



# **PERFORMANCE & SERVICE COMMITTEE MEETING**

## **AGENDA**

**25 MARCH 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 25 March 2014 commencing at 10:00am for transaction of the enclosed business.*

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

**CHIEF EXECUTIVE OFFICER**  
20 March 2014

Next Meeting Date: 22.04.14

**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.

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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 G A Belz  
Councillor S J Schwarten  
Councillor A P Williams

In Attendance:

Mr E Pardon – Chief Executive Officer

**3 APOLOGIES AND LEAVE OF ABSENCE**

Leave of Absence for the meeting was previously granted to Councillor Rose Swadling.  
Councillor Fisher has tendered his apology and will not be in attendance.

**4 CONFIRMATION OF MINUTES**

Minutes of the Performance & Service Committee held 25 February 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

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#### **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: 25 March 2014**

**Attachment No: 1**

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
25 February 2014	Release of Working Draft "The Queensland Plan: A 30 Year Vision for Queensland"	THAT: 1. the report regarding the Release of Working Draft "The Queensland Plan: A 30 Year Vision for Queensland" be received; and 2. a submission which includes comments about the Asian Food Bowl opportunities and also supports the principle and commends the Government on the initiative be provided.	Trudi Conrad	11/03/2014	
25 February 2014	Multi-Sports Complex Review	THAT 1. the recommendations in the report be returned to the Council table in August 2014 detailing actions taken to address the risks highlighted; and 2. any matters that pertain to ongoing risks be advised to the relevant parties.	Michael Rowe	11/03/2014	



**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

## 8 OFFICERS' REPORTS

### 8.1 LGAQ CIVIC LEADERS SUMMIT AND FINANCE SUMMIT - SUNSHINE COAST - 7-9 MAY 2014

**File No:** 10072

**Attachments:**

1. LGAQ Finance Summit - Towards Financial Leadership
2. LGAQ Civic Leaders Summit - Productivity Plus

**Authorising Officer:** Evan Pardon - Chief Executive Officer

**Author:** Megan Careless - Executive Support Officer

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#### SUMMARY

*Local Government Association of Queensland advising of LGAQ Finance Summit being held on 7 May 2014 and Civic Leaders Summit being held at Novotel Twin Waters Resort, Sunshine Coast from 8-9 May 2014.*

#### OFFICER'S RECOMMENDATION

THAT Councillor Greg Belz be approved to attend the LGAQ Finance Summit on 7 May 2014 and the Civic Leaders Summit from 8-9 May 2014.

#### BACKGROUND

LGAQ have advised the 3<sup>rd</sup> Local Government Finance Summit "*Towards Financial Leadership*" is being held on Wednesday 7 May 2014. Councillor Greg Belz is required to attend the Finance Summit as an LGAQ Executive.

Registration for the Finance Summit is \$440.00 per person with an additional \$130.00 to attend a Summit dinner on 7 May 2014.

The 2014 Civic Leaders Summit "*Productivity Plus*" will follow on Thursday 8 and Friday 9 May 2014. Councillor Greg Belz has requested to attend because of his LGAQ Executive role and responsibilities.

Registration for the Civic Leaders Summit is \$1100.00 per person with an additional \$130.00 to attend the Summit dinner on 8 May 2014.

As an LGAQ Executive, Councillor Belz will be attending an LGAQ Policy Executive Meeting on Tuesday 6 May 2014. Airfares to Brisbane and return will be funded by LGAQ.

Accommodation at Novotel Twin Waters Resort is \$181.00 per night; this is required from Monday 5 May through to Saturday 10 May 2014.

**LGAQ CIVIC LEADERS SUMMIT AND  
FINANCE SUMMIT - SUNSHINE COAST  
- 7-9 MAY 2014**

**LGAQ Finance Summit - Towards  
Financial Leadership**

**Meeting Date: 25 March 2014**

**Attachment No: 1**



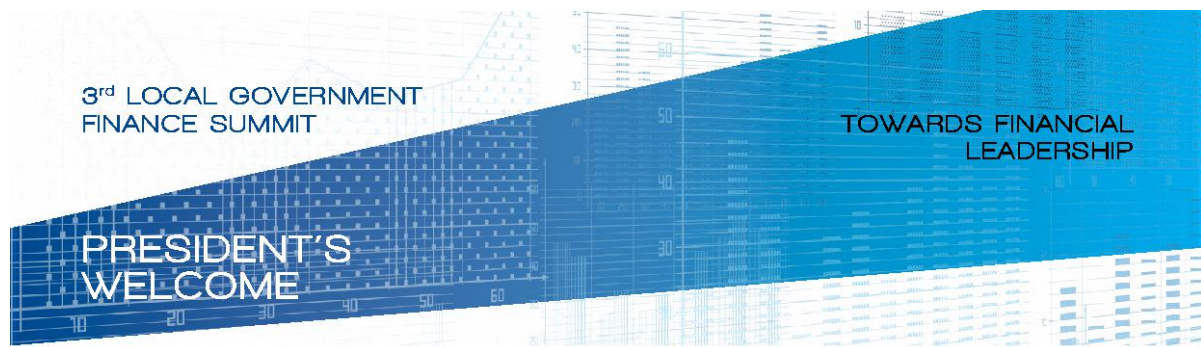
# 3<sup>rd</sup> LOCAL GOVERNMENT FINANCE SUMMIT TOWARDS FINANCIAL LEADERSHIP

Wandiny Room  
Novotel Twin Waters Resort  
Ocean Drive  
Twin Waters, Sunshine Coast

7<sup>th</sup> May 2014

LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND

[www.lgaq.asn.au](http://www.lgaq.asn.au)



The issue of financial sustainability has attracted a significant degree of attention from within the local government sector. For many Queensland councils, it remains a priority theme which continues to thread its way through day-to-day operations.

At the heart of the sustainability equation is the responsibilities and influence of elected members and senior staff. It is these critical leadership elements that provide the focus of the 3rd Annual Local Government Finance Summit. Designed to showcase management approaches you can take back and implement within your own council, this event features speakers from both state and local government as well as Queensland Treasury Corporation who will walk you through practical solutions to contemporary challenges.

In addition, you'll learn how to tackle the sleeping giant that is asset management and benefit from a number of professional development workshops covering different approaches to financial decision making.

Once again we have broadened the scope of the Summit to make it more valuable for mayors, councillors, CEOs and chief financial officers. We have also made the program more practical through the inclusion of workshops and panel sessions – giving you more opportunity to share stories, seek guidance and ask questions.

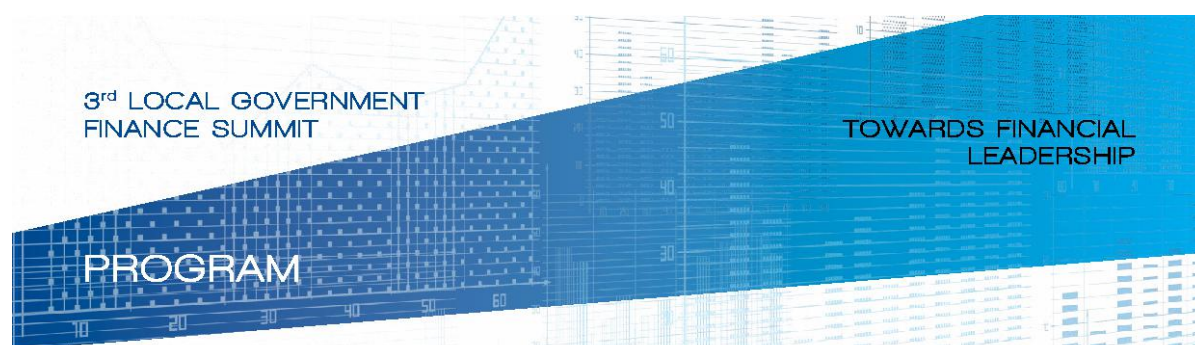
The Summit is once again proudly supported by Queensland Treasury Corporation, who play an essential role in helping councils deliver for their community.

As financial sustainability continues to be identified as a top theme by members, I encourage all councils to be well represented at this event.

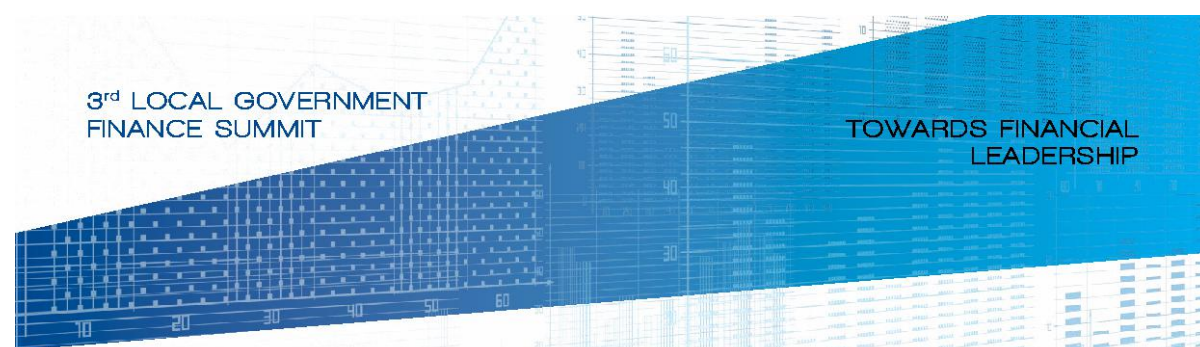
I look forward to seeing you at the Summit.

