



PERFORMANCE & SERVICE COMMITTEE MEETING

AGENDA

21 OCTOBER 2014

Your attendance is required at a meeting of the Performance & Service Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 21 October 2014 commencing at 9.00am for transaction of the enclosed business.

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

CHIEF EXECUTIVE OFFICER
15 October 2014

Next Meeting Date: 25.11.14

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.

TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
1	OPENING.....	1
2	PRESENT	1
3	APOLOGIES AND LEAVE OF ABSENCE	1
4	CONFIRMATION OF MINUTES	1
5	DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA.....	1
6	BUSINESS OUTSTANDING	2
6.1	BUSINESS OUTSTANDING TABLE FOR PERFORMANCE AND SERVICE COMMITTEE	2
7	PUBLIC FORUMS/DEPUTATIONS	5
7.1	DEPUTATION BY CQ UNIVERSITY	5
8	OFFICERS' REPORTS.....	6
8.1	SCHEDULE OF MEETINGS - JANUARY TO JUNE 2015	6
8.2	DRAFT REFUND, EXEMPTION AND REDUCTION OF FEES AND CHARGES POLICY	10
9	STRATEGIC REPORTS	16
9.1	CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT	16
9.2	SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 30 SEPTEMBER 2014	45
10	NOTICES OF MOTION.....	53
	NIL	53
11	URGENT BUSINESS/QUESTIONS	54
12	CLOSED SESSION	55
13.1	CHIEF EXECUTIVE OFFICER - PERFORMANCE REVIEW	55
13.2	LEGAL MATTERS AS AT 30 SEPTEMBER 2014	55
13.3	VENUE HIRE CHARGES FOR WINTER MAGIC ICE SKATING	55
13.4	MONTHLY REPORT TO COUNCIL FROM CHIEF EXECUTIVE OFFICER FOR PERIOD ENDING 13 OCTOBER 2014	55
13	CONFIDENTIAL REPORTS.....	56
13.1	CHIEF EXECUTIVE OFFICER - PERFORMANCE REVIEW	56
13.2	LEGAL MATTERS AS AT 30 SEPTEMBER 2014	57
13.3	VENUE HIRE CHARGES FOR WINTER MAGIC ICE SKATING	58
13.4	MONTHLY REPORT TO COUNCIL FROM CHIEF EXECUTIVE OFFICER FOR PERIOD ENDING 13 OCTOBER 2014	59

14 CLOSURE OF MEETING 60

1 OPENING

2 PRESENT

Members Present:

The Mayor, Councillor M F Strelow (Chairperson)
Councillor C E Smith
Councillor C R Rutherford
Councillor G A Belz
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 Performance & Service Committee held 23 September 2014

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

6.1 BUSINESS OUTSTANDING TABLE FOR PERFORMANCE AND SERVICE COMMITTEE

File No: 10097

Attachments: 1. **Business Outstanding Table for Performance and Service Committee**

Responsible Officer: Evan Pardon - Chief Executive Officer

Author: Evan Pardon - Chief Executive Officer

SUMMARY

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

OFFICER'S RECOMMENDATION

THAT the Business Outstanding Table for the Performance and Service Committee be received.

BUSINESS OUTSTANDING TABLE FOR PERFORMANCE AND SERVICE COMMITTEE

Business Outstanding Table for Performance and Service Committee

Meeting Date: 21 October 2014

Attachment No: 1

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
25 March 2014	Fire Management Plan for Mt Archer	THAT Council approve that resources be deployed towards the development of a Fire Management Plan for Mt Archer and its surrounds and that the plan be presented to the table in July 2014.	Michael Rowe	01/04/2014	Fire Management risk analysis completed July 2014. Firescape Science engaged for Regional Fire Management Plan. Stakeholder consultation held 18.09.2014. Linkages to Mt. Archer sub-plan being developed along with MOU for sub-plan operations.
29 July 2014	Renewable Energy Solutions	THAT a report on renewable energy solutions that may be able to be implemented across Council facilities be brought back to the table.	Sharon Sommerville	05/08/2014	Facilities to establish extent of action required and will follow up accordingly.

7 PUBLIC FORUMS/DEPUTATIONS

7.1 DEPUTATION BY CQ UNIVERSITY

File No: 2593
Attachments: Nil
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Rick Palmer - Manager Economic Development

SUMMARY

This report outlines the matters which will be addressed during the deputation led by Professor Scott Bowman from CQ University on 10 June 2014.

OFFICER'S RECOMMENDATION

THAT Council receive the deputation by Central Queensland University.

COMMENTARY

The CQ University deputation will be led by the Vice-Chancellor Professor Scott Bowman and include Martin Elms, Principal Advisor in the Office of the Vice-Chancellor and President.

Professor Bowman will explain about the education, training and research hubs in agriculture which the University wishes to establish in Rockhampton, Mackay, Bundaberg, Gladstone and Emerald.

He will also explain the research and other activities which the University would like to undertake to support the development of the Fitzroy Agricultural Corridor, which is being pushed by Council and the State and Federal Governments

8 OFFICERS' REPORTS

8.1 SCHEDULE OF MEETINGS - JANUARY TO JUNE 2015

File No: 1460

Attachments: 1. Proposed Schedule of Meetings January - June 2015

Responsible Officer: Evan Pardon - Chief Executive Officer

Author: Shane Turner - Manager Governance Support

SUMMARY

Chief Executive Officer presenting the Schedule of Council and Committee meetings for the period January to July 2015.

OFFICER'S RECOMMENDATION

THAT the Schedule of Council and Committee meetings for the period January to July 2015 be adopted.

BACKGROUND

The Schedule of Council and Committee meetings for the period January to June 2015 has been reviewed and is presented for consideration by Council.

The following points are brought to Councillor's attention:

- All meetings have been pushed back a week in April to allow for workloads around the Easter public holidays.
- The Audit and Business Improvement, Resource Industry and South Rockhampton Flood Levee Advisory Committee meeting dates for this period have not been included in the meeting schedule.

SCHEDULE OF MEETINGS - JANUARY TO JUNE 2015

Proposed Schedule of Meetings January - June 2015

Meeting Date: 21 October 2014

Attachment No: 1

**SCHEDULE OF COUNCIL AND COMMITTEE MEETINGS
JANUARY TO JUNE 2015**

JANUARY 2015

MONDAY		TUESDAY			WEDNESDAY				THURSDAY		FRIDAY		
29 DEC		30 DEC				31 DEC				1 JAN	NEW YEAR'S DAY	2 JAN	
5 JAN		6 JAN				7 JAN				8 JAN		9 JAN	
12 JAN		13 JAN				14 JAN				15 JAN		16 JAN	
19 JAN		20 JAN				21 JAN				22 JAN		23 JAN	
26 JAN	AUSTRALIA DAY	27 JAN	Council (9am)	Planning & Development (1:30pm)		28 JAN				29 JAN		30 JAN	

FEBRUARY 2015

MONDAY		TUESDAY			WEDNESDAY				THURSDAY		FRIDAY		
2 FEB		3 FEB	Parks & Recreation (9am)	Communities (12:30pm)	Health & Compliance (3pm)	4 FEB	Business Enterprise (9am)	Water (12:30pm)	Infrastructure (3pm)	5 FEB		6 FEB	
9 FEB		10 FEB	Council (9am)	Planning & Development (1:30pm)		11 FEB				12 FEB		13 FEB	
16 FEB		17 FEB				18 FEB				19 FEB		20 FEB	
23 FEB		24 FEB	Performance & Service (9am)	Planning & Development (1:30pm)		25 FEB				26 FEB		27 FEB	

MARCH 2015

MONDAY		TUESDAY			WEDNESDAY				THURSDAY		FRIDAY		
2 MARCH		3 MARCH	Parks & Recreation (9am)	Communities (12:30pm)	Health & Compliance (3pm)	4 MARCH	Business Enterprise (9am)	Water (12:30pm)	Infrastructure (3pm)	5 MARCH		6 MARCH	
9 MARCH		10 MARCH	Council (9am)	Planning & Development (1:30pm)		11 MARCH				12 MARCH		13 MARCH	
16 MARCH		17 MARCH				18 MARCH				19 MARCH		20 MARCH	
23 MARCH		24 MARCH	Performance & Service (9am)	Planning & Development (1:30pm)		25 MARCH				26 MARCH		27 MARCH	

APRIL 2015

MONDAY		TUESDAY				WEDNESDAY				THURSDAY		FRIDAY	
30 MARCH		31 MARCH				1 APRIL				2 APRIL		3 APRIL	GOOD FRIDAY
6 APRIL	EASTER MONDAY	7 APRIL	Parks & Recreation (9am)	Communities (12:30pm)	Health & Compliance (3pm)	8 APRIL	Business Enterprise (9am)	Water (12:30pm)	Infrastructure (3pm)	9 APRIL		10 APRIL	
13 APRIL		14 APRIL	Council (9am)	Planning & Development (1:30pm)		15 APRIL				16 APRIL		17 APRIL	
20 APRIL		21 APRIL				22 APRIL				23 APRIL		24 APRIL	
27 APRIL		28 APRIL	Performance & Service (9am)	Planning & Development (1:30pm)		29 APRIL				30 APRIL		1 MAY	

MAY 2015

MONDAY		TUESDAY				WEDNESDAY				THURSDAY		FRIDAY	
4 MAY		5 MAY	Parks & Recreation (9am)	Communities (12:30pm)	Health & Compliance (3pm)	6 MAY	Business Enterprise (9am)	Water (12:30pm)	Infrastructure (3pm)	7 MAY		8 MAY	
11 MAY		10 MAY	Council (9am)	Planning & Development (1:30pm)		11 MAY				12 MAY		13 MAY	
18 MAY		17 MAY				18 MAY				19 MAY		20 MAY	
25 MAY		26 MAY	Performance & Service (9am)	Planning & Development (1:30pm)		27 MAY				28 MAY		29 MAY	

JUNE 2015

MONDAY		TUESDAY				WEDNESDAY				THURSDAY		FRIDAY	
1 JUNE		2 JUNE	Parks & Recreation (9am)	Communities (12:30pm)	Health & Compliance (3pm)	3 JUNE	Business Enterprise (9am)	Water (12:30pm)	Infrastructure (3pm)	4 JUNE		5 JUNE	
8 JUNE	QUEEN'S BDAY	9 JUNE	Council (9am)	Planning & Development (1:30pm)		10 JUNE				11 JUNE		12 JUNE	
15 JUNE		16 JUNE				17 JUNE				18 JUNE		19 JUNE	
22 JUNE		23 JUNE	Performance & Service (9am)	Planning & Development (1:30pm)		24 JUNE				25 JUNE		26 JUNE	
29 JUNE		30 JUNE				1 JULY				2 JULY		3 JULY	

8.2 DRAFT REFUND, EXEMPTION AND REDUCTION OF FEES AND CHARGES POLICY

File No:	5237
Attachments:	1. Refund, Exemption and Reduction of Fees and Charges Policy
Authorising Officer:	Evan Pardon - Chief Executive Officer
Author:	Ross Cheesman - General Manager Corporate Services

SUMMARY

This report seeks Council's endorsement of the new Refund, Exemption and Reduction of Fees and Charges policy and rescindment of existing superseded refund policies.

