cooking Video for Gourmet Traveller story pitch
In Progress	Industry Engagement <ul style="list-style-type: none"> • Discussion with industry representative regarding new Fishing Competition in region • Capricorn Yearling sale discussion as a regional draw card • International Travel Agent engagement – Danish Travel Agency
Completed	Major Events <ul style="list-style-type: none"> • Rockhampton River Festival • Queensland Tourism Award Judge in Region • Australian Rowing Team – 80 Welcome Packs provided
In Progress	Explore Rockhampton Marketing Overview <ul style="list-style-type: none"> • Article in Fiji Airlines • Colombian Digital Influencer in the region – attended Rockhampton River Festival • Creek to Coast

Grants

Completion Status	Deliverables
Overarching Grants	
Ongoing	<p>Secured Funding As at the end of FY17/18, we secured over \$22.79 million in additional new grant revenue commitments against our total FY17/18 target of \$15 million.</p> <p>In terms of cash flow, as at the end of FY17/18 RRC had received over \$14.2 million in operating revenue and over \$41 million capital revenue attributable to successful grants.</p>

7. Operational Plan Targets by Section

The following Operational Plan actions and targets are required to be reported to Council on a monthly basis. This data will also form part of the Operational Plan quarterly report to Council:

Legend for traffic lights



On track / completed



Ongoing / not completed in full



To be commenced

Regional Development & Promotions

Operational Plan Ref	Action	Target	Status
1.5.2.1	Implement the Wayfinding Strategy across the Region	Update reports on implemented staged levels presented to Council on a quarterly basis	
1.5.3.1	Implement two-way conversation opportunities with the community	Update reports on facilitating departmental client community engagement strategies and marketing strategies presented to Council on a quarterly basis	
1.5.3.3	Position Council and My Rockhampton website event calendars as the go-to place for the Region	All Council and key local events listed on the website	 <i>Currently in development</i>
1.5.3.5	Implement data collection tactics for direct communication with residents	Electronic direct mail out messages increase of 10%	
1.5.3.6	Implement and deliver the My Rockhampton magazine and associated platforms	Three magazines designed and distributed per annum	
1.6.1.1	Inclusiveness in key projects and events	Report on programs undertaken and present to Council on a quarterly basis	
1.6.3.2	Deliver and support major Regional events	Deliver the Rockhampton River Festival with a 10% increase in attendance numbers from 2016, drawing a 5% increased number of out of Region visitors	
1.6.3.3	Encourage and facilitate community capacity to deliver a large variety of events	Develop an Event How to Guide, which incorporates venue hire information, by 31 December 2017	
		Conduct two information sessions for the public on organising and running events, one in 2017 and the other in first half of 2018	
		Review current approval requirements/ processes and implement improvements by 31 December 2017	
1.6.4.4	Develop and implement a strong arts program as part of the Rockhampton River Festival	Three arts programs incorporated into the annual River Festival	
		Ensure art developed as part of the Rockhampton River Festival is designed to be long lasting and integrated as public art in line with Council policy and procedures	

1.6.5.1	Implement key local resident stories and achievements into Council publications and platforms	My Rockhampton magazines incorporate profiles including Who's New in the Zoo, Why Rockhampton, Who to Follow, What are they doing now?	
Operational Plan Ref	Action	Target	Status
2.1.1.1	Engage with stakeholders to develop and implement a Destination Management Plan for the Rockhampton Region	Finalise development of the Destination Management Plan by 30 September 2017	 <i>Note: extension of KPI</i>
		Implement Destination Management Plan in accordance with timeframes detailed in the Plan	 <i>Note: extension of KPI</i>
2.1.1.2	Develop and implement strategies and initiatives to promote and improve Regional tourism opportunities	Scope work to be conducted to develop a holistic Regional tourism attraction with results being endorsed by Council by 31 March 2018	
		Develop a new tourism product 'History Tour of Rockhampton' by 31 March 2018	
		Review current regional branding and present findings to Council by 30 September 2017	 <i>Note: extension of KPI</i>
		Review and implement a regional visitor app by 31 December 2017	 <i>Note: extension of KPI</i>
2.1.2.1	Undertake a feasibility study for the development of a multipurpose sport and entertainment precinct	Study to be finalised and endorsed by Council by 30 June 2018	 <i>Note: Norbridge Park</i>
2.1.2.2	Deliver or support the staging of national, state, regional and local sporting events	Develop a Capabilities Statement by 31 December 2017 which includes incentives for events linked to the Commonwealth Games	
2.1.3.1	Review current multilayered marketing plans for Advance, Explore and Live Rockhampton	Implement marketing plans by 30 June 2018	
2.2.1.1	Work with key industry stakeholders to develop investment profile opportunities for national and international investors	Industry stakeholder engagement and opportunities as per the Economic Development Action Plan update reports presented to Council on a quarterly basis	
2.2.2.1	Work with educational providers to position Rockhampton as a leading study destination	Deliver two international education focused delegations to the Region	
		Update reports on research capabilities and potential markets for health and aged care training presented to Council on a quarterly basis	

