

## **ORDINARY MEETING**

# **AGENDA**

# 19 MARCH 2019

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

CHIEF EXECUTIVE OFFICER

14 March 2019

Next Meeting Date: 02.04.19

#### Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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#### 1 OPENING

#### 2 PRESENT

#### Members Present:

The Mayor, Councillor M F Strelow (Chairperson)

Councillor R A Swadling

Councillor N K Fisher

Councillor A P Williams

Councillor C E Smith

Councillor C R Rutherford

Councillor M D Wickerson

Councillor S J Schwarten

#### In Attendance:

Mr E Pardon - Chief Executive Officer

#### 3 APOLOGIES AND LEAVE OF ABSENCE

#### 4 CONFIRMATION OF MINUTES

Minutes of the Ordinary Meeting held 5 March 2019

# 5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

#### **6 BUSINESS OUTSTANDING**

#### 7 PUBLIC FORUMS/DEPUTATIONS

#### **8 PRESENTATION OF PETITIONS**

#### 9 COMMITTEE REPORTS

#### 10 COUNCILLOR/DELEGATE REPORTS

# 10.1 COUNCILLOR DISCRETIONARY FUND - CENTRAL QUEENSLAND PIPES AND DRUMS

File No: 8295 Attachments: Nil

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Nicole Semfel - Executive Support Officer

#### **SUMMARY**

Approval is sought from Council for a donation from Councillor Rutherford's Councillor Discretionary Fund and Councillor Fisher's Councillor Discretionary Fund to assist the Central Queensland Pipes and Drums in purchasing training instruments.

#### OFFICER'S RECOMMENDATION

THAT approval be granted for a donation of \$150 from Councillor Rutherford's Councillor Discretionary Fund and \$160 from Councillor Fisher's Councillor Discretionary Fund to assist the Central Queensland Pipes and Drums in purchasing training instruments.

#### **BACKGROUND**

Central Queensland Pipes and Drums have written to Councillors requesting a donation of \$1,320.00 to purchase two (2) training instruments for learner pipers which can also be utilised by established pipers for public performances.

As a donation of \$160 has already been provided to them from Councillor Rose Swadling's discretionary funding, approval is sought for an additional \$150 donation from Councillor Cherie Rutherford and \$160 from Councillor Neil Fisher.

#### 11 OFFICERS' REPORTS

#### 11.1 ADOPTION OF INFRASTRUCTURE CHARGES COLLECTION POLICY

File No: 7028

Attachments: 1. Final Draft Infrastructure Charges Collection

**Policy** 

Authorising Officer: Steven Gatt - Acting General Manager Community

Services

Author: Tarnya Fitzgibbon - Coordinator Development

Assessment

#### **SUMMARY**

The Development Assessment Unit has developed a new policy in relation to the levying, collection and management of collection of infrastructure charges. The policy is supported by a procedure for the collection of infrastructure charges.

#### OFFICER'S RECOMMENDATION

THAT the Infrastructure Charges Collection Policy be adopted.

#### **BACKGROUND**

An audit conducted by BDO recommended that a policy be developed for the levying, collection and management of collection of infrastructure charges.

The Development Assessment Unit has developed this policy.

The purpose of the policy is to ensure infrastructure charges are levied and collected in an efficient manner in accordance with the provisions of the *Planning Act 2016*.

The policy outlines how infrastructure charges are levied, when infrastructure charges contained in an Infrastructure Charges Notice become payable and how the payment of these charges is managed if an applicant does not pay them.

#### **CONCLUSION**

The Infrastructure Charges Collection Policy has been developed by the Development Assessment team and is recommended for adoption by Council.

# ADOPTION OF INFRASTRUCTURE CHARGES COLLECTION POLICY

# Final Draft Infrastructure Charges Collection Policy

Meeting Date: 19 March 2019

**Attachment No: 1** 

#### 1 Scope

This policy applies to levying, collection and management of infrastructure charges as part of Rockhampton Regional Council's development assessment process.

#### 2 Purpose

The purpose of this policy is to ensure infrastructure charges are levied and collected in an efficient manner in accordance with the *Planning Act 2016*.

#### 3 Related Documents

#### 3.1 Primary

Nil

#### 3.2 Secondary

Planning Act 2016

Planning Regulation 2017

Adopted Infrastructure Charges Resolution (No. 1) 2011

Adopted Infrastructure Charges Resolution (No. 2) 2012

Adopted Infrastructure Charges Resolution (No. 3) 2014

Adopted Infrastructure Charges Resolution (No. 4) 2014

Adopted Infrastructure Charges Resolution (No. 5) 2015

Debt Recovery Policy

Development Incentives Policy 1 August 2017 – 14 May 2018

Development Incentives Policy 1 December 2013 – 31 July 2017

Development Incentives Policy 15 May 2018 to 31 December 2020

Infrastructure Agreement Policy

Infrastructure Charges Collection Procedure

Reconfiguration of a Lot Incentives Policy

#### 4 Definitions

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
ICN	Infrastructure Charges Notice issued under the Planning Act 2016

Infrastructure Charge	Infrastructure contributions relevant to a planning scheme policy for infrastructure, infrastructure charges relevant to an adopted infrastructure charges resolution, or infrastructure charges relevant to a priority infrastructure plan or Local Government Infrastructure Plan (including infrastructure charges or regulated
	infrastructure charges).

#### 5 Policy Statement

#### 5.1 Levying Infrastructure Charges

Infrastructure charges are assessed during the development assessment process and are calculated using the relevant Adopted Infrastructure Charges Resolution. These calculated infrastructure charges are then levied in accordance with section 119 of the *Planning Act 2016*.

An ICN is issued by Council together with the decision notice for the approved development. Occasionally, Council will prepare an ICN for building works approved by a private certifier. The levying process for these ICNs is the same as for infrastructure charges levied during the development assessment process.

#### 5.2 Collecting Infrastructure Charges

The ICN becomes payable in accordance with section 122 of the *Planning Act* 2016:

- (a) If the charge applies for reconfiguring a lot:
  - (i) when the local government approves the survey plan for the reconfiguration; or
  - (ii) if the development approval is approved for incentives under the Reconfiguration of a Lot Incentives Policy, at the time specified in the Infrastructure Agreement;
- (b) If the charge applies for a material change of use when the change happens;
- (c) If the charge is for building works when the final inspection certificate or certificate of classification is issued for the building; or
- (d) If the charge applies for other development on the day stated in the ICN under which the charge is levied.

#### 5.3 Managing the Collection of Infrastructure Charges

When the charges become payable to Council under paragraph 5.2, the Development Advice Centre arranges the issue of a tax invoice for the amount of the ICN in accordance with the Infrastructure Charges Collection Procedure.

If the invoice is not paid within the prescribed period, the amount is recovered in accordance with paragraph 5.2 (Other Debtors) of Council's Debt Recovery Policy.

If payment is not received after these attempts, and no alternative arrangement has been requested by the debtor, the debt is transferred to a rate on the land (in accordance with section 144 of the *Planning Act 2016*) to be recovered.

#### 6 Review Timelines

This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the Council.

#### 7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Planning and Regulatory Services
Policy Quality Control	Legal and Governance



#### 11.2 ANTI-COMPETITIVE TESTING OF PROPOSED LOCAL LAWS AND SUBORDINATE LOCAL LAWS

File No: 11698 **Attachments:** Nil

**Authorising Officer: Colleen Worthy - General Manager Community Services** Author:

Steven Gatt - Manager Planning and Regulatory

Services

#### **SUMMARY**

As part of the local law making process, Council is required to test possible anti-competitive provisions identified in the proposed local law and subordinate local laws.

#### OFFICER'S RECOMMENDATION

THAT Council resolves to:

- 1. Propose to make each of the following:
  - a) Alteration or Improvement to Local Government Controlled Areas and Roads (Amendment) Subordinate Local Law (No.1) 2019 (formerly referred to as Alteration or Improvement to Local Government Controlled Areas and Roads (Amendment) Subordinate Local Law (No. 1) 2018):
  - b) Commercial Use of Local Government Controlled Areas and Roads (Amendment) Subordinate Local Law (No. 1) 2019 (formerly referred to as Commercial Use of Local Government Controlled Areas and Roads (Amendment) Subordinate Local Law (No. 1) 2018);
  - c) Keeping of Animals (Subordinate Local Law (No. 1) 2019 (formerly referred to as Keeping of Animals (Amendment) Subordinate Local Law (No. 1) 2018):
  - d) Undertaking Regulated Activities on Local Government Controlled Areas and Roads (Amendment) Subordinate Local Law (No. 1) 2019 (formerly referred to as Undertaking Regulated Activities on Local Government Controlled Areas and Roads (Amendment) Subordinate Local Law (No. 1) 2018);
  - e) Carrying Out Works on a Road or Interfering with a Road or its Operation (Amendment) Subordinate Local Law (No. 1) 2019 (formerly referred to as Carrying Out Works on a Road or Interfering with a Road or its Operation (Amendment) Subordinate Local Law (No. 1) 2018);
  - Parking Contrary to an Indication on an Official Traffic Sign Regulating Parking by Time or Payment of a Fee (Amendment) Subordinate Local Law (No. 1) 2019 (formerly referred to as Parking Contrary to an Indication on an Official Traffic Sign Regulating Parking by Time or Payment of a Fee (Amendment) Subordinate Local Law (No. 1) 2018);
  - g) Use of a Vehicle on an Airside Area (Amendment) Subordinate Local Law (No. 1) 2019 (formerly referred to as Use of a Vehicle on an Airside Area (Amendment) Subordinate Local Law (No. 1) 2018);
  - h) Animal Management (Amendment) Local Law (No. 1) 2019 (formerly referred to as Animal Management (Amendment) Local Law (No. 1) 2018);
  - Animal Management (Amendment) Subordinate Local Law (No. 1) 2019 (formerly referred to as Animal Management (Amendment) Subordinate Local Law (No. 1) 2018);
  - Community and Environmental Management (Amendment) Local Law (No. 1) 2019 (formerly referred to as Community and Environmental Management (Amendment) Local Law (No. 1) 2018);

- k) Community and Environmental Management (Amendment) Subordinate Local Law (No. 1) 2019 (formerly referred to as Community and Environmental Management (Amendment) Subordinate Local Law (No. 1) 2018);
- Local Government Controlled Areas, Facilities and Roads (Amendment) Local Law (No. 1) 2019 (formerly referred to as Local Government Controlled Areas, Facilities and Roads (Amendment) Local Law (No. 1) 2018);
- m) Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2019 (formerly referred to as Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads( 2018);
- n) Parking (Amendment) Local Law (No. 1) 2019 (formerly referred to as Parking (Amendment) Local Law (No. 1) 2018);
- o) Parking (Amendment) Subordinate Local Law (No. 1) Subordinate Local Law (No. 1) 2019 (formerly referred to as Parking (Amendment) Subordinate Local Law (No.1) 2018);
- p) Aerodromes (Amendment) Local Law (No. 1) 2019 (formerly referred to as Aerodromes (Amendment) Local Law (No. 1) 2018):
- q) Local Law (Repealing) Local Law (No. 1) 2019 (formerly referred to as Local Law (Repealing) Local Law (No. 1) 2018);
- r) Subordinate Local Law (Repealing) Subordinate Local Law (No. 1) 2019 (formerly referred to as Subordinate Local Law (Repealing) Subordinate Local Law (No. 1) 2018).
- 2. Pursuant to section 257 of the Local Government Act 2009 ("the Act"), to delegate to the Chief Executive Officer of Council its powers under section 38 of the Act and section 15 of the Local Government Regulation 2012 to decide
  - (a) how the public interest test of the local laws and subordinate local laws particularised in the schedule is to be conducted; and
  - (b) the matters with which the public interest test report in relation to the local laws and subordinate local laws particularised in the schedule must deal; and
  - (c) the consultation process for the public interest test and how the process is to be used in the public interest test.