Or Margaret de Wit  
PRESIDENT





TIME	SESSIONS
8:30am	<b>Registration</b> Tea and Coffee
9:30am	<b>MC Welcome – Outline of the Day</b>
9:40am	<b>Official Welcome and Opening</b> <i>Cr Margaret de Wit, President, LGAQ</i>
9:50am	<b>Financial Leadership – Being accountable and Exerting Influence</b> <i>Mr Craig White, Chief Finance Officer, Australian Agricultural Company (AACo)</i>
10:20am	<b>Local Government Briefing on Emerging Issues</b> <i>Mr Steven Tagg, Chief Operating Officer / Executive General Manager, Corporate Services, Queensland Treasury Corporation</i>
10:45am	<b>Morning Tea</b>
11:15am	<b>The Sleeping Giant Awakes: Asset Management and Depreciation</b> <i>Dr John Sing, Adjunct Professor and Business Consultant</i>
11:45am	<b>Financial Leadership – My Way</b> <i>Cr Karen Williams – Mayor, Redland City Council</i> <i>Cr Mal Forman – Mayor, Bundaberg Regional Council (Recovery Challenges)</i> <i>Cr Deirdre Comerford – Mayor, Mackay Regional Council (Mackay: Infrastructure Advisory Board)</i>
12:30pm	<b>Lunch</b>
1:30pm	<b>ELECTIVE 1: Financial Reporting: What Elected Members Should Ask For</b> <b>ELECTIVE 2: Case Study: Linking Financial Management to Corporate Planning</b> <b>ELECTIVE 3: The Links Between Service Levels and Asset Management</b>
2:15pm	<b>Elective Change Over</b>
2:30pm	<b>ELECTIVE 1 (REPEAT): Financial Reporting: What Elected Members Should Ask For</b> <b>ELECTIVE 2: (REPEAT): Case Study: Linking Financial Management to Corporate Planning</b> <b>ELECTIVE 3: Rating Solutions</b>
3:15pm	<b>Afternoon Tea</b>
3:45pm	<b>Internal Audit Function – Costly or Valuable?</b> <i>Dr Glenn Poole, Executive in Residence, QUT Business School</i>
4:10pm	<b>Building a Culture of Financial Performance and Accountability: Q&amp;A Session</b> <i>Cr Paul Antonio – Mayor, Toowoomba Regional Council</i> <i>Cr Greg McLean – Mayor, Hope Vale Aboriginal Shire Council</i> <i>Cr John Ferguson – Mayor, Bulloo Shire Council</i>
4:40pm	<b>Key Themes / Close - President</b>
4:45pm	<b>Conference Ends</b>



## VENUE:

Novotel Twin Waters Resort  
Ocean Drive  
Twin Waters, Sunshine Coast

## ACCOMMODATION (GST INCL):

(for those staying on to attend the Civic Leaders Summit)

### **Novotel Twin Waters**

Rates and Room types are subject to availability at the time of booking

Resort Single Share Room only	<b>\$159.00</b>
Resort Single Share Room (breakfast incl)	<b>\$181.00</b>
Resort Twin Share Room (breakfast incl)	<b>\$203.00</b>

One Bedroom Single Share Suite only	<b>\$249.00</b>
One Bedroom Single Share Suite (breakfast incl)	<b>\$271.00</b>
One Bedroom Twin Share Suite (breakfast incl)	<b>\$293.00</b>

Overwater Lagoon Single Share Suite only	<b>\$339.00</b>
Overwater Lagoon Single Suite Share (breakfast incl)	<b>\$361.00</b>
Overwater Lagoon Twin Suite Share (breakfast incl)	<b>\$383.00</b>

To book your accommodation requirements please see separate link via the Events Tab on [www.lgaq.asn.au](http://www.lgaq.asn.au)

## SUMMIT REGISTRATION (GST INCL):

Financial Summit Registration **\$440.00**

Includes: Conference Program and Presentations

Joint Financial Summit/Civic Leaders Summit Welcome Dinner Registration  
Spirit House, Yandina - 7 May 2014 **\$130.00**

Please refer to the LGAQ's registration cancellation policies on [www.lgaq.asn.au](http://www.lgaq.asn.au) via the Events tab on the home page when making your registration.



Or register online at [www.lgaq.asn.au](http://www.lgaq.asn.au) via the Events tab on the home page.

Summit Enquiries: Members Hotline – **1300 542 700** or email [ask@lgaq.asn.au](mailto:ask@lgaq.asn.au)



**LGAQ CIVIC LEADERS SUMMIT AND  
FINANCE SUMMIT - SUNSHINE COAST  
- 7-9 MAY 2014**

**LGAQ Civic Leaders Summit -  
Productivity Plus**

**Meeting Date: 25 March 2014**

**Attachment No: 2**








# CIVIC LEADERS SUMMIT PRODUCTIVITY PLUS

8-9 May 2014  
Novotel Twin Waters Resort, Ocean Drive, Twin Waters, Sunshine Coast

SPONSORS



## PRESIDENT'S INVITATION

The LGVQ Civic Leaders Summit holds a unique place in Australian local government education and development. The summit is a personal, on-the-money event where leading figures from politics, academia, commerce and industry work with you, Queensland's civic leaders, over two days. This year the summit will feature some of the most outstanding names of corporate and public life, including Roger Corbett and Graeme Samuel AC, both giants in their respective fields. Summit facilitator Madonna King will again bring out the best in all of us, adding much value to proceedings with her remarkable breadth of knowledge and insights into what drives the state's political and policy leaders.

The summit theme, Productivity Plus, says it all. Productivity is THE agenda for councils large or small, bush city or indigenous. Coupled with the preceding local government finance summit, this event will ensure there will be no gaps in your knowledge and will provide guidance or inspiration for you to complete the balance of this term of council.

As with past summits the days of learning are framed by a wonderful casual dinner at the Spirit House Yandina. The summit dinner over the lake at Twin Waters will feature former Australian Cricketer, stand-up comedian and ABC Commentator Kerry O'Keefe.

The Civic Leaders Summit is unlike any other LGVQ event – no media, no outsiders, and no trade booths. Just peer-to-peer fellowship and learning. It's designed just for you.

Cr Margaret de Wit

## PRESIDENT

## THURSDAY, 8 MAY 2014

8.30AM	REGISTRATION
9.00AM	Tea and Coffee
	WELCOME
	Cr Mark Jamieson Mayor, Sunshine Coast Council
9.15AM	SUMMIT OPENING
	Cr Margaret de Wit President, LGVQ
9.30AM	AUSTRALIA'S CHALLENGE TO LIFT PRODUCTIVITY
	Mr Graeme Samuel AC Corporate Advisor Vice Chancellor's Professorial Fellow in the Faculty of Business and Economics, Monash University
10.15AM	MORNING TEA
10.45AM	COUNCIL PRODUCTIVITY TARGETS
	Mr Greg Hallam PSM Chief Executive Officer, LGVQ
11.05AM	MAYOR AND CEO PANEL
	Chair: Cr Ray Brown, LGVQ Board Member How to improve Productivity in Local Government – what works and what doesn't

## Panel:

Cr Mark Jamieson, Mayor, Sunshine Coast Council  
Cr Julia Leu, Mayor, Douglas Shire Council  
Mr Chris Iose, Chief Executive Officer, Logan City Council  
Mr Amos Maramba, Chief Executive Officer, Napranum Aboriginal Shire Council  
Ms Natalie Kent, Manager, Performance Solutions, LGVQ

## LUNCH

12.30PM  
1.15PM  
THE NEW IR ENVIRONMENT AND COUNCIL OPPORTUNITIES TO IMPROVE PRODUCTIVITY

Mr Tony Goode

Workforce Strategy Executive, LGVQ  
COUNCIL IR AND WORKFORCE PANEL

Chair: Cr Allan Sutherland, LGVQ Board Member  
Mr Terry Brennan, Chief Executive Officer, Cassowary Coast Regional Council  
Mr Leon Yeatman, Chief Executive Officer, Mapoon Aboriginal Shire Council  
Mr Ray Burton, Chief Executive Officer, Townsville City Council

2.30PM  
THE ICT PRODUCTIVITY OPPORTUNITY

Mr Lou Boyle, Innovation Executive, LGVQ  
Mr Julian Harris, Senior Operations Manager, Propel Partnerships

## AFTERNOON TEA

3.00PM  
3.30PM  
SWEATING COUNCIL ASSETS  
Chair: Mr Greg Hoffman PSM, General Manager, Advocate LGVQ

Mr Patrick Murphy, Infrastructure Services Director, Seapac Rim Regional Council  
Mr Ray Stephenson, Manager, Utilities, Charters Towers Regional Council  
Mr Trevor Dean, Executive Manager Assets and Engineering, Wide Bay Water Corporation  
COUNCIL PRODUCTIVITY CHECK UP ESSENTIALS FOR CIMC

## LEADERS

Ms Denise Conroy  
Visiting Academic, LGVQ

## CLOSE

5.15PM  
7.00PM  
DINNER LILYS ON THE LAGOON, TWIN WATERS

Speakers: Hon David Crisfull MP  
Minister for Local Government Community Recovery and Resilience

Mr Kerry O'Keefe  
Ex Australian Cricketer, Stand-Up Comedian and ABC Commentator

## FRIDAY, 9 MAY 2014

8.15AM  
IN PURSUIT OF PRODUCTIVITY TRANSFORMATIONAL LEADERSHIP SETTING THE DIRECTION AND TONE

Mr Roger Corbett  
Chairman, Fairfax Ltd

9.00AM  
SOCIAL MEDIA A COST OR AN INVESTMENT FOR COUNCILS?