OFFICER'S RECOMMENDATION

THAT:

1. Council adopt the Refund, Exemption and Reduction of Fees and Charges policy as outlined within the report, and
2. The following superseded policies be rescinded and converted (if required) to procedures:
 - (a) Fees and Charges Refund Policy - Infrastructure Planning
 - (b) Fees and Charges Refund - Licensing Application Fees, Licence Fees Policy
 - (c) Fees and Charges Refund - Registration Cats and Dogs Policy

COMMENTARY

The attached proposed policy has been developed to apply a consistent process to the application of refunds and if endorsed, will supersede a number of Council's existing refund policy documents. The proposed policy, and current policies are considered to have a direct impact on the community and therefore has been classified as a 'Community Policy' in accordance with Council's *Policy Development, Implementation and Review Framework*.

The content of the proposed policy describes Council's position on the issue of fees and charges refunds/reductions/exemptions and is essentially a consolidation of a number of existing fees and charges refund policy documents detailed in Table 1 below.

Subsequently, these existing policies will be rescinded and, where necessary, converted to subordinate procedures that will describe the processes that must be followed to achieve the desired outcomes as stated in the new parent policy.

Table 1 – Existing Fees and Charges Refund Policy Document

Document Title	Department	Policy Owner
Fees and Charges Refund Policy - Infrastructure Planning	Regional Services	Russell Claus
Fees and Charges Refund - Licensing Application Fees, Licence Fees Policy	Community Services	Catherine Hayes
Fees and Charges Refund - Registration Cats and Dogs Policy	Community Services	Catherine Hayes

Please note that the policy documents detailed within Table 1 are not the only existing policy documents that relate to refunds, however due to the specific nature of some of the current policies (for example the *Rates and Other Charges - Refund and Adjustments Policy*) it was considered that the more specific refund policy documents be retained and excluded from the scope of the new consolidated policy.

Stakeholder Engagement

Policy Owners detailed within Table 1 as well as additional internal stakeholders have assisted with the development the new consolidated policy. The proposed policy attached to the report has also been endorsed by Council's Leadership Team.

Policy Implementation

Once endorsed, the new policy will be included on Council's external website and intranet and communicated internally to all staff via the weekly eBulletin.

CONCLUSION

The attached proposed policy has been carefully considered by internal stakeholders and endorsed by Council's Leadership Team and is therefore recommended for Council's approval.

DRAFT REFUND, EXEMPTION AND REDUCTION OF FEES AND CHARGES POLICY

Refund, Exemption and Reduction of Fees and Charges Policy

Meeting Date: 21 October 2014

Attachment No: 1



REFUND, EXEMPTION AND REDUCTION OF FEES AND CHARGES POLICY

(COMMUNITY POLICY)

1 Scope:

This policy applies to the refunds, exemption or reduction of Rockhampton Regional Council adopted fees and charges. This policy does not apply to requests received relating to levied rates and charges, or the refund of deposits.

2 Purpose:

To ensure a consistent and equitable approach to the management of the refund, exemption or reduction for Council's adopted fees and charges.

3 Related Documents:

Primary

Nil

Secondary

Local Government Act 2009

Local Government Regulation 2012

Complaint Lodgment Form

Complaint Management Policy

Delegations Corporate Register

Fees and Charges Refund Procedure – Dog Registration

Fees and Charges Refund Procedure – Licensing Application Fees, Licence Fees

Fees and Charges Schedule

Financial Delegations Policy

Payment Exception Authority Procedure

4 Definitions:

To assist in interpretation, the following definitions apply:

CEO	<i>Chief Executive Officer</i> A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Council	Rockhampton Regional Council
Employee	<i>Local government employee:</i> (a) the chief executive officer; or (b) a person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
Fees and Charges	Council fees and charges contained within the schedules adopted annually in accordance with <i>Local Government Regulation 2012</i>
Financial	A delegation allowing an employee to authorise/approve the expenditure or

Delegation	reimbursement of money within their approved budget. This delegation allows an employee with responsibility for a budget to manage that budget.
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5 Policy Statement:

Council's fees and charges are fixed annually by Council in accordance with the *Local Government Regulation 2012* and are usually not refundable.

Council may however consider refunding, exempting or reducing fees and charges in a consistent manner on a case-by-case basis, subject to certain conditions being met.

5.1 Council Identified Refund/Exemption/Reduction

If a fee or charge has been incorrectly applied by Council or invalidated by administrative or legislative change and an employee with relevant financial delegation deems that a refund/exemption/reduction is required, actions will be undertaken to rectify the error as soon as possible. Where necessary, the customer is contacted to advise the appropriate actions to be undertaken and to arrange for a refund to be processed if applicable.

5.2 Customer Request for Refund/Exemption/Reduction

Request for refunds, exemptions and or reductions are only considered following receipt of a customer's formal request in writing along with mandatory and supporting documentation. Council does not refund Environment and Public Health Licence fees for the sale of a business or surrender of licence.

The request must be lodged in accordance with the timeframes stipulated below.

5.2.1 Refund Timeframe

- Dog Registration – within the first 6 months of Council's registration period;
- Training Courses – within 48 hours prior to the event;
- Licence Application Fee - within 10 working days of the application being withdrawn; and
- For all other requests - within 10 working days of payment, or where sufficient evidence is provided to confirm that the request has been submitted as soon as reasonably practical.

5.2.2 Acknowledgement of Refund/Exemption/Reduction

Upon receipt of a formal written request and supporting/mandatory documentation, Council acknowledges the request in writing within 10 working days and advises of subsequent actions to be undertaken.

5.2.3 Consideration of request for Refund/Exemption/Reduction

Requests are reviewed taking into account the following considerations:

- A possible administration error has resulted in an incorrect fee or charge;
- The fee has been overpaid by the customer;

- Situation has changed where the fee or charge is no longer relevant;
- The fee has been paid for Council to perform a specific action and the required action has not been performed;
- The percentage of the refund stipulated in the fees and charges (if applicable); and
- If Council has already incurred any direct or indirect cost.

Further considerations relevant to the specific request may also apply in addition to those detailed above.

5.3 Approval Values

Refunds/exemptions/reductions to the value of not more than \$5,000 are approved by an employee with relevant financial delegation. Amounts greater than \$5,000 are to be referred to the relevant committee/Council for approval.

5.4 Request Approved

Following investigation, and once approval of the request is granted by an employee with relevant financial delegation, the customer will receive written confirmation, which includes the determined refund/reduction/exemption amount and any other relevant information. If necessary subsequent contact is made with the customer in order to process the refund in a timely manner.

5.5 Request Denied

Following investigation, if it is determined by an employee with relevant financial delegation that a request is denied the customer will receive a written response.

5.6 Dispute of Decision

If the request denial or the amount of refund/reduction/exemption is disputed the customer may lodge a complaint. Complaints are managed in accordance with the Complaint Management Policy.

6 Review Timelines:

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

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

7 Responsibilities:

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

EVAN PARDON
CHIEF EXECUTIVE OFFICER

9 STRATEGIC REPORTS

9.1 CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT

File No: 1392

Attachments:

1. Finance Monthly Report - September 2014
2. Workforce & Strategy Monthly Report - September 2014
3. Corporate & Technology Monthly Report - September 2014

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Ross Cheesman - General Manager Corporate Services

SUMMARY

The monthly operations report for the Corporate Services department as at 30 September 2014 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Monthly Operations Report as at 30 September 2014 be 'received'.

COMMENTARY

The General Manager's performance summary for each Section is provided below.

Finance

During the month of September the Finance Team completed the onsite visit of External Audit of the financial statements. Offsite work now continues for completion for the Annual Report. In conjunction with this the presentation to QTC for the Credit Review has been completed. The Roads Asset Management Plan will be considered by Infrastructure Committee this month.

Advice has been received from the Department of Natural Resources and Mines that it will be conducting a valuation of all rateable properties to take effect 30 June 2015.

Workforce & Strategy

Staff continue to work through the new Local Government Industry Award and the Certified Agreement. In addition staff prepare for the audit of Council's Workplace Health & Safety System by Local Government Workcare.

Corporate & Technology

September saw the completion of the first rating discount period for the financial year. Council's decision regarding the sale of the Music Bowl site has been enacted and officers from Facilities are coordinating the required condition assessment reports.

CONCLUSION

It is recommended that the monthly operations report for the Corporate Services department as at 30 September 2014 be received.

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT**

**Finance Monthly Report –
September 2014**

Meeting Date: 21 October 2014

Attachment No: 1

MONTHLY OPERATIONS REPORT
FINANCE SECTION
Period Ended SEPTEMBER 2014

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Planning for the Finance One Budget module and the Chart of Accounts review continues.