#### **COMMENTARY**

Council has consulted with relevant government entities about the overall state interest in each of the following under section 29A (3) of the *Local Government Act 2009*;

- Animal Management (Amendment) Local Law (No.1) 2019
- Community and Environmental Management (Amendment) Local Law (No.1) 2019
- Local Government Controlled Areas, Facilities and Roads (Amendment) Local Law (No.1) 2019
- Parking (Amendment) Local Law (No.1) 2019
- Aerodromes (Amendment) Local Law (No.1) 2019
- Local Laws (Repealing) Local Law (No. 1) 2019

Following this stage council is now prepared to undertake the public interest test of the Local Laws and Subordinate Local Laws particularised in the schedule below

#### **SCHEDULE**

- Animal Management (Amendment) Local Law (No.1) 2019
- Community and Environmental Management (Amendment) Local Law (No.1) 2019

- Local Government Controlled Areas, Facilities and Roads (Amendment) Local Law (No. 1) 2019
- Parking (Amendment) Local Law (No.1) 2019
- Aerodromes (Amendment) Local Law (No.1) 2019
- Local Laws (Repealing) Local Law (No. 1) 2019
- Alteration or Improvement to Local Government Controlled Areas, Facilities and Roads (Amendment) Subordinate Local Law (No.1) 2019
- Commercial Use of Local Government Controlled Areas and Roads (Amendment) Subordinator Local Law (No.1) 2019
- Keeping of Animals (Amendment) Subordinate Local Law (No.1) 2019
- Undertaking Regulated Activities on Local Government Controlled Areas (Amendment)
   Subordinate Local Law (No.1) 2019
- Parking Contrary to an Indication on an Official Traffic Sign Regulating Parking by Time or Payment of a Fee (Amendment) Subordinate Local Law (No.1) 2019
- Carrying Out Works on a Road or Interfering with a Road or its Operation (Amendment)
   Subordinate Local Law (No.1) 2019
- Use of a Vehicle on an Airside Area (Amendment) Subordinate Local Law (No.1) 2019
- Animal Management (Amendment) Subordinate Local Law (No.1) 2019
- Community and Environmental Management (Amendment) Subordinate Local Law (No.1) 2019
- Local Government Controlled Areas, Facilities and Roads (Amendment) Subordinate Local Law (No.1) 2019
- Parking (Amendment) Subordinate Local Law (No.1) 2019
- Subordinate Local Law (Repealing) Subordinate Local Law (No. 1) 2019

#### **PREVIOUS DECISIONS**

These local law and subordinate local law document changes were adopted at the following Council meetings:

- 6 March 2018
- 26 April 2018
- 12 June 2018
- 5 March 2019

#### **LEGISLATIVE CONTEXT**

The Local Government Act 2009 and the Local Government Regulation 2012 provide the legislative guidance for the making of Local and Subordinate Local Laws.

#### CONCLUSION

The schedule be presented to Council for consideration to move to public consultation stage and the appropriate delegations made.

# 11.3 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 28 FEBRUARY 2019

File No: 8148

Attachments: 1. Income Statement February 2019

2. Key Indicator Graphs February 2019 U

Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer

Author: Alicia Cutler - Chief Financial Officer

#### **SUMMARY**

The Chief Financial Officer presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 28 February 2019.

#### OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the period ended 28 February 2019 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 2018 to 28 February 2019), Attachment 1.
- 2. Key Indicators Graphs, Attachment 2.

The attached financial statement provides Council's position after the first eight months of the 2018/19 financial year where results should be 66.7% of the budget. All percentages are measured against the revised budget approved in December 2018.

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

<u>Total Operating Revenue</u> is reported at 82% of revised budget. Key components of this result are:

- ➤ Net Rates and Utility Charges are at 92% of budget. Council's rates and utility charges for the second six months of the financial year ending 30 June 2019 have been raised and were due on 27<sup>th</sup> February 2019.
- Fees and Charges are at 60% of revised budget. Airport, Waste and Recycling, Local Laws, Development Approval, Plumbing and Drainage Fees are all behind budget year to date to varying degrees.
- ➤ Private and recoverable works are at 34% of revised budget. This is mostly due to the timing of the works to be performed.
- ➤ Grants, Subsidies & Contributions are at 88% of budget due to CQ Home Assist receiving the majority of their annual allocation, receipt of annual trainee and apprentice grants, receipt of State Library grants in January 2019 and third quarter Financial Assistance Grants in February.
- Interest revenue is ahead of budget at 81%. Interest revenue historically remains ahead of budget early in the financial year and then moves closer to budget during the second half of the financial year.
- ➤ Other Income is at 72% of budget due to insurance proceeds being received for the Botanical Gardens shed fire.
- ➤ All other revenue items are in proximity to the revised budget.

<u>Total Operating Expenditure</u> is at 67% of the revised budget with committals, or 62% of budget without committals. Key components of this result are:

Committals are impacting the results of several Expenditure Account Groups. In some cases a number of annual committals have been raised for services and materials. Percentages for Expenditure Account Groups with and without committals is as follows:

Account Group	With committals	Without committals
Employee costs	64%	63%
Contractors & Consultants	81%	56%
Materials & Plant	55%	41%
Asset Operational	75%	69%
Administrative expenses	71%	57%
Depreciation	67%	67%
Finance costs	66%	66%
Other expenses	81%	80%
Total Expenses	67%	62%

- > The majority of Expenditure Account Groups are within proximity of budget year to date when committals are excluded.
- ➤ Contractors & Consultants are ahead of revised budget at 81% due to committals as actual expenditure to date is 56% of revised budget when committals are excluded.
- ➤ Materials and Plant is at 41% without committals. This result is influenced by the level of Private and Recoverable works being undertaken as the majority of the associated costs are budgeted against this account group. It is expected that the level of Private and Recoverable works will increase in the second half of the year.
- Other expenses are at 81% due to the payment of Council's LGAQ membership, payment of the Rural Fire Levy, and the rollout of Community Assistance Grants in the first half of the year.

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

<u>Total Capital Income</u> is at 46% of revised budget. The majority of capital revenue budgeted to be received in 2018/19 is from grants and subsidies and is tied to performance obligations. As Council progresses through the year and meets performance milestones, grants will be claimed.

<u>Total Capital Expenditure</u> is at 53% of the budget without committals. This represents an actual spend of \$8.3M for the month of February. A large portion of capital projects are in progress with \$36.1M of committals raised.

Total Investments are approximately \$86.6M as at 28 February 2019.

<u>Total Loans</u> are \$114.9M as at 28 February 2019 after the second quarter loan repayment was made during December.

#### CONCLUSION

Total operational revenue is ahead of budget at 82% mostly due to the second levy of General Rates and Utility Charges for the financial year being raised. Operational expenditure is in line with budget at 67% when committed expenditure is included.

The capital program saw \$8.3M spent during February of a \$132.4M revised capital budget program. It is anticipated that capital expenditure will continue to gain momentum over the coming months with the ongoing roll out of the capital works program for 2018/19.

# SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 28 FEBRUARY 2019

# **Income Statement February 2019**

Meeting Date: 19 March 2019

**Attachment No: 1** 

# Income Statement For Period July 2018 to February 2019 66.7% of Year Gone

	6	6.7% of Year	Gone			
RRC	Adopted Budget	Revised Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Revised Budget
	\$	\$	\$	\$	\$	
OPERATING						
Revenues						
Net rates and utility charges	(145,182,957)	(145,182,957)	(133,529,160)	0	(133,529,160)	92%
Fees and Charges	(24,846,946)	(24,876,119)	(14,873,581)	0	(14,873,581)	60%
Private and recoverable works	(15,859,497)	(15,859,497)	(5,428,186)	0	(5,428,186)	34%
Rent/Lease Revenue	(3,072,340)	(3,072,340)	(2,133,551)	0	(2,133,551)	69%
Grants Subsidies & Contributions	(7,431,709)	(7,683,899)	(6,739,884)	0	(6,739,884)	88%
Interest revenue	(1,581,517)	(1,581,517)	(1,279,033)	0	(1,279,033)	81%
Other Income	(4,224,795)	(4,528,927)	(3,239,126)	0	(3,239,126)	72%
Total Revenues	(202,199,762)	(202,785,256)	(167,222,522)	0	(167,222,522)	82%
Expenses						
Employee costs	78,647,831	79,041,202	50,170,266	289,028	50,459,295	64%
Contractors & Consultants	17,227,338	16,803,039	9,372,934	4,256,721	13,629,655	81%
Materials & Plant	21,058,807	21,258,807	8,801,891	2,850,197	11,652,088	55%
Asset Operational	20,349,070	20,553,785	14,272,551	1,210,097	15,482,648	75%
Administrative expenses	14,406,616	14,714,896	8,323,506	2,161,597	10,485,103	
Depreciation	52,553,686	52,759,139	35,172,759	0	35,172,759	
Finance costs	6,804,535	6,804,535	4,497,737	0	4,497,737	
Other Expenses  Total Expenses	1,204,503 212,252,384	1,259,503 213,194,905	1,007,645 131,619,289	16,717 10,784,357	1,024,362 142,403,647	
Transfer / Overhead Allocation						
Transfer / Overhead Allocation	(8,287,308)	(9,152,557)	(5,776,143)	0	(5,776,143)	63%
Total Transfer / Overhead Allocation	(8, 287, 308)	(9,152,557)	(5,776,143)	0	(5,776,143)	63%
TOTAL OPERATING POSITION (SURPLUS)/DEFICIT	1,765,314	1,257,091	(41,379,376)	10,784,357	(30,595,019)	-2434%
CAPITAL	Adopted Budget	Revised Budget	YTD Actual	Commitments	YTD Actuals (inc	% of Revised Budget
Total Developers Contributions Received	(1,814,000)	(1,814,000)	(268,875)	0	(268,875)	15%
Total Capital Grants and Subsidies Received	(29,017,683)	(32,728,004)	(15,074,422)	0	(15,074,422)	
Total Proceeds from Sale of Assets	0	(900,000)	(900,000)	0	(900,000)	
Total Capital Income	(30,831,683)	(35,442,004)	(16,243,298)	0	(16,243,298)	
Total Capital Expenditure	131,162,196	132,387,074	70,697,113	36,089,762	106,786,875	81%
Net Capital Position	100,330,514	96,945,071	54,453,816	36,089,762	90,543,578	93%
TOTAL INVESTMENTS TOTAL BORROWINGS			86,614,144 114,941,029			

