



# ORDINARY MEETING

## AGENDA

**25 AUGUST 2020**

*Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 25 August 2020 commencing at 9:00am for transaction of the enclosed business.*

*In line with section 277E of the Local Government Regulation 2012, it has been determined that it is not practicable for the public to attend Council meetings in person at the current time. Until further notice, Council meetings will instead take place via videoconference and will be livestreamed online.*

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

**CHIEF EXECUTIVE OFFICER**  
19 August 2020

Next Meeting Date: 08.09.20

**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**

1.1 Acknowledgement of Country

**2 PRESENT**

Members Present:

The Mayor, Councillor M F Strelow (Chairperson)  
Councillor C E Smith  
Councillor C R Rutherford  
Councillor M D Wickerson  
Councillor D Kirkland  
Councillor A P Williams  
Councillor S Latcham  
Councillor N K Fisher

In Attendance:

Mr E Pardon – Chief Executive Officer

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Ordinary Meeting held 11 August 2020

**5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

## 6 BUSINESS OUTSTANDING

### 6.1 BUSINESS OUTSTANDING TABLE FOR ORDINARY COUNCIL MEETING

<b>File No:</b>	<b>10097</b>
<b>Attachments:</b>	<b>1. Business Outstanding Table for Ordinary Council Meeting</b> <a href="#">↓</a>
<b>Responsible Officer:</b>	<b>Evan Pardon - Chief Executive Officer</b>
<b>Author:</b>	<b>Evan Pardon - Chief Executive Officer</b>

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#### **SUMMARY**

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

#### **OFFICER'S RECOMMENDATION**

THAT the Business Outstanding table for the Ordinary Council Meeting be received.

# **BUSINESS OUTSTANDING TABLE FOR ORDINARY COUNCIL MEETING**

## **Business Outstanding Table for Ordinary Council Meeting**

**Meeting Date: 25 August 2020**

**Attachment No: 1**

Meeting Date	Subject	Resolution	Officer	Target Date	Notes
02/04/2019	Rockhampton Police Citizens Youth Welfare Association Building Ownership	THAT the matter lay on the table pending a further report in relation to the condition assessment of the building and information on various uses of the building.	Bulwinkel, Justin	28/12/2020	13/08/2020 Revised Target Date from 16/4/19 to 28/12/20 - remains on hold, Parks Dept will engage with PCYC post COVID-19 to continue discussions pertaining to ownership.
06/08/2019	Request for Building Site Fee Reduction - Lions Club of Rockhampton Mount Archer Inc	THAT Council enters into discussions regarding alternate options as discussed and that a further report be brought back to the September Parks, Recreation and Sport Committee Meeting.	Bulwinkel, Justin	28/12/2020	13/08/2020 Revised Target Date from 20/8/19 to 28/12/20 - Parks Dept to contact Lions post COVID-19 to continue discussions.
03/09/2019	Boundary Re-alignment adjoining Rockhampton Jockey Club	THAT this matter not be progressed at this stage, and the matter be given fuller consideration by Councillors at a workshop.	Anderson, Kellie	31/08/2020	22/05/2020 Kellie Anderson Revised Target Date from: 30 Apr 2020 To: 31 Aug 2020 for further discussions to be held with RJC.
01/10/2019	Request to enter into a Freehold Licence with Norths Chargers Senior Rugby League Club at McLeod Park	THAT this matter be workshopped and returned to the Parks, Recreation and Sport Committee.	Bulwinkel, Justin	28/09/2020	13/08/2020 Revised Target Date from 15/10/19 to 28/9/20 - Councillor Workshop Scheduled for 18th August to discuss McLeod's Park & North Chargers
01/10/2019	Continuation of the Dining Platform Program	<ol style="list-style-type: none"> <li>1. THAT Council approve the construction for another three (3) platforms.</li> <li>2. THAT a further report be prepared to extend the dining platform program.</li> </ol>	Sheppard, Graham	15/10/2019	
05/11/2019	Dog Off Leash Area at Victoria Park	THAT officers investigate options for the provision of additional shade and seating at the dog off leash area at Victoria Park and report back to the final Parks Recreation and Sport Committee meeting on 27 November 2019.	Pont, Aaron	19/11/2019	18/08/2020 Action reassigned to Aaron Pont as current Acting GM Communities

Meeting Date	Subject	Resolution	Officer	Target Date	Notes
18/02/2020	Business Training Venture	THAT Council resolve that the CEO review the process to ensure compliance undertaken thus far and there is an economic benefit and if satisfied endorse the lodging of a collaborative funding application under Tranche 2 of the Department of Communities Thriving Cohesive Communities program.	Palmer, Rick	31/10/2020	11/08/2020 - Revised Target Date from 3/3/29 to 31/10/20 - awaiting decision on Council's application, which was submitted as COVID-19 began. The Department of Communities is yet to release its decision.
14/07/2020	First Turkey Mountain Bike Reserve - Blue Dawg Concept Plan	<ol style="list-style-type: none"> <li>1. THAT Council notes the early-stage status of the Blue Dawg trail proposal and officers continue dialogue with the Rockhampton Mountain Bike Club in relation to the proposal.</li> <li>2. THAT Council invites the Rockhampton Mountain Bike Club to a Workshop with Council.</li> </ol>	Clark, Wade	28/08/2020	11/08/2020 1:53:29 PM - Wade Clark QPWS has been requested for a meeting to discuss the proposed Blue Dawg Downhill Trail. QPWS have indicated that they will meet with Council officers to discuss further. A meeting date is yet to be confirmed by QPWS.
11/08/2020	Advance Rockhampton Reference Group	<p>THAT the existing Advance Rockhampton Advisory Committee continue, pending a future decision.</p> <p>THAT a workshop be scheduled to consider and set direction for Advance Rockhampton.</p>	Pardon, Evan	25/08/2020	

**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

**8 PRESENTATION OF PETITIONS**

Nil

**9 COUNCILLOR/DELEGATE REPORTS**

Nil

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## 10 OFFICERS' REPORTS

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### ADVANCE ROCKHAMPTON – ECONOMIC DEVELOPMENT AND EVENTS

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#### 10.1 MOUNT MORGAN MOUNTAIN BIKE TRAIL NETWORK NAMING PROCESS

<b>File No:</b>	<b>12721</b>
<b>Attachments:</b>	<b>1. Mount Morgan Mountain Bike Trail Network</b> <a href="#">↓</a>
<b>Authorising Officer:</b>	<b>Angus Russell - Acting Executive Manager Advance Rockhampton</b>
<b>Author:</b>	<b>Wade Clark - Senior Executive Economic Development</b>

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#### SUMMARY

*The Mount Morgan Mountain Bike Trail Network requires the naming of five trails. Community consultation is proposed to obtain naming nominations for Council's consideration.*

#### OFFICER'S RECOMMENDATION

THAT Council endorses a community consultation process to obtain naming nominations for the Mount Morgan Mountain Bike Trails for Council's further consideration.

#### COMMENTARY

The Mount Morgan Mountain Bike Trail Network is currently being constructed as part of the Works for Queensland Program.

In total, a 25 kilometre trail network will be constructed on land adjacent to the Mount Morgan Dam which is under Council's control.

Five unique trails will be within the network, each of which will have its own unique character and level of difficulty. The five trails at present only have indicative names such as Trail A, Trail B, Trail C, Trail D and the Waterfront Trail (please see attachment: Mount Morgan Mountain Bike Trail Network).

Naming of the specific trails is an important step as it will distinguish the individual trails, provide community ownership and also effectively brand the trails. The right type of name is crucial as the trails will also be promoted to attract visitors to Mount Morgan.

It is recommended that Officers undertake a community consultation process to request for naming nominations in line with Council's Naming of Parks, Reserves and Sport Facilities Policy. In addition it is also recommended that Officers consider the marketability of names for use in official tourism marketing campaigns and third party mountain bike trail apps such as Trailforks and Strava. Once this process is completed, a report with a recommendation for the names will be presented to Council for its consideration.

#### BACKGROUND

The Mount Morgan Mountain Bike Trail Network is a key activation initiative within the Advancing Mount Morgan Strategy endorsed by Council on the 5 November 2019.

#### PREVIOUS DECISIONS

On 5 November 2019 Council resolved:

*"THAT Council endorses the Advancing Mount Morgan Strategy and Advance Rockhampton leads the implementation of the Advancing Mount Morgan Strategy"*

#### BUDGET IMPLICATIONS

It is proposed the Council allocates \$500 to undertake advertising of the community consultation process.

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**LEGISLATIVE CONTEXT**

Council policy: Naming of Parks, Reserves and Sports Facilities Policy (Community Policy)

Council procedure: Naming of Parks, Reserves and Sports Facilities Procedure

**STAFFING IMPLICATIONS**

Advance Rockhampton to coordinate the process with assistance of Parks Services and the Office of the CEO.

**CORPORATE/OPERATIONAL PLAN*****Community – Community Expectation – Regional Infrastructure and Facilities***

*1.1 Safe, accessible, reliable and sustainable infrastructure and facilities.*

*1.2 Regional public places that meet our community's needs.*

***Economic – Community Expectation – Regional Profile and Services***

*2.1 A destination sought for lifestyle, community events and tourism.*

***Service Excellence – Community Expectation – Regional Planning and Development***

*4.4 Plan for future population and economic growth giving consideration to a diverse range of industries and services.*

**CONCLUSION**

The naming of the Mount Morgan Mountain Bike Trail Network is an important step as it will distinguish the individual trails, provide community ownership and also effectively brand the trails. This is an opportunity to pay homage to Mount Morgan's history, heritage, culture and people. It is proposed that a prospective list of names will be developed by the community and brought to Council for consideration.



# **MOUNT MORGAN MOUNTAIN BIKE TRAIL NETWORK NAMING PROCESS**

## **Mount Morgan Mountain Bike Trail Network**

**Meeting Date: 25 August 2020**

**Attachment No: 1**

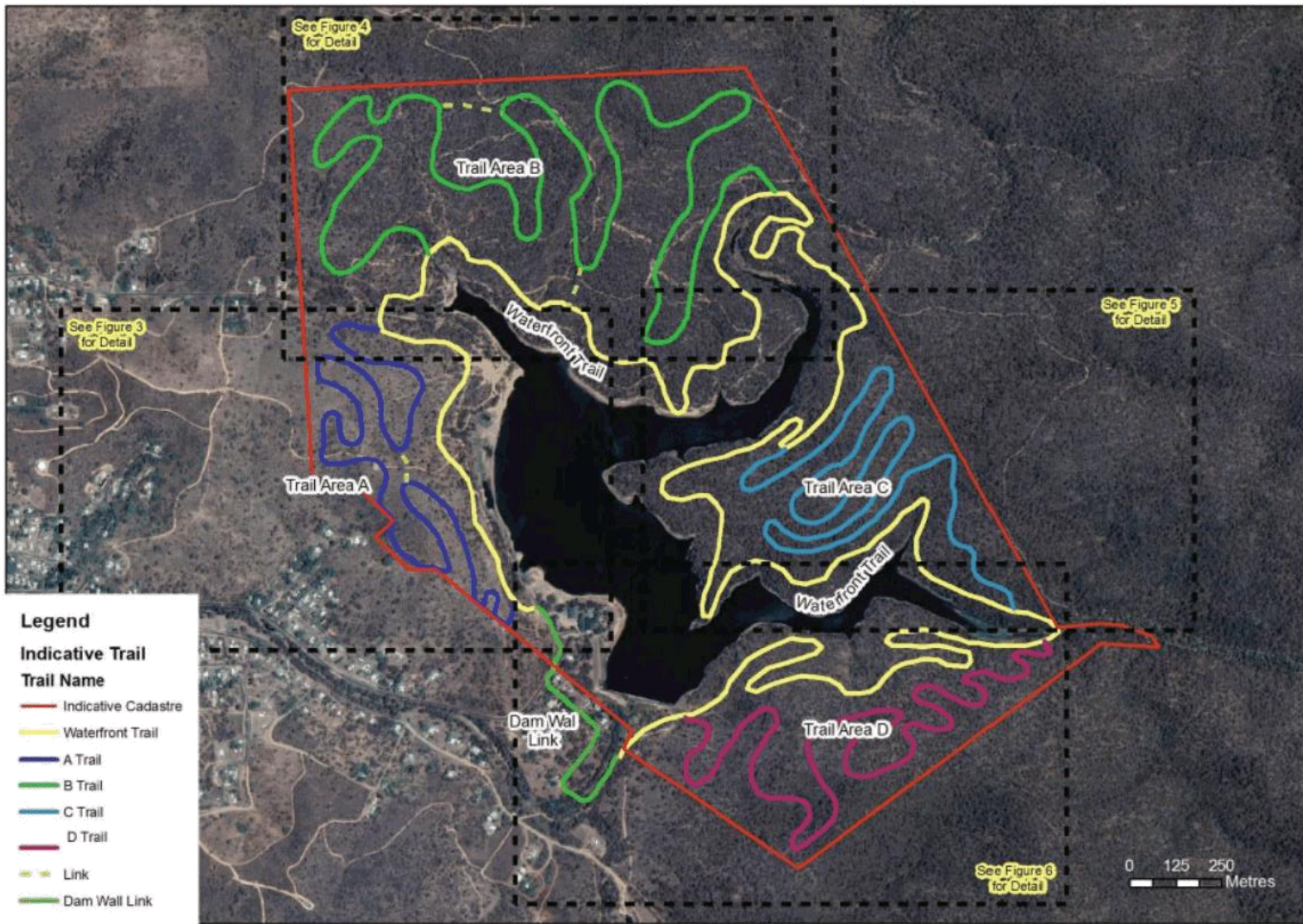


Figure 1: Location Map - Indicative Trail Network

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**AIRPORT GROWTH AND DEVELOPMENT**

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No items for consideration

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**COMMUNITIES**

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**10.2 ROCKHAMPTON CHAMBER MUSIC SOCIETY LEASE**

**File No:** 4278  
**Attachments:** 1. [Walter Reid Floor Plan](#)↓  
**Authorising Officer:** Aaron Pont - Acting General Manager Community Services  
**Author:** John Webb - Manager Communities and Culture

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**SUMMARY**

*This report is notifying Council of the cessation of the Rockhampton Chamber Music Society and recommends the seeking of Expressions of Interest for the now unleased space in the Walter Reid Cultural Centre.*

**OFFICER'S RECOMMENDATION**

THAT Council authorise the Chief Executive Officer (General Manager Community Services) to seek Expressions of Interest from the community for tenants that are a fit both for the capacity and amenity of the space that culturally support the objectives of the Walter Reid Cultural Centre.

**COMMENTARY**

Rockhampton Chamber Music Society Inc. (RCMS) has notified Council that the organisation was ceasing in June 2020. The organisation was a tenant on the first floor of the Walter Reid Cultural Centre room 1.3 consequently their lease is now at an end.

Council officers have allowed the continued storage of items within the space while the matter is being resolved and this report considered.

RCMS have stated that surplus funds and assets were donated to Rockhampton Youth Orchestra (RYO) and members of RCMS granted membership of RYO. While not a merger or amalgamation one organisations membership have "transferred" to another. These organisations have reported a history of like objectives and working in partnership across both spaces to deliver events and activities.

Consequently when notifying Council of these circumstances RCMS has requested that Council grant RYO the lease of room 1.3 adjacent to their existing lease of room 1.5 in order continue this range of activity and operation.

It is recommended that Council seek Expressions of Interest from the community for tenants that are a fit both for the capacity and amenity of the space, and RCMS would be eligible to participate in this process.

**BACKGROUND**

RCMS and RYO are both long standing tenants of the Walter Reid Cultural Centre are able to demonstrate a history of working in a collaborative manner. The organisations have reported both a commonality of objectives, general and executive membership.

**PREVIOUS DECISIONS**

The most recent decision regarding RCSM and RYO tenancies was on 13 December 2016 when Council authorized the Chief Executive Officer (Manager Arts & Heritage) to negotiate the terms and conditions of lease agreements for Walter Reid Cultural Centre tenants.

**BUDGET IMPLICATIONS**

Nil

**LEGISLATIVE CONTEXT**

Council is required to comply with Local Government Regulation 2012 in the process of entering into leases.

**LEGAL IMPLICATIONS**

Nil

**STAFFING IMPLICATIONS**

Nil

**RISK ASSESSMENT**

There are no substantial risks to Council operations associated with this matter.

**CORPORATE/OPERATIONAL PLAN**

The access to this tenure within the Walter Reid Culture Centre supports

Corporate Plan - Community Theme 1.6 - *Our sense of place, diverse culture, history and creativity are valued and embraced.*

**CONCLUSION**

Council now aware of this cessation of tenancy and relationship between the former RCMS and the existing RYO and are able to consider the future of the vacated space and give a direction it's further leasing.