Mr Craig Johnstone, Media Executive, LGVQ and Professor Mark Pearson, Professor of Journalism and Social Media, School of Humanities – Griffith University, Queensland

## MORNING TEA

9.40AM  
10.00AM  
BRINGING PRODUCTIVITY TO YOUR COUNCIL THROUGH APPS  
Apps Business Development Manager, Apple

## SHARED SERVICES AND OUTSOURCING

10.30AM  
Chair: Mr Brent Reeman, General Manager, Business Enterprises, LGVQ  
Cr Deirdre Comerford, Mayor, Mackay Regional Council/Chair of Whitsunday RDC  
Cr Noel Playford, Mayor, Noosa Shire Council and Chair LGVQ/LGW

Mr Mark Watt, Chief Executive Officer, Longreach Regional Council/COMS member

Mr Brett de Chastel, Chief Executive Officer, Noosa Shire Council

Mr Tim Rose, Chief Executive Officer, Local Buy Pty Ltd

11.30AM  
COUNCIL PRODUCTIVITY FROM A STATE PERSPECTIVE

Mr Craig Evans  
Director-General, Local Government, Community Recovery and Resilience  
PUSHING THE BOUNDARIES BUT NOT CROSSING THE LINES

Mr Tim Fynes-Clinton  
Managing Partner, King & Company

Hon Joan Sheldon AM  
Ethics Advisor, LGVQ

12.30PM  
1.15PM  
LUNCH  
BENCHMARKING YOUR COUNCIL'S PERFORMANCE

Mr Alan Morton  
Morton Consulting  
PERSONAL AND COUNCIL PRODUCTIVITY LGVQ ONLINE TOOLS AND OFFERINGS

Mr Glen Beckett  
General Manager, Assist, LGVQ  
A PLAN FOR ACTION

Ms Madonna King

Summit Chair

SUMMARY AND CLOSE

Cr Margaret de Wit  
President, LGVQ



**VENUE:**  
Novotel Twin Waters  
Ocean Drive  
Twin Waters, Sunshine Coast  
8-9 May 2014

**ACCOMMODATION:**  
**NOVOTEL TWIN WATERS**  
Resort Room including breakfast  
**\$181.00** per person  
Other rates and the booking form can be found at  
[www.lgaq.asn.au](http://www.lgaq.asn.au) via the Events tab on the home  
page.

**SUMMIT REGISTRATION  
(GST INCL):**

**FULL REGISTRATION**      **\$1100.00**  
Includes; Conference Program and Presentations

**Dinner Registration**  
7 May 2014 – Spirit House      **\$130.00**  
8 May 2014 – Summit Dinner      **\$130.00**

Please refer to the registration cancellation policy  
on [www.lgaq.asn.au](http://www.lgaq.asn.au) when making your  
registration.

**SINGLE  
REGISTRATION**  
please click here

**MULTIPLE  
REGISTRATION**  
please click here

**SUMMIT ENQUIRIES:**  
Members Hotline – 1300 542 700 or email  
[ask@lgaq.asn.au](mailto:ask@lgaq.asn.au)

**LGAQ**  
LOCAL GOVERNMENT ASSOCIATION  
OF QUEENSLAND

## 9 STRATEGIC REPORTS

### 9.1 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 28 FEBRUARY 2014

**File No:** 8148

**Attachments:**

1. Income Statement - February 2014
2. Key Indicator Graphs - February 2014

**Authorising Officer:** Ross Cheesman - General Manager Corporate Services

**Author:** Alicia Cutler - Manager Finance

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#### SUMMARY

*The Manager Finance presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 28 February 2014.*

#### OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the Period ended 28 February 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 1<sup>st</sup> July 2013 to 28<sup>th</sup> February 2014), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

The year to date percentage figures quoted within this report are based on the October Revised Budget adopted by Council on 28 January 2014.

Council should note in reading this report that normally after the completion of seven months of the financial year, operational results should be approximately 66.7% of budget. However as the operational budget in this report excludes those figures that relate to the Livingstone Shire Council area for the period 1 January 2014 to 30 June 2014, the operational percentages reported may be higher than what would normally be the case. In these circumstances, it is anticipated that operational revenue and expenditures would be approximately 72.4% as an indicative benchmark percentage for the end of February 2014.

As with the operational budget, capital budget figures relating to the Livingstone Shire Council area for the period 1 January 2014 to 30 June 2014 have now been excluded in determining the capital results outlined below.

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

Total Operating Revenue is reported at 92%, well in advance of the benchmark of 72.4%. Key components of this result are:

- Net Rates and Utility Charges are at 98% of budget. This positive variance is due to the second levy of General Rates and Utility Charges for 2013/2014 being processed during January 2014.
- Private and Recoverable Works are well ahead of budget at 105%. This is largely due to all possible revenue invoices being raised during December to facilitate clear cut-off parameters for the de-amalgamation changeover date.
- Grants, Subsidies and Contributions are ahead of budget at 80%, mostly due to funds received for the two disaster events.
- Interest Revenue is well ahead of budget at 115%. Interest earned trends will decrease given the cash transfers to LSC, but there should still be scope for budget improvement as part of the February budget revision.

- The results for other line items are in proximity of the benchmark percentage.

Total Operating Expenditure is reported at 68%, below the benchmark percentage of 72.4%. Key components of this result are:

- Contractors and Consultants expenditure are ahead of budget at 84%. This is mostly due to committed expenditure. Actual expenditure to 28 February 2014 is 58% of budget.
- Asset Operational Expenditure is ahead of budget at 83%. This is mostly due to Council having paid annual insurance premiums including, amongst others, Public Liability and Motor Vehicle premiums.
- Other Expenses are reported as ahead of budget at 88%. This is partially due to an increase in the Provision for Doubtful Debts against Sundry Debtors and also due to Council having paid annual LGAQ membership as well as the two quarterly instalments 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 60% of budget. Some major contributors are GIA and Southside Pool grants funding, together with Developer Contributions and Disaster Events funding.

Total Capital Expenditure is at 83% of budget with committals, or 50% of the revised budget without committals.

Total Investments are approximately \$89.0M as at 28<sup>th</sup> February 2014.

Total Loans are \$154.2M as at 28<sup>th</sup> February 2014.

## **CONCLUSION**

Total operational revenue being ahead of budget at 92% is mostly due to the second levy of General Rates and Utility Charges for the year. Another beneficial contributor is flood revenue for the 2011 disaster event. Most of the negative financial outcomes for this event were absorbed in the three previous financial years, and the finalisation of the acquittal process should result in a positive income over expenditure outcome for 2013/14. Operational Expenditure at 68% is in proximity to budget when committed expenditure is considered.

Capital Revenue is reasonably close to budget at 60%, while Capital Expenditure, excluding committed expenditure is at 50% of budget. Capital expenditure should gain momentum during the next few months given the large volume of committals.

# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 28 FEBRUARY 2014**

## **Income Statement - February 2014**

**Meeting Date: 25 March 2014**

**Attachment No: 1**



**Income Statement**  
**For Period July 2013 to February 2013**  
**66.7% of Year Gone**

	Adopted Budget	Revised Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Revised Budget
	\$		\$	\$	\$	
<b>OPERATING</b>						
<b>Revenues</b>						
Net rates and utility charges	(143,196,264)	(143,196,264)	(139,841,529)	0	(139,841,529)	98%
Fees and Charges	(28,642,961)	(28,645,576)	(19,260,526)	82,064	(19,178,462)	67%
Private and recoverable works	(7,610,117)	(7,610,917)	(8,011,658)	0	(8,011,658)	105%
Rent/Lease Revenue	(2,462,707)	(2,470,208)	(1,944,275)	0	(1,944,275)	79%
Grants Subsidies & Contributions	(20,480,730)	(18,823,048)	(15,043,773)	223	(15,043,550)	80%
Interest revenue	(2,759,225)	(2,759,225)	(3,160,112)	0	(3,160,112)	115%
Other Income	(4,009,404)	(4,330,940)	(3,179,947)	500	(3,179,347)	73%
<b>Total Revenues</b>	<b>(209,191,407)</b>	<b>(207,836,170)</b>	<b>(190,441,720)</b>	<b>82,787</b>	<b>(190,358,933)</b>	<b>92%</b>
<b>Expenses</b>						
Employee Costs	81,986,203	81,624,378	54,635,369	155,876	54,791,265	67%
Contractors & Consultants	17,531,109	18,216,380	10,655,372	4,700,382	15,355,754	84%
Materials & Plant	25,139,203	27,311,361	14,579,569	1,073,132	15,652,701	57%
Asset Operational	17,817,742	18,437,732	13,569,762	1,178,666	14,748,427	80%
Administrative Expenses	11,014,901	11,653,734	6,439,959	1,127,306	7,567,265	65%
Depreciation	52,062,274	44,398,358	29,596,911	0	29,596,911	67%
Finance costs	12,544,687	12,608,667	7,266,095	0	7,266,095	58%
Other Expenses	1,970,872	1,995,793	1,744,481	8,158	1,752,639	88%
<b>Total Expenses</b>	<b>220,066,969</b>	<b>216,246,401</b>	<b>138,489,537</b>	<b>8,244,519</b>	<b>146,734,056</b>	<b>68%</b>
<b>Transfer / Overhead Allocation</b>						
Transfer/Overhead Allocation	(11,897,490)	(13,094,224)	(7,368,867)	0	(7,368,867)	56%
<b>Total Transfer / Overhead Allocation</b>	<b>(11,897,490)</b>	<b>(13,094,224)</b>	<b>(7,368,867)</b>	<b>0</b>	<b>(7,368,867)</b>	<b>56%</b>
<b>TOTAL OPERATING POSITION (SURPLUS) DEFICIT</b>	<b>(1,001,928)</b>	<b>(4,684,000)</b>	<b>(59,321,050)</b>	<b>8,327,307</b>	<b>(50,993,744)</b>	<b>108%</b>
<b>CAPITAL</b>						
<b>Total Developers Contributions Received</b>	<b>(4,652,397)</b>	<b>(4,652,397)</b>	<b>(6,642,233)</b>	<b>0</b>	<b>(6,642,233)</b>	<b>143%</b>
<b>Total Capital Grants and Subsidies Received</b>	<b>(15,685,183)</b>	<b>(19,289,049)</b>	<b>(10,906,528)</b>	<b>0</b>	<b>(10,906,528)</b>	<b>57%</b>
<b>Total Proceeds from Sale of Assets</b>	<b>(5,019,000)</b>	<b>(5,519,000)</b>	<b>(23,183)</b>	<b>0</b>	<b>(23,183)</b>	<b>0%</b>
<b>Total Capital Income</b>	<b>(25,356,580)</b>	<b>(29,460,446)</b>	<b>(17,571,944)</b>	<b>0</b>	<b>(17,571,944)</b>	<b>60%</b>
<b>Total Capital Expenditure</b>	<b>91,984,747</b>	<b>110,932,682</b>	<b>55,824,296</b>	<b>36,108,813</b>	<b>91,933,109</b>	<b>83%</b>
<b>Net Capital Position</b>	<b>66,408,167</b>	<b>81,472,236</b>	<b>38,252,352</b>	<b>36,108,813</b>	<b>74,361,165</b>	<b>91%</b>
<b>TOTAL INVESTMENTS</b>			89,027,636			
<b>TOTAL BORROWINGS</b>			154,223,567			

# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 28 FEBRUARY 2014**

## **Key Indicator Graphs - February 2014**

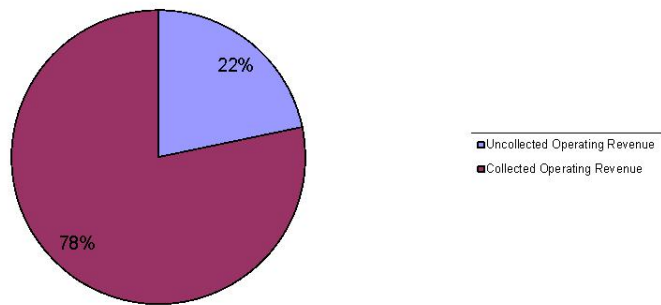
**Meeting Date: 25 March 2014**

**Attachment No: 2**

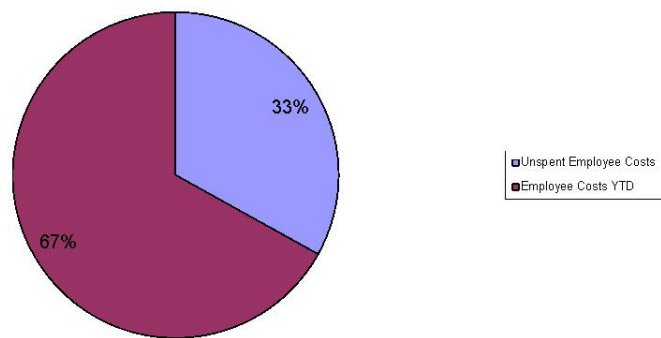


KEY INDICATOR GRAPHS – FEBRUARY 2014

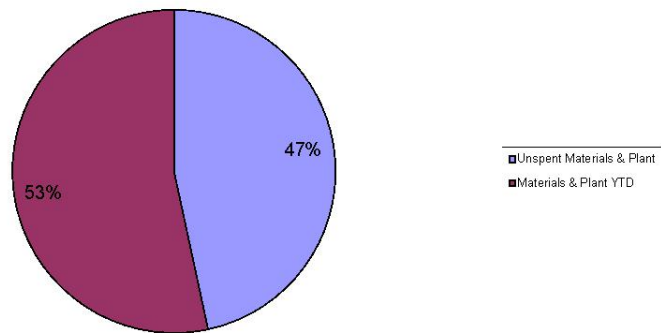
**Operating Revenue**  
(Excluding Net Rates and Utility Charges)  
(66.7% of Year Gone)



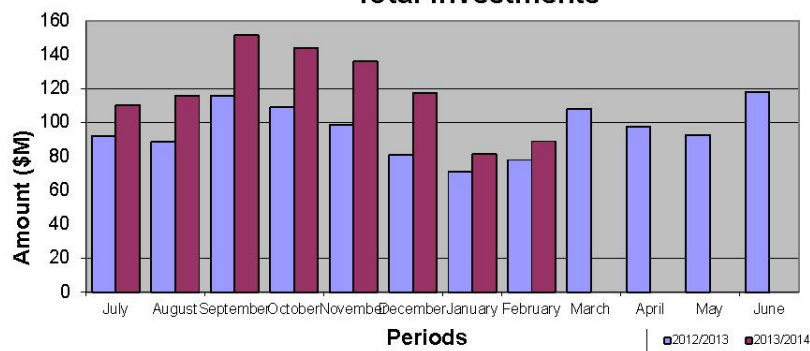
**Operating Employee Costs**  
(66.7% of Year Gone)

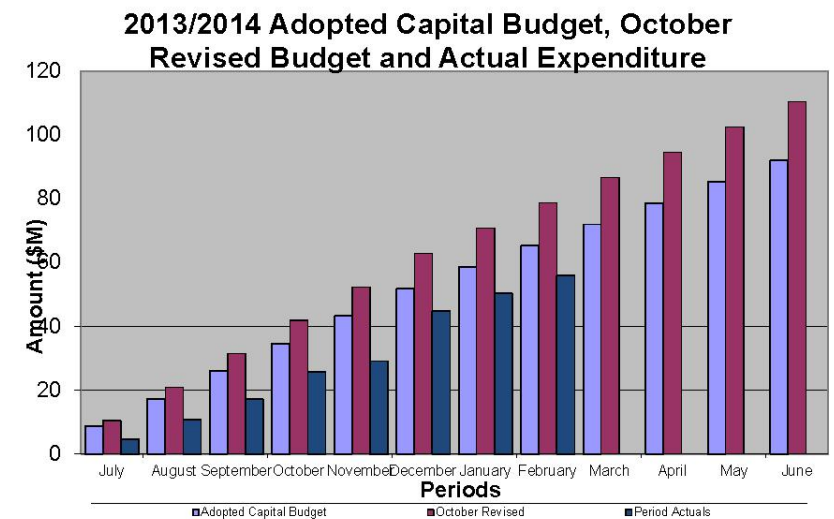
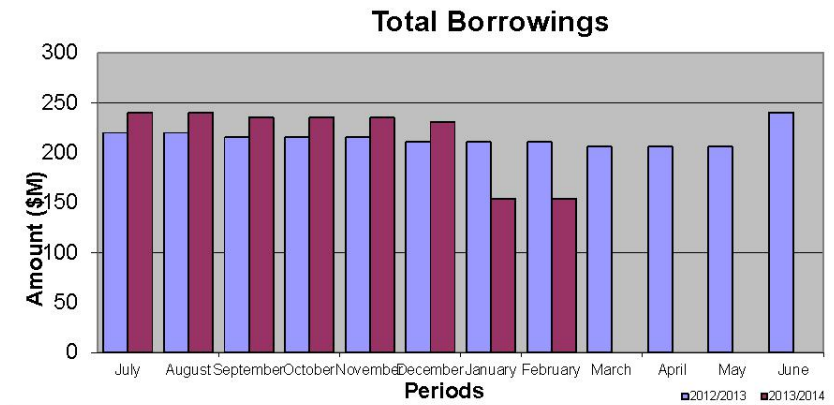


Operating Materials & Plant  
(66.7% of Year Gone)



Total Investments





**9.2 CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF FEBRUARY 2014****File No:** 1392**Attachments:**

1. Revenue Statistics - February 2014
2. Workforce & Strategy Statistics - February 2014
3. Corporate & Technology Services Statistics - February 2014

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

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**SUMMARY**

*General Manager Corporate Services presenting the monthly statistical report for the month of February 2014.*

**OFFICER'S RECOMMENDATION**

THAT the Corporate Services statistical report for February 2014 be "received".

**COMMENTARY****FINANCIAL SERVICES**

Rates notices were due on the 12<sup>th</sup> of March and we expect first reminder to be issued during the week of 24 to 28<sup>th</sup> March.

The 14/15 Budget work is well underway with Capital submission received and currently being evaluated. Operational Budget templates have been issued to managers with the request to formulate budgets from a zero base.

Interim audit will commence from the 24<sup>th</sup> March 2014 by Deloitte with the final results from de-amalgamation being a key area for review.

**WORKFORCE & STRATEGY*****Human Resources***

As at the end of February 2014 there were 18 vacancies being actively recruited within Council. Recruitment activity continues to be steady.

The average timeframe for positions finalised during February 2014 was 14.6 business days. 100% of the recruitment target was met in February with all positions being recruited within the 30 day recruitment KPI.

***Industrial Relations***

Extensive examination of the new *Industrial Relations Act 1999* has occurred identifying various impacts and required future alterations of Council's industrial instruments. Analysis and input is continuing via the LGAQ in respect to the Queensland Industrial Relations Commission's award modernisation process. An employee information briefing session has been prepared to inform staff about amendments to the *Industrial Relations Act 1999* and the future impacts of these changes, sessions will commence in March.

Compared to previous years there has been a significant reduction in workplace grievances and workplace investigations. Only one industrial dispute has been received to date for 2014.

Two Supervisor Information sessions have been held with all supervisors and managers. Topics covered in the sessions included key information on the Drug and Alcohol Policy and

Procedure, Workplace Health and Safety Duty Statements and the Leadership Training Package.

Workplace Health & Safety documents continue to be updated to ensure they meet the new legislative requirements so that Council remains compliant.