		Study Rockhampton initiative completed by 31 December 2017	
2.2.2.2	Support community training programs/ education workshops held in the Region	Finalise Industry Capability Network (ICN) training and business development courses and annual schedule by 30 September 2017	
2.2.3.1	Support programs that encourage residents to transition away from social support options	Finalise the National Disability Insurance Scheme (NDIS) Strategy by 31 March 2018	
2.4.2.1	Encourage further development of industrial estates to support future growth of a wide range of industries both within and outside of the Region	Update reports on industrial areas within the Rockhampton Region and present to Council on a quarterly basis	
2.5.1.1	Deliver Newsmodo campaign 'Rockhampton is Open for Business'	Council to adopt report by 31 October 2017 and recommendations implemented in accordance with the report	
2.5.1.2	Deliver Advance Rockhampton forums	Deliver at least four sessions	
2.5.2.1	Expand engagement with Asian market for business development opportunities	Deliver one inbound delegation from Asia and one outbound Council delegation to Asia per annum	
2.5.4.1	Provide a mechanism through the My Rockhampton to promote local businesses	Include in website consolidation by 30 September 2017	
2.5.4.2	Support local business to build capacity and encourage growth	Complete Local Supply Chain Analysis by 30 June 2018	
2.5.5.3	Deliver capacity building workshops and small business/entrepreneurial training through key stakeholders	Deliver four workshops and training courses per year	
2.6.1.2	Explore further commercial opportunities by building Rockhampton's role and capacity as a logistics and forward deployment base	Update reports to be presented to Council on a quarterly basis	
2.6.3.1	Maximise opportunities from the Adani Carmichael mining project	Regular updates provided to Council with a formal report presented to Council on a quarterly basis	
2.6.3.2	Engage with the Resource Sector to identify and implement opportunities for the Region	Report to Council on opportunities on a quarterly basis	

Operational Plan Ref	Action	Target	Status
3.2.3.1	Industry engagement and the provision of support for new energy generation options	Update reports presented to Council on a quarterly basis	
Operational Plan Ref	Action	Target	Status
4.4.1.1	Update the Economic Development Action Plan to include engagement initiatives with this sector	Economic Development Action Plan updated by 30 June 2018	

Directorate

Operational Plan Ref	Action	Target	Status
2.1.1.2	Develop and implement strategies and initiatives to promote and improve Regional tourism opportunities	Redevelop My Rockhampton Website to go live by 30 September 2017	 <i>Note: will be delivered by 31/12/2017</i>
2.6.1.1	Strengthen relationship with Singapore	Successfully deliver Wallaby 17 by 30 November 2017	
2.6.1.3	Actively engage with the ADF/DOD to maintain current levels of military engagement & exercises and advocate for an increase in exercise activity	Update reports to be presented to Council on a quarterly basis	
2.6.2.2	Support the delivery of Beef Australia 2018	Completed by 30 May 2018	
2.6.2.3	Undertake a feasibility study of water services in the Region including irrigated small cropping	Present findings of the feasibility study to Council by 30 June 2018	
Operational Plan Ref	Action	Target	Status
5.1.1.1	Review and audit existing organisations and advocacy groups where Council is represented. Identify any groups where inclusion is considered appropriate and report to Council accordingly	Review undertaken and report to Council by 31 December 2017	
5.1.2.1	Actively source grants, funding and other business opportunities	Update report presented to Council on a monthly basis	