Improvements / Deterioration in Levels of Services or Cost Drivers

Audit of Draft Financial Statements near complete.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

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



**All Monthly Requests (Priority 3)
Finance 'Traffic Light' report
September 2014**

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and Incomplete)	Avg Completion Time (days) Q1
			Received	Completed								
Rates Enquiry	8	7	112	88	25	0	3	🟢 1.85	🟢 1.69	🟢 1.62	1.17	🟢 1.68

Comments & Additional Information

Nil	Activity increased from last month (77 received) due to issue of Rates Notices.
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2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	FIRST QUARTER		
	July	Aug	Sept
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 completed Hazard Inspections	1		

Risk Management Summary

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

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Lack of funds for capital works resulting in degradation of existing assets causing unusable assets and public liability claims	High 5	Enhanced capital expenditure reporting for monitoring purposes. Improved Asset Management and Financial Planning	31/12/14	10	Will continue to review LTFP with the Credit Review during August/Sept /Oct.
The use of inaccurate GIS data by external and internal users will lead to litigation and a lack of integrity for internal and external users.	Moderate 5	Continued review of integrity of existing data	30/06/14	15	Ongoing

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Audited Statement completed by end of October	31/10/14	90%	Draft statements presented to Audit Committee – Audit now in progress
Annual Budget adopted by 1 August	01/08/14	100%	Budget adopted in June
Asset Register must record its non-	30/06/15	25%	Ongoing

Legislative Compliance Matter	Due Date	% Completed	Comments
current physical assets			
A community financial report must be prepared for the Annual Report	30/10/14	50%	Awaiting finalisation of Financial Statements
A Local Government must have a Debt Policy, Investment Policy and a Revenue Policy	01/08/14	100%	Included with the Budget adoption
Trust Fund Management in accordance with the Local Government Regulation	30/06/15	25%	Ongoing
Monthly Financial report prepared for the monthly meeting of Council	30/08/14	100%	July report presented to August P&S
A Local Government must set an Asset Recognition threshold	30/06/15	50%	Amount set – no changes proposed

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

No capital projects are relevant to the Finance Section.

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

As at period ended September 2014 – 25% of year elapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Improve Information for Better Asset Management and Financial Planning	\$95,000	0	0	Majority of work will be from September through to December

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

Adopted/Operational Service Level Standards & Performance

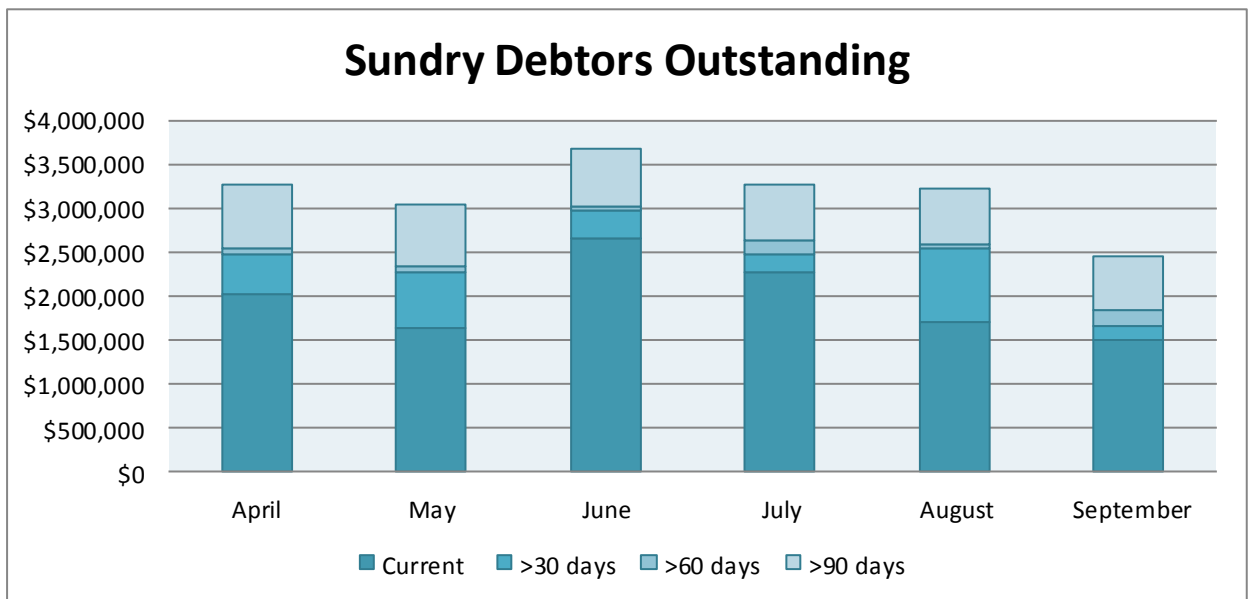
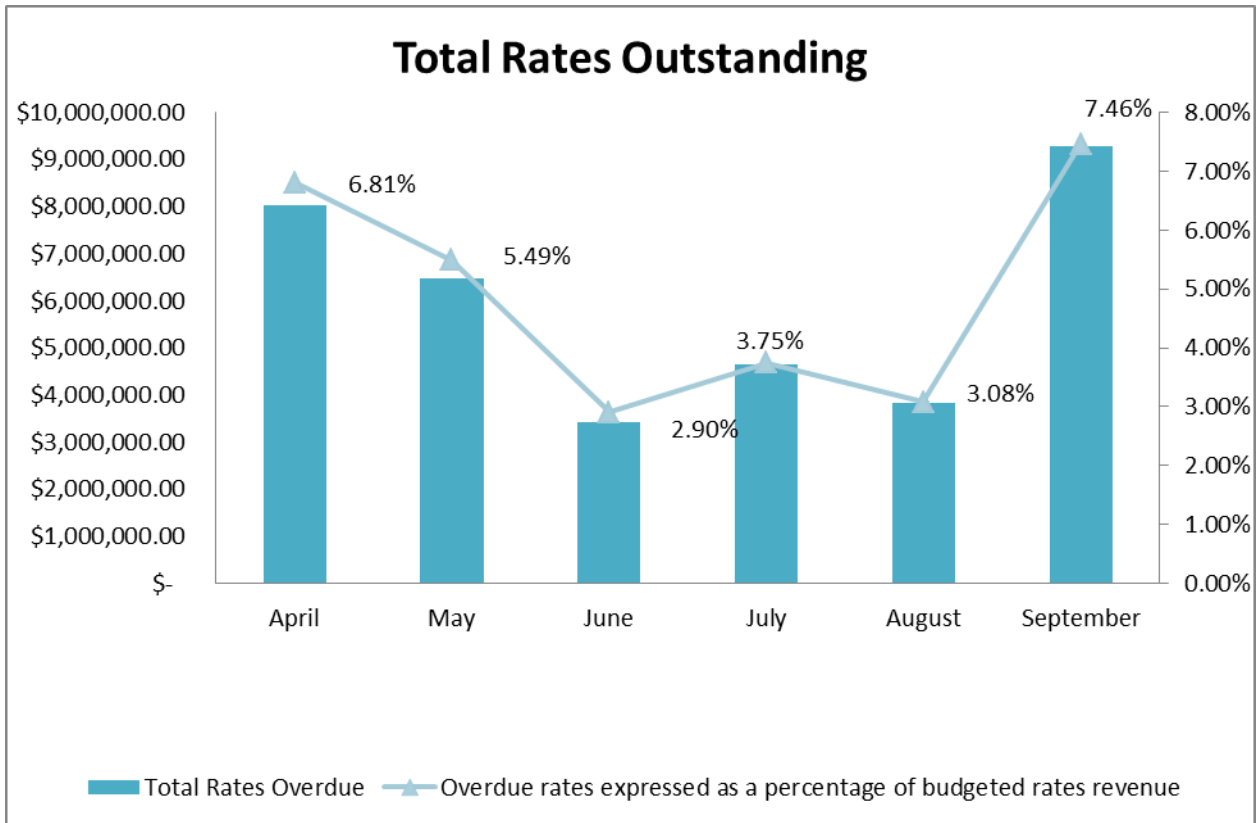
Service Level	Target	Current Performance
Levy rates within 1 week of predicted dates in revenue statement	100%	100%
Manage the recovery of unpaid rates and charges in accordance with the Revenue Management Policy, achieving an overdue balance of less than 6%	<6%	3.08% achieved in August

FINANCIAL MATTERS

As At End Of September

Report Run: 07-Oct-2014 08:58:55 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 25% of Year Gone
	\$	\$	\$	\$	\$		
FINANCE							
<i>Finance</i>							
Revenues	(95,000)	0	0	(3,282)	(3,282)	3%	✗
Expenses	766,333	0	94,606	139,814	234,420	31%	✗
Transfer / Overhead Allocation	0	0	0	31	31	0%	✗
Total Unit: Finance	671,333	0	94,606	136,563	231,169	34%	✗
<i>Business Administration</i>							
Expenses	0	0	0	65	65	0%	✗
Total Unit: Business Administration	0	0	0	65	65	0%	✗
<i>Accounting Services</i>							
Revenues	0	0	0	(942)	(942)	0%	✓
Expenses	1,152,937	0	0	235,872	235,872	20%	✓
Transfer / Overhead Allocation	12,750	0	0	1,760	1,760	14%	✓
Total Unit: Accounting Services	1,165,687	0	0	236,690	236,690	20%	✓
<i>Revenue & Treasury</i>							
Revenues	(357,060)	0	0	(131,602)	(131,602)	37%	✓
Expenses	1,712,304	0	66,381	397,873	464,254	27%	✗
Total Unit: Revenue & Treasury	1,355,244	0	66,381	266,270	332,652	25%	✓
<i>Financial Systems & Projects</i>							
Expenses	405,052	0	0	91,023	91,023	22%	✓
Transfer / Overhead Allocation	0	0	0	15	15	0%	✗
Total Unit: Financial Systems & Projects	405,052	0	0	91,038	91,038	22%	✓
<i>Asset Management</i>							
Revenues	(3,600)	0	0	(2,158)	(2,158)	60%	✓
Expenses	1,862,503	0	3,476	302,699	306,174	16%	✓
Transfer / Overhead Allocation	30,000	0	0	9,243	9,243	31%	✗
Total Unit: Asset Management	1,888,903	0	3,476	309,784	313,259	17%	✓
Total Section: FINANCE	5,486,220	0	164,463	1,040,409	1,204,872	22%	✓
Grand Total:	5,486,220	0	164,463	1,040,409	1,204,872	22%	✓



**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT**

**Workforce & Strategy Monthly Report -
September 2014**

Meeting Date: 21 October 2014

Attachment No: 2

MONTHLY OPERATIONS REPORT
WORKFORCE AND STRATEGY SECTION
Period Ended 30 September 2014

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil to report

Improvements / Deterioration in Levels of Services or Cost Drivers

Nil to report

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

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

	Incomplete Requests as at Start of Mth		Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (Days)	Avg Completion Time (days) Current Month	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q1
	Balance B/F	Completed in Current Mth	Received	Completed								
W&S Complaints Managements Process (NOT CSO USE)	0	0	6	2	4	0	30	8	5.97	6.94	5.97	7.83