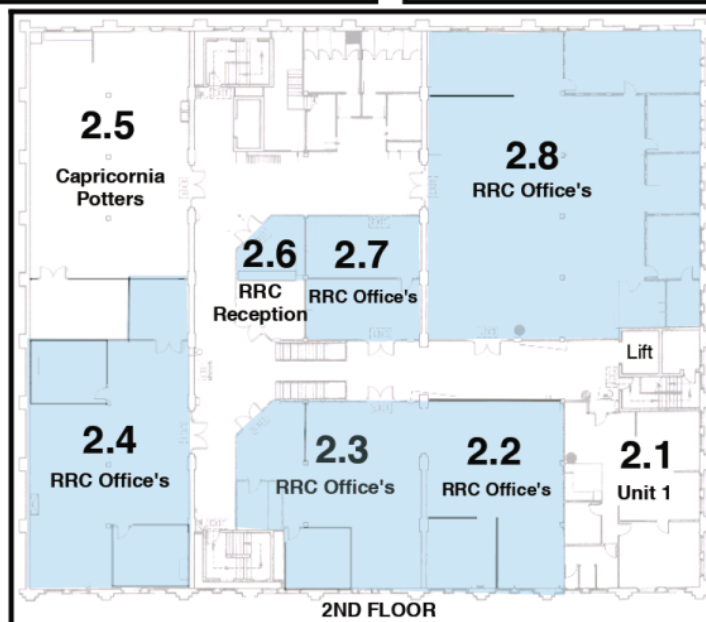
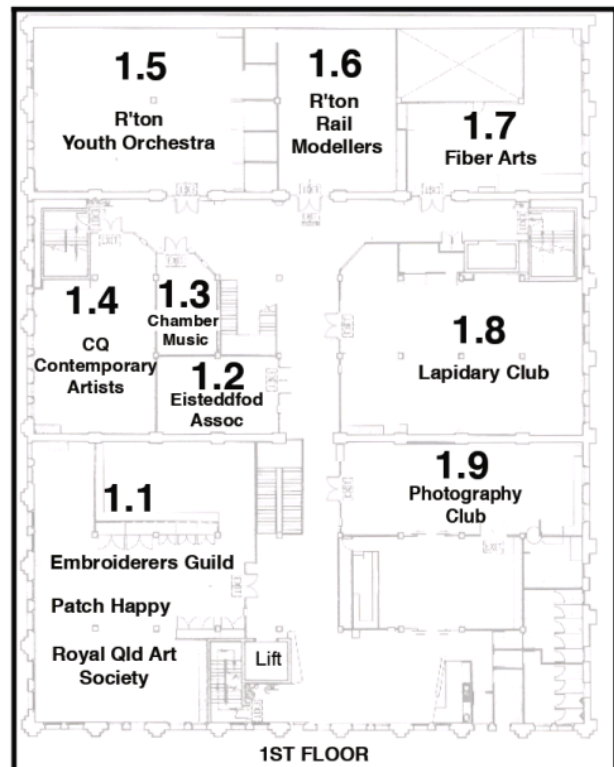
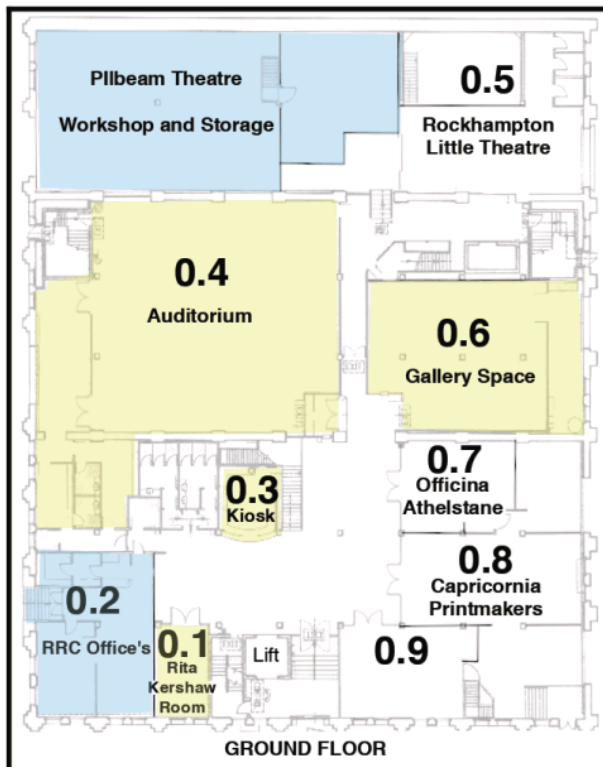
# **ROCKHAMPTON CHAMBER MUSIC SOCIETY LEASE**

## **Walter Reid Floor Plan**

**Meeting Date: 25 August 2020**

**Attachment No: 1**

# Walter Reid Cultural Centre Floor Layouts



- Rockhampton Regional Council Staff areas
- Rooms for hire. For all hire enquires please contact the Pilbeam Theatre 49245600

PO Box 1860 Rockhampton QLD 4700 T. 07-49245600  
 E. [venuehire@rrc.qld.gov.au](mailto:venuehire@rrc.qld.gov.au)  
 Walter Reid Cultural Centre is owned and operated by Rockhampton Regional council

[www.seeitlive.com.au](http://www.seeitlive.com.au)





**10.3 ROTARY WEST TRUSTEE PERMIT WALTER PIERCE KITCHEN**

<b>File No:</b>	<b>12273</b>
<b>Attachments:</b>	<b>Nil</b>
<b>Authorising Officer:</b>	<b>Aaron Pont - Acting General Manager Community Services</b>
<b>Author:</b>	<b>John Webb - Manager Communities and Culture</b>

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**SUMMARY**

*This report is notifying Council of the winding up of the Rockhampton West Rotary Club and recommends not entering into a permit for the Walter Pierce Kitchen at the Rockhampton Showgrounds.*

**OFFICER'S RECOMMENDATION**

THAT Council:

1. Authorise the Chief Executive Officer (Manager Communities and Culture) to establish which equipment owned by Fitzroy Rotary would support continued operation of the kitchen and purchase equipment in accordance with Council procurement guidelines and list the space within the Showground hire schedule at an appropriate fee.
2. Authorise the Chief Executive Officer (Manager Tourism, Events and Marketing) to establish a list of Community Food service providers for Council to provide to event partners and venue hirers.

**COMMENTARY**

In June Council were notified that the Rotary Club of Rockhampton West have made the decision to wind up their service club. Consequently their permittee month to month tenure of the kitchen of Walter Pierce Pavilion within the Rockhampton Showground will come to an end.

As part of the process members and assets have been transferred to another club, Fitzroy Rotary. The executive of the Fitzroy Rotary Club have requested that Council consider granting Fitzroy Rotary similar permit over the same kitchen space.

Discussions with the Fitzroy Rotary Club have established that the motivation for retaining the kitchen is to provide fundraising opportunities for the club in providing a level of food service that matches event organiser and attendee expectations.

While terms of the Rotary West permit did not grant exclusive right to provide food and beverage for all events at the Showground if an agreement was not reached with the event hirer the kitchen facility may not have been available to support the event in question.

The kitchen contains equipment owned by both Rotary and Council, this mixed inventory has been audited and ownership agreed.

**BACKGROUND**

Rotary West made representations to Council in 2015 regarding their long standing custom of providing food to events at the Rockhampton Showgrounds including the Agricultural Show, various Speedway events, Beef Week etc.

This resulted in a Council issuing a Trustee Permit to Rotary West to support this practice. Council issued a number of permits rather than leases to established occupiers of the Showgrounds. This was ensure occupancy would not limit the use of the grounds for larger or all of site events.

Advance Rockhampton as operator of the Rockhampton Agricultural Show and other larger scale community events often partner with community organisations in order to provide food and catering support for events.

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There are occasions when events hire of the Showgrounds are seeking food and other providers to support their event delivery with a view to providing opportunities for community fundraising.

**PREVIOUS DECISIONS**

8 December 2015 Council resolved to enter into a Trustee Permit with the Rotary Club West of Rockhampton.

**BUDGET IMPLICATIONS**

There are no material budget implications

**LEGISLATIVE CONTEXT**

Nil

**LEGAL IMPLICATIONS**

Nil

**STAFFING IMPLICATIONS**

Nil

**RISK ASSESSMENT**

Nil

**CORPORATE/OPERATIONAL PLAN**

This decision would be considered in the context of Corporate Plan Corporate Outcomes -

Community 1.1 *Safe, accessible, reliable and sustainable infrastructure and facilities.*

Economy 2.1 *A destination sought for lifestyle, community events and tourism*

**CONCLUSION**

Council being aware of the winding up of the Rockhampton West Rotary club are able to make a decision regarding occupancy of the Walter Pierce kitchen to support flexible food provision at Rockhampton Showground events.



**10.4 ART GALLERY REOPENING**

<b>File No:</b>	<b>13401</b>
<b>Attachments:</b>	<b>Nil</b>
<b>Authorising Officer:</b>	<b>Aaron Pont - Acting General Manager Community Services</b>
<b>Author:</b>	<b>John Webb - Manager Communities and Culture</b>

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**SUMMARY**

*This report supports the continued closure of the Rockhampton Art Gallery to facilitate the transition to the new Rockhampton Museum of Art.*

**OFFICER'S RECOMMENDATION**

THAT the Rockhampton Art Gallery remain closed, supporting the staff to focus on the works to develop and deliver the Rockhampton Museum of Art.

**COMMENTARY**

The Rockhampton Art Gallery along with other Council facilities closed on 17 March 2020 in response to COVID-19 control measures.

Since this closure Rockhampton Art Gallery has shifted to online engagement including popular public programs such Messy Mondays and EngAGEing Through ARTing. After securing additional funding through Queensland Government Department of Communities, Disability Services and Seniors a fortnightly podcast was developed, Behind the Art with an accompanying range of short films. Collectively this pivot to online content has resulted in 13 podcasts 13 online films and will inform future engagement strategies.

The current COVID 19 social distancing guidelines impact significantly upon the viability of public programming with an event such as Messy Monday reduced from selling 15 tickets to 5 tickets. This is the similar case for all public programs held in the Beatrice Hutton Room.

Rockhampton Regional Council continues to plan the hosting of the Developing Northern Australia Conference in November 2020. When pitching for this event Advance Rockhampton had worked with Communities to secure use of the Art Gallery as break out and session venues. This support requires the space clear of exhibitions and programs.

Along with delivering this conference the Art Gallery will be utilised to support the Pilbeam Theatre's COVID Safe operation as it reopens. The gallery is ideally placed to accommodate technical, backstage and front of house staff allowing maximum isolation from performers and members of the public outside of event delivery. This separation is vital to ensure business continuity, reducing the likelihood of exclusion site of vital show and event delivery staff due to suspected or actual infection.

While the Art Gallery has been closed to the public aging air conditioning plant has resulted one of the exhibition spaces the Range Room recording three months of unstable environmental conditions from March to June 2020. As this issue was not been able to be rectified to a level safe for the housing of art works the existing exhibition was removed. While this space is suitable for normal usage it cannot house artworks for any length of time until the issue it rectified.

**BACKGROUND**

Rockhampton Regional Council resolved to reimagine the Rockhampton Art Gallery within a new vibrant cultural precinct and community space that will activate the Rockhampton CBD, enrich tourism, and boost economic activity in the region.

Final funding for the project was secured in March 2019 and construction commenced in July 2019.

The new name of Rockhampton Museum of Art was announced in November 2019.

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The scope of the new offering will see a dramatic increase in floor space from 680m<sup>2</sup> to 4700m<sup>2</sup> to house and display Rockhampton's nationally significant collection of art. This increase in size and accompanying operational scale and sophistication requires considerable preparation work in all areas of operation and planning to not only transfer to the new site but on the ambition for this new cultural asset.

This preparation and transfer process will require a reasonable period of non-public operation to ensure planning, process and systems can be completed in a cost effective manner. This will ensure the Rockhampton Museum of Art can be commissioned, more than 2500 art works safely re-homed and site opened successfully.

### **PREVIOUS DECISIONS**

Rockhampton Art Gallery was closed on the 16 March 2020 as part of the Queensland Public Health directives. To date Rockhampton Art Gallery has not been publically accessible since.

### **BUDGET IMPLICATIONS**

Anticipating a closure prior transitioning to the Rockhampton Museum of Art within the 20/21 budget year minimal expenses or revenue have been attributed to staging exhibitions and public programs.

### **LEGISLATIVE CONTEXT**

Nil

### **LEGAL IMPLICATIONS**

No legislative requirements aside from safe operation of public spaces in line with Queensland Public Health COVID-19 directives.

### **STAFFING IMPLICATIONS**

Reduction in active programming would allow the staff to focus on the significant work required to transition to the Rockhampton Museum of Art. Current staffing includes a number of temporary positions and surety around the closure date will allow enact staffing planning and recruitment.

### **RISK ASSESSMENT**

Nil

### **CORPORATE/OPERATIONAL PLAN**

1.2.7 Develop and commence execution of policy, procedure and processes to ensure successful transition to new Rockhampton Museum of Art

### **CONCLUSION**

Continued closure of Rockhampton Art Gallery will support the ongoing transition to Rockhampton Museum of Art.

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**INFRASTRUCTURE**

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**10.5 FEDERAL GOVERNMENT ROADS OF STRATEGIC IMPORTANCE INITIATIVE**

<b>File No:</b>	<b>2756, 12534</b>
<b>Attachments:</b>	<b>1. 2018 ROSI Submission</b> <a href="#"><u>↓</u></a> <b>2. Federal Government Correspondence</b> <a href="#"><u>↓</u></a>
<b>Authorising Officer:</b>	<b>Peter Kofod - General Manager Regional Services</b>
<b>Author:</b>	<b>Martin Crow - Manager Infrastructure Planning</b>

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**SUMMARY**

*Council has received correspondence from the Assistant Minister for Road Safety and Freight Transport in relation to the Roads of Strategic Importance (ROSI) initiative. The Assistant Minister will be meeting with Chairs of the Regional Road and Transport Groups to discuss the Rockhampton Regions' priorities.*

**OFFICER'S RECOMMENDATION**

THAT Council:-

1. Support the allocation of additional Roads of Strategic Importance funding on the Mt Isa to Rockhampton Corridor on the Capricorn Highway between Alpha and Rockhampton; and
2. Seek a funding allocation of \$16 million under the Roads of Strategic Importance program for the upgrade of the Glenroy Crossing with the balance of funds required for the project to be sought from the State Government; and
3. Seek a funding allocation of \$4 million under the Roads of Strategic Importance program for the upgrade of sections of Glenroy Road with the balance of funds required for the project to be provided by Council.

**COMMENTARY**

Following the meeting with the Assistant Minister in late 2018, a submission was sent on Council's behalf to the Federal Government (refer attachment 1). This submission was formulated in line with the ROSI principles and contained a broad strategic and regional approach.

Council's submission identified the Capricorn Highway from Rockhampton to Barcaldine, with a particular focus on Rockhampton to Alpha as being strategically important for freight connectivity to Rockhampton. The Capricorn Highway forms part of the Mt Isa to Rockhampton Corridor identified by the Federal Government as a priority route. The Capricorn Highway is a State Controlled Road with the Department of Transport and Main Roads (DTMR) responsible for its improvement and upkeep. It is suggested that Council support any DTMR priority projects identified for the Capricorn Highway between Rockhampton and Alpha for funding under the ROSI initiative with emphasis placed on improvements to Road Safety and Flood immunity for the Highway.

The correspondence from the Assistant Minister also indicates that funding is not limited to just the main arterial roads within each corridor but is also available for Council roads that support connectivity to the network.

In the initial ROSI submission, Council identified the State Controlled Ridgeland's Road and Council's Glenroy Road as an emerging freight corridor servicing a growing agricultural freight need that is likely to accelerate as a result of the construction of the Rookwood Weir. It is suggested that Council should again lobby for funding to be directed towards the upgrade of the Glenroy Road including the Glenroy Crossing of the Fitzroy River.

Recent strong expressions of interest to take water from Rookwood Weir and expressions of interest for taking additional water from the Eden Bann Weir strongly support the need for a rapid increase in expenditure on supporting transport infrastructure. The current state of the Glenroy Crossing in relation to condition and flood immunity is a significant impediment agricultural development on the northern side of the river. Upgrading this crossing will require significant expenditure, indicatively \$20 million, but is also required should the raising of Eden Bann Weir be pursued in the future. It is suggested that Council should lobby both the State and Federal Government's to bring forward funding for the upgrade of the Glenroy Crossing now to facilitate agricultural growth along this corridor. This would nominally require a \$16 million commitment from the Federal Government and \$4 million commitment from the State Government.

Council has been investing in upgrades to sections of Glenroy Road and bridge infrastructure on Glenroy Road over a number of years. Currently Council is upgrading the bridge and approaches to the Louisa Creek crossing of Glenroy Road at a cost of approximately \$1 million with Federal Government assistance of approximately \$450 thousand under the Bridges Renewal Program. Council currently have indicatively allocated \$1 million in future years of the budget for Glenroy Road upgrades that could be leveraged to attract a further \$4 million contribution from the Federal Government. This is still well short of what would be required to upgrade to a sealed standard the remaining unsealed sections of Glenroy Road however Council would be required to find additional budget for Council's contribution if higher ROSI funds are to be sought for Glenroy Road.

## **BACKGROUND**

Council has received correspondence from the Assistant Minister for Road Safety and Freight Transport, the Hon Scott Buchholz MP in relation to the Roads of Strategic Importance (ROSI) initiative.

Through ROSI the Australian Government has committed over \$1 billion in Queensland across seven corridors and a number of standalone projects. In late 2018, Mayor Strelow attended a meeting with the Assistant Minister and representatives of other Local Governments to identify and discuss priority road corridors throughout Regional Queensland. As a result of this process, the Mt Isa to Rockhampton Corridor was identified as a priority corridor. The Mt Isa to Rockhampton Corridor has been allocated \$254 million under this program of which \$64 million has been allocated to the Yeppoon Road leaving \$190 million to be allocated to projects on the corridor.

