



PERFORMANCE & SERVICE COMMITTEE MEETING

AGENDA

22 APRIL 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 22 April 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
15 April 2014

Next Meeting Date: 27.05.14

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
6.2	LIFTING MATTERS LAYED ON THE TABLE	5
7	PUBLIC FORUMS/DEPUTATIONS	6
	NIL	6
8	OFFICERS' REPORTS.....	7
8.1	2014 FESTIVAL OF INNOVATION	7
9	STRATEGIC REPORTS	12
9.1	ANNUAL OPERATIONAL PLAN REPORT QUARTER 3 - 1 JANUARY 2014 TO 31 MARCH 2014	12
9.2	PROPOSED 2014/2015 OPERATIONAL PLAN AND MONTHLY DEPARTMENT REPORTS	35
9.3	CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF MARCH 2014.....	84
9.4	SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 MARCH 2014	103
10	NOTICES OF MOTION.....	111
	NIL	111
11	URGENT BUSINESS/QUESTIONS	112
12	CLOSED SESSION	113
13.1	LEGAL MATTERS AS AT 31 MARCH 2014.....	113
13.2	VISIT TO TOWNSVILLE AIRPORT BY COUNCILLOR FISHER.....	113
13.3	MONTHLY REPORT TO COUNCIL FROM CHIEF EXECUTIVE OFFICER	113
13	CONFIDENTIAL REPORTS	114
13.1	LEGAL MATTERS AS AT 31 MARCH 2014.....	114
13.2	VISIT TO TOWNSVILLE AIRPORT BY COUNCILLOR FISHER.....	115

13.3	MONTHLY REPORT TO COUNCIL FROM CHIEF EXECUTIVE OFFICER	116
14	CLOSURE OF MEETING	117

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 25 March 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 Meeting**

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

Meeting Date: 22 April 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	Update and Recommendations - Agreement with Propel Partnerships	THAT the matter relating to Propel Partnerships be layed on the table pending a meeting of Councillors.	Ross Cheesman	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	
25 March 2014	Corporate Services Monthly Statistical Report for the month of February 2014	1. THAT the Corporate Services statistical report for February 2014 be "received"; 2. THAT a report on the principles behind our fleet utilisation, reporting and more detailed information, including benchmarking, be brought back to the next Performance and Service Committee Meeting.	Ross Cheesman	08/04/2014	To be presented at the May Performance and Service Committee meeting
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	

6.2 LIFTING MATTERS LAYED ON THE TABLE**File No:** 6184**Attachments:** Nil**Responsible Officer:** Evan Pardon - Chief Executive Officer**Author:** Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to identify when reports are due back to the table. Items lying on the table require a report to be lifted from the table before being dealt with. This report is designed to lift all necessary reports from the table to be dealt with at this meeting.

OFFICER'S RECOMMENDATION

THAT the Update and Recommendations – Agreement with Propel Partnerships report be lifted from the Performance and Service Committee Meeting Business Outstanding table as it was dealt with at the Council Meeting on 8 April 2014.

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 2014 FESTIVAL OF INNOVATION

File No: 5857
Attachments: 1. Festival of Innovation Program
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Rick Palmer - Manager Economic Development

SUMMARY

This report outlines an opportunity for Council to become meaningfully involved in the 2014 Festival of Innovation.

OFFICER'S RECOMMENDATION

THAT Council sponsor the cost of the keynote speaker at the 2014 Rockhampton Region Festival of Innovation in exchange for the opportunity to outline opportunities associated with the Fitzroy Agricultural Corridor.

COMMENTARY

The Department of State Development, Infrastructure & Planning has requested Council to consider the opportunity of sponsoring the keynote speaker at the *2014 Central Queensland Festival of Innovation - Cultivating our Future* (copy of Program attached).

Mick Keogh, Executive Director of the Australian Farm Institute (<http://www.farminstitute.org.au/>) will be the keynote speaker and speak on *The future of food – what will consumers be putting on their plates?*

Mick Keogh was suggested to the Festival of Innovation Steering Committee by Trade & Investment Queensland as capable of speaking on this topic, having discussed similar topics on other occasions. Steve Knight, a Senior Economic Development Officer with the Department, has spoken to the proposed speaker and can confirm that he has strong knowledge in this area.

His speaking costs and travel or accommodation amount to \$3,200.

Jackie Kyte, who is now working for Beef Australia 2015 and who previously worked for the Department of Agriculture, Forestry and Fisheries in Gympie, confirmed that Mr Keogh would be a good speaker for the Festival of Innovation

This year the Festival of Innovation has a substantial agricultural flavor as its title *Cultivating our Future* implies.

In return for the funding of the keynote speaker, Council would have the opportunity of outlining the opportunities associated with the Fitzroy Agricultural Corridor. This could provide profile for the agricultural corridor and help build Central Queensland momentum for the project.

BACKGROUND

Organisation of the 2014 Rockhampton Region Festival of Innovation is being led by Steve Knight, Senior Economic Development Officer with the Department of State Development, Infrastructure & Innovation.

Other organisations involved in the steering committee include:

Department of Innovation, Industry, Science & Research
Enterprise Connect
Department of Agriculture, Fisheries and Forestry
Department of Science, Information Technology, Innovation and the Arts
Rockhampton Regional Council

Central Queensland University
Regional Development Australia

BUDGET IMPLICATIONS

Cost of sponsoring the keynote speaker for the 2014 Rockhampton Region Festival of Innovation would be \$3,200.

2014 FESTIVAL OF INNOVATION

Festival of Innovation Program

Meeting Date: 22 April 2014

Attachment No: 1

Cultivating our Future

Growing food. Growing value. Growing regions.

2014 Central Queensland Festival of Innovation 13-14 May in Rockhampton and Yeppoon

This event will take a fresh look at the food supply chain – looking from the plate back to the paddock – to identify new opportunities for growing value in our region.

If you are producing, processing or providing food, or have an interest in innovation, be a part of the 2014 Central Queensland Festival of Innovation – 'Cultivating our Future'.

DAY 1:

Tuesday 13 May, 2014 (9:00am – 4:30pm)

\$60 for Day 1 only or \$90 for Day 1 & Day 2 (morning tea, lunch and afternoon tea provided)

Day 1 of Cultivating our Future will focus on the 'plate' end of the food supply chain, covering topics such as the future of food, strengthening our competitive advantages in food processing and production through innovation, and how to add more value to regional food and produce.

Ian Walker, Minister for Science, Information Technology, Innovation and the Arts, will officially open the event.

David Poulsen, Science Leader – Innovative Food Solutions & Technologies, Department of Agriculture, Fisheries and Forestry, will welcome attendees.

Keynote speaker Mick Keogh, Executive Director, Australian Farm Institute, will speak about developing market trends in the food industry, in particular those for the Australian and Asian food markets. Mick will discuss what consumers will be putting on their plates, how these choices will be made and where this food will be sourced from.

An Evening of Regional Food: Tuesday 13 May, 2014 (7:00pm – 9:30pm)

Limited to 80 attendees only - \$70 (Five course degustation menu – drinks available separately)

This evening event provides the chance to enjoy the beautiful views over Keppel Bay Marina while you meet and network with others who are passionate about regional food. The evening will feature a five course degustation menu – featuring the highest quality regional foods and prepared with a blend of traditional and avant-garde techniques.

Kylie Smith (owner of The Waterline Restaurant), Karen Ronning (Tourism and Events Queensland) and Jason Pfingst (Relish Capricorn) will share their thoughts and experiences on using, sharing and promoting regional food.



CLICK HERE TO REGISTER
for this important regional event

All event prices are inclusive of GST

Cultivating our Future

Growing food. Growing value. Growing regions.

DAY 2:

Wednesday 14 May, 2014 7:00am – 8:30am

Limited to 60 attendees only - \$10 (breakfast provided)

Q-WIN breakfast – Innovation through collaboration

This breakfast event, sponsored by the Queensland Government, will focus on the opportunities, benefits and challenges of using research to business collaborations to drive innovation within your business.

Denise Raybould, Lead Consultant – Innovation, Australian Institute for Commercialisation, QMI Solutions, will kick off the event by talking about collaboration – why it's needed, what forms it takes, how to approach it, and the many benefits it can realise.

Professor **Scott Bowman**, Vice-Chancellor and President of CQUniversity, will outline the value to businesses of collaborating with research institutions and the role that CQUniversity can play in successfully delivering this value.

Professor **Robert Steele**, Deputy Dean Research, School of Engineering and Technology at CQUniversity, will provide an example of cutting edge research that CQUniversity is undertaking in the very topical field of nutrition informatics.

Wednesday 14 May, 2014 9:00am – 4:30pm

\$60 for Day 2 only or \$90 for Day 1 & Day 2 (morning tea, lunch and afternoon tea provided)

Day 2 of Cultivating our Future will focus on the 'paddock' end of the food supply chain, covering topics such as harvesting the opportunities of collaborative food production, considering smarter ways to transport produce within the region, and using automation to enhance agricultural production.

Barry McGookin, General Manager Innovation, Capabilities and Skills, Food Innovation Australia Ltd (FIAL), will outline FIAL's objectives, provide examples of where FIAL have provided assistance to participants in the food industry, and highlight areas where FIAL can potentially assist the Central Queensland agribusiness industry.

The second half of the day will be held at Belmont Research Station, a working cattle property just to the north of Rockhampton – completing our journey from the plate back to the paddock.



CLICK HERE TO REGISTER
for this important regional event

A collaborative event supported by:



All event prices are inclusive of GST

Coordinated by the Department of State Development, Infrastructure and Planning.

For more information contact Steve Knight (T +617 4938 6528 E steve.knight@dsdip.qld.gov.au)

9 STRATEGIC REPORTS

9.1 ANNUAL OPERATIONAL PLAN REPORT QUARTER 3 - 1 JANUARY 2014 TO 31 MARCH 2014

File No:	8320
Attachments:	1. 2013/2014 Operational Plan Quarter Three Progress
Responsible Officer:	Tracy Sweeney - Manager Workforce and Strategy Ross Cheesman - General Manager Corporate Services
Author:	Kerrie Barrett - Coordinator Corporate Improvement & Strategy

SUMMARY

The 2013/14 Operational Plan progress report for Quarter 3 as at 31 March 2014 is presented, pursuant to s174(3) of Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT the 2013/14 Operational Plan progress report for Quarter 3 as at 31 March 2014 be 'received'.

COMMENTARY

The Operational Plan progress report for the period 1 January to 31 March 2014 is attached for Council's consideration. Data is presented in accordance with the framework previously adopted.

Please note that the Revised Budget figures displayed throughout the report are from the October 2013 budget revision. The February 2014 revised budget is still being finalised and is yet to be presented to Council.

PREVIOUS DECISIONS

Council adopted the 2013/14 Annual Operational Plan at the Special Council meeting of 27 June 2013. At this meeting it was indicated that some changes may be required to the format of the 2013/14 Operational Plan to allow improved reporting especially in regard to identifying the status of each section's performance in relation to the annual performance target. Changes were made to the Annual Operational Plan and adopted by Council on 24 September 2013.

LEGISLATIVE CONTEXT

Section 174 of the Local Government Regulation 2012 states:

(3) The Chief Executive Officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.

CONCLUSION


The 2013/2014 Operational Plan progress report for quarter three as at 31 March 2014 has been prepared in accordance with legislation.

**ANNUAL OPERATIONAL PLAN
REPORT QUARTER 3 - 1 JANUARY
2014 TO 31 MARCH 2014**

**2013/2014 Operational Plan Quarter
Three Progress**

Meeting Date: 22 April 2014

Attachment No: 1



2013-2014 OPERATIONAL PLAN

INFRASTRUCTURE

Safe, secure and reliable infrastructure serving current and future community needs

CIVIL OPERATIONS

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$17,295,783	\$15,166,107
Operating Expenses	\$46,177,751	\$35,450,540

REFERENCE

CORPORATE PLAN ACTIVITIES

WHO

A	Provide value for money construction, maintenance and community response services for transport and drainage assets	Manager Civil Operations
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REF TO CORP PLAN ACTIVITIES

KEY PERFORMANCE INDICATORS

TARGET

TIMEFRAME

WHO

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
23%	16%	26%		65%	
98%	98%	80%		79%	
100%	100%	95%		98%	
100%	100%	90%		97%	Weather has impacted this.
Yes	Yes	Yes		0	

FITZROY RIVER WATER

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$61,440,467	\$59,521,936
Operating Expenses	\$55,474,115	\$53,091,577

REFERENCE

CORPORATE PLAN ACTIVITIES

WHO

A	Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable	Manager Fitzroy River Water
B	Operate and maintain sewerage network and treatment assets including re-use schemes	Manager Fitzroy River Water

REF TO CORP PLAN ACTIVITIES

KEY PERFORMANCE INDICATORS

TARGET

TIMEFRAME


WHO

ACTIVITIES LEGEND

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
OK	OK	OK			
OK	OK	OK			

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%		100%	
100%	100%	100%		100%	
25%	25%	26%		75%	
25%	22%	20%		67%	Weather issues and loss of some staff due to de-amalgamation contributed to some delays. Reconfiguring of work crews should see improvement in project delivery.
100%	100%	100%		100%	Voluntary Transitional Environmental Program in place for STPs
95%	95%	100%		97%	Rockhampton Sewage Treatment Strategy presented to Council
100%	100%	100%		100%	
100%	100%	100%		100%	



2013-2014 OPERATIONAL PLAN
INFRASTRUCTURE

Safe, secure and reliable infrastructure serving current and future community needs

FACILITIES (COMMUNITY SERVICES)

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$23,107	-\$108
Operating Expenses	\$11,000,882	\$8,819,758

ACTIVITIES LEGEND

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

REFERENCE	CORPORATE PLAN ACTIVITIES				WHO	Q1	Q1-Q2	Q1-Q3	Q1-Q4				
A	Deliver facilities maintenance programs and projects				Manager Community Services	OK	OK	OK					
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS				TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Complete operating projects in accordance with maintenance programs, timeliness and budget.				90%	PA	Manager Community Services	24%	24%	24%		72%	
A	Timely delivery of annual capital works program within budget.				100%	PA	Manager Community Services	25%	25%	25%		75%	
A	Plan and report on rationalisation and consolidation of built Council owned and controlled facilities.				Yes	31.03.14	Manager Community Services	No	No	No		No	Report being integrated with the Asset Management Plan

ROCKHAMPTON AIRPORT

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$13,930,674	\$10,340,617
Operating Expenses	\$13,930,674	\$9,946,137

ACTIVITIES LEGEND

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

REFERENCE	CORPORATE PLAN ACTIVITIES				WHO	Q1	Q1-Q2	Q1-Q3	Q1-Q4				
A	Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return				Manager Rockhampton Airport	OK	OK	R					
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS				TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Comply with CASA legislation requirements within statutory timeframes.				100%	QTR	Manager Rockhampton Airport	100%	100%	100%		100%	
A	Comply with key performance indicators contained in the 2013/14 Performance Plan.				100%	QTR	Manager Rockhampton Airport	60%	90%	90%		80%	Passenger numbers not available as yet but will be below target. Bird strikes were 9, target 10.
A	Timely delivery of annual capital works program within budget.				95%	PA	Manager Rockhampton Airport	2%	10%	23%		35%	Construction work on the major lighting project has commenced, with ALER building nearing completion and Pit & Duct work due to begin, completed and WIP, including commitments now 33% as of end Feb.

COMMERCIAL BUSINESS UNITS

The Fitzroy River Water was adopted on 24 September 2013 and Rockhampton Airport Performance Plan was adopted by Council on 10 September 2013, and both are a requirement of s175 Local Government Regulation 2012.



2013-2014 OPERATIONAL PLAN ENVIRONMENT

A healthy and liveable environment for everyone to enjoy

HEALTH & ENVIRONMENT

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$217,791	\$84,522
Operating Expenses	\$3,529,867	\$2,655,062

ACTIVITIES LEGEND

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

REFERENCE

CORPORATE PLAN ACTIVITIES

WHO

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	Q1	Q1-Q2	Q1-Q3	Q1-Q4
A	Provide regulatory and compliance services in line with statutory requirements and best practice	Manager Health & Environment	OK	OK	OK	
B	Plan and deliver programmes, partnerships, regulation and education relevant to Environment and Public Health	Manager Health & Environment	OK	OK	OK	
C	Achieve land rehabilitation and mitigation through direct action, education and volunteer programme delivery	Manager Health & Environment	OK	OK	OK	
D	Implement Pest Management Plan actions to control declared pests	Manager Health & Environment	OK	OK	OK	
E	Implement Vector Management Plan actions to establish vector control measures	Manager Health & Environment	OK	OK	OK	
F	Promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity	Manager Health & Environment	OK	OK	OK	

REF TO CORP PLAN ACTIVITIES

KEY PERFORMANCE INDICATORS

TARGET

TIMEFRAME

WHO

Q1

Q2


Q3

Q4

ANNUAL

COMMENTS

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Undertake an inspection program of devolved environmentally relevant activities in accordance with scheduled timeframes	100%	PA	Manager Health & Environment	0%	15%	55%		70%	
A	Undertake an inspection program of food premises and high risk personal appearance services in accordance with scheduled timeframes	100%	PA	Manager Health & Environment	25%	22%	0%		47%	Impacted by resourcing issues
A	Action customer requests in accordance with Customer Service Charter	100%	QTR	Manager Health & Environment	100%	100%	100%		100%	
B	Deliver education and enforcement strategies in accordance with approved timeframes	100%	PA	Manager Health & Environment	25%	25%	25%		75%	
C	Develop new rehabilitation sites with volunteer programs	1	PA	Manager Health & Environment	0	2	0		2	
D	Adhere to Pest Management Plans - Action Plan	100%	PA	Manager Health & Environment	25%	25%	25%		75%	
E	Monitor light trap sites	4	PA	Manager Health & Environment	4	4	4		12	Ongoing seasonal monitoring of 4 sites
F	Respond to internal referrals of development applications within 10 business days of receipt from the Planning Section	100%	QTR	Manager Health & Environment	100%	100%	100%		100%	



2013-2014 OPERATIONAL PLAN
ENVIRONMENT
A healthy and liveable environment for everyone to enjoy

ROCKHAMPTON REGIONAL WASTE & RECYCLING
Section Budget Summary


Budget	Revised	Actual YTD
Operating Revenue	\$20,185,407	\$18,733,746
Operating Expenses	\$20,183,177	\$15,804,799

ACTIVITIES LEGEND
R Risk of Incompletion / Delay
OK On Target
AT Ahead of Target
C Complete
I Incomplete (Q4 only)
Q1 Q1-Q2 Q1-Q3 Q1-Q4
R OK OK

REFERENCE	CORPORATE PLAN ACTIVITIES				WHO
A	Provide waste management facilities and services which meet the community's needs through the development and implementation of a Strategic Waste Management Plan.				Manager Rockhampton Regional Waste & Recycling

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Finalise the Regional Waste Management Strategy.	100%	PA	Manager Rockhampton Regional Waste & Recycling	10%	20%	10%		40%	Workshop being held 14/15 November to commence development of Regional Waste Management Strategy. Waste Options report complete and discussed in March 2014.
A	Develop and deliver an effective education and advisory program for waste management.	100%	PA	Manager Rockhampton Regional Waste & Recycling	25%	25%	25%		75%	Annual Plan developed and being delivered accordingly.
A	Provide Waste and Recycling Services in accordance with the 2013/14 Performance Plan.	100%	QTR	Manager Rockhampton Regional Waste & Recycling	100%	100%	100%		100%	

COMMERCIAL BUSINESS UNITS
The Rockhampton Regional Waste Performance Plan was adopted by Council on 10 September and is a requirement of s175 Local Government Regulation 2012.



