



ORDINARY MEETING

AGENDA

19 NOVEMBER 2019

Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 19 November 2019 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. P.", written in a cursive style.

CHIEF EXECUTIVE OFFICER
12 November 2019

Next Meeting Date: 10.12.19

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 5 November 2019

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 PRESENTATION OF PETITIONS

Nil

9 COMMITTEE REPORTS

9.1 PLANNING AND REGULATORY COMMITTEE MEETING - 12 NOVEMBER 2019

RECOMMENDATION

THAT the Minutes of the Planning and Regulatory Committee meeting, held on 12 November 2019 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, 12 November 2019**9.1.1 REQUEST FOR AN 'OTHER CHANGE' TO DEVELOPMENT PERMIT D/278-2013 FOR A MATERIAL CHANGE OF USE FOR AN EXTRACTIVE INDUSTRY**

File No: D/278-2013

Attachments:

1. Locality Plan
2. Site Plan

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

Author: Brandon Diplock - Planning Officer

SUMMARY

Development Application Number: D/278-2013

Applicant: P. Waardyk and M. Stokes

Real Property Address: Lot 100 on SP120491, Parish of Rockhampton

Common Property Address: Lot 100 Nine Mile Road, Fairy Bower

Area of Site: 74.39 Hectares

Planning Scheme: Rockhampton Region Planning Scheme 2015

Planning Scheme Zone: Rural Zone

Planning Scheme Overlays: Biodiversity Overlay – MSES Wetlands
Flood Hazard Overlay – Extreme Hazard

Existing Development: Extractive Industry

Existing Approvals: D/278-2013

Approval Sought: Request for an 'Other Change' to Development Permit D/278-2013 for a Material Change of Use for an Extractive Industry

Level of Assessment: Impact Assessable

Submissions: Nil

Referral Agency(s): Department of State Development, Manufacturing, Infrastructure and Planning

Infrastructure Charges Area: Charge Area 3

COMMITTEE RECOMMENDATION**RECOMMENDATION A**

THAT in relation to the request for an 'Other Change' to Development Permit D/278-2013 for a Material Change of Use for an Extractive Industry, made by P.Waardyk and M. Stokes, located at Lot 100 Nine Mile Road, Fairy Bower, described as Lot 100 on SP120491, Parish of Rockhampton, Council resolves that:

1. Item 9 and Condition 2.1 be amended and replaced with the following condition:

2.1 The approved development must be completed and maintained generally in accordance with the approved plans and documents, except where amended by the conditions of this permit:

<u>Plan/Document Name</u>	<u>Plan/Document Number</u>	<u>Dated</u>
Proposed Site Development Layout	WD1057.1 Rev C.	14 September 2011
Location of Proposed Project Area	6208-06 Rev B	18 November 2011
Material Change of Use (Extractive Industry) 'Other Change'	7379-01-MCU-A	14 June 2019
Hydraulic and Water Quality Assessment	228155	15 March 2012
Aurecon letter in Addendum to Hydraulic and Water Quality Assessment	-	27 March 2013
Site Management Plan to Extract Sand from the Corner of Fogarty Road & Nine Mile Road (Lots 431 & 432 on LIV401245)	Not numbered	Not Dated
Preliminary Acid Sulphate Soil Investigation Proposed Sand Extractive Industry	3798-100810-1.0	August 2010
Letter from McMurtrie Consulting Engineers to DTMR regarding Traffic Engineering Assessment of Proposed Use		15 May 2013

2. Condition 3.1 to 3.3 be deleted.**3. Condition 9.3 be included:**

9.3 Noise emitted from the activity must not cause an environmental nuisance.

4. Condition 9.4 be included:

9.4 Operations on the site must have no significant impact on the amenity of adjoining premises or the surrounding area due to the emission of light, noise or dust.

5. Condition 9.5 be included:

9.5 When requested by Council, nuisance monitoring must be undertaken and recorded within three (3) months, to investigate any genuine complaint of nuisance caused by noise, light or dust. An analysis of the monitoring data and a report, including nuisance mitigation measures, must be provided to Council within fourteen (14) days of the completion of the investigation.

RECOMMENDATION B

That to reflect the above changes, P. Waardyk and M.Stokes, be issued with an Amended Decision Notice:

1.0 ADMINISTRATION

1.1 The Developer is responsible for ensuring compliance with this approval and the Conditions of the approval by an employee, agent, contractor or invitee of the Developer.

- 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 of the Council may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.3 All conditions of this approval must be undertaken and completed to the satisfaction of Council, at no cost to Council.
- 1.4 All conditions, works, or requirements of this approval must be undertaken and completed prior to the commencement of the use, unless otherwise stated.
- 1.5 Where applicable, infrastructure requirements of this approval must be contributed to the relevant authorities, at no cost to Council prior to the commencement of the use, unless otherwise stated.
- 1.6 The following further Development Permits must be obtained prior to the commencement of any works associated with their purposes:
- 1.6.1 Operational Works:
- (i) Road Works;
 - (ii) Access Works;
 - (iii) Stormwater Works; and
 - (iv) Site Works;
- 1.6.2 Plumbing and Drainage Works.
- 1.7 All Development Permits for Operational Works and Plumbing and Drainage Works must be obtained prior to the issue of a Development Permit for Building Works.
- 1.8 Unless otherwise stated, all works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards.
- 1.9 All engineering drawings/specifications, design and construction works must comply with the requirements of the relevant *Australian Standards* and must be approved, supervised and certified by a Registered Professional Engineer of Queensland.
- 1.10 Lot 257 on LN882, Lot 428 on LIV401245, Lot 431 on LIV401245, Lot 432 on LIV401245 must be amalgamated and registered as one title 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 the conditions of this permit:

<u>Plan/Document Name</u>	<u>Plan/Document Number</u>	<u>Dated</u>
Proposed Site Development Layout	WD1057.1 Rev C.	14 September 2011
Location of Proposed Project Area	6208-06 Rev B	18 November 2011
Material Change of Use (Extractive Industry) ‘Other Change’	7379-01-MCU-A	14 June 2019
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<u>Plan/Document Name</u>	<u>Plan/Document Number</u>	<u>Dated</u>
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Preliminary Acid Sulphate Soil Investigation Proposed Sand Extractive Industry	3798-100810-1.0	August 2010
Letter from McMurtrie Consulting Engineers to DTMR regarding Traffic Engineering Assessment of Proposed Use		15 May 2013

2.2 Where there is any conflict between the conditions of this approval and the details shown on the approved plans and documents, the conditions of approval must prevail.

2.3 Where conditions require the above plans or documents to be amended, the revised document(s) must be submitted for endorsement by Council prior to the submission of a Development Application for Operational Works.

3.0 STAGED DEVELOPMENT

3.1 Deleted.

3.2 Deleted.

3.3 Deleted.

4.0 ROAD WORKS

4.1 A Development Permit for Operational Works (road works) must be obtained prior to the commencement of any road works on the site.

4.2 All works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, relevant *Australian Standards* and the provisions of a Development Permit for Operational Works (road works).

4.3 The existing intersection of Fogarty Road and Nine Mile Road must be upgraded to incorporate, as a minimum, a Basic Left Turn on a Rural Road with adequate turning radius. The intersection must comply with the *Road Planning and Design Manual Figure 13.79*, and the *Guide to Traffic Engineering Practice*.

Alternatively, the Development may enter into an Infrastructure Agreement with Council to pay half the cost of the intersection works for Fogarty Road and Nine Mile Road, Fairy Bower. The agreement must be prepared and finalised by Council's solicitors at no cost to Council (including the payment of any State tax) and must be executed by the Developer. The agreed repayment date must be negotiated between Council and the Developer as part of the Infrastructure Agreement process.

4.4 A road maintenance agreement must be entered into with the Rockhampton Regional Council. The agreement must provide for payments, from the start of the operations, on a six monthly basis, for the duration of this activity calculated by the owner/operator of the development, based on audited returns of the tonnage transported per period. The calculation, is based on this clause:

"A maintenance levy must be paid on a six monthly basis on the following calculation. The amount shown below dates to March 2013 values and will be calculated in future years adjusted each year by the Current Price Index (All Groups Brisbane)."

Tonnage (in 6 month period)	Rate
0-250,000 tonnes	\$0.4153 per tonne

5.0 ACCESS WORKS

- 5.1 A Development Permit for Operational Works (access works) must be obtained prior to the commencement of any access works on the site.
- 5.2 All 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).
- 5.3 A rural access must be provided to the development in accordance with the *Capricorn Municipal Development Guidelines*.

6.0 STORMWATER WORKS

- 6.1 A Development Permit for Operational Works (stormwater works) must be obtained prior to the commencement of any drainage works on the site.
- 6.2 All stormwater drainage must be in accordance with the requirements of the *Queensland Urban Drainage Manual* and the *Capricorn Municipal Development Guidelines*.
- 6.3 All stormwater drainage must be discharged such that it does not restrict, impair or change the natural flow of runoff water or cause a nuisance to adjoining properties or infrastructure.
- 6.4 A detailed Stormwater Treatment Strategy must be prepared in accordance with the Hydraulic and Water Quality Assessment (refer to condition 2.1) and submitted as part of the application for a Development Permit for Operational Works (stormwater).

7.0 SITE WORKS

- 7.1 A Development Permit for Operational Works (site works) must be obtained prior to the commencement of any site works.
- 7.2 Any application for a Development Permit for Operational Works (site works) must be accompanied by an earthworks' plan which clearly identifies the following:
- 7.2.1 the location of cut and/or fill;
 - 7.2.2 the type of fill to be used and the manner in which it is to be compacted;
 - 7.2.3 the quantum of fill to be deposited or removed and finished cut and/or fill levels;
 - 7.2.4 details of any proposed access routes to the site which are intended to be used to transport fill to or from the site; and
 - 7.2.5 the maintenance of access roads to and from the site so that they are free of all cut and/or fill material and cleaned as necessary.
- 7.3 As recommended in the report titled Preliminary Acid Sulphate Soil Investigation (refer to Condition 2.1), further testing for acid sulphate soils must be completed in accordance with the *State Planning Policy 2/02 – Planning and Managing Development Involving Acid Sulphate Soils*, the *Guidelines for Sampling and Analysis of Lowland Acid Sulphate Soils in Queensland 1998* and *Queensland Acid Sulphate Soil Technical Manual – Soil Management Guidelines*. The results of this further testing must be submitted to Council as part of any application for a Development Permit for Operational Works (site works).
- 7.4 Groundwater extraction activities (including drainage, pumping or other activity that removes groundwater) carried out in association with excavation activities require a groundwater investigation in accordance with Section 7 of the *State Planning Policy*

- 2/02 Planning and Managing Development Involving Acid Sulphate Soils. The results of this investigation are to be submitted as part of any application for a Development Permit for Operational Works (site works).
- 7.5 Sampling associated with the acid sulfate soils investigation should follow the *Guidelines for Sampling and Analysis of Lowland Acid Sulphate Soils in Queensland (Ahern et al 1998)*. Laboratory analysis associated with the acid sulphate soils investigation should follow the *Laboratory Methods Guidelines of the Queensland Acid Sulphate Soil Technical Manual*.
- 7.6 If Acid Sulphate Soils are found to be present an appropriate management plan must be submitted to Council for approval along with any application for a Development Permit for Operational Works (site works).
- 7.7 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 adjoining properties or infrastructure.
- 7.8 Any vegetation cleared or removed must be:
- (i) mulched on-site and utilised on-site for landscaping purposes, in accordance with the landscaping plan approved by Council; or
 - (ii) removed for disposal at a location approved by Council;
- within sixty (60) days of clearing. Any vegetation removed must not be burnt.
- 7.9 All site works must be undertaken to ensure that there is:
- 7.9.1 no increase in upstream or downstream flood levels for all levels of immunity up to Q100;
 - 7.9.2 no increase in velocity profiles, for which no remedy exists to prevent erosion and/or scouring. In the event that modelling shows non-compliance with the above, works must be undertaken within the system to satisfy the above criteria for development; and
- 7.10 No bund walls are to be constructed around the perimeter of the site.
- 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 at full cost to the Developer.
- 8.2 Any damage to existing kerb and channel, pathway or roadway (including removal of concrete slurry from public land, pathway, roads, kerb and channel and stormwater gullies and drainage lines) which may occur during any works carried out in association with the approved development must be repaired. This must include the reinstatement of the existing traffic signs and pavement markings which may have been removed.
- 8.3 As constructed' information pertaining to assets to be handed over to Council and those which may have an impact on Council's existing and future assets must be provided prior to the commencement of the use. This information must be provided in accordance with the Manual for Submission of Digital As Constructed Information.
- 9.0 ENVIRONMENTAL
- 9.1 Any application for a Development Permit for Operational Works must be accompanied by a detailed Erosion and Sedimentation Control Plan as detailed in the Site Management Plan To Extract Sand From The Corner of Fogarty Road and Nine Mile Road (Lots 431 and 432 on LIV401245) prepared by Hardcore Performance Pty Ltd.
- 9.2 The Erosion and Sedimentation Control Plan must be implemented and maintained on-site for the duration of the works, and until all exposed soil areas are permanently

stabilised (for example, turfed, hydromulched, concreted, landscaped). The prepared Erosion and Sedimentation Control Management Plan must be available on-site for inspection by Council Officers during those works.

- 9.3 Noise emitted from the activity must not cause an environmental nuisance.
- 9.4 Operations on the site must have no significant impact on the amenity of adjoining premises or the surrounding area due to the emission of light, noise or dust.
- 9.5 When requested by Council, nuisance monitoring must be undertaken and recorded within three (3) months, to investigate any genuine complaint of nuisance caused by noise, light or dust. An analysis of the monitoring data and a report, including nuisance mitigation measures, must be provided to Council within fourteen (14) days of the completion of the investigation.
- 10.0 OPERATING PROCEDURES
- 10.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the site. No storage of materials, parking of construction machinery or contractors' vehicles will be permitted in Fogarty Road or Nine Mile Road.
- 10.2 This approval is for the extraction and transportation of sand from the subject premises which must be undertaken in accordance with the endorsed plans (refer to condition 2.1) and at an extraction rate of no more than 250,000 tonnes per annum.
- 10.3 The hours of operations must be limited to:
- (i) 0600 hours to 1800 hours on Monday to Saturday; and
 - (ii) no operations on Sunday or Public Holidays
- 10.4 A detailed record of the extraction, including date, quantity extracted and transported from site must be maintained on site for inspection by Council.
- 10.5 There must be no servicing or maintenance of vehicles on the site.
- 10.6 Excavation and filling must be located sufficiently clear of the boundary so that there is no damage to adjoining properties or road reserves due to the effects of erosion.
- 10.7 Dust suppression:
- (i) Measures must be implemented to suppress dust during the operation. There must be no visible dust emissions onto any adjoining properties during excavation, processing loading or transport of the material. All haulage trucks associated with the transportation of material extracted by this operation must have their loads covered by dust-proof material, to prevent sand and dust loss during transportation.
 - (ii) If any dust creates a nuisance to neighbouring properties, all activities must cease until corrective measures have been implemented to Council's satisfaction.
- 10.8 No contaminated water must be directly or indirectly released from the premises on to the ground, into groundwater or natural run-off systems.
- 10.9 Cleaning of plant and trucks must be carried out in area where contaminants cannot be released into the environment.

Recommendation of the Planning and Regulatory Committee, 12 November 2019**9.1.2 ENFORCEMENT PROCEEDINGS FOR DEVELOPMENT OFFENCES**

File No:	4842
Attachments:	Nil
Authorising Officer:	Philip Harrison - Coordinator Building Plumbing and Compliance Colleen Worthy - General Manager Community Services
Author:	Steven Hill - Development Compliance Officer
Previous Items:	12.1 – Enforcement Proceedings for Development Offences - Planning and Regulatory Committee - 02 Oct 2018 9.00am

SUMMARY

This report is a follow up to Report 12.1 of the Planning and Regulatory Committee held on 2 October 2018 summarising the continued failure to comply with a Development approval regarding illegal filling of the property.

COMMITTEE RECOMMENDATION

THAT Council adopt Option 1 as detailed in this report.

10 COUNCILLOR/DELEGATE REPORTS

Nil

11 OFFICERS' REPORTS

11.1 2019-20 OPERATIONAL PLAN PROGRESS REPORT - QUARTER ONE

File No:	8320
Attachments:	1. 2019-20 Operational Plan Progress Report Quarter 1 Progress Report July - September 2019 ↓ 2. 2019-20 Operational Plan Progress Report Summary - Q1 July to September 2019 ↓
Authorising Officer:	Tracy Sweeney - Manager Workforce and Governance
Author:	Allysa Brennan - Coordinator Legal and Governance

SUMMARY

Presenting the 2019-2020 Operational Plan progress report for quarter one as at 30 September 2019, pursuant to s174(3) Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT the 2019-2020 Operational Plan progress report for quarter one as at 30 September 2019 be received.

COMMENTARY

Council's Operational Plan for financial year 2019-20 was approved on 26 June 2019.

The Operational Plan Progress Report for the quarter one (1 July 2019 to 30 September 2019) is presented for Council's consideration (Attachment 1).

The performance report displays actual performance against quarterly targets. The report records the status of each Operational Plan target using a 'completed', 'on track' and 'watching' mechanism. In addition, the report includes progress comments from responsible officers.

To ensure performance of the 2019-20 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 2).

Overall the majority of Operational Plan activities have been achieved for the quarter. Some Operational Plan activities have not been met and comments have been provided in Attachment 1 against those items.

PREVIOUS DECISIONS

The 2019-20 Operational Plan was adopted at the Special Council Meeting on 26 June 2019.

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 2019-2020 Operational Plan progress report for quarter one as at 30 September 2019 has been prepared in accordance with legislation.

**2019-20 OPERATIONAL PLAN
PROGRESS REPORT
QUARTER ONE**

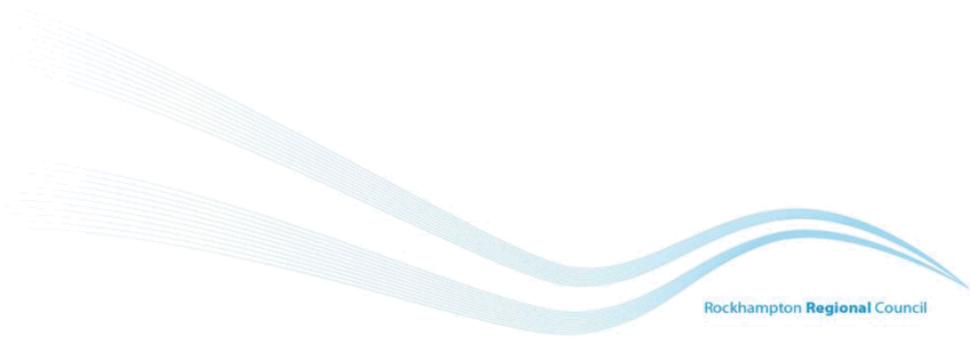
**2019-20 Operational Plan Progress
Report Quarter 1 Progress Report
July - September 2019**

Meeting Date: 19 November 2019

Attachment No: 1

2019-20 Operational Plan

Quarterly Progress Report



OFFICE OF THE CEO

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Office of the CEO Directorate					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Office of the CEO Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	Ongoing attention is being given to climate change across the organisation.
4.1.1.1	Provide timely and effective delivery of Council's services	Office of the CEO Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Requests dealt with in accordance with Customer Service Charter and in liaison with relevant departments.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Office of the CEO Directorate	Risk register is being maintained	Yes	Quarterly risk review undertaken with risks being identified and monitored.
5.2.1.5	Registers of Interest for Councillors are updated on the public website as per legislative requirements	Office of the CEO Directorate	Registers uploaded within three days of being notified of changes	Yes	Registers maintained as per legislative requirements.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Office of the CEO Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	No non-compliance in CEO directorate.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Office of the CEO Directorate	Monthly review of the Operational Budget	Yes	Reported monthly to Council.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Office of the CEO Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	Reported monthly to Council.
5.4.1.1	Promote good democratic governance by adhering to legislative requirements for local governments	Office of the CEO Directorate	Present organisational updates and matters impacting local government to Council on a monthly basis	Yes	CEO reported on relevant matters on a monthly basis.
5.4.2.3	Undertake process review on a key activity within the section	Office of the CEO Directorate	Identify key activity by 30 September and complete process review by 30 June	No	Due to other pending priorities this has not been done.

OFFICE OF THE CEO

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Office of the Mayor					
1.6.4.1	Deliver and support local events and celebrations	Office of the Mayor	Deliver civic events and ceremonies in collaboration with stakeholders	Yes	Seven successful civic events were delivered during the reporting period (including unanticipated events) with expenditure for delivery of remaining event schedule to be monitored closely to ensure budgetary targets are met.
4.1.1.1	Provide timely and effective delivery of Council's services	Office of the Mayor	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Response times for officers completing customer requests met set service timeframes.
1.5.3.1	Deliver Community Engagement Strategy actions	Media & Communications	Deliver Community Engagement Strategy actions within agreed timeframes	Yes	During quarter one Council added an additional 240 participants to its database. Wider cross sections of the community are now being targeted as well, for example doing a letter box drop to the entire Mount Morgan Community to inform them of water restrictions (1100+ households). Multiple meetings held with Coordinators and Managers to improve community engagement across units. Vehicle branding is progressing pending final approvals of design and the implementation schedule.
1.5.3.2	Social media attract increasing levels of reach, engagement and interaction demonstrated by monitoring software	Media & Communications	Social media levels of reach, engagement and interaction meet benchmark targets	Yes	Targets on track with an increase in total likes by 2.6% and engagement levels by 8.6% for the reporting period. Annual benchmarks set at 10% and 15% respectively.
4.1.1.1	Provide timely and effective delivery of Council's services	Media & Communications	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Response times for officers completing customer requests met set service timeframes.
4.1.1.2	Respond to queries and engage with the public through Council's social media sites	Media & Communications	Service delivery in accordance with Social Media Strategy	Watching	Implementation of efficiency and risk management outcomes across Council's social media accounts continues in consultation across department's with expected finalisation in October.
4.1.1.3	Respond to queries received from media organisations in a timely manner	Media & Communications	Provide responses to the media in accordance with the Media Strategy service standards	Yes	A 179 enquiries were received from media organisations during the reporting period with response times in line with service standards established under the strategy.

OFFICE OF THE CEO

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Office of the Mayor					
4.1.1.3	Respond to queries received from media organisations in a timely manner	Media & Communications	Provide responses to the community in accordance with the Community Engagement Strategy service standards	Yes	Targets for reporting on engagement outcomes to community have been met during reporting period. Council's community engagement software was utilised as well as media releases detailing outcome with investigations continuing into direct options to 'close the loop' for participants. Five engagement projects undertaken with Council's community engagement software during the reporting period directly engaged with 257 participants.
Workforce and Governance					
4.1.1.1	Provide timely and effective delivery of Council's services	Workforce & Governance Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Response times for officers completing customer requests met set service timeframes.
4.2.2.1	Manage an annual compliance training program	Workforce & Governance Directorate	Implement a six monthly schedule of mandatory training at the end of July and end of January	Yes	The June to December training plan has been completed and is being delivered as per the plan. The December to July training plan is currently being developed.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Workforce & Governance Directorate	Monthly review of the Operational Budget	Yes	Operational budget is reviewed on a monthly basis and is tracking as expected.
5.4.2.3	Undertake process review on a key activity within the section	Workforce & Governance Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	A number of minor activities have been identified for improvement including: Casual Recruitment Pool, Safety First cultural promotion, Reallocation of priorities for Safety Advisors with an increased onsite presence.
5.4.4.2	Update Annual Communication Plan for Internal Communications	Workforce & Governance Directorate	Implementation of actions from Annual Communication Plan in accordance with timeframes specified	Yes	The following actions from Annual Communications Plan have been implemented: <ul style="list-style-type: none"> • 25 Year Club held on 29 August • CEO Forum held on 15 August • Manager and Employee Toolkits made live on the Hub on 1 September Code of Conduct booklet is still in progress.
4.1.1.1	Provide timely and effective delivery of Council's services	HR & Payroll	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Payroll unit continues to pay staff on fortnightly basis within accepted service level standards.

OFFICE OF THE CEO

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Workforce and Governance					
4.3.2.1	Implement programs that support leadership development	HR & Payroll	Deliver approved 2019-20 outcomes from the People Strategy	Yes	Values and Leadership Pipeline workshops due to commence in November. Leadership development using a combination of online, in-house and off the shelf programs will commence in quarter two.
4.3.3.2	Undertake an employee survey that measures employee engagement and satisfaction with the organisation	HR & Payroll	Employee survey has a 75% completion rate	Completed	The 2019 Employee Survey achieved 66% completion rate which did not meet the KPI. Next survey is scheduled for 2021.
5.4.2.1	Implement improved payroll processes that allow greater flexibility and more efficient processing of employee records	HR & Payroll	Undertake implementation of Aurion timekeeper module and award interpreter in accordance with agreed timeframes	Yes	Testing and writing of rule sets for Aurion is continuing. Testing to commence in November with Library and Civil Design staff to gain feedback on system usability.
5.4.3.1	Implementation of Learning Management System Project Plan	HR & Payroll	Implementation of Learning Management System Project Plan in accordance with approved timeframes	Yes	Trial of Learning Management System to take place at Rockhampton Regional Waste and Recycling and Workforce and Governance in October/November before consideration and planning of wider roll out in 2020.
5.4.4.1	Undertake a survey that show staff are proud to work at Council	HR & Payroll	Maintain 75% of staff that are proud to work at Council	Completed	The results from the 2019 employee survey showed that 67% of staff are proud to work at Council. This did not meet the KPI. Next survey is scheduled for 2021.
4.1.1.1	Provide timely and effective delivery of Council's services	Industrial Relations & Investigations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service targets are on track and have been satisfied for the reporting period.
5.2.1.4	Manage Council's complaint management framework for internal and external complaints and grievances in accordance with legislation and policy requirements	Industrial Relations & Investigations	100% actioned in accordance with Council policy and procedure	Yes	Complaint assessments and investigative processes are continuing to be actioned in a timely manner pursuant to statutory and policy obligations.
5.4.2.2	Develop and implement required strategies and operational actions from the Certified Agreements	Industrial Relations & Investigations	A 100% actioned within the timeframes indicated in the Certified Agreements	Yes	Certified Agreement educational awareness programs have been developed and delivery will commence in October. Other actions are also in progress with the Productivity and Efficiency Working Groups formed and initial meetings will commence by the end of October.
4.1.1.1	Provide timely and effective delivery of Council's services	Legal & Governance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	During this period, 24 policies were reviewed with only one policy not meeting the unit's service level timeframe of 10 days but was completed within 11 days. Overall 96% of policies completed within the agreed service level.

OFFICE OF THE CEO

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
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Workforce and Governance

5.2.1.8	Work with stakeholders to develop an Implementation Plan identifying necessary delegable and authorised person powers and policies in accordance with newly adopted Local Laws	Legal & Governance	Monitor and report on the actions and timeframes within the Implementation Plan	Yes	This action has been split into 2 projects. Project 1 involves the identification and implementation of delegable and authorised person powers under the new Local Laws and Project 2 deals with Local Law Policy alignment/development. With respect to Project 1, the identification and implementation of delegable and authorised person powers for Stage 1 of newly adopted Local Laws has been finalised with the remaining Local Law stages in progress. Project 2 will commence following the completion of Project 1.
			Implement actions as per the timeframes detailed within the Safety and Training Strategic Plan	Yes	A revised Safety Strategic Plan approved for 2019-20. The plan has 12 programs to deliver and there were four actions carried over from 2018-19 with one completed to date. Work has commenced on other actions as per the projected timeframes.
1.3.5.1	Provide a safety management system that minimises the risk to all people and property	Safety & Training	Achievement of KPIs in accordance with the Workplace Health and Safety Performance Measures Procedure	Watching	Of the 10 KPIs, 7 are on track to meet the KPIs and 3 are tracking to exceed the KPIs: Incidents logged into Riskware by the end of the next business day - Target 90%, Actual 95% Completion of scheduled hazard Inspections - Target 90%, Actual 92% Completion of corrective actions by nominated due date - Target 85%, Actual 85% Total Injury Count - Threshold 145, YTD Actual 39 Total Injury Frequency Rate - Threshold 114.25, YTD Actual 97.01 Lost Time Injury Count - Threshold 24, YTD Actual 7 Lost Time Injury Frequency Rate - Threshold 17.73, YTD Actual 17.41 Days Lost Due to Injury - Threshold 348, YTD Actual 34 Lost Time Injury Severity Rate - Threshold 8.06, YTD Actual 4.86 Asset Damage Count - Threshold 252, YTD Actual 78

OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Workforce and Governance					
4.1.1.1	Provide timely and effective delivery of Council's services	Safety & Training	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer Service standards are on track with no non-compliances for the reporting period.
4.3.3.1	Provide appropriate support and assistance to employees who are not fit for work, and ensure Council fulfils its duty of care obligations	Safety & Training	More than 95% of employees on approved suitable duties programs are placed within their own department	Yes	100% of rehabilitation and fitness for work programs have been placed within worker's own department during the reporting period.
4.3.4.1	Implement compliance training programs that also support employee personal development	Safety & Training	Deliver annual compliance training program in accordance with the timeframes detailed within the Safety and Training Strategic Plan	Yes	The Strategic Plan actions are generally being completed in accordance with established timeframes, however operational requirements in some sections have delayed the delivery of some training. Delivery of the hazard and risk management and Load Restraint training to high-risk work groups is almost complete.

CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Corporate Services Directorate					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Corporate Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	Managers attended a Sustainability Strategy workshop and considered the recent developments in this area. Outcomes of this workshop will be factored into things such as the risk register. Strategic Planning for Council designated projects commenced late in this quarter which have climate change considerations included.
4.1.1.1	Provide timely and effective delivery of Council's services	Corporate Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Corporate Services Directorate	Risk register is being maintained	Yes	Risk Register reviewed for presentation to Audit Committee. One change to risk 213 extending the completion date to 31 December.
5.2.1.7	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	Yes	There were no instances of non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Corporate Services Directorate	Monthly review of the Operational Budget	Yes	Review across the department and is tracking on target for first quarter.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Corporate Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	No overall budget variances to report. Significant pressure has been placed on the insurance budget however at this stage of the year this should be offset by some staff vacancies.
5.4.2.3	Undertake process review on a key activity within the section	Corporate Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Watching	In conjunction with Manager have brought the strategic project planning as designated by Council predominately in-house rather than consulting.
Corporate and Technology Services					
2.4.1.1	Continued rollout of smart technologies infrastructure in public spaces as guided by the Smart Way Forward Strategy	Corporate & Technology Services Directorate	Implementation of Stage 3E Smart Technologies in partnership with Safer Communities grant program	Yes	Stage 3E Smart Technology rollout (Col Brown Park and Victoria Pde - North to Archer St) is progressing as scheduled.
4.1.1.1	Provide timely and effective delivery of Council's services	Corporate & Technology Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the Corporate and Technology Services directorate.

CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Corporate and Technology Services					
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Corporate & Technology Services Directorate	Monthly review of the Operational Budget	Yes	Corporate and Technology section operational budget expenditure is on track as expected for this time of the year. A series of full payments for insurance premiums, vehicle registrations and ITS software support is traditionally paid in this quarter.
5.4.2.3	Undertake process review on a key activity within the section	Corporate & Technology Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Following a presentation to ISSG in July, Council has now entered into a new three year Business Services Agreement for our network and telecommunications services (including mobile device plans). The new agreement provides significant benefits across our network and telecommunications supplied services and an operational budget saving of around \$85,000 per year.
4.1.1.1	Provide timely and effective delivery of Council's services	Information Systems	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the Information Systems recordkeeping charter and IT service standards.
4.3.1.1	Ongoing implementation of the Information and Communication Technology Strategic Plan, including the associated eServices, Information Technology Mobility and Corporate System Consolidation Strategies	Information Systems	Deliver the 2019-20 Information and Communication Technology projects within the Information and Communication Technology Strategic Plan timelines	Yes	The identified 2019-20 ICT projects are progressing on schedule. Noting the Asset Lifecycle Management's system scheduled 'go-live' is 1 July 2020.
5.2.1.6	Right to Information and Information Privacy applications are managed and processed in accordance with legislative requirements	Information Systems	100% of Right to Information and Information Privacy applications processed within legislative timeframes	Yes	Six new applications were received under the Right to Information and Information Privacy Act this quarter. Eleven applications were finalised (noting six carried over from last quarter), leaving one outstanding. No documents were released administratively. Three external reviews were received, leaving four outstanding (one from previous quarter). All current applications are progressing in accordance with legislative timeframes.
2.2.4.1	Council's procurement of goods and services are in line with the Local Preference Policy guiding purchasing decisions	Procurement & Logistics	Annual local goods and services spend analysis is greater than 70% local	Yes	The spend analysis covers the 12 months from 31 October to 1 November each year. On track as per previous period report. Details of this year's performance will be available as part of the quarter two report.
4.1.1.1	Provide timely and effective delivery of Council's services	Procurement & Logistics	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Watching	The implementation of the upgrades to Council's Financial Systems has impacted the Accounts Payable processes resulting in an average 86% of suppliers being paid within 7 days (target 90%). While just below the target, technology improvements to the system is showing positive results.

CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Corporate and Technology Services					
4.1.1.1	Provide timely and effective delivery of Council's services	Fleet Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the Fleet Services service levels.
4.1.1.1	Provide timely and effective delivery of Council's services	Property & Insurance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliances for the property management services levels and Insurance claims processing.
2.2.5.1	On-going implementation of programs and activities guided by the SmartHub Operational Plan 2018-20, including the Turbo-Traction Lab program	Smart Hub	Maintain 25 to 45 participants of the Turbo-Traction Lab and 75 SmartHub memberships	Yes	Implementation of the SmartHub Op Plan 2018-20 is progressing on schedule. Currently 86 SmartHub members. Turbo-Traction Lab program is on target to meet the participation target.
2.5.4.1	Market, promote and deliver the SmartHub Turbo-Traction Lab program to ensure maximum participation of candidates best aligned to the program criteria	Smart Hub	25 to 45 participants of the Turbo-Traction Lab and program status reports demonstrating real growth of small business and startups in the SmartHub	Yes	Turbo-Traction Lab program participation is exceeding expectations with entrepreneurs from NSW and Victoria participating in the Lab 2. The first 16 week Lab ended on 16 August. Lab 2 commenced on 26 August.
4.1.1.1	Provide timely and effective delivery of Council's services	Smart Hub	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No noted non-compliant service standards in the SmartHub.
Finance					
4.1.1.1	Provide timely and effective delivery of Council's services	Finance Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Finance Directorate	Monthly review of the Operational Budget	Yes	Only monitoring of budget taken place in first quarter. Devising a monthly budget review process for whole of Council.

CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Finance					
5.3.1.2	The annual financial statements meet governance standards	Finance Directorate	Council's annual financial statements are 'unqualified'	Yes	Financial statements certified by QAO on the 4 October with unqualified audit opinion.
			There are no internal controls as rated by the Queensland Audit Office deemed 'ineffective'	Yes	Only one high risk matter raised during interim audit.
			The timelines of the annual financial statements as rated by the Queensland Audit Office is not 'untimely'	yes	All green traffic lights for timeliness of financial reporting.
			The quality of the financial statements are rated 'no significant adjustments' by the Queensland Audit Office	Yes	All green traffic lights for quality of financial statements.
5.3.1.3	Review and update long-term financial forecasts to attain a financially sustainable organisation	Finance Directorate	Long Term Financial Forecast updated at each budget and budget revision	Yes	Long Term Financial Forecast included in adopted budget in early July.
			Financial targets as set by the Department of Local Government, Racing and Multicultural Affairs are met in the Long Term Financial Forecast	Yes	All KPIs met within budget. The net financial liabilities ratio is close to being outside the recommended range.
5.3.1.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	Finance Directorate	Unpaid rates and charges are managed in accordance with the Debt Recovery Policy, achieving an overdue balance of less than 3% at its lowest point	Watching	3.36% achieved at low point in quarter.
5.3.3.1	Contribute towards implementation of Technology One Asset Lifecycle Management System	Finance Directorate	New Asset System implemented by 1 February	Watching	The go-live date has been deferred to the 30 June 2020, with some additional costs to the project.
5.4.2.3	Undertake process review on a key activity within the section	Finance Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Process of budget revisions has been reviewed with a goal to provide more timely and relevant information to Council.

CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Finance					
3.1.1.1	Leverage strong regional partnerships to protect, maintain and enhance the condition of our natural assets	Environmental Sustainability	Deliver at least three collaborative projects with positive environmental outcomes	Yes	Council is working on a number of collaborative environment and sustainability projects including the Living Sustainably workshops, Clean Growth Choices 'Communities in Transition' program, 'Drain Buddies' trial, Tropicana 2019, Bringing Nature Back program and Operational Natural Resource Management works, Sustainability Seed Fund projects, Sustainability in Action 2020 community calendar and Community Assistance Program 'Environment and Sustainability Scheme'. These projects are being delivered through a range of local partnerships with organisations including the Great Barrier Reef Marine Park Authority, Department of Environment and Science, Queensland Parks and Wildlife Service, Local Marine Advisory Committee, Fitzroy Basin Association, Capricornia Catchments, Capricorn Conservation Council, Clean Growth Choices Consortium, Native Plants Capricornia, Birds Capricornia, Darumbal and others.
3.2.1.1	Implement Environmental Strategy to encourage sustainability awareness and action	Environmental Sustainability	Deliver actions in the Environmental Strategy in accordance with agreed timeframes	Yes	Council continues to implement the Environmental Sustainability Strategy and endorsed the 2018-19 'Year in Review' report in August. Council has commenced implementation of the 2019-20 annual action plan and all items are on track at this time.
4.1.1.1	Provide timely and effective delivery of Council's services	Environmental Sustainability	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Accounting Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	yes	All compliance dates were met. Taxable payment reporting was deferred due to system problems however an extension was sought and approved.
4.1.1.1	Provide timely and effective delivery of Council's services	Customer Service	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Watching	Target of answering 75% of calls within 45 seconds not always met, but continues to be an objective.

CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Internal Audit					
5.2.1.1	Internal Audit function is undertaken in accordance with legislative requirements and timeframes	Internal Audit Directorate	Audit and Business Improvement Committee Meetings are held at least twice each financial year	Yes	On target with the first being held on the 26 September.
			Achievement of 85% of the annual audit plan completed	Yes	Plan approved and progressing towards target.
5.2.1.5	Coordinate Council's Enterprise Risk Management Framework via provision of consulting and reporting services	Internal Audit Directorate	Risk register updates presented to Council as per the Enterprise Risk Management Framework	Yes	Presented to Audit Committee on 26 September.
Strategy and Planning					
4.1.1.1	Provide timely and effective delivery of Council's services	Strategy & Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
4.4.3.1	Amend the Planning Scheme as required to incorporate policy objectives and outcomes	Strategy & Planning Directorate	Planning Scheme Major Amendment is completed and subsequent amendments are initiated and progressed as required	Yes	Planning Scheme Amendment has been submitted to the state for final ministerial review. The state have requested additional information, which will be provided by 8 October.
4.4.4.1	Identify and pursue opportunities for improved land use planning and policy outcomes	Strategy & Planning Directorate	Complete a gap analysis of land use planning and policy	Yes	Gap analysis is currently underway.
4.4.5.1	Review, identify gaps and pursue augmentation of strategic plans and projects	Strategy & Planning Directorate	Develop and maintain a current operational register of strategic plans and priority projects	Yes	Leadership team discussions progressing around planning priorities.
5.1.2.1	Identify and pursue external funding opportunities in collaboration with other business units	Strategy & Planning Directorate	Develop and maintain a current operational register of capital grant applications and project information	Yes	Grant management process has been mapped in anticipation of working with business analysts to investigate appropriate systems and workflow to manage project information and reporting requirements.
5.1.3.1	Identify and peruse opportunities for advocacy for regional policy and associated outcomes that benefit the Region	Strategy & Planning Directorate	Completed policy discussion papers and submissions	Yes	Provided feedback to the state on the model code for neighbourhood design on 23 August. Continuing to review and provide comments on regional policy matters.

CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Strategy and Planning					
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Strategy & Planning Directorate	Monthly review of the Operational Budget	Yes	Strategy and Planning are on track with the Operational Budget. Currently at 22.1% for the quarter.
5.4.2.3	Undertake process review on a key activity within the section	Strategy & Planning Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Grant management and planning projects management.
4.1.1.1	Provide timely and effective delivery of Council's services	Strategic Planning	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.

ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Advance Rockhampton Directorate					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Advance Rockhampton Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	Managers attended the Sustainability Workshop that Council held and will continue to review our decision making to identify the potential impacts of climate change.
4.1.1.1	Provide timely and effective delivery of Council's services	Advance Rockhampton Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Advance Rockhampton have no non-compliances in this quarter.
5.1.1.1	Review and audit existing organisations and advocacy groups where Council is represented and identify any groups where inclusion is considered appropriate and report to Council accordingly	Advance Rockhampton Directorate	Undertake a review by 31 December	Yes	Each will be reviewed and reported as required.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Advance Rockhampton Directorate	Risk register is being maintained	Yes	Risks are monitored and register maintained.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Advance Rockhampton Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Yes	Advance Rockhampton has had no non-compliance items this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Advance Rockhampton Directorate	Monthly review of the Operational Budget	Yes	Management reviewed budgets on a monthly basis.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Advance Rockhampton Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	Budgets were reviewed with the department's managers and accountant. This quarter is on track.
5.4.2.3	Undertake process review on a key activity within the section	Advance Rockhampton Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Review the Economic Development Plan.
Airport					
2.5.2.1	Establish additional commercial activities for Airport operations	Airport Directorate	An increase in revenue from commercial aviation activities	Yes	Investigations are currently underway to seek out alternate sites for commercial opportunities around the airport precinct.

ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Airport					
2.6.1.1	Actively engage with the national and international defence forces to maintain and increase current levels of military engagement and exercises and advocate for an increase in exercise activity	Airport Directorate	Report quarterly to Council on engagement and advocacy actions	Yes	Exercise Wallaby is currently underway.
4.1.1.1	Provide timely and effective delivery of Council's services	Airport Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There are no outstanding non-compliance matters to report for this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Airport Directorate	Monthly review of the Operational Budget	Completed	Revenue is slightly higher in comparison to the percentage of year elapsed with expenditure slightly lower than expected. Overall the Airport unit is within budget and on track for the financial year.
5.4.2.3	Undertake process review on a key activity within the section	Airport Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Review of the CCTV system to ensure the process of data capture, image quality, technological capacity and monitoring is in alignment with legislative aviation security standards.
Commercial					
1.5.2.1	Deliver the Wayfinding Strategy	Commercial Directorate	Deliver the Wayfinding Strategy in accordance with agreed timeframes	No	This is on hold as it needs to be reviewed, and key stakeholders need to be consulted.
2.1.4.1	Identify and implement business development opportunities for the Airport	Commercial Directorate	Review the Airport Masterplan	Yes	Working through flood modelling with the Planning section and consultants.
2.3.1.1	Develop strategies to attract businesses within the Region's centres	Commercial Directorate	Support the key catalyst projects within the CBDs to assist in activating the Regions centres	Yes	Reviewing EOI submissions with CBD blocks of land.
2.3.2.1	Provide strategies and marketing to support economic activity and business confidence within the CBD	Commercial Directorate	Consider a façade improvement scheme that encourages businesses within the East Street precinct to upgrade their facades	Yes	Continually working with CBD businesses to engage with this program.
3.2.2.1	Industry engagement and the provision of support for new energy generation options	Commercial Directorate	Develop a plan to engage with industry in order to develop new energy generation options	Yes	Looking at ways to utilise renewable energy within Council operations.
4.1.1.1	Provide timely and effective delivery of Council's services	Commercial Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No non-compliances this quarter.

ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Commercial					
4.4.2.1	Ensure land use instruments achieve policy objectives	Commercial Directorate	Continue the implementation of CBD Redevelopment Framework and catalyst projects throughout 2019-20	Yes	Continually reviewing the CBD framework and looking for new ways to engage with businesses and attract new businesses to the CBD's.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Commercial Directorate	Monthly review of the Operational Budget	Yes	All budgets are on track.
5.4.2.3	Undertake process review on a key activity within the section	Commercial Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Reviewed Facade improvement scheme and this is working well and will continue to be monitored through out the year.
Economic Development					
1.6.1.1	Inclusiveness in key projects and events	Economic Development Directorate	Facilitate identified celebrations	Yes	Continuing to work with other operational areas to facilitate international engagement and cultural diversity. Advance Rockhampton is working with the Rockhampton Chinese Association to plan a large cultural and business event in October 2020.
2.2.1.1	Work with key industry stakeholders to develop investment profile opportunities for national and international investors	Economic Development Directorate	Industry stakeholder engagement and opportunity development as per the Economic Development Action Plan update reports presented to Advisory Committee	Yes	Continuing to work with local, national and international partners to advocate investment opportunities in Rockhampton.
2.2.2.1	Support community training programs/education workshops held in the Region	Economic Development Directorate	Conduct 40 Certificate IV to assist business development by 30 June	Yes	Continuing to work with training providers and local interests to address skills and capacity gaps among local industry.
2.4.2.1	Encourage further development of industrial estates to support future growth of a wide range of industries both inside and outside of the Region	Economic Development Directorate	Implementation of new Gracemere Industrial Area and Parkhurst Industrial Area documents/information	Yes	Refined brochures and marketing collateral for major industrial estates under development.
2.5.1.1	Deliver Advance Rockhampton forums	Economic Development Directorate	Deliver at least four sessions	Yes	Advance Rockhampton Forum scheduled to be held on 22 November at City Hall. Expected to focus on resources sector.
2.5.3.1	Engage Regional Skills Investment Strategy Coordinator to facilitate and liaise with business/industry regarding skilling required for our Region	Economic Development Directorate	Implement funded training programs in conjunction with State to regional businesses	Yes	Continuing to work with training providers and local interests to address skills and capacity gaps among local industry.

ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Economic Development					
2.5.5.1	Strengthen relationships with our international partners, including Singapore, Japan, China and South Korea	Economic Development Directorate	Develop a strategy to strengthen relationship with our international partners by 30 December	No	Continuing to work with international partners to advocate investment opportunities in Rockhampton, including advocating for higher education opportunities in Rockhampton. A new international engagement strategy will be developed as part of a new economic development plan in quarter four 2019-20 or quarter one 2020-21.
4.1.1.1	Provide timely and effective delivery of Council's services	Economic Development Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Economic Development team continues to provide timely and effective services to investment proponents, local businesses and other stakeholders.
4.4.1.1	Update the Economic Development Action Plan to include engagement initiatives with this sector	Economic Development Directorate	Update Economic Action Plan by December	Watching	Economic Action Plan on track to be reviewed by December and report to be provided to Council in-line with this timeline.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Economic Development Directorate	Monthly review of the Operational Budget	Watching	Operational budget review undertaken as part of monthly activity report.
5.4.2.3	Undertake process review on a key activity within the section	Economic Development Directorate	Identify key activity by 30 September and complete process review by 30 June	Watching	Reviewing the way we conduct economic development activities as part of the development of a new Economic Action Plan.
Tourism, Events and Marketing					
1.5.3.3	Position Council and My Rockhampton websites as the go-to place for the Region events and Council information	Tourism, Events & Marketing Directorate	My Rockhampton and the Council website is updated at least monthly	Yes	My Rockhampton website to become a stand alone website.
1.5.3.4	Implement and deliver the My Rockhampton magazine and associated platforms	Tourism, Events & Marketing Directorate	Three magazines designed and distributed per annum	Yes	Spring edition underway in marketing.
1.6.4.3	Deliver and support major regional events	Tourism, Events & Marketing Directorate	Deliver the Rockhampton River Festival with an increase in the number of people attending and conduct a satisfaction survey with traders and visitors	Yes	The Rockhampton River Festival was successfully delivered and well attended with the economic benefit to Rockhampton exceeding the previous year's event.
1.6.4.3		Tourism, Events & Marketing Directorate	Increase the number of regional events across the Region by 10%	Completed	Rockhampton Agricultural Show confirmed under Council management for further 5 years and Rockynats on track for its first event in June 2020. Rockhampton show and Rockynats equate to 50% increase on our two existing headline events, River festival and CapriCon.

ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Tourism, Events and Marketing					
2.1.1.1	Implement Tourism Action Plan initiatives to promote and improve Regional tourism opportunities	Tourism, Events & Marketing Directorate	Activate Tourism Action Plan targets and guidelines	Yes	Tourism brand review on track for October completion, Visitor Information Centre volunteer family program in play, Fishing the Fitzroy campaign live.
2.1.3.1	Review current multi-layered marketing plans for Advance, Explore and Live Rockhampton	Tourism, Events & Marketing Directorate	Review Marketing Strategy and deliver actions in accordance with timeframe	Yes	In progress across all channels for completion by December.
4.1.1.1	Provide timely and effective delivery of Council's services	Tourism, Events & Marketing Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There has been no non-compliance within this reporting period.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Tourism, Events & Marketing Directorate	Monthly review of the Operational Budget	Yes	Operational budget is tracking on target for the quarter.
5.4.2.3	Undertake process review on a key activity within the section	Tourism, Events & Marketing Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Review and lock in of future events to finalise 2020 event calendar.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Community Services Directorate					
1.4.1.1	Provide community sponsorship for activities for various sectors	Community Services Directorate	Community sponsorship and grant funding applied in accordance with the guidelines	Yes	The 2019-20 Round 1 closed on 1 July with minor sponsorship requests totalling \$39,920. Five major events sponsored to the value of \$43,982. Seven small projects totalling \$2,840 and one hall insurance of \$500 distributed during the quarter. Round 2 opened 9 September closing 28 October.
1.4.3.2	Review and update Volunteer Manual	Community Services Directorate	Review and update Volunteer Manual by 31 October	Yes	Volunteer Manual progressing well. Volunteer development officer updating procedures, developing role descriptions and templates for volunteer resources.
1.6.1.2	Develop and deliver a Reconciliation Action Plan	Community Services Directorate	Deliver actions in the Reconciliation Action Plan within approved timelines	No	No progress during the first quarter.
1.6.4.1	Deliver and support local events and celebrations	Community Services Directorate	Deliver Festive Season display throughout the Region	Yes	Planning meeting held with relevant staff. Order placed for new tree decorations for revamping of tree. Preparation progressing towards installation of festive display by 1 December.
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Community Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	Climate change is considered in planning using current flood maps.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards are largely met with minor variation.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Community Services Directorate	Risk register is being maintained	Yes	Risk is monitored and managed, with high priority area actioned in a timely manner.
5.2.1.7	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	Yes	Legislative requirements are monitored and reported regularly.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Community Services Directorate	Monthly review of the Operational Budget	Yes	Budget for the overall directorate is favourable.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Community Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Watching	Review to be undertaken in second quarter.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Community Services Directorate					
5.4.2.3	Undertake process review on a key activity within the section	Community Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Watching	Parks action plan is being developed with the CEO to meet key target areas.
Communities and Culture					
4.1.1.1	Provide timely and effective delivery of Council's services	Communities & Culture Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Communities & Culture Directorate	Monthly review of the Operational Budget	Yes	Reviewed and reported monthly.
5.4.2.3	Undertake process review on a key activity within the section	Communities & Culture Directorate	Identify key activity by 30 September and complete process review by 30 June	No	Key activity not identified by 30 September, however unit is looking to identify activity during next quarter.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Art Gallery	Deliver 100% of the endorsed Rockhampton Art Gallery program	Yes	Six exhibitions delivered or currently on display.
1.4.1.2	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	Yes	Currently on track and in accordance with contracts, schedules and funding agreements.
1.6.4.2	Support regional events through the delivery of the Arts Program	Art Gallery	Deliver Arts Program at three major events	Yes	Programs delivered at River Festival (Artist Pop Up Shop, Quay Lane and Quay Street art installations).
1.6.5.1	Deliver a diverse range of creative arts programs	Art Gallery	Programs are delivered in accordance with guidelines and schedules	Yes	Currently delivering approximately 1.2 programs per day.
1.6.5.3	Support the creation of public art throughout the Region	Art Gallery	Deliver public art program	Yes	A seven meter barramundi artwork by Uncle Tosi Cora installed Riverside at the Rod Laver lift shaft.
4.1.1.1	Provide timely and effective delivery of Council's services	Art Gallery	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Communities and Culture					
1.6.2.1	Implement Heritage Village Masterplan to increase visitation and revenue	Heritage Village	Increase annual visitors to the Heritage Village by 5% in comparison to previous year	Watching	Slightly behind progressive target.
1.6.4.1	Deliver and support local events and celebrations	Heritage Village	Conduct Heritage Festival event	Yes	Planning has commenced for 2020 event.
4.1.1.1	Provide timely and effective delivery of Council's services	Heritage Village	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.
1.4.1.4	Deliver funded home maintenance and modification services to support seniors and people with a disability to continue living independently	Home Assist	Service delivered in accordance with eligibility and funding arrangements	Yes	Home Assist have updated monthly Council reports to reflect the required outputs in our funding provider contracts. Correlating reporting and data to meet our output hours for different activities and the reporting in dollar value for our Major Mods arm of the program. Commonwealth Home Support Program - Federal Government Funding for over 65's advised we successfully reached our output targets in 2018-19.
4.1.1.1	Provide timely and effective delivery of Council's services	Home Assist	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Watching	Service delivery is monitored regularly and registered contractors are reminded of their service obligations to the program as required. Field officer staff remain overextended dealing with the new business model introduced due to the introduction of Aged Care Packages and NDIS. All work must be quoted for first, before being undertaken, resulting in considerable additional work required from the officers, with a income from a "Fee for Service" assistance being yielded in revenue to cover costs. Additional resource opportunities are being explored.
1.4.1.3	Provide library services	Library & Child Services	Library services delivered in accordance with Council standards	Yes	In quarter one there were 60,524 visits and 106,067 items issued.
1.4.3.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Library & Child Services	Provide a minimum of 2500hrs of volunteer services per annum	Yes	In quarter one 677 hours of volunteer services were provided.
1.5.1.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Library & Child Services	Deliver programs and activities	Yes	In quarter one there were 8,498 participants and 513 programs delivered.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Communities and Culture					
1.5.1.2	Provide facilities and training through the Library Technology Centre and libraries to develop digital skills and reduce social exclusion	Library & Child Services	Deliver community development programs	Yes	In quarter one, there was 206 contact hours of community training provided.
1.5.1.3	Provide a home delivery library service to people who are housebound	Library & Child Services	Provide a home delivery service with a 70% satisfaction rating	Yes	The next satisfaction survey for Home Deliver is due January 2020. The satisfaction survey results for 2019 with 68 clients very satisfied, and 10 clients satisfied with the home delivery service.
1.6.3.1	Preserve the documentary heritage of the Region through maintaining and developing the Local History Centre and its collection	Library & Child Services	Develop a guideline on the accession and deaccession of donated items	Yes	Development of an Accession and Deaccession Guideline underway.
2.2.3.1	Provide access to resources and free community technology training courses to develop skills	Library & Child Services	Conduct satisfaction survey to determine effectiveness of training provided	Watching	Survey to measure training effectiveness is being developed.
2.2.3.2	Provide quality child care services	Library & Child Services	Services provided meet the national quality standard	Yes	Council's Child Care Centre meets the National Quality Standards and has 2,741 places utilised with a 98.89% utilisation.
4.1.1.1	Provide timely and effective delivery of Council's services	Library & Child Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There has not been a non-compliances in this quarter.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Major Venues	Community long-term use of available spaces at the Walter Reid Cultural Centre are 100% tenanted by the arts and cultural community	No	One space is to be tenanted.
			Deliver 100% of the See It Live program at Pilbeam Theatre	Yes	Thirteen productions were included in the 2019 'See It Live' program. One is remaining to be performed.
1.4.1.1	Provide community sponsorship for activities for various sectors	Major Venues	Administer the Rockhampton Regional Australia Day Fund in accordance with the guidelines	Yes	A fund of \$15,000 exists to support communities in celebrating Australia Day. Applications for 2020 celebrations will be released by October.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Communities and Culture					
1.6.4.1	Deliver and support local events and celebrations	Major Venues	Conduct Rockhampton Carols by Candlelight annual event	Yes	Applications for Charity EOIs close 15 October. Indoor and outdoor events are being planned.
			Conduct annual Rockhampton Cultural Festival	Yes	The Cultural Festival took place on Saturday 24 August at the Riverside Precinct.
1.6.4.3	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	Yes	Council will be presenting "Mamma Mia" as our community Musical in 2020. A review of creatives was undertaken with a view to appointments in September.
1.6.4.4	Promote and facilitate the use of the Rockhampton Showgrounds for major events	Major Venues	Rockhampton Showgrounds is used 25% of the year for grounds and events uses	Watching	There have been 29 event days, or 7.95% used year to date.
1.6.5.2	Deliver the Regional Arts Development Fund	Major Venues	All Regional Arts Development Fund applications are assessed in accordance with the guidelines	Yes	Regional Arts Development Fund application for Round 1-of the 2019/20 financial year will close in November.
4.1.1.1	Provide timely and effective delivery of Council's services	Major Venues	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Reviewed and reported monthly, no non-compliance.
Community Assets and Facilities					
1.1.6.1	Develop an All Abilities and Inclusion Plan	Community Assets & Facilities Directorate	Deliver actions in the All Abilities and Inclusion Plan within agreed timeframes	Yes	In progress - reviewing last version.
1.1.8.1	Undertake required statutory maintenance	Community Assets & Facilities Directorate	Compliance standards met	Yes	Being monitored.
1.3.1.1	Maintain and monitor CCTV systems	Community Assets & Facilities Directorate	System maintained in accordance with schedule, with less than 2% downtime	Yes	On track.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Community Assets and Facilities					
4.1.1.1	Provide timely and effective delivery of Council's services	Community Assets & Facilities Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No issues to report.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Community Assets & Facilities Directorate	Monthly review of the Operational Budget	Yes	No issues to report.
5.4.2.3	Undertake process review on a key activity within the section	Community Assets & Facilities Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Establishing scheduling process to transition into Council's asset management system.
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Community Facilities	Achieve annual maintenance budget and program	Yes	Underway.
1.1.8.2	Clean and maintain Council buildings	Community Facilities	Buildings cleaned and maintained in accordance with the priority rating schedule and budget allocation	Yes	On track.
1.1.8.3	Develop and implement conservation management plans for heritage listed buildings	Community Facilities	Conservation Management Plan review conducted in accordance with schedule	Yes	Developing Conservation Management Plan priorities for this financial year.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Community Facilities	All venues are compliant with statutory requirements	Yes	On track.
1.2.1.2	Provide quality regional cemeteries for burial and memorialisation services	Community Facilities	Cemeteries have high community satisfaction with service provided resulting in less than five complaints annually	Yes	No complaints received.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Facilities	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customers are satisfied.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Assets	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customers are satisfied.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Parks					
1.1.7.1	Develop a program for recreation and open spaces	Parks Directorate	Develop the program by 30 June	Yes	Development of a program for recreation and open spaces underway.
1.4.3.3	Engage with and provide support to community and volunteer organisations in the delivery of sport and recreation activities	Parks Directorate	Make formal contact with all sporting clubs and associations in the Region	Watching	Some delays experienced, as three key positions to carry out this work out are vacant.
2.1.2.1	Consider site options for preferred precinct and scope required works	Parks Directorate	Draft Sport Precinct concept by 31 July	Yes	Planning in progressing on a multi-precinct basis with Strategic Planning taking the lead.
3.1.4.2	Develop a Tree Canopy Plan	Parks Directorate	Develop a Tree Canopy Plan by 30 September and implement actions in accordance with approved timeframes	Yes	Tree planting to take place at Mount Morgan entry statements and Alf Kele Park (Huish Drive). CBD canopy long term plan is currently being developed in conjunction with Civil Design, with a view to works carried out in quarter three and four.
4.1.1.1	Provide timely and effective delivery of Council's services	Parks Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Parks Directorate	Monthly review of the Operational Budget	Yes	On budget.
5.4.2.3	Undertake process review on a key activity within the section	Parks Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Parks action plan is being developed with the CEO to meet key target areas.
1.2.1.3	Further development of the Kershaw gardens and the Botanical gardens	Botanic & Kershaw Gardens	Develop a program that considers the ongoing maintenance and long term improvement	Yes	Concept plans currently in development to enhance both sites. Budget submission to be prepared for 2020-21 capital budget.
1.6.2.2	Review and update Botanic Gardens Strategic Master Plan	Botanic & Kershaw Gardens	Review and update Botanic Gardens Strategic Master Plan by 30 June	Yes	Coordinator Community Places and Master Planning is currently being recruited. Botanic Gardens Strategic Master Plan review will commence once this position is filled.
1.6.4.1	Deliver and support local events and celebrations	Botanic & Kershaw Gardens	All sites meet the requirements of events and celebrations	Yes	Tropicana considered highly successful. Preparations being finalised for Botanics 150th birthday.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Parks					
4.1.1.1	Provide timely and effective delivery of Council's services	Botanic & Kershaw Gardens	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
1.2.3.1	Quantify mowing and horticultural service frequencies	Parks Operations	Develop and deliver a mowing program that meets seasonal changes by 31 March	Yes	Plan in development and will be implemented from November by Coordinator Parks Operations.
4.1.1.1	Provide timely and effective delivery of Council's services	Parks Operations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
1.2.2.1	Work with stakeholders to promote the Zoo both regionally and nationally	Zoo	Maintain visitors to the Rockhampton Zoo to 140,000 and monitor through visitor intercept surveys	Yes	Surveys are ongoing. Visitor numbers expected to exceed 140,000 with the impending chimp births.
4.1.1.1	Provide timely and effective delivery of Council's services	Zoo	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Compliant.
Planning and Regulatory Services					
4.1.1.1	Provide timely and effective delivery of Council's services	Planning & Regulatory Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Non-compliances are reported monthly in the Monthly Operations Report. A review of the Section's internal service standards was completed during the quarter with updates made accordingly.
4.1.2.1	Provide opportunities for community access to discounted animal health services	Planning & Regulatory Services Directorate	Deliver two microchipping and/or vaccination clinics	Yes	An online voucher based microchipping and vaccination program launched on 1 October and provides eligible community members access to discounted microchipping and vaccinations for dogs. Budget is currently on track although will be monitored as the number of applications are received.
4.1.3.1	Ensure educational programs are created and delivered to the community on assessment requirements	Planning & Regulatory Services Directorate	Create an educational plan for the community on pool safety, building requirements and planning scheme understanding	Yes	The Building, Plumbing and Compliance unit in conjunction with the education officer have commenced developing an education plan to incorporate pool safety, building requirements and planning scheme understanding.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Planning and Regulatory Services					
4.2.1.2	Provide formal and informal education opportunities to the public to ensure the community are aware of their legislative obligations	Planning & Regulatory Services Directorate	Education program implemented in accordance with program milestones	Watching	Local Laws unit has completed the majority of actions outlined in the Community Education Plan 2019-2020 as per the timeframes. The Good Neighbour handbooks and virtual tour of Animal Management Centre are still under development and are outside the timeframes as per the Community Education Plan.
4.2.2.2	Provide a diverse range of compliance tools to a wide range of amenity, health and safety issues across the community to enhance liveability	Planning & Regulatory Services Directorate	Review and update the enforcement Manual by 30 June	Yes	The Enforcement Manual has been reviewed by the relevant Coordinators, and is undergoing legal review to amend and update, including the new local laws.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Planning & Regulatory Services Directorate	Monthly review of the Operational Budget	Yes	Monthly reviews of the operational budget are undertaken without any major variances reported in the Monthly Operations Report. To date, the section is tracking slightly under budget due to underspend in wages and contractors / consultants. Revenue is increased due to dog registrations being due during the period.
5.4.2.3	Undertake process review on a key activity within the section	Planning & Regulatory Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	The Local Laws unit will review the current process undertaken in obtaining a warrant under the <i>Animal Management (Cats & Dogs) Act 2008</i> . Work instructions, process maps and templates are to be reviewed and updated accordingly to ensure all required information is being captured in accordance with applicable legislation.
4.1.1.1	Provide timely and effective delivery of Council's services	Development Engineering	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were a small number of non-compliances with the units service levels associated with development assessment timeframes. This was due to the applicant not providing adequate information in order for the application to be decided. No applications were decided outside the Planning Act's statutory timeframes.
3.1.3.1	Implement strategic plans to advise community on programs	Health & Environment	Achieve strategy outcomes in the Biosecurity Plan in accordance with timeframes	Yes	Outcomes of the Biosecurity Plan continue to be met. A two year surveillance program commenced in August in the Rockhampton Floodplain area. Works have commenced to control feral deer in the region. Other works progressed include water weed control and land weed control.
4.1.1.1	Provide timely and effective delivery of Council's services	Health & Environment	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer service standards continue to be met during this quarter, with the exception of some small non-compliances reported through the monthly reports.

COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Planning and Regulatory Services					
4.2.1.1	Provide effective development management programs in line with legislative requirements for environment health, food, safety, noise, odour and dust protection	Health & Environment	Compliance with development management programs	Yes	Programs continue to be implemented. Food safety inspections conducted at major events during this time including River Festival. Compliance activities are undertaken in accordance with developed work instructions and programs.
1.3.2.1	Maintain effective disincentive and quarantine process as per the Animal Management Centre Manual Disease Management	Local Laws	Implement actions in accordance with the Animal Management Centre Manual	Yes	The Animal Management Centre has had two instances of cat flu. Quarantine procedures implemented and actions taken in accordance with the Animal Management Centre Manual.
4.1.1.1	Provide timely and effective delivery of Council's services	Local Laws	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance.
4.1.1.1	Provide timely and effective delivery of Council's services	Development Assessment	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	No instances of non-compliance this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Building, Plumbing and Compliance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Non-compliances this quarter were minor and due to unforeseen staff absences. This has now been resolved.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Regional Services Directorate					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Regional Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Yes	The requirement for climate change assessment is incorporated into the briefs of relevant planning studies.
4.1.1.1	Provide timely and effective delivery of Council's services	Regional Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Regional Services Directorate	Risk register is being maintained	Yes	Risk Register reviewed for presentation to Audit Committee.
5.2.1.7	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	Yes	There were no non-compliances.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Regional Services Directorate	Monthly review of the Operational Budget	Yes	Reviewed across the department and tracking on target.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Regional Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Yes	Operational budgets on track.
5.4.2.3	Undertake process review on a key activity within the section	Regional Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Civil Operations work planning.
Civil Operations					
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Civil Operations Directorate	Achieve annual maintenance budget and program	Yes	Operational program on track.
1.1.1.2	Deliver the annual capital works program	Civil Operations Directorate	Achieve capital program within 95% of the budget	Yes	Capital expenditure is on target to reach 95% by June.
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Operations Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	There were no instances of non-compliance this quarter.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Civil Operations					
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Civil Operations Directorate	Monthly review of the Operational Budget	Yes	Monthly review is undertaken and presented to Council each month in Civil Operations monthly report to Council.
5.4.2.3	Undertake process review on a key activity within the section	Civil Operations Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Civil Operations work planning.
4.1.1.1	Provide timely and effective delivery of Council's services	Rural Operations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Requests are being dealt with inside the timings from Council.
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Works	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Requests are being dealt with inside the timings from Council.
4.1.1.1	Provide timely and effective delivery of Council's services	Maintenance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Requests are being dealt with inside the timings from Council.
Fitzroy River Water					
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Fitzroy River Water Directorate	Achieve annual maintenance budget and program	Yes	At this early stage of the year, this action is progressing well.
1.1.1.2	Deliver the annual capital works program	Fitzroy River Water Directorate	Achieve capital program within 95% of the budget	Yes	Good progress being made with renewal programs for water and sewerage assets.
1.1.1.3	Ensure safe and reliable operation of raw water storages	Fitzroy River Water Directorate	Compliance with state legislation and national guidelines	Yes	Annual report for Fitzroy River Barrage Resource Operations Licence completed in line with regulatory requirements and ongoing compliant operation in accordance with legislative requirements.
1.1.1.4	Ensure safe and reliable treatment and supply of drinking water	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Yes	100% compliance with drinking water quality requirements as outlined in Customer Service Standards, Queensland legislation or Australian Guidelines.
1.1.1.5	Ensure safe and reliable transport and treatment of sewage	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Yes	>99% compliance with sewage transport and treatment requirements outlined in Customer Service Standards and Council's Environmental Authority.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Fitzroy River Water					
1.1.1.6	Ensure safe and reliable supply of non-potable water	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Yes	100% compliant with legislative requirements for the supply of non-potable water.
1.3.7.1	Ensure the safe and reliable operation of raw water storages	Fitzroy River Water Directorate	Compliance with legislative requirements for dam safety management	Yes	Annual review completed for key Dam Safety documents including the Emergency Action Plan for Mount Morgan No. 7 Dam with minor amendments approved by the Department of Natural Resources, Mines and Energy.
3.1.2.1	Promote water wise behaviours and practices	Fitzroy River Water Directorate	Achievement of annual marketing communications plan activities in accordance with agreed timeframes	Yes	Work ongoing with a review of the Marketing and Communications Plan being undertaken to update it to include recent changes to Garden Competition and key messaging.
			Provide water rebates for residential water efficient products, and process all rebate applications within 10 business days	Yes	Completed in line with business performance indicator.
3.1.5.1	Minimise nutrient and sediment discharges to local waterways	Fitzroy River Water Directorate	Demonstrate compliance with Environmental Authority release limits and continuous improvement initiatives	Yes	Compliant with Environmental Authority with ongoing long term improvement in nutrient release being demonstrated.
4.1.1.1	Provide timely and effective delivery of Council's services	Fitzroy River Water Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Non-compliances reported monthly or quarterly to Council.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Fitzroy River Water Directorate	Monthly review of the Operational Budget	Yes	Operational expenditure reviewed monthly to ensure activities are being completed in line with budget forecast.
5.4.2.3	Undertake process review on a key activity within the section	Fitzroy River Water Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	A review of the monitoring and management of the completion of preventative maintenance tasks is ongoing with a view to optimising in readiness for the new asset management system implementation.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Infrastructure Planning					
4.1.1.1	Provide timely and effective delivery of Council's services	Infrastructure Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer Service Standards are being met.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Infrastructure Planning Directorate	Monthly review of the Operational Budget	Yes	Operational budgets are reviewed on a monthly basis and are on track.
5.4.2.3	Undertake a process review on a key activity within the section	Infrastructure Planning Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Processes are being reviewed and developed for the incorporation of landscape architecture into designs undertaken by the Civil Design unit.
1.1.2.1	Planned condition monitoring programs are completed	Assets & GIS	Planned road, bridge and footpath condition monitoring programs are completed, and the defects identified are provided to the relevant Asset Custodian	Yes	Road, bridge and major culvert conditions inspections have been undertaken and we are awaiting condition reports. Condition inspection of the footpath network is 89% complete.
4.1.1.1	Provide timely and effective delivery of Council's services	Assets & GIS	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer Service Standards are under development.
5.3.1.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	Assets & GIS	The required asset revaluations are completed in accordance with the timeframes set in 2020 External Audit Plan	Yes	Asset valuation processes required of Assets and Geographic Information System unit are underway in order to meet the required timeframes.
5.3.2.1	Refine the long-term asset management plans with asset custodians to guide the replacement and utilisation of resources	Assets & GIS	A program for the rolling review of Council's existing Asset Management Plans is prepared with the Water and Sewerage Asset Management Plan and the Bridges and Major Culverts Asset Management Plan to be reviewed by 31 December	Yes	Review of the Water and Sewerage Asset Management Plans is underway.
			Asset Custodians are provided with long term renewal targets based on an asset sustainability ratio of greater than 90%	Yes	Renewal targets are usually released towards the end of the second quarter of the financial year.
1.1.4.1	Provide an effective quality assurance system which supports the civil design function	Civil Design	No major non-conformances identified in the annual audit	Completed	Quality assurance (QA) system audit undertaken in September with no major non-conformances identified. QA system recertification has been achieved.
3.1.4.1	Improve parks and streetscapes to provide diversity of streetscapes	Civil Design	Planting in accordance with the Streetscape Design Manual	Yes	Plans are currently being developed to allow future planting in accordance with the CBD Streetscape Manual.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Infrastructure Planning					
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Design	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer Service Standards are being met.
1.3.4.1	Natural and man-made hazard risk assessments are reviewed on a five yearly basis	Disaster Management	Review Natural Hazard Risk Assessment and complete annual maintenance check by March	Yes	To be undertaken in the third quarter.
1.3.6.1	Deliver and implement community disaster awareness education	Disaster Management	Review and update Local Disaster Management Group Communications Plan	Yes	No progress to date.
1.3.7.2	Conduct an annual review of the Local Disaster Management Plan in accordance with statutory requirements	Disaster Management	Annual review completed by 30 November each year	Completed	Annual review of Local Disaster Management Plan was completed and adopted by Council in August.
1.3.7.3	Conduct an annual preparedness activity in accordance with statutory requirements	Disaster Management	Undertake annual Local Disaster Management Group preparedness activity by 30 November	Completed	Local Disaster Management Group (LDMG) preparedness activity was completed on 6 September.
1.3.7.4	Ensure the Local Disaster Management Group meet regularly to coordinate disaster management activities	Disaster Management	Annual review of the Local Disaster Management Plan and deliver actions in accordance with the plan	Yes	LDMG has met on 9 August and the 10 September.
4.1.1.1	Provide timely and effective delivery of Council's services	Disaster Management	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer Service Standards are being met.
1.1.3.1	Update Local Government Infrastructure Plan in Rockhampton Planning Scheme	Strategic Infrastructure	Complete amendment to Local Government Infrastructure Plan by June	Yes	This will be completed once the review of the Local Government Infrastructure Plan (LGIP) is completed. Meetings have been held with the Department of Local Government, Racing and Multicultural Affairs regarding the amendment process.
1.1.5.1	Complete preliminary planning, design and cost estimating for projects identified from the Schedule of Works for Transport, Stormwater, Water and Sewerage Trunk Infrastructure that may be required in the near term to 2026	Strategic Infrastructure	Projects identified by 1 September with project development works completed by 30 June	Yes	Review of the LGIP is being progressed in terms of updated cost estimates, expected projects and expected timeframes. Asset data is also being compiled for existing trunk infrastructure and work is underway to delineate network service catchments.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Infrastructure Planning					
1.4.2.1	Update traffic modelling for the urban areas of Rockhampton and Gracemere	Strategic Infrastructure	Complete Transport Corridor Studies for Arterial Roads by 30 June	Yes	Corridor Study for Upper Dawson Road is underway. Investigations have been completed into the Farm St / Alexander St intersection and the Feez St / Moores Creek road roundabout.
1.4.2.2	Consider the Environmental Sustainability Strategy in future planning	Strategic Infrastructure	Develop strategy and policy for Riparian Management by 30 June	Watching	This work is currently on-hold pending completion of involvement in delivery of South Rockhampton Flood Levee (SRFL) and development of the Airport Levee Consultant Brief.
4.1.1.1	Provide timely and effective delivery of Council's services	Strategic Infrastructure	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Customer Service Standards are being met.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Project Delivery					
1.1.1.2	Deliver the annual capital works program	Project Delivery Directorate	Achieve capital program within 95% of the budget	Watching	The unit is managing an \$85M capital budget. Of this to date \$4.3M has been actually expended. Which is short of the \$20M required per quarter to achieve the 95% expenditure. The Art Gallery and SRFL make up 61% of the budgets. The Art Gallery is set to achieve a cash flow of around \$14M this financial year. The commencement of the SRFL project is currently unknown.
1.1.4.2	Effective delivery of major infrastructure projects	Project Delivery Directorate	Project meets objectives and completed on time and budget	Yes	Current projects are being delivered within agreed project scopes, budgets and timeframes.
2.2.3.1	Effectively deliver the construction of Art Gallery Project	Project Delivery Directorate	Project completed in accordance with allocated budget and timeframes	Yes	Contract awarded and demolition works underway.
4.1.1.1	Provide timely and effective delivery of Council's services	Project Delivery Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Unit currently achieving a 4.5 day average completion time to pathway requests.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Project Delivery Directorate	Monthly review of the Operational Budget	Yes	Monthly operational report compiled and budgets reviewed.
5.4.2.3	Undertake process review on a key activity within the section	Project Delivery Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Project variation management.
Rockhampton Regional Waste and Recycling					
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Waste & Recycling Directorate	Achieve annual maintenance budget and program	Yes	Annual maintenance budget and program is on track.
1.1.1.2	Deliver the annual capital works program	Waste & Recycling Directorate	Achieve capital program within 95% of the budget	Yes	Annual capital program is on track to achieve 95% completion.
3.1.6.1	Develop and deliver an effective educational program to the community promoting kerbside recycling and general resource conservation	Waste & Recycling Directorate	Achieve targets in line with the Waste Reduction and Recycling Plan	Yes	Waste Reduction and Recycling Plan is currently being revised, with public consultation and council adoption planned before end of 2019. New targets being set.

REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter One Status Commentary
Rockhampton Regional Waste and Recycling					
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Completed.
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Facilities	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Completed.
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Collections	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Yes	Completed.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Waste & Recycling Directorate	Monthly review of the Operational Budget	Yes	Completed.
5.4.2.3	Undertake process review on a key activity within the section	Waste & Recycling Directorate	Identify key activity by 30 September and complete process review by 30 June	Yes	Investigation into expanding Councils kerbside collection service into rural areas surrounding current rural service areas. Investigation scope has been endorsed by Council.

**2019-20 OPERATIONAL PLAN
PROGRESS REPORT
QUARTER ONE**

**2019-20 Operational Plan Progress
Report Summary - Q1
July to September 2019**

Meeting Date: 19 November 2019

Attachment No: 2

OPERATIONAL PLAN REPORT SUMMARY**QUARTER ONE 2019 – 2020****OFFICE OF THE CEO**

Directorate

During this reporting period the directorate has overseen the functions and outcomes as described below and throughout the organisation.

Executive Support

Scheduled and unscheduled civic events were delivered during the reporting period with the major highlight being the welcome reception for the 2019 Oceania Cup Hockey Tournament, attended by participating teams, coaching and managerial staff, other officials and dignitaries showcasing Rockhampton to an international market.

Customer service targets continued to be met and ongoing executive support provided to the Mayor and Councillors during the reporting period.

Support was provided during the reporting period to the Advance Rockhampton directorate for the delivery of a range of broader economic development outcomes in support of Council's objectives related to positioning the Region for future population growth and the resources sector generally. Highlighted activities included the development and implementation of Council's endorsed Housing Construction Grant and Resource Sector Relocation Incentives Program.

Media and Communications

Media and social media benchmarks have all been exceeded for the reporting period with growth in Facebook followers to Council's Facebook site and engagement levels continuing with increasing video content being posted to take into account Facebook algorithm changes. Implementation of social media plan for all of Council's social media accounts continued during the reporting quarter and is near completion to address a range of identified risk / legal management and efficiencies.

A range of engagement activities were undertaken during the reporting period in support of departmental activities across Council and in furtherance of its engagement strategy including analysis, reporting and recommendations from Resident Satisfaction and Importance Survey, the upcoming Growing Gracemere roundtable event and continued roll-out of Council's new online engagement platform with five additional projects out to consultation and an increase in registrations of over 240 residents.

Workforce and Governance

Staff survey conducted with a 66% overall completion rate and 67% of staff proud to work at Council. A CEO Forum to discuss the survey results was held and Values and Leadership Pipeline workshops are due to commence in November. Manager and Employee Toolkits were developed and made live on the Hub and will continue to be monitored and updated.

Aurion timekeeper rule sets are continuing to be written and set and testing will commence in November to gain feedback on system usability. Trials will also take place of the new Learning Management System for key user groups before consideration and planning of a wider rollout occurs in 2020.

Annual compliance training plan for June to December has been successfully completed and the December to July training plan is in the process of being developed. Certified Agreement educational awareness programs have been developed and delivery will commence in October.

Operational budgets is tracking well and will continue to be monitored on a monthly basis. The majority of customer service targets continue to be met within service timeframes including 100% of complaint assessments and investigative processes being actioned in accordance with Council policy and

procedure. Increased in-house utilisation of Legal Services continues to place a high demand on service delivery within the unit.

Safety key performance indicators have been rolled out across the organisation with some improvement already evident with statistics trending positively. However, a strong safety focus throughout the organisation remains a high priority.

CORPORATE SERVICES

Directorate

During this reporting period the directorate has overseen the functions and outcomes as described below.

Corporate and Technology Services

Fleet Services

The Pinnacle Mountain Communications Tower and Compound project has been completed and is now operational. The solar / battery powered system, with diesel generated backup, provides full 2-way digital radio coverage for the region (an essential component of the Local Disaster Coordination Centre disaster communications) and higher speed Council network connections into Mt Morgan. The tower also facilitates a microwave link relaying from Mt Archer into Mt Morgan providing faster, cheaper network connections to the Mt Morgan Customer Service Centre, Library and water treatment plant. This replaces the current system as the primary network connection to Mt Morgan.

SmartHub

The annual GovHack event, sponsored by CQU Australia Research Department, Digital Dexterity, Rockhampton Regional Council, Livingstone Shire Council and Startup Capricorn took place over the weekend 6 to 8 September. Participants formed four teams and over the weekend made an impressive effort using open data to solve problems relating to renewable energy, skilling students to fulfil the future workforce, drought and a virtual reality game to promote Aboriginal and Torres Strait Islander languages.

Turbo-Traction Lab (TTL) update:

- **TTL 1** - The first of three 16 week Turbo-Traction Lab (TTL) programs were completed on 16 August. TTL 1 commenced on 29 April with 2 fulltime and 13 part-time participants. The part-time participants had the option of working through the majority of the LAB 1 modules or stage their progress throughout the three Labs. The participants have report varying levels of success at this stage, noting the part-timers are continuing in the program. One of the fulltime entrepreneurs broke into the international market with their product and signed-up with a USA based on-seller (SmartHub also facilitated first media opportunity and TV interview). As a result of the learnings from the first Lab, the TTL 2 program was modified to target better results.
- **TTL 2** - Applications were received and reviewed for the TTL 2 program which commenced on 26 August with our Entrepreneur in Residence (EIR), Daniel Johnsen welcoming 17 new participants from across the CQ region, South-East Queensland, New South Wales and Victoria. Brad Twynham from the Commonwealth Department of Industry, Innovation and Science (funding provider) also visited from Brisbane to meet our SmartHub Team, EIR and the TTL cohort.
- **TTL 3** – The marketing plan is being finalised for TTL 3 which is scheduled to commence in February 2020.

The event spaces are continuing to be utilised frequently with bookings for private meetings, workshops and functions by members, program partners, external parties and other units within Council.

Enquiries and submissions for SmartHub Membership continue to be received and reviewed by the RRC SmartHub Working Group – currently **86** members.

ITS

The upgrade to Council's Financials System (went live on 1 July and work has continued throughout the quarter to bed-down this major system implementation. A series of issues ranging from high priority to lesser importance have been worked through with the vendor, R1 project team and Council key stakeholders. The CiA implementation along with the Asset Lifecycle Management (ALM) implementation and Aurion improvements, are a series of massive, interdependent projects staged over several years. The projects are proceeding on schedule thanks to the dedication, tenacity and cooperation of the project teams, Council key stakeholders and vendors.

The Asset Lifecycle Management system is scheduled to go live on 1 July 2020.

Finance

The Annual Financial Statements were reviewed Audit and Business Improvement Committee and subsequently signed by the Mayor and CEO on the 26 September. Certification from Queensland Audit Office was received on Friday 4 October, with an unqualified audit opinion.

Rates and Revenue team has finalised the transition to a new printing contractor for rates notices, water notices and animal registration. Rates and concessions were modelled for budget preparation and ensuring data within the Pathway system is updated in preparation for the rate notice issue in July.

Finance systems team members made a major contribution to the implementation and roll out of the upgrade to Council's Finance System with go live on 1 July. The heavy workload continued during the first quarter, particularly in developing an effective and efficient solution within the Accounts Payable team.

A safety excursion and sausage sizzle was held for the wider team at Fitzroy River Water, with many staff having never visited the site. It was a celebration of 611 lost time injury free days. Many of the staff who have worked at Council for many years had not visited the site at all.

Council approved the Environmental Sustainability Strategy – Year in Review 2018-19. The report outlines Council's progress on sustainability related initiatives and is available on Council's website.

Tropicana 2019 welcomed over 2,500 participants to 'celebrate and connect with nature' at the Rockhampton Botanic Gardens on 14 September. The event leveraged Council's successful Bringing Nature Back program and Nature Play Passports and provided opportunities for the community to engage in a range of hands-on activities and to meet the local groups and organisations working to protect, maintain and enhance our local natural environment.

Internal Audit

No reportable exceptions for this quarter.

Strategy and Planning

The final ministerial review of the Planning Scheme Major Amendment commenced. The State have requested additional information in response to the changes made post public consultation. A report to Council requesting a way forward has been scheduled for early October.

In the last quarter, Strategy and Planning have prepared and supported eight grant applications. The amounts applied for totalled \$3,547,299.87 for projects with a combined total value of \$7,381,438.08. Five projects were for infrastructure or capital works, two for community programs, and two for waste compliance and education projects.

Appointment of Senior Strategic Planner commenced during the quarter.

ADVANCE ROCKHAMPTON

Directorate

Advance Rockhampton have appointed a new Economic Development Manager and are recruiting for a new Airport Manager. The directorate has been busy delivering the River Festival, Supporting Food and Wine Festival and welcoming the Singaporean Armed Forces to the Region, along with delivering the Project Rocky incentive program.

Airport

Rockhampton Airport staff have been busy with Exercise Wallaby. The Low Voltage power upgrade has started along with the HVAC Heating, Ventilating, and Air Conditioning system upgrades. This will continue through until the end of December. The airport are also working with the project management team to produce new plans for the screening point. Passenger numbers have been positive for the quarter.

Commercial

Commercial continually is working with all CBD's to improve activities and activation programs to assist in creating a positive environment. We are also working with businesses to engage with the dining platforms and facade improvement schemes. River bank activation is working well and the events on weekends will start again now that the weather is warming up.

Economic Development

Advance Rockhampton continues to promote economic growth in Rockhampton through a range of economic development initiatives in-line with the Economic Action Plan 2016-19.

Key highlights included:

- Progressing the 'Project Rocky' taskforce to pursue resources sector-led growth;
- Welcoming multiple high-level international trade delegations into the Region;
- Continuing to work with agriculture and aquaculture proponents and investors to progress long-term industry growth opportunities;
- Delivering vocational training and workforce development initiatives to promote holistic economic growth; and
- Continuing to highlight lucrative inward investment opportunities across our economy to drive long-term jobs and population growth.

Tourism, Events and Marketing

A process review of Explore Rockhampton brand and marketing activity to reposition Rockhampton as a 'Stop, See, Stay' destination to drive an increase in visitation and visitor nights to be completed by end of October includes media, social, communications and brand both in and out of the Region.

The event calendar is finalised for 2020 and working groups for Rockhampton Agricultural Show, River Festival, Rockynats are set up to manage events.

Marketing activity continues to ensure, continuity and best practice roll out of activities across all Council's stakeholder events, departments and with stakeholders.

COMMUNITY SERVICES

Directorate

During the quarter Manager Planning and Regulatory Services role was filled in early September.

The role of Coordinator Local Laws also became vacant with position being advertised during the quarter.

Preparations for the festive season have commenced with directorate staff coordinating arrangements with Facilities and Advance Rockhampton staff. Installation of the Christmas tree, banners and decorations will be undertaken by 1 December.

Communities and Culture

The section continues to deliver a broad range of cultural and community services to the Rockhampton Region. The first quarter saw a call for tenders to investigate future options for the Pilbeam Theatre and the current Art Gallery complex on the transition of visual arts services to the New Art Gallery site. Communities and Culture units particularly the directorate, Art Gallery, Libraries and the Production and Technical sub-unit partnered with Advance Rockhampton to deliver extensive, planning, creative content and practical delivery of the Rockhampton River Festival.

Major Venues – the Pilbeam Theatre continues to host a range of events from Possum Magic to Morning Melodies, Battle of the Bands and the Yamato Drummers of Japan. The Rockhampton Show grounds has displayed its diversity of support, hosting Junior Beef to Rocky Swap and the Queensland Pony Club Championship.