COMMENTS

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

Safety Statistics

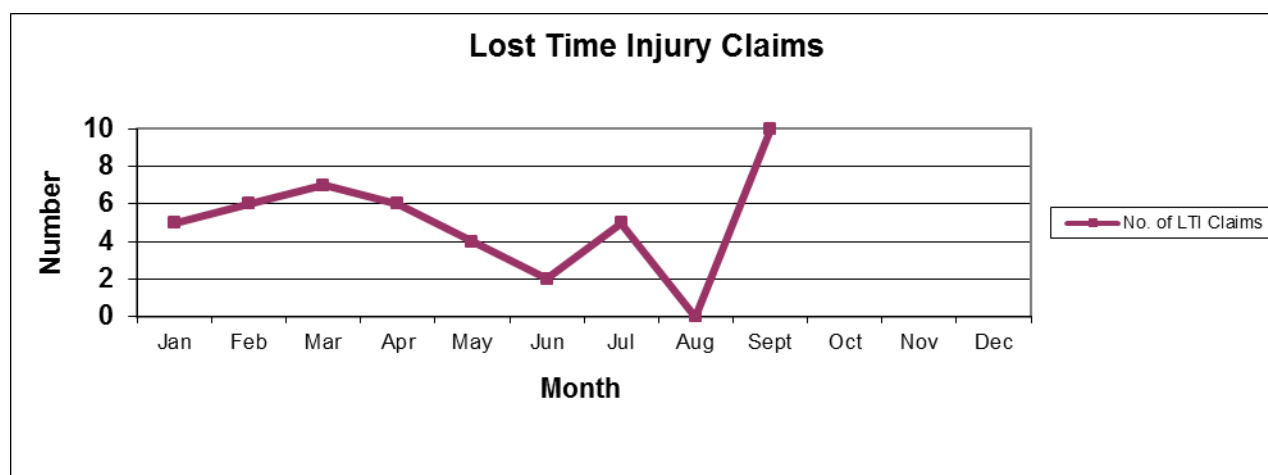
The safety statistics for Workforce & Strategy in the reporting period are:

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

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

	July	August	September
Number of Lost Time Injuries	5	0	10
Number of Days Lost Due to Injury	55	23	57
Total Number of Incidents Reported	23	16	31
Total number of Incomplete Hazard Inspections	14 (4 -September)		

The graph below displays the number of lost time injuries (LTI) claims lodged across Council. There was a total of ten lost time injury claims lodged for September 2014.



Risk Management Summary

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

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Comp	Comments
Corporate Risks					
A legislatively compliant SafePlan is not implemented, monitored and reviewed effectively, for the whole of council, its workers and contractors, to achieve the acceptable compliance level with annual WH&S audits resulting in: increased worker injuries, legislative breaches/legal action, reputational damage, reduced service levels, increased costs and non-compliance with a key council objective.	Low	<p>Ongoing annual audits will be conducted.</p> <p>Continuing to rectify the actions from the 2011 Workplace Health & Safety System Audit.</p> <p>Third Party Workplace Health & Safety system audit due in October 2014.</p> <p>Rectifications resulting from the Workplace Health & Safety system audit will be addressed and assessed in the annual internal audit of the Workplace Health & Safety systems.</p>	October 2014	90%	Audit will be conducted in November 2014
Section Risks					
Council's rehabilitation & injury management procedures cannot achieve lost time injury rate reductions, increasing injury claims & insurance premiums.	Low	Finalise development of the Leadership Training Program and complete 1st round of training.	Ongoing	100%	55 supervisory staff have completed training. Round 4 will commence on 14 October 2014.
Supervisory and managerial staff not having the skills and knowledge of Council's HR Policy and Procedures resulting in litigation, industrial disputes, poor	Moderate	Finalise PEP Project. (1) Policy Enhancement Project currently underway to ensure policy coverage while	30 June	100%	Project completed in early 2014.

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Comp	Comments
recruitment practices and outcomes, legislative breaches, inappropriate managerial action.		adopting contemporary best practice. Finalise development of the Leadership Training Program and complete 1st round of training.	31 May		55 supervisory staff have completed training. Round 4 will commence on 14 October 2014.
Council's payroll function fails to accurately record and process employee wages and entitlements resulting in an inability to pay employees on time and accurately, potential employee dissatisfaction, Industrial disputes, financial impacts and reputation damage.	Moderate	Multiskilling of Administration and HR staff	Ongoing	80%	Informal multiskilling program in place.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Prepare and adopt annual operational plan	27 June 2014	100%	Plan adopted at Special Council meeting 27 June 2014 and has been uploaded on Council's internal and external websites.
Quarterly written assessment of progress towards implanting the current annual operational plan	25 November 2014	0%	Templates for the 2014/15 Q1 review will be issued on 1 October. Results will be presented to Performance and Services Committee 25 November 2014.
Report on the results of the annual implementation of the annual operational plan	26 August 2014	100%	The results are included with the Q4 review results in a single report to Performance and Services Committee 29 July 2014.
Update of Workplace Health & Safety documents to meet the new legislative requirements	31 December 2014	90%	Documents continue to be updated so that Council remains compliant
Report breaches of the Workplace Health & Safety Act and Regulation as necessary to the division within specified legislative	As soon as practicable	100%	Council has been compliant in this regard for the current reporting

Legislative Compliance Matter	Due Date	% Completed	Comments
timeframes			period
Workplace Health and Safety Audit	November 2014	0%	LGW have been booked to conduct the audit in November 2014
Rectification Action Plan	As soon as practicable	95%	Continuing to rectify the actions from the 2011 Workplace Health & Safety System Audit.
WHS Infringement Notices issued to Council are remedied within required timeframes	As per notice	100%	No current notices to report
Performance Reviews	Various		All performance reviews for the period July 2013 to June 2014 were due to Workforce & Strategy 29 August 2014. 52 out of 491 performance reviews are yet to be completed.
Outdated employee immunisations, tickets, and/or licenses	Various	-	As at 30 September 2014 Council records indicate that 366 employees are still to complete immunisations deemed necessary for their roles. 147 Employees are required to provide proof of renewal of their license/tickets.
Outdated legislative compliance mandatory training and/or qualifications	Various	-	As at 30 September 2014 Council records indicate the following overdue or outdated cases: <ul style="list-style-type: none"> - 41 Fire & Evac - 441 Cracking the Code - 4 Confined Space - 10 CPR - 6 Safe Working Near Exposed Live Parts - 1 Self-Contained Breathing Apparatus - 17 Traffic Management - 20 Power of Entry

Legislative Compliance Matter	Due Date	% Completed	Comments
			<ul style="list-style-type: none"> - 6 Apply First Aid - Initial/Refresher - 5 Low Voltage Switchboard Rescue & CPR Refresher - 1 Chainsaw Level 2

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

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

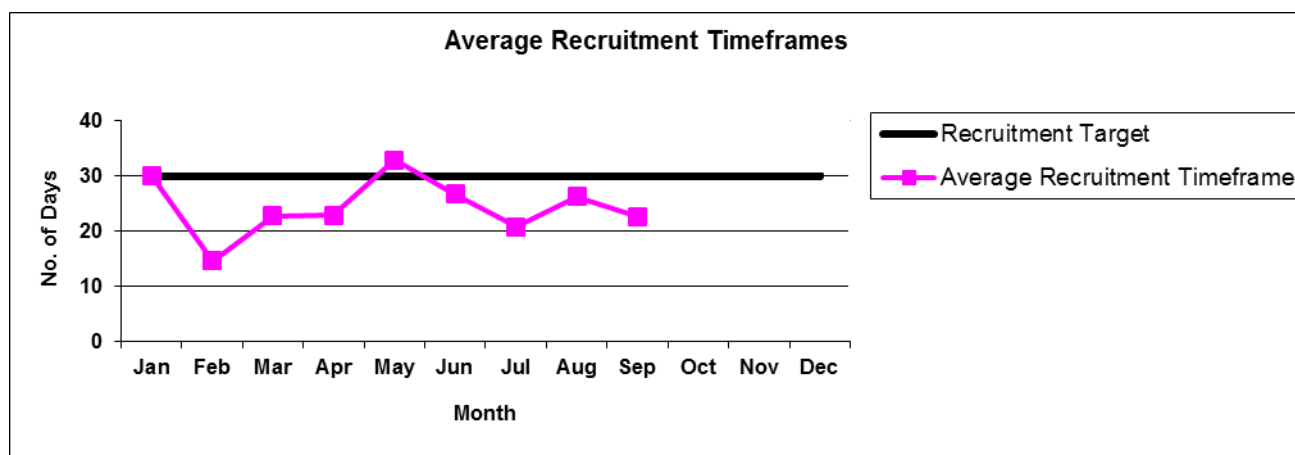
4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

As at period ended September 2014 – 25% of year elapsed.

Project	Explanation
Award Modernisation	The QIRC has arbitrated and released the new Local Government Industry Award - State 2014. The new award does not come into effect until RRC has a new certified agreement. Communications have commenced with all staff on these changes and will continue to do so.
Certified Agreement Negotiations	The Notice of Intent will be issued to the unions on 17 October to initiate the bargaining process. Members of the JCC have been advised of this intent and the proposed negotiating schedule.
WHS Management System	Assessments of available systems have been undertaken and quotes received from providers. A suitable system has been identified and is at the purchase stage.
Infringement Notice Policy documents	Policy has been finalised and was presented to Performance & Service Committee 26 August 14. Subordinate documents to this policy will be the Infringement Notice Administration Procedure, and an Enforcement Strategy. Both of these subordinate documents are yet to be finalised by the relevant units.

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

Service Delivery Standard	Target	Current Month's Performance
Recruitment positions finalised within 30 working days (refer Graph 1 below)	100%	91%
Policies reviewed within 10 working days	100%	95%
Acknowledge job applications within 2 working days of the advertising close date. (as per policy/procedure)	100%	100%
Employee pays processed and paid within 3 working days after the period end date	100%	100%
Payroll accuracy	100%	99.88%
Hazard Inspections completed as per the adopted Matrix	100%	100%



Establishment

Establishment	1 Jan 14	August 14	September 14
	FTE Positions	FTE Positions	FTE Positions
Workforce & Strategy	30.05	30.27	32.44
Council	838.9	831.69	835.86

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

Changes to Workforce & Strategy Establishment

- 1 x Safety Trainee position created – Workforce and Strategy
- 1 x Business Administration Trainee positions created – Workforce and Strategy (please note that this position has since been withdrawn and will be removed from the establishment in the October report)
- Increase to FTE hours of Corporate Strategy and Policy Officer – Workforce and Strategy. Hours increased from 30 to 36.25 per week.