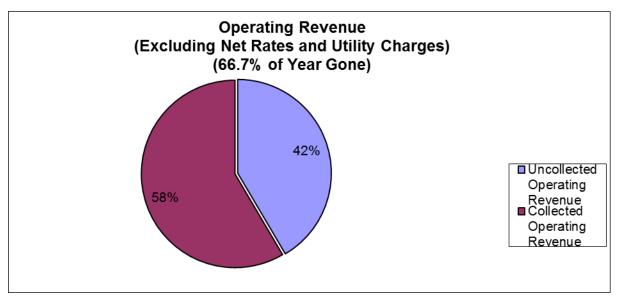
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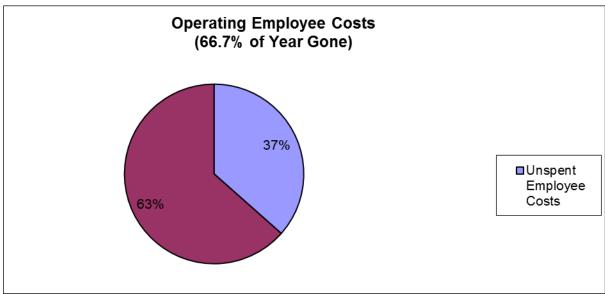
# SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 28 FEBRUARY 2019

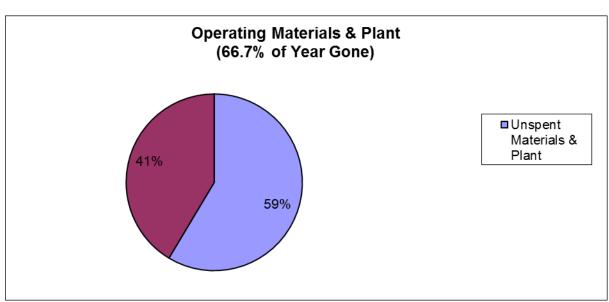
# **Key Indicator Graphs February 2019**

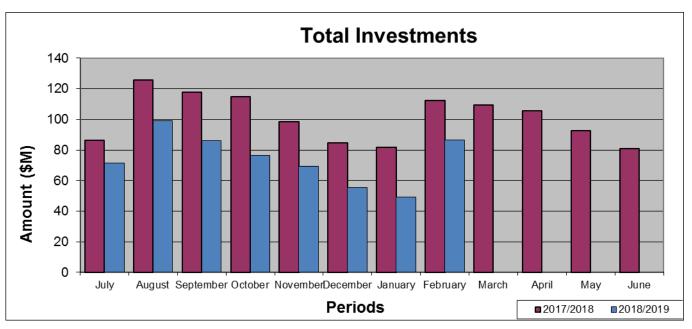
Meeting Date: 19 March 2019

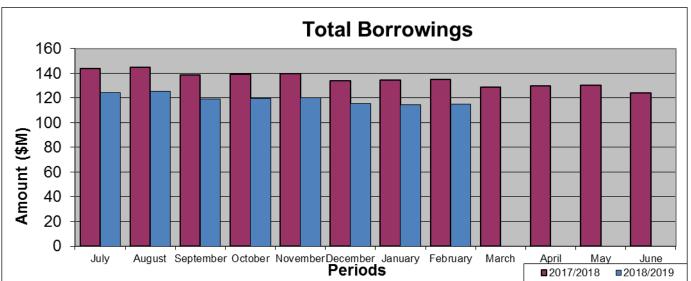
**Attachment No: 2** 

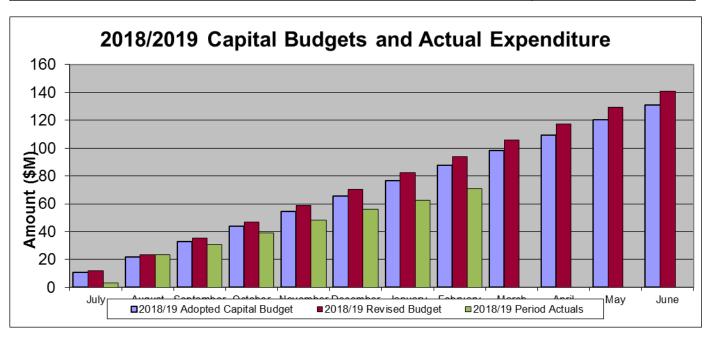












# 11.4 CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT FEBRUARY 2019

File No: 1392

Attachments: 1. CTS Monthly Report - February 2019

2. ES Monthly Report - February 2019 U

3. Finance Monthly Report - February 2019 !-

4. SP Monthly Report - February 2019

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Ross Cheesman - Deputy Chief Executive Officer

#### **SUMMARY**

The monthly operations report for the Corporate Services Department as at 28 February 2019 is presented for Councillors information.

#### OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Operations Report as at 28 February 2019 be "received".

#### **COMMENTARY**

It is recommended that the monthly operations report for Corporate Services Department as at 28 February 2019 be received.

# CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT FEBRUARY 2019

# CTS Monthly Report - February 2019

Meeting Date: 19 March 2019

**Attachment No: 1** 



#### 1. Operational Summary

#### SmartHub:

SmartHub Business Manager Elize Hattin was the guest speaker for the CQ Regional Woman's network lunch as part of their 'Secret to Her Success' series. This provided an opportunity for her to talk about the SmartHub, promote entrepreneurship and encourage women in our region to strive to achieve their goals.

The first STEM meeting for the year was held via zoom with the key teachers and contributors including representatives from the Rockhampton Library and the SmartHub. The dates for this year's events and allocation of funds was determined and moved by the committee.

Evans Edwards Accountants held their monthly accountant session with our members and shared with them ways they can make the most of using startup finance technology to help them save time and increase productivity in their business.

Elize Hattin was invited to attend CQUniversity's first Pitchfest as a judge. The event gave their staff the opportunity to share innovative ideas with their teams in a creative way and giving them a 'Shark Tank' like experience for them to pitch their idea and receive feedback from the panellists. The university was very pleased with the outcomes and plan to hold further pitchfest events in the future.

The SmartHub celebrated its 1 year anniversary of the official opening of the co-working space at Customs House. SmartHub members, supporters, Council officers, Mayor and Councillors enjoyed a morning tea and recognised the achievements made over the past 12 months since moving into the home where startups, entrepreneurs and small business can thrive. Media attended and gave some of our SmartHub members the opportunity to talk about what they do and how the support from the SmartHub has helped them grow their businesses.

Elize Hattin hosted a STEM Hub webcast with Sally Dwyer from GenIn and Megan Short from Be Social. Be Smart to talk about the importance of promoting entrepreneurship to our youth. They also visited the region with Scott Miller of Bop Industries to deliver Innovation in Employment workshops for students which was held at the SmartHub.

The presenter for our February monthly lunch and learn session was Michelle Gately, senior photojournalist for the Morning Bulletin, blogger and co-host of the Better Words Podcast. The topic was "How to start a Podcast" which provided our attendees and viewers with more information about what they are, who listens to them and how they can be used as a way to help promote your business and create deeper connections with your customers.

Applications were received for the CQ METS Accelerator Program which were reviewed by the facilitator, Bill McKeague of Adaptive Solutions, the METS Ignited representatives, Advance Rockhampton (Economic Development Team) and SmartHub Rockhampton team. A fantastic response was received from a varied range of businesses who have innovative products and services to solve problems for the METS sector. Whilst the marketing was targeting a maximum of 10 participating businesses, the decision was made to accept 13 applicants to participate in the program which would run as two streams to accommodate for the different stages some of the businesses are at with progressing their ideas. The program commences on 7 March 2019.



#### 2. Customer Service Requests

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

	Balance	Balance	Completed in Current		onth NEW uest	TOTAL INCOMPLETE	On	Completion	Avg Completion	Avg Completion	Avg	Avg Duration (days) 12 Months
	B/F	Month	Received	Completed	REQUESTS BALANCE	Hold	(days)	Time (days) Current Mth	Time (days)	Time (days) 12 Months	(complete and incomplete)	
Accounts Payable Enquiry	0	0	1	1	0	0	2	3.00	0.86	1.00	0.60	
Insurance: Mower / Slasher / Whipper / Snipper	3	3	4	2	0	0	90	15.50	14.53	14.16	15.38	
Insurance: Personal Accident / Injury	0	0	2	0	0	0	120	0.00	2.5	23.33	70.84	
Insurance: Public Liability / Property Damage Public Property	7	6	7	5	1	0	90	1.60	8.14	8.39	8.78	
Leased Premises – General Enquiry	0	0	0	0	0	0	5	0.00	1.67	0.83	0.00	

#### 3. Capital Projects

Details of capital projects not reported regularly to Council or a particular Committee in other project specific report updates as at period ended February 2019 2018 - 67% of year elapsed.

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	Life to date actual (incl committals)
Fleet Asset Renewal Program (CP440)	01/07/2018	30/06/2019		\$7,802,048	\$6,657,659
Comments					
IT Asset Renewal & Upgrade Program – excluding RAMP (CP230)	01/07/2018	30/06/2019		\$2,159,766	\$797,489
Comments					
RRC Asset Management Project RAMP (CP230)	22/01/2018	30/09/2019	<del></del>	\$2,564,457	\$2,073,838
Comments					
Stage 3d Smart Technology – Victoria Parade – Fitzroy to Archer (CP235)	01/12/2016	01/03/2019		\$571,226 (18/19 budget allocation)	\$564,690
Comments	Project has re	ached praction	cal comp	letion.	
Stage 2 Smart Parking – Disability ePermit (CP235)	22/01/2018	14/12/2018		\$250,000	\$243,159
Comments	Project completed, final report was submitted and accepted by Smart Cities and Suburbs program.				
CCTV System Upgrade	01/07/2018	14/12/2018		\$184,000	\$184,282.90
Comments	Project has reached practical completion.				



Corporate & Technology Services Monthly Operations Report

#### 4. Operational Projects

As at period ended February - 67% of year elapsed

Project	Planned Start Date	Planned End Date	On Track	Budget Estimate	YTD Actual (inc committals)
Smart Hub Programming	01/07/2018	30/06/2019	•	\$93,725	\$35,918
YCA & YINC	Date 25/07/2018 – 27/07/2018, 06/09/2018 (Pitch Night) 22/10/2018, 23/10/2018 — completed 16/04/2019 17/04/2019	The YCA high the-trainer mor This is a cross civics & citizen drama, IT and Youth Incubate YINC is Young selected alumn masterclasses - a cycle of proteams to iteratt - engagement of knowledge a - exposure to it clients; - specific new financing, marl - showcases al	del for teachers a curricular prograship, social stud- art.  or Program (YING  Change Agents in of the YCA pro , activities, netword totyping and cus- te their solutions with mentors to dand skills; industry experts, learning topics in keting, legal, fina- t the end of each	(grades 7-12) is beind runs for two and that encompasies, commerce, eight of the commerce, eight of the commerce, eight of the commerce, eight of the commerce	or o
Comments We are in discussions with Young (					

We are in discussions with Young Change Agents to establish and finalise an MOU Document and are continuing to work with their local representatives to ensure that a successful YINC Program is delivered in the April school holidays.

Dates to be confirmed. Possibly 02/05/2019 18/07/2019	The 12 session Startup Onramp program is for startup founders who are at the beginning of their startup journey, including those who currently have a day job and want to make the transition from <i>employee</i> to <i>startup founder</i> . The program comprises a two-hour workshop each week, two additional weekend sessions, plus weekly individual mentoring sessions and culminates in a pitch night in which all participants pitch their startup and share their learnings with fellow entrepreneurs.
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#### Comments

Dates are yet to be confirmed for another Startup Onramp Program to commence in 2019. Early May through to early July is being considered as a suitable time and will be confirmed in the coming months.