The Heritage Village has hosted an array of school tours from as far away as Mackay and Gladstone along with standard visitation. Minister Stirling Hinchliffe and Barry O'Rourke attended the Village to officially 'turn on the lights' on the Village Green funded by the State Government Works for Queensland Program. This will allow increased programming during the evening.

Art Gallery continues to attract healthy attendance, underpinned by dynamic and diverse public, curatorial and educational programs at the rate of 1.2 a day. The Art Gallery team is undertaking significant planning and preparation work for the transition from the current gallery space. This is reflected in exhibitions programming with a focus on the collection processing for the new Rockhampton Art Gallery with the opening of Collection Inside Out. Major work was undertaken by the Gallery team with the delivery of the Lane Ways element of the River Festival.

CQ Home Assist Along with the ongoing high level of service there was focus on the implementation of the new Aged Care Quality Standards effective 1 July. With support from IT the dedicated software solution was updated to improve the management of the different funding groups and related reporting. The unit also undertook engagement and networking activities with community aged care and disability organisations. A representative from the program was a guest speaker at morning teas and attended senior expos with an information site. New registrations have followed as a direct result of these activities demonstrating commitment to our obligation to provide this support as widely as possible across the community.

Libraries and Childcare Services Libraries continue to provide a wide range of knowledge, access and support to the community with extensive public programs such as Manga Drawing Club, Book Week activities, STEM Club, Brick Building Club, 3D Printing and Get Connected workshops. Library staff attended NAIDOC Week celebrations in Rockhampton and for the first time in Mount Morgan. The Childcare Centre also celebrated NAIDOC and Book Week. A particular highlight was the installation of the Roald Dahl Story Board Walk at the River festival. This was a collaboration with Penguin Australia and the Roald Dahl estate in the United Kingdom.

Community Assets and Facilities

Community Assets and Facilities section is undertaking both capital and operational works at present.

Understanding sessions are being delivered for Asset Management software end user awareness and Work Management process.

Life cycle master data continues to be created for the preparation of upload into asset register.

Parks

Rockhampton Botanic Gardens

- Garden bed renovations and new turf installations have occurred in selected areas of the gardens, which has led to increased visitation.

Kershaw Gardens

- In conjunction with the Community Assets and Facilities team all abilities play equipment were installed within the Central Precinct; and
- Reconnection of non-potable water to the southern end of Kershaw Gardens to assist in improving site engagement and appreciation with our community.

Planning and Regulatory Services

The first deer trap has been assembled and situated on Council land, a second trap has been ordered and is in transit. The Deer Report was accepted at committee on 24 September.

Over the quarter the Environmental Health team inspected numerous food vendors at various events and festivals.

Property inspections commenced in the locality of Berserker to monitor compliance with the *Animal Management (Cats & Dogs) Act 2008* and Council's local laws in relation to the keeping of dogs.

All civil works associated with the Aldi development have been finalised and accepted by Council. The Aldi store has now opened its doors.

CQ Home Assist Secure

The Commonwealth Home Support Program (Federal Funding for over 65's), contract manager advised CQ Home Assist that we reached targets and required outputs of the funding agreement in the 2018-19.

In the September Council monthly operational report we have changed the content of reporting to reflect with the requirements of the different funding bodies, which will now correlate.

We continue to monitor the service delivery of the two different funded bodies, state and federal due to the growth of the new "fee for service", business model introduced to the aged care and national disabilities sectors.

REGIONAL SERVICES

Directorate

This quarterly operational plan reports on Regional Services progress towards achieving the key strategies and overall themes in the Corporate Plan 2017-2022. The overall performance across the performance indicators is tracking well and expenditure is on target against the adopted budgets.

Highlights from the quarter:

- Quality assurance certification for design, construction and maintenance services renewed after a recent third party audit; and
- The tight deadlines to finalise the tender documentation for South Rockhampton has put significant strain on resources across all areas of Regional Services.

Civil Operations

Civil Operations is undertaking both capital and operational works at present with both being on schedule.

Project planning is underway to ensure the effective delivery of the programs within the required timeframes and available resources.

Fitzroy River Water

FRW has achieved 100% compliance with all drinking water quality performance requirements and >99% compliance with the requirements associated with the transport and treatment of sewage.

Operational and capital budget expenditure during quarter one is tracking well in line with expectation. This quarter has significant progress made with the procurement of major capital projects using the GC21 contract terms and conditions (e.g. Glenmore Water Treatment Plant Upgrade Project, Glenmore Solar Energy Facility Project).

Continued hot and dry weather has led to increased levels of water demand across the Region and in Mount Morgan, the continued decrease in storage level in Mount Morgan No. 7 Dam has required the implementation of level 2 water restrictions.

Reviewing and updating of key regulatory and other core business planning documents such as Drinking Water Quality Management Plan, Drought Management Plan, Asset Management Plans, and Trade Waste Environmental Management Plan is ongoing.

Infrastructure Planning

Civil Design are progressing the capital works design program and are on track to complete the program by the end of the calendar year.

Achievements and challenges encountered throughout the period are detailed below:

- Improving processes to ensure better integration of landscape treatments into capital works projects;
- The review and updating of project information is underway as a precursor to the proposed update to the Local Government Infrastructure Plan and amendment to the planning scheme;
- Mapping software upgrades are complete for the external sites. Work has commenced on the upgrades for the internal sites;
- The Disaster Management unit has been active in community engagement, disaster resilience and bushfire recovery projects; and
- The early onset of bushfires saw an activation to alert status for the Local Disaster Management Group from 13 to 20 September.

Project Delivery

Works for Queensland Round 3 projects are underway with a target completion date of April 2021. The majority of the projects are in the design phase.

The Art Gallery project has commenced with demolition nearing completion.

Final design for South Rockhampton Flood Levee is expected to be completed by November.

Rockhampton Regional Waste and Recycling

Rockhampton Regional Waste and Recycling has continued to provide waste collection and disposal services throughout the Region with teams focussed on business improvement and efficiency.

Achievements and challenges encountered throughout the period are detailed below;

- Landfill expansion – construction works on piggy back Cell A completed with disposal of waste commencing in July. Leachate and stormwater management works are in progress.
- State Government Waste Levy – implementation completed with two monthly data submissions successfully completed with the Department of Environment and Science.
- Bushley Waste Transfer Station – construction has commenced and operation of site anticipated for November.
- Expansion of Kerbside Collection Service to Rural Area – work has commenced with the scope of investigation endorsed by Council.

- Waste education – delivering presentations to improving people knowledge, public communication, signage and event recycling has been the focus.
- Rockhampton Regional Council Waste Strategy 2020 - 2030 – development of the strategy has continued with a Council workshop held on 10 September.

11.2 COMMUNITY ASSISTANCE PROGRAM: ENVIRONMENT AND SUSTAINABILITY SCHEME - OCTOBER 2019 COMMUNITY INITIATIVES

File No: 12535
Attachments: 1. [Application and Assessment Summary](#)
Authorising Officer: Alicia Cutler - Chief Financial Officer
Ross Cheesman - Deputy Chief Executive Officer
Author: Christine Bell - Coordinator Environmental Sustainability

SUMMARY

This report tables the community-based projects submitted for consideration under Council's Community Assistance Program – Environment and Sustainability Scheme, as part of the October 2019 funding round.

OFFICER'S RECOMMENDATION

That Council approves funding and support for the following community-led environment and sustainability initiatives:

- Wycarbah and District Landcare Group – *Weed control through shared resources* (portable weed sprayer) project, \$3,000 grant.
- Waraburra State School P&C Association – *Growing our knowledge* (food garden and outdoor learning space) project, \$2,000 grant.
- Berserker Street State School P&C Association – *Automatic watering system for kitchen garden* project, \$500 grant.
- Emmaus College P&F Association – *Partnering for sustainability* project, \$500 grant.

COMMENTARY

Council's Environment and Sustainability Scheme aims to support community-led environment and sustainability initiatives, and further the objectives of Council's Environmental Sustainability Strategy, by providing funding and support for eligible community organisations.

Eligible projects may include initiatives that:

1. Protect, maintain and enhance our natural environment including:
 - Community education and awareness activities that increase the community's understanding and value of our natural environment;
 - Works projects that improve native habitat, riparian corridors and waterways; or
 - Conservation of native flora or fauna species.
2. Strengthen our community capacity to live sustainably including:
 - Community education and awareness activities that increase the community's understanding of local environmental sustainability issues, impacts and opportunities;
 - Capacity-building workshops and events;
 - Targeted energy, water or waste efficiency programs; or
 - Practical community projects.

Applications closed on 28 October 2019 and were assessed against the following criteria:

- Strategic alignment with Council's Environmental Sustainability Strategy;
 - Expected outcomes for the community and the environment;
 - Applicant's capacity to deliver the project;
 - Applicant's approach to ensuring the project delivers long-term benefits for the community and the environment; and
 - Value for money.
-

Attachment 1 provides a summary of the applications that were received, comments from the assessment panel and recommended funding allocations.

BUDGET IMPLICATIONS

Council's Environmental Sustainability Unit has allocated funding within the FY2019-20 budget to support community-led environment and sustainability initiatives. The requested funding is within the existing budget allocation.

STAFFING IMPLICATIONS

The Environmental Sustainability Unit will support successful projects and liaise with other internal stakeholders where required.

CORPORATE/OPERATIONAL PLAN

By supporting community-led environment and sustainability initiatives, this report progresses key actions as outlined in the *Corporate Plan 2017-2022, incorporating 2019-2020 Operational Plan activities*:

- 3.1.1 Ensure effective management, protection and future sustainability of the Region through the delivery of the Environmental Sustainability Strategy.
- 3.2.1 Foster sustainable behavior within Council and the community.
- 3.2.1.1 Implement the Environmental Sustainability Strategy to encourage sustainability awareness and action.

This report also directly supports strategic actions outlined within Council's *Environmental Sustainability Strategy*:

- ESS 2.4 Provide support and funding for community-based environment and sustainability initiatives.

CONCLUSION

Council's Environment and Sustainability Scheme is designed to support a range of community-led initiatives within our Region. This report presents Council's third round of funding grants since the Scheme was established in February 2019 and reflects a growing diversity of applications being received from across the community. By funding the initiatives identified in this round of the Community Assistance Program, Council is continuing to demonstrate its commitment to environmental sustainability and will be working collaboratively to both strengthen our community's capacity and also protect, maintain and enhance our natural environment.

**COMMUNITY ASSISTANCE PROGRAM:
ENVIRONMENT AND SUSTAINABILITY
SCHEME - OCTOBER 2019
COMMUNITY INITIATIVES**

Application and Assessment Summary

Meeting Date: 19 November 2019

Attachment No: 1

Environment and Sustainability Scheme – Assessment Summary

October 2019 funding round

Applicant	Project description and expected outcomes	Project cost	Requested amount	Assessment comments
Wycarbah and District Landcare Group	<p>Weed control through shared resources: The Wycarbah and District Landcare Group supports its local community to increase awareness and participation in natural resource management through a range of group activities, field days, property tours and newsletters. The Group are seeking funding to support the purchase of a portable weed spray unit for shared use by the local community. They also intend to work with the Regional Agricultural Landcare Facilitator to run a weed identification day and chemical application training for local landholders. Council's funding contribution will assist the Group to build local capacity to identify and effectively treat pest plants in the parishes of Wycarbah and Kalapa.</p> <p>Key expected outcomes:</p> <ul style="list-style-type: none"> • Purchase of a portable weed spray unit for shared community use; • Local weed identification day and chemical application training for local landholders; • Increased landholder capacity to identify and effectively treat pest plants (including parthenium, lantana, rubbervine, prickly acacia, giant rats tail grass, mother of millions, parkinsonian, harrisia cactus and others); • Supporting local agricultural industry to be more proactive in managing their biosecurity obligations, whilst protecting native vegetation and biodiversity. 	\$22,000	\$3,000	<ul style="list-style-type: none"> • Clear alignment with Council's Environmental Sustainability Strategy and objectives to both 'protect, maintain and enhance our natural environment' and 'work together to strengthen our community's capacity to live sustainably'. • Expected outcomes support both social and environmental outcomes. • The Wycarbah and District Landcare Group has been operating for over 20 years and is supported in the delivery of this project by the Regional Agricultural Landcare Facilitator. • The project will deliver a long-term resource for the benefit of both the environment and the community. • In conjunction with other funding sources, Council's contribution will provide the funding necessary for Wycarbah and District Landcare to progress this project. <p>RECOMMENDATION: Allocate \$3,000 grant to Wycarbah and District Landcare Group.</p>

Applicant	Project description and expected outcomes	Project cost	Requested amount	Assessment comments
<p>Waraburra State School P&C Association</p>	<p>Growing our knowledge: Waraburra State School's P&C would like to develop a new outdoor learning space for sustainability-based educational opportunities within the school grounds at Gracemere. This project will help students to learn how to grow food, practice sustainability and engage in real-life learning experiences that will teach life-long skills. Council's funding contribution will assist the P&C to help students to grow their own food and in doing so, instil in the students an understanding of healthy eating and respect for themselves, the environment and the community.</p> <p>Key expected outcomes:</p> <ul style="list-style-type: none"> • Establishment of a new outdoor learning space at Waraburra State School, incorporating fruit trees, vegetable gardens, compost bins, worm farms, insect hotels and natural bird attracting elements. • Increased connection and involvement of students, teachers and parents in all facets of planning, preparation, harvesting and ongoing maintenance of the gardens. • Increased sustainability as students learn how to grow their own food, whilst also observing the connections between pollinators and pests, seasonal changes, plant growth and water-wise gardening. • Fresh produce will be made available via the schools tuckshop, encouraging healthy eating and a sense of pride in the students achievements. • The use of compost bins and worm farms will also help students to divert waste from landfill, whilst enriching garden soil. 	<p>\$4,000</p>	<p>\$2,000</p>	<ul style="list-style-type: none"> • Clear alignment with Council's Environmental Sustainability Strategy and objectives to both 'protect, maintain and enhance our natural environment' and 'work together to strengthen our community's capacity to live sustainably'. • Expected outcomes support both social and environmental outcomes. • Waraburra State School has been an active participant in Council's 'Sustainability in Action' Schools Calendar Competition and is actively working to increase sustainability action across their school community. • This project is supported by the School P&C and will be delivered in conjunction with teachers, parents and students, with long-term stewardship encouraged through individual class responsibilities and actions. • The project will deliver a long-term resource for the benefit of the school community for many years to come. • In conjunction with support from the School's P&C, Council's contribution will provide the funding necessary to make this project happen. <p>RECOMMENDATION: Allocate \$2,000 grant to Waraburra State School P&C Association.</p>

Applicant	Project description and expected outcomes	Project cost	Requested amount	Assessment comments
Berserker Street State School	<p>Automatic watering system for kitchen garden: Berserker State School's P&C would like to challenge the Year 6 students to design a sustainable automatic water system for the school's kitchen garden. Council's funding contribution will assist the P&C to help students to design, install and maintain a watering system that not only helps to increase their ability to grow their own fruit and vegetables but also helps them to learn about the principles of using water wisely.</p> <p>Key expected outcomes:</p> <ul style="list-style-type: none"> • As part of the Year 6 Science and Technology Unit, students will design, install and maintain a sustainable watering system within the school's kitchen garden. • Students will work together to review different options and seek input and expertise from across the school community. • It is anticipated that the watering system will increase the school's ability to grow their own fruit and vegetables year round, whilst also helping students to learn about using water wisely. • Each year, the Year 6 cohort will revisit the project, ensuring it is well-maintained and where appropriate, adding to or designing adaptations to the watering system. 	\$1,000	\$500	<ul style="list-style-type: none"> • Berserker State School's P&C have made efforts to link local sustainability awareness and action directly with the curriculum in a fun and engaging way. • The project aligns with Council's Environmental Sustainability Strategy and objectives to both 'protect, maintain and enhance our natural environment' and 'work together to strengthen our community's capacity to live sustainably'. • Expected outcomes support both social and environmental outcomes. • Berserker State School has been an active participant in Council's 'Sustainability in Action' Schools Calendar Competition and is actively working to increase sustainability action across their school community. • This project is supported by the School P&C and will be delivered in conjunction with teachers, parents and students, with long term stewardship encouraged through individual class responsibilities and actions. • The project will deliver a long-term resource for the benefit of the school community. <p>RECOMMENDATION: Allocate \$500 grant to Berserker State School P&C Association.</p>

Applicant	Project description and expected outcomes	Project cost	Requested amount	Assessment comments
Emmaus College P&F Association	<p>Partnering for sustainability: Emmaus College's P&F would like to support the Student Sustainability Committee to increase sustainability awareness and action across the school community. Students have established a partnering arrangement with CQUni. They have informal links with indigenous elders in the local community and already have an active yarning circle with native plants. This project seeks to extend on this work by creating opportunities for students to take an active role in developing and maintaining further native plant gardens, bush tucker plantings and worm farms. Council's funding contribution will assist the P&F to purchase materials to support the Student Sustainability Committee, helping students to learn about and actively participate in these sustainability initiatives around the school.</p> <p>Key expected outcomes:</p> <ul style="list-style-type: none"> • Emmaus College will host an educational day for junior high school students at Emmaus College, involving guest speakers from CQUni. • Establishment of additional native plant and bush tucker gardens, to create wildlife habitat, support native pollinators and increase awareness of the value of our local flora and fauna. • Establishment of a worm farm to help students to take an active role in using food scraps to enrich garden soils, whilst also reducing waste to landfill. 	\$1,160	\$500	<ul style="list-style-type: none"> • This initiative is driven by students for students. • The project scope aligns with Council's Environmental Sustainability Strategy and objectives to both 'protect, maintain and enhance our natural environment' and 'work together to strengthen our community's capacity to live sustainably'. • Expected outcomes support both social and environmental outcomes. • Emmaus College has been an active participant in Council's 'Sustainability in Action' Schools Calendar Competition and is actively working to increase sustainability action across their school community. • This project is supported by the School P&F and will be delivered in conjunction with teachers, parents, students and grounds people, with long term stewardship encouraged. • The project will deliver a long-term resource for the benefit of the school community. <p>RECOMMENDATION: Allocate \$500 grant to Emmaus College P&F Association.</p>
	Total	\$28,160	\$6,000	Grant value GST exclusive

11.3 DEVELOPMENT OF A RECONCILIATION ACTION PLAN

File No:	2271
Attachments:	Nil
Authorising Officer:	Evan Pardon - Chief Executive Officer
Author:	Damon Morrison - Executive Coordinator to the Mayor

SUMMARY

This report provides details on a proposal for the development of a Reconciliation Action Plan for Council's consideration and approval.

OFFICER'S RECOMMENDATION

THAT Council approves the commencement of the first stage of a Reconciliation Action Planning process "Reflect" and the proposed actions for the development of the Plan as detailed in the report.

COMMENTARY

In July 2006, the Reconciliation Action Planning (RAP) framework was launched by Reconciliation Australia for organisations to progress reconciliation between Aboriginal and Torres Strait Islander peoples and communities, and other Australians. The RAP framework enables an organisation to contribute to reconciliation by:

- Building and encouraging relationships between Aboriginal and Torres Strait Islander peoples, communities, organisations, and the broader Australian community;
- Fostering and embedding respect for the world's longest surviving cultures and communities; and
- Develop opportunities within the organisation or service to improve socioeconomic outcomes for Aboriginal and Torres Strait Island peoples and communities."

A RAP is an organisations' commitment to implement and measure actions that will enhance respectful relationships and create opportunities for Aboriginal and Torres Strait Islander peoples and communities. Through the RAP framework, an organisation develops its RAP, as a "business plan that documents what an organisation commits to do to contribute to reconciliation in Australia."

Reconciliation Australia is responsible for managing the RAP program, ensuring consistency and quality by setting minimum requirements into the plans. Reconciliation Australia also works closely with organisations to support RAP development, endorsement and implementation processes.

There are four types of RAP available for development and implementation: Reflect, Innovate, Stretch, or Elevate.

Each type of RAP is designed to suit an organisation at different stages of their reconciliation journey.

- **Reflect – Scoping reconciliation:** A Reflect RAP clearly sets out the steps you should take to prepare your organisation for reconciliation initiatives in successive RAPs. Committing to a Reflect RAP allows your organisation to spend time scoping and developing relationships with Aboriginal and Torres Strait Islander stakeholders, deciding on your vision for reconciliation and exploring your sphere of influence, before committing to specific actions or initiatives. This process will help to produce future RAPs that are meaningful, mutually beneficial and sustainable.
 - **Innovate – Implementing reconciliation:** An Innovate RAP outlines actions that work towards achieving your organisation's unique vision for reconciliation. Commitments within this RAP allow your organisation to be aspirational and innovative in order to help your organisation to gain a deeper understanding of its sphere of influence, and establish
-

the best approach to advance reconciliation. An Innovate RAP focuses on developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples, engaging staff and stakeholders in reconciliation, developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

- **Stretch – Embedding reconciliation:** A Stretch RAP is best suited to organizations that have developed strategies, and established a strong approach towards advancing reconciliation internally and within the organisation's sphere of influence. This type of RAP is focused on implementing longer-term strategies, and working towards defined measurable targets and goals. The Stretch RAP requires organisations to embed reconciliation initiatives into business strategies to become 'business as usual'.
- **Elevate – Leadership in reconciliation:** An Elevate RAP is for organisations that have a proven track record of embedding effective RAP initiatives in their organization through their Stretch RAPs and are ready to take a leadership position to advance national reconciliation. Elevate RAP organisations have a strong strategic relationship with Reconciliation Australia and actively champion initiatives to empower Aboriginal and Torres Strait Islander people and create societal change. Elevate RAP organisations also require greater transparency and accountability through independent assessment of their activities.

BACKGROUND

For a number of years Council has undertaken initiatives that contribute towards reconciliation between Aboriginal and Torres Strait Islander community members and non-indigenous people. One of the next steps for Council includes the development and implementation of a Reconciliation Action Plan, which acknowledges Council's ongoing commitment to working collaboratively with the Aboriginal and Torres Strait Islander Traditional Owners and community within the Rockhampton Region.

It is recommended for Council to commence on the first stage RAP – "Reflect", a twelve month plan with following proposed actions:

1. Notify Reconciliation Australia of Council's intention to develop a RAP.
2. Form an internal working group within Council.
3. Engage with Traditional Owners, Elders and key stakeholders on Council's intention to develop a RAP and who to involve ensuring equitable participation.
4. Convene a quarterly roundtable discussion between identified stakeholders including Aboriginal and Torres Strait Islander and non-indigenous community members, Councillors and relevant Council officers.
5. Develop the RAP.
6. Seek Council endorsement.
7. Submit endorsed RAP to Reconciliation Australia.

BUDGET IMPLICATIONS

The development of the RAP will be sourced from the current 2019-2020 operational budget. Any strategies or actions committed by Council in the RAP will be progressed as per normal planning and budgeting processes.

CORPORATE/OPERATIONAL PLAN

Corporate Plan – Section 1.6: Our sense of place, diverse culture, history and creativity are valued and embraced.

Operational Plan – Section 1.6.1.2: Develop and deliver a Reconciliation Action Plan.

CONCLUSION

The development and implementation of a RAP for Council will assist in achieving its corporate objectives and provide it with an established framework to actively engage with Aboriginal and Torres Strait Islander residents and community groups so that Council's strategies and services better meet the needs and aspirations of the community.

11.4 ART GALLERY NAMING

File No:	12155
Attachments:	1. Public Consultation Results ↓
Authorising Officer:	Damon Morrison - Executive Coordinator to the Mayor Evan Pardon - Chief Executive Officer
Author:	Matthew Mansfield - Coordinator Media and Communications

SUMMARY

This report provides a recommendation for the naming of the new Rockhampton Art Gallery based on public consultation for Council's consideration and adoption.

OFFICER'S RECOMMENDATION

THAT the new Art Gallery building be named 'Rockhampton Museum of Art' and Council approve the development of the brand identity for the 'Rockhampton Museum of Art' for further consideration and endorsement.

COMMENTARY

Construction works on the new Art Gallery has now commenced. The new Art Gallery building will be a three (3) storey structure with around 4700m² gross floor area built over 212 and 214 Quay Street sites and a section of 220 Quay Street for a delivery dock.

Following an internal shortlisting process, Council resolved at its meeting on 17 September to seek community feedback on proposed names for the new Art Gallery.

Three names were proposed for the public to comment on;

1. Rockhampton Museum of Art;
2. Rex Gallery Rockhampton; and
3. Thozet Art Gallery.

Participants were also given the option to include their own submission if they had a preferred name different to the three listed.

Over the four week consultation period, Council received 175 submissions.

The full results are included in the attachment to this report.

Based on these results, the preferred name from the consultation is 'Rockhampton Museum of Art' with 57.7% of the vote.

PREVIOUS DECISIONS

At the 17 September Ordinary Council Meeting, Council resolved to seek community feedback on proposed names for the new Art Gallery.

BUDGET IMPLICATIONS

The costs associated with the development of a brand identity for the new Art Gallery will be met within current operational budget.

STAFFING IMPLICATIONS

Council officers are currently reviewing the resourcing capacity of Council to develop the associated brand identity internally.

CORPORATE/OPERATIONAL PLAN

Council's Corporate Plan (2017-2022) provides:

- Section 1.5 - Inclusive, connected and informed community.
- Section 1.6 - Our sense of place, diverse culture, history and creativity are valued and embraced.

CONCLUSION

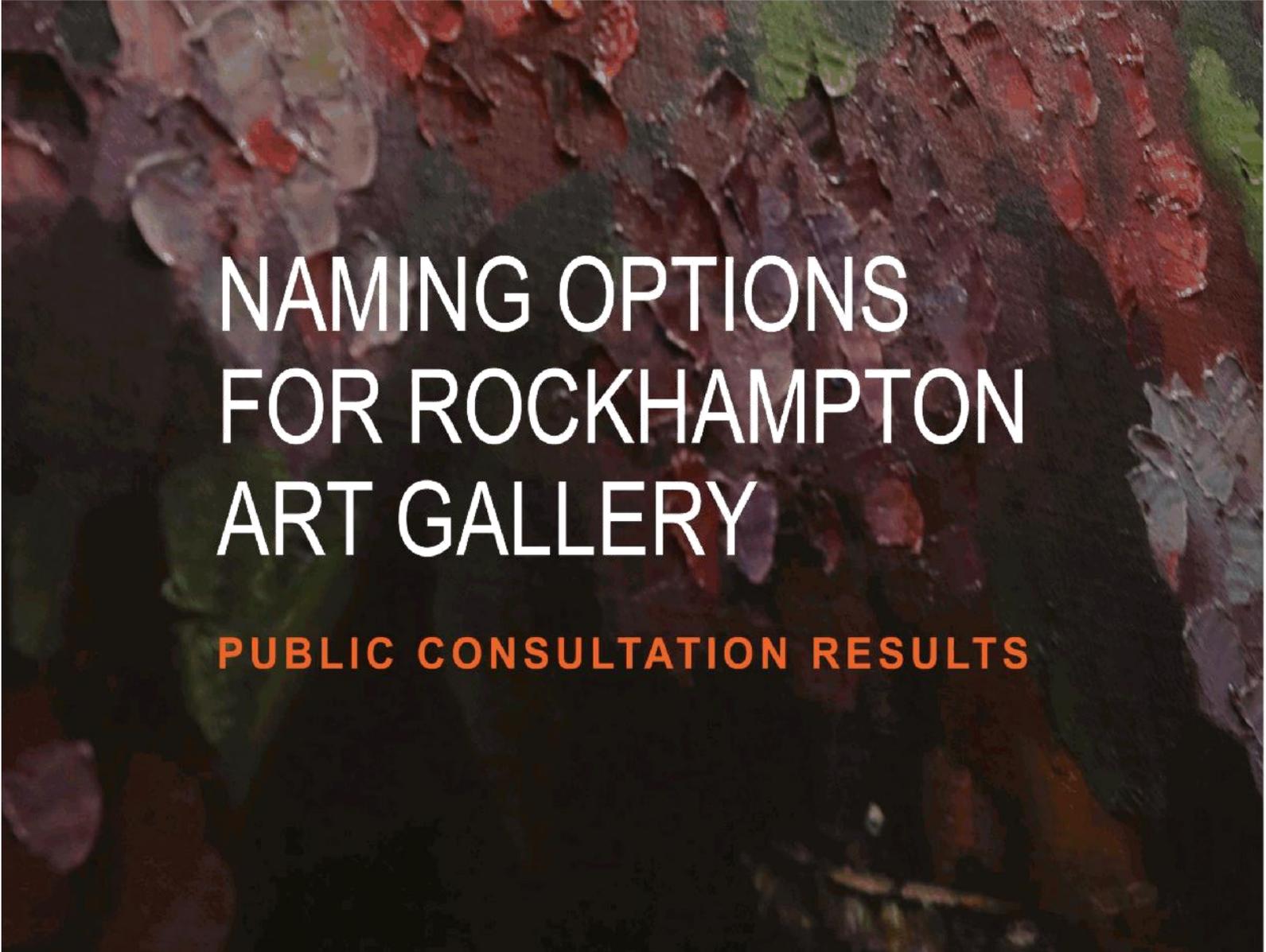
Naming the new Art Gallery is an important step in the development of the project in order for work to proceed on associated branding, marketing, merchandise development and collateral to coincide with time construction timeline.