Project details indicate that the Mt Isa to Rockhampton Corridor project will deliver targeted upgrades to the Landsborough and Capricorn Highways and surrounding roads.

The Federal Government has indicated that upgrades to this corridor will provide the following benefits:

- ensure key freight roads efficiently connect agricultural and mining regions to ports, airports and other transport hubs
- provide a more reliable and safe road network, especially during the wet season
- improve access for higher capacity vehicles
- facilitate other economic opportunities, including tourism

The delivery schedule will be determined as planning on the project progresses and in consultation with the Queensland Government.

The Federal Government has also been working with the State Government to identify immediate priorities and has agreed to fast-track a number of projects on or connecting to the priority corridors. These projects and the priority corridors are identified in the map attached to the Federal Government's correspondence (refer attachment 2). The Federal government is now seeking to identify priority projects on or connecting to the priority corridors and is intending to meet with the Chairs of Regional Road and Transport Groups to identify these priorities.

**BUDGET IMPLICATIONS**

Funding of improvements along corridors under ROSI is nominally split 80% to the Federal Government and 20% to the Road Agency. In that respect any projects that sit on the Capricorn Highway are the funding responsibility of TMR and any project that may be approved on Glenroy Road would require a 20% contribution from Council. Council currently have indicatively allocated \$1 million in future years of the budget for Glenroy Road upgrades that could be leveraged to attract a further \$4 million contribution from the Federal Government. There are currently no funds allocated to the upgrade of the Glenroy Crossing (indicatively \$20 million) and so it is suggested that Council lobby the other levels of Government such that 80% of the costs are contributed by the Federal Government under ROSI with the State contributing the remaining 20% of funding on the basis that this would have been incurred by the State in the raising of Eden Bann Weir.

**CORPORATE/OPERATIONAL PLAN**

Council has identified Regional Development as a key focus area and has advocated to pursue and promote regional economic development and tourism opportunities through investment attraction and facilitation, and business industry and product development.

**CONCLUSION**

The meeting of RRTG Chairs with the Assistant Minister provides an opportunity for Council to indicate support for the Mt Isa to Rockhampton Corridor with particular emphasis on increased funding for the Capricorn Highway between Alpha and Rockhampton. This meeting also provides the opportunity to reassert the importance of investing in an emerging key freight corridor on Glenroy Road and the Rockhampton to Ridgeland's Road highlighting the benefits that can be gained by current and future agricultural developments by the upgrading of the Glenroy Crossing.

# **FEDERAL GOVERNMENT ROADS OF STRATEGIC IMPORTANCE INITIATIVE**

## **2018 ROSI Submission**

**Meeting Date: 25 August 2020**

**Attachment No: 1**



## **Submission on the Roads of Strategic Importance Initiative – Northern Australia Package**

Rockhampton by proximity to the Bruce and Capricorn Highways continues to fulfil a role as a transport hub and regional service centre for Central Queensland as well as being a weigh-point into the greater South East Queensland and Brisbane. The ROSI initiative has the potential to further support or detract from this role depending on what corridors are chosen to be supported under this initiative.

It is understood from the roundtable discussions that it is not intended that the Bruce Highway be funded under the ROSI package. It is understood that the Federal Government recognises the need for continued investment in the Bruce Highway and funding support will be continuing for implementation of the Bruce Highway Action Plan. Council welcomes this commitment as the Bruce Highway remains the primary North to South Freight corridor servicing the eastern seaboard of Queensland and the inland agriculture and mining sectors of Queensland via east to west connectors such as the Capricorn Highway. Bruce Highway traffic will continue to grow whilst other corridors are under development and funds should not be diverted from the Bruce Highway to accommodate that development.

The following road corridors within the Fitzroy Region are considered to be strategically important to Rockhampton for freight connectivity. These road corridors also provide social and business connections and could be considered within Rockhampton's service catchment for health, education, professional services, cultural and retail services. The road corridors listed, with the exception of Glenroy Road, all form part of the State Controlled Road Network.

### **Existing Corridors**

**Capricorn Highway Upgrades (Route A4)** – Rockhampton to Barcaldine (with particular focus on Rockhampton to Emerald and Emerald to Alpha and the Galilee Basin). This would serve to better connect both mining (Central Bowen Basin and Galilee Basin) and agriculture sectors (including the beef supply chain, as well as grains, cotton and horticulture production in the Central Highlands) to Rockhampton as a key freight hub and support movements further south via the Bruce Highway and to the Port of Gladstone. The Capricorn Highway may also be significant to the Australian Defence Force and others in the defence industry space, effectively connecting Darwin to the Shoalwater Bay Military Training Area. Further work in this corridor will build upon existing corridor development commitments funded under Queensland's Northern Australia Roads Programme to the Capricorn Highway. Potential projects may include increased overtaking lanes and improved flood immunity between Rockhampton and Emerald. The Capricorn Highway is regarded in the Fitzroy Central West Regional Development Australia document (FCWRDA) "Overview of food and fibre industries in Central Queensland" (April 2018) as one of the main highways utilised in Central Queensland for the transport and distribution of produce. Corridor upgrades further west of Emerald to Alpha would further enhance corridor improvements carried out between Emerald and Rockhampton and is a

logical extension of the Capricorn Highway corridor programme to service the developing Galilee Basin. Potential projects would include widening in the first instance to improve capacity and road safety and then overtaking lanes and improvements to flood immunity (eg the crossing of the Belyando River). It should also be noted that the full length of the Capricorn Highway from Rockhampton to Barcaldine forms part of the State Strategic Tourism network servicing Central and Northern Queensland which ultimately sees a mix of light / commuter traffic, heavy and multi-combination vehicles and migratory tourist traffic competing for road space in this corridor.

**Fitzroy Developmental Road (Dingo-Mount Flora Road) Upgrade (Route 67)** – This road corridor provides connections into the Central/Northern Bowen Basin – Middlemount, Dysart, Coppabella, Moranbah etc - to Rockhampton (via the Capricorn Highway) with subsequent connection to Gladstone and further south via the Bruce Highway. This road also services agricultural industries in the Isaacs region and is regarded in the FCWRDA “Overview of food and fibre industries in Central Queensland” (April 2018) as one of the main roads utilised in Central Queensland for the transport and distribution of produce. This corridor is also vital for coal mining and associated services and handles a good deal of agricultural produce. The road systems in the Central Highlands region have been improved over time as a result of mining, however this also benefits the agricultural industries in that same region. There is a marked contrast with the road corridors to the west of the Rockhampton Region where there is no current mining. This corridor services an active part of the Rockhampton Region’s service catchment.

**Port Alma Road (Bajool – Port Alma Road) Upgrades** – This road corridor provides direct access from the Bruce Highway to Port Alma. Port Alma is a smaller port terminal suitable for general cargo operations and cargo of a specialised nature including class 1 explosives, ammonium nitrate, bulk tallow and military equipment for exercises held regularly at Shoalwater Bay Military Training Area. Port Alma Road has previously been allocated funding for pavement widening and safety improvements under the Northern Australia Roads Programme. The current funding addresses safety issues in relation to power lines and sealing of the shoulders for a portion of the road. If TMR seek additional funds for further works in this corridor then this would be supported by Council and would be an extension of the previous corridor works. New boat ramp facilities are to be developed in the Port Alma area which will be serviced from Port Alma Road. These boat ramp facilities form part of Council’s Recreational Fishing Strategy which has been successful to date in attracting fishing tourism to region. Another emerging industry in our region is large scale aquaculture. Sites have been identified along Port Alma Road for large scale aquaculture and investigations are continuing.

**Burnett Highway (A3) and Leichhardt Highway (A5)** – This road corridor provides connections into the Dawson and Callide Valleys, including Biloela, and to the southern Bowen Basin for mining and agriculture in particular. These Highways are regarded in the FCWRDA “Overview of food and fibre industries in Central Queensland” (April 2018) as some of the main highways utilised in Central Queensland for the transport and distribution of produce. It is unlikely that these road corridors would qualify for the ROSI – Northern Australia Package and it is more likely that these will need to be considered under the ROSI National allocation. They are mentioned here in the context that they ultimately connect through and feed the Capricorn Highway.



**May Downs Road** – This road corridor commences 12km south of Middlemount on the Dingo to Mount Flora Road and connects through to Clarke Creek on the Old Bruce Highway (Marlborough-Sarina Road) and through to the Bruce Highway. Primarily used for agriculture in the Isaacs River area. This road is important for mining services from operations in the Central Bowen Basin such as Middlemount, German Creek Surface, German Creek East, Foxleigh, Oak Park, Lake Lindsay, Grasstree, Aquila, Oaky Creek North, Oaky No 1 and Oaky Creek. This road corridor links this area with the Rockhampton Region and the Capricorn Coast and forms part of the Rockhampton Region's business catchment.

### **Emerging Corridors**

**Ridglands and Glenroy Roads Upgrades** – These road corridors are servicing existing agricultural developments and will be required to service the anticipated agricultural industry development associated with Rookwood Weir. We would anticipate this to include progressive widening and sealing of unsealed sections of these roads and improved cross drainage. Corridor development should ultimately include a new Fitzroy River Bridge at Glenroy Crossing with improved flood immunity. This is more "local" and while being focussed on an emerging regional economic development project, also improves access for existing agricultural pursuits in the Rockhampton hinterland.

**Rockhampton Ring Road** – Although likely to be funded outside of ROSI, the proposed Rockhampton Ring Road provides a significant opportunity to improve freight connectivity and improve road safety within the Rockhampton Region. The benefits of rerouting the north to south heavy vehicle traffic away from the delays and congestion associated with the urban areas of Rockhampton will be further enhanced by the provision of reasonable corridor connections into the Industrial areas located at Parkhurst and Gracemere, to the Rockhampton Airport precinct servicing both a proposed freight hub at the Airport and military movements to and from Shoalwater Bay Military Training Area and to the Rockhampton CBD as the central service hub for the region. The Rockhampton Ring Road will also allow the diversion of military ordinance from Port Alma to the periphery of the urban area through to the Shoalwater Bay Training Area.

The Rockhampton Airport and its international standard runway is a significant piece of infrastructure that is currently underutilised. A study commissioned by the Queensland Government, conducted by Deloitte Access Economics released in June 2017 reported that the Central Queensland Region has significant potential to grow high value commodities that are suited to airfreight. The report noted that these commodities are currently transported predominantly by road to Brisbane and that there is potential for airfreight out of Rockhampton instead of Brisbane. A key finding of the study was that Rockhampton was the most suitable airport in Central Queensland for future development as an export hub.

Martin Crow

Manager Infrastructure Planning

5<sup>th</sup> November 2018

# **FEDERAL GOVERNMENT ROADS OF STRATEGIC IMPORTANCE INITIATIVE**

## **Federal Government Correspondence**

**Meeting Date: 25 August 2020**

**Attachment No: 2**

14079374 - 29/07/2020



The Hon Scott Buchholz MP

Assistant Minister for Road Safety and Freight Transport  
Federal Member for Wright

Ref: MS20-001061

Cr Margaret Strelow  
Mayor  
Rockhampton Regional Council  
PO Box 1860  
ROCKHAMPTON QLD 4700

ROCKHAMPTON REGIONAL COUNCIL	
File: 2756	Doc: _____
Links: _____	
Action Officer: _____	
20 JUL 2020	
Task to: ZZMajorsPA	
Officer: _____	File: 1015
Doc No: _____	Year: 5

Dear Councillor Strelow

I am writing to you regarding the Australian Government's Roads of Strategic Importance (ROSI) initiative. As you would be aware, the ROSI is a \$4.5 billion national program funded over ten years to upgrade strategic freight routes, better connecting regional communities and industries to local and international markets, and improving safety for all road users.

Through ROSI, the Australian Government has committed over \$1 billion in Queensland across seven corridors and a number of standalone projects. This commitment will deliver significant social and economic benefits aimed at creating opportunities for greater regional employment and business growth. The Australian Government's investment in infrastructure projects throughout the state is a critical component of Queensland's economic recovery from the COVID-19 pandemic.

It is important to note that our commitment to ROSI is separate to the Australian Government's recently announced economic stimulus packages, including the \$500 million Local Roads and Community Infrastructure Program and the \$415 million joint commitment with the Queensland Government to deliver shovel-ready infrastructure projects and targeted road safety upgrades across Queensland. These economic stimulus packages, combined with the ROSI, demonstrate the Australian Government's support for communities right across Queensland.

With regard to ROSI, I would like to take this opportunity to acknowledge the important role that Local Government Authorities all across Queensland had in the first consultation process undertaken in Townsville and Brisbane in late 2018. Your advice provided valuable insight into the transport needs across regional Queensland and informed the Australian Government's selection of corridors for funding. The Australian Government's commitments to Queensland corridors include:

- \$254 million for the Mount Isa to Rockhampton Corridor, and at the time of writing, remaining funding of \$190 million available,
  - includes \$64 million for Yeppoon Road

The Hon Scott Buchholz MP  
Parliament House Canberra | (02) 6277 4144 | minister.buchholz@infrastructure.gov.au  
21 William Street, Beaudesert QLD 4285 | scott.buchholz.mp@aph.gov.au

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- \$200 million for the Queensland section of the Tennant Creek to Townsville Corridor, with remaining funding of \$111.6 million available,
  - includes \$40 million for the Kennedy Developmental Road
- \$190 million for the Cooktown to Weipa Corridor, with no remaining funding available,
- \$100 million for the Townsville to Roma Corridor, with remaining funding of \$22.9 million available,
  - includes \$40 million for Springsure to Tambo Road
- \$60 million for the Toowoomba to Ipswich Corridor, with this total funding available,
- \$50 million for the Cairns to Northern Territory Border, with remaining funding of \$31.6 million available, and
- \$50 million for the Toowoomba to Seymour Corridor, with remaining funding of \$36.4 million available

Following announcement of these corridors as part of the 2019-20 Budget, the Australian Government is now shifting its focus to project identification and delivery. Accordingly, we have been working closely with the Queensland Government to identify a number of immediate priorities that will be jointly funded and delivered in the short-term, whilst we continue to work with stakeholders to allocate the remaining funds. You may have seen that our governments reached agreement to fast-track 22 projects worth \$185 million. I have enclosed a map of the early works projects along each of the corridors for your reference.

The Australian Government is focussed on ensuring that the remaining funding for each of the corridors is allocated to the highest priority projects that will improve the freight network. To achieve this, I am now seeking your views to identify and prioritise a list of projects along each corridor.

Funding is not limited just to the main arterial roads within each corridor, it is available for local government controlled roads that support connectivity to the network. Please note that the Australian Government will provide up to 80 per cent of the total project cost for projects funded under ROSI, meaning project proponents must provide the remaining 20 per cent. Projects must also align with the ROSI principles, which can be found at [https://investment.infrastructure.gov.au/key\\_projects/initiatives/roads\\_strategic\\_importance.aspx](https://investment.infrastructure.gov.au/key_projects/initiatives/roads_strategic_importance.aspx).

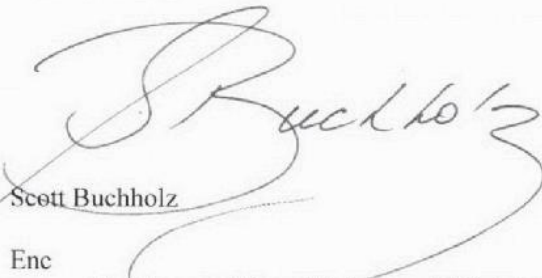
I will be requesting the Queensland Government's assistance to convene a meeting of the Chairs of Queensland's Regional Roads and Transport Groups (RRTGs) in September this year to discuss project priorities. I strongly encourage you to engage and work collaboratively with your communities, freight operators, industry and other councils within your region ahead of this meeting to identify common priorities. At this meeting, it is my intention that we will reach agreement to a list of priorities for each corridor for consideration by the Australian Government.



14079374 - 29/07/2020

I have similarly written to the mayors of other Local Government Authorities with the same request.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Buchholz', written over a faint dotted line. The signature is stylized and cursive.