All units of Council

Operational Plan Ref	Action	Target	Status
2.2.3.1	Support programs that encourage residents to transition away from social support options	Consider options in budget planning to support employment programs in 2018/19	

Operational Plan Ref	Action	Target	Status
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Review workforce requirements in accordance with budget schedule	

8. Capital Projects

- Regional Signage

9. Operational Projects

As at period ended June 2018

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Wayfinding Strategy	In progress	Ongoing	Suite 1 (Rockhampton Gateway Entry Statement), Suite 2 (Regional Town Gateway Signs) and Suite 5 (Riverside Precinct Signs) of the strategy have been completed. A tender to fabricate signs in Suite 3 (Airport Arrival Gateway Signs), Suite 4 (Vehicle Directional Signs) and Suite 6 (City Precinct Signs) is currently being advertised and closes on Wednesday 04 July 2018. Suite 7 (Kershaw Garden Signs) will be completed as part of the Kershaw Gardens redevelopment. A tender has been awarded for Suite 8 (Recreational Precinct), Suite 9 (Local Park Signs) and Suite 10 (Mount Archer and Trail Signs). These signs are being completed incrementally by the Parks department.		

10. Budget

Financial performance as expected for the reporting period June 2018

End of Month Job Costing Ledger - (Operating Only) - ADVANCE ROCKHAMPTON



As At End Of June

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target 100% of Year Gone
	\$	\$	\$	\$	\$	%	
ADVANCE ROCKHAMPTON							
GM ADVANCE ROCKHAMPTON							
<i>GM Advance Rockhampton</i>							
Revenues	0	0	0	(1,785)	(1,785)	0%	✓
Expenses	576,961	714,540	18,182	702,072	720,253	125%	✗
Transfer / Overhead Allocation	0	0	0	5,063	5,063	0%	✗
Total Unit: GM Advance Rockhampton	576,961	714,540	18,182	705,351	723,532	125%	✗
Total Section: GM ADVANCE ROCKHAMPTON	576,961	714,540	18,182	705,351	723,532	125%	✗
REGIONAL DEVELOPMENT & PROMOTIONS							
<i>Regional Promotions</i>							
Revenues	(147,380)	(147,380)	0	(228,723)	(228,723)	155%	✓
Expenses	1,200,787	1,081,868	381,583	1,647,645	2,029,228	169%	✗
Transfer / Overhead Allocation	0	0	0	24,438	24,438	0%	✗
Total Unit: Regional Promotions	1,053,407	934,488	381,583	1,443,359	1,824,942	173%	✗
<i>Marketing</i>							
Revenues	(5,065)	(5,065)	0	0	0	0%	✗
Expenses	717,388	717,388	14,764	719,081	733,844	102%	✗
Transfer / Overhead Allocation	10,350	10,350	0	13,885	13,885	134%	✗
Total Unit: Marketing	722,673	722,673	14,764	732,966	747,729	103%	✗

Regional Development

Revenues	0	0	0	(121,663)	(121,663)	0%	✓
Expenses	1,199,983	1,293,180	45,254	1,134,273	1,179,527	98%	✓
Transfer / Overhead Allocation	0	0	0	102,631	102,631	0%	✗
Total Unit: Regional Development	1,199,983	1,293,180	45,254	1,115,241	1,160,495	97%	✓

Tourism

Revenues	0	0	0	(1,715)	(1,715)	0%	✓
Expenses	177,288	227,288	16,215	264,125	280,340	158%	✗
Transfer / Overhead Allocation	0	0	0	2,720	2,720	0%	✗
Total Unit: Tourism	177,288	227,288	16,215	265,130	281,345	159%	✗

Total Section: REGIONAL DEVELOPMENT & PROMOTIONS	3,153,351	3,177,629	457,816	3,556,696	4,014,512	127%	✗
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STRATEGIC PLANNING

Strategic Planning

Revenues	(512)	(512)	0	(2,638)	(2,638)	515%	✓
Expenses	1,124,959	1,124,959	22,640	922,938	945,578	84%	✓
Transfer / Overhead Allocation	6,249	6,249	0	22,098	22,098	354%	✗
Total Unit: Strategic Planning	1,130,695	1,130,695	22,640	942,397	965,037	85%	✓