The first OnRamp ran successfully from July to December 2018.

(C) ME IS Accelerator Program	21/01/2019 – 17/04/2019	This industry specific accelerator program will provide participants with the opportunity to test and build on their METS related product or service. A series of intensive workshops will focus on the fundamentals of customer development, value proposition canvas and problem-solution fit. This program is a collaboration between Council, METS Ignited Australia and the Queensland Government.
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#### Comments

A total of 15 applications were received for the CQ METS program with one applicant submitting twice and one withdrawing their application. It was decided by the Facilitator, Bill McKeague of Adaptive Solutions, the METS Ignited, Advance Rockhampton (Economic Development) and SmartHub teams that all applicants would be accepted to participate. Due to the different sizes and stages some of the businesses are at with progressing their ideas the decision was made that the sessions would run in two streams to best accommodate for the needs of the participants to ensure that the best outcomes are achieved. The program commences on 7 March and will be hosted by the SmartHub with the demo night being held 17 April.

		Startup Weekend 2019
Startup Weekend and GovHack	Date 19/07/2019- 21/07/2019	In just 54 hours, participants experience the highs, lows, fun, and pressure that make up life as a startup. They learn how to create a real company, meet great mentors, investors, cofounders, and sponsors who are ready to help turn their idea into an actual business with paying customers.
	and 06/09/2019–	GovHack 2019 (yearly)
	08/09/2019	GovHack is an open data hackathon held across Australia. It's all about encouraging and celebrating people's technical and creative capacity with government for great outcomes, and building upon the social and economic value of Open Data published by government.

Comments
There has been a change in the proposed dates for our Startup Weekend this year and we have now confirmed with the organising committee that this will be 19 to 21 July. The dates have now been confirmed for GovHack 2019 which are 6 to 8 September.



#### 5. Budget

Financial	performance	as expected	for the	reporting period.	

Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Var	On target 66.7% of Year
\$	\$	\$	\$	\$	%	Gone

#### **CORPORATE & TECHNOLOGY SERVICES**

<u>Fleet</u>							
Revenues	(283,000)	(283,000)	0	(212,791)	(212,791)	75%	~
Expenses	11,900,948	11,900,948	423,365	7,761,155	8,184,520	69%	×
Transfer / Overhead Allocation	(17,803,700)	(17,803,700)	0	(11,394,258)	(11,394,258)	64%	x
Total Unit: Fleet	(6,185,752)	(6,185,752)	423,365	(3,845,894)	(3,422,529)	55%	x
Property & Insurance							
Revenues	(439, 352)	(439,352)	0	(344,855)	(344,855)	78%	1
Expenses	3,554,418	3,689,133	83,123	3,232,988	3,316,111	90%	x
Transfer / Overhead Allocation	9,171	9,171	0	4,753	4,753	52%	~
Total Unit: Property & Insurance <u>Corporate &amp; Technology</u> <u>Management</u>	3,124,237	3,258,952	83, <b>12</b> 3	2,892,886	2,976,009	91%	×
Revenues	0	0	0	(1,117)	(1,117)	0%	~
Expenses	664,420	664,420	19,384	433,626	453,010	68%	x
Transfer / Overhead Allocation	555	555	0	3,583	3,583	646%	x
Total Unit: Corporate & Technology Management	664,974	664,974	19,384	436,092	455,476	68%	×
Information Systems	(00.500)	(00.500)		(04.004)	(0.4.00.4)	40001	/
Revenues	(22,500)	(22,500)	0	(24,231)	(24,231)	108%	-
Expenses	7,205,775	7,205,775	235,016	5,506,759	5,741,776	80%	×
Transfer / Overhead Allocation	19,768	19,768	0	16,503	16,503	83%	×
Total Unit: Information Systems <u>Procurement &amp; Logistics</u>	7,203,043	7,203,043	235,016	5,499,031	5,734,048	80%	x
Revenues	0	0	0	(330)	(330)	0%	1
Expenses	1,731,614	1,731,614	1,396	1,193,339	1,194,735	69%	x
Transfer / Overhead Allocation	37,454	37,454	0	27,002	27,002	72%	x
Total Unit: Procurement & Logistics Smart Hub Business	1,769,068	1,769,068	1,396	1,220,011	1,221,408	69%	×
Revenues	(59,000)	(59.000)	0	(28,760)	(28.760)	49%	x
Expenses	393,971	393,971	35.626	223.211	258.837	66%	~
Transfer / Overhead Allocation	0	0	0 33,020	5.898	5.898	0%	×
Total Unit: Smart Hub Business	334,971	334,971	35,626	200,349	235,975	70%	×
Total Section: CORPORATE & TECHNOLOGY SERVICES	6,910,541	7,045,256	797,911	6,402,475	7,200,386	102%	×

#### Comments

Fleet – Plant Hire Operations is now showing to be running in line with budget estimate following the correction of a journal error in the previous period (\$575,000 in internal revenue understated). Expenses are ahead of target due to block payment of vehicle registrations and insurance

Property & Insurance – Expenses ahead of budget refers to pre-paid rent for 175 East Street, Rates on Council owned properties and pre-paid insurance premiums.

Information Systems – Approximately \$1.8M expenditure refers to pre-paid subscription, maintenance and licensing fees.

#### 6. Section Statistics

#### **Safety Statistics**

	Second Quarter				
	January	February	March		
Number of Lost Time Injuries	0	0			
Number of Days Lost Due to Injury	0	0			
Total Number of Incidents Reported	1	3			
Number of Incomplete Hazard Inspections	0	0			

#### Service Delivery

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
IT support services provided within service levels outlined in the IT Service Catalogue.	95%	94%	Operational
Ensure availability of system up-time during core business hours (excluding planned outages).	99%	100%	Operational
Process records on the day of receipt as per Recordkeeping Charter.	95%	100%	Operational
Ensure supplier payments are made within stated trading terms – 7 days.	90%	94%	Operational
Ensure top 100 suppliers by dollar value under formal purchasing agreements (contracts).	90%	97%	Operational
Maximise Council property occupancy rates.	98%	100%	Operational
Ensure tenanted properties in any month, have current lease agreements and public liability insurance.	80%	92%	Operational
Process insurance claims within procedural timeframes.	100%	100%	Operational
SmartHub Membership (Target 2018 - 20)	100	55	Operational

#### 7. Whole of Council Reports and Statistics

#### Fleet Services



Plant Hire Operations Budget (Surplus)		\$11,463,100
Year to Date (Surplus)		\$7,554,228

#### **Procurement & Logistics**

Contracts Awarded for February - 13

Tender/ Contract No.	Contract Name	Awarded	Amount
TEN13302	Hire of Impact Crushing Plant	Pistol Gap Quarry Pty Ltd	SOR
QUO13329	Condition Assessment Power Station Road	Cardno (Qld) Pty Ltd	\$9,736
QUO13341	North Rockhampton Sewage Treatment Plant - Stage 1 Augmentation Detailed Design	GHD Pty Ltd	\$340,400
TEN13350	Schotia Place External Façade Refurbishment	Warner Building Group Pty Ltd	\$134,432
TEN13249	Civil Construction Panel	Panel Arrangement	SOR
TEN13267	Gracemere SES Facilities Upgrade	Taboh Pty Ltd Tas BT Builders	\$887,900
QUO13303	Design, Supply, Delivery and Certification of Aluminium Seating	Ullrich Aluminium Pty Ltd	\$78,610
QUO13336	Maintenance to Water Fountains, Water Falls & Water Features	PoolWerx Rockhampton	SOR
QUO13367	Servicing & Maintenance of Thermostatic Mixing Valves and Water Filters	Neil Jones Pty Ltd	SOR

Tender/ Contract No.	Contract Name	Awarded	Amount
QUO13339	Replacement of Fire Panel at Pilbeam Theatre	SJ Enterprises (Qld) Tas Firelec	\$62,135
QUO1333	Natural Environment Study	Cardno (Qld) Pty Ltd	\$57,500
CON13249	Concrete Repairs Japanese Gardens	KN Civil Earthworks	\$13,210
CON13408	Airport Wildlife Hazard Management Program 2019	Avisure Pty Ltd	\$39,757

Tenders / quotes in progress - 29

Corporate & Technology Services Monthly Operations Report

# CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT FEBRUARY 2019

### **ES Monthly Report - February 2019**

Meeting Date: 19 March 2019

**Attachment No: 2** 

### MONTHLY OPERATIONS REPORT

FINANCE – ENVIRONMENTAL SUSTAINABILITY
PERIOD ENDED FEBRUARY 2019



### 1. Operational Summary

### Environmental Sustainability Strategy

- Council was presented with an update on implementation of the FY18-19 action plan and achievements to date. Preparations have commenced for the FY19-20 action plan.
- The next Sustainability Strategy Executive Group meeting is scheduled for April 2019.

### Natural Environment Program

- Cardno has been engaged to develop a new Natural Environment Study to replace the 2010 Rockhampton / Livingstone study. A briefing on the project scope was provided via a Councillor workshop in February 2019. Outcomes will be led by a collaborative internal working group and will inform Council's management options and Planning Scheme.
- Capricomia Catchments is continuing bush regeneration works at Fraser Park, in conjunction with Capricomia Correctional Centre and Multicultural Development Australia.

### Environment and Sustainability Scheme (CAP Grants)

 The Sustainability Team held an information session to launch Council's new Environment and Sustainability Scheme under the Community Assistance Program. The first round of funding will provide around \$10,000 for local community-led environment and sustainability initiatives.
 Applications close 25 March 2019.

### **Bringing Nature Back Program**

- Preparations are being finalised for the Bringing Nature Back to Fraser Park event on 24 March 2019 and the event has now sold out. Workshop activities include a Welcome to Country, community native tree planting and flora and fauna tours and talks.
- Preparations are continuing for the launch of a special local edition 'Rockhampton Regional Council Nature Play Passport' highlighting local natural assets. The launch is scheduled for May 2019 in conjunction with Under 8s week and Romp in the Park.

### Living Sustainably Program

- Council's Living Sustainably Program monthly theme focussed on 'looking after our waterways and
  catchments'. Around 55 people attended the workshop held at the Rockhampton Library and nearly
  1000 residents received the monthly sustainability newsletter. Preparations were also finalised for the
  March theme of 'energy efficiency and power savings' as well as a September school holiday
  program at Rockhampton Library.
- As part of planning for Tropicana 2019, the Sustainability Team has identified a range of key
  objectives, themes and potential interactive activities to be showcased at the region's sustainable
  living festival in September 2019. Preparations will continue in conjunction with Advance
  Rockhampton.

### Second Nature Program

- The Sustainability Team has been working with the Queensland Government ecoBiz program to
  deliver free eco-efficiency services to Council units. The program aims to provide participating Council
  units with support to identify potential energy, water and waste efficiencies within their operations and
  access free one-on-one coaching to develop action plans tailored to their specific operational
  requirements.
- The standardised office recycling trial rolled out educational materials and paired bins to the Rockhampton Library and North Rockhampton Library, Art Gallery, Dooley Street Admin, Gracemere Library and Animal Management Centre and the Mount Morgan Customer Service.