The FTE positions of 835.86 as at September 2014 includes the following apprentices and trainees across Council:

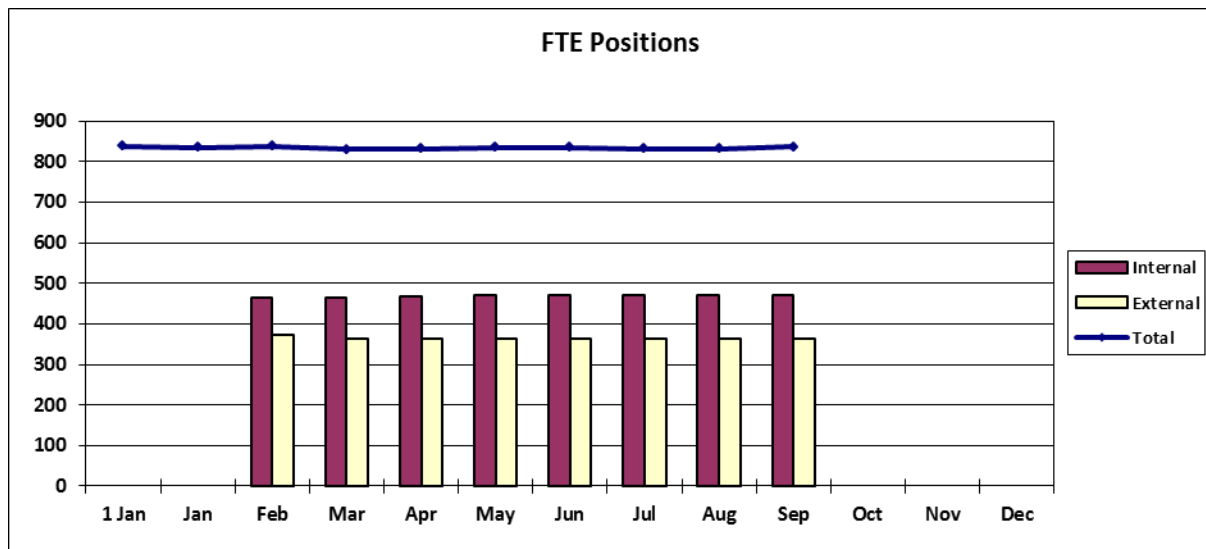
Apprentices	Trainees
15	11

Changes to Council Establishment

- 2 x Apprentice Gardener positions created – Parks Section
- 1 x Business Administration Trainee positions created – Workforce and Strategy
(please note that this position has since been withdrawn and will be removed from the establishment in the October report)
- 1 x Safety Trainee position created – Workforce and Strategy
- 1 x Asset Capitalisation Officer position created – Finance
- 1 x Customer Service Officer position abolished (maternity relief position) – Corporate & Technology
- Increase to FTE hours of Corporate Strategy and Policy Officer – Workforce and Strategy. Hours increased from 30 to 36.25 per week.

FTE Positions (excluding Casuals & including Vacant Positions)

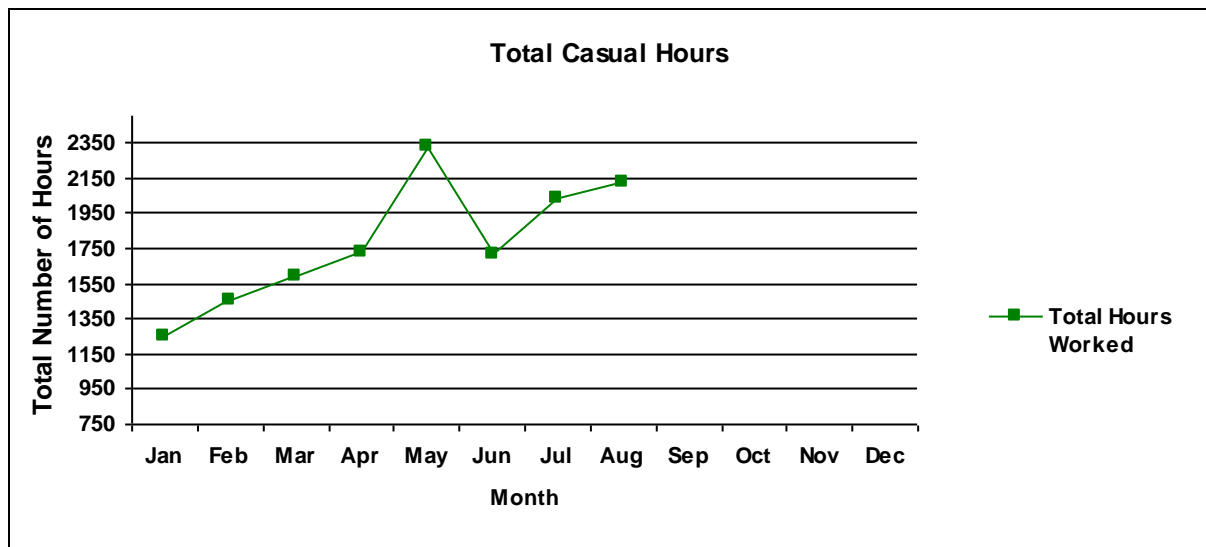
The following graph shows approved full time equivalent positions. These figures include vacant positions but exclude casuals. The percentage split is 56% internal and 44% external.



Casual Hours – September 2014

There are currently a total of 56 casuals actively employed by Council of which 44 were engaged during the reporting period. The engaged casual employees collectively have worked the total number of 2130.58 hours.

The September data was not available at the time of this report being compiled due to the timing of the pay runs throughout the month of September.



6. FINANCIAL MATTERS

Financial performance as expected for reporting period.

WORKFORCE & STRATEGY

	Budget	Budget	Actual	Variance	On target
	\$	\$	\$	%	25% of Year Gone
<i>Workforce & Strategy</i>					
Expenses	328,610	0	75,141	23%	✓
Total Unit: Workforce & Strategy	328,610	0	75,141	23%	✓
<i>Corporate Improvement & Strategy</i>					
Revenues	(3,500)	0	(942)	27%	✓
Expenses	477,643	0	101,710	21%	✓
Transfer / Overhead Allocation	13,500	0	2,459	18%	✓
Total Unit: Corporate Improvement & Strategy	487,643	0	103,226	21%	✓
<i>Human Resources</i>					
Expenses	1,712,914	0	336,119	20%	✓
Transfer / Overhead Allocation	8,700	0	5,032	58%	✗
Total Unit: Human Resources	1,721,614	0	341,151	20%	✓
<i>Safety & Training</i>					
Revenues	(37,000)	0	(21,867)	59%	✓
Expenses	1,221,316	0	313,624	26%	✗
Transfer / Overhead Allocation	65,000	0	12,875	20%	✓
Total Unit: Safety & Training	1,249,316	0	304,631	24%	✓
Total Section: WORKFORCE & STRATEGY	3,787,183	0	824,149	22%	✓
Grand Total:	3,787,183	0	824,149	22%	✓

CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT

Corporate & Technology Monthly Report - September 2014

Meeting Date: 21 October 2014

Attachment No: 3

MONTHLY OPERATIONS REPORT
CORPORATE & TECHNOLOGY SECTION
Period Ended September 2014

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

One new application was received under the Right to Information Act, one was completed, leaving two outstanding applications. All applications were completed within legislated timeframes. No documents were released administratively this month and one external review was received. There are now three external reviews outstanding. All current applications are progressing in accordance with legislative timeframes.

Snapshot of Customer Service Operations for the Month

Customer Service for the month of September has been busy primarily with Rates being due at the beginning of the month and then the Local Laws Animal Inspections (this has caused a peak in registrations again) along with all the standard requirements. Some interesting statistical information that adds to the overall picture of the Customer Service team: 87% of callers spoke to a CSO rather than selecting a callback or abandoning the call, 69% of calls were answered in 45 sec, 93% of face to face interactions were handled under 5 mins, we processed 642 email enquiries, 194 QGAP transactions and 129 Rate Searches. A total of 31 new bookings were received, and the community halls were used 122 times in September.

Innovations

Nil to report

Improvements / Deterioration in Levels of Services or Cost Drivers

Nil to report

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for September 2014 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Request		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q1
			Received	Completed								
Accounts Payable Enquiry	0	0	0	0	0	0	2	● 0.00	● 1.75	● 1.20	0.55	● 0.00
Bookings Enquiry	0	0	5	2	3	0	3	● 0.50	● 2.48	● 2.25	1.49	● 2.25
Insurance: Mower / Slasher / Whipper / Snipper	5	3	1	0	3	0	90	● 0.00	● 25.38	● 31.46	23.94	● 21.33
Insurance: Personal Accident / Injury	26	2	7	0	31	6	120	● 0.00	● 0.00	● 0.00	95.55	● 0.00
Insurance: Public Liability / Property Damage Public Property	5	1	6	3	7	0	90	● 3.67	● 11.21	● 12.01	15.24	● 2.22
Leased Premises - General Enquiry	2	1	1	1	1	0	5	● 0.00	1.69	● 6.13	3.63	● 2.75
Rates Searches	12	12	143	128	15	0	3	● 1.58	● 1.57	● 1.61	1.47	● 1.77

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

Safety Statistics

The safety statistics for the reporting period are:

	FIRST QUARTER		
	July	Aug	Sep
Number of Lost Time Injuries	0	0	1
Number of Days Lost Due to Injury	0	0	2
Total Number of Incidents Reported	1	2	3
Number of Incomplete Hazard Inspections	0	0	0

Risk Management Summary

Section Risk Register (excludes risks accepted/ALARP)

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Corporate Recordkeeping software (ECM) doesn't meet strategic records management requirements in relation to systematic electronic records archival and disposal resulting in failure to dispose/archive eRecords.	High	The Records Archiving, Retention and Disposal (RARRD) project commenced in 2012 to develop a corporate solution to cover eRecords (including more effective hardcopy disposal recording).	TBA	30%	Currently on hold due to higher project priorities. ECM upgrade may include functionality to better facilitate the archive and disposal functions for electronic records.
Failure to have an efficient and effective Enterprise Risk Management system integrated and embedded through the whole of Council resulting in ineffective decision making having strategic, financial, legal, compliance, safety and service delivery impacts.	High	Implement the Enterprise Risk Management Framework to cater for a consistent approach to risk management throughout the organisation.	Dec 14	85%	Section Registers adopted Sep 14 Corporate Risk Register on schedule for adoption Dec 14
Operational degradation or failure of Council's Two-way radio communications system resulting in failed regional communications for daily operations and emergency disaster management.	High	Commence planning and implement a replacement RRC regional two-way radio communications system. Two stage plan-1. Replace the Rockhampton City Two-way system. 2. Integrated regional solution taking in the Gracemere infrastructure.	TBD	5%	Currently assessing available solutions leading to system design.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
A local government must review its procurement policy annually.	30/06/15	0%	To be completed annually in June.