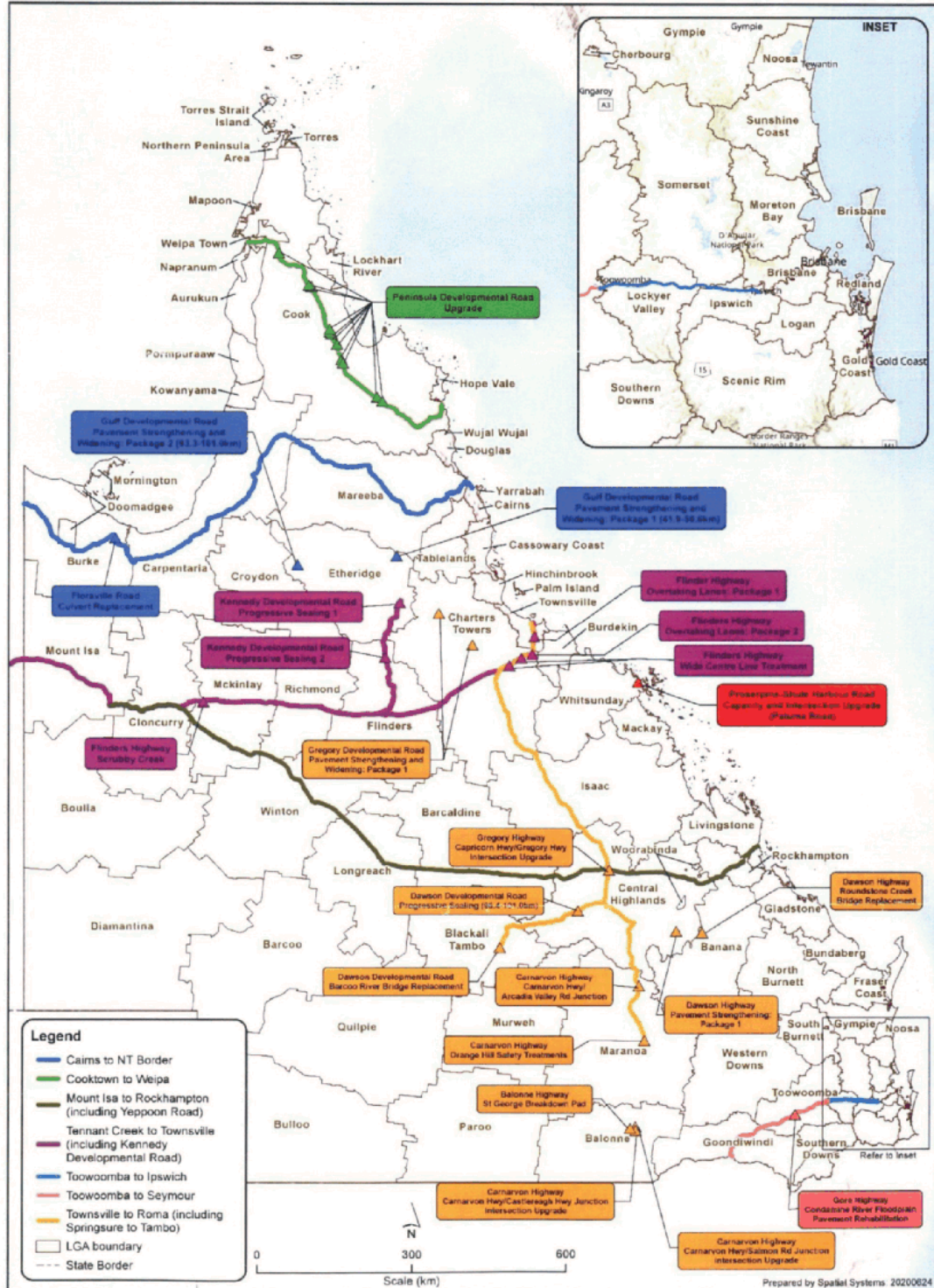
Scott Buchholz

Enc  
cc The Deputy Prime Minister and Minister for Transport, Infrastructure and Regional Development, the Hon Michael McCormack MP

14079374 - 29/07/2020

# ROADS OF STRATEGIC IMPORTANCE

## QUEENSLAND CORRIDORS



**10.6 2020-23 FOOTPATH CONSTRUCTION PROGRAM**

<b>File No:</b>	<b>1963</b>
<b>Attachments:</b>	<b>1. 2020-23 Footpath Program</b> <a href="#">↓</a> <b>2. 2020-23 Footpath Program Pathways Map Combined</b> <a href="#">↓</a>
<b>Authorising Officer:</b>	<b>Martin Crow - Manager Infrastructure Planning</b>
<b>Author:</b>	<b>Peter Wheelhouse - Network Systems Engineer</b>

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**SUMMARY**

*Council officers have prepared a three year footpath construction program and seeks Council's endorsement for the 2020/21 program.*

**OFFICER'S RECOMMENDATION**

THAT Council endorse the proposed 2020/21 footpath construction program.

**COMMENTARY**

This report provides a list of projects proposed for a three year footpath construction program. This list is included as attachment 1 with maps highlighting the location of each of the footpaths shown in attachment 2.

The 2020/21 budget has \$883,455 allocated for new footpaths and \$450,000 to complete Works for Queensland footpath projects previously approved for the 2019/20 and 2020/21 financial years. Indicative programs totaling \$1,000,000 have been identified for the 2021/22 and 2022/23 financial years. These programs will be subject to further prioritisation as part of the upcoming Walking and Cycling Strategy.

The project cost estimates are indicative and more accurate estimates will be prepared as part of the design process. Some footpaths may require ancillary infrastructure such as modifications to kerb and channel, block retaining walls, driveway works etc.

Civil Operations have programmed to start the 2020/21 footpath construction program in October 2020 and so endorsement of the program is required so that any design work required can be completed to meet the delivery program.

**BACKGROUND**

The 2019/20 Works for Queensland Program included \$1,000,000 for new footpaths. A list of projects to be constructed over 2019/20 and 2020/21 financial years was prepared and endorsed by Council. A draft list of future projects were also prepared with the intention that these would be constructed as future funding became available.

With \$883,455 made available in the 2020/21 capital budget, Officers proposed the list of future projects be constructed. Council requested a review of these projects with a refined focus on completing missing links and creating walking circuits.

As a result, a list of projects was prepared and workshopped with Council on 6 August 2020 where Councillors identified a list of projects to be programmed over a three year period. Councillors also indicated a provisional annual amount of \$1,000,000 be allocated to enable the future years footpath construction program to be developed.

**PREVIOUS DECISIONS**

Councillors identified a list of footpath projects to be programmed over a three year period at a Council workshop on 6 August 2020.

**BUDGET IMPLICATIONS**

The 2020/21 budget has \$883,455 allocated for new footpaths and \$450,000 to complete Works for Queensland projects previously approved for the 19/20 and 20/21 financial years.

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Future budgets will require an allocation for continued delivery of the footpath construction program.

**CORPORATE/OPERATIONAL PLAN**

1.1.2 Create community connectivity through the construction of walking circuits and missing links in footpaths. Complete the construction of a minimum of 3000 metres of new footpaths.

**CONCLUSION**

Council officers have prepared a three year footpath construction program. This program is provided to Council for their consideration and endorsement is sought for the 2020/21 footpath construction program.



# **2020-23 FOOTPATH CONSTRUCTION PROGRAM**

## **2020-23 Footpath Program**

**Meeting Date: 25 August 2020**

**Attachment No: 1**

## FOOTPATH PROGRAM - 2020/21

No.	Road Name	From	To	Comments	Cost Estimate
27	Ward Street	Jessie Street	Agnes Street	Missing connection from Mater Gates to Bethany	\$5,213
28	Spencer Street	Agnes Street	Intersection	Missing ramp connections at intersection. (Also Ward Street ramp)	\$8,370
29	Conaghan Street	Bland Street	Lawrie Street	Missing Connection Conaghan St path to Lawrie Street path.	\$18,375
30	Cambridge Street	Alma Street	Bolsover Lane	Short missing link on southern side to complete loop around block.	\$6,450
32	Spencer Street	Upper Dawson Road	Intersection	Missing ramp connections at intersection. Possibly included in proposed UDR works in 20/21.	\$13,688
34	Gladstone Road	Stanley Street	Talford Street	Short missing section to finish block.	\$11,400
36	German Street	Rosewood Drive	Sunset Drive	Continuation of strategic link to Sunset Dr recreational area.	\$75,500
42	Clifton Street	Berserker Street	Eidon street	Completes short link to Frenchville Club.	\$21,780
43	Hinchliff Street	Munro Street	Mungarra Drive	Complete Alexandra St connection to Farm St at least on 1 side.	\$94,350
46	Archer Street	Canning Street	Quarry Street	Complete linkage from Canning St to Grammar School	\$52,392
47	Archer Street	Quarry Street	Agnes Street	Complete linkage from Canning St to Grammar School	\$29,700
48	William Street	Canning Street	Patrick Street	Complete linkage from Canning st north to Cathedral College and Central park	\$23,310
49	William Street	Talford Street	Patrick Street	Complete linkage from Canning st north to Cathedral College and Central park	\$23,592
52	Alma Street	Fitzroy Street	Archer Street	Missing sections on western side to complete loop around block.	\$11,286
53	Alma Street	Fitzroy Street	Archer Street	Missing sections on western side to complete loop around block.	\$11,550
54	Gavial Gracemere Road	Rosewood Avenue	19 Banksia Court	Provide path for strategic linkage. Connects back to Breakspear St path.	\$118,800
55	Cambridge Street	West Street	Murray Lane	Completes connection from retirement village to Leagues Club	\$13,692
56	Cambridge Street	Lennox Street	West Street	Completes connection from retirement village to Leagues Club	\$14,880
57	East Street	Morgan Street	Dee Esplanade	Connect Morgan st Street Scape Area to Swinging Bridge	\$36,270
58	Byrnes Parade	Swinging Bridge	James Street	Complete loop from Swinging Bridge back to CBD	\$54,090
59	Cooper Street	Lakes Creek Road	Fargher Street	Connect up Bus stop	\$15,919
95	Ranger Street	Lawrie Street	Barry Street	Completes Ranger Street link	\$62,500
118	Norman Road	Farm Street	Cedar Drive	Continues link on eastern side of Norman Road	\$100,000
119	Wandal Road	Oakley Street	Haigh Street	Completes northern link to Jardine Park	\$57,500
					<b>\$880,606</b>

**DRAFT FOOTPATH PROGRAM - 2021/22**

No.	Road Name	From	To	Comments	Cost Estimate
37	Derby Street	Campbell Street	Kent Street	Missing section to continue strategic link on southern side.	\$9,420
38	Derby Street	Denison Street	Alma Lane	Missing section on Northern side to continue strategic link and connect to Denison St Path	\$12,900
39	Derby Street	Denison Street	Alma Lane	Missing section on Southern side to continue strategic link and connect to Denison St Path	\$9,900
45	Derby Street	Denison Lane	Denison Street	Short missing section on southern side to finish frontage.	\$2,970
44	Hinchliff Street	Munro Street	Farm Street	Complete Alexandra St connection to Farm St at least on 1 side.	\$103,350
73	O'Connell Street	Bolsover Street	Carr Street	Link from Bolsover Street to Depot Hill School	\$131,000
79	Rockonia Road	Cooper Street	Stack Street	Strategic connection from Cooper Street to Thozet Road	\$129,000
82	Shields Avenue	Shields Avenue	Thozet Road	Provides link to bus stop from Shields Avenue	\$29,250
86	Hollingsworth Street	Power Street	Farm Street	Strategic connection from Richardson Road to Farm Street	\$121,250
91	Buxton Drive	Breakspear Street	Peter Street	Strategic connection from Breakspear Street to Lucas Street	\$100,000
96	Bland Street	Johnson Road	Fisher Street	Completes Bland Street link	\$40,500
110	Rigarlsford Park			Adds link to Thozet Road connection	\$41,250
116	Byrnes Parade	Piddichs Crossing	150m east of Piddichs Cross	Provides first link of recreational connection from the town to the Dam	\$200,000
120	Thozet Road	Kerrigan Street	Frenchmans Creek	Provides link to Vince Lester Walk Frenchville Road	\$91,275
					<b>\$1,022,065</b>

**DRAFT FOOTPATH PROGRAM - 2022/23**

No.	Road Name	From	To	Comments	Cost Estimate
71	Exhibition Road	Campbell Street	Graeme Acton Way	Rockhampton High School and Showgrounds frontage. May need to formalise parking.	\$157,500
77	Berserker Street	Lakes Creek Road	Rodboro Street	Completes Berserker Street link	\$118,500
91	Buxton Drive	Peter Street	Lilypilly Avenue	Strategic connection from Breakspear Street to Lucas Street	\$125,000
116	Byrnes Parade	150m east of Piddichs Cross	Perlick Street	Provides second link of recreational connection from the town to the Dam	\$200,000
118	Norman Road	Cedar Drive	German Street	Continues link on eastern side of Norman Road	\$166,250
121	High Street	Dean Street	Frenchmans Creek	Provides link to Frenchmans Creek crossing	\$133,250
122	Yaamba Road	Yaamba Road overpass	Moores Creek Road	Provides connection on eastern side of Yaamba Road from Emmaus College to Moores Creek	\$100,000
123	Belmont Road	Riverside Estate	Existing footpath opposite G	Strategic connection from Edenbrook to Alexandra Street	\$60,000
					<b>\$1,000,500</b>

## DRAFT FOOTPATH PROGRAM - 2023 and beyond

No.	Road Name	From	To	Comments	Cost Estimate
31	Kent Street	Fitzroy Street	Archer Street	Missing section on western side connecting to Mosque.	\$8,514
33	Richardson Road	Bruigom Street	Yewdale Drive	Continuation of Strategic Link. 2016/17 Capital Budget - UCC-FP-Richardson Rd (Bruigom St to	\$155,000
35	Bolsover Street	South Street	Francis Street	Continuation of strategic Link to Wood street / Depot Hill	\$38,700
40	Ford Street	High Street	Richmond Street	Short missing section to finish off block.	\$23,310
41	Richmond Street	Ford Street	Musgrave Street	Short missing section on Plaza frontage.	\$4,158
50	Bolsover Street	Arthur Street	Francis Street	Continuation of strategic Link to Wood street / Depot Hill	\$56,184
51	Bolsover Street	Arthur Street	Wood Street	Continuation of strategic Link to Wood street / Depot Hill	\$52,986
60	Denham Street Ext	Agnes Street	Ann Street	Provides link to Botanic Gardens and strategic connection from Ages Street to North Street	\$169,625
61	Denham Street Ext	Ann Street	Schultz Street	Strategic connection from Ages Street to North Street	\$155,000
62	Schultz Street	Denham Street Ext	Willis Street	Strategic connection from Ages Street to North Street and Crescent Lagoon School	\$154,000
63	North Street	Agnes Street	North Street Ext	Strategic connection from Ages Street to North Street Ext and Crescent Lagoon School	\$133,750
64	Cambridge Street	Canning Street	Quarry Street	Completes loop around hospital. May need to formalise parking.	\$66,750
65	Hunter Street	North Street Ext	Western Street	Strategic connection from North Street to Wandal Road	\$131,025
66	Western Street	Hunter Street	Wandal Road	Strategic connection from North Street to Wandal Road	\$446,000
67	Wandal Road	Lion Creek Road	Naughton Street	Completes Wandal Road link	\$164,750
68	North Street	Talford Street	West Street	Missing section of North Street link	\$111,625
69	North Street	Murray Street	Campbell Street	Missing section of North Street link	\$57,500
70	North Street	Campbell Street	Denison Lane	Missing section of North Street link	\$50,750
72	Graeme Acton Way	Hall Street	Exhibition Road	Completes link around sports precinct	\$94,500
74	Lakes Creek Road	Berserker Street	Ellis Street	Strategic connection from Musgrave Street to Thozet Road	\$89,250
75	Lakes Creek Road	Musgrave Street	Berserker Street	Strategic connection from Musgrave Street to Thozet Road	\$250,000
76	Dean Street	Elphinstone Street	Lakes Creek Road	Completes Dean Street link to Lakes Creek Road	\$410,000
78	Lakes Creek Road	Dean Street	Thozet Road	Strategic connection from Musgrave Street to Thozet Road	\$300,250
80	Rockonia Road	Connor Street	Frenchmans Creek	Strategic connection from Cooper Street to Thozet Road	\$125,000
80	Rockonia Road	Frenchmans Creek	Thozet Road	Strategic connection from Cooper Street to Thozet Road	\$145,000
81	Dempsey Street	Thozet Road	Wiltshire Street	Completes link around Mount Archer School	\$57,000
83	Glenmore Road	Main Street	Park Street	Strategic connection from Main Street to Railway Bridge	\$120,000
83	Glenmore Road	Park Street	Railway line	Strategic connection from Main Street to Railway Bridge	\$130,000
84	Richardson Road	Alexandra Street	Haynes Street	Strategic connection from Alexandra Street to Haynes Street	\$218,000
85	Hollingsworth Street	Richardson Road	Power Street	Strategic connection from Richardson Road to Farm Street	\$166,500
87	Norman Road	Farm Street	Springfield Drive	Completes link around block	\$40,500
88	Rosewood Drive	Birch Close	Parkside Place	Completes Rosewood Drive link	\$212,000
89	James Street	Broadhurst Drive	Arthur Street	Strategic connection from Broadhurst Drive to John Street	\$140,500
90	James Street / John Street	Arthur Street	Lawrie Street	Strategic connection from Broadhurst Drive to John Street	\$110,500
92	Buxton Drive	Lillypilly Avenue	Lucas Street	Strategic connection from Breakspear Street to Lucas Street	\$156,250
93	Lucas Street	Gracelyn Drive	Benjamin Drive	Missing section of Lucas Street link	\$67,500
94	Donavan Crescent	Chatterton Boulevard	Breakspear Street	Completes link to Chatterton Boulevard	\$149,000
97	Dee Street	Central Street	East Street	Completes link	\$43,000
98	Thompson Avenue	Morgan Street	Showgrounds	Strategic connection from Morgan Street to Showgrounds	\$159,250
99	Ski Gardens			Recreational loop	\$225,000
100	Reaney Street	Fitzroy Bridge	North Rocky boat ramp	Strategic connection to boat ramp, sports fields	\$300,000
101	Eichelberger Park	McCullough Street	Pritchard Street	Strategic recreational connection to First Turkey walking and bike trails	\$138,750
102	Moore's Creek crossing	Eichelberger Park		Strategic recreational connection to First Turkey walking and bike trails	\$50,000
103	Harris Crescent	Harris Crescent	Eichelberger Park	Strategic recreational connection to First Turkey walking and bike trails	\$45,000
104	Harris Crescent / German Street	Moore's Creek crossing	German Street	Strategic recreational connection to First Turkey walking and bike trails	\$82,875
105	German Street Park	German Street		Strategic recreational connection to First Turkey walking and bike trails	\$412,500
106	Frenchmans Creek	Kerrigan Street	Honour Street	Strategic recreational trail	\$292,500
107	Frenchmans Creek	Honour Street	Talbot Street	Strategic recreational trail	\$393,750