2013-2014 OPERATIONAL PLAN

LIVING, LEARNING & LEISURE

A safe, caring and healthy community that we all belong to

COMMUNITY SERVICES

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$3,796,467	\$3,052,491
Operating Expenses	\$8,677,467	\$6,144,943

ACTIVITIES LEGEND

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

REFERENCE CORPORATE PLAN ACTIVITIES

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO
A	Deliver a range of individual and organisational development services and programmes	Manager Community Services
B	Provide and maintain regional library services	Manager Community Services
C	Deliver targeted social programs relating to child care, youth and aged services	Manager Community Services
D	Facilitate community safety	Manager Community Services

Q3	Q4	Q3	Q4
OK	OK	OK	
OK	OK	OK	
OK	OK	OK	
OK	OK	OK	

REF TO CORP PLAN ACTIVITIES KEY PERFORMANCE INDICATORS TARGET TIMEFRAME WHO Q3 Q4 Q3 Q4 ANNUAL COMMENTS

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q3	Q4	Q3	Q4	ANNUAL	COMMENTS
A	Deliver Home Assist Secure services in accordance with the service level contract.	100%	PA	Manager Community Services	25%	25%	25%		75%	
A	Deliver Home and Community Care programs in accordance with the service level contract.	100%	PA	Manager Community Services	25%	25%	25%		75%	
A	Report to Council on the Volunteer Engagement Program	Yes	31.03.14	Manager Community Services	No	No	Yes		Yes	Arrangements in place for Council sites
B	Be in the upper quartile of the State Library Board Benchmarking Survey	Yes	PA	Manager Community Services	No	Yes	Yes		Yes	
C	Maintain child care accreditation	Yes	PA	Manager Community Services	Yes				Yes	Completed for 2013/14
C	Achieve targeted occupancy rate of occasional day care places	50%	QTR	Manager Community Services	50%	50%	29%		43%	Demand has decreased in Q3 for occasional care places
C	Utilise all available long day care places	100%	QTR	Manager Community Services	100%	100%	100%		100%	
D	Ensure CCTV network operates effectively	95%	QTR	Manager Community Services	95%	95%	95%		95%	



2013-2014 OPERATIONAL PLAN LIVING, LEARNING & LEISURE

A safe, caring and healthy community that we all belong to

ARTS & HERITAGE

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$5,239,766	\$3,835,066
Operating Expenses	\$7,940,214	\$4,917,814

REFERENCE	CORPORATE PLAN ACTIVITIES			WHO
B	Deliver and facilitate community events and celebrations			Manager Arts & Heritage
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO
A	Undertake a volunteer satisfaction survey	100%	PA	Manager Arts & Heritage
A	Deliver Arts & Heritage projects (CRRG area)	80	PA	Manager Arts & Heritage
A	Develop a Collections Management (accession/deaccession) process for the Art Gallery	100%	PA	Manager Arts & Heritage
B	Present exhibitions at the Rockhampton Art Gallery	10	PA	Manager Arts & Heritage
B	Achieve target visitor numbers to Art Gallery exhibitions, excluding hire of spaces for other exhibitions	15000	PA	Manager Arts & Heritage
B	Increase profitability of the Showgrounds, using 2012/13 as a baseline year	10%	PA	Manager Arts & Heritage

ACTIVITIES LEGEND				
R	Risk of Incompletion / Delay			
OK	On Target			
AT	Ahead of Target			
C	Complete			
I	Incomplete (Q4 only)			
Q1	Q2	Q3	Q4	
OK	OK	OK		
Q1	Q2	Q3	Q4	AVG/PA
0%	0%	0%		0%
21	17	19		57
20%	0%	0%		20%
7	9	5		21
5414	6516	5629		18559
10%	10%	10%		30%
COMMENTS				
Survey delayed until transitional arrangements agreed				
19 events conducted for the quarter				
Work delayed due to operational and resourcing issues				
Work continues to integrate Showgrounds in Venue Ops Unit				

DISASTER MANAGEMENT (ENGINEERING)

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$185,545	\$318,948
Operating Expenses	\$691,764	\$444,451

REFERENCE	CORPORATE PLAN ACTIVITIES				WHO
A	Maintain a disaster management response capability able to meet the community's needs when required				Manager Engineering
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS		TARGET	TIMEFRAME	WHO
A	Conduct annual preparedness exercise		Yes	Q1: 11:13	Manager Engineering
A	Review and update the Local Disaster Management Plan		Yes	Q1: 10:13	Manager Engineering
A	Collaborate with EMQ to maintain SES capacity to fulfil the roles and responsibilities identified in the Local Disaster Management Plan		100%	PA	Manager Engineering

ACTIVITIES LEGEND					
R	Risk of Incompletion / Delay				
OK	On Target				
AT	Ahead of Target				
C	Complete				
I	Incomplete (Q4 only)				
Q1	Q2	Q3	Q4		
OK	OK	OK			
Q1	Q2	Q3	Q4	Average	COMMENTS
No	Yes			Yes	Completed in Q2
No	Yes			Yes	Completed in Q2
25%	25%	25%		75%	



2013-2014 OPERATIONAL PLAN

LIVING, LEARNING & LEISURE

A safe, caring and healthy community that we all belong to

LOCAL LAWS

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$1,216,220	\$786,234
Operating Expenses	\$2,644,130	\$1,662,596

REFERENCE

CORPORATE PLAN ACTIVITIES

WHO

A	Provide compliance and regulatory services in line with legislative and community standards	Manager Local Laws
B	Plan and deliver Local Laws programs, partnerships, regulation and education	Manager Local Laws

REF TO CORP PLAN ACTIVITIES

KEY PERFORMANCE INDICATORS

TARGET

TIMEFRAME

WHO

A	Respond to all customer complaints in accordance with the Customer Service Charter	100%	QTR	Manager Local Laws
A	Undertake systematic inspections of dog registrations and keeping of animals in accordance with the approved inspection program	100%	PA	Manager Local Laws
A	Monitor compliance of all regulated dogs	100%	PA	Manager Local Laws
B	Deliver approved education and enforcement strategies within scheduled timeframes	100%	PA	Manager Local Laws

ACTIVITIES LEGEND

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

Q1	Q2	Q3	Q4
OK	OK	OK	
OK	OK	OK	

Q1	Q2	Q3	Q4	AVERAGE	COMMENTS
100%	100%	100%		100%	
0%	0%	0%		0%	Program scheduled for 2014
25%	75%			100%	Completed
25%	25%	25%		75%	



2013-2014 OPERATIONAL PLAN LIVING, LEARNING & LEISURE

A safe, caring and healthy community that we all belong to

PARKS

Section Budget Summary


Budget	Revised	Actual YTD
Operating Revenue	\$941,303	\$759,495
Operating Expenses	\$18,316,173	\$15,671,491

ACTIVITIES LEGEND

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

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	Q1	Q2	Q3	Q4
A	Plan for appropriate open space within the Region.	Manager Parks	OK	OK	OK	
B	Ensure botanical collections are maintained and developed	Manager Parks	OK	OK	OK	
C	Provide a well maintained and managed zoological collection	Manager Parks	OK	OK	OK	
D	Provide developmental programs for sporting and recreational groups	Manager Parks	OK	OK	OK	
E	Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces	Manager Parks	OK	OK	OK	
F	Deliver regional cemetery and associated services that meet current and future burial and remembrance needs	Manager Parks	OK	OK	OK	

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Develop the Greenspace Plan within the parameters of forward budget projections.	100%	PA	Manager Parks	30%	0%	0%		30%	Plans are being developed as part of the town plan
A B C D E F	Respond to all customer complaints in accordance with Customer Service Charter.	100%	QTR	Manager Parks	100%	100%	100%		100%	
B	Develop and comply with procedure manuals through process mapping and consultation.	85%	QTR	Manager Parks	85%	85%	85%		85%	
B	Develop a Botanical Succession Plan for key horticultural assets.	100%	PA	Manager Parks	50%	30%	10%		80%	
C	Adopt and stage implementation of Zoo Master Plan to finalisation within existing budget guidelines.	100%	PA	Manager Parks	30%	20%	15%		65%	
C	Nil breaches of Biosecurity Q4 requirements.	Yes	PA	Manager Parks	Yes				Yes	Completed for 2013/14
D	Implement a Capacity Building Program for sporting clubs and community groups.	95%	PA	Manager Parks	20%	50%	30%		100%	Completed for 2013/14.
E	Install regional irrigation in accordance with annual audit remediation requirements and within budget parameters.	100%	PA	Manager Parks	15%	35%	35%		75%	
E	Mow parks in accordance with the adopted schedule.	100%	QTR	Manager Parks	100%	100%	90%		97%	Wet weather in March has impacted the program
F	Deliver cemetery capacity assessment report	Yes	31.12.13	Manager Parks	No	No	Yes		Yes	Completed for 2013/14



2013-2014 OPERATIONAL PLAN
ECONOMY

Grow a strong, resilient and diversified economy

STRATEGIC PLANNING (PLANNING)

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$145,250	\$100,040
Operating Expenses	\$1,899,615	\$966,753

ACTIVITIES LEGEND

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

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	Q1	Q1-Q2	Q1-Q3	Q1-Q4
A	Implement a growth management framework which facilitates economic growth whilst preserving the Region's character	Manager Planning	OK	OK	OK	
B	Manage the Region's growth framework to complement state legislation and policy	Manager Planning	OK	OK	OK	
C	Promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity	Manager Planning	OK	OK	OK	
D	Promote the sharing of responsibility for resource management and planning between the different spheres of government, the community and industry	Manager Planning	OK	OK	OK	

REF TO CORP PLAN ACTIVITIES


KEY PERFORMANCE INDICATORS

TARGET

TIMEFRAME

WHO

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A (B)	Progress Regional Planning Scheme to ensure adoption by 31.12.14.	100%	PA	Manager Planning	30%	30%	20%		80%	Still awaiting formal response from the Minister to allow us to proceed to public notification
A (B)	Progress Priority Infrastructure Plan to ensure adoption by 31.12.14.	100%	PA	Manager Planning	40%	40%	10%		90%	Draft PIP submitted for State Interest with Planning Scheme. Engineering are reviewing some projects
C	Ensure the planning scheme as drafted adequately protects identified resource areas and natural assets	100%	QTR	Manager Planning	100%	100%	100%		100%	Biodiversity overlay review in response to new state mapping
D	Organise and conduct regular fortnightly meetings with the Department of State Development, Infrastructure and Planning (DSDIP) and attend CQ Planners meetings as scheduled by DSDIP.	60%	QTR	Manager Planning	100%	100%	100%		100%	Meetings completed to schedule. State Interest workshop conducted in November



2013-2014 OPERATIONAL PLAN

ECONOMY

Grow a strong, resilient and diversified economy

ECONOMIC DEVELOPMENT

Section Budget Summary


Budget	Revised	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$845,291	\$581,262

ACTIVITIES LEGEND

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

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	Q1	Q1-Q2	Q1-Q3	Q1-Q4
A	Act as a Council ambassador to support development of key projects across the Region, in line with Council's strategic direction.	Manager Economic Development	AT	AT	AT	
B	Assist industry and developers with business expansion within the Region and advocate associated benefits	Manager Economic Development	OK	OK	OK	
C	Collaborate with government agencies to identify and foster the development of new industries in the Region	Manager Economic Development	OK	OK	AT	
D	Collaborate with Capricorn Enterprise to ensure the delivery of services to promote the tourist potential and economic development of our Region	Manager Economic Development	AT	OK	OK	

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Participate in trade shows or facilitate workshops to encourage existing business to expand their services or consider exporting.	4	PA	Manager Economic Development	2	2	4		8	C/O Expo Trade Show, NQ Expo Trade Show, Bowen Basin Mining Club + 2. Further Trade shows will be attended in Townsville in June
A	Ensure that Council is briefed on key projects proposed across the Region.	100%	QTR	Manager Economic Development	100%	100%	100%		100%	
A B C	Expand the role of the Rockhampton Regional Digital Economy Taskforce to facilitate the earlier roll out of the National Broadband Network to identified parts of the Region.	100%	PA	Manager Economic Development	25%	50%	75%		75%	No additional work done this quarter
B C E	As the key liaison point for developers interested in investing in our Region, link these developers with relevant RRC staff, stakeholders and support services.	5	PA	Manager Economic Development	3	3	4		10	C/O Expo Trade Show, NQ Expo Trade Show, Bowen Basin Luncheon Emerald. Further Trade shows will be attended in Townsville in June
D	Hold meetings with Capricorn Enterprise to ensure that their organisation engages with stakeholders in line with Council's chosen strategic direction.	2	PA	Manager Economic Development	1	1	0		2	While Tourism component continues no meeting conducted this quarter



2013-2014 OPERATIONAL PLAN

PEOPLE, PLACES & PLANNING

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ENGINEERING

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$111,691	\$15,252
Operating Expenses	\$3,999,039	\$2,118,534

ACTIVITIES LEGEND

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

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

REFERENCE

CORPORATE PLAN ACTIVITIES

WHO

A	Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation	Manager Engineering
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REF TO CORP PLAN ACTIVITIES

KEY PERFORMANCE INDICATORS

TARGET

TIMEFRAME


WHO

Q1 Q2 Q3 Q4

ANNUAL

COMMENTS

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Complete Priority Infrastructure Plans in accordance with the approved Priority Infrastructure Plan (PIP) project program.	100%	PA	Manager Engineering	25%	50%	0%		75%	Submitted to State as part of the Planning Scheme
A	Complete annual revision of the prioritised 10 year forward works program for new and growth projects prior to budget preparations.	Yes	PA	Manager Engineering	No	No	Yes		Yes	Completed. Carried out in quarter 2 and quarter 3.
A	Complete regional active transport (cycle and pedestrian) strategy.	100%	PA	Manager Engineering	25%	25%	10%		60%	Impacted by deamalgamation. TMR RPCN has been reviewed.
A	Ensure capital project designs are available for final checking at least 30 business days prior to programmed commencement of works.	90%	QTR	Manager Engineering	92%	90%	80%		87%	
A	Ensure on average, survey and design costs are less than 5% of the estimated project cost.	100%	QTR	Manager Engineering	100%	100%	100%		100%	
A	Minimise system non-conformances through implementation of an internal audit of the Design Office QA system.	<5	PA	Manager Engineering	0	3	0		3	
A	Respond to Material Change of Use (MCU) and Reconfiguring of Lots (ROL) internal referrals within 8 business days of receipt of referral from the planning section.	90%	QTR	Manager Engineering	80%	73%	80%		78%	Compliance estimated as reporting mechanism has fallen away post deamalgamation and needs to be re-established.
A	Provide reply to Operational Works internal referrals within 7 business days of receipt of referral from the planning section.	90%	QTR	Manager Engineering	100%	73%	80%		84%	Declined over October and November but increased again in December.
A	Carry out Operational Works compliance inspections within 1 business day of receiving the required notification from the developer.	100%	QTR	Manager Engineering	100%	100%	100%		100%	Compliance estimated as reporting mechanism has fallen away post deamalgamation and needs to be re-established.
A	Deliver delegated infrastructure projects within the agreed project budget.	95%	QTR	Manager Engineering	100%	90%	0%		63%	Infrastructure Projects has been disbanded.



2013-2014 OPERATIONAL PLAN

PEOPLE, PLACES & PLANNING

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DEVELOPMENT ASSESSMENT (PLANNING)

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$2,190,500	\$1,839,414
Operating Expenses	\$2,051,879	\$1,328,174

ACTIVITIES LEGEND

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

REFERENCE

CORPORATE PLAN ACTIVITIES

WHO

B	Contribute to the fair, orderly and sustainable use and development of the Region's resources	Manager Planning
C	Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character	Manager Planning
D	Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with town planning and operational works	Manager Planning

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

REF TO CORP PLAN ACTIVITIES

KEY PERFORMANCE INDICATORS

TARGET


TIMEFRAME

WHO

Q1	Q2	Q3	Q4	ANNUAL
25%	25%	40%		90%
100%	98%	100%		99%
83%	80%	95%		86%
43%	51%	60%		51%
86%	86%	85%		85%

COMMENTS

A(B)(C)(D)	Actively participate in the Planning Health Check Pilot Project and implement appropriate outcomes in a timely manner.	100%	FA	Manager Planning	25%	25%	40%		90%	
A(B)(C)(D)	Consider applications by Development Control Unit within 5 business days of being properly made.	100%	QTR	Manager Planning	100%	98%	100%		99%	
A(B)(C)(D)	Determine material change of use under delegation issued within 20 business days from the commencement of the decision stage.	90%	QTR	Manager Planning	83%	80%	95%		86%	
A(B)(C)(D)	Determine reconfiguration of lots under delegation issued within 15 business days from the commencement of the decision stage.	90%	QTR	Manager Planning	43%	51%	60%		51%	Achievement of KPI ambitious given complexity associated with reconfigurations.
A(B)(C)(D)	Determine operational works applications under delegation issued within 20 business days from the commencement of the decision stage.	90%	QTR	Manager Planning	86%	86%	85%		85%	



2013-2014 OPERATIONAL PLAN

PEOPLE, PLACES & PLANNING

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BUILDING COMPLIANCE (PLANNING)

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$1,549,125	\$1,140,472
Operating Expenses	\$2,254,131	\$1,595,522


ACTIVITIES LEGEND

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

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

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO
A	Provide regulatory and compliance services in line with statutory requirements and best practice	Manager Planning
B	Contribute to the fair, orderly and sustainable use and development of the Region's resources	Manager Planning
C	Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character	Manager Planning
D	Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with building, plumbing and drainage and general planning compliance	Manager Planning

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A B	Audit enacted development permits (CRRRC area)	25	FA	Manager Planning	11	10	5		26	
A B C D	Determine Building applications without the need to extend the decision period.	95%	QTR	Manager Planning	100%	98%	95%		98%	
A B C D	Determine Plumbing & Drainage applications without the need to extend the decision period.	95%	QTR	Manager Planning	100%	99%	100%		100%	



2013-2014 OPERATIONAL PLAN
LEADERSHIP, PARTNERING & SUPPORT

Focus everyone on real community outcomes

CORPORATE & TECHNOLOGY

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$21,027,631	\$19,793,546
Operating Expenses	\$31,036,584	\$22,796,856

ACTIVITIES LEGEND

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


	Q1	Q1-Q2	Q1-Q3	Q1-Q4
A	OK	R	OK	
B	OK	OK	R	
C	OK	OK	OK	
D	OK	OK	OK	
E	OK	OK	OK	
F	OK	OK	OK	
G	OK	OK	OK	


REFERENCE

CORPORATE PLAN ACTIVITIES

WHO

A	Champion a customer service culture that complies with Council's statutory obligations and Customer Service Charter	Manager Corporate & Technology
B	Deliver fleet and plant asset management in an efficient operating environment	Manager Corporate & Technology
C	Efficiently manage and optimise use of Council's property portfolio	Manager Corporate & Technology
D	Manage and effectively administer Council's contract and tendering, inventory and purchasing processes in accordance with relevant legislative requirements and organisational needs	Manager Corporate & Technology
E	Strategically plan and actively manage Council's information systems to meet Council's needs	Manager Corporate & Technology
F	Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter	Manager Corporate & Technology
G	Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community	Manager Corporate & Technology