V1 | Monthly Operations Report for Environmental Sustainability

### 2. Customer Service Requests

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

### 3. Capital Projects

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Details of capital projects not reported regularly to Council or a particular Committee in other project specific report updates as at period ended February – 67% of year elapsed.

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

### 4. Operational Projects

As at period ended February – 67% of year elapsed.



			with mil			
Project	Planned Start	Planned End	On Track	Comment	Budget Estimate	YTD actual (inc com'tals)
Environmental Sustainability Strategy (ESS): Develop Council's Strategy with input from stakeholders: Stage 1 – Initial review (completed Jan 2018) Stage 2 – Visioning (completed Mar 2018) Stage 3 – Strategy development (completed Apr 2018) Stage 4 – Strategy validation (completed May 2018) Stage 5 – Consultation/adoption (completed Sep 2018) Stage 6 – Implementation (in progress)	Oct 17	Dec 18	•	Completed: Public consultation completed 13 July 2018. Community input considered by the Sustainability Strategy Executive Group on 31 Aug 2018. Council adopted Strategy on 25 Sep 2018. Council received the annual action plan and Q1 implementation progress report on 13 Nov 2018. Council to receive the Q2 progress update on 05 Feb 2019.	\$0	\$0
Pathway 1 – Natural environment (partnerships and	progran	ıs)				
Natural environment study: Identify and map priority natural assets for protection and enhancement. This work will replace the natural environment study completed in 2010 (covering the amalgamated regions) and will inform future works, identify areas for future development offsets and also inform the Planning Scheme.	Sep 18	Jun 19	•	<ul> <li>Rapid urban canopy (i-Tree) assessment completed in Sep 2018.</li> <li>Natural Environment Study project scoping undertaken with Strategic Planning in Oct 2018. Quotes sought from Council's consultancy panel in Jan 2019 and Cardno engaged to deliver study in February 2019. Draft report subject to Councillor workshop in Jun 2019.</li> </ul>	\$65,000	\$65,000
Natural environment program - works: On-ground works projects to maintain and enhance key natural assets, green corridors and urban waterways in conjunction with key stakeholders and	Jul 18	Jun 19	<b>•</b>	<ul> <li>Fraser Park bush regeneration works (Capricornia Catchments, Multicultural Development Australia and Capricorn Correctional Centre) – commenced Sep 2018 and progressing on track.</li> </ul>	\$50,000	\$30,000

Project	Planned Start	Planned End	On Track	Co	omment	Budget Estimate	YTD actual (inc com'tals)
the community. The program may also provide seed funding to help address environmental projects on Council land.				•	Frenchmans/Moores Creek revegetation (Multicultural Development Australia) – FY2018-19 Skilling Queenslanders for Work grant application was unsuccessful, to be resubmitted in Mar 2019 round.  Springers Lagoon interpretive signage – commenced Oct 2018, with artwork and content completed in Dec 2018 and 50% of funding provided to support manufacture and installation. Pending finalisation by Parks and Marketing.		
Fish hotels: Fitzroy Basin Association (FBA) secured Australian government funding to install additional fish hotels at selected Lagoons. The ES Team is coordinating Council interests and Parks is providing in-kind support to this project via the Jobs Queensland crew and the use of the Green Waste Compound for assembly activities at the Rockhampton Botanic Gardens.	Apr 18	Sep 18		Co	ompleted:  Water levels necessitated a change of installation location to Yeppen and Crescent Lagoons.  Construction completed Jul 2018.  Installation and media completed Aug 2018.	FBA	FB <i>/</i>
Riparian study – Frenchmans and Thozets Creek: Regional Services has formed a cross-disciplinary Council team to explore opportunities for integrated floodplain management within the Frenchmans and Thozets Creek areas. The ES Team is part of the project team providing input to this study.	Mar 18	Jul 18		Co	pmpleted: Final report received, project completed. Collaboratively exploring opportunities to support and fund proposed program of riparian works via grants and labour support.	Regional Services	Regiona Service
Pathway 2 – Empowering our community (external	orogram	s)					
Bringing Nature Back – engagement program: Long-term nature-based community engagement program, designed to bring nature back into the community's hearts, minds and everyday lives. Sponsored by the Australian Government as part of the Building Better Regions – Community Investments	Jul 18	Rolling		•	Tropicana - Council launched the Bringing Nature Back program at Tropicana in Oct 2018, with a native plant giveaway and a workshop program including over 25 different presenters, with more than 2,500 participants during the course of the day.  Fraser Park – Planning underway for community	\$30,000 + \$19,990 grant	\$45,000

Project	Planned Start	Planned End	On Track	Comment	Budget Estimate	YTD actual (inc com'tals)
Stream. The Program will deliver a workshop series and engagement activities and tools that help the community to improve urban canopy cover in their own backyards, local streets, nearby creeks and on Council land.				workshops on 24 Mar 2019.  Nature Play passports – Sole source approval received for a special local edition 'Rockhampton Regional Council Nature Play Passport' and local content for passport missions was developed in Dec 2018. Draft passport to be endorsed by Tourism and Parks, with launch planned for May 2019.		
Living Sustainably program: Long-term behaviour change program designed to encourage the community to adopt a wide array of actions and behaviours that support Council's sustainability goals. The program will recognise and reward sustainability awareness and action in schools as part of the annual schools calendar competition, 2019 community calendar and a rolling monthly communications program that commenced in January 2019.	Jul 18	Rolling		Schools competition - Awarded the winners of the 'Sustainability in Action!' community calendar at Tropicana 2018. Calendars - Distributed the calendar to schools, Customer Service Centres, Councillors and participants in the CBD Christmas Fair. cobiz workshop - Facilitated Ecobiz workshop for community members and Council lessees to learn about water, waste and energy efficiencies (07 and 08 Oct 2018). Engagement program – Commenced rollout of the community program focussing on a monthly sustainability action for residents to implement in the own home, supported by a monthly display and workshop at Libraries, e-newsletter and a range of associated information and events should they wish to learn more. The Feb 2019 theme focussed on 'caring for waterways and catchments'.	\$25,000 + \$10,000 RRWR contribution	\$30,000
Community Assistance Program (environment and sustainability scheme): A grants program designed to support community-based environment and sustainability initiatives. Funds are administered as part of the Community Assistance Program to support a wide range of community workshops and on-ground activities.	Jan 19	Rolling		<ul> <li>Council endorsed the proposed new Environment and Sustainability scheme on 11 Dec 18.</li> <li>Supporting documentation (including revisions to the existing web page, fact sheet, forms and acquittal reports) were finalised in Jan 2019, ready to support applications in the Feb/Mar 2019 funding round.</li> <li>A community workshop was held in Feb 2019 to</li> </ul>	\$10,000	\$0

Project	Planned Start	Planned End	On Track	Со	mment	Budget Estimate	YTD actual (inc com'tals)
					introduce community groups to the new grant opportunities.		
Reef Guardian Stewardship grant: The Great Barrier Reef Marine Park Authority awarded Council a Reef Guardian Stewardship grant to encourage environmental initiatives in our local communities. As part of this grant, Council will develop an education resource kit to provide local schools across the Rockhampton Region with action learning opportunities focussed on waterway awareness and source reduction.	Jul 18	Jun 19	•	•	Pending development of resource materials for rollout.	\$1,700	\$0
Pathway 3 – Industry and infrastructure							
Clean growth choices for communities in transition: Queensland Government program designed to assist communities to become more resilient by acquiring new skills and technologies, mastering the transition to a low carbon technology and adapting to changing climate – all while creating the new jobs of tomorrow.	Aug 18	Jun 20	•	•	Attended Program start-up meeting in Brisbane Aug 2018. Contributed to initial desktop review in Sep/Oct 2018. Rockhampton based stakeholder workshop held 07 Nov 2018. Working groups being developed to progress key opportunities, with stakeholder workshops scheduled for Mar 2019.	Transferred to Advance Rockhampton	
Sustainable Rockhampton Investment Fund: Supports projects that deliver both positive environmental outcomes and real operational savings for Council.	Jul 18	Jun 19	•	•	Fund procedure approved Nov 2018. Awaiting Glenmore Water Treatment Plant solar as the first project for consideration under the Fund.	ТВС	TBC
Pathway 4 – Council operations (corporate sustainability)							
Second Nature program: Council's internal sustainability engagement program has been designed to advance sustainability	Jul 18	Rolling		•	Facilitated EcoBiz workshop for Council officers to learn about water, waste and energy efficiencies (08 Oct 2018).  Nov 2018 Working Group meeting rescheduled due	\$0	\$0

Project	Planned Start	Planned End	On Track	Comment	Budget Estimate	YTD actual (inc com'tals)
awareness and action within Council's operations. The Internal Sustainability Working Group champion sustainability initiatives across departments, act as a conduit for information and support sustainability action across the organisation.				to extreme weather conditions (heat and fire).  Coordinated site visits and coaching activities for Council EcoBiz efficiencies cluster in Feb 2019.  Next Working Group meeting scheduled for 07 Mar 2019, focussing on biodiversity (Mount Archer and riparian corridors).		
Sustainability Seed Fund program: As a key part of the internal sustainability engagement program, seed fund initiatives provide the opportunity to trial staff-initiated sustainability projects that foster sustainable behaviour whilst improving Council's wise use of resources.	Feb 18	Rolling	•	2018 trial initiatives progressing as planned:  Composting at City Childcare Centre (delivered)  Black soldier fly trial at Zoo (in progress)  Transition to recycled paper (in progress)  Reusable coffee cups (delivered)  Office recycling across Council (in progress)  Energy efficient behaviour (pending)  Enhanced public place recycling at Zoo (pending)  Transitioning to electronic forms (to be addressed via Learning Management System)  Nursery efficiencies (pending ecoBiz)	\$20,000	\$10,000
Queensland Climate Resilient Councils (QCRC): The QCRC is a free three year Program which Council subscribed to in mid-2017. Led by LGAQ, in partnership with the Queensland Government, the Program is designed to strengthen Council decision-making processes to respond to climate change.	Feb 18	Dec 18	•	Completed: Draft report received. Climate related risks to be further considered in Council's operational plans and risk registers.	\$0	\$0
Energy Action Plan: Council facilities and services consume a significant amount of energy. This plan aims to identify Council's key strategic opportunities to achieve cost savings, improve environmental sustainability and recognise wider economic and social benefits.	Apr 18	Dec 18	•	Completed: Council endorsed the proposed Energy Action Plan on 11 Dec 18, along with the proposal for a solar installation at the Glenmore Water Treatment Plant.	\$0	\$0

### 5. Budget

Financial performance is as expected for February – 67% of year elapsed.

### End of Month Job Costing Ledger - (Operating Only) - CORPORATE SERVICES As At End Of February

Report Run: 08-Mar-2019 14:00	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	66.7% of Year Gon
ORPORATE SERVICES							
FINAN CE							
Natural Resource Management							
Expenses	533,335	533,335	78,150	282,653	360,802	68%	×
Transfer / Overhead Allocation	10,000	10,000	0	(6,017)	(6,017)	-60%	· /
Total Unit: Natural Resource Management	543,335	543,335	78,150	276,636	354,785	65%	~
Total Section: FINANCE	543,335	543,335	78,150	276,636	354,785	65%	· /
Total Department: CORPORATE SERVICES	543,335	543,335	78,150	276,636	354,785	65%	

### Comments

Overall budget on target.