108	Rigarlsford Park	Ollie Smith Park	Elphinstone Street	Strategic recreational trail	\$273,750
109	Ollie Smith Park	Thozet Road	Ollie Smith Park	Strategic recreational trail	\$225,000
111	Bill Crane Park	Elphinstone Street	Hockey fields	Strategic recreational trail	\$170,625
112	Ollie Smith Park	Talbot Street	Ollie Smith Park	Strategic recreational trail	\$185,250
113	Pilbeam Drive			Missing link	\$455,000
114	Pilbeam Drive			Missing link	\$700,000
115	Dee River	Swinging Bridge	Byrnes Parade	Strategic recreational trail to Dam	\$290,000
116	Byrnes Parade	Possum Street	The Dam	Remaining sections	\$500,000
117	Harris Park/Alex Chislom Park	Moores Creek Road	Norman Road	Strategic recreational trail	\$375,375
124	Knight Street	Main Street	Moores Creek Road	Connection to Kershaw Gardens	\$125,000
					<b>\$10,404,002</b>

# **2020-23 FOOTPATH CONSTRUCTION PROGRAM**

## **2020-23 Footpath Program Pathways Map Combined**

**Meeting Date: 25 August 2020**

**Attachment No: 2**



- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



**Pathways Map 1**

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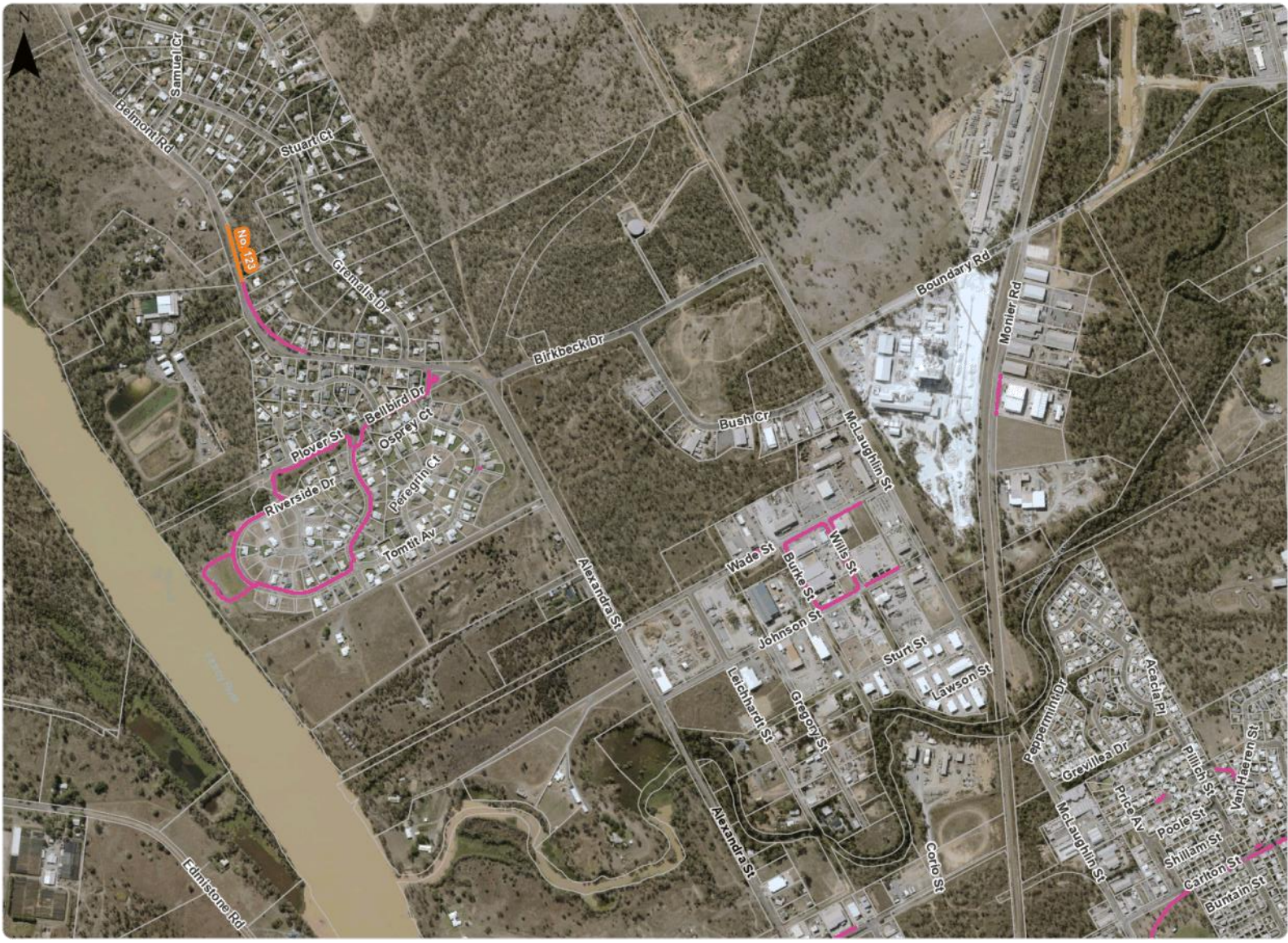
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- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



### Pathways Map 2

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- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



Pathways Map 3

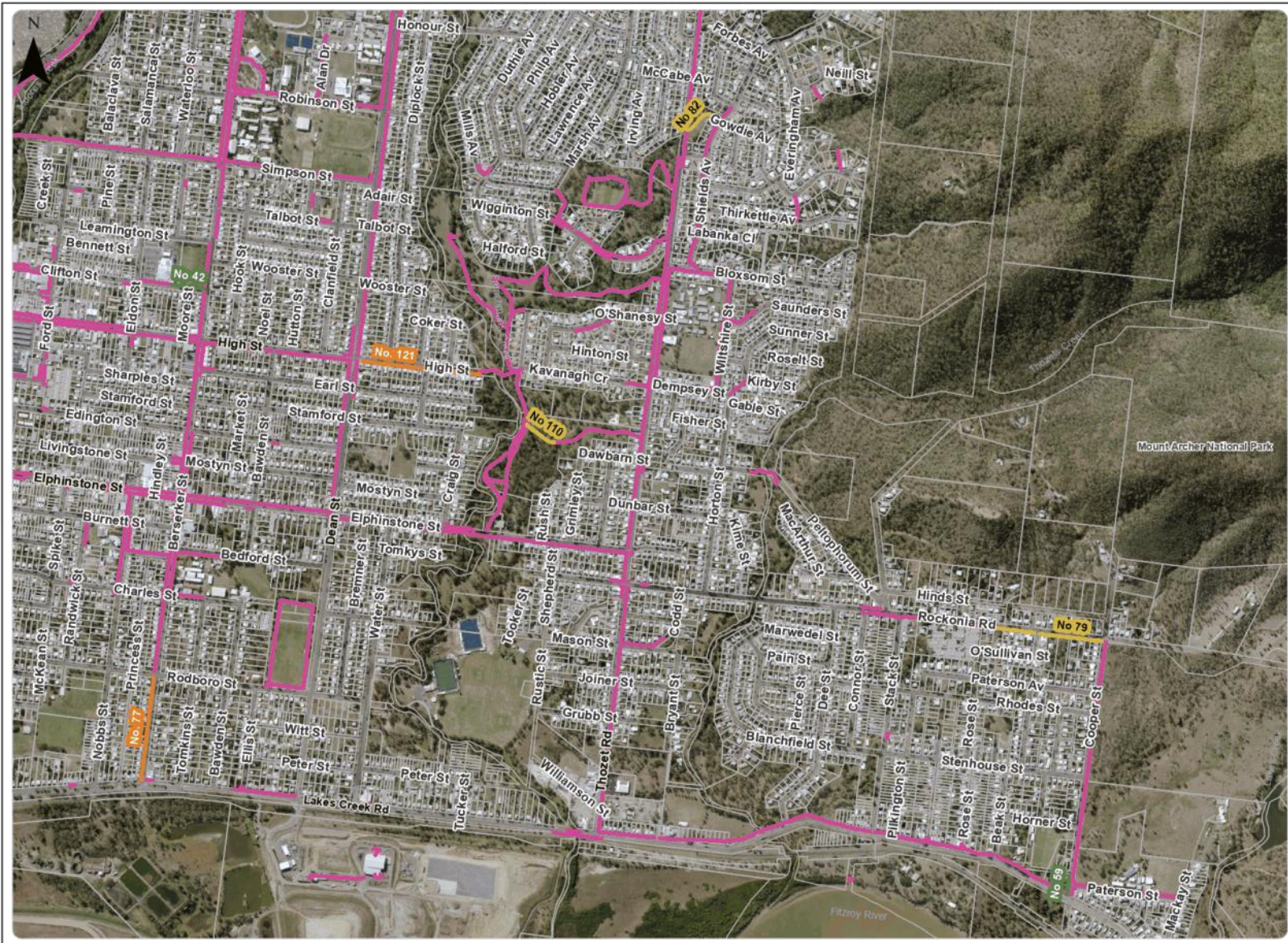
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- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



### Pathways Map 4

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- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



Pathways Map 5

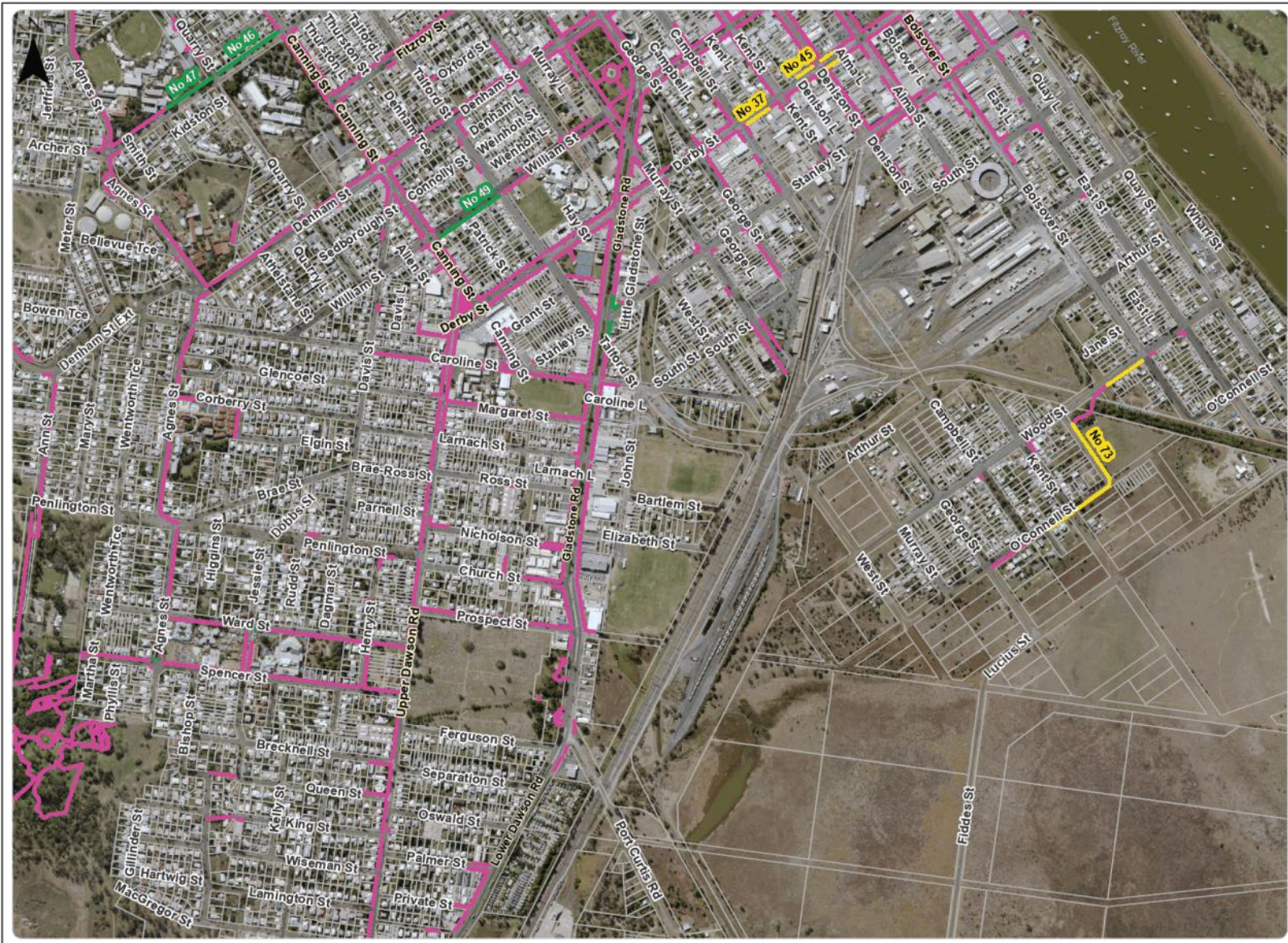
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- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



**Pathways Map 6**

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- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



**Pathways Map 7**

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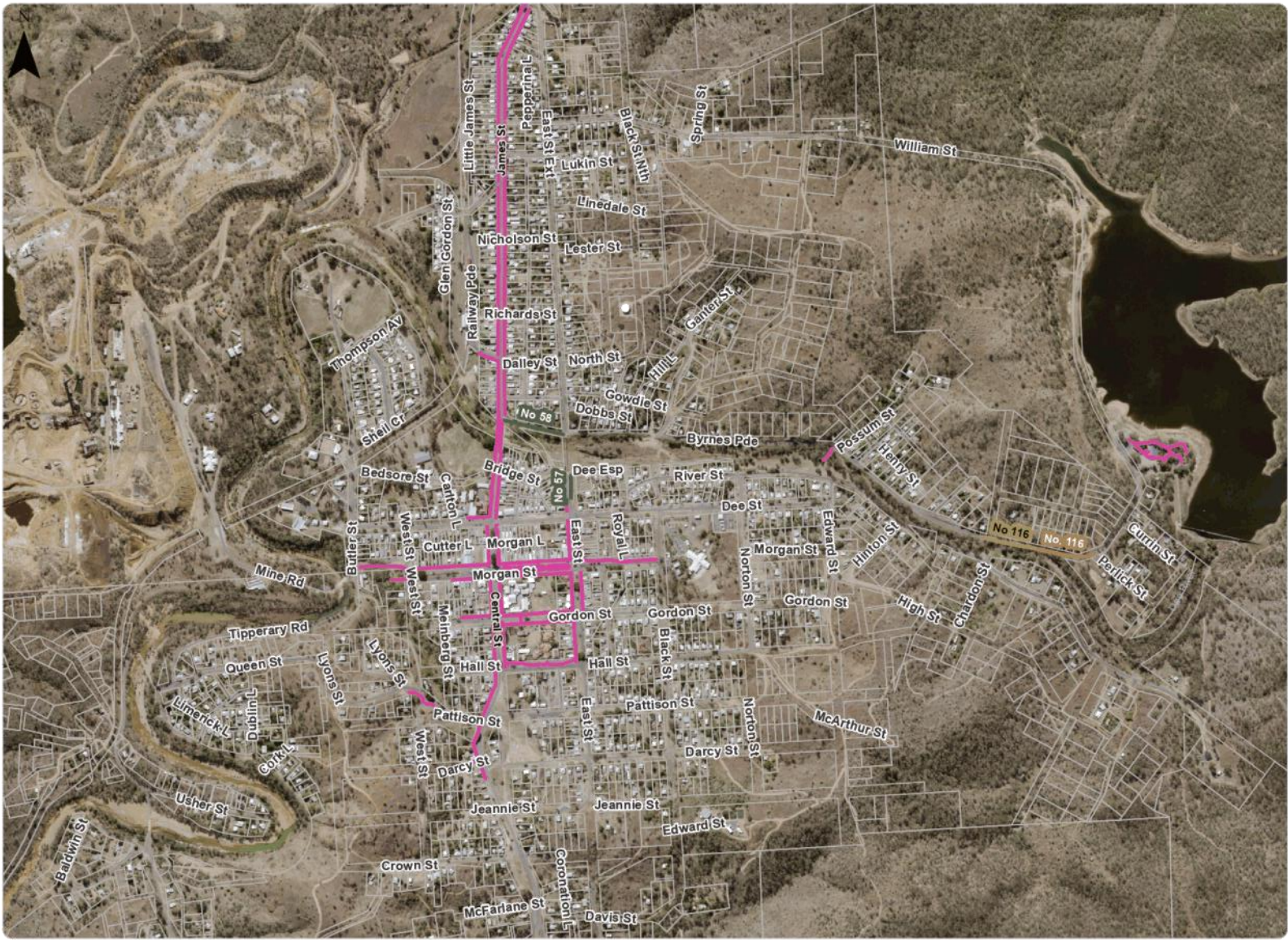
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- Legend**
- 2022-23 Footpath Program
  - 2021-22 Footpath Program
  - 2020-21 Footpath Program
  - Pathway Centrelines



Pathways Map 8

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**10.7 2019-21 WORKS FOR QUEENSLAND (ROUND 3)**

**File No:** 12534  
**Attachments:** Nil  
**Authorising Officer:** Peter Kofod - General Manager Regional Services  
**Author:** Jacob Weir - Senior Program Manager

**SUMMARY**

*This report seeks approval for two (2) new project to be included in the 2019-21 Works for Queensland Program.*

**OFFICER'S RECOMMENDATION**

THAT the two (2) new projects be endorsed for nomination as part of the 2019-21 Works for Queensland Program (Round 3).