# **CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF FEBRUARY 2014**

## **Revenue Statistics - February 2014**

**Meeting Date: 25 March 2014**

**Attachment No: 1**

**Performance Indicators**

	December	January	February
Total Budgeted Rates Revenue	\$168,604,431	\$117,788,096	\$117,788,096

**Rates Outstanding**

	December	January	February
General (Incl Indicator & sundry)	\$2,677,780	\$22,927,951	\$16,840,881
Water	\$706,432	\$6,442,480	\$4,377,593
Sewerage	\$970,374	\$11,625,933	\$8,210,327
Cleansing	\$631,621	\$6,696,915	\$4,777,083
Water Usage	\$3,843,158	\$1,038,510	\$3,346,344
Environmental	\$111,244	\$853,940	\$624,805
Road Network	\$690,861	\$6,824,805	\$5,011,001
State Fire	\$382,009	\$3,902,363	\$2,909,360
Rural Fire	\$20,673	\$62,629	\$49,212
Special Charges	\$5,756	\$5,796	\$5,819
<b>Total Rates Outstanding</b>	<b>\$10,039,907</b>	<b>\$60,381,322</b>	<b>\$46,152,426</b>
Pre-payments	(\$5,001,443)	(\$725,179)	(\$1,036,905)
Less Current	(\$4,831,566)	(\$55,692,172)	(\$44,316,046)
<b>Total Eligible for Collection</b>	<b>\$5,208,341</b>	<b>\$4,689,150</b>	<b>\$1,836,380</b>
Overdue rates expressed as a percentage of budgeted rates revenue	3.09%	3.98%	1.56%
Overdue Pensioners	\$412,272	\$375,877	\$333,302
Less Pre-Payments	(\$708,564)	(\$157,124)	(\$236,818)
<b>Total Overdue Pensioners</b>	<b>(\$296,292)</b>	<b>\$218,753</b>	<b>\$96,484</b>

Amount currently with Collection House	\$2,530,093.41	\$863,552.18	\$788,889.92
--	----------------	--------------	--------------

**Sundry Debtors Outstanding**

	December	January	February
Current	\$ 4,078,466.56	\$4,006,206	\$2,327,413
>30 days	\$903,704	\$309,556	\$326,512
>60 days	\$98,863	\$86,127	\$49,505
>90 days	\$817,115	\$824,462	\$817,484
Pre-payments/Un-allocated payments	(\$40,249)	(\$37,313)	(\$36,460)
<b>Total Debtors</b>	<b>\$5,857,899</b>	<b>\$5,189,038</b>	<b>\$3,484,455</b>

# **CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF FEBRUARY 2014**

## **Workforce & Strategy Statistics - February 2014**

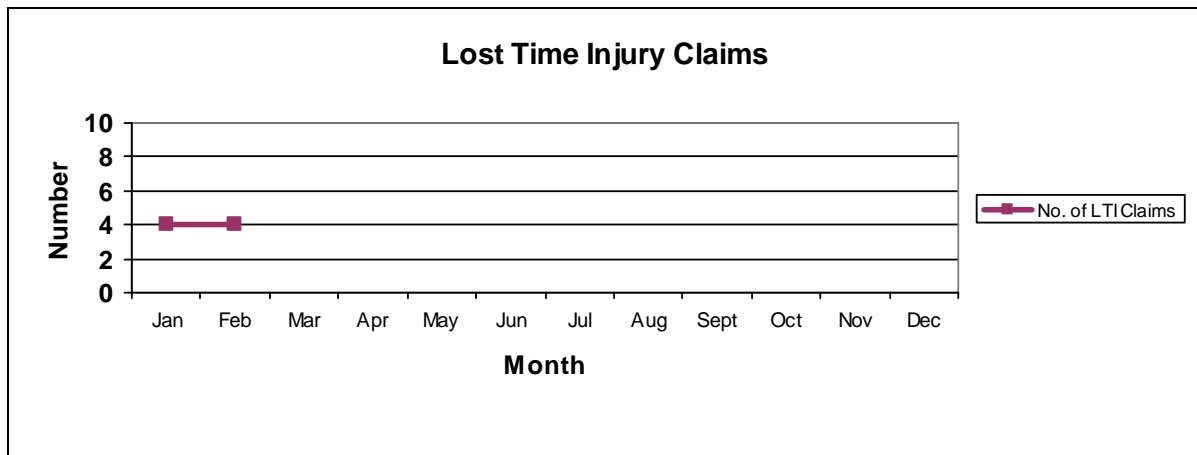
**Meeting Date: 25 March 2014**

**Attachment No: 2**



### Lost Time Injury Details

Shows the number of lost time injuries (LTI) claims lodged across Council. There was a total of four lost time injury claims lodged for February 2014.



### Establishment

Establishment	1 Jan 14	Jan 14	Feb 14
	FTE Positions	FTE Positions	FTE Positions
TOTAL	838.9	835.43	837.44

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

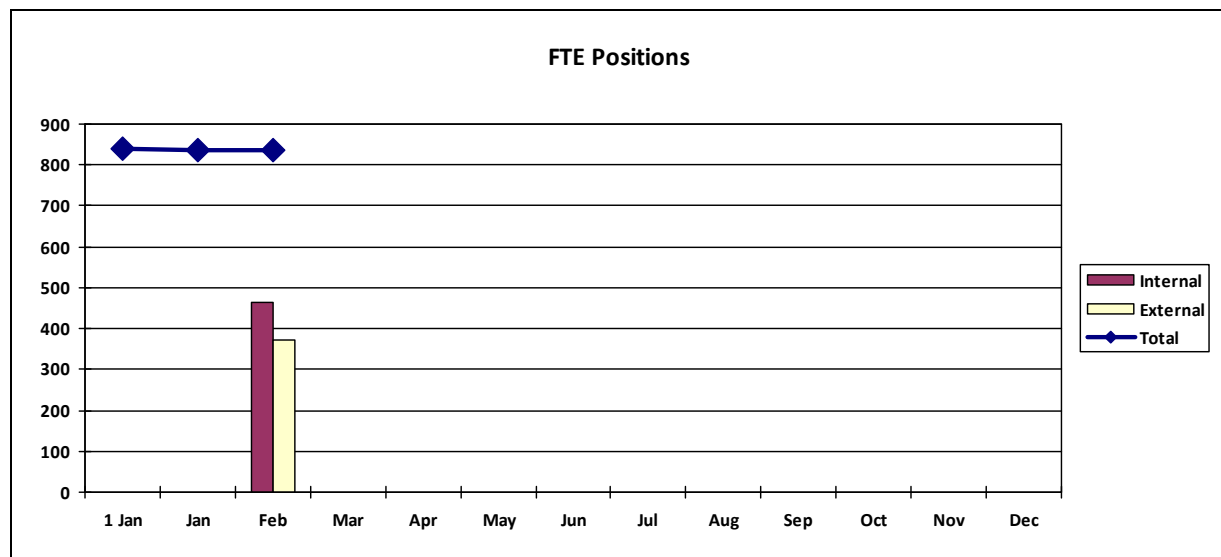
### Changes to Establishment

There has been an increase (2) in the reporting period as detailed below:

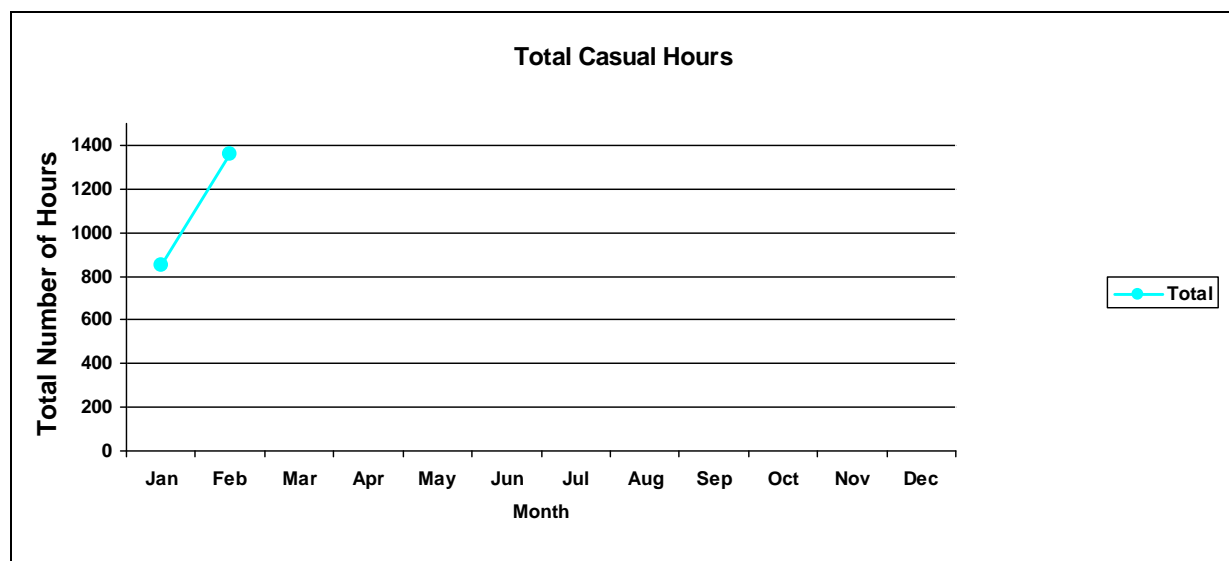
- Gardener – 3451 – Cemeteries. This is a temporary position approved until 28 March 2014.
- Gardener – 3452 – Parks. This is a temporary position approved until 30 May 2014.

**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 internal and external FTE position split has been added from February as requested by Councillors. The actual percentage split is 56% internal and 44% external.

**Casual Hours - January 2014**

There are 53 casual employees currently engaged by Council who collectively have worked the total number of 1356.78 hours in the reporting month which is considerably more than the previous month as shown in the graph below.