Total Section: STRATEGIC PLANNING	1,130,695	1,130,695	22,640	942,397	965,037	85%	✓
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Total Department: ADVANCE ROCKHAMPTON	4,861,007	5,022,865	498,638	5,204,444	5,703,081	117%	✗
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Grand Total:	4,861,007	5,022,865	498,638	5,204,444	5,703,081	117%	✗
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Financial performance as expected for the reporting period July 2018

**End of Month Job Costing Ledger - (Operating Only) - ADVANCE ROCKHAMPTON
As At End Of July**

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 8.3% of Year Gone
ADVANCE ROCKHAMPTON REGIONAL DEVELOPMENT & EVENTS							
<i>Events</i>							
Revenues	(160,333)	0	0	(133,587)	(133,587)	83%	✓
Expenses	1,376,833	0	317,903	263,046	580,949	42%	✗
Transfer / Overhead Allocation	0	0	0	14,194	14,194	0%	✗
Total Unit: Events	1,216,499	0	317,903	143,653	461,556	38%	✗
<i>Marketing</i>							
Revenues	(5,141)	0	0	0	0	0%	✗
Expenses	890,566	0	50,926	34,106	85,032	10%	✗
Transfer / Overhead Allocation	10,442	0	0	30	30	0%	✓
Total Unit: Marketing	895,866	0	50,926	34,136	85,062	9%	✗
<i>Regional Development</i>							
Revenues	0	0	45,455	0	45,455	0%	✗
Expenses	1,043,732	0	106,717	36,148	142,865	14%	✗
Total Unit: Regional Development	1,043,732	0	152,172	36,148	188,320	18%	✗
<i>Tourism</i>							
Revenues	0	0	0	(549)	(549)	0%	✓
Expenses	305,884	0	22,231	12,356	34,587	11%	✗
Total Unit: Tourism	305,884	0	22,231	11,806	34,038	11%	✗
Total Section: REGIONAL DEVELOPMENT & EVENTS	3,461,982	0	543,232	225,744	768,976	22%	✗
Total Department: ADVANCE ROCKHAMPTON	3,461,982	0	543,232	225,744	768,976	22%	✗
Grand Total:	3,461,982	0	543,232	225,744	768,976	22%	✗

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 Proposed RRC/AARNet Telecommunication Infrastructure Exchange Agreement

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

16.2 Developing Northern Australia Conference

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

16.3 Sporting Event

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

16.4 Events 2018/19

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

16 CONFIDENTIAL REPORTS

16.1 PROPOSED RRC/AARNET TELECOMMUNICATION INFRASTRUCTURE EXCHANGE AGREEMENT

File No: 12475

Attachments:

1. **AARNet Infrastructure Exchange Agreement**
2. **Sample RRC/AARNet Exchange Memorandum**

Authorising Officer: Ross Cheesman - Acting Chief Executive Officer

Author: Drew Stevenson - Manager Corporate and Technology Services

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

SUMMARY

Council officers have been investigating an opportunity to partner with AARNet Pty Ltd to share communications infrastructure (conduit and fibre) to provide fibre network connectivity to Council Wi-Fi zones, education facilities and libraries. This report presents the exchange agreement (including sample exchange memorandum) for Council's consideration and approval.

16.2 DEVELOPING NORTHERN AUSTRALIA CONFERENCE

File No: 12614
Attachments: 1. Proposal
Authorising Officer: Tony Cullen - General Manager Advance Rockhampton
Author: Chris Ireland - Manager Regional Development and Promotions

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

SUMMARY

This report notes Advance Rockhampton's efforts to attract the Developing Northern Australia Conference to the Rockhampton Region.

16.3 SPORTING EVENT**File No:** 12117**Attachments:** Nil**Authorising Officer:** Chris Ireland - Manager Regional Development and Promotions
Tony Cullen - General Manager Advance Rockhampton**Author:** Rick Palmer - Senior Executive Industry Engagement

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

SUMMARY

This report provides details of a sporting event to be held in Rockhampton on 1 September 2018.

16.4 EVENTS 2018/19

File No: 6097
Attachments: 1. Event Overview
Authorising Officer: Tony Cullen - General Manager Advance Rockhampton
Author: Chris Ireland - Manager Regional Development and Promotions

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

SUMMARY

A review of events for 2018/19.

17 CLOSURE OF MEETING