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

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
CAPITAL WORKS PROGRAM					
FLEET (CP440)					
Fleet Asset Renewal Program	1/07/2014	30/06/2015	Ongoing	\$5,887,500	\$2,165,229
Comment: YTD represents 37% of budget expenditure and is made up of actuals and committals. Budget includes 2013/14 carryover budget.					
INFORMATION TECHNOLOGY (CP230)					
IT Asset Renewal & Upgrade Program	1/07/2014	30/06/2015	Ongoing	\$1,664,059	\$794,387
Comment: YTD represents 48% of budget expenditure and includes committals. Budget includes 2013/14 carryover budget.					
BUSINESS SUPPORT & DEVELOPMENT (CP630)					
Property Sales	1/07/2014	30/06/2015	Ongoing	-\$1,360,838	-\$914,982
Comment:					

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

As at period ended September – 25% of year elapsed.

Project	2014/15 Budget	Actual (incl. committals)	% budget expended	Explanation
Customer Service After Hours Operation	\$65,000	\$12,845	20%	Propel after hours call centre service.

Project	Project Start Date	Project Completion Date	% Completed	Comments
Implementation of OIC RTI / IP Review Recommendations.	April 2014	June 2015	67%	5 of 14 recommendations implemented, with 5 partially completed and 4 remaining underway.
Review of Councils Contract Manual (Supply Chain Website).	June 2014	June 2015	10%	Post de-amalgamation review and update.
Information and Communication Technology Strategic Plan 2015-20 development.	July 2014	Dec 2014	50%	ICT Plan to include IT Mobility, eServices and Corporate System Consolidation.

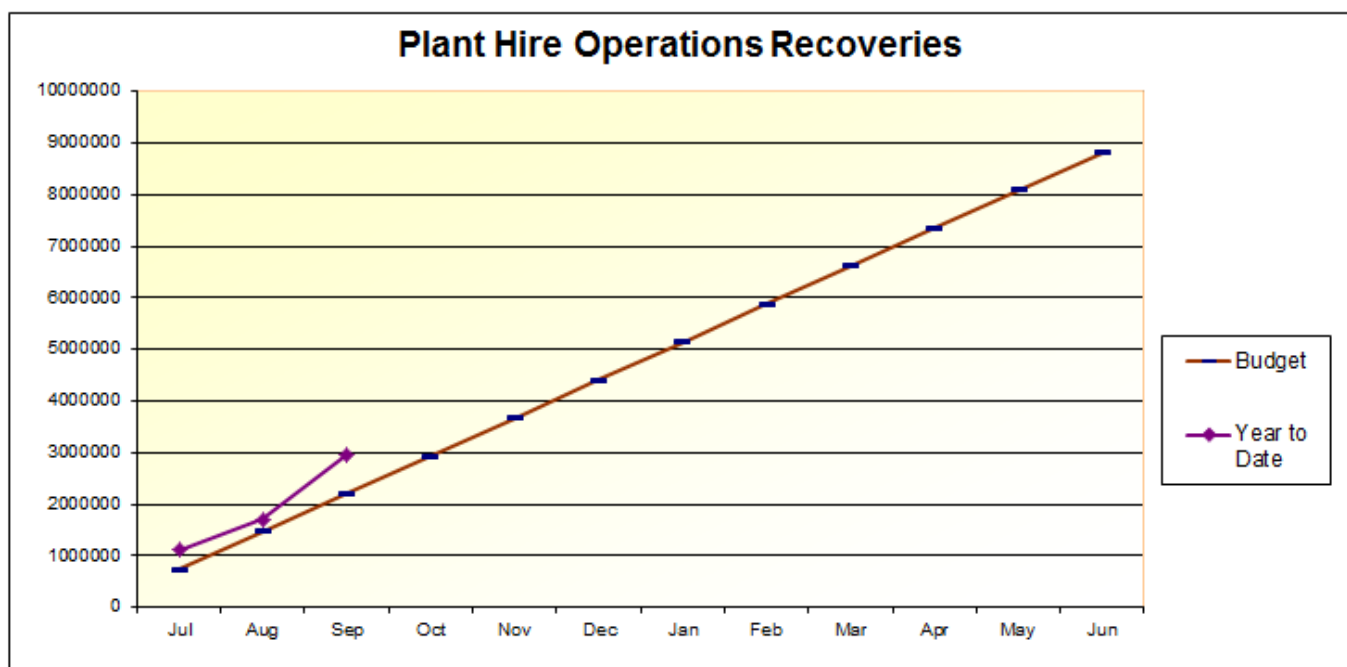
5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Service Delivery Standard	Target	Current Performance
IT support services provided within service levels outlined in the IT Service Catalogue.	95%	95%
Ensure availability of system up-time during core business hours (excluding planned outages).	99%	100%
Maintain the ratio of customer queries satisfied by Customer Service Officers, without referral to departments.	80%	83%
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	69%
Process records on the day of receipt as per Recordkeeping Charter.	95%	100%
Process Right to Information/Information Privacy (RTI/IP) applications within legislative timeframes.	100%	100%
Manage centralised tendering and contracting functions in accordance with legislative requirements and Council policy.	100%	100%
Ensure supplier payments are made within stated trading terms.	90%	92%
Ensure staff purchasing activity is compliant with legislation and policy.	100%	100%
Ensure top 100 suppliers by dollar value under formal purchasing agreements (contracts).	90%	94%

Service Delivery Standard	Target	Current Performance
Maximise Council property occupancy rates.	98%	100%
Ensure tenanted properties in any month, have current lease agreements and public liability insurance.	80%	85%
Process insurance claims within procedural timeframes.	100%	100%
Maintenance of the risk monitoring and reporting regime by providing a quarterly risk report to the Council and Leadership Team on all current high and very high risks assessed as not ALARP (unacceptable).	100%	100%

Fleet Services

Ensure internal plant hire operations deliver budgeted net surplus.



Plant Hire Operations Budget (Surplus)	\$ 8,823,500
Year to Date (Surplus)	\$ 2,973,508

Procurement & Logistics

Contracts Awarded for September: Qty 12

11102 - ITQ Supply and Delivery of First Aid Requirements - CQ First Aid Supplies - Schedule of Rates
11190 - Construction of New Shed Located at 4 Cambridge Street, Rockhampton - Sheds of Steel - \$144,184
11244 - Employment Functional Screening Services - Advanced Personnel Management & Kinnect Pty Ltd - Schedule of Rates
11271 - South Rockhampton Sewage Treatment Plant Process Upgrade - Intalect - \$264,246
11272 - ITQ Supply & Delivery of Park Equipment to Kershaw Gardens - Landmark Products - \$36,217 (item 1 awarded only)
11286 - Bitumen Reseal Program 2014-2015 - Boral Resources - Schedule of Rates (approx. \$1M)
11293 - South Rockhampton Sewage Treatment Plant Aeration Upgrade - Hydroflux Huber - \$139,587
11299 - Manufacture, Testing and Delivery of Drainage Pipes - Humes & CM Concrete Products - Schedule of Rates
11300 - Slurry Seal Program 2014-2015 - Downer EDI Works - Schedule of Rates (approx. \$2M)
11304 - ITQ Replacement of Switchboard at Rockhampton Showgrounds - Rocky Industrial Controls - \$33,407
11325 - ITQ Central Playground Masterplan Design at the Kershaw Gardens - BEAT Architects - \$4,400
11330 - ITQ Hydraulic Design for the Sewer Pump Station and Rising Main at Kershaw Gardens - GHD Pty Ltd - \$7,550

Customer Requests Completed Monthly & Top 5 Customer Requests													
	January	February	March	April	May	June	July	August	September	October	November	December	
Requests Logged	5133	6054	5898	3678	3540	3028	3733	3517	3667				
Same month Completed	4372	4994	5092	2751	2792	2450	3077	2830	2969				
% completed same month	85%	82%	86%	75%	79%	80%	82%	80%	81%				
Completed Total for Month	5077	5590	6060	3486	3858	3037	3925	3422	3383				
Total Pending	2218	2205	1999	2464	2073	2027	1627	1723	1919				
Top 5 Requests for Month	W/Leak D/Plan MISJJR W/Animal Bin RRC	O/Grown D/Plan Potholes W/Leak CDec	D/Planner T/Trim W/Leak W/Animal CDec	Mossies W/Animal Rates Inf Enq Cdec	D/Planner W/Leak T/Trim COA Bin RRC	D/Planner W/Animal W/ Leak Meter Mtce Facilities Mgt	Inf Enq W/Animal D/Plan Cdec W/Leak	Inf Enq D/Planner W/Animal T/Trim W/Leak	Meter Mtce D/Planner C/Dec Park Gen W/Leak				

Total uncompleted customer requests up to 3 months old:	1425
Total uncompleted customer requests between 3 to 6 months old:	212
Total uncompleted customer requests greater than 6 months old:	282

Conquest Work Order & Investigation Long Term up to 3 months old:	543
Conquest Work Order & Investigation Long Term between 3 to 6 months old:	121
Conquest Work Order & Investigation Long Term greater than 6 months old:	166

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

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

Investigation Long Term: Requested task, action or complaint assigned to internal or external investigation, may include, but not limited to: Insurance, Planning, Legal, Civil or Domestic matter

Key:	Park Gen - Parks General	Inf Enq - Infringement Enquiry - Local Laws	W/Animal - Wandering Animal
	D/Plan - Duty Planner	T/Trim - Tree Trim	W/Leak - Water Leak
	Bin RRC - Replace Bin RRC	Meter Mtce - Meter Maintaince	C/Dec - Commissioner of Declarations