 2013-2014 OPERATIONAL PLAN LEADERSHIP, PARTNERING & SUPPORT Focus everyone on real community outcomes											
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS	
A	Answer incoming calls within 45 seconds	75%	QTR	Manager Corporate & Technology	59%	59%	77%		65%	Marked improvement following de-amalgamation	
B	Progress annual fleet asset renewal schedule as planned, measured quarterly against capital budget allocation	100%	PA	Manager Corporate & Technology	23%	24%	30%		67%	Currently evaluating Fleet Asset tenders. Commitals from these tenders will meet budget allocation 2013/14.	
B	Ensure internal plant hire operations deliver budgeted net surplus	YES	PA	Manager Corporate & Technology	Yes	Yes	Yes		Yes	Continued increased construction/maintenance activity influencing plant hire returns. The February revised budget process will update the expected plant hire receipts	
B	Achieve 65/35 ratio of planned to unplanned tasks	100%	QTR	Manager Corporate & Technology	46%	72%	63%		60%	Increased construction activity impacting planned maintenance	
C	Achieve target Council property occupancy rates	98%	QTR	Manager Corporate & Technology	99%	99%	100%		99%		
C	Process insurance claims within procedural timeframes	100%	QTR	Manager Corporate & Technology	100%	100%	100%		100%		
D	Manage centralised tendering and contracting functions in accordance with legislative requirements and Council policy	100%	QTR	Manager Corporate & Technology	100%	100%	100%		100%		
D	Engage top 100 suppliers by dollar value under formal purchasing agreements (contracts)	90%	QTR	Manager Corporate & Technology	96%	96%	96%		96%		
D	Ensure supplier payments are made within stated trading terms	90%	QTR	Manager Corporate & Technology	100%	96%	87%		94%		
D	Ensure staff purchasing activity is compliant with legislation and policy	100%	QTR	Manager Corporate & Technology	100%	100%	100%		100%		
E	Ensure availability of system up-time during core business hours (excluding planned outages)	99%	QTR	Manager Corporate & Technology	100%	100%	100%		100%		
E	Ensure support services are provided within service levels outlined in the IT Service Catalogue	95%	QTR	Manager Corporate & Technology	94%	92%	92%		93%		
F	Process records on the day of receipt as per Recordkeeping Charter	95%	QTR	Manager Corporate & Technology	97%	97%	100%		98%		
G	Maintain the risk monitoring and reporting regime by providing a quarterly risk report to Council and Leadership Team on all current high and very high risks assessed as not ALARP (unacceptable)	100%	QTR	Manager Corporate & Technology	100%	100%	100%		100%		



2013-2014 OPERATIONAL PLAN

LEADERSHIP, PARTNERING & SUPPORT

Focus everyone on real community outcomes

OFFICE OF THE CEO

Department Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$0	\$91
Operating Expenses	\$2,324,666	\$902,295

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	ACTIVITIES LEGEND			
A	Provide leadership, corporate oversight and strategic direction	Chief Executive Officer	R	OK	AT	C
			I			
			Q1	Q1-Q2	Q1-Q3	Q1-Q4
			OK	OK	OK	


REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Undertake an external review of a service delivery function to ascertain the efficiency and effectiveness of the service.	YES	PA	Chief Executive Officer	NO	NO	Yes		Yes	Aurecon Roads Report completed in Q3.
A	Progress the Business Excellence Framework.	100%	PA	Chief Executive Officer	0%	0%	0%		0%	
A	Conduct a cultural survey of the organisation.	YES	PA	Chief Executive Officer	NO	NO	Yes		Yes	Survey undertaken and results are being distributed
A	BLT to develop and progress policies and directives that are responsive to Council's and the community's needs. Policy and directive intents are to align and promote Council's values, measured by community feedback and organisational effectiveness gains.	100%	PA	Chief Executive Officer	25%	25%	25%		75%	

FINANCE

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$576,825	\$530,251
Resourcing Revenue *	\$76,282,866	\$75,265,972
Operating Expenses	\$6,459,511	\$4,355,863
Resourcing Expenses #	-\$26,104,302	-\$16,543,758

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	ACTIVITIES LEGEND			
A	Provide an Asset Services Section focusing on a clear communicative process and accurate data.	Manager Finance	R	OK	AT	C
B	Provide professional accounting and financial management functions and ensure statutory compliance is met.	Manager Finance	I			
C	Manage the Council rating function in aspects of maintenance, levying and collection of rate revenue for Council.	Manager Finance	Q1	Q1-Q2	Q1-Q3	Q1-Q4
D	Manage the treasury functions of Council to ensure effective and optimised cash management as well as compliance with taxation.	Manager Finance	OK	OK	OK	
E	Provide accurate Geographical Information System (GIS) and special data information	Manager Finance	OK	OK	OK	




2013-2014 OPERATIONAL PLAN

LEADERSHIP, PARTNERING & SUPPORT

Focus everyone on real community outcomes

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS																			
A	Asset registers to comply with internal and legislative deadlines for annual financial statements.	100%	PA	Manager Finance	75%	25%			100%	Completed																			
A/B	All high risk issues are raised from external audit in relation to the Finance Section's area of responsibility.	Yes	PA	Manager Finance	No	Yes			Yes	Report received in November, All High Risk issues reported. Completed.																			
B	Adopt financial statements within statutory timeframes.	Yes	PA	Manager Finance	Yes				Yes	Completed																			
B	Management reports to be available within 7 days of month end.	Yes	QTR	Manager Finance	Yes	Yes	Yes		Yes																				
B	Review and adopt Council's long term Financial Plan.	Yes	31.01.14	Manager Finance	No	No	No		No	Work commenced in respect of setting Budget targets and setting long-term capital levels.																			
B	Facilitate and finalise annual budget process for Budget adoption.	Yes	PA	Manager Finance	No	Yes	Yes		Yes	Budget meetings commenced and will be completed in Q4.																			
B	Action Finance 1 jobs logged by due date.	100%	QTR	Manager Finance	100%	100%	100%		100%																				
C	Levy rates within 1 week of predicted dates in revenue statement.	Yes	PA	Manager Finance	Yes		Yes		Yes	Completed for Qtr 1 due again in Qtr 3.																			
C	Manage the recovery of unpaid rates and charges in accordance with the Revenue Management Policy, achieving an overdue balance of less than 6% of budgeted rates revenue.	<6%	QTR	Manager Finance	3%	3%	2%		3%	Low point was 1.56%																			
D	Manage taxation and statutory compliance within legislative and organisational parameters.	100%	QTR	Manager Finance	100%	100%	100%		100%																				
E	Improve as constructed data integrity.	10%	QTR	Manager Finance	10%	10%	10%		10%																				
E	Ensure internal users are satisfied with delivery of service as per annual customer survey.	90%	PA	Manager Finance	0%	0%	0%		0%	Survey not yet undertaken																			
INTERNAL AUDIT	Section Budget Summary <table border="1"> <thead> <tr> <th>Budget</th><th>Revised</th><th>Actual YTD</th></tr> </thead> <tbody> <tr> <td>Operating Revenue</td><td>\$0</td><td>\$0</td></tr> <tr> <td>Operating Expenses</td><td>\$365,294</td><td>\$228,596</td></tr> </tbody> </table>	Budget	Revised	Actual YTD	Operating Revenue	\$0	\$0	Operating Expenses	\$365,294	\$228,596	ACTIVITIES LEGEND B Risk of Incompletion / Delay OK On Target AT Ahead of Target C Complete I Incomplete (Q4 only)	<table border="1"> <thead> <tr> <th>Q1</th><th>Q1-Q2</th><th>Q1-Q3</th><th>Q1-Q4</th></tr> </thead> <tbody> <tr> <td>OK</td><td>OK</td><td>OK</td><td></td></tr> <tr> <td>AT</td><td>OK</td><td>OK</td><td></td></tr> <tr> <td>AT</td><td>OK</td><td>OK</td><td></td></tr> </tbody> </table>	Q1	Q1-Q2	Q1-Q3	Q1-Q4	OK	OK	OK		AT	OK	OK		AT	OK	OK		
Budget	Revised	Actual YTD																											
Operating Revenue	\$0	\$0																											
Operating Expenses	\$365,294	\$228,596																											
Q1	Q1-Q2	Q1-Q3	Q1-Q4																										
OK	OK	OK																											
AT	OK	OK																											
AT	OK	OK																											
REFERENCE	CORPORATE PLAN ACTIVITIES	WHO																											
A	Provide assurance, consulting and assigned investigation services.	Internal Auditor																											
B	Provide independent reporting to an audit committee.	Internal Auditor																											
C	Facilitate an audit advisory committee of Council.	Internal Auditor																											
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS																			
A	Ensure Annual Audit Plan achievement - as measured annually by number of audits, or audit days completed v/s planned.	100%	PA	Internal Auditor	25%	25%	25%		75%	All planned audits to date were completed / exceeded.																			
B/C	Report directly to audit committee on all completed audits, consulting activity and investigations.	100%	PA	Internal Auditor	50%	0%	0%		50%	Qtr 3 All ANNUAL requirements met / exceeded. 3 rd Meeting planned for May 28th. Q4 will show 50% for QTRTR giving result 100% ANNUAL. Only 2 meetings are required per year.																			



2013-2014 OPERATIONAL PLAN

LEADERSHIP, PARTNERING & SUPPORT

Focus: everyone on real community outcomes

GOVERNANCE SUPPORT

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$28,500	\$28,002
Operating Expenses	\$4,783,823	\$2,977,822

ACTIVITIES LEGEND

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

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	Q1	Q1-Q2	Q1-Q3	Q1-Q4
A	Increase the reach and consistency of key branding and associated taglines for the Rockhampton Region	Manager Governance Support	OK	OK	OK	
B	Work collaboratively with other Council departments to increase awareness of Council's services	Manager Governance Support	OK	OK	OK	
C	Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation	Manager Governance Support	OK	OK	OK	
D	Increase staff familiarisation and compliance with the Community Engagement Policy, Framework and Procedure across Council	Manager Governance Support	OK	OK	OK	
E	Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour	Manager Governance Support	OK	OK	OK	
F	Provide professional agenda management services	Manager Governance Support	OK	OK	OK	
G	Manage relevant civic events	Manager Governance Support	OK	OK	OK	
H	Facilitate Councillor interactions with constituents	Manager Governance Support	OK	OK	OK	
I	Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process	Manager Governance Support	OK	OK	OK	

<div>  <div> 2013-2014 OPERATIONAL PLAN LEADERSHIP, PARTNERING & SUPPORT Focus everyone on real community outcomes </div> </div>											
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS	
A	Review and present branding that enhances the profile of RRC.	Yes	PA	Manager Governance Support	No	No	No		No	Currently working with numerous units to address inconsistent branding, brand guidelines currently under review.	
B	Deliver agreed annual Marketing Communication Plans for each Council Section that provides external services.	Yes	PA	Manager Governance Support	No	No	No		No	Animal Management and Customer Service Marcomms plans established. Currently working on drafting a Marcomms Plan for the Paid Parking campaign.	
C	Develop a Marketing and Communication Framework.	Yes	PA	Manager Governance Support	No	No	No		No	In progress, currently identifying continuing RRC staff to take on the engagement roles within departments where current staff are transitioning to LSC.	
D	Undertake an audit of Council projects to ensure compliance with the Community Engagement Policy and Procedure.	95%	PA	Manager Governance Support	25%	23%	25%		73%	An ongoing process is being undertake to ensure that Council projects comply the Community Engagement Policy and Procedure.	
E	Develop a positive marketing campaign that proactively targets known issues.	100%	PA	Manager Governance Support	25%	25%	25%		75%	Where's your pet? Campaign has commenced and has attracted positive media responses. Customer Service, How did we do? Has commenced advertisement have been placed in newspapers.	
F	Ensure minutes are produced in accordance with statutory timeframes.	100%	QTR	Manager Governance Support	100%	100%	100%		100%	Timeframes met	
F	Comply with agenda delivery timeframes for Council meetings.	100%	QTR	Manager Governance Support	100%	100%	100%		100%	Timeframes met	
G H	Provide support to elected members to enhance Councilor's service to constituents.	100%	QTR	Manager Governance Support	100%	100%	100%		100%		
H	Process Councilor requests in accordance with the Customer Service Charter.	100%	QTR	Manager Governance Support	100%	100%	100%		100%	Requests logged in accordance with Charter	
I	Conduct investigations in accordance with relevant legislation in a professional manner and ensure investigation recommendations have been implemented by the sections affected.	100%	QTR	Manager Governance Support	100%	100%	100%		100%		
I	Review of Complaints Management Process (CMP) complaint types within Pathway requests on a quarterly basis looking for common causes driving complaints.	100%	QTR	Manager Governance Support	100%	100%	100%		100%	Ongoing	



2013-2014 OPERATIONAL PLAN LEADERSHIP, PARTNERING & SUPPORT

Focus everyone on real community outcomes

WORKFORCE & STRATEGY

Section Budget Summary

Budget	Revised	Actual YTD
Operating Revenue	\$48,836	\$63,683
Operating Expenses	\$4,040,540	\$2,479,897

ACTIVITIES LEGEND

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

REFERENCE	CORPORATE PLAN ACTIVITIES	WHO	Q1	Q1-Q2	Q1-Q3	Q1-Q4
A	Implement and oversee a compliant safety management system	Manager Workforce & Strategy	OK	R	R	
B	Provide rehabilitation and injury management support services	Manager Workforce & Strategy	OK	OK	R	
C	Manage Council's training and development programs	Manager Workforce & Strategy	OK	OK	C	
D	Provide human resource and industrial relations advisory support services	Manager Workforce & Strategy	OK	OK	OK	
E	Provide payroll services to all of Council	Manager Workforce & Strategy	AT	AT	AT	
F	Manage Council's strategic business planning function	Manager Workforce & Strategy	OK	OK	OK	
G	Administer an appropriate corporate governance program	Manager Workforce & Strategy	OK	OK	OK	

REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
A	Achieve target compliance level with annual WH&S audit	70%	PA	Manager Workforce & Strategy	0%	0%	0%		0%	The Audit will not be undertaken in 13/14 financial year due to impacts on workloads associated with the de-amalgamation. The WH&S Audit is scheduled for Oct 2014.
B	Achieve a reduction in lost time injury rates through administration of procedures for effective rehabilitation services.	5%	GTR	Manager Workforce & Strategy	5%	5%	N/A	N/A	3%	The formula prescribed by LGW in accordance with Australian Standards requires that this data is calculated based on comparisons with the same period in the previous year. Due to de-amalgamation the data cannot be compared with accuracy or relevance. Therefore this KPI will not be reported on for Q3 and Q4.
C	Develop annual corporate and compliance training program for budget consideration.	Yes	31.03.14	Manager Workforce & Strategy	No	No	Yes		Yes	Completed
D	Facilitate the recruitment process to completion within 30 business days of approval to advertise in accordance with the Recruitment Policy.	90%	GTR	Manager Workforce & Strategy	80%	73%	76%		76%	37 Positions were recruited in Q3. 9 were not completed within the 30 days. 5 were due to the Christmas Closedown period and the availability of applicants and panel members. The remaining 4 positions were delayed to Criminal History Checks.
D	Provide monthly Human Resource reports to operational areas in accordance with agreed service level agreements and service standards.	100%	GTR	Manager Workforce & Strategy	100%	100%	100%		100%	
D	Commence Industrial Relations investigation processing by seeking investigation approval from the appropriate authority within 5 business days of receipt of a formal complaint notification.	90%	GTR	Manager Workforce & Strategy	100%	100%	100%		100%	Exceeds targets
E	Administer two accurate payroll runs per fortnight for Council's workforce.	95%	GTR	Manager Workforce & Strategy	100%	100%	100%		100%	March accuracy -99.86%, February accuracy -100%, January accuracy -99.05%

<div>  <div> 2013-2014 OPERATIONAL PLAN LEADERSHIP, PARTNERING & SUPPORT </div> </div>										
Focus: everyone on real community outcomes										
REF TO CORP PLAN ACTIVITIES	KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	WHO	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
F	Achieve key milestones throughout the strategic planning cycle in accordance with legislative timeframes and Council directives.	100%	QTR	Manager Workforce & Strategy	100%	100%	100%		100%	
G	Ensure full compliance with Council's Policy Development, Implementation and Review Framework and Procedure.	100%	QTR	Manager Workforce & Strategy	100%	100%	100%		100%	
D	Administer delegations and authorisations in accordance with relevant legislation.	100%	QTR	Manager Workforce & Strategy	100%	100%	100%		100%	
NOTES *This amount represents general rates, federal assistance grants, interest on investments and various rate levies. #This amount represents recovery of corporate overheads, business unit returns and community services obligations.										

9.2 PROPOSED 2014/2015 OPERATIONAL PLAN AND MONTHLY DEPARTMENT REPORTS

File No:	8320
Attachments:	<ol style="list-style-type: none"> 1. Proposed 2014/2015 Operational Plan 2. Monthly Department Report Concept - Corporate Services 3. Monthly Department Report Concept - Regional Services
Authorising Officer:	Tracy Sweeney - Manager Workforce and Strategy Ross Cheesman - General Manager Corporate Services
Author:	Kerrie Barrett - Coordinator Corporate Improvement & Strategy

SUMMARY

The proposed 2014/2015 Operational Plan and Monthly Department Report template concepts are presented for Council's consideration.

OFFICER'S RECOMMENDATION

THAT the proposed 2014/2015 Operational Plan and Monthly Department Report template concepts be 'received' and progressed in accordance with the report.

COMMENTARY

The 2014/2015 Operational Plan has been drafted and is attached for Council's consideration, prior to adoption at the Special Council Meeting on 27 June 2014. In comparison to the current 2013/2014 Operational Plan, the proposed Plan has been significantly simplified and standardised.

To ensure performance of the proposed 2014/2015 KPI's is monitored and captured in a more consistent and effective manner, monthly departmental reports which are currently presented to Committee will be standardised as per attached template concepts to align to the specific KPI's within the Operational Plan. It is expected that this new format will ensure that the performance of each Unit is consistent with Council's strategic direction.

The proposed changes are detailed below:

Current Plan & Reporting	Proposed 2014/15 Plan & Reporting
Grouped by Community Plan themes	Grouped by Department
KPI's vary for each Unit. The current Plan contains 145 KPI's, each of which is unique.	Five (5) KPI's consistent for each Unit being; <ol style="list-style-type: none"> 1. Compliance with Customer Service Standards, 2. Compliance with statutory and regulatory requirements including safety, risk and other legislative matters, 3. Achievement of Capital Projects within adopted budget and approved timeframes, 4. Achievement of Operational Projects within adopted budget and approved timeframes, 5. Delivery of services and activities in accordance with Council's adopted Service Levels

Current Plan & Reporting	Proposed 2014/15 Plan & Reporting
Targets and timeframes for each KPI vary	All KPI's have a quarterly timeframe and 100% target
Section Budget Summaries include only operating revenue and expense information	Section Budget Summaries now also includes capital revenue and expense information
No descriptions of the Unit	Descriptions of each Unit included
Quarterly progress report presented to Council each quarter as per statutory requirements. Report is collated and presented to Council by the GM Corporate Services each quarter.	<p>Monthly Department Reports (refer attachments 2 & 3) detailing the performance against the Operational Plan KPI's will be reported to Committee each month by the respective GM.</p> <p>The quarterly progress report to Council will still be presented in line with statutory requirements, however all GM's will include a maximum of one page performance summary for their respective Departments to be included in the report. Each GM will verbally present their quarterly performance to Council as part of the quarterly report.</p>

BACKGROUND

The formats of the monthly departmental reports that are currently presented to Committee are inconsistent. The types of information included in each of the reports vary significantly and links to the current Operational Plan are not apparent.

Currently, performance against the adopted KPI's contained within the Operational Plan is only provided to Council each quarter through the statutory Operational Plan Quarterly Progress Reports.

LEGISLATIVE CONTEXT

As per *s174 of the Local Government Regulation 2012* Council is required to adopt an Annual Operational Plan. This is an annual document and in simple terms its purpose is to advise how Council is going to address its Corporate Plan over the coming financial year and the budget provision for such. The *Local Government Regulation 2012* allows this Plan to be altered, by resolution, at any time during the year.

CONCLUSION

It is recommended that the draft 2014/2015 Operational Plan together with the proposed concept for the monthly Departmental Reports be received and progressed to come into effect 1 July 2014 onwards.