ART GALLERY NAMING

Public Consultation Results

Meeting Date: 19 November 2019

Attachment No: 1

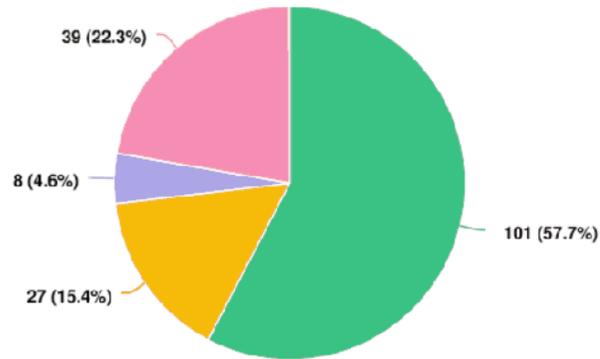


NAMING OPTIONS FOR ROCKHAMPTON ART GALLERY

PUBLIC CONSULTATION RESULTS

THE RESULTS

Q1 What is your preferred name for the new Rockhampton Art Gallery?



Rockhampton
Museum of Art – 101

REX Gallery
Rockhampton – 27

Thozet Art Gallery – 8

Other - 39

Question options

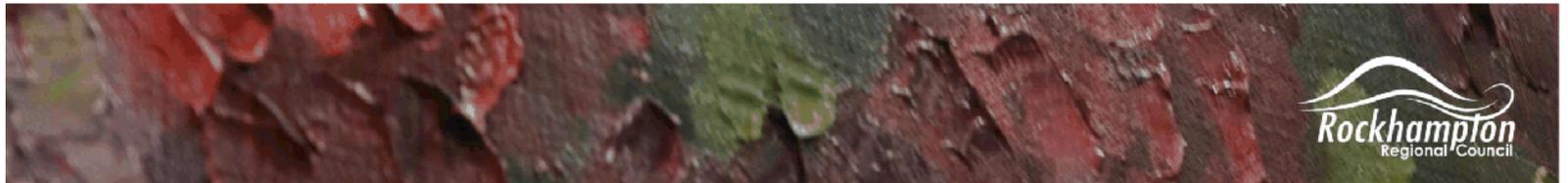
● Rockhampton Museum of Art ● REX Gallery Rockhampton ● The Thozet Art Gallery ● Other

Optional question (175 responses, 0 skipped)



OTHER RESPONSES

- | | | | |
|----------------------------------|---|-------------------------------------|--|
| • Rockhampton Art Museum | • Rockhampton Regional Art Gallery | • Rocky Arts Gallery on the Quay | • Rockhampton Exhibition Art and Culture Hub |
| • Rex Pilbeam Art Gallery | • Rockhampton Observatorium of Contemporary Art | • Art on Quay or Art on the Fitzroy | • Rockhampton Art Gallery on Quay |
| • The Quay Art Gallery | • Toonooba Art Gallery | • Toonooba Australian Gallery | • Rex Art Gallery and Museum Rockhampton |
| • Rockhampton Art Gallery | • Darumbal Art Space | • Toonooba Gallery Rockhampton | • Rockhampton Exhibition Gallery |
| • Toonooba Galleries Rockhampton | • Frank Forde Gallery | • Pilbeam Gallery of Rockhampton | • Thozet Museum of Fine Art |



11.5 2019-21 WORKS FOR QUEENSLAND PROGRAM

File No: 12534
Attachments: Nil
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Andrew Collins - Manager Project Delivery

SUMMARY

This report provides an update on the 2019-21 Works for Queensland Program, including the status of each project and capital budget phasing.

OFFICER’S RECOMMENDATION

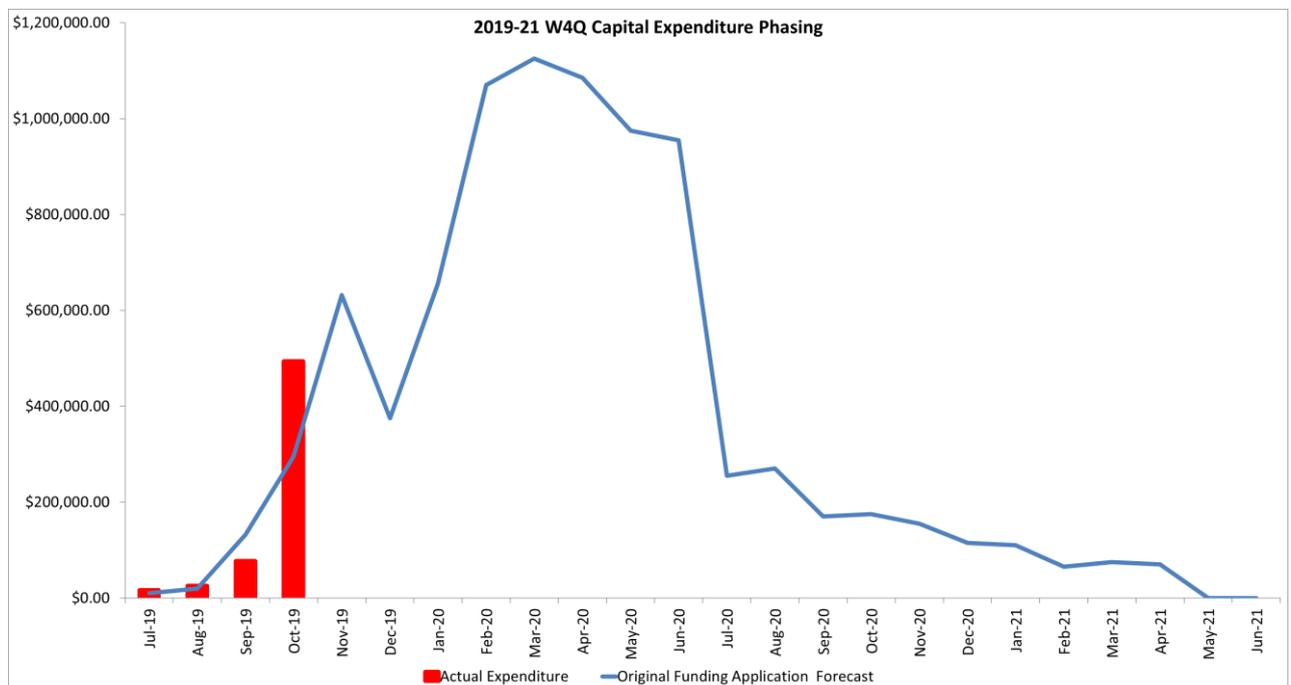
THAT the 2019-21 Works for Queensland Program report be received.

COMMENTARY

This report provides an update on the 2019-21 Works for Queensland Program. The current status of the ten (10) projects is provided below:

Current Project Status	
Completed	0
In Progress	10

Currently 7% of the total allocation has been expended. A detailed breakdown of individual projects and capital budget phasing is provided below.



2019-21 Works for Queensland Program - Individual Breakdown

Project Title	W4Q Project Budget (GST Excl.)	LTD Expenditure	Budget Remaining	Status
Mount Morgan Walking/Bike Trail	\$600,000.00	\$ 11,522.00	\$ 588,478.00	In Progress
New Footpaths	\$1,000,000.00	\$176,405.65	\$ 823,594.35	In Progress
Fitzroy River - Bank Protection	\$3,500,000.00	\$345,398.66	\$ 3,154,601.34	In Progress
Heritage Village - Lighting upgrades	\$300,000.00	\$ 1,221.10	\$ 298,778.90	In Progress
Visitor Information Centre Upgrades	\$300,000.00	\$ 1,401.00	\$ 298,599.00	In Progress
Zoo Improvements	\$300,000.00	\$ 1,947.00	\$ 298,053.00	In Progress
Botanic Gardens Pathways	\$400,000.00	\$ -	\$ 400,000.00	In Progress
Riverside Park Access Ramp	\$1,090,000.00	\$ 11,864.26	\$ 1,078,135.74	In Progress
Pump Track - Gracemere	\$500,000.00	\$ 22,519.23	\$ 477,480.77	In Progress
Fishing Platforms	\$800,000.00	\$ 40,112.55	\$ 759,887.45	In Progress
TOTAL	\$ 8,790,000.00	\$612,391.45	\$ 8,177,608.55	

BACKGROUND

Council received funding of \$8,790,000 under the third round of the Works for Queensland Program. The 2019-21 Works for Queensland Program includes ten (10) projects endorsed by the State Government. The funding program is a two year period with all projects to be completed prior to 30 June 2021.

BUDGET IMPLICATIONS

The current program remains within the allocated grant funds.

CONCLUSION

The 2019-21 Works for Queensland Program has commenced and projects are progressing in accordance with funding program.

11.6 INTRODUCTION OF COUNCILLOR BRIEFING SESSIONS ON MONDAYS IMMEDIATELY PRECEDING COUNCIL MEETINGS

File No: 1392
Attachments: Nil
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Ross Cheesman - Deputy Chief Executive Officer

SUMMARY

This report considers a proposal to introduce Councillor briefing sessions on the Monday immediately preceding Council meetings. The purpose of this meeting will be to share information that Councillors may seek in relation to the next day's Council agenda. This will not be a decision making or consensus gathering forum.

OFFICER'S RECOMMENDATION

THAT Councillor briefing sessions on the Monday immediately preceding Council meetings be factored into the meeting schedule.

COMMENTARY

It is proposed that mandatory Councillor briefing sessions be conducted on the Monday immediately preceding Council meetings and will be of about 1 hours duration (depending on the agenda items hence will schedule a 2 hour block). The purpose of this meeting will be to share information that Councillors may seek in relation to the next day's Council agenda. This will not be a decision making or consensus gathering forum.

One of the drivers is the desire for Councillors to have improved engagement with the organisation and in particular the need to be briefed on matters. This is evidenced in the CEO's Key Performance Indicators recently set by Council. While the CEO recently introduced the Councillor Information Briefings document this proposal will further add to improving engagement and provision of information.

If approved it is envisaged that it would replace the monthly Councillors and General Managers routine catch-up. It is also worthy of noting that as per the Councillor Code of Conduct the expectation of attendance is the same as that of a normal Council meeting. An excerpt of the policy states that Councillors:

Carry out responsibilities conscientiously and in the best interests of the Council and the community. For example, Councillors will, at a minimum:

1.1 Attend and participate meaningfully in all Council meetings, briefings, relevant workshops and training opportunities to assist Councillors in fulfilling their roles other than in exceptional circumstances and/or where prior leave is given.

It is also granted that this briefing session could allow for other topical matters to be discussed that arise from time to time. The intent will be to keep Councillors as elected representatives, informed and briefed on matters pertinent to their role as a Councillor.

CONCLUSION

It is recommended that the CEO proceed to build these briefing sessions into the meeting schedule to provide better information and support to Council.

11.7 ADVANCE ROCKHAMPTON OPERATIONAL REPORT OCTOBER 2019

File No: 12614
Attachments: 1. **Advance Rockhampton October Monthly Report**[↓](#)
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Marcus Vycke - Acting General Manager Advance Rockhampton

SUMMARY

The monthly operations report for the Advance Rockhampton Unit over the month of October 2019 is presented for Councillors' information.

OFFICER'S RECOMMENDATION

THAT the Advance Rockhampton Operational Report for October 2019 be received.

COMMENTARY

This report provides details of the core areas of activity during October 2019 that has been allocated as a result of priorities driven throughout the Council and also the regional economy.

The activities and deliverables of the unit's become more targeted through KPI's that align with the following:

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

BACKGROUND

Council's Advance Rockhampton Unit provides monthly reporting to Council. The report and attachment provides details of actions undertaken and deliverables during October 2019.

CONCLUSION

It is recommended that Council receive the report.

**ADVANCE ROCKHAMPTON
OPERATIONAL REPORT
OCTOBER 2019**

**Advance Rockhampton
October Monthly Report**

Meeting Date: 19 November 2019

Attachment No: 1

MONTHLY OPERATIONS REPORT

ADVANCE ROCKHAMPTON - Economic Development,
Commercial, Tourism, Events and Marketing

PERIOD ENDED October 2019



1. Commercial Summary

CBD Activation

October Riverside Alive brought a host of local musicians to perform live on Friday and Saturday evenings throughout the month, including Indigo Electric, Pebo & The Fleur and visiting duo from WA, Short and Curly. October saw our first Cheeky Monkeys soft play zone on a Thursday morning; attended by more than 75 toddlers, mums and carers. Maggie Moo also drew a big crowd of 50+ across the 2 hour show. In an effort to be more inclusive, we invited an Auslan interpreter to sign during Neon Dreams stand-up comedy show. Several people with a hearing impairment attended specifically for this show.

The rollout of the dining platforms continues with another two platforms starting construction in the next week and they will be installed prior to Christmas. The two new platforms will be installed at Hero Kebabs and Renny's Café in East Street. Advance Rockhampton is also working with the current platform lessees to update the plants where needed. Advance Rockhampton is still working on and engaging with businesses for the Façade Improvement Scheme.

December will see the CBD transformed into a Christmas Wonderland. Advance Rockhampton have collaborated with the Inner Wheel of Rockhampton Sunset Inc to activate the vacant shops and enhance the Christmas experience in the CBD. Christmas decorations and trees will fill the vacant shops and will be available for public viewing while they shop and add to the Inner Wheel's Christmas Trail to bring people into the CBD.

Advance Rockhampton is also working with several shop owners in trying to fill vacate shops with a small convenience store business to provide CBD workers and residences with small goods. We have been in discussion with several convenience store chains about the opportunities in the CBD.

Mount Morgan

Advance Rockhampton is supporting MMPADs Shop Local Mount Morgan Christmas campaign and providing in-kind marketing support to promote the campaign.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for October 2019



All Monthly Requests (Priority 3) Marketing 'Traffic Light' report October 2019

	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	●	0.00	●	0.00	0.00
Marketing Enquiries	0	0	1	0	1	0	1	●	0.00	●	2.00	●	8.67	3.50

3. Capital Projects

Details of capital projects not reported regularly to Council or a particular Committee in other project specific report updates as at period ended October 2019

In terms of scope, schedule and budget, the project is;

		
on track	generally on track, with minor issues	off track

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
Wayfinding Strategy	In progress	Ongoing			
Comments	<ul style="list-style-type: none"> Wayfinding Strategy is being reviewed. 				

4. Budget

Financial performance as expected for the reporting period.

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



As At End Of October

Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Var %	33.3% of Year Gone
	\$	\$	\$	\$	\$	%	
GM ADVANCE ROCKHAMPTON							
Revenues	(15,000)	0	0	(35)	(35)	0%	✓
Expenses	834,845	0	48,803	203,336	252,138	24%	✗
Transfer / Overhead Allocation	0	0	558	2,150	2,708	0%	✗
Total GM ADVANCE ROCKHAMPTON	819,845	0	49,361	205,451	254,812	25%	✗
ADVANCE COMMERCIAL							
Revenues	0	0	0	(3,500)	(3,500)	0%	✓
Expenses	616,942	0	58,547	219,754	278,301	36%	✗
Transfer / Overhead Allocation	0	0	1,815	3,538	5,353	0%	✗
Total ADVANCE COMMERCIAL	616,942	0	60,362	219,792	280,154	36%	✗
REGIONAL DEVELOPMENT & EVENTS							
<u>Events</u>							
Revenues	(578,706)	0	(63,333)	(269,903)	(333,237)	47%	✓
Expenses	2,733,511	0	302,308	1,186,292	1,488,600	43%	✗
Transfer / Overhead Allocation	0	0	23,223	75,194	98,417	0%	✗
Total Events	2,154,805	0	262,198	991,583	1,253,781	46%	✗
<u>Marketing</u>							
Revenues	(5,218)	0	0	0	0	0%	✓
Expenses	743,194	0	44,761	197,970	242,731	27%	✗
Transfer / Overhead Allocation	10,442	0	15	(700)	(685)	-7%	✓
Total Marketing	748,418	0	44,776	197,270	242,046	26%	✗
<u>Regional Development</u>							
Revenues	(175,000)	0	0	(28,000)	(28,000)	16%	✓
Expenses	1,256,681	0	150,808	501,443	652,250	40%	✗
Transfer / Overhead Allocation	0	0	0	392	392	0%	✗
Total Regional Development	1,081,681	0	150,808	473,835	624,642	44%	✗
<u>Tourism</u>							
Revenues	(10,000)	0	(1,167)	(6,512)	(7,679)	65%	✓
Expenses	514,754	0	31,792	117,714	149,506	23%	✗
Transfer / Overhead Allocation	0	0	15	(30)	(15)	0%	✓
Total: Tourism	504,754	0	30,640	111,173	141,812	22%	✗
<u>Manager Regional Development & Events</u>							
Expenses	344,417	0	23,800	94,416	118,216	27%	✗
Transfer / Overhead Allocation	0	0	0	582	582	0%	✗
Total Man Reg Dev & Events	344,417	0	23,800	94,998	118,797	28%	✗
Total: REG DEV & EVENTS	4,834,074	0	512,221	1,868,858	2,381,079	39%	✗
Grand Total:	6,270,861	0	621,944	2,294,101	2,916,045	37%	✗

5. Section Statistics

Safety Statistics

The safety statistics for the reporting period ending October 2019:

	Quarter – ending Dec 2019		
	Oct	Nov	Dec
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	0	0
Number of Incomplete Hazard Inspections	0	0	0

6. Operational Projects

ECONOMIC DEVELOPMENT

Trade and Investment Activities

- The Queensland Trade Commissioner to Taiwan Mr Patrick Hafenstein visited Rockhampton on 16 October 2019 to share international education information on Taiwan and learn more about the region's investment opportunities.
- Saleyards Distillery is exporting into China. One pallet has been shipped to Shanghai and the other pallet is in the process of getting ready for shipment to Beijing.
- AR has assisted Smart Hub to become a guest speaker at the Shenzhen High Tech Fair. Drew Stevenson and Elize Hattin are attending the event in Shenzhen, China on 16 November to present information on Rockhampton's Smart City Initiative and Development.
- AR is preparing for the 64-resident visit to China to celebrate Rockhampton Day in Zhenjiang on 7 November 2019. A trade mission with 5 Chinese background business professionals will travel with Tony Cullen and Young Beamish to promote the region for various industry opportunities.
- Rockhampton Growers group has been formed and had the first gathering at the South Yaamba Lychee farm on 18 October 2019.
- A Sydney-based Chinese company made a visit to Rockhampton to gain industry information to promote to Chinese business communities. The major projects they are interested in include transportation, solar energy and property development.
- A Vocational Education and Training mission program is under development. There will be a major Rockhampton-Korea Vocational Training Roundtable to be hosted at the Australian Embassy in Seoul.
- 160-year celebration – Advance Rockhampton is continuing to work with the Chinese Multicultural Association on a 160-year celebration of Chinese settlement in Rockhampton. Event to occur on the weekend of 9-11 October 2020.

Economic and Business Development***Resource Sector Opportunities–Project Rocky***

Advance Rockhampton continues to promote resource sector opportunities to drive jobs and population growth.

Key activities in October included:

- Regular consultations with Adani representatives to advocate for further local procurement opportunities. Engagement and advocacy continued with major suppliers.
- Engagement and advocacy with the Mining Equipment, Technology and Services sector to understand their training/development needs, employment requirements, and confidence in the local economy.
- Established connections with other major Galilee basin proponents.
- Met with major residential building company to promote the RRC building incentives.
- Developing a Capability Statement for the resource industry. This high level information document, will be shared with major companies to utilise in tendering opportunities.

Civil Construction and Defence Sectors

Advance Rockhampton continued to represent Council's interests through a number of meetings and initiatives:

- Met with senior ADF officials in relation to the SWBMTA – Remediation project to discuss implications and opportunities for Rockhampton throughout the construction phase and on completion.
- Preliminary discussions with stakeholders about the possibility of delivering a Resource Sector Jobs Expo in 2020.
- Working with Queensland Government agencies to deliver tender-writing and capability statement workshops to address gaps identified in a recent business engagement survey.
- Focus on execution of the upcoming Mayor's Forum.
- Discussions with DSDMIP to confirm a Tender Writing Workshop before Christmas.

Precinct Activation and Recreation***Advance Mount Morgan Strategy***

- Community consultation on the Draft Advance Mount Morgan Strategy has been completed, feedback analysed and a recommendation being put forward to Council for the Strategy's endorsement in November.

Rockhampton Aquaculture Industry Development Plan

- Stakeholder engagement on the Aquaculture Industry Development Plan has been completed, feedback analysed and it envisaged that a recommendation will be put to Council soon.

Rockhampton Recreational Fishing Development Strategy

Construction of three of the four land based fishing areas is beginning with an aim for completion in late 2019 early 2020.

- Consultation for the Ski Gardens land based fishing area is aimed to be completed in November.
- Planning for the Inkerman Creek Boat Ramp is well underway, Gladstone Ports Corporation and Transport and Main Roads are leading this part of the project.
- Casuarina Creek Boat Ramp land tenure is undergoing negotiations.

- The inaugural King of Kings fishing tournament will be at the end of November and a new Fishing the Fitzroy marketing campaign will be launched in the build-up of the next Barramundi season.

Making Water Work Program

This program sets out a framework to assist in the development of the Fitzroy Agricultural Corridor.

- Stakeholder consultation on the program was finalised in October, internal discussions on the framework to be undertaken in November with a draft program to be finalised early 2020.

Growing Gracemere Strategy

- Desktop research coupled with demographic analysis of Gracemere and resident feedback from previous Resident Satisfaction and Importance Surveys has been completed.
- Advance Rockhampton will be in attendance at the round table discussion in November.

Industry Engagement

Rookwood Weir

- Attended presentation by Sunwater on construction of Rookwood Weir.

QME 2020

- Completed contract for joint Rockhampton Region business community site for this major mining conference.

Strategic Defence Planning

- Discussions with Laing O'Rourke and Department of Defence about possible Defence Think Tank.
- Advice by Department of Defence conference on the development of ADF training areas may be a preferable approach.

Central Queensland Coal

- Presentation outlining operations of Styx coal mining project.

Angel Investment Group

- Attended monthly meeting in Smart Hub on 17 October 2019.

Truck Stops and Service Stations

- Discussions with proponent about possible use of land for a truck stop.
- Attended pre-lodgement meeting regarding similar project in Parkhurst.

Investment Meetings

- Arranged meeting with Council planners and engineers regarding potential retail development in Parkhurst.
- Arranged investment meeting with potential plumbing distributor.

Regional Skills Investment Strategy (RSIS)

The RSIS is a two-year, 9-million state-wide vocational training advocacy program.

Council has partnered with the Queensland Government for a 2 year program to identify skills shortages, training and development needs now and into the future. The three Key Target

Sectors of focus for the RSIS program here in Rockhampton are Mining and Resources, Civil Construction, Health & Community Services.

Advance Rockhampton's RSIS Coordinator continues to forge productive links with stakeholders in these three target sectors. Highlights in October 2019 include:

- A social services skills forum is under development, in partnership with sector participants.
 - The forum will bring together employers, training organisations and government agencies to broker solutions to identified challenges.
 - The forum will explore acute skills needs and opportunities to deliver innovative training solutions, including micro-credentialing.
- Partnering with a Rockhampton training organisation to deliver an introductory Trade Start program.
 - The program is intended to improve job-readiness outcomes and boost trade skills. The training organisation has a Certificate II in Construction/Resources that also gives each student a 4-week on the job placement to get real work within these industries.
 - The RSIS Coordinator has identified two organisations who will take approximately five students each when the job placement is required in the early part of 2020.
- Productive dialogue with Construction Skills Queensland around career pathways into the construction sector.

TOURISM, EVENTS AND MARKETING

MARKETING

Websites

Website review and updating sites continues on -

- Advance Rockhampton – recreating website
- Explore Rockhampton (Tourism) – recreating website
- Live Rockhampton – maintaining website content
- Airport – creating new website
- Business directory, events and community directory modules to be rolled-out across all Council websites

Event Marketing

- 7 Rocky River Run – marketing plan developed registrations opening 14 November 2019
- Christmas in Rockhampton – marketing & CBD engagement in progress
- Rockhampton River Festival – announcement of 2020 dates confirmed, planning and releasing EOIs in progress
- CapriCon – announcement of 2020 date, release of EOIs, planning meetings to commence in November

My Rockhampton

- Summer magazine edition at final draft stage (to be distributed December 2019)
- My Rockhampton FB page activity:
Total likes as at 31 October: 9,873 | 20 posts in total 1 – 31 October
857% increase in post reach | 2758% increase in post engagement | 61% increase in page likes

Live Rockhampton Campaign

- Rex Airlines ad promoting relocation incentives package
- Social media activity
- Digital campaign roll-out

Libraries

In progress -

- Develop and implement Marketing Communications Strategy for 2020
- LTC collateral review for 2020
- Nov-Dec-Jan What's On Program in progress

Animal Management

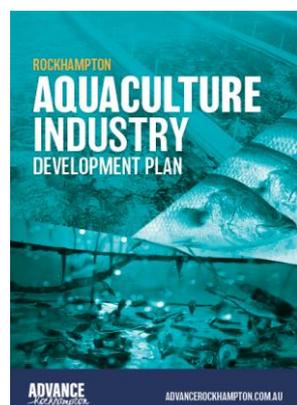
- Barking Peace Pack development – 3 book series
- Fact sheet and signage development
- Vaccination and Microchipping Program campaign roll-out

Pest Management

- Development of Small Landholders Day strategy

Advance Rockhampton

- Advance Rockhampton e-newsletter distributed for October
- Review of International Departure information for website
- Finalisation of the Advancing Mount Morgan Strategy document
- Finalisation of the Rockhampton Aquaculture Industry Development Plan
- Development of the West Rockhampton Aquaculture Project document
- 160 Years Chinese Celebration – partnership proposal finalised



Tourism

- Fishing:
 - The Fishing Show – advertisement produced for November-December Freshwater Fishing magazine, TV Commercial to air promoting the Rockhampton Region 10 November
 - Fishing the Fitzroy Facebook channel management continues
 - Barra Season Open 2020 competition developed to launch 1 November
 - Cast Magazine appointed to produce tailored fishing content for 2019-2020
 - Scott Hillier appointed as Fishing Ambassador
- Caravanning Australia ads + editorial submitted for their magazine's summer edition
- Tourism re-brand: concepts finalised, Brand Guidelines in development
- Explore Rockhampton website content update in progress
- Concepts for Airport precinct billboard refresh
- New Tourism video in final development stages
- Tourism Industry newsletter distributed
- VIC signage update
- Event marketing: Australian Caravan Muster 2020

Zoo & Botanic Gardens

- Logo re-development – in concept stages
- Baby Chimp Marketing plan developed
- Chimp signage developed

Commercial

- Riverside Alive October program promotion
- Mount Morgan 'Shop Local' campaign concepts finalised (*supporting Mount Morgan Promotions and Development*)
- Moonlight Movies program promotion

**Mayor & CEO Office**

Australia Day Award Nominations marketing plan implemented

EVENTS

No events held during October

Future Events***Christmas in Rockhampton******Lighting of the Christmas Tree: Saturday 7 December***

Confirmed for 7 December in conjunction with the CBD Christmas Fair. The riverbank will come alive with a visit from Santa, The Lighthouse Christian College performing a Christmas show with carols and dancing and the lighting of the tree and Customs House at 7.45pm.

Dressing the CBD windows: Monday 18 November

- Three local groups have taken up the challenge, five trees available to decorate.
- Decoration taking place at the Lakes Creek Road Waste Management Facility on Saturday 16 November from 8.00am to 12.00pm

New Year's Eve Triple MMM Light up the Sky – 31 December 2019

The coordination for Rockhampton's favourite NYE fireworks are well underway. Families will be invited to enjoy food stalls along Quay Street and two spectacular fireworks displays at 7.30pm and midnight.

Botanic Gardens 150 Anniversary Celebrations: Saturday 18 January 2020

Planning in progress including yesteryear games with Maggie Moo Music, music by Capricornia Silver Band and the Rockhampton Pipes and Drums, Darumbal cultural activities, Jazz in the Bandstand and Carriage Rides along the Lagoon, plus an afternoon tea. The Botanic Gardens 150 Anniversary will be a highlight of the January events calendar.

Australia Day at Kershaw Gardens – 26 January 2020

In its third year, the 2020 Great Australian Bites on Australia Day is an opportunity for local residents and visitors to come together to celebrate what it means to be Australian in a fun and relaxed picnic style atmosphere. The event will be at Kershaw Gardens from 3pm. Funded by the Queensland Premiers Office the events team have been successful in obtaining a \$12,000 grant.

Sports and Health Expo Sunday 23 February 2020

Planning has commenced for the 2020 event, with activities such as 'Mini Ninja Warrior challenge, clinics, competitions and more.

Queensland Shows Annual Conference & Awards Dinner – 14-15 March 2020

120 Queensland delegates and their families will visit Rockhampton in March for the annual Conference & Awards Dinner. Events and tourism teams are supporting the event and providing families with pre and post tour itineraries.

Rocky River Run – 24 May 2020

Planning commenced on 2020 event.

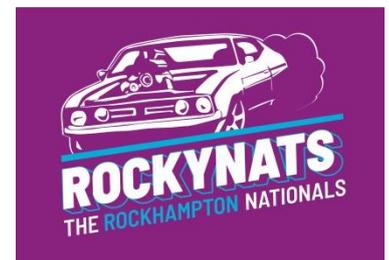
Rocky Agricultural Show – 10-12 June 2020

Work on 2020 show commenced, with program and entertainment to be finalized in next 2 months.

ROCKYNATS Event 26 – 28 June 2020

Planning continues, Rockynats planning meetings on site 10/11 September on operations, marketing & ticketing with another site visit including community CBD consultation & sponsorship launch in mid October. Tickets on sale late October/early November 2019.

Over 500 cars are registered for the event to date.

**Developing Northern Australia Conference 8-10 July 2020**

Council is hosting the DNA conference in 2020. The conference will be in its 6th year and attracts investors, policy makers, business owners, all sectors of government, decision makers, academics, visionaries, industry, researchers, Indigenous leaders and entrepreneurs that are all contributing to change and making a difference in Northern Australia. Early stages of planning for the conference have commenced around format and key note speakers. Advance Rockhampton is represented on the event committee with Jesse Gillard and Annette Pearce.