**COMMENTARY**

This report provides a financial status update of the ten (10) projects included within the 2019-21 Works for Queensland Program (Round 3) as at the end of the 2019-20FY.

The majority of the ten (10) projects have been or are anticipated to be delivered under the allocated budget leaving surplus grants funds. One project was completed significantly under budget and another was deferred which allowed for six projects to be increased in line with tendered project costs and required changes to scope.

The table below summarises the ten (10) projects in the 2019-2021 Works for Queensland Program (Round 3), including the remaining budget (surplus) and a status update.

Project	Project Budget	Life to Date Expenditure	Remaining Cost to Complete	Remaining Budget	Project Status
Mount Morgan Walking/Bike Trail	\$620,000	\$171,500	\$416,800	\$31,700	In Progress
New Footpaths	\$1,000,000	\$632,700	\$367,300	\$0	In Progress
Fitzroy River - Bank Protection	\$3,130,910	\$2,017,000	\$0	\$1,113,910	Complete
Heritage Village - Lighting upgrades	\$500,000	\$136,400	\$248,800	\$114,800	In Progress
Visitor Information Centre Upgrades	\$4,090	\$4,090	\$0	\$0	Cancelled
Zoo Improvements	\$320,000	\$6,800	\$313,200	\$0	In Progress
Botanic Gardens Pathways	\$450,000	\$28,800	\$421,200	\$0	In Progress
Riverside Park Access Ramp	\$1,090,000	\$875,900	\$25,400	\$188,700	Complete
Pump Track - Gracemere	\$835,000	\$605,100	\$184,700	\$45,200	In Progress
Fishing Platforms	\$840,000	\$746,500	\$0	\$93,500	Complete
<b>TOTAL</b>	<b>\$8,790,000</b>	<b>\$5,224,790</b>	<b>\$1,877,400</b>	<b>\$1,587,810</b>	



The 2019-21 Works for Queensland Program Guidelines state that any unspent program budget remaining after 30 June 2021 will be retained by the Queensland Government and not provided to Council. New projects are able to be nominated for consideration, noting that the overall program budget cannot be exceeded (\$8.79 million).

Eligible funding under the 2019-21 Works for Queensland Program (Round 3) are for new projects not committed in Council's current capital program that can be fully constructed by 30 June 2021. Eligible projects can include either new projects, projects deferred to later financial years and/or accelerated projects in later financial years brought forward.

Two (2) new eligible projects are proposed to be nominated as part of the 2019-2021 Works for Queensland Program (Round 3) funded through the forecasted surplus. These are:

1. Botanic Gardens Zoo - Water Supply Upgrade;
2. Cultural Precinct Activation Works: Customs House Landscaping.

## **BACKGROUND**

The 2019-21 Works for Queensland Program (Round 3) currently has unallocated funds prompting the need to identify new eligible projects to ensure Council maximizes the funding allocation.

### **Botanic Gardens Zoo Water Supply Upgrade**

This project is to provide improved water supply to the Botanic Gardens. The proposed project includes installation of new water mains lines, fire mains and ancillary elements within the Botanic Gardens. The cost is estimated at \$800,000 to complete the required works.

### **Cultural Precinct Activation Works: Customs House Landscaping**

Landscaping at the rear of Customs House to connect with the Rockhampton Museum of Art, East Street Links and Quay Lane

The East Street Links and Quay Lane Reconstruction projects are committed as part of the 2020-2021 Capital Budget (\$988,000 and \$1,200,000 respectively). The Customs House Landscaping project is currently deferred.

The Customs House Landscaping project is intertwined with the East Street Links and Quay Lane Reconstruction projects and aims to provide a paved landscaped area that acts as a gathering place in support of the Rockhampton Museum of Art restaurant/café and other local cafes and businesses in the CBD.

The current condition of the rear of Custom's House is extremely poor with significant pavement cracking occurring throughout the area. Failure to undertake this project prior to the opening of the Rockhampton Museum of Art will result in a lost opportunity for Council to fully activate the surrounding space of the Cultural Precinct. It is proposed to capitalise on construction efficiencies through incorporating the Customs House Landscaping project as part of the East Street Links design and construction project currently being undertaken through the existing contract for the Rockhampton Museum of Art.

A preliminary cost estimate has been prepared for hardscape and softscape landscaping at approximately \$650,000.

All construction works for the Customs House Landscaping, East Street Links and Quay Lane Reconstruction are anticipated to be completed by end of May 2021, meeting the 2019-21 Works for Queensland Program (Round 3) guidelines for eligible works.

## **PREVIOUS DECISIONS**

Council considered the ten (10) nominated projects for the 2019-21 Works for Queensland Program (Round 3) on 5 March 2019 and the endorsed list was submitted to the Queensland Government on 15 March 2019.

**BUDGET IMPLICATIONS**

The two (2) new nominated projects are proposed to be funded through the forecasted surplus within the 2019-21 Works for Queensland Program (Round 3).

No additional or supplementary Council capital is being sought as part of the two (2) new nominated projects.

**LEGISLATIVE CONTEXT**

Not Applicable.

**LEGAL IMPLICATIONS**

Nil

**STAFFING IMPLICATIONS**

Nil

**RISK ASSESSMENT**

Not applicable

**CORPORATE/OPERATIONAL PLAN**

Corporate Plan Outcome: Safe, accessible, reliable and sustainable infrastructure and facilities.

**CONCLUSION**

The majority of the ten (10) nominated projects as part of the 2019-21 Works for Queensland Program (Round 3) are substantially complete with a budget surplus forecasted. Council approval is sought to nominate two (2) new projects as part of the 2019-21 Works for Queensland Program (Round 3), funded through the forecast surplus and with all works planned to be delivered by the end of May 2021, meeting all of the eligibility requirements for the Program.

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**PLANNING AND REGULATION**

---

**10.8 NEW FEE FOR NEGOTIATED DECISION NOTICES**

<b>File No:</b>	<b>7028</b>
<b>Attachments:</b>	<b>Nil</b>
<b>Authorising Officer:</b>	<b>Doug Scott - Manager Planning and Regulatory Services Aaron Pont - Acting General Manager Community Services</b>
<b>Author:</b>	<b>Tarnya Fitzgibbon - Coordinator Development Assessment</b>

---

**SUMMARY**

*The Urban Development Institute of Australia (UDIA) requested that Council review the fees and charges for Development Assessment, being a \$1,000 fee for negotiated decision notices. This fee is a new fee for 2020-2021 fees and charges.*

**OFFICER'S RECOMMENDATION**

THAT Council retain the fee of \$1,000 for negotiated decision notices.

**BACKGROUND**

A fee of \$1,000 was included in the fees and charges schedule for Development Assessment. The Urban Development Institute of Australia (UDIA) wrote to Council on 20 July 2020 requesting that the fee be reviewed.

**PREVIOUS DECISIONS**

On 23 June 2020, Council approved the Development Assessment fees and charges, which included the \$1,000 fee for negotiated decision notices.

**BUDGET IMPLICATIONS**

The original application fee does not cover the cost of the work required for a negotiated decision notice.

Application fees and charges do not reflect cost-recovery for conducting development assessment activities.

**LEGISLATIVE CONTEXT**

Council can charge development application fees under the *Planning Act 2016*. Council is able to charge fees for cost-recovery under the *Local Government Act 2009*.

**LEGAL IMPLICATIONS**

There are no legal implications.

**STAFFING IMPLICATIONS**

There are no staffing implications.

**RISK ASSESSMENT**

The Development Assessment team send draft conditions to applicants prior to deciding development applications (reducing the need for negotiated decision notices).

Placing a fee for a negotiated decision notice is common practice for a large number of Local Governments in Queensland, including some regional councils.

Given that the development application fees do not reflect cost-recovery, there is a risk that Development Assessment does not meet its operational budget revenue requirements.

**CORPORATE/OPERATIONAL PLAN**

There is no effect on the corporate or operational plan.

**CONCLUSION**

Council has introduced a new fee for negotiated decision notices in an attempt to partially recover the costs of performing this work. It is common practice among Queensland Local Governments to charge a fee for negotiated decision notices in order to assist with cost-recovery for the development assessment services offered.

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**SPORTS, PARKS AND PUBLIC SPACES**

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No items for consideration

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**WASTE AND WASTE TO RESOURCE IMPLEMENTATION**

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**10.9 RRWR ANNUAL PERFORMANCE PLAN QUARTERLY REPORT AS AT 30 JUNE 2020**

**File No:** 7927  
**Attachments:** 1. RRWR Period 13 Accruals↓  
**Authorising Officer:** Peter Kofod - General Manager Regional Services  
**Author:** Michael O'Keeffe - Manager Rockhampton Regional Waste and Recycling

---

**SUMMARY**

*Rockhampton Regional Waste and Recycling's performance against financial and non-financial targets is reported to Council on a quarterly basis in accordance with the adopted Annual Performance Plan for 2019/20. This report as at 30 June 2020 is presented for Council's information.*

**OFFICER'S RECOMMENDATION**

THAT the Rockhampton Regional Waste and Recycling Annual Performance Plan Quarterly Report as at 30 June 2020 be received.

**BACKGROUND**

Rockhampton Regional Waste and Recycling (RRWR) is required to provide a quarterly report on its performance against financial and non-financial performance targets as adopted in the Annual Performance Plan for 2019/20.

**MANAGER'S OVERVIEW**

RRWR's performance during the fourth quarter has been of a high standard. Some highlights for RRWR are presented below:

- **Waste Strategy** – Key Actions around developing a long-term community engagement plan and an options analysis for kerbside recycling (recyclables & organics) has significantly progresses.
- **Waste Education** – external facing education has been limited during the quarter due to COVID-19 restrictions. Efforts have been sustained on addressing contamination within the recycling bin.
- **The State's Waste Levy** - operational requirements continue to be implemented and refined.
- **Landfill Development** - the filling of waste continues within the first "piggyback cell" (Cell A). Tender was awarded for the construction of 'piggy back' Cell A1, with works commencing late in the quarter.
- **Stormwater Management** - works are continuing to undertake stormwater master-planning for the Lakes Creek Road landfill to ensure the appropriate management of stormwater long-term. This includes sedimentation pond capacity assessments.
- **Landfill Gas Management** - tender awarded in February 2020, with detailed design and planning works in progress.
- **Expansion of Kerbside Collection Service to Rural Areas** – work has continued with investigations into the final areas of Marmor, Bajool, Bushley, Gogango, Kalapa,

Stanwell, Westwood and Wycarbah. Any new services are expected to be rolled out in August 2020.

### CUSTOMER SERVICE PERFORMANCE

RRWR has set customer service standards that it is required to meet.

The below table presents RRWR's performance for the quarter against the eight set performance indicators.

#### 4<sup>th</sup> Quarter – 1 April 2020 to 30 June 2020

Performance Indicators		Target	Q4 2019-20
WCSS1	Weekly collection of domestic waste on same day every week	98%	99.96%
WCSS2	Weekly collection of commercial waste	95%	99.96%
WCSS3	Fortnightly collection of domestic recyclable waste	98%	99.93%
WCSS4	Fortnightly collection of commercial recyclable waste	98%	99.93%
WCSS5	Missed service collection provided within two working days from notification when notification is within one working day of scheduled collection	95%	98.73%
WCSS6	Collection services will be made available within four working days upon application by owner	98%	100.00%
WCSS7	Provision of assisted services within ten working days from application by owner	100%	100.00%
WCSS8	Repair or replacement of stolen, removed, damaged, vandalised mobile bins within four working days from notification	100%	98.36%

Note: From 359 repair and replacement requests (WCSS8) during the last quarter of 2019-2020, six requests were outside of the timeframe (1.64%). Two requests were delayed due to not having access to the bins needing repair and were repaired the next day; two more were one day over service threshold due to low resources on the due day; and two requests were initially missed due to the incorrect request code being entered.

### FINANCIAL PERFORMANCE

Percentage of year elapsed 100% @ 30 June 2020.

#### Operational

Revenue has achieved 102% of the 2019/2020 Monthly Budget Review. All revenue streams either exceeded target or almost met target.

Net rates and utility charges revenue is 102% of the Annual Budget. Fees and charges is 99% of the Annual Budget. Actual tonnages received compared to budget was mostly on track, although this is partly due to additional commercial revenue received that was not budgeted for. Commercial & Industrial, being the major stream finished ahead of target. Other streams were also ahead of target apart from Construction and Demolition.

An upfront payment from the contractor for landfill gas management that was not included in the original budget was the main reason for Grants, Subsidies & Contributions exceeding the target.

Recognition of the State Government Waste Levy Rebate Revenue was at 87% of the advance payment, mainly due to actual tonnages received being less than the amount on which the advance payment calculation was based upon.

Expenditure year to date was 94% of the Annual Budget. Most expense streams were on target or below. Actuals compared to budget for the largest expenditure categories were Contractors & Consultants (92%), Asset Operational, which is mainly the waste levy expense (93%), Employee Costs (101%) and Transfer/Overhead Allocation (92%).

### **Capital**

A major effort was made in the last quarter to achieve an overall 98% spend of the Annual Budget. The following major projects either exceeded or mostly achieved their budget which contributed to this overall result: Lakes Creek Road landfill life extension (105%), Bushley WTS building (96%), Extension of the interim capping and cover at Lakes Creek Road landfill (101%), Landscaping at Lakes Creek Road (131%) and Lakes Creek Road upgrades (105%).

There are no other material exceptions to report.

*Attachment 1 – End of Month General Ledger @ 30/06/2020*

### **COMPLIANCE MATTERS**

No compliance incidences have been observed.

### **Safety Management**

Safety has continued to be the number one priority for RRWR, with zero Lost Time Injuries (LTIs) incurred for the quarter.

The combined RRWR Unit celebrated three years without a lost time injury, as of 9 May 2020. Our next milestone is set for 1,250 days on 11 October 2020.

Safety initiatives include hazard and operational site inspections, risk assessments, review of risk registers and associated work instructions, toolbox talks, training, dangerous street and assisted services assessments / actions.

The table below shows RRWR's performance against Council's Lead Indicators:

<b>KPI</b>	<b>Council Target 2019/20</b>		<b>RRWR Performance to Date</b>	
Incident Logging	90%		95%	
Hazard Inspections	90%		94% completed within the scheduled month	
<b>Safety Statistics</b>				
<b>2019/2020</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>
Days Lost	0	0	0	0
Lost Time Injuries	0	0	0	0
Total Number of Incidents Reported	15	21	22	24

### **Environmental Management**

No environmental incidences have been observed. Responsible management of environmental issues is an essential part of RRWR's daily operations.

Following Contract award for landfill gas management at both Lakes Creek Road and Gracemere landfills in February 2020, Officers are working closely with the successful contractor to complete initial designs and arrangements for the commencement of landfill gas management at Lakes Creek Road Landfill. Arrangements for Gracemere Landfill will coincide with the construction of the final capping system for the Gracemere Landfill.

Stormwater master-planning for the Lakes Creek Road landfill is continuing to ensure the appropriate management of stormwater long-term. This includes sedimentation pond capacity assessments.

**CONCLUSION**

Performance throughout this reporting period has been of a high standard with continued vigilance to ensure performance is not only maintained but with an ongoing focus of continuous improvement. RRWR's performance in safety has been outstanding with a significant focus on the Team not becoming complacent by ensuring that safety is always front of mind. RRWR has delivered well against both capital and operational budget targets for this year.