PROPOSED 2014/2015 OPERATIONAL PLAN AND MONTHLY DEPARTMENT REPORTS

Proposed 2014/2015 Operational Plan

Meeting Date: 22 April 2014

Attachment No: 1



2014 - 2015 OPERATIONAL PLAN CEO'S OFFICE

CEO DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Provide leadership, corporate oversight and strategic direction

CEO Directorate - The Office of the CEO directorate is led by Council's Chief Executive Officers who is responsible for managing the Council in a way that promotes the effective, efficient and economical management of public resources, excellence in service delivery, continual improvement, responsiveness to the Council's policies and priorities and establishing and implementing goals and priorities in accordance with the policies and priorities of the Council. The directorate consists of three units, Governance Support, Economic Development and Internal Audit.

KEY PERFORMANCE INDICATORS

	TARGET	TIME FRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

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

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

GOVERNANCE SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Increase the reach and consistency of key branding and associated taglines for the Rockhampton Region

Work collaboratively with other Council departments to increase awareness of Council's services

Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation

Increase staff familiarisation and compliance with the Community Engagement Policy, Framework and Procedures across Council

Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour

Provide professional agenda management services

Manage relevant civic events

Facilitate Councilor interactions with constituents

Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process

ACTIVITIES LEGEND

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

Q1	Q1-Q2	Q1-Q3	Q1-Q4



2014 - 2015 OPERATIONAL PLAN

CEO'S OFFICE

KEY PERFORMANCE INDICATORS			TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests			100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters			100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes			100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes			100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels			100%	QTR						

AUDIT SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Provide assurance, consulting and assigned investigation services
 Provide independent reporting to an audit committee
 Facilitate an audit advisory committee of Council


Internal Audit - undertake risk-based review of all management activity, systems, risks and processes; independent and objective (unbiased) assessment and review by highly qualified and certified staff based on professional internal audit (and other) standards; independent reporting, directly to an audit committee of Council, which includes external committee members; protection of the public interest; professional consulting (non-audit activities) services; assurance (audit activities) services in-house, four related services and risk management related services.

ACTIVITIES LEGEND

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

Q1	Q1 Q2	Q1 Q3	Q1 Q4

KEY PERFORMANCE INDICATORS			TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests			100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters			100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes			100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes			100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels			100%	QTR						



2014 - 2015 OPERATIONAL PLAN

CEO'S OFFICE

ECONOMIC DEVELOPMENT SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Act as a Council ambassador to support development of key projects across the Region, in line with Council's strategic direction.

Assist industry and developers with business expansion within the Region and advocate associated benefits.

Collaborate with government agencies to identify and foster the development of new industries in the Region.

Collaborate with Capricorn Enterprise to ensure the delivery of services to promote the tourist potential and economic development of our Region.

Assist developers through the development application process to facilitate economic growth.

Economic Development - Assists Council's economic development interests, prepared topics of particular interest, development of the GDA, releases with the resources sector, Priority Agricultural Corridor and Broadband rollout, also answers development questions and helps developers through the development application process.

KEY PERFORMANCE INDICATORS


	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

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

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS



2014 - 2015 OPERATIONAL PLAN CORPORATE SERVICES

CORPORATE & TECHNOLOGY SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Champion a customer service culture that complies with Council's statutory obligations and Customer Service Charter

Deliver fleet and plant asset management in an efficient operating environment

Efficiently manage and optimise use of Council's property portfolio

Manage and effectively administer Council's contract and tendering, inventory and purchasing processes in accordance with relevant legislative requirements and organisational needs

Strategically plan and actively manage Council's information systems to meet Council's needs

Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter

Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community

Customer Service - The first point of contact for customers with front-counter services in Rockhampton, Gladstone and Mount Morgan, and a call centre based in Rockhampton. Customer Service also provides Q&A (Q&A Government Agency Program) services and facilitates peak events and hall bookings

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Procurement & Logistics - Ensure and govern and disciplined procurement activities and inventory management practices which comply with legislative and policy requirements while meeting organisational needs now and into the future. The Unit consists of four interrelated sub-units: Purchasing Compliance, Accounts Payable, Contracts & Tenders, and Logistics (i.e. Store) undertaking centralised purchasing for RRW, Civil Ops and RRWR

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND


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


Q1	Q1-Q2	Q1-Q3	Q1-Q4


Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

			2014 - 2015 OPERATIONAL PLAN CORPORATE SERVICES					
Information Systems - A department responsible for information technology and records management services. Information Technology Services' role is to acquire, manage and support information and communication technology related equipment and services for the organisation. Records Management oversees and assists with the management of Council records and is responsible for ensuring that Council's official records are captured and managed in a way that improves business processes and fulfils legislative requirements. Records also coordinates the RTR/SP processes.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						
Property & Insurance - Management of Council owned and controlled properties by ensuring Council's and the community's interests are appropriately risk managed through the negotiation and establishment of formal lease arrangements. Responsible for the effective and efficient management of the day-to-day insurance claims processing, including liaising with Council's insurers, assessors, repair agents and claimants. Lead in responding, acquisitions and sales. Extension risk management.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						
Fleet - Fleet Services has custodianship and management responsibility of all fleet, plant and equipment assets above the \$5,000 capitalisation threshold and/or all assets requiring registration with Queensland Transport. This includes capital and recurrent budgeting, renewal and maintenance planning, and disposal ensuring fit for purpose, safe, reliable and cost effective fleet, plant and equipment, enabling Council to deliver an optimum level of service. RRCC has a Fleet Asset base comprising just over 500 assets with a replacement value of approximately \$52.5M.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						

			2014 - 2015 OPERATIONAL PLAN CORPORATE SERVICES			
AIRPORT SECTION						
Section Budget Summary						
Budget	Adopted	Actual YTD				
Operating Revenue						
Operating Expenses						
Capital Revenue						
Capital Expenses						
CORPORATE PLAN ACTIVITIES						
Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return.						
Airport Unit - is a commercialised business unit and the key objective is to operate a profitable and financially sustainable airport business that is resilient and progressive through ever-changing times. The airport main activities are the core business, aerodromical, which involves managing the airside of the airport including the runways, taxiways and aprons in a safe and efficient manner. The ancillary component of the business involves the commercial activities related to management of the terminal/apron including the terminal and car parking operations as well as property leases on airport.						
KEY PERFORMANCE INDICATORS			TARGET	TIMETRADE		
Compliance with Customer Service Requests			100%	QTR		
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters			100%	QTR		
Achievement of Capital Projects within adopted budget and approved timeframes			100%	QTR		
Achievement of Operational Projects within adopted budget and approved timeframes			100%	QTR		
Delivery of services and activities in accordance with Council's adopted Service Levels			100%	QTR		
				Q1	Q2	Q3
				Q4	ANNUAL	COMMENTS

			2014 - 2015 OPERATIONAL PLAN CORPORATE SERVICES				
FINANCE SECTION			ACTIVITIES LEGEND				
Section Budget Summary			R - Risk of Incompletion / Delay OT - On Target AT - Ahead of Target C - Complete I - Incomplete (Q4 only)				
Budget	Adopted	Actual YTD					
Operating Revenue							
Operating Expenses							
Capital Revenue							
Capital Expenses							
CORPORATE PLAN ACTIVITIES							
Provide an Asset Services Section focusing on a clear communicative process and accurate data.			Q1	Q1-Q2	Q1-Q3	Q1-Q4	
Provide professional accounting and financial management functions and ensure statutory compliance is met.							
Manage the Council's rating function in aspects of maintenance, levying and collection of rate revenue for Council.							
Manage the treasury functions of Council to ensure effective and optimised cash management, as well as compliance with taxation.							
Provide accurate Geographic Information System (GIS) and spatial data information.							
Assets & GIS - Manage, support and develop Council's corporate GIS system ensuring records are accurately maintained and users' needs are supported. In addition the system are continuously developed for optimisation. Provides an interface for customers of non-current assets to ensure Asset Registers and Asset Management Plans are maintained. The information is used for future investment decisions and legislative compliance.							
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME					
Compliance with Customer Service Requests	100%	QTR					
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR					
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR					
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR					
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR					
Financial System - Manage, support and develop Council's corporate financial system ensuring financial records are accurately maintained and users' needs are supported. In addition the system are continuously developed for optimisation.							
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME					
Compliance with Customer Service Requests	100%	QTR					
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR					
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR					
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR					
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR					
Revenue & Accounting - Provides the oversight of the financial governance of Council. This includes Long Term Financial Forecasting, Budget Preparation and Financial reporting within legislative requirements whilst meeting the organisational needs in this regard. The 4 sub-committees established are Financial Accounting, Commercial							
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME					
Compliance with Customer Service Requests	100%	QTR					
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR					
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR					
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR					
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR					



2014 - 2015 OPERATIONAL PLAN CORPORATE SERVICES

WORKFORCE & STRATEGY SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Implement and oversee a compliant safety management system
Provide rehabilitation and injury management support services
Manage Council's training and development programs
Provide human resource and industrial relations advisory support services
Provide payroll services to all of Council
Manage Council's strategic business planning function
Administer an appropriate corporate governance program

Safety & Training - provides specialist advisory services to all departments of Council for the function of Workplace Health & Safety, Training and Injury Management

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Workforce Relations - provides Human Resources, Industrial Relations, investigation and payroll services across the organisation.

The Human Resources Sub-Unit is focused on delivering quality consultancy services to all areas of Council, enabling the achievement of objectives, while maintaining compliance with relevant legislation, policies and procedures and upholding the Council's values.

The Industrial Relations Sub Unit provides an external investigation services and Award/Agreement interpretation, while managing the relationship between Council and the Crime and Misconduct Commission for matter of a more serious nature.

The Payroll Sub-Unit is responsible for the provision of an accurate and timely payroll service.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Corporate Improvement & Strategy - provides legislatively compliant performance planning and management processes that are fully integrated into Council's management and operational strategies maintaining a performance-based organisation.

KEY PERFORMANCE INDICATORS


	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES-LEGEND

R	Not of Incorporation / Data
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Page 6 of 31



2014 - 2015 OPERATIONAL PLAN

CORPORATE SERVICES

CORPORATE SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Provide leadership, corporate oversight and strategic direction.

Corporate Services Directorate

The Directorate of Corporate Services provides the oversight of this department. Corporate Services department oversees the financial functions of Council including asset management & GIS, procurement & supply, information technology, workforce & strategy, fleet management, property management and customer service. In addition to this Airport Operations are also included.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

COMMERCIAL BUSINESS UNITS


The Airport Annual Performance Plan was adopted by Council on 28 September 2013 in a requirement of s279 Local Government Regulations 2012.

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
On	On Target
A.Y	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS



2014 - 2015 OPERATIONAL PLAN REGIONAL SERVICES

CIVIL OPERATIONS SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Provide value for money construction, maintenance and community response services for transport and drainage assets

Urban Operations Unit - manages the construction and maintenance of road pavements and surfacings, bridges, kerb and channel, footpaths and cycle ways, stormwater drainage systems, guardrail, street signs, streetlighting and traffic signals that are not on State controlled roads and road lighting for the urban areas of Rockhampton, Rockhurst, Graceville and Mt Morgan

KEY PERFORMANCE INDICATORS

	TARGET	TIME FRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Rural Operations Unit - manages the construction and maintenance of sealed and unsealed road pavements, bridges, stormwater drainage systems, guardrail, road signs, streetlighting in the rural towns and areas of the Region

KEY PERFORMANCE INDICATORS

	TARGET	TIME FRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR


ACTIVITIES LEGEND

R	Risk of Breach/Minor Delay
O	On Target
A	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS



2014 - 2015 OPERATIONAL PLAN

REGIONAL SERVICES

ENGINEERING SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation.

Maintain a disaster management response capability able to meet the community's needs when required.

Infrastructure Operations

— responsible for the provision of engineering advice, assessment of development applications and compliance inspections involving reconfiguration of sites, material change of use and operational works as they relate to traffic, transport, stormwater, water supply and sewerage reticulation networks. The Unit is also responsible for the development and implementation of traffic and road safety initiatives.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Disaster Management

— responsible for the planning, preparation, mitigation and operational response strategies required to ensure Council has the appropriate response capability and processes in place to avoid the local community to be prepared for, respond to and recover from disaster events. The Unit also provides support to the State Emergency Service through the provision of a SES Local Controller.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Civil Design

— responsible for the engineering survey and design of civil works principally undertaken by the Regional Services Department but also for various projects undertaken by other Council Departments when required.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (S4 only)


Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

			2014 - 2015 OPERATIONAL PLAN REGIONAL SERVICES					
Strategic Infrastructure – responsible for the investigation and planning of new and upgraded infrastructure within the roads, pathways, cyclepaths, public transport, sewerage, floodplain management, reticulated water supply and sewerage networks within the region.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						
PLANNING SECTION								
Section Budget Summary								
Budget	Adopted	Actual YTD						
Operating Revenue								
Operating Expenses								
Capital Revenue								
Capital Expenses								
CORPORATE PLAN ACTIVITIES								
Provide regulatory and compliance services in line with statutory requirements and best practice								
Contribute to the fair, orderly and sustainable use and development of the Region's resources								
Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character								
Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with town planning and operational works								
Implement a growth management framework which facilitates economic growth whilst preserving the Region's character								
Manage the Region's growth framework to complement state legislation and policy								
Promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity								
Promote the sharing of responsibility for resource management and planning between the different spheres of government, the community and industry								
Building Compliance – undertakes three primary functions, these being inspections and certification for building and plumbing, and ensuring compliance of all land use and development activities								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						



2014 - 2015 OPERATIONAL PLAN REGIONAL SERVICES

Strategic Planning - provides strategic planning services to support quality of life and economic development opportunities for region residents and businesses through the provision of essential infrastructure, services and community amenities. To allow strategic planning tools to deliver services in the most efficient and cost effective manner possible. To capture community needs and aspirations through active dialogue and engagement. To analyse and incorporate best practice planning tools in context with understanding of future growth demands, changing demographics, changing lifestyle choices and the interests of other levels of government as they relate to the use of land in the planning area. Develop and use policies and guide settlement patterns to acknowledge and respond effectively and efficiently to these inputs. Plan for the efficient and timely delivery of necessary trunk infrastructure to service the settlement pattern in a Priority Infrastructure Plan (PIP) in collaboration with the Strategic Engineering group. All planning products will manifest principally in the Planning Scheme (Town Plans) which is a statutory planning instrument requiring Local Council and State Government approval. It has a statutory life of 10 years.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Development Assessment - manages development applications for national managers of use, incorporation of infrastructure and building works acceptable against the planning scheme through the Integrated Development Assessment System under the Sustainable Planning Act 2008. The Unit supports this primary role with ancillary services such as pre-engagement meetings, negotiating decision notices, issuing infrastructure charges notices and managing development assessment outliers in the Planning and Environment Court which involve Council as a party.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

FITZROY RIVER WATER

Section Budget Summary	Budget	Adopted	Actual YTD
Operating Revenue			
Operating Expenses			
Capital Revenue			
Capital Expenses			

CORPORATE PLAN ACTIVITIES

Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable

Operate and maintain sewerage network and treatment assets including re-use schemes

Treatment and Supply - manages the planning, construction, operations and maintenance of water and sewage treatment plants, water and sewage pump stations, water reservoirs, and water storages enabling the delivery of high quality, safe, reliable and cost effective water and sewerage services to our customers. The unit also manages train waste recycling, drinking water and environmental compliance reporting for FRW.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

ACTIVITIES LEGEND
R Risk of Incompletion / Delay
On On Target
AT Ahead of Target
C Complete
I Incomplete (24 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS



2014 - 2015 OPERATIONAL PLAN REGIONAL SERVICES

Network Services - manages the construction and maintenance of trunk and reticulation water and sewerage pipe networks enabling the delivery of high quality, safe, reliable and cost effective water and sewerage services to our customers. They also conduct water meter reads, new water and sewerage connections and administer regular contracts for JMW.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

ROCKHAMPTON REGIONAL WASTE & RECYCLING

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

ACTIVITIES LEGEND

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

CORPORATE PLAN ACTIVITIES

Provide waste management facilities and services which meet the community's needs through the development and implementation of a Strategic Waste Management Plan

Collection - Provision of a refuse kerbside collection service for waste and recyclables from domestic and some commercial premises from kerbside declared waste areas across the Regional Council area. A distribution of kerbside recycling collection contract

Q1	Q1-Q2	Q1-Q3	Q1-Q4


KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR


Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Waste Operations - Provision and management of waste and recycling transfer and disposal facilities that are accessible and provided in a sustainable manner

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

			2014 - 2015 OPERATIONAL PLAN REGIONAL SERVICES				
REGIONAL SERVICES DIRECTORATE			ACTIVITIES LEGEND				
Section Budget Summary			R Risk of non-completion / Delay				
Budget	Adopted	Actual YTD	OK On Target				
Operating Revenue			AT Ahead of Target				
Operating Expenses			C Complete				
Capital Revenue			I Incomplete (Q4 only)				
Capital Expenses							
CORPORATE PLAN ACTIVITIES			Q1	Q1-Q2	Q1-Q3	Q1-Q4	
Provide leadership, corporate oversight and strategic direction							
<i>Regional Services Directorate - Oversee corporate management and coordination of the service delivery and strategic direction of Civil Operations, Planning, Engineering, Fitzroy River Water and Rockhampton regional Waste & Recycling. The Directorate also provides media and community awareness programs for those areas.</i>							
KEY PERFORMANCE INDICATORS			Q1	Q2	Q3	Q4	ANNUAL
Compliance with Customer Service Requests	TARGET	TIMEFRAME					COMMENTS
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR					
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR					
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR					
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR					
COMMERCIAL BUSINESS LIMITS							
The FRW and Rockhampton Regional Waste & Recycling Performance Plans were adopted by Council on 24 September 2013 and 18 August 2013 respectively and are a requirement of s175 Local Government Regulation 2012.							



2014 - 2015 OPERATIONAL PLAN COMMUNITY SERVICES

PUBLIC HEALTH & ENVIRONMENT SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Provide regulatory and compliance services in line with statutory requirements and best practice

Plan and deliver programmes, partnerships, regulation and education relevant to Environment and Public Health

Achieve land rehabilitation and mitigation through direct action, education and volunteer programme delivery

Implement Pest Management Plan actions to control declared pests

Implement Vector Management Plan actions to establish vector control measures

Promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity

Health & Environment - Responsible for licensing and inspecting activities particularly food businesses, environmentally relevant activities and higher risk personal appearance services as well as investigating complaints relating to environmental nuisance, public health risks and licensed activities and being a conduit for State based requirements

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Pest Management - Responsible for controlling declared pests/plants and animals on Council controlled land, inspecting and investigating declared pest activities and/or complaints and being a conduit for State based requirements

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Vector Management - Responsible for the management of designated pests on Council controlled land, inspecting and investigating public health risk activities and/or complaints and being a conduit for State based requirements

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Not at Completion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS



2014 - 2015 OPERATIONAL PLAN COMMUNITY SERVICES

PARKS SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Plan for appropriate open space within the Region
Ensure botanical collections are maintained and developed
Provide a well maintained and managed ecological collection
Provide developmental programs for sporting and recreational groups
Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces
Deliver regional cemetery and associated services that meet current and future burial and remembrance needs
<i>Parks Recreation Services</i> - manages the presentation, heritage conservation and maintenance of the Rockhampton Botanic Gardens and Zoo, Kershaw Gardens, and burial and memorial services at the Region's cemeteries. This unit is the liaison between Council and the various user groups of Council's parks and sport and recreation facilities to assist in building active and healthy communities.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Parks Operations - manages the construction and maintenance of local parks and playgrounds, street trees and landscapes. Aesthetics and planning activities in the high use urban areas of the region are also the responsibility of this unit.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Parks Administration - coordinates the workplace administration, allocation of customer work requests, park bookings, procurement and financial management for the Parks Section.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (24 mths)

Q1	Q1-Q2	Q1-Q3	Q1-Q4



2014 - 2015 OPERATIONAL PLAN COMMUNITY SERVICES

ARTS & HERITAGE SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Develop and deliver targeted arts and heritage programs

Deliver and facilitate community events and celebrations

Heritage Operations - manages the Council's major venues including the Pittmore Theatre, Walter Hall Cultural Centre and the Rockhampton Stevedocks area also providing auxiliary services such as food and beverage, catering and production services. The unit also delivers the Sea & Lee Theatre program

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Heritage Services - manages the Rockhampton Heritage Village, preservation and promoting the region's historical collections

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Events - coordinates the development and delivery of the Council's major civic events and celebrations

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

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

Q1	Q2	Q3	Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS



2014 - 2015 OPERATIONAL PLAN COMMUNITY SERVICES

Art Gallery - manages the Rockhampton Art Gallery to meet community expectations through art collection, management and development, local and visiting exhibition presentation and inclusion and developmental public programs.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

LOCAL LAWS SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

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

CORPORATE PLAN ACTIVITIES

Provide compliance and regulatory services in line with legislative and community standards

Plan and deliver Local Laws programs, partnerships, regulation and education

Speciation - Enforces State Government Acts and Council's Local Laws in relation to Environmental/Reservoirs, animals, overgrown land, signage, parking and illegal use of Council land.