Rockhampton River Festival – 24-26 July 2020

Coordination for the 2020 event in progress, feature elements, entertainment and footprint for the festival will be finalised by end of December. Expressions of interest have gone out for food, markets and entertainers with a very positive interest being shown to date.

CapriCon – 29 August 2020

CapriCon Rockhampton has exploded in popularity to become regional Queensland's largest single day convention, with last year's attendance in excess of 16,000. CapriCon is scheduled for August 2020 at the Rockhampton Showgrounds and is an all ages event, providing a fun, inclusive and immersive event that people don't just attend, they experience. CapriCon 2020 offers business owners a unique opportunity to present their products and raise brand awareness through this niche pop culture customer base and wider community.

TOURISM

Industry Engagement

Tourism News distributed monthly to industry updating on tourism matters, events & industry news.

Throughout September/October the Advance Rockhampton Tourism team, Councillors and volunteers from the Visitor Information Centre continue to welcome troops from the Singapore Armed Forces to Rockhampton for Exercise Wallaby. In addition to welcoming troops at the airport, the tourism team, and staff from the Rockhampton Zoo welcomed 230 troops on 15 October for a tour of the Zoo and Botanic Gardens.



Provided Tourism information to –

CQUniversity for their annual College of Oral Health Conference

Rural Women's Conference

Rockhampton Grammar School for international study tour delegates.

Tourism team along with some of the Visitor Information Centre volunteers attended a famil at the Travelodge, a great opportunity to tour the property (including various room options and event spaces) and meet property staff.



Campaigns

DRIVE INLAND

Advance Rockhampton continues to support the Drive Inland campaign. Social media content in this month included how Rockhampton got its name, Fishing the Fitzroy, Mount Morgan and the CBD Heritage Walk.

FISHING THE FITZROY

The King of Kings Tournament, a new fishing event coming to the Rockhampton Region in November this year, was promoted and received great coverage including The Morning Bulletin and TV networks.

The Fishing Show will also be releasing an episode featuring the Rockhampton Region, going to air on 10 November, supported with advertising in their Freshwater Fishing Magazine to promote the region.

The Barra Bounty event held in October was also successful, with 79 teams competing bringing a number of visitors to the region.

'Fishing the Fitzroy' Facebook – October statistics

Compared to September, October's engagement was purely organic with reach higher than August, showing organic content is continuing to grow. This is due to quality images being shared with our audience, and producing quality video content. In September we ran a paid ad campaign for school holidays, significantly increasing reach. Likes and followers of the page continue to grow.

Month	Page Views	Reach (Organic)	Likes	Followers	Highest performing Video/Content		Voluntary Code of Practice
	(per month)	(per month)	(total)	(total)	Views/Engagement		(Total)
August	2547	12,627	17,505	19,681	17,683	VIDEO: Fishing The Fitzroy - Net Free Special - 306 likes, 9788 views, 184 shares	487
September	1787	616,977	19,600	19,844	15,751	VIDEO: School's out(20/09) 156 like, 21 shares	514
October	1211	29,909	19,656	19,905	1,428	IMAGE: 119cm Monster Barra Caught - 411 reactions, 30 shares	515

VISITOR INFORMATION CENTRE

Local tour operator, Tony Davis from Rockhampton Tours and Rockhampton 4WD Training presented at the Visitor Information Centre during the Volunteer's October happy hour meeting and provided volunteers with valuable information on the various tours available through his company. We continue to monitor stats and encourage all visitors to participate in the online survey.

Date	People Walk in	Australian Postcode								
		Local	QLD	NSW	VIC	SA	WA	NT	ACT	TAS
10/18	1217	0	456	215	4	98	22	33	17	5
10/19	788	24	182	65	40	5	9	9	1	7

Date	International Location										
	Germany	France	UK	Netherlands	Italy	Scandinavia	Europe	US	Asia	NZ	Other
10/18	98	35	54	21	6	7	82	19	7	9	29
10/19	25	13	17	9	1	1	16	5	0	9	16

Date	Modes of Transport							
	Private Vehicle	Hire Vehicle	Bus	Caravan/Motorhome	Train	Bicycle	Motorcycle	Aircraft
10/18	419	148	14		0	0	0	4
10/19	223	58	5	99	1	0	2	2

Date	Nights In Region	Reason for Visit							
		VFR	Passing Through	Holidays	Local	Education	Sports	Events	Business
10/18	1828	38	-	1101	-	-	-	-	78
10/19	896	315	0	38	17	5	7	10	16

Date	Age Brackets				
	0-18	19-35	36-50	51-65	66+
10/18	114	238	216	353	296
10/19	33	73	79	171	139

A total of 643 Volunteer hours was recorded for October 2019.

11.8 OFFICE OF THE CEO DEPARTMENT - MONTHLY OPERATIONAL REPORT - OCTOBER 2019**File No:** 1830**Attachments:**

1. Office of the CEO and Office of the Mayor - Monthly Report - October 2019 [↓](#)
2. Workforce and Governance - Monthly Report - October 2019 [↓](#)

Authorising Officer: Evan Pardon - Chief Executive Officer**Author:** Tracy Sweeney - Manager Workforce and Governance

SUMMARY

The operations report for the Office of the CEO Department for the period ending 31 October 2019 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Office of the CEO Departmental Operations Report as at 31 October 2019 be "received".

COMMENTARY

The office of the CEO Department includes the following sections:

- Office of the CEO and Office of the Mayor (Attachment 1)
- Workforce & Governance (Attachment 2)

Specific highlights from the reporting period as well as significant achievements and non-compliances have been detailed in the attachments.

General section and organisational performance statistics will be reported quarterly.

**OFFICE OF THE CEO DEPARTMENT -
MONTHLY OPERATIONAL REPORT -
OCTOBER 2019**

**Office of the CEO
and Office of the Mayor –
Monthly Report - October 2019**

Meeting Date: 19 November 2019

Attachment No: 1

MONTHLY OPERATIONS REPORT

OFFICE OF THE CEO / OFFICE OF THE MAYOR

PERIOD ENDED 31 OCTOBER 2019



1. Operational Summary

Office of the CEO

Directorate

- On 16 October 2019 the Queensland Parliament passed the Local Government Electoral (Implementing Stage 2 of Belcarra) and Other Legislation Amendment Bill 2019

Committee Support

- Investigations are continuing regarding an alternate method for travel requests (e.g. Pathway, ECM)
- Trialling of lodgement of travel via ECM expanded to include Regional Services as well as Advance Rockhampton.
- Domestic and international travel for staff and Councillors continues to be very busy
- Approval has been obtained for additional Committee Support Officer for 12 month period to assist with workload and allow for succession planning in the unit
- International travel to China, General Manager Advance Rockhampton and Senior Executive for Trade and Investment from 29 November to 10 November 2019
- International travel organised to Korea for General Manager Advance Rockhampton and Senior Executive for Trade and Investment from 30 November to 6 December 2019 as per Council resolution to further develop international relations and generate opportunities for international education
- International travel being organised to China for Manager Corporate & Technology and SmartHub Business Manager to attend the 2019 China Hi-Tech Fair in Shenzhen China to present a case study of our region's implementation of our award winning Smart Way Forward Strategy.

Office of the Mayor

Media and Engagement

- Council's Media and Communications Unit completed a four week public consultation on naming options for the New Art Gallery with results to be presented to Council on 19 November 2019
- The Media & Communications team continued preparations for the Growing Gracemere Community Roundtable and Art Gallery Sod-Turning events both of which are scheduled to be held in mid-November.

Executive Support Unit

- There were no civic events undertaken during the reporting period
- The Executive Support Unit continued preparations for the 2019 Remembrance Day ceremony.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for October are within the set timeframes.



All Monthly Requests (Priority 3) Governance 'Traffic Light' report October 2019

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days)		Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	6 Months			
Media All Enquiries	0	0	0	0	0	0	5	● 0.00	● 0.00	● 4.00	0.00	
Citizenship Request/Enquiry	0	0	0	0	0	0	5	● 0.00	● 0.00	● 0.33	0.33	
Committee Support - Meetings/Agendas etc	0	0	0	0	0	0	2	● 0.00	● 0.00	● 0.00	0.00	
CEO General Request	0	0	0	0	0	0	5	● 0.00	● 13.00	● 9.00	0.50	
Councillor General Enquiry	3	2	3	0	4	0	5	● 0.00	● 10.94	● 10.60	9.09	
Mayor's Personal (Mayor's General Info) DEPT USE	0	0	0	0	0	0	2	● 0.00	● 0.00	● 0.00	0.00	

Service Standards Commentary

CEO Office

Current reporting period trending in accordance with established timeframes.

Media and Communication (not recorded in Pathways Report)

During the reporting period, the Media and Communications Unit received 53 enquiries from media outlets with all response times completed in line with established timeframes. 22 of the 53 enquiries were received in response to proactive media releases from Council.

Executive Support

60 of 74 Pathway requests were logged by the Executive Support Unit on behalf of Councillors during the reporting period.

There are four outstanding Councillor General Enquiry requests, three of which have since been completed with the remainder being actioned for closing.

3. Capital Projects

There are no capital projects scheduled for the Office of the CEO or the Office of the Mayor.

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl. committals)
Office of the Mayor						
<i>Digital Noticeboards Project</i>	July 2019	June 2020		Grant application under Central Queensland Bushfires – Category C Flexible Funding Grants Program Round 2 lodged 5 November 2019.	TBC	Labour

4. Operational Projects

As at period ended October – 33.3% of year elapsed

In terms of scope, schedule and budget, the project is:

		
on track	generally on track, with minor issues	off track

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl. committals)
Office of the CEO						
<i>Travel and Conference Attendance Policy</i>	April 2018	November 2019		Review of existing policy is progressing however has encountered some delays due to staff absences and workload.	Labour	Labour
<i>Registers of interest for Councillors are updated on the public website as per legislative requirements (5.2.1.5)</i>	1 July 2019	30 June 2020		Ongoing as required by legislation.	Labour	Labour
Office of the Mayor						
<i>Community Engagement Policy and Procedure and Media Policy</i>		October 2019		Report to Council on Community Engagement Policy and Procedure and Media Policy is currently being finalised for presentation and consideration pending briefing of Councillors.	Labour	Labour

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl. committals)
<i>Review of Council's Social Media Accounts</i>	Feb 2019	Nov 2019		Social media implementation plan completed. Final mergers and deletions due to take place in November.	Labour	Labour
<i>Develop and deliver a Reconciliation Action Plan</i>	Nov 2019	June 2020		Project has been transferred from Community Services and preliminary steps undertaken to determine requirements and resourcing	TBC	Labour

5. Budget

Financial performance as expected for the reporting period.



End of Month Budget Management Report - (Operating Only) - CHIEF EXECUTIVE OFFICER

As At End Of October

Report Run: 07-Nov-2019 16:33:50 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget	Actuals	EOM Commitments	Total	Variance	On Target
	\$	\$	\$	\$	%	33.3% of Year Gone

CHIEF EXECUTIVE OFFICER

CEO Management

Expenses	1,034,622	242,437	4,727	247,165	23.4%	
Total Unit: CEO Management	1,034,622	242,437	4,727	247,165	23.4%	
Total Section: CHIEF EXECUTIVE OFFICER	1,034,622	242,437	4,727	247,165	23.4%	



End of Month Budget Management Report - (Operating Only) - Executive Co-ordinator to the Mayor

As At End Of October

Report Run: 07-Nov-2019 16:33:54 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget	Actuals	EOM Commitments	Total	Variance	On Target
	\$	\$	\$	\$	%	33.3% of Year Gone

Executive Co-ordinator to the Mayor

Mayors Office

Expenses	578,042	202,505	18,347	220,852	35.0%	
Transfer / Overhead Allocation	0	833	0	833	-	
Total Unit: Mayors Office	578,042	203,338	18,347	221,685	35.2%	
Total Section: Executive Co-ordinator to the Mayor	578,042	203,338	18,347	221,685	35.2%	

6. Section Statistics

Data will now be updated quarterly for periods ended 30 September, 31 December, 31 March and 30 June.

7. Whole of Council Reports and Statistics

Data will now be updated quarterly for periods ended 30 September, 31 December, 31 March and 30 June.

**OFFICE OF THE CEO DEPARTMENT -
MONTHLY OPERATIONAL REPORT -
OCTOBER 2019**

**Workforce and Governance –
Monthly Report - October 2019**

Meeting Date: 19 November 2019

Attachment No: 2

MONTHLY OPERATIONS REPORT

WORKFORCE AND GOVERNANCE

PERIOD ENDED OCTOBER 2019



1. Operational Summary

Certified Agreement Negotiations

Internal and External Certified Agreement educational awareness sessions are being rolled out across the organisation.

The Queensland Industrial Relations Commission certified the Rockhampton Regional Council Treatment Plant Operators Certified Agreement 2018 on the 25 October. The Rockhampton Regional Council Child Care Certified Agreement 2018 is awaiting certification.

Due to the negative vote for the proposed Rockhampton Regional Council Waste and Recycling Certified Agreement, further discussions are now occurring to consider another voting process.

One of the initiatives of the Certified Agreements was the formation of the Productivity and Efficiency Working Groups for both internal and external employee groups. Groups have been established and the first meetings were held in early November.

Cultural Values Survey and CEO's forum

Following the Chief Executive Officer's (CEO) Forum in August where the results of the recent Values Assessment Survey were discussed, departments have been analysing and discussing their survey results with their teams and identifying actions to improve the culture in their departments and across the organisation.

On 14 October, the Office of the CEO were the first department in Council to present their action plans for endorsement.

Domestic and Family Violence Awareness Sessions 16 October

Over 600 employees attended the Domestic and Family Violence Sessions at the Pilbeam Theatre on 16 October to hear from guest speaker Mark Walters from the Central Queensland Centre for Domestic Violence Research.

The speaker spoke about the prevalence of Domestic and Family Violence in society and the increasing cost not only financially but on resources such as Police, health providers and courts if this trend is not reversed.

In addition to these sessions, a range of providers such as LGA Super, QSuper, Credit Union Australia, Salary Packaging Australia and Medibank were present in the foyer of the Pilbeam Theatre to provide employees with information about the services they offer. There were also representatives from the health industry such as Prostate and Breast Cancer, and Quit Smoking to provide education and enable employees to ask questions.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for October are within the set timeframes.



All Monthly Requests (Priority 3) Workforce & Strategy 'Traffic Light' report October 2019

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days)			Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	6 Months	12 Months	
Administrative Action Complaints	0	0	1	0	1	0	36	● 0.00	● 0.00	● 0.00	4.00
W&S - Complaints Management Process (NOT CSO USE)	5	5	6	5	1	0	30	● 3.00	● 6.79	● 8.14	6.45

3. Capital Projects

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

4. Operational Projects

As at period ended October – 33.3% of the year has elapsed.

In terms of scope, schedule and budget, the project is:

		
on track	generally on track, with minor issues	off track

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl. committals)
Certified Agreements (5.4.2.2)	01/07/2019	30/06/2020		Information awareness sessions have commenced and both the internal and external Productivity and Efficiency Working Groups have been formed and held their first meetings on 6 November.	Labour only	Labour only
Aurion Upgrade – Timekeeper & Award Interpreter (5.4.2.1)	Carryover from 2018/19	30/06/2020		Work is continuing with the Aurion consultant on the various rule sets that will automatically determine payment for time worked and allowances. A preliminary trial in Library Services will be conducted to obtain feedback and as well a further trial is being considered in Civil Design. As the Asset Management Project has significant influence on the collection of information for costing	IT Budget & Labour	

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl. committals)
				purposes, this project is dependent on the direction for the collection of costing information.		
People Strategy (4.3.2.1)		Ongoing		Briefing sessions are being held with General Managers to ascertain their preferred rollout and communication approach. Training in the Value Aligned skills will commence in November with Office of CEO wider leadership group as a pilot.	Labour only	Labour only
Learning Management System Project (5.4.3.1)				W&G staff and the IT project Manager are currently testing and preparing documentation (Take 5's, user guides) in order to commence a trial of the system in Workforce and Governance. eLearning and contractor modules are progressing.	Labour only	Labour only
Safety & Training Strategic Plan (1.3.5.1)	01/07/2019	30/06/2020		Recommendations from High-Risk WHS Systems and Processes – Effectiveness Review received in October included in Strategic Plan. Working Group established to determine actions and responsible persons for each of the recommendations. Still awaiting appointment of the		

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl. committals)
				Temporary Safety Advisor to commence the Risk Management Framework Review project.		
<ul style="list-style-type: none"> Health & Wellbeing Program 	01/07/2019	30/06/2020		No further topics scheduled for 2019. My Health for Life program deferred until Feb/Mar 2020.		\$6,000
<ul style="list-style-type: none"> Legislative Compliance Training Program (4.2.2.1 & 4.3.4.1) 	01/07/2019	30/06/2020		Training held during the month of October included: <ul style="list-style-type: none"> CPR Confined Space Refresher Breathing Apparatus Refresher White Card RMLV Training Working at Heights First Aid Heavy Vehicle Written Road Rules test Working in Proximity to Traffic – Parts 1 & 2 Dogging Traffic Management Implementation Refresher Excavator Start Up Forklift Public Low Voltage Rescue (LVR) 	\$345,000	\$118,098

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl. committals)
Local Law Authorisations & Delegations (5.2.1.8)	01/07/19	30/06/20		Action has been split into 2 projects: Project 1 - identification and implementation of delegable and authorised person powers. Project 2 – Local Law Policy alignment/development. Project 1 is progressing on track. Stage One Local Law powers have been finalised and rolled out to staff. The review of powers within the remaining Stage Two laws is in progress with 9 of the 18 laws being tabled at Council meeting 5 November 2019 seeking delegation of powers to CEO.	Labour Only	Labour Only
Complaints Management Framework (5.2.1.4)	01/07/2019	30/06/2020		Council complaints are continuing to be managed in accordance with Council policy and procedure.	Labour Only	Labour Only
Annual Communication Plan for Internal Communications (5.4.4.2)	01/07/2019	30/6/2020		Manager and Employee Toolkits are now live on the HUB and will continue to be updated as required.	Labour Only	Labour Only

5. Budget

Financial performance as expected for the reporting period.



End of Month Budget Management Report - (Operating Only) - WORKFORCE & GOVERNANCE MANAGEMENT

As At End Of October

Report Run: 07-Nov-2019 16:33:53 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget	Actuals	EOM Commitments	Total	Variance %	On Target
	\$	\$	\$	\$	%	33.3% of Year Gone
WORKFORCE & GOVERNANCE MANAGEMENT						
<i>Human Resources and Payroll</i>						
Expenses	1,541,921	460,143	0	460,143	29.8%	
Transfer / Overhead Allocation	6,250	1,765	0	1,765	28.2%	
Total Unit: Human Resources and Payroll	1,548,171	461,909	0	461,909	29.8%	
<i>Safety & Training</i>						
Revenues	(91,000)	(9,395)	0	(9,395)	10.3%	
Expenses	1,470,646	428,432	106,670	535,102	29.1%	
Transfer / Overhead Allocation	56,500	10,197	0	10,197	18.0%	
Total Unit: Safety & Training	1,436,146	429,234	106,670	535,904	29.9%	
<i>Legal & Governance</i>						
Expenses	749,306	203,037	60,097	263,135	27.1%	
Total Unit: Legal & Governance	749,306	203,037	60,097	263,135	27.1%	
<i>Workforce & Governance Management</i>						
Revenues	(15,000)	0	0	0	0.0%	
Expenses	903,651	301,540	46,042	347,582	33.4%	
Transfer / Overhead Allocation	0	2,961	0	2,961	-	
Total Unit: Workforce & Governance Management	888,651	304,501	46,042	350,543	34.3%	
<i>Workforce Relations & Ethics</i>						
Expenses	373,611	140,093	1,952	151,046	39.9%	
Transfer / Overhead Allocation	0	15	0	15	-	
Total Unit: Workforce Relations & Ethics	373,611	140,108	1,952	151,061	39.9%	
Total Section: WORKFORCE & GOVERNANCE MANAC	4,995,885	1,547,790	214,762	1,762,551	31.0%	

Comments

Expenses tracking as expected.

6. Section Statistics Reported Quarterly

Data will now be updated quarterly for periods ended 30 September, 31 December, 31 March and 30 June.

7. Whole of Council Reports and Statistics

Data will now be updated quarterly for periods ended 30 September, 31 December, 31 March and 30 June.

11.9 CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT - OCTOBER 2019**File No:** 1392**Attachments:**

1. CS Monthly Report October 2019 [↓](#)
2. ES Monthly Report October 2019 [↓](#)
3. Finance Monthly Report October 2019 [↓](#)
4. SP Monthly Report October 2019 [↓](#)

Authorising Officer: Evan Pardon - Chief Executive Officer**Author:** Ross Cheesman - Deputy Chief Executive Officer

SUMMARY

The monthly operations report for the Corporate Services Department as at 31 October 2019 is presented for Councillors information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Operations report as at 31 October 2019 be 'received'.

COMMENTARY

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

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT –
OCTOBER 2019**

CS Monthly Report October 2019

Meeting Date: 19 November 2019

Attachment No: 1

MONTHLY OPERATIONS REPORT
CORPORATE AND TECHNOLOGY SERVICES
PERIOD ENDED OCTOBER 2019



1. Operational Summary

Fleet:

The Fleet capital program is progressing well with ytd expenditure showing invoices paid from C/O budget. Significant extra items have been added to the capital program through the business case approvals process. These items will place additional workload on the procurement team causing some delays in deliveries.

Workshop activity remains strong as Council is delivering infrastructure capital works at a high level. The inability to attract staff to vacant mechanic positions continues to be a concern due to its affect on capacity.

Construction of the new corporate communications site at Pinnacle Mountain, Mt Morgan is practically complete with the new microwave link functioning correctly.

SmartHub:

SmartHub hosted two government related visits this month. The QLD Trade and Investment Commissioner to Taiwan, Patrick Hafenstein's visit sought to explore ways to encourage productive working relationships between local businesses and relevant industry in Taiwan. Trade and Investment QLD is also working on events and activities in 2020 to further develop the business relationship.

Later in the month The Honourable, Mick De Brenni MP, Minister for Housing and Public Works; Minister for Digital Technology; Minister for Sport hosted a round table discussion with key stakeholders from the local ICT industry. The purpose of the round table was to examine the current ICT workforce skills and explore opportunities to ensure the skills of the local workforce keeps pace with industry development.

The weekly Facebook HubLive interviews continued in October to enhance and develop the business community by promoting the activity in the space and continue the conversations around how to run a successful business and how the use of technology can improve business efficiency. Programming for the month included:

- Wes Alan – Video marketing strategies
- Anthony Hart – Mental health and business success
- Tamara Loehr – How digital marketing opens up international opportunities and the ability to work from anywhere
- Daniel Johnsen joined Ben Kennedy to discuss inspiration and validation
- Wes Alan – Accessories to improve the quality of marketing videos

To coincide with Queensland Mental Health Week, the SmartHub hosted an evening 'Lunch and Learn' featuring guest speaker Anthony Hart who captivated the audience with his confronting yet inspiring personal journey.

Property & Insurance:

Coordinator Property & Insurance working on the South Rockhampton Flood Levee (SRFL) project with respect to property acquisitions and land dealings with the Department Natural Resources, Mines & Energy (DNRME).

Comments being sought from Council officers regarding DNRME referral requests in relation to applications received for road closures, enquires to purchase and lease renewals.

Corporate & Technology Services Monthly Operations Report

Negotiations continuing for various projects where land and easements are required for future proposed Council works.

Corporate & Technology Services Monthly Operations Report

2. Customer Service Requests

Response times for completing customer requests in this reporting period for October are within the set timeframes.

	Balance B/F	Completed in Current Month	Current Month NEW Request		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							
Accounts Payable Enquiry	1	0	0	0	1	0	2	● 0.00	● 0.00	● 0.57	12.57
Insurance: Mower / Slasher / Whipper / Snipper	1	1	1	0	0	0	10	● 0.00	● 14.50	● 14.52	16.43
Insurance: Personal Accident / Injury	1	1	0	0	0	0	120	● 0.00	● 0.00	● 1.33	144.41
Insurance: Public Liability / Property Damage Public Property	7	7	3	3	0	0	10	● 0.67	● 19.63	● 11.79	13.22
Leased Premises – General Enquiry	0	0	0	0	0	0	5	● 0.00	● 0.00	● 2.50	0.00

- Average completion time is calculated using customer request open and close dates – does not take into consideration periods where the customer request has been placed on hold.

3. Capital Projects

Details of capital projects not reported regularly to Council or a particular Committee in other project specific report updates as at period ended October 2019 – 33% of year elapsed.

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	Life to date actual (inc commitments)
Fleet Asset Renewal Program (CP440)	01/07/2019	30/06/2020		\$7,877,810	\$5,187,860
Comments	The Fleet capital program is progressing well with ytd expenditure showing invoices paid from C/O budget. Significant extra items have been added to the Capital program through the business case approvals process, these items will place additional workload on the procurement team causing some delays in deliveries.				
IT Asset Renewal & Upgrade Program – excluding RAMP (CP230)	01/07/2019	30/06/2020		\$1,754,399	\$558,110
Comments					
RRC Asset Management Project RAMP (CP230)	22/01/2018	01/09/2019		\$2,610,118 (includes anticipated 18/19 rollover \$175,543)	\$2,906,621
Comments	Improved Accounts Payable solution released, go-live is 1 July 2020; decision by PCG to adopt Standard Costing model.				
Stage 3C Smart Technology	01/07/2019	30/06/2020		\$352,000	\$0
Comments	Smart technology rollout – Quay St (William to Derby St). Will follow at the completion of Stage 3E				
Stage 3E Smart Technology	04/04/2019	30/06/2020		\$876,000 (includes anticipated 18/19 rollover \$513,721)	\$776,371
Comments	Smart technology rollout – Col Brown Park and Victoria Pd (North to Archer St)				

In terms of scope, schedule and budget, the project is:		
		
on track	generally on track, with minor issues	off track

4. Operational Projects

For period ended October - 33% of year elapsed.

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate – Current Year	YTD Actual (inc committals)
Turbo-Traction Lab	15/03/2019	30/06/2020		\$451,690	\$216,038
Turbo-Traction Lab	15/03/2019 – 30/06/2020	<p>The Turbo-Traction Lab (TTL) is a hands on program designed to build a modern business in 80 days. The Australian Government, in conjunction with Bevan Slattery’s Capital [b] and Council is funding this stage specific incubator program designed to allow both full time and part time founders to bootstrap their business. Founders will have an opportunity to gain significant traction in their global market with hands on assistance from world class experts in residence. As a fitting conclusion to the program, a selection of participants from the program will have the opportunity to travel to the USA for a week to experience the global marketplace, as well as meet startups and potential customers.</p> <p><u>Comments</u> This month in the Lab we have hosted topic experts:</p> <ul style="list-style-type: none"> • Daniel Johnsen (Execution & Implementation) • Tamara Loehr (Nurture Sequencing, Scorecards & Scaling) • Monte Huebsch (Google/Google Prep & Implementation of Nurture Sequencing, Scorecards & Scaling) • Natalie Nichols (Google/Google Prep & Implementation of Nurture Sequencing, Scorecards & Scaling) <p>The Turbo-Traction Lab 2 cohort continue to receive hands-on help from our experts to progress their businesses and secure their first international customers. During the month participants also attended the special Lunch and Learn session – <i>Empowering Mentally Healthier Workplaces</i> and workshopped with Queensland Trade and Investment Commissioner to Taiwan, Patrick Hafenstein to explore ways to encourage productive working relationships between local businesses and relevant industry in Taiwan.</p> <p>TTL participant Wes Alan (Tap Edit Go) hosted a workshop teaching people how to make professional marketing videos using only their smartphone.</p>			
Startup Weekend and GovHack	Date 26/07/2019- 28/07/2019 completed and 06/09/2019– 08/09/2019 completed	<p>Startup Weekend 2019</p> <p>In just 54 hours, participants experience the highs, lows, fun, and pressure that make up life as a startup. They learn how to create a real company, meet great mentors, investors, co-founders, and sponsors who are ready to help turn their idea into an actual business with paying customers.</p> <p>GovHack 2019 (yearly)</p> <p>GovHack is an open data hackathon held across Australia. It’s all about encouraging and celebrating people’s technical and creative capacity with government for great outcomes, and building upon the social and economic value of Open Data published by government.</p>			
<p><u>Comments</u></p>					

5. Budget

Financial performance as expected for the reporting period.