### 6. Section Statistics

Program/Activity	Date/s	Attendees	Comments
Completed activities			
Living Sustainably 'looking after stormwater drains and creeks': Monthly display and workshop at Rockhampton Regional Library	Feb 19	55	
Environment and Sustainability grants workshop: A community workshop to introduce the new grants scheme under the Community Assistance Program	04 Feb 19	20	
EcoBiz / Council eco-efficiency workshop and coaching: Internal Council workshop, site visits and coaching activities to identify options for energy, water and waste efficiencies.	04-07 Feb 19	12	
Upcoming activities			
Living Sustainably 'finding energy efficiency and power savings': Monthly display and workshop at Rockhampton Regional Library	09 Mar 19	~20	
Clean Up Australia Day: On-site community awareness and action activities	03 Mar 19	~100	
Bringing Nature Back to Fraser Park: Hands-on community workshop and planting day	24 Mar 19	~100	

### 7. Whole of Council Reports and Statistics

No whole of Council statistics at this time.

V1 | Monthly Operations Report for Environmental Sustainability

### 8. Sustainability Events and Media Coverage

MeetPat Water Refill Stations. In February Council's Water Refill Stations were used at the Sports Expo. One of the refill stations is on display in Rockhampton Customer Service Centre.



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Living Sustainably program. Local residents attended the February 'Caring for catchments – Water Bugs' workshops at the Rockhampton Regional Library, with the Environmental Sustainability Team and guest presenters Rhianna Rickard from Great Barrier Reef Marine Park Authority and Daniel Rea from Fitzroy Basin Association.



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Community Assistance Program - New Environment and Sustainability Scheme. An information session about the new Environment and Sustainability Scheme within the Community Assistance Program was held in the Fitzroy Room at Rockhampton Library.



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 $\textbf{\textit{EcoBiz workshops}}. Council's \ duster of \ EcoBiz \ projects \ continued \ to \ progress \ with \ site \ meetings \ with \ the \ program \ coach.$ 

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# CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT FEBRUARY 2019

### Finance Monthly Report – February 2019

Meeting Date: 19 March 2019

**Attachment No: 3** 



### 1. Operational Summary

Preparations and submissions for the 19/20 Budget are continuing.

 $\label{thm:continuous} Asset\ Revaluations\ progressing\ within\ planned\ time frames.\ Staff\ shortages\ in\ the\ Asset\ Accounting\ area\ however\ will\ place\ pressure\ on\ the\ capitalisations\ for\ the\ year.$ 

### 2. Customer Service Requests

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



### All Monthly Requests (Priority 3) Finance 'Traffic Light' report February 2019

		THE RESERVE OF	Current M Requ	onth NEW Jests	TOTAL		Completion	Avg	Avg	Avg	Avg Duration	
	Balance B/F	In Current Mth	Received	Completed	INCOMPLETE REQUESTS BALANCE	On Hold	Standard (days)	Completion Time (days) Current Mth	Completion Time (days) 6 Months	Completion Time (days) 12 Months	(days) 12 Months (complete and Incomplete)	
Bookings Enquiry	0	0	0	0	0	0	5	0.00	2.14	9 1.83	1.71	
Rates Searches	20	20	106	92	14	0	5	9 3.16	9 2.86	9 2.91	2.82	
Rates Enquiry	10	10	97	90	7	0	3	0.51	0.98	1.09	0.79	

### 3. Capital Projects

No Capital Projects

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### 4. Operational Projects

As detailed in the Environmental Sustainability section report.

### 5. Budget

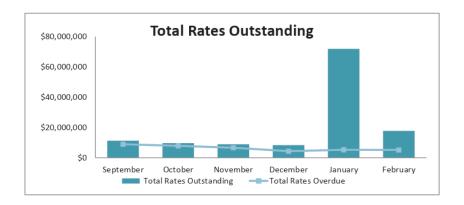
Financial performance as expected for the reporting period.

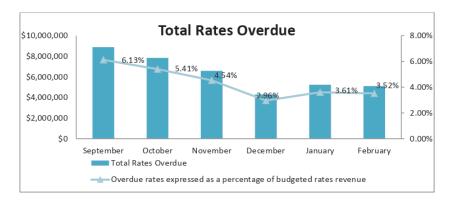
$RRC_{\frown}$	As	At End Of I	ebruary				
	Report Run: 08 Mar 2019 14			02,2914,2917,2	924		
	Adopted	Revised	YTD Revised		EDM	Commit +	
	Budget	Budget	Budget	YTD Actual	Commitments	A ctual	Varian
	\$	\$		\$	\$	\$	*
							11
FINANCE							Z
Finance Management							
Expenses	553,292	553,292	368,861	389,642	157,529	547,171	
Transfer / Overhead Allocation	0	0	0	1,265	0	1,265	
Total Unit: Finance Management	553, <b>29</b> 2	553,292	368,861	390,908	157,529	548,436	
Accounting Services							
Expenses	1,654,564	1,654,564	1,103,042	871,926	33,850	905,776	
Transfer / Overhead Alincalinn	0	0	0	1,668	0	1,668	
Total Unit: Accounting Services	1,654,564	1,654,564	1,103,042	873,595	33,850	907,445	
Financial Systems							
Revenues	(1,143)	(1,143)	(762)	0	0	a	
Expenses	205,499	205,499	137,000	115,344		115,344	
Transfer / Overhead Alincalinn	600	600	400	0	-	0	
Total Unit: Financial Systems	204,957	204,957	136,638	115,344	0	115,344	
Customer Service							
Payoras	(200,988)	(200,988)	(133,992)	(145.241)	0	(145,241)	
Expenses	1,700,333	1,700,333	1,133,555	1,060,461		1,069,625	
Transfer / Overhead Allocation	1,100,000	0	1,100,000	(357)		(357)	
Total Unit: Customer Service	1,499,345	1,499,345	999,563	914,863	9,164	924,027	
Rales & Flaverare							
Revenues	(452,834)	(452,834)	(301,890)	(545,310)	0	(545,310)	1
Expenses	1,778,786	1,778,786	1,185,857	1,204,447		1,407,341	
Transfer / Overhead Allocation	750	750	500	0		0	
Total Unit: Rates & Revenue	1,326,701	1,326,701	884,467	659,136	202,894	862,031	
Netwal Resource Management							
Expenses.	533,335	533,335	355,557	282,653	78,150	360,802	
Transfer / Overhead Alincalinn	10.000	10,000	6.667	(6,017)		(6,017)	
Total Unit: Natural Resource Management	543,335	543,335	362,223	276,636	78,150	354,785	
Total Section: FINANCE	5,782,193	5,782,193	3,854,795	3,230,481	481,586	3,712,068	

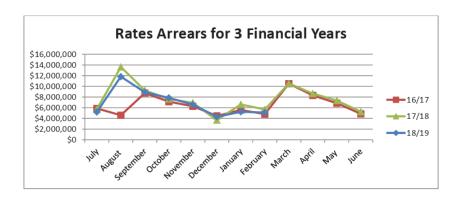
V1 | Monthly Operations Report for Section

### 6. Section Statistics

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
Unpaid rates and charges are managed in accordance with the Revenue Management Policy, achieving an overdue balance of less than 3% at its lowest point.	<3%	3.52% in February	Operational
Maintain the ratio of customer queries satisfied by Customer Service Officers, without referral to departments.	80%	89%	Operational
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	76%	Adopted







7. Whole of Council Reports and Statistics

Safety Statistics

Nil to report

### Customer Requests Completed Monthly & Top 5 Customer Requests

	July	August	September	October	November	December	January	February	March	April	May	June
Requests Logged	3388	4194	4183	3555	3023	2419	3573	3070				
Same month Completed	2647	3168	3527	2852	2340	1867	2763	2314				
% completed same month	78%	75%	84%	80%	77%	77%	77%	75%				
Completed Total for Month	3263	3455	3745	3475	3584	2377	3417	3144				
Total Pending	1889	2600	2942	3357	3293	3313	3456	3068				
Top 5 Requests for Month	An/Dogr An/Wand Fac Man W/Leak R/Bin	MiMaint An/Dogr WanAni Fac Man W/Leak	M/Replace An/D ogr Fac Man W/Ani P/Gen	MR eplace Fac Man W/Ani W/Leak Amend Dog	Fac Man W/Ani T/Trim M/Bin W/Leak	Fac Man W/Ani T/Trim Pk Gen MBin	O/Grown Fac Man Pk Gen W/Ani T/Trim	Fac Man W/Ani W/Leak T/Trim Pk Gen				

Total uncompleted customer requests up to 3 months old:	1517
Total uncompleted customer requests between 3 to 6 months old:	1431
Total uncompleted customer requests greater than 6 months old:	257

Conquest Work Order & Investigation Long Term up to 3 months old:	577
Conquest Work Order & Investigation Long Term between 3 to 6 months old:	1284
Conquest Work Order & Investigation Long Term greater than 6 months old:	173

Request Completed: Requested task or action has been completed (not just work order raised), or complaint has been investigated, action taken and correspondance 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:	T/Trim - Tree Trimming	Pk Gen - Parks General Request	An/Dogr - Dog Registration Enquiry
	MMaint - Meter Maintenance	Fac Man - Facilities Management	W/Leak - Water Leak
	Bin RRC - Replace Bin RRC	W/Ani - Wandering & Restrained Animal for Collection	O/Grown- Overgrown Lot

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# CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT FEBRUARY 2019

### SP Monthly Report - February 2019

Meeting Date: 19 March 2019

**Attachment No: 4** 



### 1. Operational Summary

### Strategic Planning

- Ongoing work in preparation of the Planning Scheme Major Amendment including drafting of letters and fact sheets for affected property owners in readiness for public consultation.
- Seven submissions received and reviewed through the Invitation to Quote process for the Natural Environment Study. Cardno has subsequently been engaged to undertake the project. An inception meeting has been scheduled for 4 March 2019.
- Project initiated to remove a portion of the Music Bowl site (Lot 2 RP 616767) from the State Environmental Management Register.
- Ongoing work progressing Airport precinct development planning in conjunction with Advance Rockhampton and Engineering Services.
- Stakeholder meetings with Stanwell Corporation, Sunwater, State Shadow Minister for Transport and Main Roads and State Government's Rockhampton Senior Officers Network.