Q1	Q1-Q2	Q1-Q3	Q1-Q4

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

COMMUNITY & FACILITIES SECTION

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

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

CORPORATE PLAN ACTIVITIES

Deliver a range of individual and organisational development services and programmes

Provide and maintain regional library services

Deliver targeted social programs relating to child care, youth and aged services

Facilitate community safety

Deliver facilities maintenance programs and projects

Q1	Q1-Q2	Q1-Q3	Q1-Q4

			2014 - 2015 OPERATIONAL PLAN COMMUNITY SERVICES					
Libraries Unit (Client Services, Collections and Systems) - provides the community with access to community wide of resources, services, programs and spaces for recreation, education, literacy (including digital literacy) development, learning and social connection.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						
Facilities - responsible for the delivery of major capital projects, maintenance, cleaning and security services for Council's building assets								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						
Home Asset - delivers the CQ Home Asset Program to provide safety related information and referrals to those owners or tenants with a liability or aged over 60 years, and subsequent assistance with home maintenance, modifications and repairs for eligible clients, to assist them to remain living in their homes								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						
City Child Care Centre - provides quality day care and occasional care for children from 0 weeks to school age in accordance with the Early Years Learning Framework and National Quality Standard								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR						
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR						
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR						
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR						
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR						



2014 - 2015 OPERATIONAL PLAN

COMMUNITY SERVICES

COMMUNITY SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue		
Operating Expenses		
Capital Revenue		
Capital Expenses		

CORPORATE PLAN ACTIVITIES

Provide leadership, corporate oversight and strategic direction

Community Services Directorate - The Community Services Directorate provides overall corporate management and coordination of the service delivery and strategic direction of the Health & Environment, Parks, Arts & Heritage, Local Law, and Community Services Sections

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of non-completion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (24 mths)

Q1	Q1-Q2	Q1-Q3	Q1-Q4

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS

PROPOSED 2014/2015 OPERATIONAL PLAN AND MONTHLY DEPARTMENT REPORTS

Monthly Department Report Concept - Corporate Services

Meeting Date: 22 April 2014

Attachment No: 2

PERFORMANCE & SERVICE COMMITTEE

22 APRIL 2014

CORPORATE SERVICES DEPARTMENT – MONTHLY OPERATIONS REPORT

File No: 8320

Attachments:

1. Monthly Operations Report – Finance
2. Monthly Operations Report – Workforce & Strategy
3. Monthly Operations Report – Corporate & Technology

Responsible Officer: Ross Cheesman - General Manager Corporate Services

Author: Ross Cheesman - General Manager Corporate Services

SUMMARY

The monthly operations report for the Corporate Services department as at 31 March 2014 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Department Monthly Operations Report as at 31 March 2014 be 'received'.

COMMENTARY

The monthly operations reports for each Section of the Corporate Services department are attached for Council's consideration. The performance information contained within the attached reports relates directly to the adopted 2014/15 Operational Plan Key Performance Indicators.

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

Finance

XXX

Workforce & Strategy

XXX

Corporate & Technology

XXX

CONCLUSION

It is recommended that the monthly operations report for the Corporate Services department as at 31 March 2014 be received.

CORPORATE SERVICES DEPARTMENT – MONTHLY OPERATIONS REPORT

Monthly Operations Report – Workforce & Strategy

Meeting Date: **XX**
Attachment No: **XX**

MONTHLY OPERATIONS REPORT
WORKFORCE & STRATEGY SECTION

Period Ended **XX**

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

*This would include any innovative practices commencing or being investigated during the reporting period.
This could include plant, resourcing or processes.*

Improvements / Deterioration in Levels of Services or Cost Drivers

What may have impacted on service responses reported later in this report. The good and the bad.

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 & Strategy* are as below:

	Incomplete Requests as at Start of Mth		Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Incomplete Requests in Progress		TOTAL UNACTIONED REQUESTS	Completion Standard (days)	Avg Completion Time (days) YTD
	Balance B/F	Completed in Current Mth	Received	Completed		Works Orders Issued	Under Investigation			
W&S Complaints Management Process	0	0	2	1	1	N/A	1	0	14	2

COMMENTS

W&S Complaints Management Process	This customer request type is used to record complaints received from the public that relate to the behaviour of a Council employee
-----------------------------------	---

Workforce and Strategy only have one customer request category which is displayed above. This is due to the type of services that this Section undertakes which are predominately for internal customers and therefore are not recorded via the Pathways system.

*The table format displayed above depicting Pathways Customer Service request information will be **MANDATORY** for each Section. Authors will have the **OPTION** to include further data here to support their performance against the KPI. For example graphs, data from Conquest, etc.*

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	3	5	1
Number of Days Lost Due to Injury	12	79	74
Total Number of Injuries	9	12	4
Number of Completed Hazard Inspections	6		
Maximum Number of Consecutive Days Without a Lost Time Injury	56 5 Sept to Current (31 Oct)		

Risk Management Summary

Example from Section Risk Register

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Safety management system fails to meet legislative requirements and no reduction in worker injuries, legislative breaches or legal action, reputational damage, reduced service levels and increased costs and non-compliance with key council objectives.	LOW	Finalise development of the Leadership Training Program and complete first round of training	31/5/14	80%	Program tracking well and has received good feedback thus far.
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 first round of training	31/5/14	80%	
Supervisory and managerial staff not having the skills and knowledge of HR Policy and Procedures resulting in litigation, industrial disputes, poor	MOD	Finalise PEP Project and Leadership Training Program and complete 1st round of training.	30/6/14	90%	

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
recruitment practices and outcomes, legislative breaches, inappropriate managerial action.					
Payroll function fails to accurately record and process wages and entitlements resulting in an inability to pay employees on time and accurately, potential employee dissatisfaction, Industrial disputes, financial impacts and reputation damage.	MOD	Seek approval of BCP and undertake multiskilling of relevant staff.	30/12/14	10%	

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Prepare and adopt annual operational plan	27/6/14	75%	Councillor workshop scheduled for 12 & 15 May 2014.
Quarterly written assessment of progress towards implanting the current annual operational plan	25/5/14	50%	Q3 review to be presented to April P&S Committee
Report on the results of the annual implementation of the annual operational plan	26/8/14	0%	To be presented to combined with the Q4 progress report which will be presented to August P&S Committee
Update of Workplace Health & Safety documents to meet the new legislative requirements	30/6/14	80%	Documents continue to be updated so that Council remains compliant
Report breaches of the WHS Act and Regulation as necessary to the division within specified legislative timeframes	Within 24hrs of notification of incident	100%	Council has been compliant in this regard for the current reporting period

*The tables displayed above for the second KPI will be **MANDATORY** for each Section*

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

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

*Whilst it will be **MANDATORY** for all Sections to provide a response here, even if this KPI does not apply (as is this case in this with this example), the format of data included here will be **OPTIONAL***

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

As at period ended 28 February 2014 – 66% of year elapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Aurion Review	20,000	10,000	50%	
PEP	12,000	6,000	50%	
Service Level Review Project	1,000	0	0%	Project yet to commence

*The table displayed above for the will be **MANDATORY** for each Section, although the headings may differ slightly. Further information to support the above will be **OPTIONAL** for the Author*

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

Service Delivery Standard	Target	Current Performance
Recruitment positions finalised within 30 working days	100%	75%
Policies reviewed within 10 working days	100%	100%
Acknowledge job applications within 7 working days	100%	75%
Employee pays processed and paid within 3 working days after the period end date	100%	100%
Monthly Hazard Inspections conducted and reported on as per the adopted Matrix	100%	100%

*Whilst it will be **MANDATORY** for all Sections to provide information here detailing their performance against the Service Delivery Levels, the format of data included here will vary*

FINANCIAL MATTERS

Overall comment on financial performance to date with financial performance as in sample below

	Adopted Budget \$	Revised Budget \$	Commit + Actual \$	Variance: %	On target 75% of Year Gone
CORPORATE SERVICES					
WORKFORCE & STRATEGY					
<u>Workforce & Strategy</u>					
Expenses	665,264	666,653	380,396	57%	✓
Total Unit: Workforce & Strategy	665,264	666,653	380,396	57%	✓
<u>Corporate Improvement & Strategy</u>					
Revenues	0	0	(482)	0%	✓
Expenses	294,094	620,746	202,538	49%	✓
Transfer / Overhead Allocation	13,107	13,107	7,755	59%	✓
Total Unit: Corporate Improvement & Strategy	307,199	633,853	209,813	48%	✓
<u>Human Resources</u>					
Expenses	1,601,041	1,606,276	1,069,948	67%	✓
Transfer / Overhead Allocation	8,800	8,800	7,390	87%	✗
Total Unit: Human Resources	1,609,841	1,615,076	1,077,339	67%	✓
<u>Safety & Training</u>					
Revenues	(47,600)	(48,836)	(61,267)	125%	✓
Expenses	1,441,667	1,276,207	746,558	59%	✓
Transfer / Overhead Allocation	50,150	50,150	42,432	85%	✗
Total Unit: Safety & Training	1,444,217	1,277,521	728,724	57%	✓
Total Section: WORKFORCE & STRATEGY	4,026,213	3,991,894	2,397,272	60%	✓
Total Department: CORPORATE SERVICES	4,026,213	3,991,894	2,397,272	60%	✓
Grand Total:	4,026,213	3,991,894	2,397,272	60%	✓

The information provided in this section will not directly link to an Operational Plan KPI, however it will be **MANDATORY** for all Sections to provide financial performance comments and data

PROPOSED 2014/2015 OPERATIONAL PLAN AND MONTHLY DEPARTMENT REPORTS

Monthly Department Report Concept - Regional Services

Meeting Date: 22 April 2014

Attachment No: 3

PERFORMANCE & SERVICE COMMITTEE

XXX

REGIONAL SERVICES DEPARTMENT – MONTHLY OPERATIONS REPORT

File No: 8320
Attachments: 1. Monthly Operations Report – Civil Operations
2. Monthly Operations Report – Engineering
Responsible Officer: Robert Holmes - General Manager Regional Services
Author: Robert Holmes - General Manager Regional Services

SUMMARY

The monthly operations report for the Regional Services department (Civil Operations and Engineering Sections) as at 31 March 2014 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Regional Services department (Civil Operations and Engineering Sections) as at 31 March 2014 be 'received'.

COMMENTARY

The monthly operations reports for the Civil Operations and Engineering Sections of the Regional Services department are attached for Council's consideration. The performance information contained within the attached reports relates directly to the adopted 2014/15 Operational Plan Key Performance Indicators.

The General Manager's performance summary for each of the abovementioned Sections is provided below.

Civil Operations

XXX

Engineering

XXX

CONCLUSION

It is recommended that the monthly operations report for the Regional Services department (Civil Operations and Engineering Sections) as at 31 March 2014 be received.

PERFORMANCE & SERVICE COMMITTEE

XXX

REGIONAL SERVICES DEPARTMENT – MONTHLY OPERATIONS REPORT

Monthly Operations Report – Civil Operations

Meeting Date: **XX**
Attachment No: **XX**

MONTHLY OPERATIONS REPORT**CIVIL OPERATIONS SECTION****Period Ended XX**

VARIATIONS, ISSUES AND INNOVATIONS***Innovations***

*This would include any innovative practices commencing or being investigated during the reporting period.
This could include plant, resourcing or processes.*

Improvements / Deterioration in Levels of Services or Cost Drivers

What may have impacted on service responses reported later in this report. The good and the bad.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

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

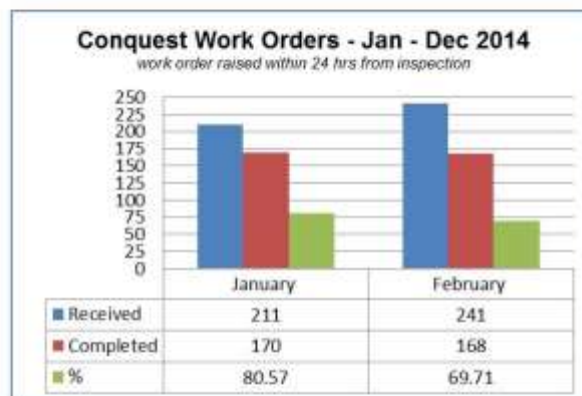
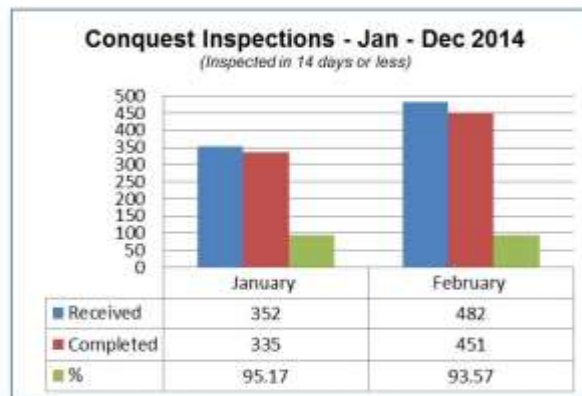
	Incomplete Requests as at Start of Mth		Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Incomplete Requests In Progress		TOTAL UNACTIONED REQUESTS	Completion Standard (days)	Avg Completion Time (days) YTD
	Balance B/F	Completed in Current Mth	Received	Completed		Works Orders Issued	Under Investigation			
Property Access	4	1	5	1	7	0	3	4	14	3
Rural Property Addressing	1	1	4	0	4	0	4	0	28	12
Bus Stops, Seating, Bus Shelters	2	0	1	0	3	1	2	0	14	0
Drainage Pipes and Culverts	15	8	13	4	16	4	0	12	14	8
Grading Unsealed Road Maintenance	34	16	42	18	42	12	1	29	14	6
Illegal Dumping (Civil Ops only)	1	1	2	2	0	0	0	0	14	8
Footpath & Off-Road Cycle Ways Maint.	43	19	43	23	44	9	4	31	14	16
Potholes - Sealed Roads	52	35	153	118	52	24	0	28	14	15

COMMENTS

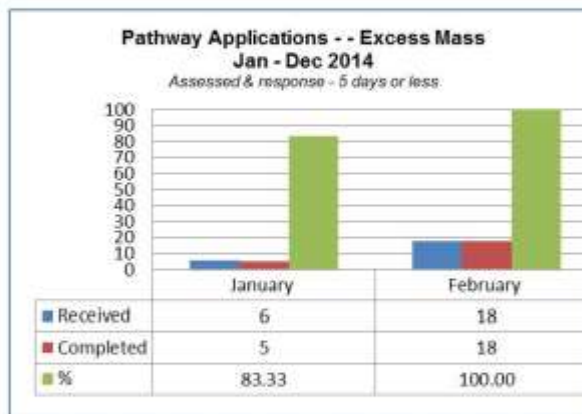
Property Access	
Rural Property Addressing	
Bus Stops, Seating, Bus Shelters	
Drainage Pipes and Culverts	
Grading Unsealed Road Maintenance	
Illegal Dumping (Civil Ops only)	
Footpath & Off-Road Cycle Ways Maint.	
Potholes - Sealed Roads	

*The table format displayed above depicting Pathways Customer Service request information will be **MANDATORY** for each Section. Authors will have the **OPTION** to include further data here to support their performance against the KPI. For example graphs, data from Conquest, etc.*

Prior to the majority of the works related to the above being undertaken an inspection is carried out to ascertain what is actually required to be done to ensure that the correct resources are assigned to the task. This is detailed in the following graphs:



Other Pathway statistics for the month include:



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	3	5	1
Number of Days Lost Due to Injury	12	79	74
Total Number of Injuries	9	12	4
Number of Completed Hazard Inspections	6		
Maximum Number of Consecutive Days Without a Lost Time Injury	56 5 Sept to Current (31 Oct)		

Risk Management Summary

Example from Section Risk Register

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Landslip and/or rocks on road along Pilbeam Dr Mt Archer posing a safety threat	HIGH	Monthly inspections and inspections after major rain events to identify areas of immediate danger of large rock falls	1/7/14	0%	Schedule of monthly inspections to be developed and implemented
Budget overrun (capital projects) resulting in inability to complete project to specification impacting on end user/fit for purpose, etc.	VERY HIGH	Design high risk projects prior to drafting budget and provide estimates. Apply cost indexation.	1/5/14	10%	In progress
Failure of operation asset condition potentially leading to injury or death of public/staff, financial impacts, etc.	VERY HIGH	Review and amend asset condition inspections schedule in conjunction with assets, facilities and major projects units	1/6/14	20%	Inadequate staff resources required for the provision of this service has resulted in this action not being progressed significantly

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	Comments
Bridge inspections undertaken in accordance with the Schedule	Q3 inspections due 15/4/14	Progressing on track with all those inspected to date considered as fit for purpose
Employees to have current Powers of Entry authorisations and training as relevant for their positions	31/3/14	Review of authorisations has recently occurred and applications completed for new persons identified as requiring such authorisations. Currently awaiting CEO approval.
Employee tickets/licences outdated	Various	As at 31/3/14 Council records indicate that 130 tickets/licences are currently outdated and require renewal within Civil Operations
Outdated employee immunisations	Various	As at 31/3/14 Council records indicate that 121 Civil Operations employees are yet to obtain/complete immunisations deemed necessary for their roles
Outdated mandatory training and/or qualifications	Various	As at 31/3/14 Council records indicate that XX Civil Operations employees have incomplete/outdated training/qualifications as deemed necessary for their roles
WHS Infringement Notices issued to Council are remedied within required timeframes	As per notice	No current notices to report

*The tables displayed above for the second KPI will be **MANDATORY** for each Section*

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

Explanation of capital works program progress to budget as well as work completed. This would then be followed by a schedule (example below) of capital projects being undertaken in the reporting period with budget and actual expenditure shown and a brief comment on expenditure variance and, if required, reason for delays in project completion or achievement of milestones.