	Adopted Budget \$	Actuals \$	EOM Commitments \$	Total \$	Variance %
CORPORATE & TECHNOLOGY SERVICES					
<i>Fleet</i>					
Revenues	(310,000)	(114,097)	0	(114,097)	36.8%
Expenses	12,531,527	4,087,608	1,003,374	5,090,982	32.6%
Transfer / Overhead Allocation	(16,617,700)	(5,992,684)	0	(5,992,684)	36.1%
Total Unit: Fleet	(4,396,173)	(2,019,173)	1,003,374	(1,015,799)	45.9%
<i>Property & Insurance</i>					
Revenues	(416,399)	(178,635)	0	(178,635)	42.9%
Expenses	3,975,982	1,415,025	174,223	1,589,248	35.6%
Transfer / Overhead Allocation	9,171	2,279	0	2,279	24.8%
Total Unit: Property & Insurance	3,568,755	1,238,669	174,223	1,412,892	34.7%
<i>Corporate & Technology Management</i>					
Expenses	659,459	170,545	26,438	196,982	25.9%
Transfer / Overhead Allocation	0	15	0	15	-
Total Unit: Corporate & Technology Management	659,459	170,560	26,438	196,997	25.9%
<i>Information Systems</i>					
Revenues	(15,000)	(41,677)	0	(41,677)	277.8%
Expenses	7,666,837	2,822,266	295,012	3,117,278	36.8%
Transfer / Overhead Allocation	19,768	4,020	0	4,020	20.3%
Total Unit: Information Systems	7,671,604	2,784,609	295,012	3,079,621	36.3%
<i>Procurement & Logistics</i>					
Revenues	0	(179)	0	(179)	-
Expenses	1,882,043	666,056	674	666,730	35.4%
Transfer / Overhead Allocation	(112,546)	14,141	0	14,141	-12.6%
Total Unit: Procurement & Logistics	1,769,497	680,017	674	680,691	38.4%
<i>Smart Hub Business</i>					
Revenues	(448,025)	(120,238)	0	(120,238)	26.8%
Expenses	847,228	207,049	165,099	372,147	24.4%
Transfer / Overhead Allocation	0	1,510	0	1,510	-
Total Unit: Smart Hub Business	399,203	88,321	165,099	253,419	22.1%
Total Section: CORPORATE & TECHNOLOGY SERVICES	9,672,345	2,943,002	1,664,819	4,607,822	30.4%

Comments

Corporate and Technology Services on track.

6. Section Statistics

Safety Statistics

	Second Quarter		
	Oct	Nov	Dec
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	0		
Total Number of Incidents Reported	1		
Number of Incomplete Hazard Inspections	1		

Service Delivery

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
IT support services provided within service levels outlined in the IT Service Catalogue.	90%	93%	Operational
Ensure availability of system up-time during core business hours (excluding planned outages).	99%	100%	Operational
Process records on the day of receipt as per Recordkeeping Charter.	95%	100%	Operational
Ensure top 100 suppliers by dollar value under formal purchasing agreements (contracts).	90%	93%	Operational
Ensure supplier payments are made within stated trading terms – 7 days.	90%	87%	Operational
Ensure tenanted properties in any month, have current lease agreements and public liability insurance.	80%	91%	Operational
Process insurance claims within procedural timeframes.	100%	100%	Operational
SmartHub Membership (Target 2018 - 20)	100	84	Operational

Liquor Permit Applications on Council Owned or Controlled Land

	Oct	Nov	Dec
Applications Received	4		
Applications Approved	4		
Applications Denied	0		

7. Whole of Council Reports and Statistics

Fleet Services



Plant Hire Operations Budget (Surplus)	\$10,091,004
Year to Date (Surplus)	\$ 4,177,040

Procurement & Logistics

Contracts Awarded for October – 9

Tender/ Contract No.	Contract Name	Awarded	Amount
TEN13629	RPQS Provision of Employee Functional Screening Services	Konekt Australia Pty Ltd/Kinnect Pty Ltd	SOR
QUO13655	Animal Transport Services Rockhampton Zoo	Jet Pets Animal Transport Pty Ltd	SOR
TEN13663	Concept Design for Pilbeam Theatre Redevelopment	Conrad Gargett Pty Ltd	\$123,500
TEN13673	RPQS Event Security Services	Panel	SOR
QUO13729	North Rockhampton Sewage Treatment Plant Inlet Walkway Covers	Pierce Engineering Pty Ltd	\$63,210
QUO13731	South Rockhampton Sewage Treatment Plant Inlet Structure and Contact Tank Upgrades	Nerimbera Welding Works Pty Ltd	\$31,400
QUO13749	Demolition of Sound Shell Roof at Music Bowl	Mathinna Pty Ltd	\$124,428
CON13788	Sewerage Pump Station Rail Upgrade	Pumps R Us Pty Ltd	\$14,970
CON13788	Sewerage Pump Station Rail Upgrade - Bluegum Terrace	Pumps R Us Pty Ltd	\$12,73

Tenders / quotes in progress - 29

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT –
OCTOBER 2019**

ES Monthly Report October 2019

Meeting Date: 19 November 2019

Attachment No: 2

MONTHLY OPERATIONS REPORT

FINANCE – ENVIRONMENTAL SUSTAINABILITY

PERIOD ENDED OCTOBER 2019



1. Operational Summary

Environmental Sustainability Strategy

- The Sustainability Strategy Executive Group met on 10 October 2019 to monitor and review progress against the Strategy and annual action plan. Council will receive the Q1 FY2019-20 update in November.

Bringing Nature Back Program

- Multicultural Australia (previously MDA) has now commenced a new round of on-ground works in conjunction with Council's Operational NRM trial. This project is being delivered as part of a successful grant application under the Skilling Queenslanders for Work program and is supported by a MOU between Multicultural Australia and Council. The project will see a group of 13 trainees engaged across two 20-week work packages to deliver riparian restoration activities at Col Austin Park and Eichelberger Park, as well as support activities at Council's Nursery and ongoing maintenance of the Armstrong Street Community Garden.
- The Natural Environment Study 2019 has now been finalised and received by Council.
- Planning is underway for the next Bringing Nature Back community workshops in mid 2020.

Living Sustainably Program

- In October, Council's Living Sustainably program focussed on the theme of 'improving water use and efficiency'.

Second Nature Program

- The Internal Sustainability Working Group met on 23 October 2019 to focus on the 'energy' theme. Participants learnt more about Council's electric vehicles and the newly installed electric vehicle charging station located at the Dooley Street Depot. The Group also reviewed progress against the latest round of seed fund trial initiatives including the pre-loved stationery muster, catering kits, reusable coffee cups, lunch room organics composting and battery recycling.
- Council's internal pre-loved stationery muster diverted over 100kg from landfill, to be reused or recycled via the TerraCycle program.

Other:

- Applications for Council's Community Assistance Program – Environment and Sustainability Scheme closed on 28 October 2019, with applications received from a range of local not-for-profit organisations and School P&Cs. Council will consider the recommended funding allocations shortly.
- Councillor Wickerson participated in the Reef Guardian Councils Steering Group meeting in Cairns in October 2019. The workshop identified further collaborative opportunities across the reef regions.
- A working group from the Local Marine Advisory Committee is continuing to progress the Drain Buddies project. Q1 data has been collected and analysed and the Group will now target efforts to reduce cigarette butts in the CBD.
- Officers attended the 'Fitzroy River at Nine Mile' site visit to view works on Australia's largest streambank stabilisation project. The project was delivered by the Fitzroy Basin Association and jointly funded by the Commonwealth and Queensland Governments under the Natural Disaster Relief and Recovery Arrangements. Works included bank stabilisation and revegetation at a cost of \$1.8m.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for October are within the set timeframes.

3. Operational Projects

As at period ended October – 33% of year elapsed.

In terms of scope, schedule and budget, the project is:

		
on track	generally on track, with minor issues	off track

Project	Planned Start	Planned End	On Track	Comment	Budget Estimate	YTD actual (inc commitments)
Environmental Sustainability Strategy:						
Sustainability governance: Facilitate quarterly meetings of the Sustainability Strategy Executive Group and Internal Sustainability Working Group.	Jul 19	Jun 20		<ul style="list-style-type: none"> SSEG met 18 July 2019, with Q4 progress report received by Council on 20 Aug 2019. SSEG met 10 Oct 2019, with the Q1 progress report received by Council on 05 Nov 2019. 	\$0	\$0
Pathway 1 – Natural environment (partnerships and programs)						
Natural environment study: Identify and map priority natural assets for protection and enhancement. This work will replace the natural environment study completed in 2010 (covering the amalgamated regions) and will inform future works, identify areas for future development offsets and also inform the Planning Scheme.	Sep 18	Jun 20		<ul style="list-style-type: none"> Final draft report received from Cardno in mid Aug 2019. Final report received mid Sep 2019. Councillor workshop in Oct 2019, with report received by Council on 05 Nov 2019. 	\$60,000 (expended FY18-19)	\$0

Project	Planned Start	Planned End	On Track	Comment	Budget Estimate	YTD actual (inc commitments)
<p>Bringing Nature Back - works program: On-ground works projects to protect, maintain and enhance key natural assets, green corridors and urban waterways in conjunction with key stakeholders and the community. The program may also provide catalyst funding to help address environmental projects on Council land.</p>	Jul 19	Jun 20		<ul style="list-style-type: none"> Fraser Park bush regeneration works – continuing with Parks and partner support (Capricornia Catchments, Multicultural Australia and Capricorn Correctional Centre). Native plant propagation at Council's Nursery – continuing with funding support from the Environmental Sustainability Unit, volunteers and input from Multicultural Australia. Operational NRM activities – continuing at multiple sites including Col Austin and Eichelberger Parks in conjunction with Parks and partner organisations (Multicultural Australia, Jobs Queensland and Capricornia Correctional Centre). 	\$50,000	\$8,000
<p>Bringing Nature Back – engagement program: Long-term nature-based community engagement program, designed to bring nature back into the community's hearts, minds and everyday lives. The Program will deliver a free native plant program, nature photography competition, nature play passports and activities and tools that help the community to improve urban canopy cover in their own backyards, local streets, nearby creeks and on Council land.</p>	Jul 19	Jun 20		<ul style="list-style-type: none"> Native Plant Program – continued rollout at key events during the period July to October 2019. Nature Play Passports – delivered a major interactive nature play installation at Tropicana 2019. Passport rollout continues with a second print run scheduled for late 2019. Nature Photography Competition – scheduled for April to June 2020. Community workshops – program for Touch of Paradise currently under development. 	\$30,000	\$20,000
Pathway 2 – Empowering our community (external programs)						
<p>Living Sustainably program: Long-term behaviour change program designed to encourage the community to adopt a wide array of actions and behaviours that support Council's sustainability goals. The program will recognise and reward sustainability awareness and action in schools as part of the annual schools calendar competition,</p>	Jul 19	Rolling		<ul style="list-style-type: none"> Monthly engagement program – rolling program of monthly displays, workshops and e-newsletters is in progress. Schools calendar competition 2019 - closed 28 June 2019. Winners awarded at Tropicana 2019. Calendars – ready for distribution to schools in 	\$30,000	\$20,000

Project	Planned Start	Planned End	On Track	Comment	Budget Estimate	YTD actual (inc commitments)
2020 community calendar and a rolling monthly communications program.				Nov 2019.		
Community Assistance Program (CAP E&S): The CAP Environment and Sustainability Scheme provides small grants to support community-based environment and sustainability initiatives.	Jul 19	Rolling		<ul style="list-style-type: none"> Round 2 – two projects were approved by Council on 06 Aug 2019. Changeology – community master class and project incubator workshop in Nov 2019. Round 3 - applications closed Oct 2019. Round 4 - applications close in Mar 2020. 	\$30,000	\$10,000
Other sustainability education activities: Encourage sustainability awareness and action via key regional events and educational opportunities.	Jul 19	Rolling		<ul style="list-style-type: none"> River Festival (July 2019) – delivered a nature play workshop within Adventure Land. Emergency Services Day (July 2019) – coordinated major Native Plant Program activities in conjunction with National Tree Day. Tropicana (Sep 2019) – coordinated major 'nature connection' activities. World Environment Day (June 2020) – TBC. Rockhampton Show (June 2020) – TBC. 	\$10,000	\$5,000
Pathway 3 – Industry and infrastructure						
Sustainable Rockhampton Investment Fund: Support projects that deliver both positive environmental outcomes and real operational savings for Council.	Jul 19	Rolling		<ul style="list-style-type: none"> Awaiting Glenmore Water Treatment Plant solar as the first project for consideration under the Fund. 	TBC	TBC
Clean Growth Choices: Support development of business cases for the 'making water work' pathway.	Aug 18	Jun 20		<ul style="list-style-type: none"> Business case - awaiting draft for review. Stakeholder workshop – held 13 Sep 19. 	Advance	Advance

Project	Planned Start	Planned End	On Track	Comment	Budget Estimate	YTD actual (inc commitments)
Pathway 4 – Council operations (corporate sustainability)						
<p>Second Nature program (+ Sustainability Seed Fund): Council's internal sustainability engagement program has been designed to advance sustainability awareness and action within Council's operations. The Internal Sustainability Working Group champion sustainability initiatives across departments, act as a conduit for information and support sustainability action across the organisation. As a key part of the program, seed fund initiatives provide the opportunity to trial staff-initiated sustainability projects that foster sustainable behaviour whilst improving Council's wise use of resources.</p>	Jul 19	Rolling		<ul style="list-style-type: none"> Field trip – completed Oct 2019, with a focus on electric vehicles and charging infrastructure at Dooley Street. Pre-loved stationery muster – completed Oct 2019, with good participation from across Council's offices. Seed fund initiatives – project scoping and planning phases, along with purchase of long lead time items completed in July to Sep 2019. Changeology - internal master class and project incubator workshop scheduled for Nov 2019. 	\$20,000	\$9,000

4. Budget

Financial performance is as expected for October – 33% of year elapsed.



End of Month Job Costing Ledger - (Operating Only) - CORPORATE SERVICES

As At End Of October

Report Run: 07-Nov-2019 16:52:37 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	33.3% of Year Gone
CORPORATE SERVICES							
FINANCE							
<i>Natural Resource Management</i>							
Revenues	0	0	0	(1)	(1)	0%	✓
Expenses	539,684	0	12,289	171,320	183,609	34%	x
Transfer / Overhead Allocation	0	0	0	2,737	2,737	0%	x
Total Unit: Natural Resource Management	539,684	0	12,289	174,056	186,345	35%	x
Total Section: FINANCE	539,684	0	12,289	174,056	186,345	35%	x
Grand Total:	539,684	0	12,289	174,056	186,345	35%	x

Comments

Unit budget is on track, noting additional unit expenses related to activities at Tropicana 2019 in the first quarter.

5. Section Statistics

Program/Activity	Date/s	Participants
Completed activities		
Living Sustainably 'improving water use and water efficiency': Monthly display and workshop at Rockhampton Regional Library.	12 Oct 19	6
Sustainability Strategy Executive Group workshop: Quarterly workshop to review progress against the annual action plan and confirm next steps.	10 Oct 19	25
Internal Sustainability Working Group workshop: Quarterly workshop, with a site visit to learn about electric vehicles at the new charging station at the Dooley Street Depot.	23 Oct 19	20
Internal Council pre-loved stationery muster: An initiative of the Internal Sustainability Working Group that encourages Council staff to return 'pre-loved' stationery to a central collection area where it was made available for staff reuse or sent to TerraCycle's stationery recycling program.	Throughout Oct 19	Council staff
Upcoming activities		
Changeology master class and project incubator: These capability-building workshops are designed to introduce participants to the skills and knowledge required to support positive behaviour change activities across Council and the Region. The training will be delivered as two sessions: (1) designed to support members of Council's Internal Sustainability Working Group and (2) a subsidised program for members of not-for-profit community groups involved in local environment and sustainability initiatives.	04-05 Nov 19	~50
Living Sustainably 'recycling right with your yellow lid bin': Monthly display and workshop at Rockhampton Regional Library.	09 Nov 19	~50
Living Sustainably 'green gift giving and festive decorations': Monthly display and workshop at Rockhampton Regional Library.	07 Dec 19	~50
Living Sustainably 'minimising food waste': Monthly display and workshop at Rockhampton Regional Library.	TBC Jan 20	~50
Sustainability Strategy Executive Group workshop: Quarterly workshop to review progress against the annual action plan and confirm next steps.	23 Jan 20	25
Living Sustainably 'looking after our catchments': Monthly display and workshop at Rockhampton Regional Library.	TBC Feb 20	~50
NRM Forum: Rockhampton-based LGAQ event for LG NRM officers in regional Queensland.	TBC Feb 20	~30
Clean Up Australia Day: Support to local activities.	01 Mar 20	TBC
Living Sustainably 'finding energy efficiency and power savings': Monthly display and workshop at Rockhampton Regional Library.	TBC Mar 20	~50
Living Sustainably 'growing your own fruit and vegetables': Monthly display and workshop at Rockhampton Regional Library.	TBC Apr 20	~50

6. Sustainability Events and Media Coverage



Living Sustainably workshop (Oct 19): Council's October Living Sustainably workshop focussed on 'improving water use and efficiency'. The sessions were coordinated by Council's Environmental Sustainability Team, with special thanks to guest speaker Ariane Leyden from Fitzroy River Water who did a great job of answering residents questions about our water supply and what they could do to increase their water efficiency (and reduce their bills) at home.



Internal Sustainability Working Group workshop (Oct 19): Members of the ISWG met to review progress on the latest round of Seed Fund initiatives and to learn about Council's newest addition to the fleet – the fully electric Nissan Leaf. Michael Borg provided a run down on the car and the new Dooley Street charging station.



Internal Sustainability Working Group workshop (Oct 19): Michael Borg provided members of the ISWG with a run down on the new electric vehicle (Nissan Leaf) and operation of the Dooley Street charging station. Members of the Group had the opportunity to do a quick vehicle familiarisation and to discover answers to a long list of queries about the car's capabilities.





Pre-Loved Stationery Muster (Oct 19): The Stationery Muster is an initiative of the Internal Sustainability Working Group that encourages Council staff to give their desk and office areas a spring clean and place unneeded, reusable or broken/used up office stationery into a collection box. All pre-loved stationery received throughout October was sorted and made available for staff reuse or sent to TerraCycle's stationery recycling program, diverting Council's pre-loved stationery items away from landfill.



**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT –
OCTOBER 2019**

Finance Monthly Report October 2019

Meeting Date: 19 November 2019

Attachment No: 3

MONTHLY OPERATIONS REPORT

FINANCE

PERIOD ENDED OCTOBER 2019



1. Operational Summary

Annual Valuation Effective 30 June 2020, Department of Natural Resources, Mines and Energy, valuations to be issued prior to 31 March 2020.

A monthly budget review process has been established and is stage of rolling out.

Draft timetables for the 20/21 Budget have been established.

A changed process of costing employee time has been presented and approved as part of the Asset Lifecycle Management system implementation.

A land Sale report for the year has been prepared and is included with Agenda.

2. Customer Service Requests

Response times for completing customer requests in this reporting period for October are within the set-timeframes. The red traffic light refers to 2 actions that were within timeframes but not completed in the System due to an oversight and change in staffing.

	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							
Bookings Enquiry	3	1	0	0	2	0	5	● 0.00	● 1.00	● 20.43	34.11
Rates Searches	5	5	132	109	23	0	5	● 2.90	● 2.86	● 2.84	2.77
Rates Enquiry	8	8	52	52	0	0	3	● 1.08	● 0.83	● 0.89	0.62

3. Capital Projects

No capital projects.

4. Operational Projects

As detailed in the Environmental Sustainability section report.

5. Budget

Financial performance as expected for the reporting period.

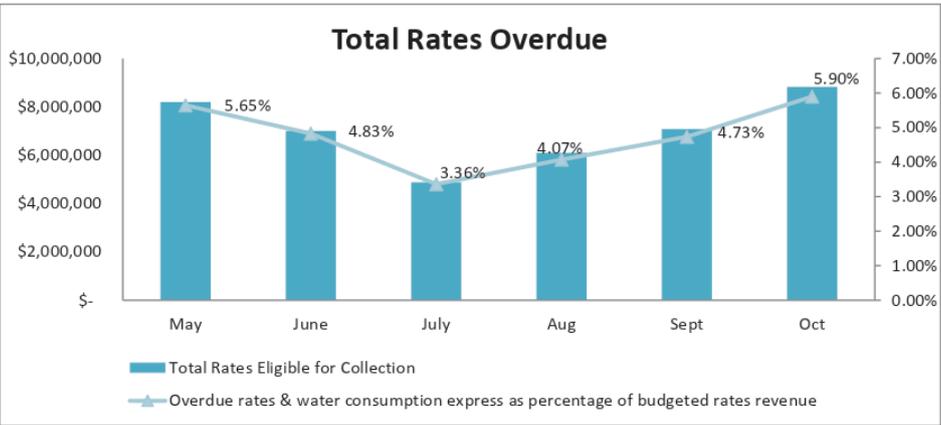
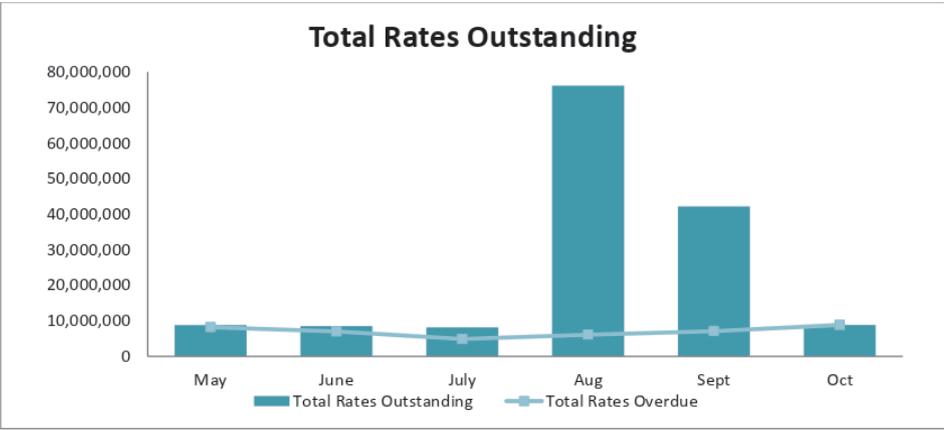
End of Month Budget Management Report - (Operating Only) - FINANCE

As At End Of October
Report Run: 07-Nov-2019 16:33:54 Excludes Nat Accts: 2802,2914,2917,2924

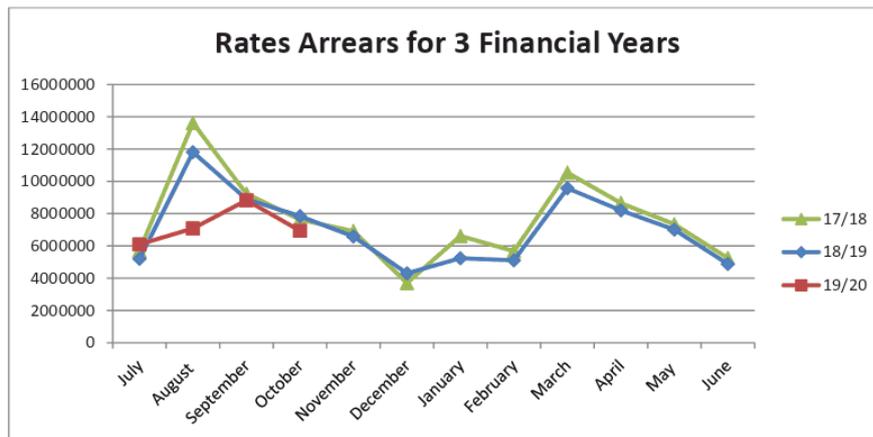
	Adopted Budget	Actuals	Commitments	Total	Variance	On Target
	\$	\$	\$	\$	%	33.3% of Year Gone
FINANCE						
<i>Finance Management</i>						
Expenses	544,167	179,408	125,181	304,588	33.0%	
Total Unit: Finance Management	544,167	179,408	125,181	304,588	33.0%	
<i>Accounting Services</i>						
Revenues	0	(91)	0	(91)	-	
Expenses	1,683,328	512,937	15,502	528,439	30.5%	
Transfer / Overhead Allocation	0	627	0	627	-	
Total Unit: Accounting Services	1,683,328	513,473	15,502	528,975	30.5%	
<i>Financial Systems</i>						
Revenues	(1,160)	0	0	0	0.0%	
Expenses	239,155	63,977	0	63,977	26.8%	
Transfer / Overhead Allocation	600	0	0	0	0.0%	
Total Unit: Financial Systems	238,595	63,977	0	63,977	26.8%	
<i>Customer Service</i>						
Revenues	(211,003)	(88,515)	0	(88,515)	41.9%	
Expenses	1,826,260	560,347	49,091	609,439	30.7%	
Transfer / Overhead Allocation	0	75	0	75	-	
Total Unit: Customer Service	1,615,257	471,907	49,091	520,998	29.2%	
<i>Rates & Revenue</i>						
Revenues	(513,109)	(185,510)	0	(185,510)	36.2%	
Expenses	1,809,691	538,422	447,921	986,343	29.8%	
Transfer / Overhead Allocation	750	0	0	0	0.0%	
Total Unit: Rates & Revenue	1,297,332	352,912	447,921	800,833	27.2%	
<i>Natural Resource Management</i>						
Revenues	0	(1)	0	(1)	-	
Expenses	539,684	171,320	12,289	183,609	31.7%	
Transfer / Overhead Allocation	0	2,737	0	2,737	-	
Total Unit: Natural Resource Management	539,684	174,056	12,289	186,345	32.3%	
Total Section: FINANCE	5,948,363	1,755,732	649,984	2,405,716	29.7%	

Comments
<i>All running within budget limits.</i>

6. Section Statistics



V1 | Monthly Operations Report for Section



7. Whole of Council Reports and Statistics

	July	August	September	October	November	December	January	February	March	April	May	June
Requests Logged	3354	3661	3461									
Same month Completed	2539	2505	2537									
% completed same month	75%	79%	76%									
Completed Total for Month	3770	3694	3301									
Total Pending	3029	2834	3042									
Top 5 Requests for Month	Dog Aterial Fac Man W/Ani W/Leak AnComp	Dog Aterial Fac Man W/Ani AnComp AN/BRI1	Dog Aterial Ll Sys Fac Man W/Ani W/Leak									

Total outstanding customer requests up to 3 months old:	1521	Conquest Work Order up to 3 months old:	712
Total outstanding customer requests between 3 to 6 months old:	243	Conquest Work Order between 3 to 6 months old:	181
Total outstanding customer requests greater than 6 months old:	1278	Conquest Work Order greater than 6 months old:	1259

Request Completed: Requested task or action has been completed (not just work order raised), or complaint has been investigated, action taken and correspondence finalised.
Conquest Work Order: A Work Order has been raised for maintenance, repair or future planned action.
Investigation Long Term: Requested task, action or complaint assigned to internal or external investigation, may include, but not limited to: Insurance, Planning, Legal, Civil or Domestic matter

T/Trim - Tree Trimming	Mat - Vector Mats	An/Dogr - Dog Registration Enquiry	MISJR - Missed Recycling Bin Service
MMaint - Meter Maintenance	Fac Man - Facilities Management	W/Leak - Water Leak	AnComp - Animal Complaints
Bin RRC - Replace Bin RRC	W/Ani - Wandering & Restrained Animal for Collection	An/BRI1 - Animal Barking Stage 1	

	CS KPI	Achieved for month	
Maintain the ratio of customer queries satisfied by Customer Service Officers, without referral to departments.	80%	93%	Operational
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	64%	Adopted

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT –
OCTOBER 2019**

SP Monthly Report October 2019

Meeting Date: 19 November 2019

Attachment No: 4

MONTHLY OPERATIONS REPORT

STRATEGY & PLANNING

PERIOD ENDED OCTOBER 2019



1. Operational Summary

Strategic Planning

- The following reports were presented to Council:
 - o Planning Scheme Major Amendment and Final State Interest Review; and
 - o Regional Motor Sport Precinct – Preliminary Investigations.
- The additional information was submitted to the State for the final review of the Planning Scheme Major Amendment. The State have until 15 November 2019 to complete final review.
- Project completed to remove a portion of the Music Bowl site (Lot 2 RP 616767) from the State Environmental Management Register.
- Regional policy and statistical research to contribute to planning and advocacy.
- Strategic planning input and contribution to Airport planning and other strategic projects.
- Staff presented the Natural Environment Study at Councillor Workshop on 8 October 2019.

Grant Applications

- Details about projects that have applied for funding within the past 2 years have been compiled to ensure that an authoritative source of information is available when required.
- Advice, drafting and support for grants applications listed below:

Grant Name	Description	Department	Amount	Closing Date
CQ Bushfires Category C Flexible Funding Large Grant	Risk assessment	Disaster Management	\$150,000	5 November 2019
CQ Bushfires Category C Flexible Funding Large Grant	Risk mitigation strategy and plan	Disaster Management	\$150,000	5 November 2019
CQ Bushfires Category C Flexible Funding Large Grant	Digital signboard installation	Marketing & Communication	\$150,000	5 November 2019
Active Queensland	TBD	Community	TBD	22 November 2019

V1 | Monthly Operations Report for Section

Building Our Region – Business Case Development	NRFMA Sewer Works EOI was successful. Project progressing to Business Case stage	FRW	\$751,500	27 November 2019
Regional Recycling Transport Assistance Package	Subsidising transport costs for recycling. Collaboration with LSC, GSC, CHC and Kriaris.	RRWR	\$250,000	29 November 2019
Regional Agriculture Show	Purchase of grandstands	Advance Rockhampton	\$500,000	13 December 2019
National Landcare Program: Smart Farms Small Grants Round 3	TBD	Sustainability	TBD	19 December 2019

2. Customer Service Requests

Response times for completing customer requests in this reporting period for October are within the set timeframes.

	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	0	0	1	1	0	0	3	● 0.00	● 0.73	● 0.89	0.63

3. Capital Projects

Details of capital projects not reported regularly to Council or a particular Committee in other project specific report updates as at period ended October.

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD actual (incl committals)
No capital projects at this time.					

4. Operational Projects

As at period ended October 2019.