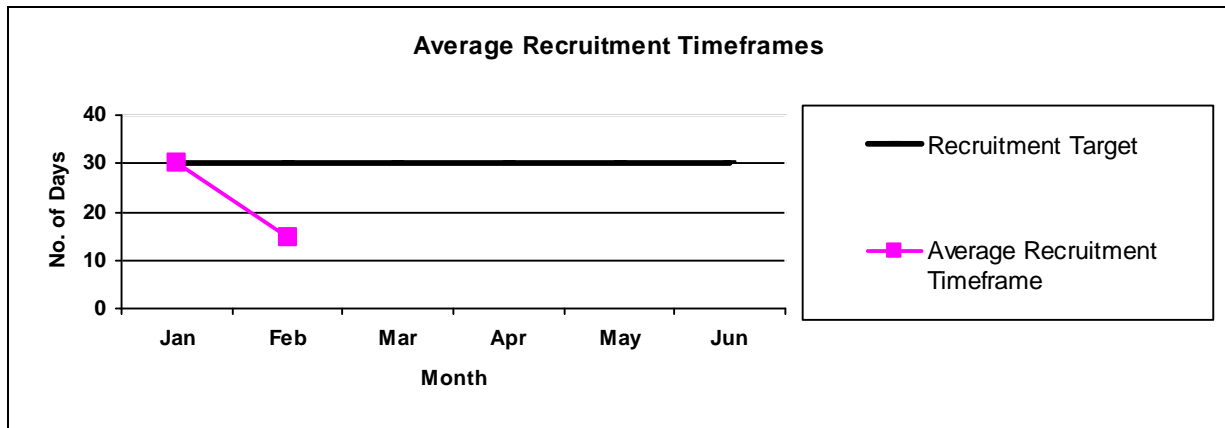
**Payroll Accuracy**

The following shows the accuracy of the input of timesheets by the payroll team, errors are identified by performing adhoc reviews and employees querying their pay.

<b>January 2014</b>	<b>99.95%</b>
---------------------	---------------

**Average Recruitment Timeframe**

Shows the average number of business days to recruit with a significant reduction in February to 14.6 days down from 30 days during January. Delays to completing the recruitment process include unavailability of recruitment panel members and pre-employment screening such as criminal history checks and function capacity evaluations.



# **CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF FEBRUARY 2014**

## **Corporate & Technology Services Statistics - February 2014**

**Meeting Date: 25 March 2014**

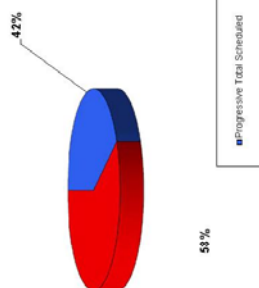
**Attachment No: 3**

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT  
February 2014

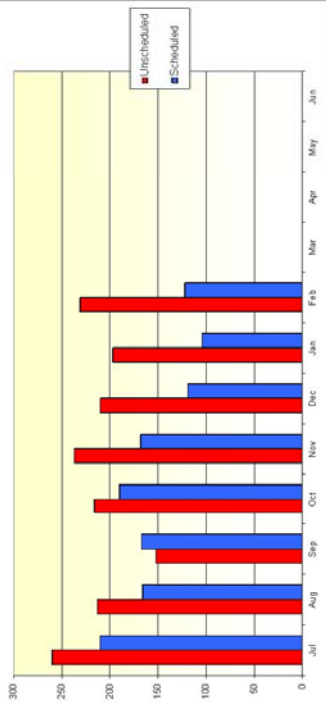
OPERATIONAL EXCELLENCE

FLEET SERVICES

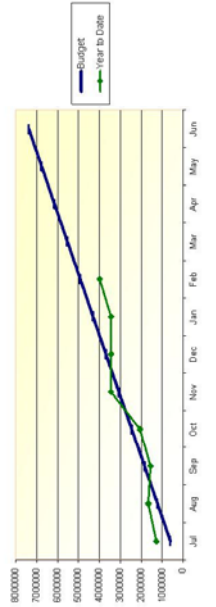
Annual Progressive Ratio Scheduled/Unscheduled Actions



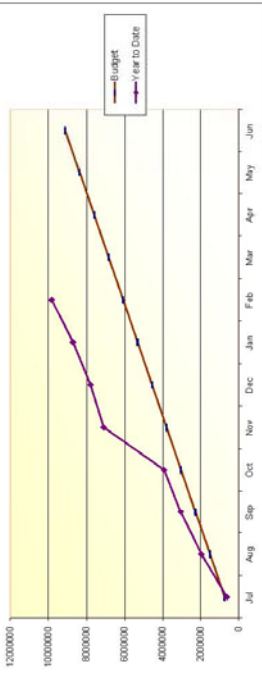
Workload Indicator



Fleet Capital Budget



Plant Hire Operations Recoveries



Fleet Capital Budget	\$ 7,375,665
Year to Date Spend	\$ 3,987,744

Plant Hire Operations Budget (Surplus)	\$ 9,116,785
Year to Date (Surplus)	\$ 8,705,305

FLEET SUMMARY COMMENTS

The Fleet Capital Program is progressing with tenders to be issued shortly for four garbage trucks totaling \$1.2M, it is expected that due to long delivery schedules, this expenditure will carry over to next financial year as committed.

Plant Hire Operations continue to exceed budget forecasts, but the loss of LSC plant hire operations will flatten final quarter results.

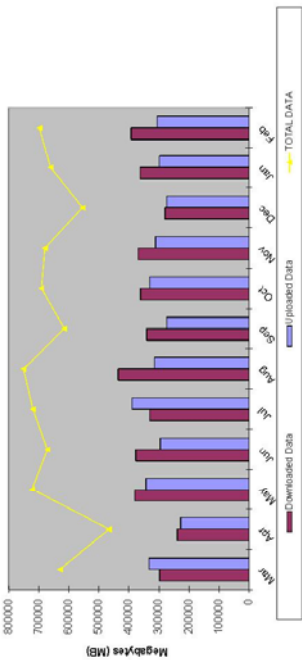
Workshop operations have been stable, but expect an increase in landscape maintenance equipment repairs as a result of recent rain. Recruitment is underway to fill two vacant mechanic positions.

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT  
February 2014

TECHNOLOGY INFRASTRUCTURE

INFORMATION TECHNOLOGY SERVICES

Internet Usage



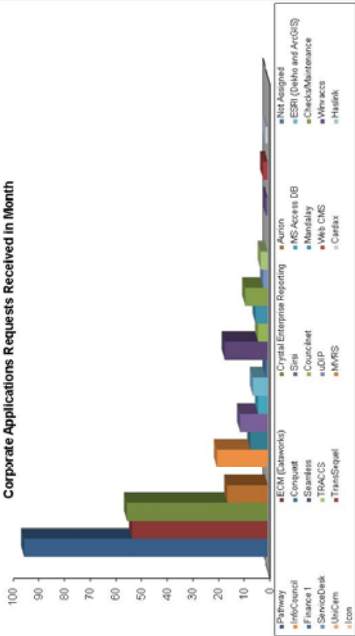
Month	Downloaded Data (MB)	Uploaded Data (MB)	Total Data (MB)
Jan	400,000	350,000	750,000
Feb	350,000	300,000	650,000

Comments

The graph displays the internet usage trend for the current financial year. "Download Data" includes internet browsing and emails received whilst "Uploaded Data" includes emails sent and traffic associated with the community browsing Rochester Regional Council website. "Total Data" is the sum of "Downloaded Data and Uploaded Data".

CORPORATE APPLICATIONS

Corporate Applications Requests Received In Month



Application	Jan	Feb
Pathway	90	85
Finance 1	55	50
Finance 2	50	45
Finance 3	45	40
Finance 4	40	35
Finance 5	35	30
Finance 6	30	25
Finance 7	25	20
Finance 8	20	15
Finance 9	15	10
Finance 10	10	5

New Requests Received this month:

Requests outstanding from those received in the month:

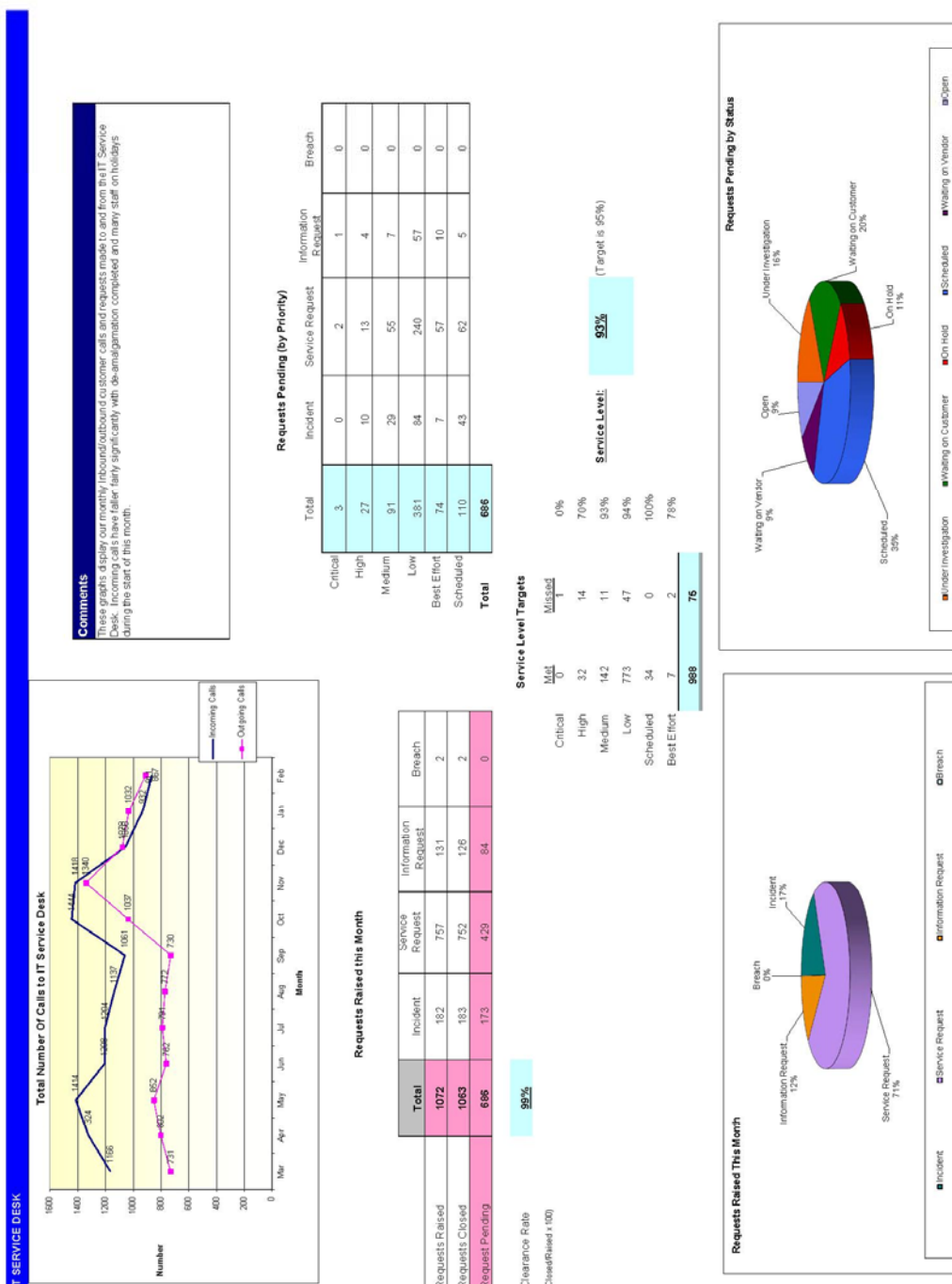
Total Outstanding Requests:

Comments

Summary of Outstanding requests:

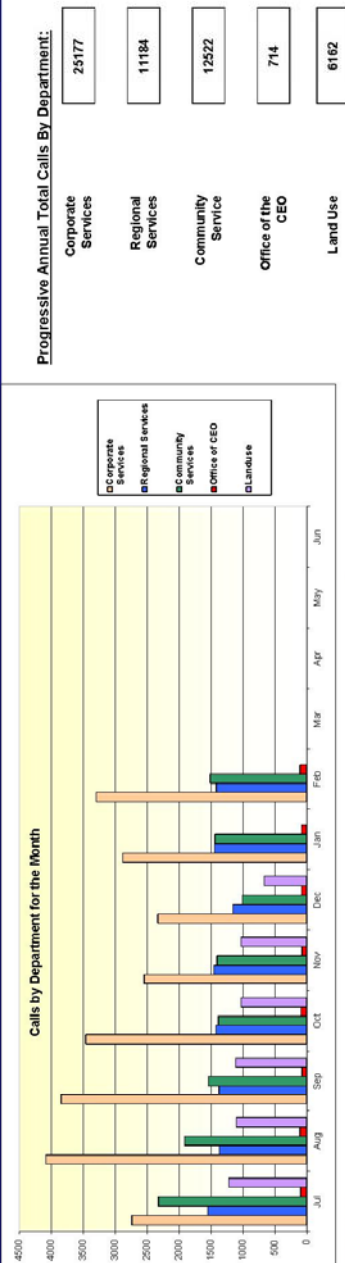
- 96 are in the status of 'Waiting on Customer'.
- 34 are in the status of 'Waiting on Vendor'.
- 124 are in the status of 'Waiting on Vendor'.
- Balance are active requests.

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT  
February 2014



CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT  
February 2014

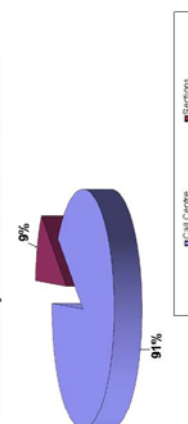
CUSTOMER SERVICE



**Comments**

The Calls by Department / Section graph shows the Monthly summary of calls received by the Customer Service Call Centre for the month. This is intended to demonstrate the call traffic for the month.

**Ratio of Queries Satisfied by CS Centre versus Referred to Sections**

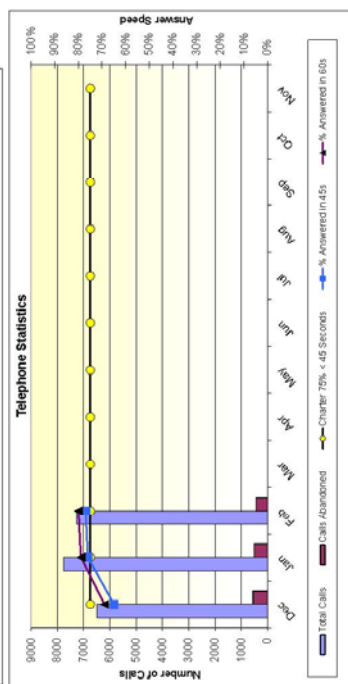


**Comments**

This pie chart shows the ratio of enquiries made to the Customer Service Centres which are referred to the relevant section of the customer rather than being referred on (ticked) to the responsible Section. This is a demonstration of the Customer Service Centres staff knowledge and understanding of Council business across the organisation.

Monthly total queries answered by Customer Service Centres without referral: 28,014

Monthly total queries referred to Sections: 2897



**Comments**

The Telephone Statistics graph shows the annual summary of all calls received by the Customer Service Centres and the performance of the Centres staff against the Customer Service Charter. \* The telephone data commences from December 2013 following the implementation of the new CSOC call centre system.

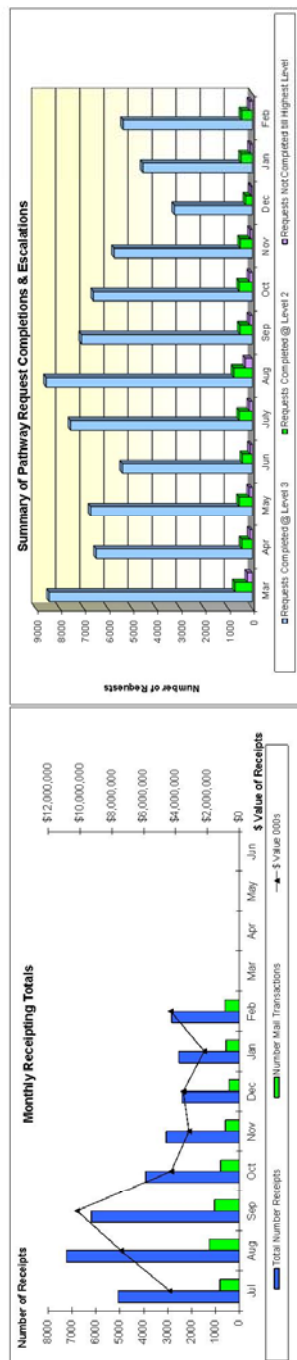
Progressive Annual Total Calls Answered by Customer Service\*: 21,538

Progressive Total Receipts Processed by Customer Service: 39,210

Progressive Total Dollar Value of Receipts Processed: \$39,436,215



**CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT**  
February 2014



Progressive annual Pathway requests completed as per CS Charter (at Lvl 3): **91%**

**Comments**

This chart above is a summary of the receipting transactions performed by the Customer Service Centre and the total dollar value of receipts by month.

**Comments**

This chart shows a summary of Pathway requests and the respective escalation level the request was completed at. The escalation levels correspond to the following:  
Level 3 - to the Action Officer  
Level 2 - to the Responsible Operational Manager and/or Coordinator  
Level 1 - to the Strategic Manager

**Customer Requests Completed Monthly & Top 5 Customer Requests**

	March	April	May	June	July	August	September	October	November	December	January	February
Requests Logged	9399	7384	7420	5932	8247	9659	7755	7300	6282	3606	5133	6054
Same month Completed	7992	5695	6120	4862	7119	8487	6839	6319	5509	3100	4372	4994
% completed same month	85%	77%	85%	82%	86%	87%	89%	86%	87%	85%	85%	82%
Completed Total for Month	9103	6853	7528	5882	8693	9686	8064	7295	6343	3686	5077	5590
Total Pending	4330	4446	4138	4054	3262	3503	3199	3121	3134	925	2218	2205
Top 5 Requests for Month	COA D/Planner OC/Grown W/Leak W/Animal PHide	D/Planner OC/Grown W/Leak W/Animal W/Animal	D/Planner W/Leak W/Animal P/Planes T/TTrm	D/Planner W/Leak W/Animal P/Planes W/Animal	D/Planner W/Animal Tree Trim Dev Callback W/Animal	D/Planner Rates W/Leak W/Animal Dev/Tel	D/Planner W/Leak W/Animal W/Leak W/Animal	D/Planner W/Leak W/Animal Bin RRC Misc Road T/TTrm	D/Planner W/Leak W/Animal Bin RRC Misc Road T/TTrm	D/Planner W/Leak W/Animal Bin RRC Misc Road T/TTrm	D/Planner W/Leak W/Animal Bin RRC Misc Road T/TTrm	OC/Grown D/Planner W/Leak W/Animal W/Animal C/Dev

Total uncompleted customer requests up to 3 months old: **1650**

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

Total uncompleted customer requests between 3 to 6 months old: **298**

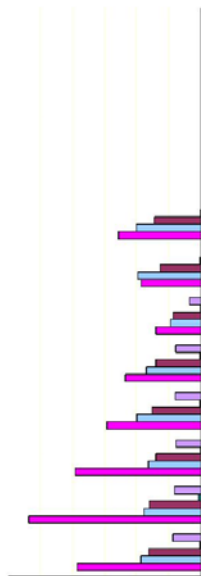
Total uncompleted customer requests greater than 6 months old: **257**

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

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:	Bin RRC - Replacement Bin RRC (Damaged/Lost/Spill)	Misc Road - Miscellaneous Road Issues	W/Animal - Wandering Animal
	D/Planner - Daily Planner	T/TTrm - Tree Trim	W/Leak - Water Leak
	MISUR - Missed Recycling Bin JU	Rates - Rates Enquiries	Dev/Tel - Development Telephone Callback

**CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT**  
February 2014



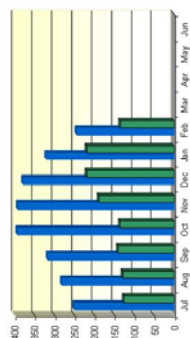
**Comments**

This chart displays the monthly pathway requests input by Customer Service front counter staff.