FINANCIAL MATTERS

Operational Budget Status for month ending September 2014

	Adopted Budget	EOM Commitments	YTD Actual	Commit + Actual	Var	On target 25% of Year Gone
	\$	\$	\$	\$	%	
CORPORATE AND TECHNOLOGY						
<i>IT Services</i>						
Revenues	(100,658)	0	(5,214)	(5,214)	5%	✗
Expenses	5,124,996	515,205	1,620,406	2,135,611	42%	✗
Transfer / Overhead Allocation	21,525	0	5,925	5,925	28%	✗
Total Unit: IT Services	5,045,863	515,205	1,621,116	2,136,322	42%	✗
<i>Coordinator - Technology Infra</i>						
Expenses	195,261	0	30,143	30,143	15%	✓
Transfer / Overhead Allocation	0	0	(2,386)	(2,386)	0%	✓
Total Unit: Coordinator - Technology Infra	195,261	0	27,756	27,756	14%	✓
<i>Records Management</i>						
Revenues	(12,000)	0	(2,808)	(2,808)	23%	✗
Expenses	720,387	101	186,786	186,887	26%	✗
Transfer / Overhead Allocation	0	0	16	16	0%	✗
Total Unit: Records Management	708,387	101	183,993	184,095	26%	✗
<i>Property & Insurance</i>						
Revenues	(599,041)	0	(173,637)	(173,637)	29%	✓
Expenses	2,609,865	25,465	1,856,201	1,881,666	72%	✗
Transfer / Overhead Allocation	9,738	0	2,306	2,306	24%	✓
Total Unit: Property & Insurance	2,020,562	25,465	1,684,870	1,710,335	85%	✗
<i>Fleet Services</i>						
Revenues	(252,000)	455	(62,765)	(62,311)	25%	✗
Expenses	13,396,080	755,348	3,670,982	4,426,329	33%	✗
Transfer / Overhead Allocation	(16,562,000)	0	(4,776,206)	(4,776,206)	29%	✓
Total Unit: Fleet Services	(3,417,920)	755,802	(1,167,989)	(412,187)	12%	✗
<i>Corporate & Technology</i>						
Expenses	665,201	40,341	136,583	176,925	27%	✗
Transfer / Overhead Allocation	0	0	750	750	0%	✗
Total Unit: Corporate & Technology	665,201	40,341	137,333	177,675	27%	✗
<i>Procurement & Logistics</i>						
Revenues	(850)	455	0	455	-53%	✗
Expenses	1,429,848	1,103	330,269	331,371	23%	✓
Transfer / Overhead Allocation	35,086	0	7,275	7,275	21%	✓
Total Unit: Procurement & Logistics	1,464,084	1,557	337,544	339,101	23%	✓
<i>Customer Service</i>						
Revenues	(262,000)	0	(57,637)	(57,637)	22%	✗
Expenses	1,719,530	633	375,157	375,790	22%	✓
Transfer / Overhead Allocation	0	0	228	228	0%	✗
Total Unit: Customer Service	1,457,530	633	317,748	318,381	22%	✓
Total Section: CORPORATE AND TECHNOLOGY	8,138,968	1,339,105	3,142,372	4,481,477	55%	✗

9.2 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 30 SEPTEMBER 2014

File No:	8148
Attachments:	1. Income Statement - September 2014 2. Key Indicator Graphs - September 2014
Authorising Officer:	Ross Cheesman - General Manager Corporate Services
Author:	Alicia Cutler - Manager Finance

SUMMARY

The Manager Finance presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 30 September 2014.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the Period ended 30 September 2014 be 'received'.

COMMENTARY

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

1. Income Statement (Actuals and Budget for the period 1st July 2014 to 30 September 2014), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

Council should note in reading this report that normally after the completion of the first three months of the financial year, operational results should be approximately 25% of budget. All percentages for operational revenue and operational expenditure are measured against the adopted budget.

The percentages reported for capital revenue and capital expenditure are measured against the adopted budget with carryovers i.e. including carry-over capital budgets from 2013/14. The net carry over Capital budget is \$14.6M, comprising carry over expenditure budgets totalling \$19.2M less carry over revenue budgets totalling \$4.6M.

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

Total Operating Revenue is reported at 38%. Key components of this result are:

- Net Rates and Utility Charges are at 44% of budget. This positive variance is due to General Rates and Utility Charges for the six months ending 31 December 2014 having been processed in full.
- Private and Recoverable Works are behind budget at 20%. This is mostly due to the normal catch-up period between work completed and the billing cycle.
- Grants, Subsidies and Contributions are ahead of budget at 32%. The quarterly Financial Assistance Grant payment was received in August.
- Interest Revenue is ahead of budget at 32%. 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.

Total Operating Expenditure is reported at 26%. Key components of this result are:

- Contractors and Consultants expenditure is ahead of budget at 35%. This is due to committed expenditure, as actual expenditure is only 14.5% of budget.
 - Asset Operational Expenditure is ahead of budget at 35%. This is due to Council having already paid annual insurance premiums including, amongst others, Public Liability and Motor Vehicle premiums.
 - Administrative Expenses are ahead of budget at 46%. This account group is also significantly impacted by committed expenditure, as actual expenditure is in line with
-

budget at 23.7%. Council has also paid a number of annual Information Technology software licenses.

- Finance Costs are in line with budget following the first quarterly repayment on Council's loan portfolio held with the Queensland Treasury Corporation.
- Other Expenses are ahead of budget at 34%. This is mostly due to Council having paid annual LGAQ membership as well as the first instalment to Capricorn Tourism and Economic Development.

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

Total Capital Income is at 10% of budget. Receipt of Capital Income is anticipated to increase in coming months with Natural Disaster, GIA and Southside Pool funding as well as proceeds from asset sales.

Total Capital Expenditure is at 36% of budget with committals, or approximately 15% of budget without committals.

Total Investments are approximately \$104.4M as at 30 September 2014 which should be the peak for RRC for 2014/15. Total Investments have increased from the \$83.0M reported in August 2014. This is mostly due to the cash inflows from the General Rates and Utility Charges levy, for the six months ending 31st December 2014, during September.

Total Loans are \$154.4M as at 30 September 2014.

CONCLUSION

Operational Income is ahead of budget mainly due to the levying of the General Rates and Utility Charges for the six months ending 31st December 2014. Operational Expenditure is in line with budget at 26%, including committals.


Capital Revenue is behind budget at 10% and Capital Expenditure excluding committed expenditure is currently at 15% of budget. This is partly attributable to the carry-over capital addition to budget. The capital budget for 2014/15 will be reviewed following October's results in terms of capacity, affordability and equity between financial years.

**SUMMARY BUDGET MANAGEMENT
REPORT FOR THE PERIOD ENDED
30 SEPTEMBER 2014**

Income Statement - September 2014

Meeting Date: 21 October 2014

Attachment No: 1



Income Statement
For Period July 2014 to September 2014
25% of Year Gone

	Adopted Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Adopted Budget	
	\$	\$	\$	\$		
OPERATING					01 03	
Revenues						
Net rates and utility charges	(124,312,081)	(55,029,481)	0	(55,029,481)	44%	
Fees and Charges	(28,728,960)	(6,853,456)	4,588	(6,848,868)	24%	
Private and recoverable works	(7,977,114)	(1,561,045)	0	(1,561,045)	20%	
Rent/Lease Revenue	(2,973,053)	(736,364)	0	(736,364)	25%	
Grants Subsidies & Contributions	(14,798,353)	(4,670,709)	223	(4,670,486)	32%	
Interest revenue	(2,588,470)	(820,623)	0	(820,623)	32%	
Other Income	(3,960,139)	(1,054,500)	0	(1,054,500)	27%	
Total Revenues	(185,338,169)	(70,726,177)	4,811	(70,721,366)	38%	
Expenses						
Employee Costs	70,866,820	15,635,808	223,682	15,859,490	22%	
Contractors & Consultants	15,759,452	2,291,624	3,182,653	5,474,277	35%	
Materials & Plant	18,730,644	2,407,880	1,029,080	3,436,960	18%	
Asset Operational	19,139,029	5,586,620	1,187,774	6,774,394	35%	
Administrative Expenses	10,568,893	2,502,384	2,335,674	4,838,059	46%	
Depreciation	44,437,366	11,109,342	0	11,109,342	25%	
Finance costs	10,063,252	2,286,644	0	2,286,644	23%	
Other Expenses	1,480,408	448,686	52,078	500,763	34%	
Total Expenses	191,045,863	42,268,987	8,010,940	50,279,928	26%	
Transfer / Overhead Allocation						
Transfer/Overhead Allocation	(10,352,252)	(2,592,876)	1,416	(2,591,459)	25%	
Total Transfer / Overhead Allocation	(10,352,252)	(2,592,876)	1,416	(2,591,459)	25%	
TOTAL OPERATING POSITION (SURPLUS)/DEFICIT	(4,644,557)	(31,050,066)	8,017,167	(23,032,898)	496%	
CAPITAL						
	Adopted Budget	August Revised (Inc Carry Forward)	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Revised Budget
Total Developers Contributions Received	(3,600,000)	(3,600,000)	(729,609)	0	(729,609)	20%
Total Capital Grants and Subsidies Received	(6,344,000)	(10,897,134)	(426,345)	0	(426,345)	4%
Total Proceeds from Sale of Assets	(6,575,000)	(6,581,455)	(925,000)	0	(925,000)	14%
Total Capital Income	(16,519,000)	(21,078,589)	(2,080,954)	0	(2,080,954)	10%
Total Capital Expenditure	80,462,491	99,636,904	14,973,767	21,251,935	36,225,702	36%
Net Capital Position	63,943,491	78,558,315	12,892,813	21,251,935	34,144,748	43%
TOTAL INVESTMENTS			104,386,856			
TOTAL BORROWINGS			154,370,576			