In terms of scope, schedule and budget, the project is:

		
on track	generally on track, with minor issues	off track

Project	Planned Start Date	Planned End Date	On Track	Comments	Budget Estimate	YTD actual (incl committals)
Removal of portion of Music Bowl site (Lot 2 RP 616767) from Environmental Management Register	Feb 2019	October 2019		Project complete – Notice of Removal received on 17 October 2019 from Department of Environment and Science.	Butler Partners \$52,500.00 GHD \$21,163.00	\$19,097.65 \$7,463.50
Natural Environment Study Project initiated to commission an updated Natural Environment Study for the RRC local government area.	Dec 2018	October 2019		Project complete – Natural Environment Study presented to Councillor Workshop on 8 October 2019. Request for Council to endorse study will be tabled in November.	\$60,000.00 (Environmental Sustainability budget) any variations from S&P budget	\$0.00
Event Transport Management Strategic Assessment	May 2019	July 2019		PricewaterhouseCooper have provided final draft report.	\$21,450.00	\$21,450.00
Rockhampton Region Planning Scheme – Major Amendment V2	Sept 2017	Dec 2019		The additional information was submitted to the State for the final	In house	

Project	Planned Start Date	Planned End Date	On Track	Comments	Budget Estimate	YTD actual (incl committals)
<i>Stage 1 – Planning and Preparation – completed</i> <i>Stage 2 – State Interest Review – completed</i> <i>Stage 3 – Public Consultation – commenced</i> <i>Stage 4 - Consideration by State</i> <i>Stage 5 - Adoption</i>				review of the Planning Scheme Major Amendment. The State have until 15 November 2019 to complete final review.		

5. Budget

Financial performance as expected for the reporting period.



End of Month Budget Management Report - (Operating Only) - STRATEGY AND PLANNING

As At End Of October

Report Run: 07-Nov-2019 16:33:57 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Actuals	EDM Commitments	Total	Variance	On Target
	\$	\$	\$	\$	%	33.3% of Year Gone

STRATEGY AND PLANNING

Strategy and Planning

Revenues	(533)	0	0	0	0.0%	
Expenses	1,049,025	305,868	7,294	313,162	29.2%	
Transfer / Overhead Allocation	6,367	196	0	196	3.1%	
Total Unit: Strategy and Planning	1,054,859	306,064	7,294	313,358	29.0%	
Total Section: STRATEGY AND PLANNING	1,054,859	306,064	7,294	313,358	29.0%	

Comments

11.10 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 31 OCTOBER 2019

File No: 8148
Attachments: 1. [Income Statement - October](#)
2. [Key Indicators Graphs October 2019](#)
Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer
Author: Alicia Cutler - Chief Financial Officer

SUMMARY

The Chief Financial Officer presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 31 October 2019.

OFFICER'S RECOMMENDATION

That the Rockhampton Regional Council Summary Budget Management Report for the period ended 31 October 2019 be 'received'

COMMENTARY

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

1. Income Statement (Actuals and Budget for the period 1st July 2019 to 31 October 2019), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

The attached financial statement provides Council's position after the first four months of the 2019/20 financial year. Results should be approximately 33.3% of the adopted budget on an even monthly distribution basis.

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

Total Operating Revenue is at 41% of the adopted budget. Key components of this result are:

- Net Rates and Utility Charges are at 47% of budget. Council's rates and utility charges for the first six months of the financial year ending 31 December 2019 have been raised and fell due in September.
- Private and recoverable works has slipped behind budget at 19%, this is due to projects commencing later in the current financial year.
- Grants, subsidies and contributions are behind budget at 19% - this is due to the timing of receipt of the Federal Assistance Grant with 50% of the 19/20 Grant being received in the 18/19 financial year.
- Interest revenue is ahead of budget at 48%. Interest revenue historically remains ahead of budget for the first six months of the financial year and then moves closer to budget during the second half of the financial year.
- Other income is at 55% of the budget. This is ahead of the target due to insurance proceeds received and Airport commercial commissions received. Waste levy payments from the State Government has been allocated as other income based on latest technical accounting advice; at the time of budget preparation the Waste levy payment was allocated as grant income.

Total Operating Expenditure is at 32% of the adopted budget. Key components of this result are:

- Contractors and consultants are at 29%. This is largely due to the timing of contract payments across a few areas including CEO, Corporate Services, Waste and Recycling Section and Advance Rockhampton.

- Materials and plant is at 25%. This is mostly due to some private and recoverable works projects yet to commence in 2019/20.
- Other expenses are only at 14%. This is partly due to the timing of grants and sponsorships to local community groups.
- All other expenditure items are in proximity to the adopted budget.

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

Total Capital Income is at 24% of adopted budget. The majority of capital revenue budgeted to be received in 2019/20 is from grants and subsidies tied to performance obligations. As Council progresses through the year and meets performance milestones, grants will be claimed.

Total Capital Expenditure is at 15% of the adopted budget. This represents an actual spend of \$25M for the financial year. Some of the large projects are still in early project delivery stages – for example the new Art Gallery construction phase only began in the last few weeks. Once construction starts it is expected that the capital spend will accelerate.

Total Investments are approximately \$70.2M as at 31 October 2019.

Total Loans are \$114M as at 31 October 2019.

CONCLUSION

Total operational revenue is ahead of budget at 41% due to the levying of the General Rates and Utility Charges for the six months ending 31 December 2019.

The capital program saw \$9.7M spent during October and will need to gain momentum in the coming months to deliver the projects budgeted in 2019/20.

SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 31 OCTOBER 2019

Income Statement - October

Meeting Date: 19 November 2019

Attachment No: 1



Income Statement
For Period July 2019 to October 2019
33.3% of Year Gone

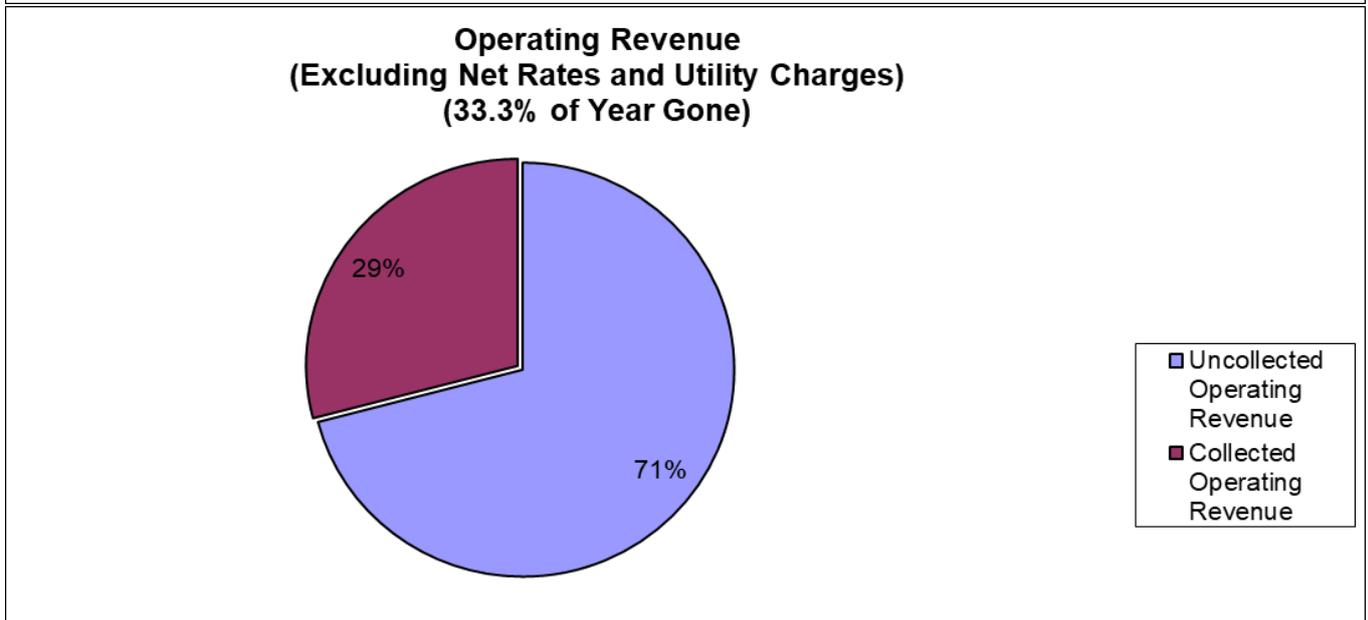
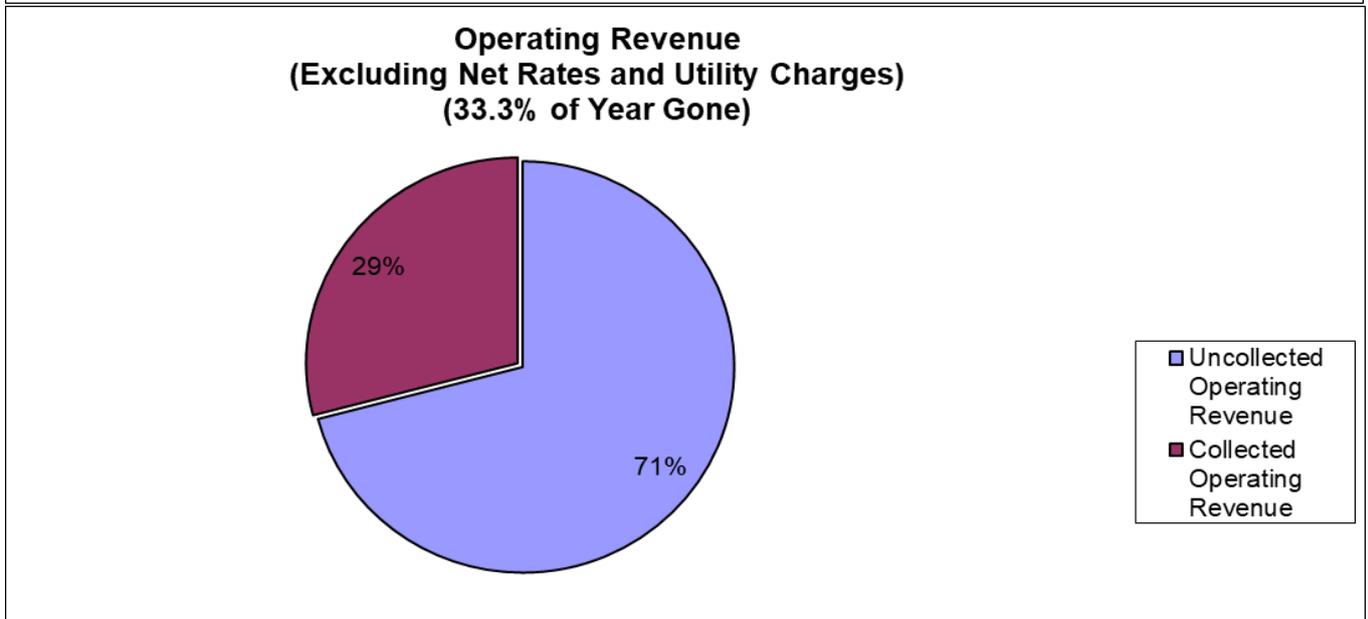
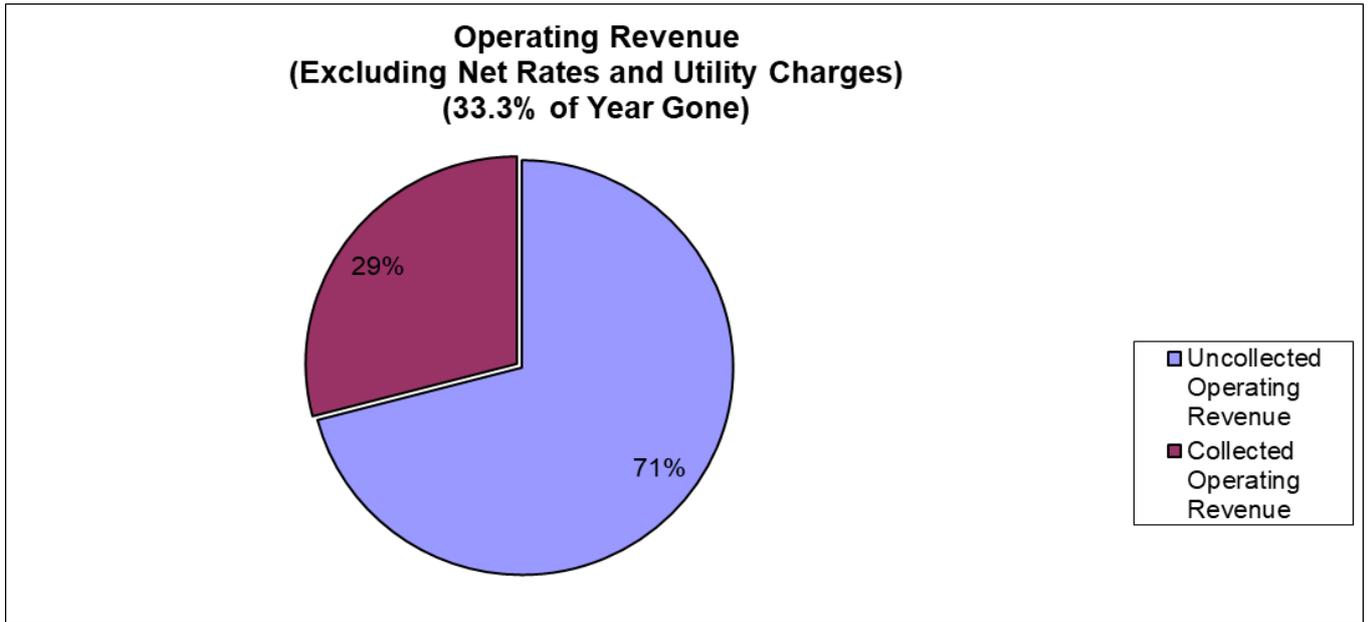
	Adopted Budget	Monthly Revised Budget Review	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Adopted Budget
	\$	\$	\$	\$	\$	
OPERATING						01 04
Revenues						
Net rates and utility charges	(149,627,173)	(149,627,173)	(80,680,701)	0	(80,680,701)	47% A
Fees and Charges	(26,271,007)	(26,271,007)	(9,037,903)	0	(9,037,903)	34% A
Private and recoverable works	(13,292,943)	(13,292,943)	(2,500,810)	0	(2,500,810)	19% A
Rent/Lease Revenue	(3,117,903)	(3,117,903)	(1,054,863)	0	(1,054,863)	34% A
Grants Subsidies & Contributions	(14,762,254)	(14,762,254)	(2,776,492)	0	(2,776,492)	19% A
Interest revenue	(934,000)	(934,000)	(448,577)	0	(448,577)	48% A
Other Income	(4,423,646)	(4,423,646)	(2,438,521)	0	(2,438,521)	55% A
Total Revenues	(212,428,927)	(212,428,927)	(87,946,866)	0	(87,946,866)	41% A
Expenses						
Employee costs	83,397,224	83,397,224	27,454,053	153,418	27,607,471	33% A
Contractors & Consultants	17,959,240	17,959,240	5,208,815	8,039,727	13,248,542	29% A
Materials & Plant	19,244,295	19,244,295	4,763,473	2,580,783	7,344,256	25% A
Asset Operational	25,149,294	25,149,294	7,634,268	2,198,761	9,833,029	30% A
Administrative expenses	14,368,947	14,368,947	4,726,804	2,735,461	7,462,265	33% A
Depreciation	54,365,738	54,365,738	18,122,123	0	18,122,123	33% A
Finance costs	6,046,530	6,046,530	2,055,594	0	2,055,594	34% A
Other Expenses	1,247,340	1,247,340	178,620	35,742	214,361	14% A
Total Expenses	221,778,608	221,778,608	70,143,749	15,743,892	85,887,641	32% A
Transfer / Overhead Allocation						
Transfer / Overhead Allocation	(9,382,328)	(9,382,328)	(3,193,199)	0	(3,193,199)	34% A
Total Transfer / Overhead Allocation	(9,382,328)	(9,382,328)	(3,193,199)	0	(3,193,199)	34% A
TOTAL OPERATING POSITION (SURPLUS)/DEF	(32,647)	(32,647)	(20,996,316)	15,743,892	(5,252,423)	64313% A
CAPITAL	Adopted Budget	Revised Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Revised Budget
Total Developers Contributions Received	(2,262,800)	(2,352,800)	(554,339)	0	(554,339)	24%
Total Capital Grants and Subsidies Received	(63,900,122)	(70,287,749)	(6,676,729)	0	(6,676,729)	9%
Total Proceeds from Sale of Assets	0	0	0	0	0	0%
Total Capital Income	(66,222,922)	(72,640,549)	(7,231,069)	0	(7,231,069)	10%
Total Capital Expenditure	149,316,405	163,881,224	24,986,028	60,080,473	85,066,501	15%
Net Capital Position	83,093,482	91,240,675	17,754,959	60,080,473	77,835,432	19%
TOTAL INVESTMENTS			70,186,805			
TOTAL BORROWINGS			114,015,052			

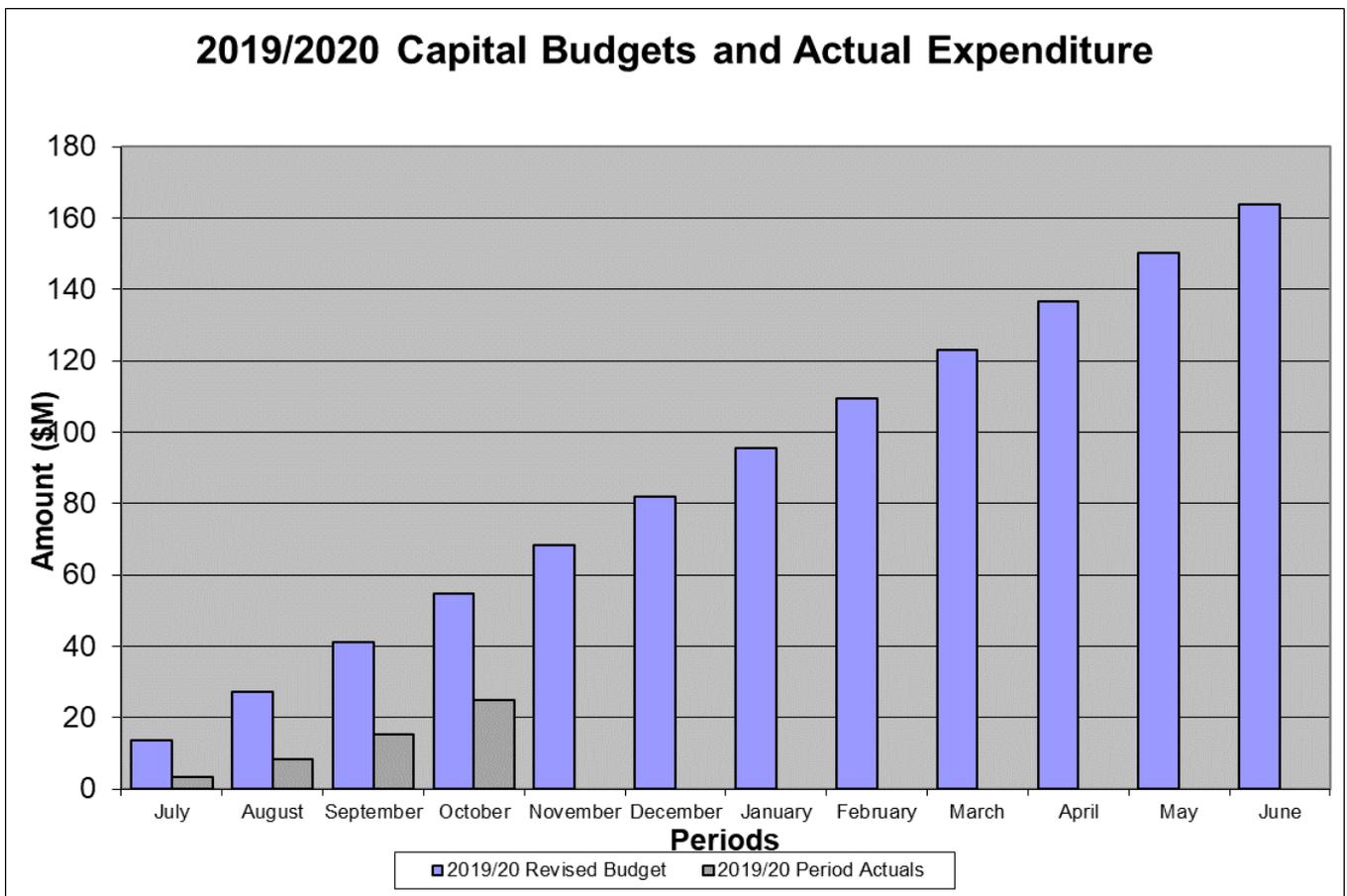
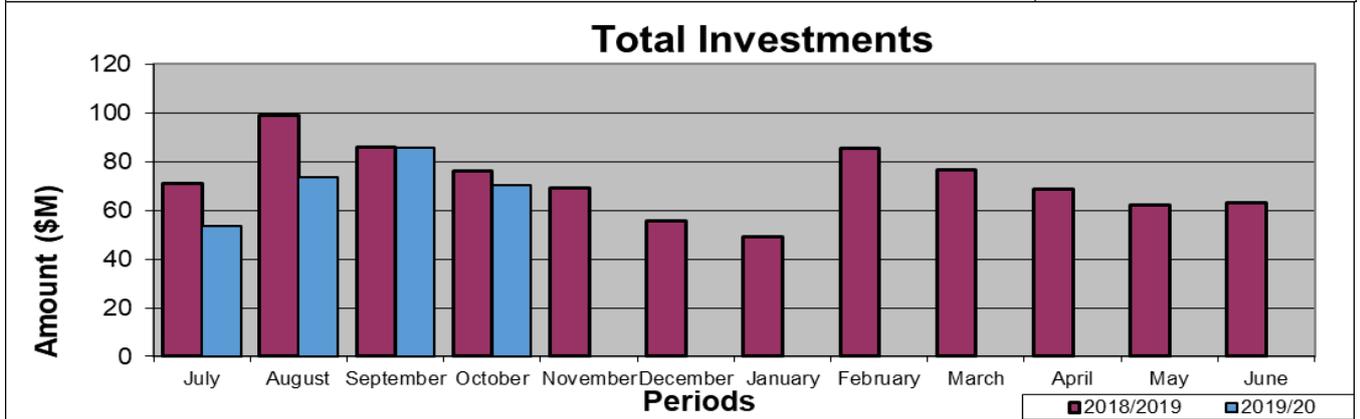
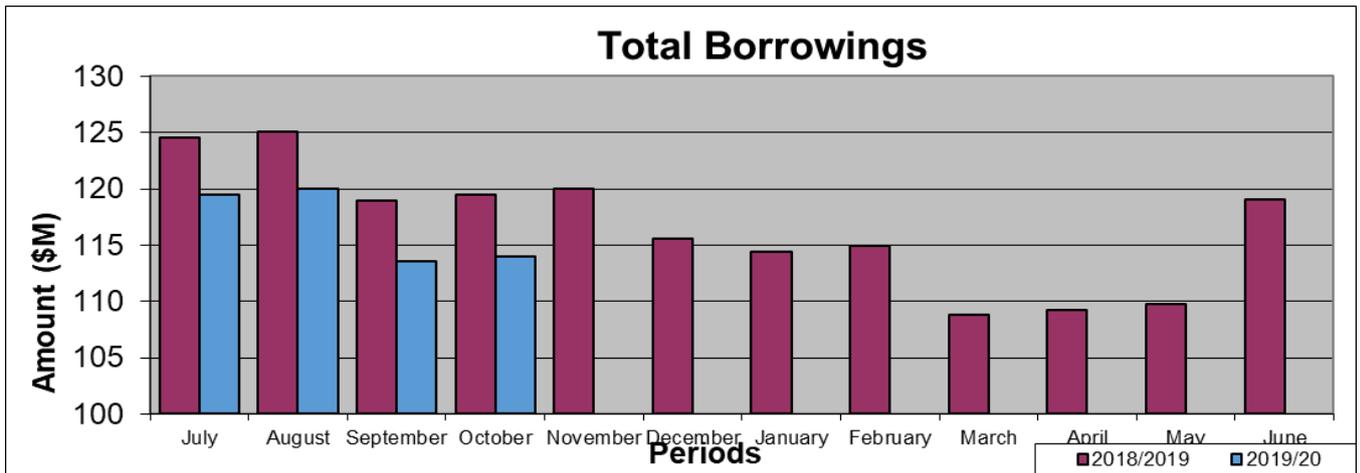
SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 31 OCTOBER 2019

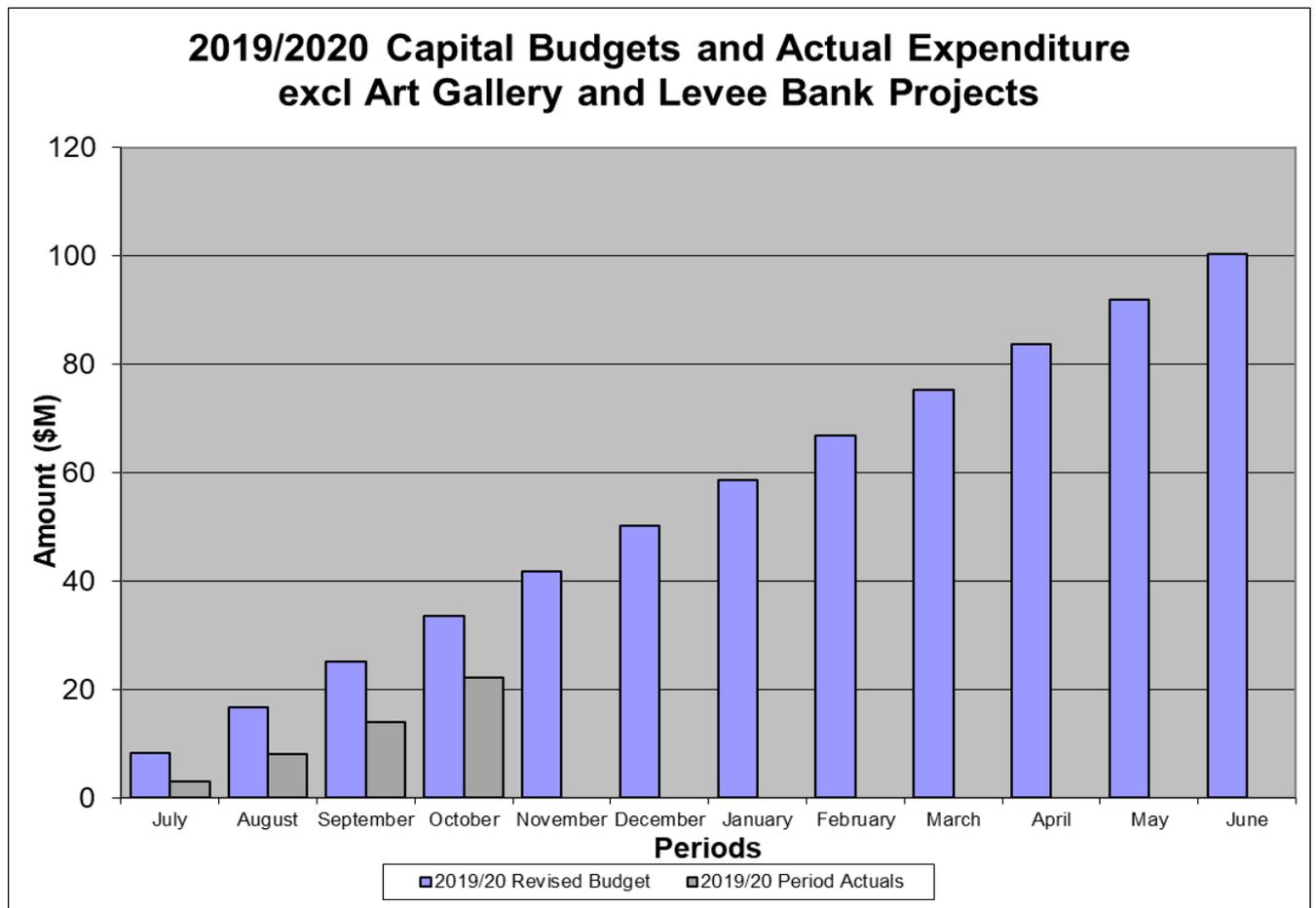
Key Indicators Graphs October 2019

Meeting Date: 19 November 2019

Attachment No: 2







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 Wheelie bins left on footpath at Edington Street

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

16.2 Sale of Properties for Overdue Rates - 2019

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

16.3 Monthly Budget Review

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 WHEELIE BINS LEFT ON FOOTPATH AT EDINGTON STREET

File No: 8038

Attachments: Nil

Authorising Officer: Doug Scott - Manager Planning & Regulatory Services
Colleen Worthy - General Manager Community Services

Author: Jon Buckenham - Acting Coordinator Local Laws

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

SUMMARY

On 5 November 2019, Council made resolution for a report to be presented at the next Council meeting regarding bins being left on the footpath in Edington Street, Berserker.

16.2 SALE OF PROPERTIES FOR OVERDUE RATES - 2019

File No: 521
Attachments: 1. Land Sale Report to Council November 2019
Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer
Author: Alicia Cutler - Chief Financial Officer

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage.

SUMMARY

Council has the authority under the provisions of the Local Government Regulation 2012 to recover outstanding rates and charges through a land sale process where the amounts have been overdue for three or more years. A number of properties meeting the criteria have been identified as being eligible for land sale.

16.3 MONTHLY BUDGET REVIEW**File No:** 8785**Attachments:** 1. **October Monthly Budget Review****Authorising Officer:** **Ross Cheesman - Deputy Chief Executive Officer****Author:** **Alicia Cutler - Chief Financial Officer**

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

Chief Financial Officer presenting updated estimates for the financial year to date to 31 October 2019.

17 CLOSURE OF MEETING