**RRWR ANNUAL PERFORMANCE PLAN  
QUARTERLY REPORT  
AS AT 30 JUNE 2020**

**RRWR Period 13 Accruals**

**Meeting Date: 25 August 2020**

**Attachment No: 1**



**End of Month General Ledger - (Operating Only) - REGIONAL SERVICES**

**As At End Of June 2020 (Period 13 Accruals)**

Report Run: 07-Aug-2020 14:18:15 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Monthly Budget Review	EOM Commitments	YTD Actual	Commit + Actual	Variance
	\$	\$	\$	\$	\$	%
<b>REGIONAL SERVICES</b>						
<b>WASTE &amp; RECYCLING SERVICES</b>						
<i>RRWR Waste Operations</i>						
Revenues	(8,012,113)	(7,735,918)	(96,021)	(7,824,970)	(7,920,991)	101%
Expenses	8,718,748	8,618,748	29,190	7,808,028	7,837,218	91%
Transfer / Overhead Allocation	(2,328,858)	(2,403,858)	(24,978)	(3,538,873)	(3,563,851)	147%
<b>Total Unit: RRWR Waste Operations</b>	<b>(1,622,223)</b>	<b>(1,521,028)</b>	<b>(91,809)</b>	<b>(3,555,814)</b>	<b>(3,647,624)</b>	<b>234%</b>
<i>RRWR Collections</i>						
Revenues	(353,830)	(311,251)	(61,447)	(306,445)	(367,892)	98%
Expenses	4,127,481	4,197,481	11,551	3,726,158	3,737,708	89%
Transfer / Overhead Allocation	3,495,614	3,495,614	(2,020)	4,451,708	4,449,689	127%
<b>Total Unit: RRWR Collections</b>	<b>7,269,264</b>	<b>7,381,844</b>	<b>(51,916)</b>	<b>7,871,421</b>	<b>7,819,505</b>	<b>107%</b>
<i>RRWR Management</i>						
Revenues	(14,855,673)	(15,250,173)	(397,073)	(15,643,886)	(16,040,959)	103%
Expenses	2,936,981	3,035,617	381,243	3,354,065	3,735,309	110%
Transfer / Overhead Allocation	2,691,110	2,691,110	(47,184)	2,666,180	2,618,996	99%
<b>Total Unit: RRWR Management</b>	<b>(9,227,582)</b>	<b>(9,523,446)</b>	<b>(63,014)</b>	<b>(9,623,640)</b>	<b>(9,686,654)</b>	<b>101%</b>
<b>Total Section: WASTE &amp; RECYCLING SERVICES</b>	<b>(3,580,540)</b>	<b>(3,662,630)</b>	<b>(206,739)</b>	<b>(5,308,034)</b>	<b>(5,514,773)</b>	<b>145%</b>
	(23,221,617)	(23,297,342)	(554,541)	(23,775,301)	(24,329,842)	102.05%
	19,641,077	19,634,712	347,802	18,467,267	18,815,069	94.05%

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**WATER AND SUPPORTING A BETTER ENVIRONMENT**

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No items for consideration

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**BUDGET, GOVERNANCE AND OTHER MATTERS**

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**10.10 FEES AND CHARGES 2020-2021 AMENDMENTS**

<b>File No:</b>	<b>7816</b>
<b>Attachments:</b>	<b>Nil</b>
<b>Authorising Officer:</b>	<b>Ross Cheesman - Deputy Chief Executive Officer</b>
<b>Author:</b>	<b>Alicia Cutler - Chief Financial Officer</b>

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**SUMMARY**

*The intention of this report is to submit minor amendments to Council's Fees and Charges Schedule for the 2020-2021 financial year.*

**OFFICER'S RECOMMENDATION**

THAT in accordance with the requirements of the *Local Government Act 2009*, Council adopts the amendments to the Fees and Charges schedule for the 2020-2021 financial year.

**COMMENTARY**

The proposed amendments to the Fees and Charges 2020-2021 are provided below.

**BACKGROUND**

Since Council adopted the Fees and Charges for 2020-2021 on 23<sup>rd</sup> June 2020 Building, Plumbing and Compliance and Smart Hub have identified minor issues which require amendment as per the attached summary of proposed changes to fees and charges 2020-2021.

There are two suggested changes for Building, Plumbing and Compliance:

1. A new fee is recommended for "Existing dwelling connecting to Gracemere's water main reticulation network extension 2020" for \$170. This fee will be used only for the Gracemere water main extension project where there is no assessment required – only a connection. This fee is less than the normal assessment and connection fees for water users.
2. A new fee is recommended for "Minor Work (includes assessment and 1 inspection)" for \$274. The current fee is \$657. This new fee is designed for minor plumbing changes only to a dwelling.

There is one change suggested for the Smart Hub for the introduction of a new membership option – SmartHub Online Membership.

This membership option has been designed to support the goals and activities outlined in the SmartHub COVID-19 Response Plan and to provide a mechanism for attracting and retaining membership for those who are not in a position to take advantage of the co-working space or who do not live locally.

For an annual membership fee of \$96.00 including GST the proposed additional item will include:

- Access to member only online sessions (currently two Zoom calls per week);
- Monthly coaching sessions with Elize Hattin, SmartHub Business Manager via Zoom;

- Facebook and Slack private access, thus enabling communication with the SmartHub community.

**BUDGET IMPLICATIONS**

The effect of the changes will have very minimal budget impact for Building, Plumbing and Compliance.

It is anticipated that a small number of existing SmartHub members may transfer to online membership for a lesser fee. However, it is also expected that as the SmartHub continues to position itself as an online leader in the wider business community, the uptake of an option to subscribe as an online member will counteract any decrease in existing SmartHub membership revenue.

**POLICY IMPLICATIONS**

The fees and charges in the schedules can be amended at any time throughout the year in accordance with legislation.

**CONCLUSION**

These minor amendments are recommended for inclusion in the 2020-2021 Fees and Charges Schedule.

Upon approval by Council, these amendments to the 2020-2021 Fees and Charges Schedule are to be uploaded and presented on the Council's website.

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**10.11 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 30 JUNE 2020**

**File No:** 8148  
**Attachments:** 1. [Income Statement - June 2020](#)  
2. [Key Indicators Graphs- June 2020](#)  
**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer  
**Author:** Alicia Cutler - Chief Financial Officer

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**SUMMARY**

*The Chief Financial Officer presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 30 June 2020. The report has been prepared along similar lines to the normal month-end Management Reports and is the best comparison against Budget.*

**OFFICER'S RECOMMENDATION**

That the Rockhampton Regional Council Summary Budget Management Report for the period ended 30 June 2020 be 'received'.

**COMMENTARY**

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

1. Income Statement (Actuals and Budget for the period 1 July 2019 to 30 June 2020), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

The attached financial statement provides Council's position at the end of the 2019/20 financial year prior to a small number of accounting adjustments for financial reporting purposes. The actual financial results will include these adjustments and are then reported as part of Council's annual report. This Budget Management report shows the most useful comparison against Council's Budgeted position.

Results should be approximately 100% of the May budget review as end of financial year processing is now complete.

Operational income and expenses are mostly in line with expectations for the 2019/20 financial year and showing some slight improvement on each. The May monthly budget review reflected Council's latest expected position for the year including estimates of the financial impacts of COVID-19.

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

Total Operating Revenue is at 100% of the May budget review. Key components of this result are:

- Fees and charges revenue is at 96% as a result of COVID-19 impacts affecting Council since April. A number of Council run events have had to be cancelled reducing event revenue. Event expenses (under Administrative expenses) are also under budget, overall there is little impact on Council's net financial results.
- Private and recoverable works finished the year ahead of budget at 114% due to additional bulk water sales.
- Rent and lease income is ahead of budget at 107% due to the timing of billing and end of financial year accrual adjustments.
- Other income is at 115% of budget due to higher than expected recovery of expenses.

- All other revenue items are in proximity to budget.

Total Operating Expenditure is at 99% of the May budget review. Key components of this result are:

- Administrative expenses are at 89% due to the cancellation of events facilitated by Advance Rockhampton and the Community and Culture Section as a result of COVID-19 restrictions. The reduction in expense offsets the reduction in Fees and Charges revenue noted above.
- Other expenses are at 80% of budget. This is partly due to the timing of payments of grants and sponsorships to local community groups. There was a budget increase for provision for doubtful debts in view of the potential impacts of COVID-19, however the actual provision recorded was less than budgeted.
- All other expenditure items are in proximity to the May budget review.

The net operating surplus recorded in this report was slightly improved compared to budget (by approximately \$1.85 million). The final result after accounting adjustments for financial reporting purposes will be closer, but importantly will still be in a surplus position.

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

Total Capital Income is at 91% of the May budget review. Budgets for Capital Income not received in the 19/20 financial year will be carried forward to the 20/21 financial year.

Total Capital Expenditure is at 92% of the May budget review. The capital program saw \$17.8M spent during June and totalled \$96.8M for the financial year. Unspent capital budgets will be carried forward to the 20/21 financial year.

The total available for carryover in many areas is very small which reflects the level of diligence in budgeting in these areas. As a whole, 92% of the Capital program was delivered, being an excellent result.

Total Investments are \$84.7M as at 30<sup>th</sup> June 2020, compared to a budgeted position of \$74.5M. The main contributor to the variance is capital expenditure to be carried forward.

Total Loans are \$140.6M as at 30<sup>th</sup> June 2020 in line with budget. During June, Council drew down \$44.0M of QTC loan funding and also paid the final quarterly loan repayment for the 2019/20 financial year.

## **CONCLUSION**

Operational income and expenses are mostly in line with the latest budget expectations for the 2019/20 financial year and Council will report a small operating surplus for the year. There were adjustments to the May budget review to take into account updated information, including the estimated financial impacts of COVID-19.

Similarly, capital results for 19/20 were in range of budget, with both Capital Income and Capital Expenditure at greater than 90% of May budget review. Budget amounts for Capital Income not received and unspent Capital Expenditure will be carried forward to the 20/21 financial year.

In conclusion, the forecast position for the 19/20 year, is not substantially different to actual results and besides carrying forward a relatively small amount of capital, there are no other adjustments required in the 20/21 budget.

# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 30 JUNE 2020**

## **Income Statement - June 2020**

**Meeting Date: 25 August 2020**

**Attachment No: 1**

**Income Statement**  
**For Period July 2019 to June 2020**  
**100% of Year Gone**



	Adopted Budget	Monthly Budget Review	YTD Actual	% of Monthly Budget Review
	\$	\$	\$	
<b>OPERATING</b>				
<b>Revenues</b>				
Net rates and utility charges	(149,627,173)	(153,447,405)	(153,352,907)	100%
Fees and Charges	(26,271,007)	(24,028,627)	(23,016,148)	96%
Private and recoverable works	(13,292,943)	(6,365,722)	(7,276,723)	114%
Rent/Lease Revenue	(3,117,903)	(3,001,614)	(3,219,228)	107%
Grants Subsidies & Contributions	(14,762,254)	(13,522,353)	(13,491,441)	100%
Interest revenue	(934,000)	(1,084,000)	(1,091,799)	101%
Other Income	(4,423,646)	(5,944,155)	(6,821,032)	115%
<b>Total Revenues</b>	<b>(212,428,927)</b>	<b>(207,393,875)</b>	<b>(208,269,278)</b>	<b>100%</b>
<b>Expenses</b>				
Employee costs	83,397,224	83,776,366	83,372,558	100%
Contractors & Consultants	17,959,240	17,437,904	17,213,331	99%
Materials & Plant	19,244,295	13,725,362	14,064,691	102%
Asset Operational	25,149,294	25,418,180	25,100,812	99%
Administrative expenses	14,368,947	14,028,786	12,514,271	89%
Depreciation	54,365,738	54,087,810	55,544,590	103%
Finance costs	6,046,530	6,046,530	6,047,408	100%
Other Expenses	1,247,340	2,311,090	1,843,051	80%
<b>Total Expenses</b>	<b>221,778,608</b>	<b>216,832,027</b>	<b>215,700,712</b>	<b>99%</b>
<b>Transfer / Overhead Allocation</b>				
Transfer / Overhead Allocation	(9,382,328)	(9,514,011)	(9,364,556)	98%
<b>Total Transfer / Overhead Allocation</b>	<b>(9,382,328)</b>	<b>(9,514,011)</b>	<b>(9,364,556)</b>	<b>98%</b>
<b>TOTAL OPERATING POSITION (SURPLUS)/DEFICIT</b>	<b>(32,647)</b>	<b>(75,859)</b>	<b>(1,933,123)</b>	<b>2548%</b>
<b>CAPITAL</b>				
<b>Total Developers Contributions Received</b>	<b>(2,262,800)</b>	<b>(1,139,500)</b>	<b>(1,175,686)</b>	<b>103%</b>
<b>Total Capital Grants and Subsidies Received</b>	<b>(63,960,122)</b>	<b>(37,038,876)</b>	<b>(33,555,526)</b>	<b>91%</b>
<b>Total Proceeds from Sale of Assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Total Capital Income</b>	<b>(66,222,922)</b>	<b>(38,178,376)</b>	<b>(34,731,212)</b>	<b>91%</b>
<b>Total Capital Expenditure</b>	<b>149,316,405</b>	<b>105,127,550</b>	<b>96,788,945</b>	<b>92%</b>
<b>Net Capital Position</b>	<b>83,093,482</b>	<b>66,949,174</b>	<b>62,057,733</b>	<b>93%</b>
<b>TOTAL INVESTMENTS</b>			<b>84,699,321</b>	
<b>TOTAL BORROWINGS</b>			<b>140,614,210</b>	

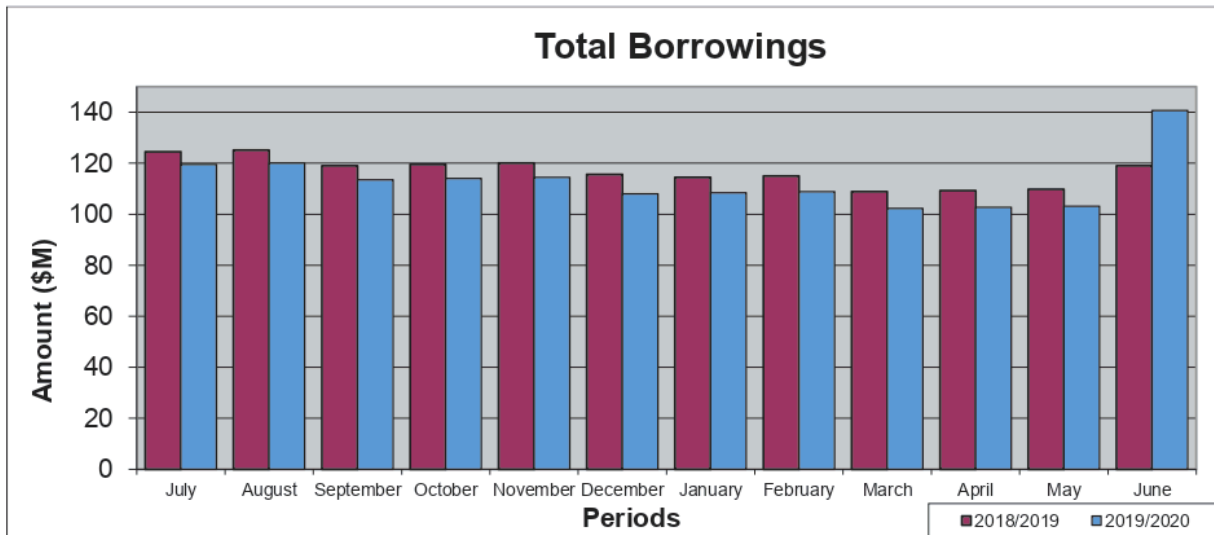
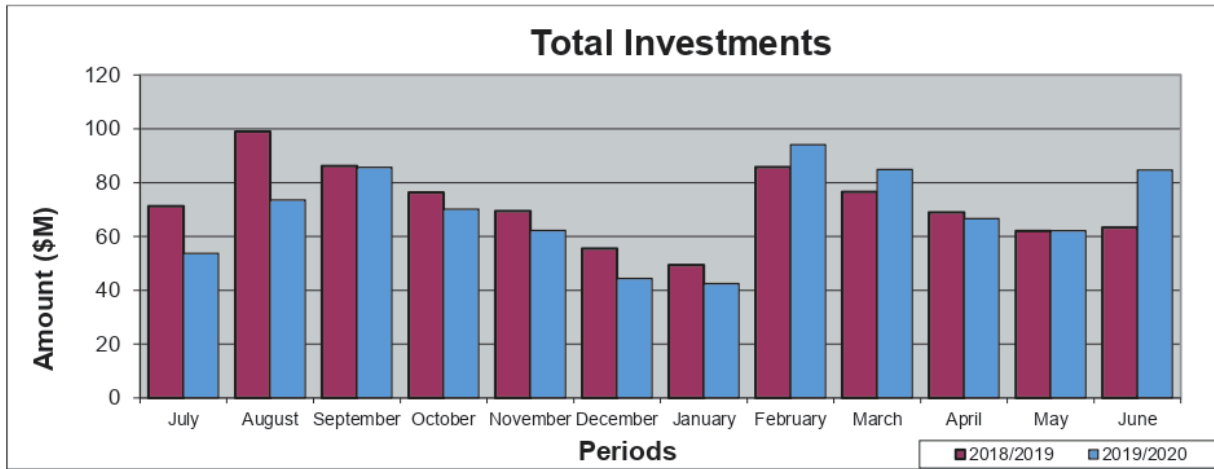