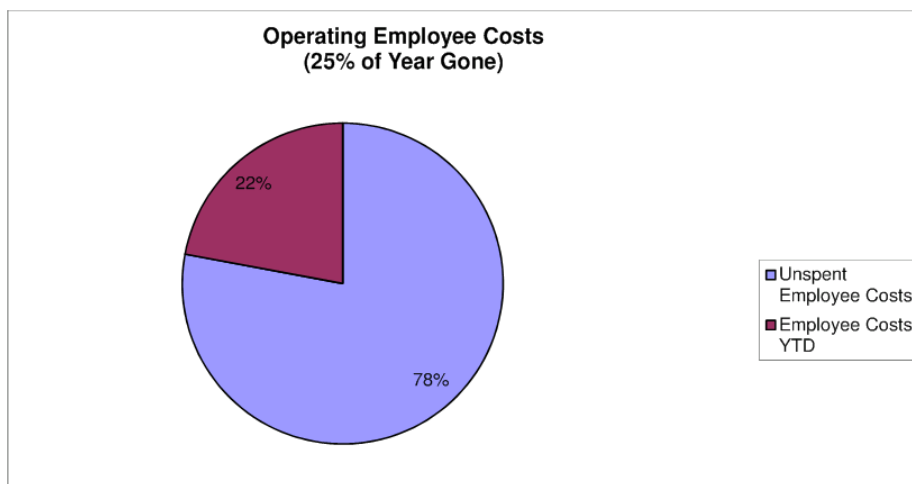
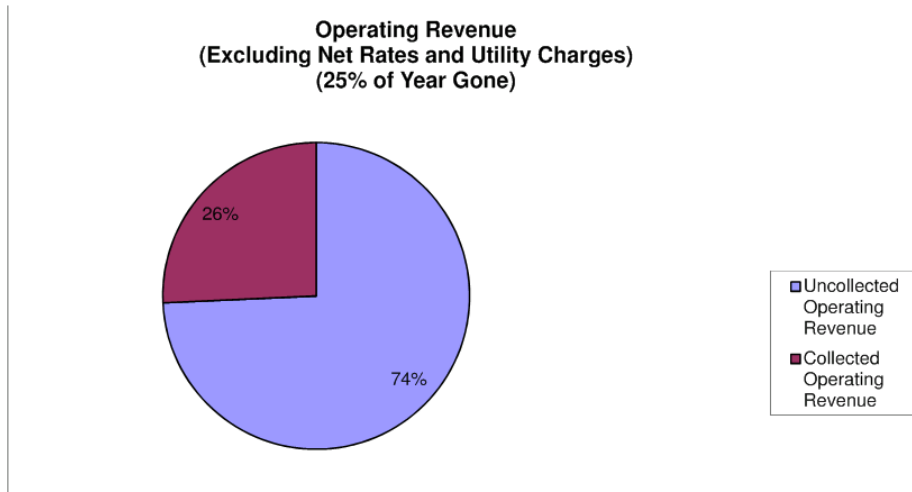
**SUMMARY BUDGET MANAGEMENT
REPORT FOR THE PERIOD ENDED
30 SEPTEMBER 2014**

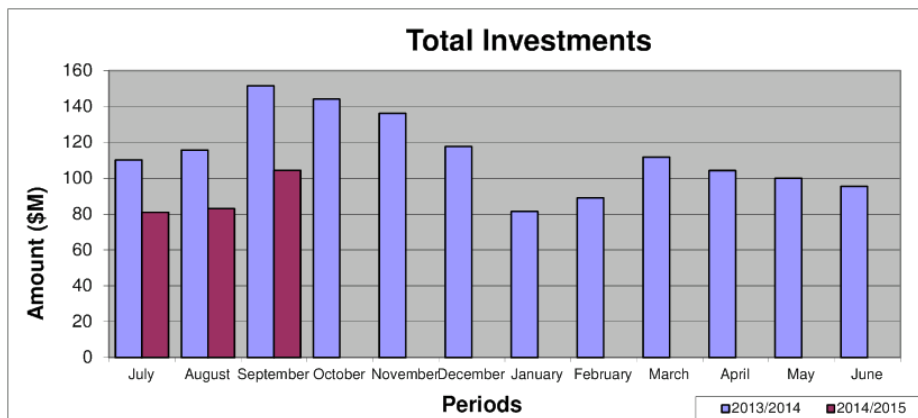
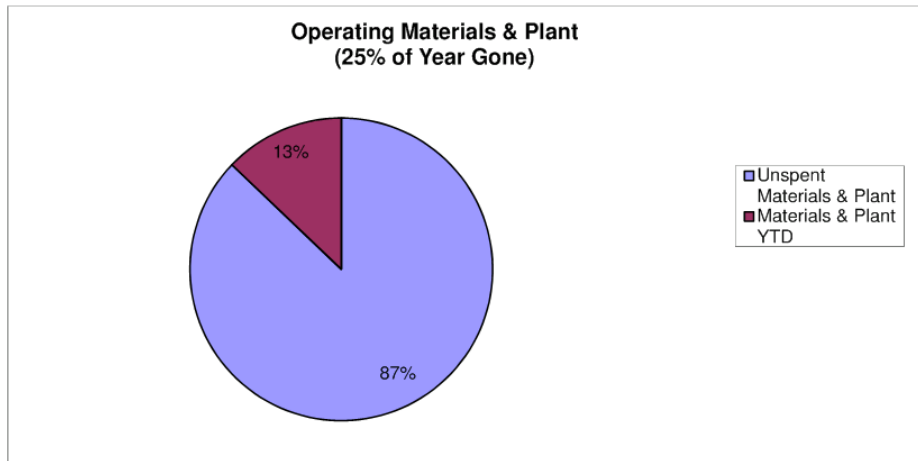
Key Indicator Graphs - September 2014

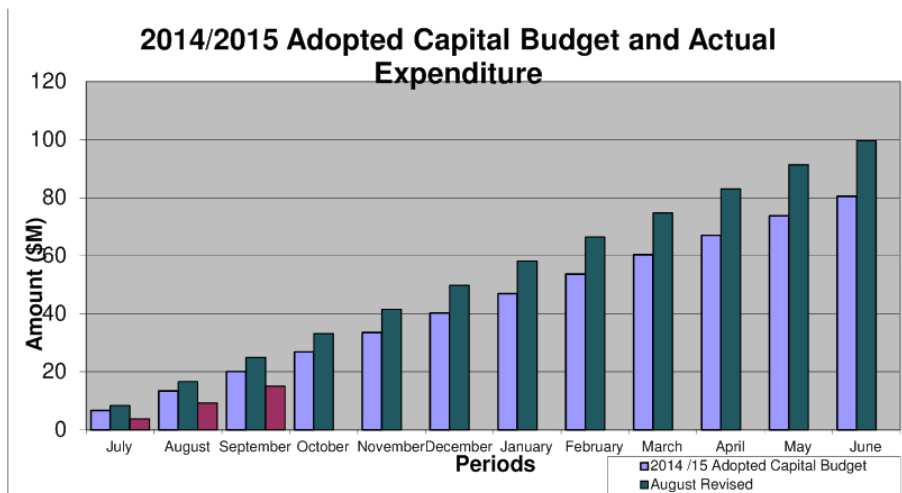
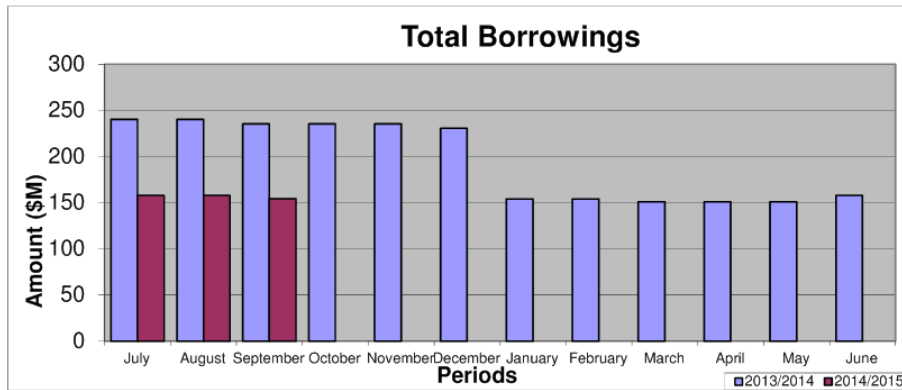
Meeting Date: 21 October 2014

Attachment No: 2

KEY INDICATOR GRAPHS – SEPTEMBER 2014







10 NOTICES OF MOTION

Nil

11 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.

12 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.

COMMITTEE 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.

13.1 Chief Executive Officer - Performance Review

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.

13.2 Legal Matters as at 30 September 2014

This report is considered confidential in accordance with section 275(1)(f), of the *Local Government Regulation 2012*, as it contains information relating to starting or defending legal proceedings involving the local government.

13.3 Venue Hire Charges for Winter Magic Ice Skating

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

13.4 Monthly Report to Council from Chief Executive Officer for period ending 13 October 2014

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 .

13 CONFIDENTIAL REPORTS

13.1 CHIEF EXECUTIVE OFFICER - PERFORMANCE REVIEW

File No: 6947

Attachments: Nil

Authorising Officer: Ross Cheesman - General Manager Corporate Services

Author: Tracy Sweeney - Manager Workforce and Strategy

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

This report will be presented at the meeting for Councillors to consider:

- 1. the annual performance review; and*
- 2. contract renewal options for the Chief Executive Officer.*

13.2 LEGAL MATTERS AS AT 30 SEPTEMBER 2014

File No: 1392
Attachments: 1. Legal Matters - September 2014
Authorising Officer: Tracy Sweeney - Manager Workforce and Strategy
Ross Cheesman - General Manager Corporate Services
Author: Kerrie Barrett - Coordinator Corporate Improvement & Strategy

This report is considered confidential in accordance with section 275(1)(f), of the *Local Government Regulation 2012*, as it contains information relating to starting or defending legal proceedings involving the local government.

SUMMARY

Coordinator Corporate Improvement & Strategy presenting an update of current legal matters that Council is involved in as at 30 September 2014.

13.3 VENUE HIRE CHARGES FOR WINTER MAGIC ICE SKATING**File No:** 456**Attachments:** Nil**Authorising Officer:** Michael Rowe - General Manager Community Services**Author:** Peter Owens - Manager Arts and Heritage

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

SUMMARY

Council has been contacted by Mr Ken Jensen of Winter Magic Ice Skating with a request to hire a venue at the Rockhampton Showgrounds for the operation of an ice skating rink during the months of December 2014 and January 2015.

13.4 MONTHLY REPORT TO COUNCIL FROM CHIEF EXECUTIVE OFFICER FOR PERIOD ENDING 13 OCTOBER 2014**File No:** 1830**Attachments:** 1. Monthly Report October 2014**Authorising Officer:** Evan Pardon - Chief Executive Officer**Author:** Evan Pardon - Chief Executive Officer

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

SUMMARY

Chief Executive Officer presenting monthly report to Council for the period ending 13 October 2014.

14 CLOSURE OF MEETING