The following abbreviations have been used within the table below:

BS	Bus Stop
RC	Road Construction
FP	Footpath
NC	New Construction
SW	Stormwater
TM	Traffic Management

Whilst it will be **MANDATORY** for all Sections to provide a response against this KPI, the format of data included here will be **OPTIONAL**

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (inc. commitments)	Forecast to complete
NETWORK SERVICES CAPITAL WORKS PROGRAM						
Urban Central Construction						
BS-New Bus Stops	06/01/14	12/03/14	0%	\$640,000	\$500,000	\$635,000
Comment:						
RC-Archer Street-Victoria Pde to Bolsover St	06/01/14	16/04/14	65%			
Comment:						
Flood 2013-Denham St Ext Scour	06/01/14	30/01/14				
Comment:						
FP-Alma St-Archer St to Cambridge St	09/01/14	16/01/14				
Comment:						
NC-Lion Creek Road	14/01/14	13/02/14				
Comment:						
RC-Talford St-Derby St to William St	13/02/14	10/04/14				
Comment:						
RC-Kent St-Albert St to North St	13/02/14	10/04/14				
Comment:						
RC-High St /Dean St Int	17/02/14	28/04/14	20%			

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (inc. commitments)	Forecast to complete
Comment:						
TM-Richardson Rd Bollards Good Guys	18/02/14	20/02/14				
Comment:						
RC-Musgrave St outside Centrelink	27/03/14	02/04/14				
Comment:						
RC-Archer St-Canning St to Quarry St	04/04/14	04/07/14				
Comment:						
SW-Park St Stage 2-Glenmore RD to Tung Yeen St	10/04/14	12/06/14				
Comment:						
RC-North St-Campbell St to Murray St	17/04/14	04/06/14				
Comment:						
Urban West Construction						
FP-Johnson Rd-Exist to Cherryfield Rd TIDS	14/01/14	03/03/14	70%			
Comment:						
Blackspot-Razorback Road	15/01/14	22/02/14				
Comment:						
Flood 2013						
Flood 2013-Rural West Small Drainage	14/01/14	14/04/14				
Comment:						
TOTAL:				\$	\$	\$

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

As at period ended 31 January 2014 - 58.33% of year elapsed:

Unit	Maintenance Budget	Maintenance Actual (incl. committals)	% budget expended	Explanation
Rural Maintenance	12,871,000	4,526,549	35%	<i>There would then be an explanation for the variance in forecast expenditure for each Unit and what the main activities for the reporting period.</i>
Urban - Central	5,389,500	3,871,401	71.8%	
Urban - West	1,306,830	498,682	38.2%	

*The table displayed above for the will be **MANDATORY** for each Section, although the headings may differ slightly. Further information to support the above will be **OPTIONAL** for the Author*

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

The delivery of services and activities for the reporting period for *Civil Operations* are as below:

Asset & Activity	Service Level Standard	Inspections due current mth	Inspections completed current month	YTD Perf	Comments
<i>Routine Maintenance Inspections of Railway Crossings - Urban</i>	Each of the 25 crossings within the Region to be inspected on a 28 week cycle	XX	XX	XX	<i>Example – Inspections scheduled for this month were completed as scheduled and Works Orders raised for relevant maintenance to be undertaken</i>
<i>Routine Maintenance Inspections of Traffic Lights</i>	Each of the 33 lights inspected by the electricians on a 4 week cycle	XX	XX	XX	
<i>Routine Maintenance Inspections of Rural Roads</i>	Regularly inspected by locality to identify if they require maintenance as per the Unsealed Road Service Delivery Model (refer extract below)	XX	XX	XX	<i>Example – the localities of Kabra and Bouldercombe were inspected in the current reporting month and Works Orders raised for relevant maintenance</i>

*Whilst it will be **MANDATORY** for all Sections to provide information here detailing their performance against the Service Delivery Levels, the format of data included here will vary*

Extract from Unsealed Road Service Delivery Model – ROAD HIERARCHY DEFINITIONS

No	General Description	Traffic Count	Median Traffic Count	Total Network km	Example Road
3	Arterial roads - Route carrying a main flow with many branches	> 150	150	0	Glenroy Rd-155 vpd, Greenlake Rd
4a	Major Collector roads - Collects from local access roads to distribute to an Arterial road.	125-150	137	75	Belmont Rd-115 vpd Bobs Creek-100vpd
4b	Minor Collector roads - Collects from a limited number of local access roads to distribute to an Arterial or	100-125	112	239	Kalapa Black Mountain-80vpd
5a	Local Access road - Road to access properties where people actually reside. (Rural: 5-15 houses). Or provides exclusively for one activity or function.	75-100	87	417	Barmoya Rd-49vpd, Marmor Road
5b	Minor Local Access road - Road to access limited to properties where people actually reside. (Rural: less than 5 houses). Or provides exclusively for one activity or function.	30-75	55	487	Sandy Creek Road , Panorama Road
5c	Service Track - Provides access to properties and property related activities. Provides access to a minimum single residence.	< 10-30	20	556	Fishing Creek Road, Bull Frog Lane
5d	Track – Provides access to recreational and alike facilities. Property with no residence	<10	5	176	Bald Hills Road
	Urban			40	

Extract from Unsealed Road Service Delivery Model – SURFACE CONDITION SUMMARY

Class No	Network Length km	Est Annual Traffic Movements	Running Surface Condition International Roughness Index (IRI)	Average Grading Interval months (a)	Total Expenditure \$	Estimate Km Graded	Avr \$/km/Ann Network
3	0	54,750	8	5			
4a	74.6	50,005	8	6	\$ 256,797	141	\$ 3,442
4b	239.3	40,880	8	7.5	\$ 652,239	357	\$ 2,726
5a	417	31,755	8	9	\$ 900,638	518	\$ 2,160
5b	486.7	20,075	8	14	\$ 654,404	373	\$ 1,345
5c	555.6	7,300	8	24	\$ 376,940	238	\$ 678
5d	176.3	1825	8	36	\$ 35,115	54	\$ 199
	1950			Total	\$ 2,876,133	1679.75	86%

FINANCIAL MATTERS

Overall comment on financial performance to date with financial performance as in sample below

	YTD		
	Actual (incl. committals)	Variance to Budget	Annual Revised Budget
	\$	\$	\$
Department Revenue			
Net rates and utility charges	(52,175,718)	(13,356,778)	(58,151,437)
Fees and Charges	(1,098,830)	13,141	(1,827,180)
Private and recoverable works	(1,143,382)	(403,929)	(1,080,117)
Rent/Lease Revenue	(17,580)	27,307	(88,177)
Grants Subsidies & Contributions	(9,296)	(9,296)	0
Interest revenue	(188,658)	21,342	(309,600)
Other income	(27,279)	(17,695)	(13,957)
Total Department Revenue	(54,660,742)	(13,725,907)	(61,448,467)
Expenses			
Employee costs	4,759,881	(1,885,565)	9,144,649
Contractors & Consultants	1,101,227	204,199	1,324,781
Materials & Plant	2,035,366	(56,448)	3,210,096
Asset Operational	2,108,691	(187,460)	3,285,582
Administrative expenses	178,710	(60,659)	347,010
Depreciation	6,283,344	(3,082,238)	10,771,447
Finance costs	2,154,928	(422,748)	3,689,759
Other Expenses	27,622	(11,170)	57,786
Accounting Adjustments	4,027	(32,723)	31,500
Total Expenses	18,663,776	(6,314,812)	31,842,670
Transfer / Overhead Allocation			
Transfer/Overhead Allocation	886,872	(67,796)	753,378
OH Allocation	1,671,464	(232,351)	2,822,696
Competitive Neutrality Adjustments	12,245,009	(151,260)	20,055,471
De-amalgamation internal transfers	(40,007)	(40,007)	0
Total Transfer / Overhead Allocation	14,763,338	(491,416)	23,631,545
TOTAL OPERATING POSITION (SURPLUS)DEFICIT	(21,243,630)	(19,532,134)	(5,974,352)

The information provided in this section will not directly link to an Operational Plan KPI, however it will be MANDATORY for all Sections to provide financial performance comments and data

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

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

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

SUMMARY

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

OFFICER'S RECOMMENDATION

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

COMMENTARY**FINANCIAL SERVICES**

Revised budget submissions as well as Operational Budget submissions for the 14/15 year were due on the 7th April and as a result, the Accounting team is now busy preparing the consolidated budget for Council review.

Rates were overdue on the 12th March, and the collection action on outstanding rates will now commence.

Work has also commenced in respect of Councils Annual FBT return, with the major expense being for car benefits.

The Asset team continues to be busy in preparation for the Year end, particularly with the revaluation of the Water, Sewer, Land & Site Improvements asset class.

WORKFORCE AND STRATEGY***Human Resources***

As at the end of March 2014 there were 14 vacancies being actively recruited within Council. Recruitment activity continues to be steady. The average timeframe for positions finalised during March 2014 was 22.8 business days.

The new process for obtaining Criminal History Checks has been implemented during the reporting period which enables Council to obtain the majority of criminal history checks within 1 hour. This process has proven successful to date.

The Human Resources Team has continued to working actively with Managers across Council to address absenteeism issues and improve work attendance. Numerous meetings have been held with employees to discuss reasons for their absences from the workplace.

The Leadership Team have also provided their support for amendments to the Recruitment and Selection Policy and Procedure to streamline Council's recruitment process by the removal of Selection Criteria. The new job application process will be implemented in April. This new process follows contemporary practice and will make it more appealing to applicants to apply for a job at Council and the recruitment process more efficient for panel members.

The results of the Staff Survey were communicated to employees in the April staff newsletter. The results of the survey will also be communicated by the Human Resources Team via Toolbox talks over the next month. Employees are being encouraged to submit their ideas and suggestions on initiatives that may address the lower end of the survey results.

Industrial Relations

The team has undertaken 52 employee information briefing sessions on the amendments to the *Industrial Relations Act 1999*, 90% completed across the entire organisation. The Queensland Services Union has acknowledged Council's very proactive approach and open communication strategy.

A Queensland Industrial Relations Commission Full Bench hearing concluded that there will only be one industrial award that will be applicable for Local Government in Queensland. The following is an excerpt from an LGAQ communication in this regard.

"The next stage is for the Award Modernisation Team to release an Exposure Draft for this single award which we in turn will distribute to all Councils. As soon as this occurs, LGAQ will be reconvening its IR Working party to examine the draft in detail and prepare our position on its various contents. At the same time, we will convening a number of regional forums on the Exposure draft so all Councils have the opportunity to know what the new award may look like, as well as what our current position on the contents is and have an opportunity to offer immediate comment/feedback. However, the very tight timeframes may not allow the luxury of allowing Councils extended times to analyse and consider and formally respond with options".

The HR team has a prioritised plan in place to analyse, communicate and implement the various aspects required from the award/s modernisation process and subsequent certified agreement negotiations which are due to commence in the latter part of this year.

Workplace Health & Safety

The first Leadership Program is now officially at the half way point with both internal and external groups. To date there has been 100% attendance for both sessions. The engagement level has been at a high level and the participants participate in activities and discussions very well. Feedback has been consistently positive from both groups.

CUSTOMER SERVICES**Gracemere Office Hours**

Customer Service has recorded a total of 17 transactions after 4.30pm at Gracemere from 02/01/14 to 02/04/14. The intention is to now close this office at 4.30pm which will match the Mount Morgan Office times. Presently Council has to pay overtime to keep the Gracemere Office open hence this will be saved with very little impact on the community.

Banner Poles

Changes to the Banner Pole Bookings have been put in place to ensure fairness and opportunity for all community groups, decrease the occurrences of banner rage and set clear boundaries for all groups to be made aware and adhere to.

Community groups can hire a section out for four weeks prior to their event

Groups may only make bookings 3 months in advance of the event

If their banner is larger than the specified allotment size they must advise Council so we can book a double spot for them.

Moore's Creek Road (Colts) banner poles will accommodate banners that are up to 2.5m x 1.1m

Stapleton Park (PCYC) banner poles will accommodate banners that are up to 2.5m x 80cm

Groups may not advertise consecutively unless booked separately for separate events.

CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF MARCH 2014

Revenue Statistics - March 2014

Meeting Date: 22 April 2014

Attachment No: 1

Performance Indicators

	January	February	March
Total Budgeted Rates Revenue	\$117,788,096	\$117,788,096	\$117,788,096

Rates Outstanding

	January	February	March
General (Incl Indicator & sundry)	\$22,927,951	\$16,840,881	\$3,208,886
Water	\$6,442,480	\$4,377,593	\$895,512
Sewerage	\$11,625,933	\$8,210,327	\$1,535,526
Cleansing	\$6,696,915	\$4,777,083	\$1,022,070
Water Usage	\$1,038,510	\$3,346,344	\$4,440,729
Environmental	\$853,940	\$624,805	\$151,616
Road Network	\$6,824,805	\$5,011,001	\$1,093,455
State Fire	\$3,902,363	\$2,909,360	\$661,573
Rural Fire	\$62,629	\$49,212	\$15,670
Special Charges	\$5,796	\$5,819	\$5,870
Total Rates Outstanding	\$60,381,322	\$46,152,426	\$13,030,907
Pre-payments	(\$725,179)	(\$1,036,905)	(\$1,749,477)
Less Current	(\$55,692,172)	(\$44,316,046)	(\$3,527,101)
Total Eligible for Collection	\$4,689,150	\$1,836,380	\$9,503,806
Overdue rates expressed as a percentage of budgeted rates revenue	3.98%	1.56%	8.07%
Overdue Pensioners	\$375,877	\$333,302	\$587,640
Less Pre-Payments	(\$157,124)	(\$236,818)	(\$352,131)
Total Overdue Pensioners	\$218,753	\$96,484	\$235,508

Amount currently with Collection House	\$863,552.18	\$788,889.92	\$677,647.95
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Aged Debtors Outstanding

	January	February	March
Current	\$4,006,206	\$2,327,413	\$1,158,758
>30 days	\$309,556	\$326,512	\$278,715
>60 days	\$86,127	\$49,505	\$124,007
>90 days	\$824,462	\$817,484	\$781,274.45
Pre-payments/Un-allocated payments	(\$37,313)	(\$36,460)	(\$64,278.85)
Total Debtors	\$5,189,038	\$3,484,455	\$2,278,475

CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF MARCH 2014

Workforce & Strategy Statistics - March 2014

Meeting Date: 22 April 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 seven lost time injury claims lodged for March 2014.



Establishment

Establishment	1 Jan 14	Feb 14	Mar 14
	FTE Positions	FTE Positions	FTE Positions
TOTAL	838.9	837.44	829.47

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

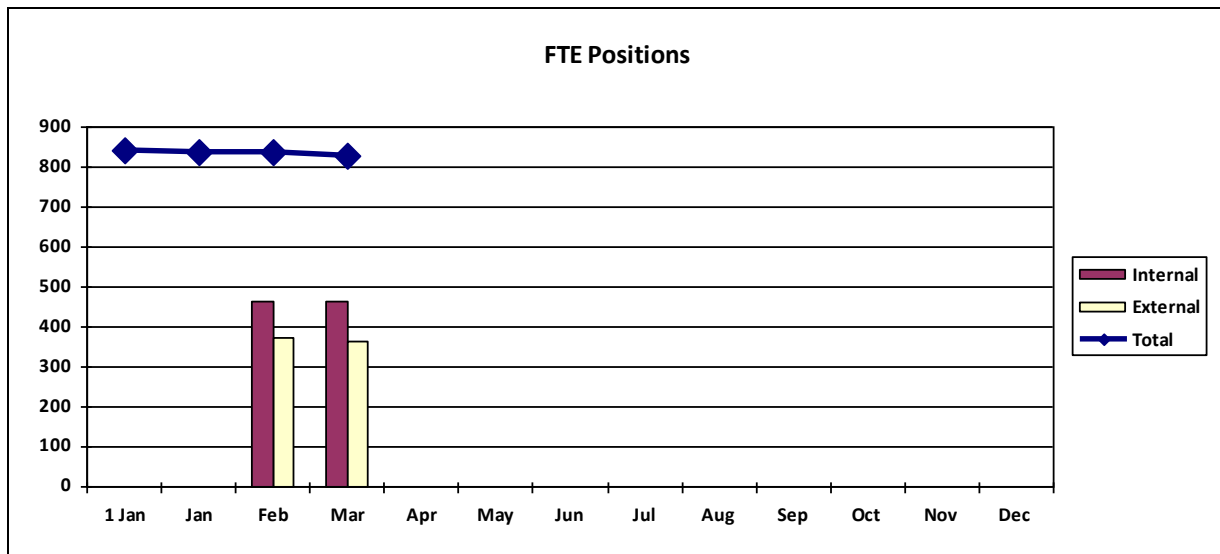
Changes to Establishment

FTE Positions - there has been a decrease of 7.97 FTE in the reporting period please see specific details as below:

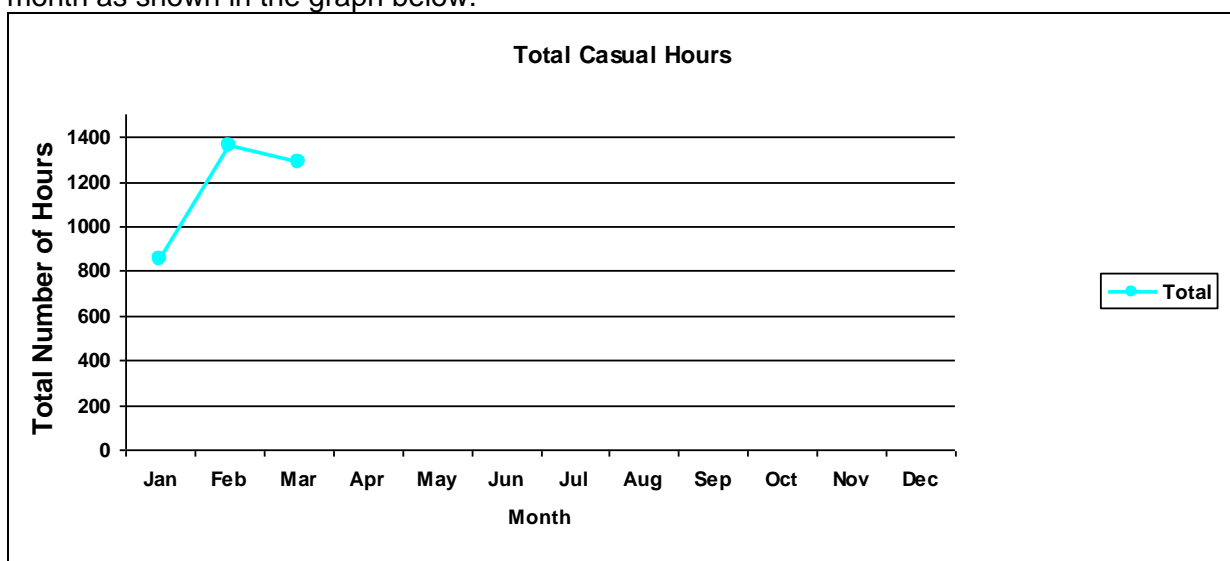
- Abolished - 3404 – Administration Officer (Local Laws)
- Abolished - 3291 – Plant Operator/Labourer (Civil Operations)
- Abolished - 3230 – Plant Operator/Labourer (Civil Operations)
- Abolished - 3284 – Plant Operator/Labourer (Civil Operations)
- Abolished - 3228 – Plant Operator/Labourer (Civil Operations)
- Abolished - 3229 – Plant Operator/Labourer (Civil Operations)
- Abolished - 3294 – Plant Operator/Labourer (Civil Operations)
- Abolished - 3427 – Labourer (Civil Operations)
- Increase to FTE – 1275 – Customer Service Officer from 0.83 to 1.00.
- Increase to FTE – 2116 – Administration Officer (FRW) from 0.72 to 1.00
- Decrease of FTE – 2263 – Senior Infrastructure Engineer from 1.00 to 0.60.

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 - March 2014**

There are 36 casual employees currently engaged by Council who collectively have worked the total number of 1285.85 hours in the reporting month which is less than the previous month as shown in the graph below.