### **Grant Applications**

- New Grants and Policy Advisor commenced with Strategy and Planning on 11 February 2019.
- Initiated and commenced review and update of grant applications database.
- Drafting and support for grants applications below commenced:

Grant Name	Description	Department	Amount	Closing Date
Australia Japan Foundation Grant	Trade/Investment mission to Japan to further mutual understanding of the aquaculture industry opportunities for Rockhampton	Advance Rockhampton - Young Beamish	\$50,000	28 March 2019
Australia Korea Foundation Grant	Trade/Investment mission to Korea to increase the VET opportunities for Korean students studying in Central Queensland	Advance Rockhampton - Young Beamish	\$40,000	28 March 2019
Commonwealth Community Development Grants Program	Mount Archer, Fraser Park Amenities Redevelopment	Regional Services – Erin Weekers	\$600,000	14 March 2019

### 2. Customer Service Requests

Page (59)

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

				onth NEW uests	TOTAL		Completion	Avg	Avg	Avg	Avg Duration
	Balance B/F	Completed in Current Mth	Received	Completed	INCOMPLETE REQUESTS BALANCE	On Hold	Standard (daya)	Completion Time (days) Current Mth	Completion Time (days) 6 Months	Completion Time (days) 12 Months	(days) 12 Months (complete and incomplete)
Strategic Planning Enquiry	0	0	1	1	0	0	3	3.00	9 1.60	14.88	15.86

### 3. Capital Projects

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

### 4. Operational Projects

As at period ended January – 67% of year elapsed



Project	Planned Start Date	Planned End Date	On Track	Comments	Budget Estimate	YTD actual (incl committals)
Rockhampton Region Planning Scheme – Major Amendment V2 Stage 1 – Planning and Preparation – completed Stage 2 – State Interest Review – in progress Stage 3 – Public Consultation – yet to commence Stage 4 - Consideration by State Stage 5 - Adoption	Sept 2017	Dec 2019		Progress of planning scheme major amendment has been delayed due to removal of creek catchment overlay mapping and ongoing discussion with State in relation to the inclusion of the Kershaw Gardens precinct (free camping) in the Open space zone. Second State interest review commenced January 2019.  Public consultation scheduled to commence April 2019.		
Natural Environment Study Project initiated to commission an updated Natural Environment Study for the RRC local government area.	Dec 2018	June 2019		Seven submissions received through the Invitation to quote process. Cardno has been engaged to undertake the project.	\$60,000.00 (Environmental Sustainability budget) any variations from S&P budget	\$0.00

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Project	Planned Start Date	Planned End Date	On Track	Comments	Budget Estimate	YTD actual (incl committals)
Removal of portion of Music Bowl site (Lot 2 RP 616767) from Environmental Management Register	Feb 2019	June 2019		Part 1 - Butler Partners have been engaged to undertake an environmental site assessment	\$10,384.00	
				Part 2 – GHD have been engaged to undertake the required assessment audit	\$23,000.00	\$1,449.80
Rockhampton Aquaculture Industry Development Plan	Dec 2018	April 2019		Part funding of project led by Advance Rockhampton and	\$25,000.00	\$0.00
Provide direction and facilitate the creation of aquaculture development in the Rockhampton Region				strategic planning input into the project		

### 5. Budget

Financial performance as expected for the reporting period.

### End of Month General Ledger - (Operating Only) - CORPORATE SERVICES As At End Of February

Elia of Mi	ontai General Leug	lei - fober	uning Only)	- CONTONA	IL SERVICE		
RRC	A	At End Of	February				
Report Run: 11-Mar-2019 08:	07:24 ; Excluding 2914, 29	18, 2919, 2814.	2917, 2924, 18	01, 1806, 1807, 1	901, 1906		
				EOM			
	Adopted	Revised		Commitment	Commit +		
	Budget FULL YR	Budget	YTD Actual	8	Actual	Variance	On target
	\$	\$	\$	\$	\$	%	66.7% of Year Gone
CORPORATE SERVICES							
STRATEGY AND PLANNING							
Strategy and Planning							
Revenues	(525)	(525)	0	0	0	0%	
Expenses	912,078	912,076	350,538	31,140	331,678	42%	
Transfer / Overhead Allocation	6,367	6,367	2,464	0	2,464	39%	
Total Unit: Strategy and Planning	917,918	917,918	353,002	31,140	384,142	42%	
Total Section: STRATEGY AND PLANNING	917,918	917,918	353,002	31,140	384,142	42%	
Total Department: CORPORATE SERVICES	917,918	917,918	353,002	31,140	384,142	42%	
Grand Total:	917,918	917,918	353,002	31,140	384,142	42%	

### Comments

Expenses are under-budget largely due to Senior Strategic Planner position being vacant and recent appointment of Grants and Business Advisor position.

V1 | Monthly Operations Report for Strategy & Planning

### 11.5 OFFICE OF THE CEO DEPARTMENT - MONTHLY OPERATIONAL REPORT FEBRUARY 2019

File No: 1830

Attachments: 1. Office of the CEO and Office of the Mayor

Monthly Report - February 2019 U

2. Workforce and Governance Monthly Report -

February 2019

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Tracy Sweeney - Manager Workforce and Governance

### **SUMMARY**

The monthly operations report for the Office of the CEO Department as at 28 February 2019 is presented for Councillors information.

### OFFICER'S RECOMMENDATION

THAT the Office of the CEO Departmental Operations Report as at 28 February 2019 be "received".

### **COMMENTARY**

The Office of the CEO Department includes the following sections:

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

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

General section and organisational performance statistics will be reported quarterly.

### OFFICE OF THE CEO DEPARTMENT MONTHLY OPERATIONAL REPORT FEBRUARY 2019

### Office of the CEO and Office of the Mayor Monthly Report - February 2019

Meeting Date: 19 March 2019

**Attachment No: 1** 

### MONTHLY OPERATIONS REPORT

OFFICE OF THE CEO & OFFICE OF THE MAYOR PERIOD ENDED FEBRUARY 2019



### 1. Operational Summary

### Office of the CEO

### Directorate

- Planning Day for Councillors and Leadership Team was held in Gracemere on 18 February 2019.
- CEO was asked to participate in LGAQ LG Reference Group to provide input to DLGRMA on proposed changes to LG legislation, with the first teleconference being held 6 March 2019.
- Deputy CEO attended 2019 LG Finance & Strategic Leadership Summit (Facing the Future) in Gladstone on 26/27 February 2019 on behalf of CEO.

### **Committee Support**

- Trial commenced for downloading of Council and Committee Agendas via One Drive 1 Councillor
  participating at this stage with no issues all Councillors will be required to move over to this method
  at the end of March.
- Trial with Advance Rockhampton for electronic lodgement of Travel Proposal Forms via ECM is working well and will expand to other Departments as resources permit.
- No international travel for the month of February 2019 however domestic travel for staff and Councillors is constant
- Planning and Regulatory Committee scheduled for 12 March has been cancelled due to lack of reports
- Councillor Workshop scheduled for 12 March has been cancelled with the next workshop scheduled for 9 April 2019.

### Office of the Mayor

- The Engagement Unit supported a number of community engagement activities across Council in February 2019 including the Gracemere (Lawrie Street) CBD footpath works and a number of other roadworks projects across the region.
- Planning for the follow-up session of the Mount Morgan Roundtable also commenced with the event scheduled to be held on 12 March at the Mount Morgan School of Arts.
- A calendar of planned engagements for the year has now been finalised and discussions have been held with Departments and Units across Council in relation to their upcoming projects/works.
- The unit continued to work with Corporate Services on the implementation of 'Engagement HQ' as Council's
  new online engagement platform with a revised expected launch toward the end of March.

### Executive Support Unit

 No Civic events were conducted during the reporting period. Preparations for the 2019 Anzac Day Civic service are well underway.

### Media and Communications

 Capri's first birthday celebration was the major story for Council in February 2019 attracting national and State-wide coverage with more than 20 separate stories generated across media outlets.

V1 | Monthly Operations Report for Office of CEO and Office of Mayor

### 2. Customer Service Requests



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

			Current M Requ	onth NEW Jests	TOTAL		Completion	Avg	Avg	Avg	Avg Duration
	Balance B/F	Completed in Current Mth	Received	Completed	INCOMPLETE REQUESTS BALANCE	On Hold	Standard (days)	Completion Time (days) Current Mth	Completion Time (days) 6 Months	Completion Time (days) 12 Months	(days) 12 Months (complete and incomplete)
Media All Enquiries	0	0	1	1	0	0	5	6.00	4.00	36.20	0.00
Citizenship Request/Enquiry	0	0	1	1	0	0	5	1.00	0.50	0.50	0.50
Committee Support - Meetings/Agendas etc	0	0	0	0	0	0	2	0.00	0.00	.000	0.00
CEO General Request	0	0	0	0	0	0	5	0.00	8.20	19.00	1.00
Councillor General Enquiry	2	1	4	2	3	0	5	6.00	11.33	11.29	2.29
Mayor's Personal (Mayor's General Info) DEPT USE	0	0	0	0	0	0	2	0.00	0.00	<b>4.00</b>	0.00

### **Service Standards Commentary**

### **CEO Office**

Current reporting period trending in accordance with established timeframes.

### Media and Communication

During the reporting period, the Media and Communications Unit received 23 enquiries from media outlets with all response times completed in line with established timeframes. 16 of the 23 enquiries were received in response to proactive media releases from Council.

### **Executive Support**

72 of 86 Pathway Requests were logged by the Executive Support Unit on behalf of Councillors during the reporting period.

Response times for completing customer requests in this reporting period for February are outside the established service timeframes due to requests from customers requesting a response direct from Councillors which has yet to be confirmed/forthcoming.

### 3. Capital Projects

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

# Page (69)

# 4. Operational Projects

As at period ended February 2019 - 66.7% of year elapsed



Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)
Office of the CEO						
Meeting Procedures Policy	July 18	April 2019	•	Policy adopted by Council 27 November 2018 however some minor changes required to legislative references. The Policy will be updated and presented to Council in April 2019.	Labour	Labour
Travel and Conference Attendance Policy	April 18	April 2019		Review of existing policy in progress.	Labour	Labour
Office of the Mayor						
Community Engagement Policy and Procedure		March 19	-	Report to Council on proposed amendments to Policy and Procedure expected in Mar-19.	Labour	Labour
Review of Council's Social Media Accounts	Feb 19	Sept 19		A review has been completed with a	Labour	Labour

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)
				number of operational recommendations to be implemented to improve engagement levels and resource efficiencies.		

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# 5. Budget

Financial performance as expected for the reporting period.

### End of Month Job Costing Ledger - (Operating Only) - OFFICE OF CEO

RRG		As At End	Of February
	Report Run: 11-Mar-2019 10:51:00	Excludes Nat	Accs: 2802,2914,

_KKC								
	Report Run: 11-Mar-2	2019 10:51:00	Excludes Nat A	Accs: 2802,2914,	2917,2924			
		Adopted	Revised	EOM		Commit +		
		Budget	Budget	Commitments	YTD Actual	Actual	Variance	On target
		\$	\$	\$	\$	\$	%	66.7% of Year Gon
FFICE CHIEF EXECUTIVE OF	FICER							
CHIEF EXECUTIVE OFFICER								
CEO Management								
Expenses		510,840	510,840	964	427,918	428,881	84%	*
Transfer / Overhead Allocation		0	0	0	131	131	0%	*
Total Unit: CEO Management	_	510,840	510,840	964	428,049	429,012	84%	*
Total Section: CHIEF EXECUTIVE	OFFICER	510,840	510,840	964	428,049	429,012	84%	*
GOVERNANCE SUPPORT								
Executive Support								
Revenues		(26,630)	(26,630)	0	(19,391)	(19,391)	73%	<b>✓</b>
Expenses		1,803,857	1,803,857	26,504	1,287,050	1,313,553	73%	*
Transfer / Overhead Allocation	_	176,868	176,868	0	78,498	78,498	44%	✓
Total Unit: Executive Support		1,954,095	1,954,095	26,504	1,346,157	1,372,661	70%	*
Total Section: GOVERNANCE SU	PPORT	1,954,095	1,954,095	26,504	1,346,157	1,372,661	70%	×
MEDIA & COMMUNICATION								
Media & Communication								
Expenses		414,703	414,703	53,845	292,012	345,857	83%	*
Transfer / Overhead Allocation	_	0	0	0	1,324	1,324	0%	x
Total Unit: Media & Communica	ition	414,703	414,703	53,845	293,336	347,181	84%	*
Total Section: MEDIA & COMMU	NICATION	414,703	414,703	53,845	293,336	347,181	84%	*
Executive Co-ordinator to the I	Mayor							
Mayors Office								
Expenses	_	557,388	557,388	0	285,153	285,153	51%	<b>✓</b>
Total Unit: Mayors Office		557,388	557,388	0	285,153	285,153	51%	/
Total Section: Executive Co-ord	linator to the Mayor	557,388	557,388	0	285,153	285,153	51%	·
Total Department: OFFICE CHIEF	EXECUTIVE OFFICER	3,437,026	3,437,026	81,313	2,352,695	2,434,007	71%	*
Grand Total:	_	3,437,026	3,437,026	81,313	2,352,695	2.434,007	71%	

## Comments

Currently on target with expenditure projections.