**After Hour Requests by Department  
Logged in Pathway for Month**

Finance & Business	1
Regional Services	83
Community Services	51
Office of the CEO	1

**After Hour Calls to Propel**



**Comments**

Water Chart shows the after hours calls made by customers to Propel (see the table) / Propel (Propel Regional Council). The table shows the breakdown of after hours calls by department. To date, 50% of after hours calls have been logged in Pathway for follow-up action or record only.

NB: BCE is Council's after hours customer call centre contractor. This contract terminated on the 31

**Progressive total calls intercepted by After Hours Call Centre:**

2580

**Progressive total after hours calls logged into Pathway:**

1302

**Highlights from Customer Service**

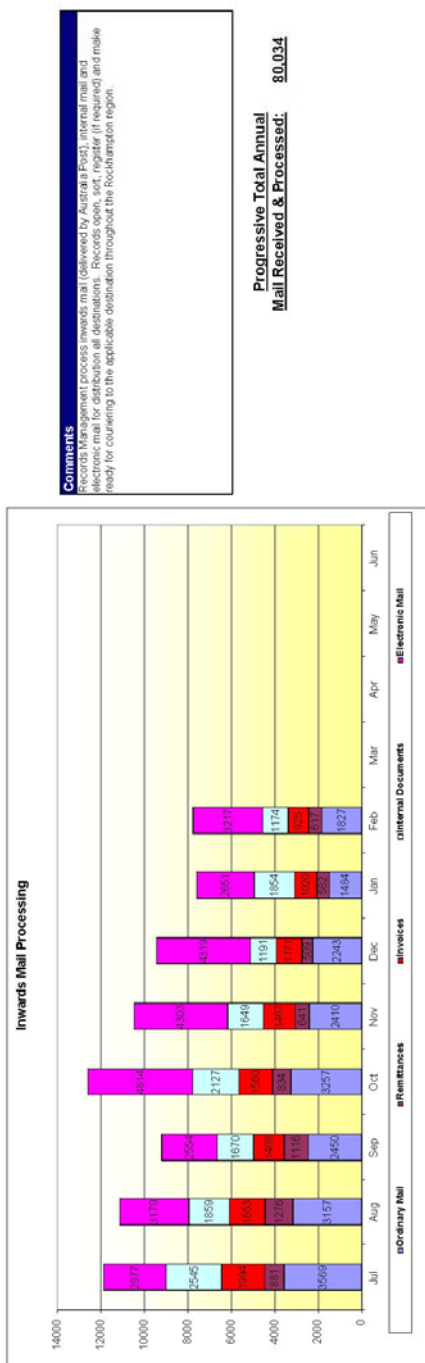
February was a moderate month with all levels of Customer Service – customer requests, phone enquiries, general enquiries, O&AP and Venue Bookings. Some additional statistical information that adds to the overall picture of customer service is that the Western team have completed 747 general enquiries, 202 O&AP transactions and 154 Rate Searches.

A total of 8 new bookings were received, with venue bookings totalling 83 for February.

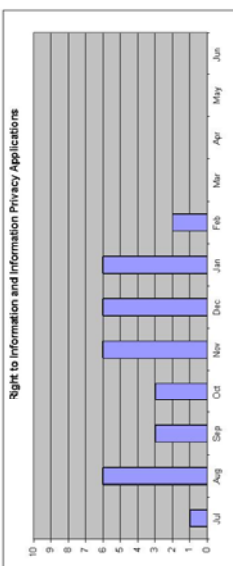
For February, 4,984 or 69% of calls were answered by a Customer Service Officer within 15 seconds following the Council standard privacy greeting.

**CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT**  
February 2014

**RECORDS MANAGEMENT**



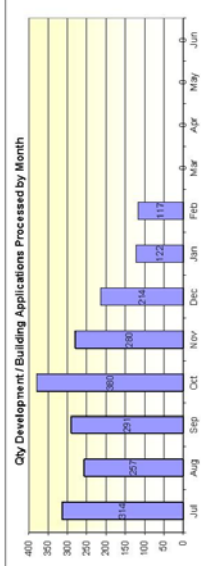
**Comments:**  
Records Management is responsible for coordinating the processing of Right to Information (RTI) and Information Privacy (IP) applications for all sites of the Council. This following chart provides a breakdown of the quantities of applications received for the current financial year.  
NB: Formally FOI, the RTI Act (2009) came into force on 1 July 2009.



**Progressive Total RTI / IP Applications: 33**

**Comments:**  
The records management team is responsible for processing applications through the Rockhampton and Yeppoon Records Office. The processing includes creating a hardcopy file, registering, and scanning into DataWorks within 24 hours of being received at the Customer Service desk.  
NB: The quantity of applications processed by the Yeppoon Office were not recorded in July.

**Progressive total Development & Building Applications Processed: 1,858**



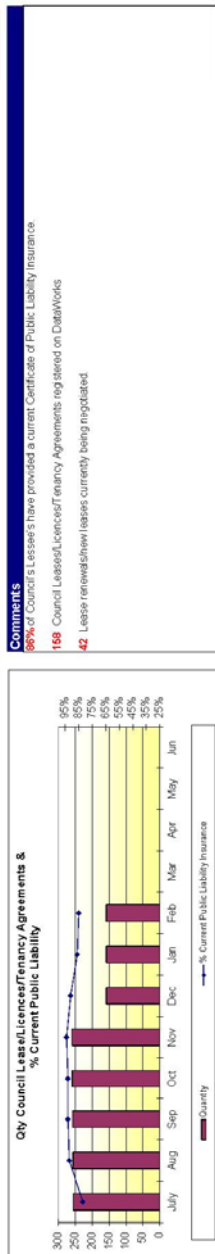
**HIGHLIGHTS FOR MONTH - RECORDS MANAGEMENT**

This month Records Officers responded to 284 building plan referrals for Council officers and returned 430 files to storage. A total of 640 HR and Payroll documents were received for registration and filing this month, and 991 documents were received electronically from private entities.



**CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT**  
February 2014

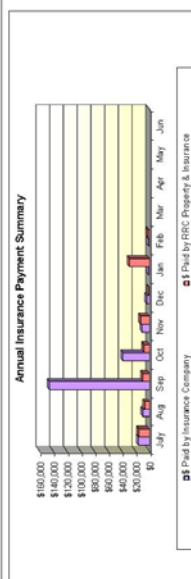
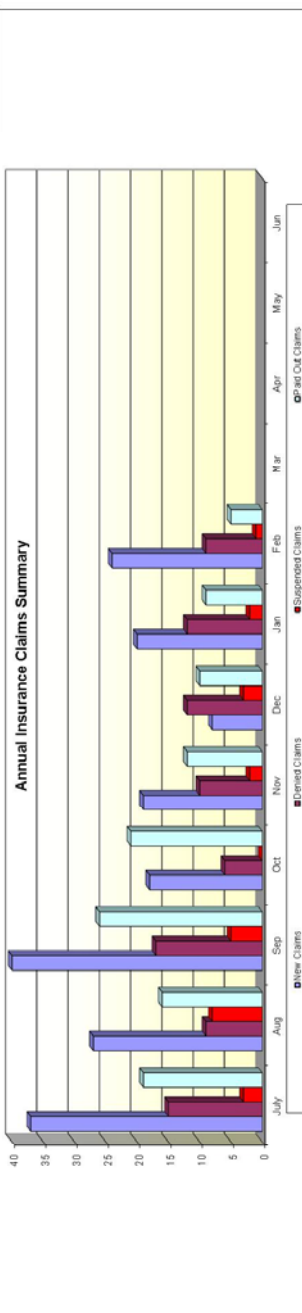
**PROPERTY & INSURANCE**



**MONTHLY INSURANCE CLAIMS HISTORY**

February 2014 Claims Processing					Comments
	New Claim	Denied Claim	*Suspended Claim	Paid Out Claims	
Motor Vehicle - RRC Owned	2	0	0	1	
3rd Party Motor Vehicle / Property Damage	13	9	0	0	
Personal Injury	1	0	1	0	
Damage by Council Plant (Mower/Slasher)	7	0	0	4	
Lost/Stolen or Damaged RRC Property	1	0	0	0	
<b>TOTAL</b>	<b>24</b>	<b>9</b>	<b>1</b>	<b>5</b>	

\* **Suspended Claim** means a claim made to Council for injury or damages which are held over awaiting further information or direction from the claimant.



Comments	Budget Allocations 12/13
RRC Insurance Paid to Date (excl. GST):	\$85,916
RRC Other Dept Paid to Date:	\$18,095
Insurance Paid by Insurance Company to Date:	\$227,687

## **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.

### 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 Legal Matters as at 28 February 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.

#### 13.2 Monthly Report to Council from 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.



## 13 CONFIDENTIAL REPORTS

### 13.1 LEGAL MATTERS AS AT 28 FEBRUARY 2014

**File No:** 1392

**Attachments:** 1. Legal Matters Master -1 February to  
28 February 2014

**Authorising Officer:** Tracy Sweeney - Manager Workforce and Strategy  
Ross Cheesman - General Manager Corporate Services

**Author:** Tony Hauenschild - Coordinator Safety and Training

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.

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#### SUMMARY

*Update of current legal matters that Council is involved in as at 28 February 2014 presented for Council information.*

**13.2 MONTHLY REPORT TO COUNCIL FROM CHIEF EXECUTIVE OFFICER****File No:** 1830**Attachments:** 1. Monthly Report from CEO - March 2014**Responsible 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 .

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**SUMMARY**

*Chief Executive Officer presenting monthly report to Council for the period ending 18 March 2014.*

## **14 CLOSURE OF MEETING**