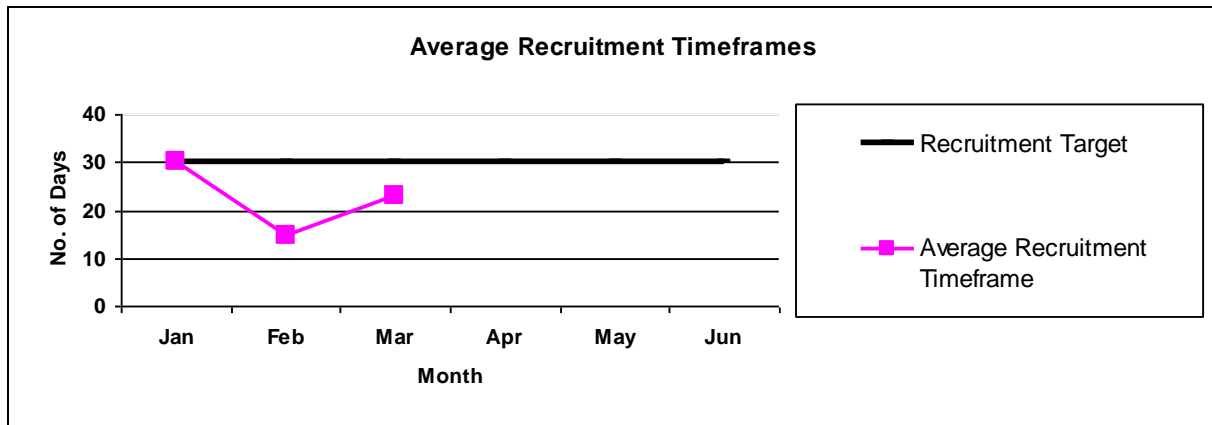
**Payroll Accuracy**

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.

March 2014	99.80%
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Average Recruitment Timeframe

Shows the average number of business days to recruit within March has increased since February to 22.8 days. The average timeframe is still below the target of 30 days. 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. During the reporting period a new process for Criminal History Checks has been implemented which will improve delivery timeframes.



CORPORATE SERVICES MONTHLY STATISTICAL REPORT FOR THE MONTH OF MARCH 2014

Corporate & Technology Services Statistics - March 2014

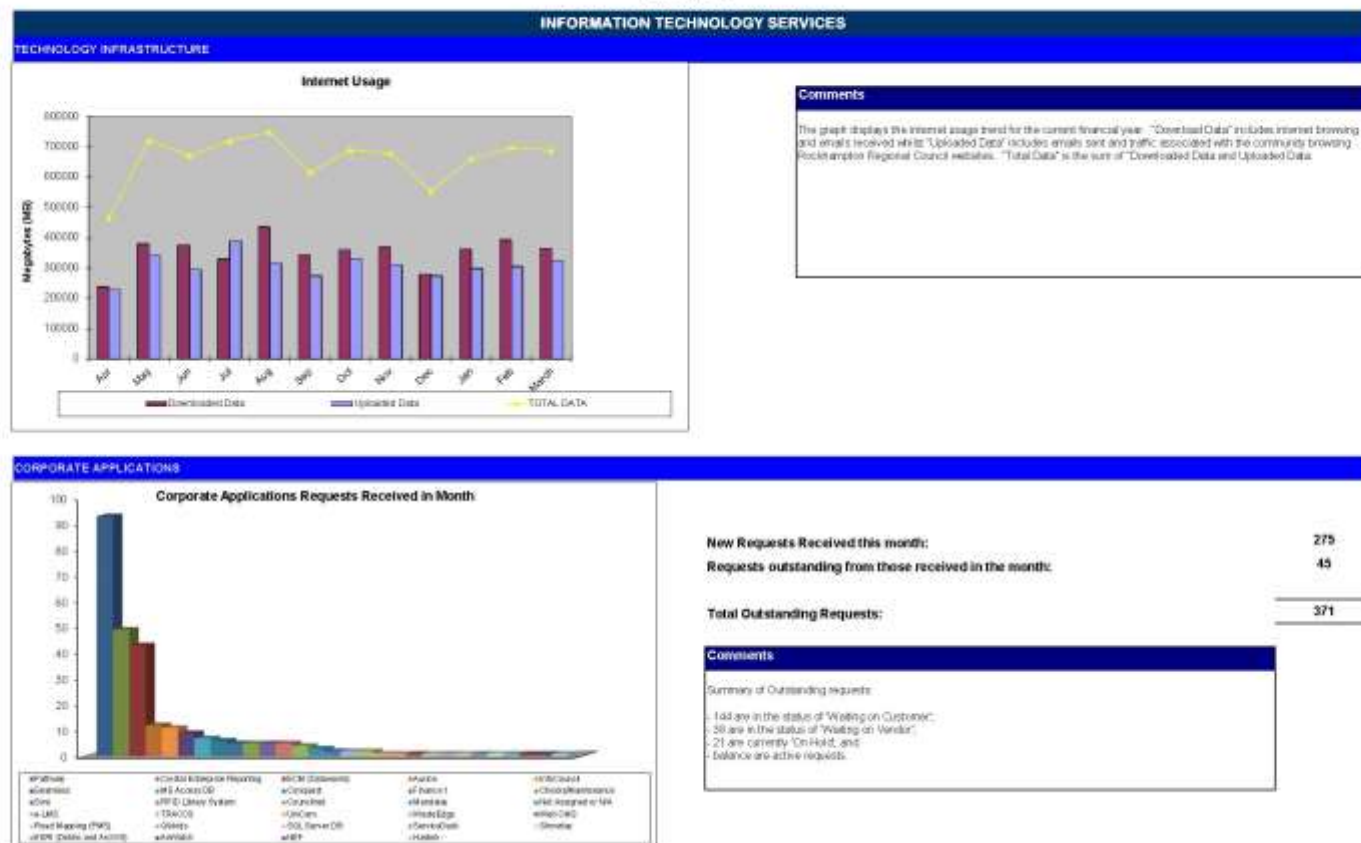
Meeting Date: 22 April 2014

Attachment No: 3

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT
March 2014



CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT
March 2014



CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT March 2014

IT SERVICE DESK



Comments

These graphs display our monthly inbound/outbound customer calls and requests made to and from the IT Service Desk. Incoming calls have fallen fairly significantly with de-amalgamation completed and many staff on holidays during the start of this month.

Requests Raised this Month

	Total	Incident	Service Request	Information Request	Breach
Requests Raised	1052	161	756	113	0
Requests Closed	1063	171	764	118	0
Request Pending	647	568	328	78	0

Closure Rate

104%

(Closed/Raised x 100)

Requests Pending (by Priority)

	Total	Incident	Service Request	Information Request	Breach
Critical	2	0	2	1	0
High	30	14	12	4	0
Medium	85	25	53	5	0
Low	288	70	233	55	0
Best Effort	71	0	68	9	0
Scheduled	102	31	67	4	0
Total	647				

Service Level Targets

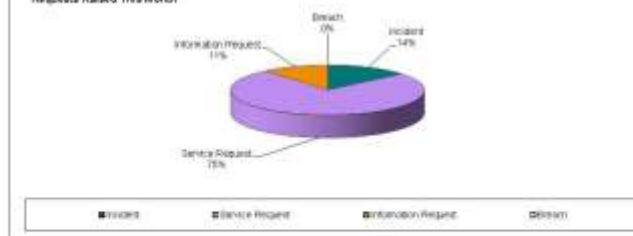
	Met	Missed	
Critical	9	0	100%
High	31	4	88%
Medium	154	17	90%
Low	721	55	93%
Scheduled	33	7	89%
Best Effort	10	0	100%
Total	978	83	

Service Level

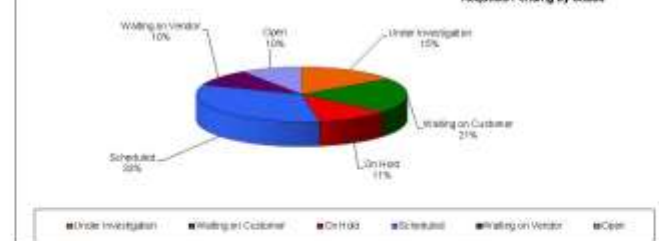
92%

(Target is 95%)

Requests Raised This Month

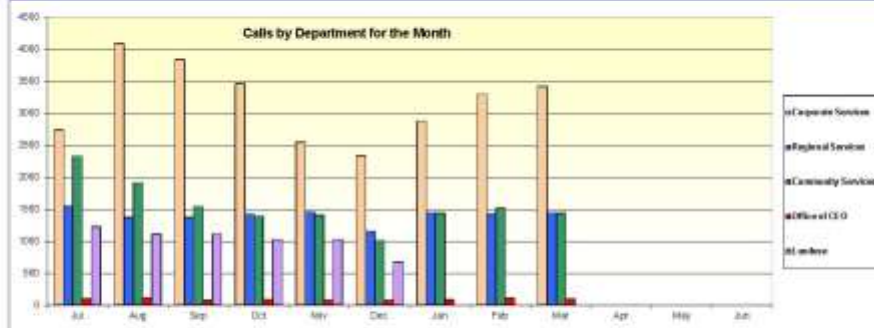


Requests Pending by Status



CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT
March 2014

CUSTOMER SERVICE

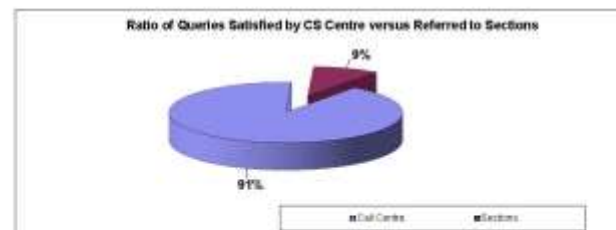


Progressive Annual Total Calls By Department:

Corporate Services	28596
Regional Services	12625
Community Services	13959
Office of the CEO	816
Land Use	6182

Comments

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



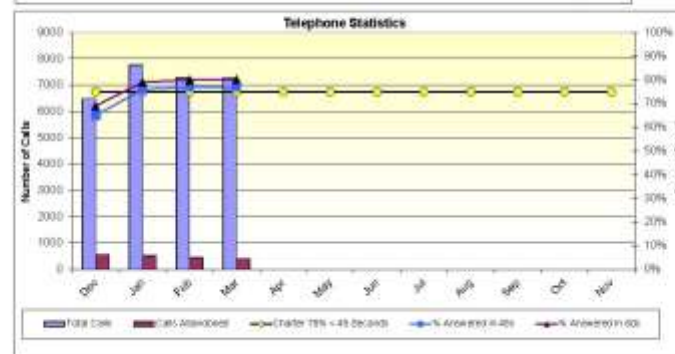
Comments

This pie chart shows the ratio of enquiries made to the Customer Service Centres which are answered to the satisfaction of the customer rather than being referred on (passed) 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: 28,614

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 Centre staff against the Customer Service Charter.

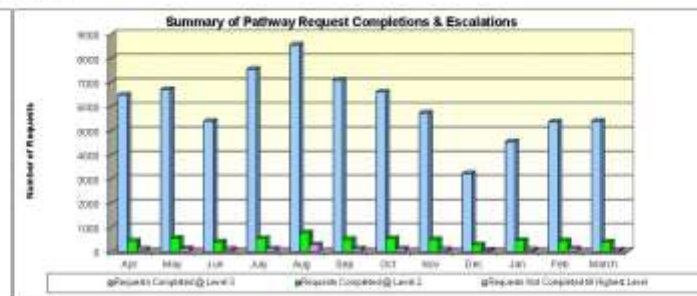
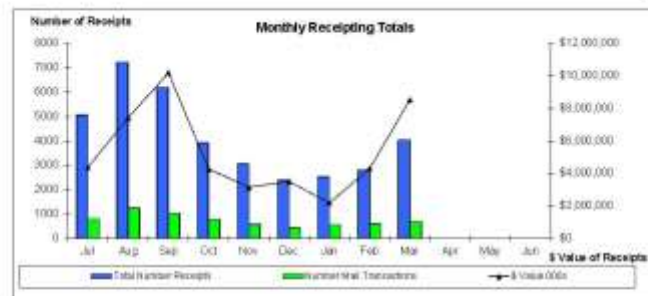
* The telephone data commences from December 2013 following the implementation of the new CSIRO call centre system.

Progressive Annual Total Calls Answered by Customer Service*: 28,612

Progressive Total Receipts Processed by Customer Service: 43,850

Progressive Total Dollar Value of Receipts Processed: \$47,975,033

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT
March 2014



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

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

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

	April	May	June	July	August	September	October	November	December	January	February	March
Requests Logged	7194	7420	5932	6247	9059	7755	7300	6262	3606	5133	6054	5698
Same month Completed	5605	6120	4892	7119	6437	6839	6319	5509	3100	4372	4994	5092
% completed same month	77%	85%	82%	86%	87%	86%	86%	87%	86%	85%	82%	89%
Completed Total for Month	9853	7828	5892	6893	5698	6054	7295	6343	3686	5077	5590	6060
Total Pending	4440	4150	4054	3253	3553	3180	3121	2134	935	2219	2205	1898
Top 5 Requests for Month	DPlanor OPlanor CPlanor WLeak WAnnuat	DPlanor WLeak WAnnuat Potholes T/Term	DPlanor WLeak Inf Equip Potholes WAnnuat	DPlanor WAnnuat WLeak Tree Trim Dev Callback	Rates Enquiry DPlanor WLeak WAnnuat DevTel	DPlanor Rates WLeak T/Term WAnnuat	OPlan WLeak Rates T/Term Mac Road	DPlanor WLeak WAnnuat Bin RRC Mac Road	WLeak Duty Planner Inf Equip WAnnuat Bin RRC	WLeak OPlan Potholes WAnnuat Bin RRC	OPlan OPlan Potholes WLeak CDex	DPlanor T/Term WLeak WAnnuat CDex

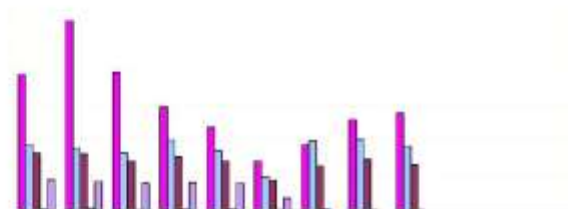
Total uncompleted customer requests up to 3 months old:	1533
Total uncompleted customer requests between 3 to 6 months old:	232
Total uncompleted customer requests greater than 6 months old:	548

Conquest Work Order & Investigation Long Term up to 3 months old:	419
Conquest Work Order & Investigation Long Term between 3 to 6 months old:	112
Conquest Work Order & Investigation Long Term greater than 6 months old:	259

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:	Bin RRC - Responder Bin RRC (Emergency Services)	Mac Road - Maintenance Roadworks	WAnnuat - Wandering Animal
	DPlan - Duty Planner	T/Term - Tree Trim	WLeak - Water Leak
	MISUR - Mixed Recycling Bin Lid	Rates - Rates Enquiries	CDex - Commissioner of Declarations

March 2014



ies must display the monthly pathway requests input by Customer Service front counter staff.

ies must display the monthly pathway requests input by Customer Service front counter staff.

Finance & Business	0
Regional Services	31
Community Services	52
Office of the CEO	0



100. What were the after hours calls made by customers to Costano Valley Enterprise (CVC)?

This chart shows the after hours calls made by customers to Cheshire City Enterprise (CCE) / Proper (Ipswich) Regional Council. The table shows the breakdown of after hours calls by department. To date 50% of after hours calls have been logged a Pathway for follow up action (see only).

70. BCE is Czech's after hours customer call centre contract. This contract terminated on 1

Progressive total calls intercepted by After Hours Call Centre:	2851
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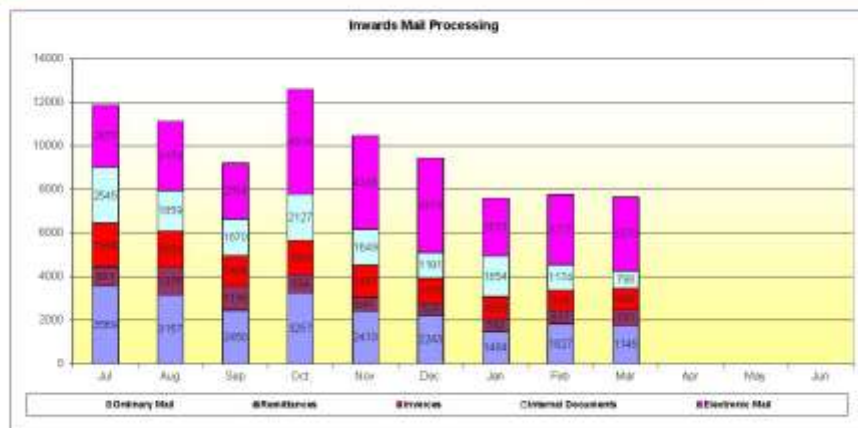
Progressive total after hours calls logged into Pathway:	1422
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Highlights from Customer Service

March was a busy time with all types of Customer Service - customer requests, phones, receiving, general enquiries, GSIAP and Venue Bookings. With Rates being due in 12 March ensured a busy couple of weeks. Some additional statistical information that adds to the overall picture of the Customer Service operation: 789 email enquiries, 219 GSIAP transactions and 156 Rate Searches. A total of 14 new hall bookings were received, totalling 83 bookings for March.

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT
March 2014

RECORDS MANAGEMENT



Comments

Records Management process inwards mail (delivered by Australia Post), journal mail and electronic mail for distribution all destinations. Records open, sort, register (if required) and make ready for coming to the applicable destination throughout the Rockingham region.

**Progressive Total Annual
Mail Received & Processed: 97,676**

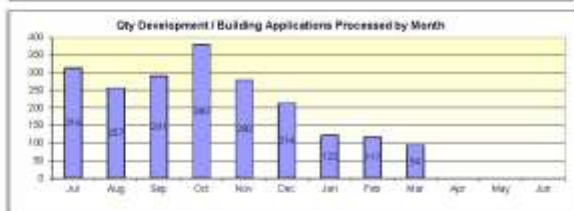


Comments

Records Management is responsible for coordinating the processing of Right to Information (RTI) and Information Privacy (IP) applications for all areas of the Council. The following chart provides a breakdown of the quantities of applications received for the current financial year.

NOTE: Formerly FOI, the RTI Act (2009) came into force on 1 July 2009.

Progressive Total RTI / IP Applications: 40



Comments

This graph shows the monthly processing of development and building applications through the Rockingham and Inshore Records Offices. The process includes creating a hard copy file, registering, and scanning into DataWorks with 24 hours of being received at the Customer Service desk.

Progressive total Development & Building Applications Processed: 1,852

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT March 2014

HIGHLIGHTS FOR MONTH - RECORDS MANAGEMENT

This month Records Officers responded to 230 building plan retrievals for Council officers and returned 397 files to storage. A total of 451 HR and 106 Payroll documents were received for registration and filing. A total of 94 files were created for development applications received for the month equating to approximately 470 documents. In addition, 1035 documents were received electronically from private citizens and registered into ECM.

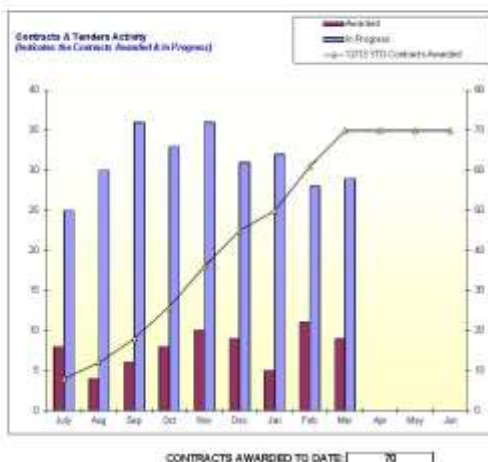
Work is continuing on the archiving and disposal of records, with 49 boxes prepared for deposit this month. In addition, 277 boxes have been identified due for deposit, and 1154 Mount Morgan development applications have been relocated to Records storage ensuring they are more centrally located providing improved access to these records.

Following on from the consultation undertaken in 2013, Queensland State Archives (QSA) has released the new version of the General Retention and Disposal Schedule for Administrative Records (GRDS). The new version incorporates a major review of the human resources functions, including compensation, industrial relations, work health and safety, and workforce management. This means that any records sentenced under previous versions of the GRDS will have to be re-sentenced prior to disposal. Work has now commenced on a review of the remaining functions of the GRDS.