V1 | Monthly Operations Report for Office of CEO and Office of Mayor

# 6. Section Statistics

The following statistics have been provided on the responsibilities and workload for the Office of the CEO:

Media & Communications						
Description	No	Comments				
Media Releases – distributed	14	Generated:				
Media Opportunities	6	- 349 stories				
		- Audience total of 4.42 million				
		- Advertising equivalent - \$551,531				
Social Media – Facebook likes	22,506	Increase of 0.5%				
Social Media - Impressions	685,700	People liking, commenting and sharing down 21%				
•		from previous month				
Social Media – Clicks	3,040	Clicks on posts to follow links				

# 7. Whole of Council Reports and Statistics

No specific whole of Council statistics to report.

V1 | Monthly Operations Report for Office of CEO and Office of Mayor

# OFFICE OF THE CEO DEPARTMENT MONTHLY OPERATIONAL REPORT FEBRUARY 2019

# Workforce and Governance Monthly Report - February 2019

Meeting Date: 19 March 2019

**Attachment No: 2** 



# 1. Operational Summary

### **Certified Agreement Negotiations**

Both Certified Agreement Bargaining Committees are fine tuning a few remaining provisions prior to the formal ballot process. The ancillary Certified Agreements; which include special arrangements for the Child Care, Waste and Recycling, Treatment Plant Operations and Major Venues are also near finalisation.

The Certified Agreements; for the next three and half years will provide a framework for employees, management and unions to work together towards improving service delivery to our community, maximising productivity and providing a safe workplace that the employees can be proud of.

### In-House Legal Services

Council's in-house legal service continues to be well utilised with 27 new internal legal matters being received during the month of February.

### Learning Management System

The preparation of the Learning Management System business case is finalised and was submitted to ISSG for consideration on 4 March 2019. A tender consideration plan is presented as a separate report to this meeting.

### Aurion Timekeeper & Award Interpreter Project

The Timekeeper and Award Interpreter project team are in the process of consulting individually with Managers who have employees that submit timesheets manually. The project team are looking at how best to inculcate into the award interpreter and timekeeper module for those employees, cognisant of the impact of the Asset Management Project.

A design workshop with Aurion is scheduled for 23 March where work will begin on designing the Award Interpreter and Timekeeper to incorporate legislation, awards, policy and certified agreement provisions.

### **Organisational Development**

Consultation is taking place across Council with Managers and Coordinators on a People Strategy that will support the employee life cycle of attraction, recruitment, on boarding, development and retention with an emphasis on building the desired culture as well as a leadership framework to facilitate succession and workforce planning.

V1 | Monthly Operations Report for Workforce and Governance

# 2. Customer Service Requests

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



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

			onth NEW Jests	TOTAL		Completion	Avg	Avg	Avg	Avg Duration		
	Balance B/F	Completed in Current Mth	Received	Completed	INCOMPLETE REQUESTS BALANCE	On Hold	Standard (days)	Completion Time (days) Current Mth	Completion Time (days) 6 Months	Completion Time (days) 12 Months	(days) 12 Months (complete and incomplete)	
Administrative Action Complaints	0	0	0	0	0	0	36	0.00	0.00	0.00	0.00	
W&S - Complaints Management Process (NOT CSO USE)	5	5	12	11	1	0	30	3.55	8.80	10.33	8.61	

# 3. Capital Projects

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

# 4. Operational Projects

As at period ended February 2019 – 66.7% of year elapsed









Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)
Certified Agreements	July 2018	March 2019	•	Both Certified Agreement Bargaining Committees are fine tuning a few remaining provisions prior to the formal ballot process. The ancillary Certified Agreements; which include special arrangements for the Child Care, Waste and Recycling, Treatment Plant Operations and Major Venues are also near finalisation.	\$10,000	\$10,405
				The formal voting process is currently being mapped out for implementation.		
Staff Health and Wellbeing Program	July 2018	June 2019	•	Fact sheets for Smoking Cessation have been developed and will be communicated to staff in the next week. Information sessions scheduled for late March.	\$16,000	\$0

Project	Planned Start Date	Planned End Date	On Track	Comment	Budget Estimate	YTD actual (incl committals)
				Remaining topics for 18/19 are:  Breast Cancer Skin Cancer Mental Health		
Legislative Compliance Training Program	July 2018	June 2019	•	The program is being delivered as scheduled. The following courses were held during the reporting period:	\$313,000	\$177,860
Leadership and Cultural Development Program	July 2018	June 2019	•	Feedback from Leaders is currently being sought to develop a People Strategy that will encompass Cultural, Leadership, Workforce and Performance Management Actions.	\$75,000	\$0
Learning Management System Project	July 2018	June 2019	•	The Learning Management System business case is almost finalised and is due to be submitted to ISSG for consideration on 04 March 2019. Throughout February, vigorous testing, review and evaluation of products has been carried out in order to finalise the business case.	Business Case Stage is Labour Only	N/A

# 5. Budget

Financial performance as expected for the reporting period.

### End of Month Job Costing Ledger - (Operating Only) - OFFICE OF CEO

RRC

 As At End Of February

 Report Run. 07-Mar-2019 15.55. 22 Excludes Nat Accs. 2802,2914,2917,2924

 Adopted
 Revised
 EOM
 TO Actual

	Budget	Budget	Commitments	YTD Actual	Actual	Variance	On target
	\$	\$	\$	\$	\$	%	66.7% of Year Gone
OFFICE CHIEF EXECUTIVE OFFICER							
WORKFORCE & GOVERNANCE MANAGEMENT	т						

Human Resources and Payroll							
Expenses	1.365,706	1.365.706	914	902 680	903,594	66%	. ,
Transfer / Overhead Allocation	6.242	6.242	0	3.945	3,945	63%	
Total Unit: Human Resources and Payroll	1,371,948	1,371,948	914	906,625	907,539	66%	,
Safety & Training							
Revenues	(68,630)	(68,680)	0	(241,011)	(241,011)	351%	,
Expenses	1,359,116	1,359,116	87,488	790,576	878,064	65%	
Transfer / Overhead Allocation	(20,410)	(20,410)	0	27,825	27,825	-136%	, ,
Total Unit: Safety & Training	1,270,026	1,270,026	87,498	577,390	664,978	52%	,
Legal & Governance							
Expenses	440,486	440,486	3,536	327,863	331,399	75%	, ,
Total Unit: Legal & Governance	440,486	440,486	3,536	327,863	331,399	75%	ر
Workforce & Governance Management							
Revenues	0	0	0	(5,000)	(5,000)	0%	,
Expenses	977,076	977,076	22,690	553,302	576,192	59%	,
Transfer / Overhead Allocation	0	0	0	8,372	8,372	0%	, ,
Total Unit: Workforce & Governance Management	977,076	977,076	22,890	556,674	579,564	59%	,
Investigations and Industrial Relations							
Expenses	262,680	262,680	1,546	156,079	157,625	60%	,
Transfer / Overhead Allocation	0	0	0	15	15	0%	, ,
Total Unit: Investigations and Industrial Relations	262,680	262,680	1,546	156,094	157,640	60%	,
Total Section: WORKFORCE & GOVERNANCE MANAGEM	4,322,215	4,322,215	116,374	2,524,646	2,641,020	61%	,
Total Department: OFFICE CHIEF EXECUTIVE OFFICER	4,322,215	4,322,215	116,374	2,524,646	2,641,020	61%	,
_							
Grand Total:	4,322,215	4,322,215	116,374	2,624,646	2,641,020	61%	,

## Comments

Currently on target with expenditure projections.

V1 | Monthly Operations Report for Workforce and Governance

# 6. Section Statistics Reported Quarterly

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

The next quarterly report will be reported on in April 2019.

# 7. Whole of Council Reports & Statistics Reported Quarterly

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

The next quarterly report will be reported on in April 2019.

V1 | Monthly Operations Report for Workforce and Governance

# 12 NOTICES OF MOTION

Nil

# 13 QUESTIONS ON NOTICE

Nil

# 14 URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.

# 15 CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

### RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation* 2012, for the reasons indicated.

# 16.1 Tender Consideration Plan - Learning Management System

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

# 16.2 Acquisition of Land

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

# 16.3 Property Acquisition Matter

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

# 16.4 External Boundary & Electoral Arrangement Review - Rockhampton & Livingstone

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

# 16.5 Chief Executive Officer Monthly Report

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

# 16 CONFIDENTIAL REPORTS

# 16.1 TENDER CONSIDERATION PLAN - LEARNING MANAGEMENT SYSTEM

File No: 12176

Attachments: 1. Learning Management System Business

Case Version 2.0

Authorising Officer: Tracy Sweeney - Manager Workforce and Governance

Author: Allysa Brennan - Coordinator Legal and Governance

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

# **SUMMARY**

This report seeks approval of the Learning Management System Tender Consideration Plan.

## 16.2 ACQUISITION OF LAND

File No: 1466

Attachments: 1. Plan

Authorising Officer: Peter Kofod - General Manager Regional Services

Author: Jason Plumb - Manager Fitzroy River Water

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**

Manager Fitzroy River Water presents an opportunity for Council to acquire land.

# 16.3 PROPERTY ACQUISITION MATTER

File No: 2021

Attachments: 1. Map and photographs

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Ross Cheesman - Deputy 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**

This report considers a property acquisition matter.

# 16.4 EXTERNAL BOUNDARY & ELECTORAL ARRANGEMENT REVIEW - ROCKHAMPTON & LIVINGSTONE

File No: 5827

Attachments: 1. Letter from Local Government Change

Commissioner

2. Letter of Referral from Minister to Change

Commission

3. Terms of Reference

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 will provide an update following receipt of correspondence from the Local Government Change Commission seeking a response to the Terms of Reference relating to the proposed transfer of the suburbs of Glenlee, Glendale and Rockyview from Livingstone Shire Council to Rockhampton Regional Council.

# 16.5 CHIEF EXECUTIVE OFFICER MONTHLY REPORT

File No: 1830 Attachments: Nil

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 for the period ending 11 March 2019.

# 17 CLOSURE OF MEETING