The report 'Privacy in compliant handling systems: A review of how privacy obligations in the Information Privacy Act 2009 (Qld) have been incorporated in Queensland government agencies' compliant handling systems' was presented to parliament on 1 April 2014. The report is prepared under section 135 of the Information Privacy Act 2009 (Qld). This report showcases good privacy practices of six agencies, including Rockhampton Regional Council, which were selected for review on the basis of the quality of their compliant handling documentation available online. This report also identifies measures to assist agencies in ensuring that compliant management systems recognise and protect individual privacy through compliance with the requirements of the Information Privacy Act 2009 (Qld).

PROCUREMENT & LOGISTICS

CONTRACTS & TENDERS



Comments

Contracts Awarded: Qty 9

11112 - Geotech Services for Levee Bank Project - GB Geotechnics (Asst) Pty Ltd - \$15,350
11029 - Rockhampton Airport AGL - Fit and Dust Works - ATG Infrastructure - \$1,604,002
11039 - Demolition of Mt Morgan Timber Bridge - Ironbark Demolition - \$70,536
11034 - Lease of Office Space at Baulkonia House - Rockhampton 60 & Bator Program - \$4,800 per annum
10997 - Rockhampton Airport Assessment of Sub Soil Drains - Carbon (Qld) Pty Ltd - \$17,300
10990 - Operation and Management of Archer Park Rail Museum - Friends of Archer Park Station & Steam Train Museum - \$30,000 per annum
11088 - Survey Works for Levee Bank - Geotechnical Surveying & Planning Consultants - \$16,650
11079 - Peer Review of Levee Bank - Auscon Australia Pty Ltd - \$14,482
11077 - Refurbishment to Water Road Building - Linbridge Builders - \$120,818

Contracts in Progress: Qty 28

9125 - Personal Protective Equipment - Document development and review
10996 - Sale of Night Last Lane 155 Front Lane - Evaluation/Clarification
10705 - Supply and delivery of Calcium Hydroxide - Closed 19 June - Evaluation/Registration of Departures
10996 - Sale of 50.52 & 58 Victoria Parade - Closed 7 Nov - Contract signed, due diligence period
10997 - Sale of Main Road - Closed 7 Nov - Contract negotiation, due diligence period
10996 - Supply & Delivery of Potable Water Map Flow Meters - Closed 16 Oct - Evaluation/Registration of Departures
10927 - Manufacture of Girds - Closed 18 Oct - Evaluation
10996 - Proposed Structure for Bowers at 3th River Sewage Treatment Plant - Closed 4 Dec - Evaluation
10975 - Paved Parking Solution - Closed 26 March - evaluation
10982 - ERM Management of RRC Pools and Cuts - Closed 5 March - evaluation
11000 - Bacteriological Analysis - Closed 29 Jan - Evaluation
11010 - Chemical Analysis - Closed 29 Jan - Evaluation
11025 - Expression of Interest for the Operation and Management of Heritage Village - Closed 5 Feb - Evaluation
11080 - Lease of Coffee Shop in Rockhampton Library - Closed 5 Mar - No Submissions Received
11085 - Lease of Handicapped Parking at Baulkonia House & Schute Place - Closed 12 Mar - Evaluation
11057 - Hire of Stabiliser - Closed 6 April
11088 - Supply and Delivery of PAB - Closed 16 Mar - No Submissions Received
11089 - Hire of Plant & Equipment 2014/2015 - Closed 16 April
11076 - TFO Granting of Storage Crate - Closed 12 Mar - Evaluation
11097 - Supply of Safety Boots & Shoes - Closed 20 Mar - Evaluation
11100 - Clearing at Robert Solverson Park - Closed 2 April
11127 - Supply and Delivery of Clay - Closed 16 April
11102 - Supply and Delivery of Final Aid Requirements - Document Development
11101 - RFGS for Supply & Installation of Flooring - Document Development
11129 - Supply & Delivery of Embankment Material to Whale Transfer Station - Closed 16 April
11130 - Demolition and Removal of Residence at Cambridge Street - Document Development
11136 - Clearing Services for the Lakes District Leases - Document Development
11142 - Supply and Delivery of Road Making Material - Document Development
100000 - Refurbishment to CEO Office - Document Development

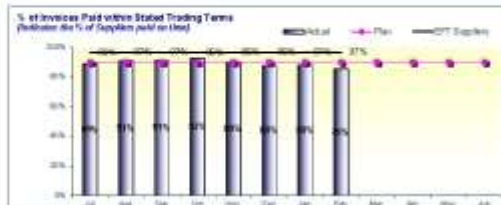
Comments

The operational target is to have 92% of Council's top 100 suppliers covered by formal agreements. To date **96%** of Council's top 100 suppliers are under formal agreements.

The top 100 suppliers are the 100 suppliers with the largest reported quarterly Council expenditure and is reported quarterly.

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT
March 2014

ACCOUNTS PAYABLE



Comments

For this month, 90% of supplier invoices were paid within the Supplier's agreed payment terms (Top Target - 90% of Suppliers paid on time). The number of suppliers being paid by electronic funds transfer (EFT) is currently at 87% (target 90%).

PROPERTY & INSURANCE



Comments

90% of Council's Leases/Licenses have provided a current Certificate of Public Liability Insurance.

55 Council Leases/Licenses/Tenancy Agreements registered on DataWatch.

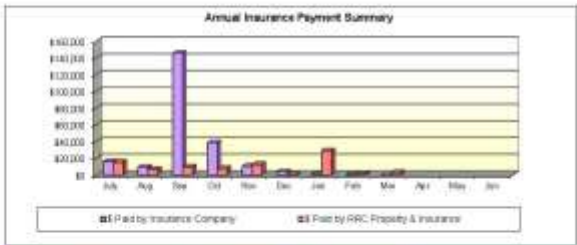
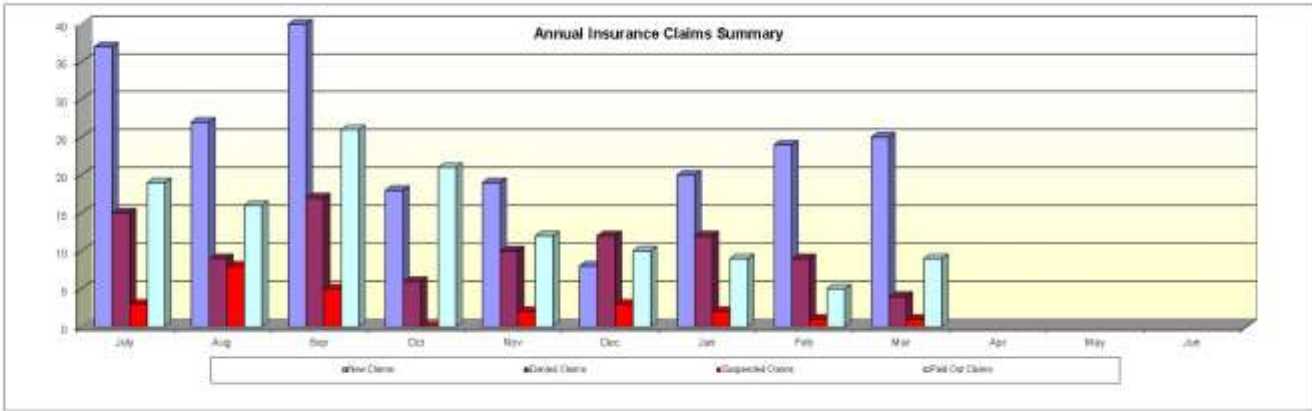
42 Lease renewal/extension leases currently being negotiated.

MONTHLY INSURANCE CLAIMS HISTORY

March 2014 Claims Processing					Comments
	New Claims	Denied Claims	*Suspended Claims	Paid Out Claims	
Motor Vehicle - RRC Owned	8	0	0	1	
3rd Party Motor Vehicle / Property Damage	10	4	0	1	
Personal Injury	1	0	1	0	
Damage by Council Plant (Mower/Blower)	4	0	0	0	
Loss/Stolen or Damaged RRC Property	1	0	0	1	
TOTAL	25	4	1	3	

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

CORPORATE AND TECHNOLOGY SERVICES MONTHLY REPORT
March 2014



Comments		Budget Allocations 12/13
RRC Insurance Paid to Date (excl. GST):	\$87,099	\$170,000
RRC Other Dept Paid to Date:	\$19,090	
Insurance Paid by Insurance Company to Date:	\$227,687	

HIGHLIGHTS FOR MONTH - PROPERTY & INSURANCE

Property & Insurance:

Lease renewals continue to be worked on. - Contents insurance cover continuing to be negotiated with the insurance broker.

Property Sales:

Settlement was effected for the sale of 3 Coko Street, Kawana.

Extension for special condition relating to plan of amalgamation granted for sale of 284 Agnes Street to mid next month.

Contract terms agreed between the parties for the sale of 607 - 701 Yamba Road, Parkhurst late this month and it is expected that the contract will be fully signed early next month.

9.4 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 MARCH 2014**File No:** 8148**Attachments:**
1. **Income Statement - March 2014**
2. **Key Indicator Graphs - March 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 31 March 2014.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the Period ended 31 March 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 2013 to 31st March 2014), Attachment 1.
2. Key Indicator 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 eight months of the financial year, operational results should be approximately 75% 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 79.3% as an indicative benchmark percentage for the end of March 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 93%, well in advance of the benchmark of 79.3%. 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 110%. There appears to be scope for budget improvement as part of the February budget revision.
- Interest Revenue is well ahead of budget at 126%. 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 75%, below the benchmark percentage of 79.3%. Key components of this result are:

- Contractors and Consultants expenditure are ahead of budget at 85%. This is mostly due to committed expenditure. Actual expenditure to 31 March 2014 is 65% of budget.
- Asset Operational Expenditure is ahead of budget at 89%. 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 92%. 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 and annual contribution 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 67% 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 87% of budget with committals, or 56% of the revised budget without committals.

Total Investments are approximately \$111.7M as at 31st March 2014.

Total Loans are \$150.9M as at 31st March 2014.

CONCLUSION

Total operational revenue being ahead of budget at 93% 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 75% is in proximity to budget when committed expenditure is considered.

Capital Revenue is reasonably close to budget at 67%, while Capital Expenditure, excluding committed expenditure is at 56% of budget. Capital expenditure should gain momentum during the next few months given the large volume of committals.


The February Revised Budget submissions were due on the 7 April, 2014. It is anticipated that these submissions will result in a betterment of Council's current budget surplus of \$4.7m.

SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 MARCH 2014

Income Statement - March 2014

Meeting Date: 22 April 2014

Attachment No: 1

<div>  <div> Income Statement For Period July 2013 to March 2014 75% of Year Gone </div> </div>						
	Adopted Budget	Revised Budget	YTD Actual	Commitments	YTD Actual (inc. commitments)	% of Revised Budget
	\$	\$	\$	\$	\$	
OPERATING						01
						09
Revenues						
Net rates and utility charges	(143,195,254)	(143,195,254)	(140,394,350)	0	(140,394,350)	98% C
Fees and Charges	(20,640,961)	(20,640,578)	(21,248,512)	22,194	(21,179,716)	74% C
Private and non-scheduled works	(7,610,117)	(7,615,917)	(6,401,036)	0	(6,401,036)	110% C
Rent/Lease Revenue	(2,492,707)	(2,470,256)	(2,232,318)	0	(2,232,318)	90% C
Grants Subsidies & Contributions	(20,480,732)	(18,603,948)	(15,130,864)	333	(15,130,470)	80% C
Interest received	(2,799,225)	(2,799,225)	(3,485,817)	0	(3,485,817)	126% C
Other Income	(4,035,404)	(4,230,642)	(3,463,300)	530	(3,459,520)	79% C
Total Revenues	(208,191,497)	(227,335,170)	(194,324,830)	55,818	(194,235,032)	85% C
Expenses						
Employee Costs	61,954,203	61,694,276	60,288,557	162,535	60,448,062	74% C
Contractors & Consultants	17,511,126	15,218,360	11,919,504	3,513,774	15,433,677	88% C
Materials & Plant	25,136,203	27,311,381	15,908,852	1,038,643	16,947,725	61% C
Asset Operational	17,617,742	16,427,732	15,077,086	1,210,295	16,287,328	86% C
Administrative Expenses	11,514,951	11,663,734	7,017,679	1,272,863	8,290,772	71% C
Depreciation	52,062,274	44,386,358	33,286,774	0	33,286,774	75% C
Finance costs	12,544,867	12,904,667	9,906,568	0	9,906,568	76% C
Other Expenses	1,825,872	1,665,793	1,353,286	3,177	1,356,463	80% C
Total Expenses	220,226,068	216,516,471	184,628,596	7,997,487	191,890,519	79% C
Transfer / Overhead Allocation						
Transfer/Overhead Allocation	(11,897,480)	(13,094,224)	(8,135,446)	0	(8,135,446)	62% C
Total Transfer / Overhead Allocation	(11,897,480)	(13,094,224)	(8,135,446)	0	(8,135,446)	62% C
TOTAL OPERATING POSITION (SURPLUS/DEFICIT)	(1,087,020)	(1,695,000)	(87,612,261)	7,499,330	(183,811,000)	260% C
CAPITAL	Adopted Budget	October Revised Budget	YTD Actual	Commitments	YTD Actual (inc. commitments)	% of October Revised Budget
Total Donations Contributions Received	(8,552,072)	(4,052,287)	(7,330,637)	0	(7,330,637)	186%
Total Capital Grants and Subsidies Received	(19,940,523)	(19,289,049)	(11,763,539)	0	(11,763,539)	61%
Total Proceeds from Sale of Assets	(8,316,000)	(5,516,000)	(523,183)	0	(523,183)	9%
Total Capital Income	(26,811,595)	(19,860,446)	(19,642,759)	0	(19,642,759)	67%
Total Capital Expenditure	104,963,100	110,632,682	61,568,296	34,463,419	96,291,215	87%
Net Capital Position	78,151,505	91,477,236	40,336,136	34,463,419	76,748,556	94%
TOTAL INVESTMENTS			112,570,063			
TOTAL BORROWINGS			130,938,256			

SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 MARCH 2014

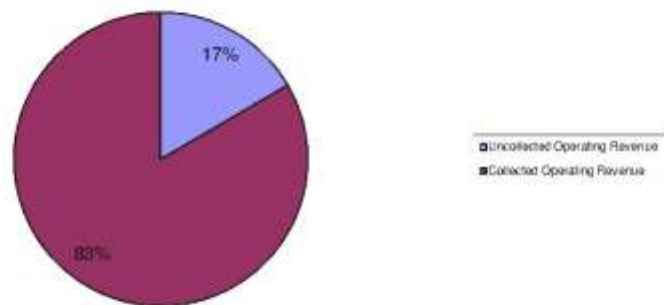
Key Indicator Graphs - March 2014

Meeting Date: 22 April 2014

Attachment No: 2

KEY INDICATOR GRAPHS – MARCH 2014

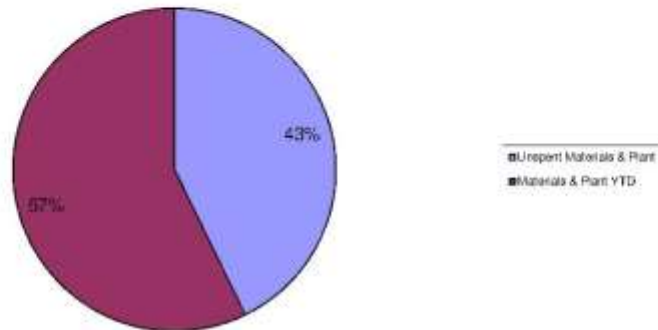
Operating Revenue
(Excluding Net Rates and Utility Charges)
(75% of Year Gone)



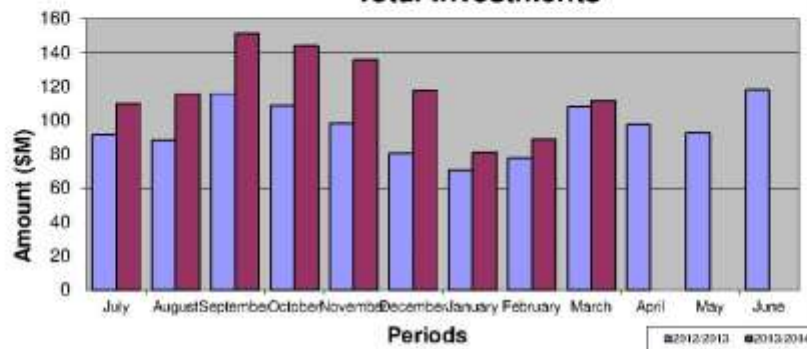
Operating Employee Costs
(75% of Year Gone)

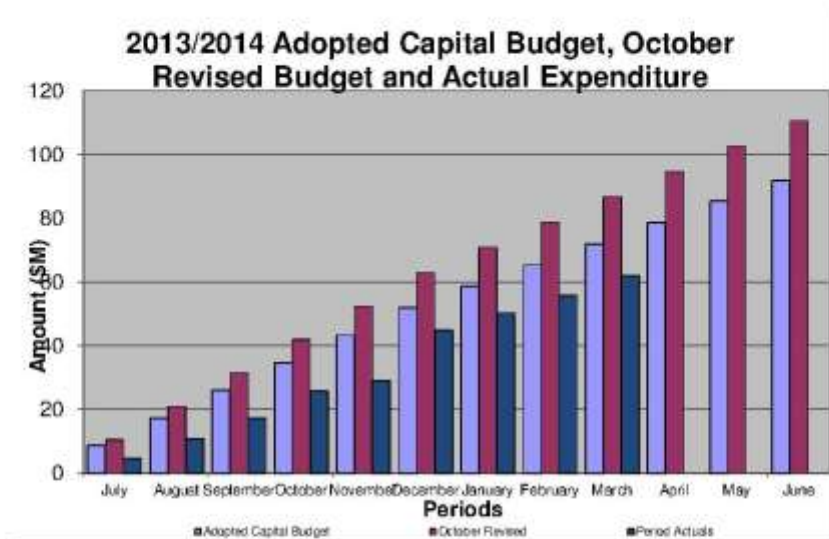
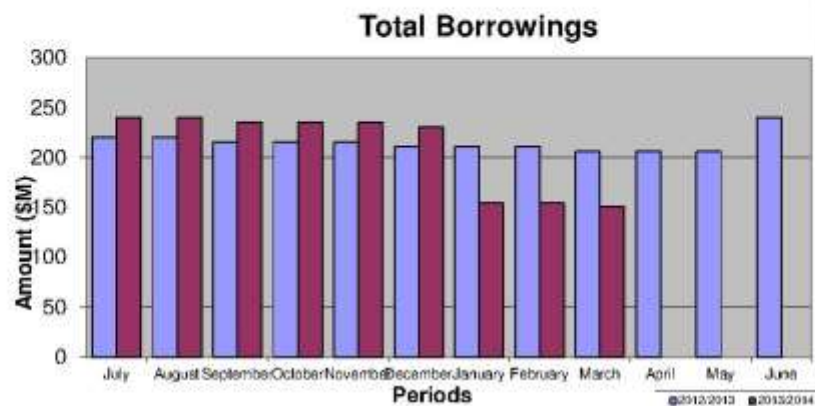


**Operating Materials & Plant
(75% of Year Gone)**



Total Investments





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.

DRAFT

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 31 March 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 Visit to Townsville Airport by Councillor Fisher

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 .

13.3 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 31 MARCH 2014

File No: 1392

Attachments: 1. Legal Matters as at 31 March 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 31 March 2014.

13.2 VISIT TO TOWNSVILLE AIRPORT BY COUNCILLOR FISHER**File No:** 1689**Attachments:** Nil**Authorising Officer:** Evan Pardon - Chief Executive Officer**Author:** Ross Cheesman - General Manager Corporate Services

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

Councillor Fisher providing an update on a visit to Townsville Airport.

13.3 MONTHLY REPORT TO COUNCIL FROM CHIEF EXECUTIVE OFFICER**File No:** 1830**Attachments:** 1. Monthly Report**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 14 April 2014.

14 CLOSURE OF MEETING