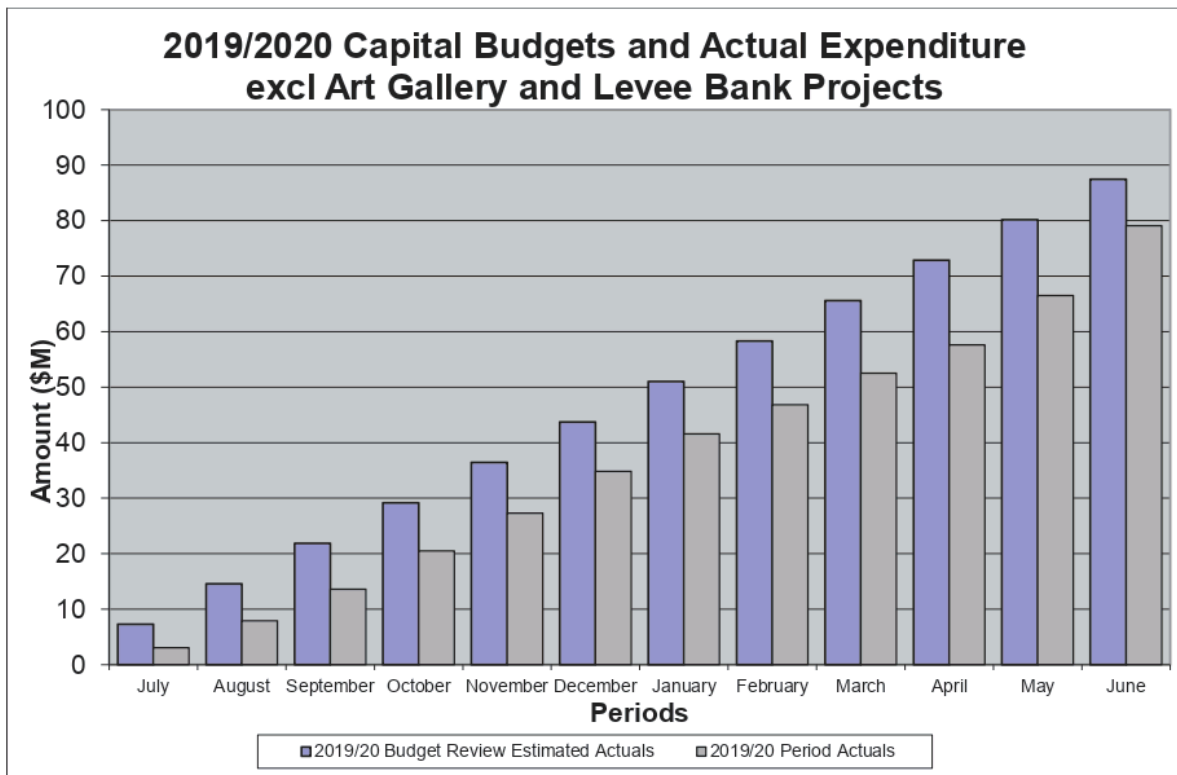
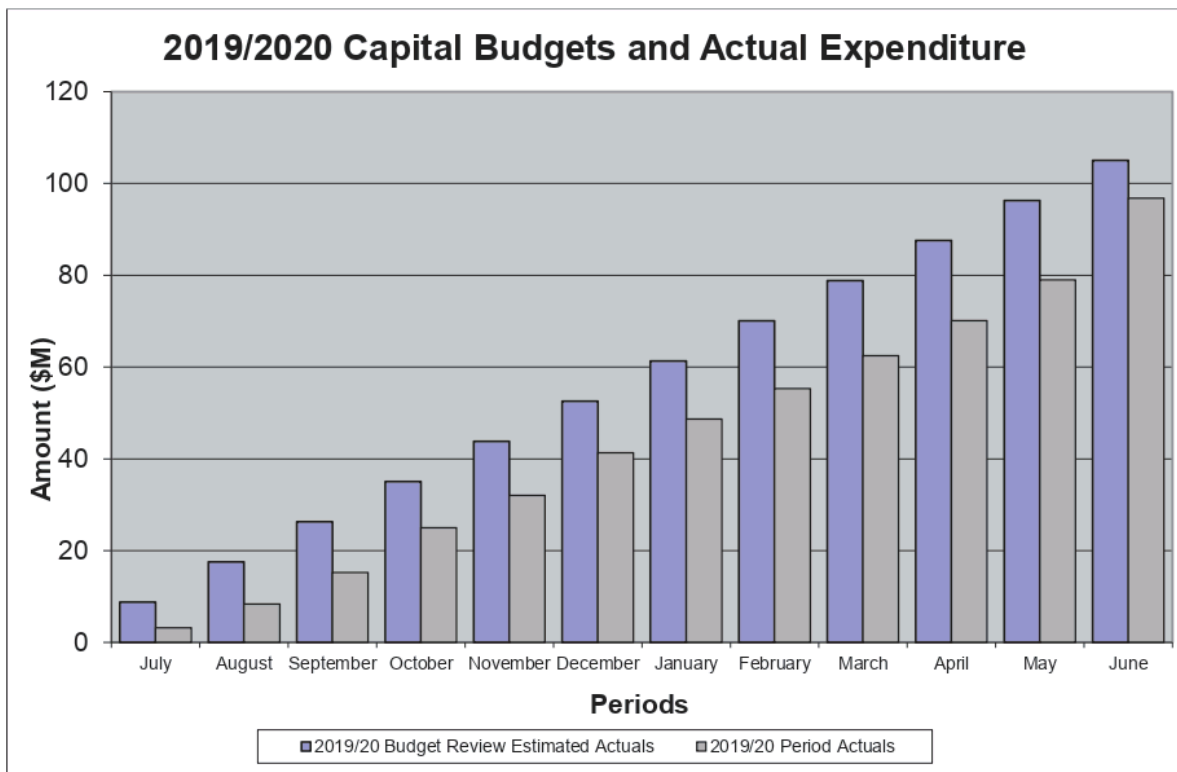
# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 30 JUNE 2020**

## **Key Indicators Graphs - June 2020**

**Meeting Date: 25 August 2020**

**Attachment No: 2**





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**10.12 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 31 JULY 2020**

**File No:** 8148  
**Attachments:** 1. [Income Statement - July 2020](#)  
2. [Key Indicators Graphs- July 2020](#)  
**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer  
**Author:** Alicia Cutler - Chief Financial Officer

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**SUMMARY**

*The Chief Financial Officer presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 31 July 2020.*

**OFFICER'S RECOMMENDATION**

That the Rockhampton Regional Council Summary Budget Management Report for the period ended 31 July 2020 be 'received'.

**COMMENTARY**

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

1. Income Statement (Actuals and Budget for the period 1 July 2020 to 31 July 2020), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

The attached financial statement provides Council's position after the first month of the 2020/21 financial year. After the first month results should be approximately 8.3% of the adopted budget.

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

Total Operating Revenue is at 37% of the adopted budget. Key components of this result are:

- Net Rates and Utility Charges are at 47% of budget. Council's rates and utility charges for the first six months ending 31 December 2020 of the financial year have been raised and are due on 9<sup>th</sup> September 2020.
- Rent and lease revenue is behind budget at only 2%. This is due to year end accrual adjustments processed back to 2019/20 financial year. Actual revenue will align more closely with budget as the year progresses.
- Interest revenue is ahead of budget at 12%. Interest revenue historically remains ahead of budget for the first six months of the financial year and then moves closer to budget during the second half of the financial year.
- Other income is ahead of budget at 14% due to recovery of expenses for Home Assist exceeding budget expectations. The program revenue matches actual costs incurred.
- All other revenue items are in proximity to budget.

Total Operating Expenditure is at 7% of the adopted budget. Key components of this result are:

- Contractors and consultants and asset operational costs are both at 4%. This is due to the processing of financial year end accruals – services provided in June and invoiced in July has been accrued back to the 2019/20 financial year.

- Administrative expenses are at 3% as the estimated timing for the majority of this account group is later in the financial year for events managed by Community and Culture Units and Advance Rockhampton.
- Other expenses are at 1% of budget. This is partly due to the timing of grants and sponsorships to local community groups which will be distributed throughout the financial year.
- All other expenditure items are in proximity to budget.

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

Total Capital Income is at 6% of the adopted budget and in line with expectations at this early stage of the financial year.

Total Capital Expenditure is at 2% of the adopted budget. The result for July is affected by processing of financial year end accruals – work done in June and invoiced in July has been accrued back to the 2019/20 financial year.

Total Investments are \$71.5M as at 31<sup>st</sup> July 2020.

Total Loans are \$141.1M as at 31<sup>st</sup> July 2020.

### **CONCLUSION**

With only one month of the financial year passed and many of the transactions in the month relating to the 19/20 financial year, it is difficult to see any trends within the management report. Total operational revenue is ahead of budget at 37% due to the levying of the General Rates and Utility Charges for the six months ending 31 December 2020.

The capital program saw \$3.1M spent during the first month of the financial year and will need to gain momentum over the coming months to deliver the projects budgeted in 2020/21.

# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 31 JULY 2020**

## **Income Statement - July 2020**

**Meeting Date: 25 August 2020**

**Attachment No: 1**



**Income Statement  
For Period July 2020  
8.3% of Year Gone**

	Adopted Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Adopted Budget
	\$	\$	\$	\$	
<b>OPERATING</b>					
<b>Revenues</b>					
Net rates and utility charges	(153,000,167)	(71,907,065)	0	(71,907,065)	47%
Fees and Charges	(22,458,987)	(1,172,180)	0	(1,172,180)	5%
Private and recoverable works	(5,989,487)	(535,871)	0	(535,871)	9%
Rent/Lease Revenue	(3,017,353)	(54,150)	0	(54,150)	2%
Grants Subsidies & Contributions	(14,150,094)	(1,020,518)	0	(1,020,518)	7%
Interest revenue	(508,000)	(61,036)	0	(61,036)	12%
Other Income	(6,020,926)	(837,662)	0	(837,662)	14%
<b>Total Revenues</b>	<b>(205,145,014)</b>	<b>(75,588,481)</b>	<b>0</b>	<b>(75,588,481)</b>	<b>37%</b>
<b>Expenses</b>					
Employee costs	85,489,929	7,280,855	103,376	7,384,231	9%
Contractors & Consultants	17,952,970	640,738	7,360,700	8,001,438	4%
Materials & Plant	13,518,209	1,167,669	2,522,130	3,689,799	9%
Asset Operational	25,608,718	1,125,668	3,270,508	4,396,176	4%
Administrative expenses	15,170,473	442,232	3,033,136	3,475,367	3%
Depreciation	54,969,352	4,580,779	0	4,580,779	8%
Finance costs	5,373,800	458,419	0	458,419	9%
Other Expenses	1,797,295	24,368	11,418	35,786	1%
<b>Total Expenses</b>	<b>219,880,746</b>	<b>15,720,727</b>	<b>16,301,268</b>	<b>32,021,995</b>	<b>7%</b>
<b>Transfer / Overhead Allocation</b>					
Transfer / Overhead Allocation	(9,303,324)	(763,840)	0	(763,840)	8%
<b>Total Transfer / Overhead Allocation</b>	<b>(9,303,324)</b>	<b>(763,840)</b>	<b>0</b>	<b>(763,840)</b>	<b>8%</b>
<b>TOTAL OPERATING POSITION (SURPLUS)/DEFICIT</b>	<b>5,432,409</b>	<b>(60,631,594)</b>	<b>16,301,268</b>	<b>(44,330,326)</b>	<b>-1116%</b>
<b>CAPITAL</b>					
<b>Total Developers Contributions Received</b>	<b>(2,940,300)</b>	<b>(116,346)</b>	<b>0</b>	<b>(116,346)</b>	<b>4%</b>
<b>Total Capital Grants and Subsidies Received</b>	<b>(61,409,409)</b>	<b>(3,777,068)</b>	<b>0</b>	<b>(3,777,068)</b>	<b>6%</b>
<b>Total Proceeds from Sale of Assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Total Capital Income</b>	<b>(64,349,709)</b>	<b>(3,893,413)</b>	<b>0</b>	<b>(3,893,413)</b>	<b>6%</b>
<b>Total Capital Expenditure</b>	<b>170,583,964</b>	<b>3,136,039</b>	<b>66,419,958</b>	<b>69,555,997</b>	<b>2%</b>
<b>Net Capital Position</b>	<b>106,234,255</b>	<b>(757,374)</b>	<b>66,419,958</b>	<b>65,662,584</b>	<b>-1%</b>
<b>TOTAL INVESTMENTS</b>			<b>71,452,402</b>		
<b>TOTAL BORROWINGS</b>			<b>141,064,571</b>		

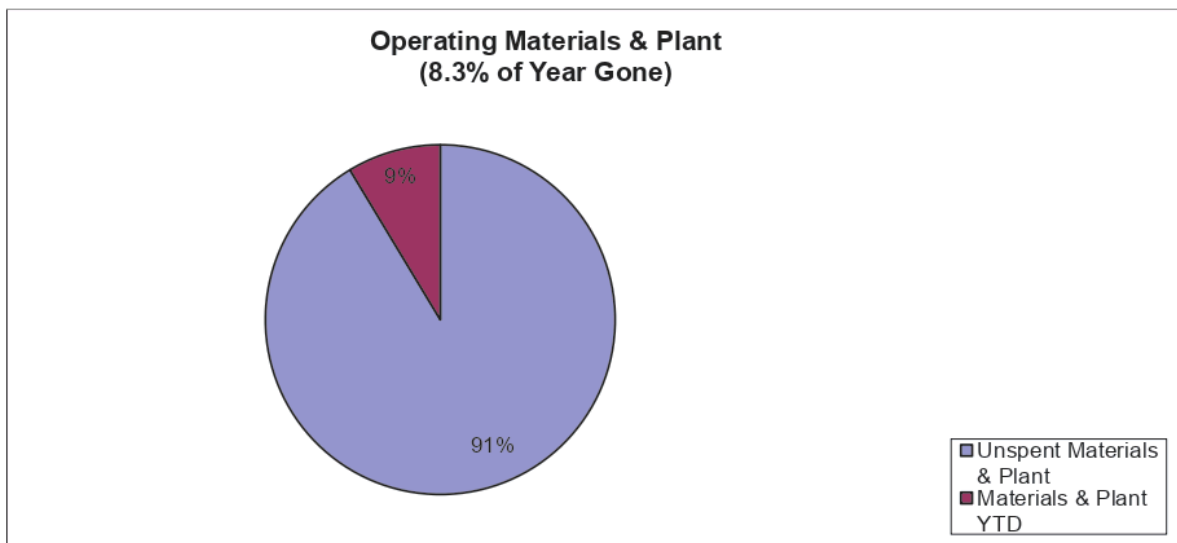
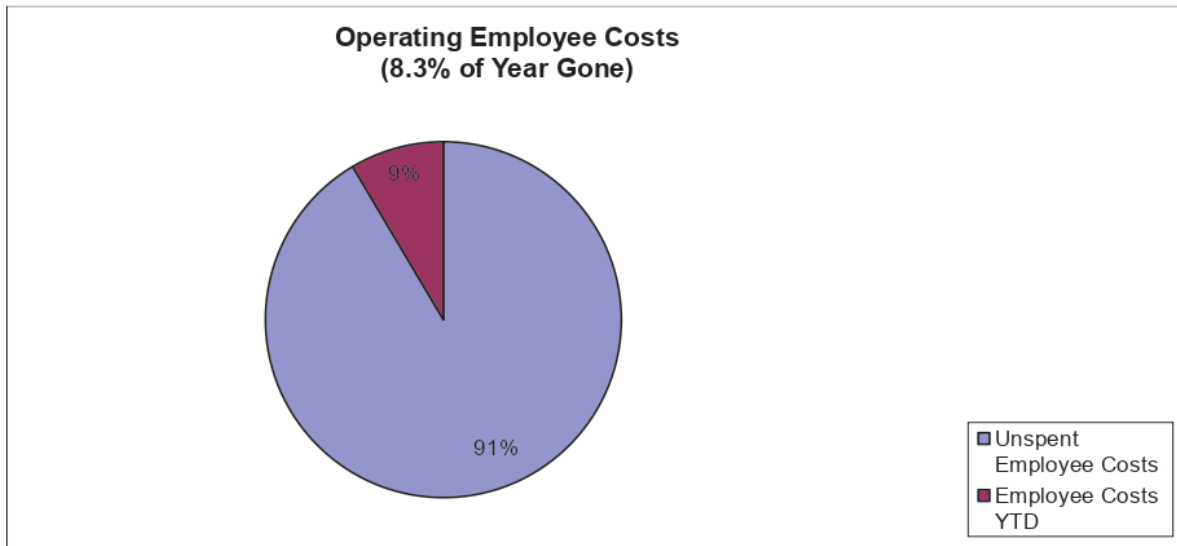
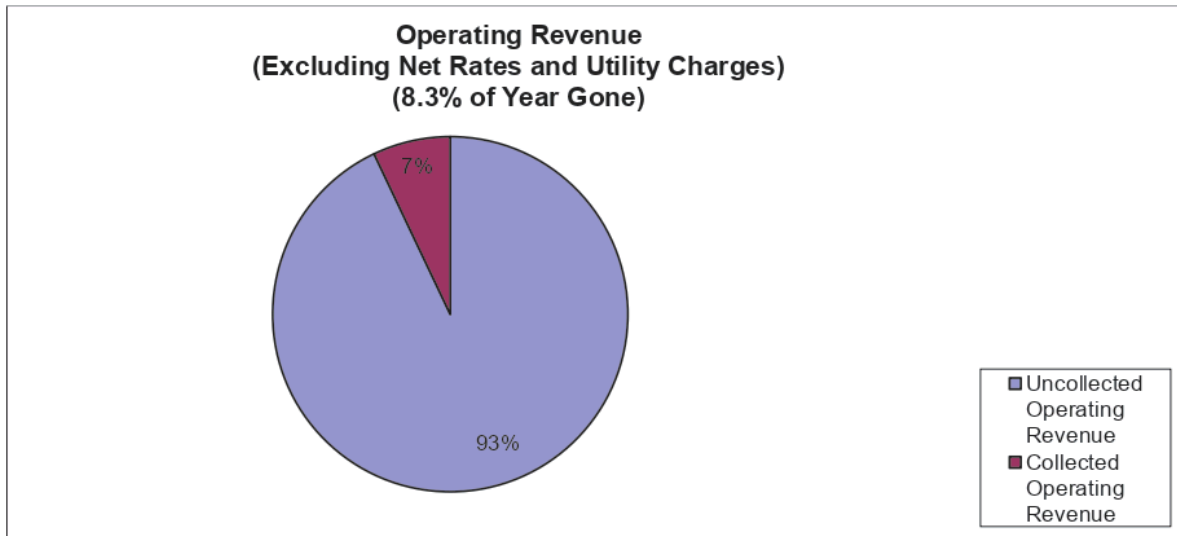
# **SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDING 31 JULY 2020**

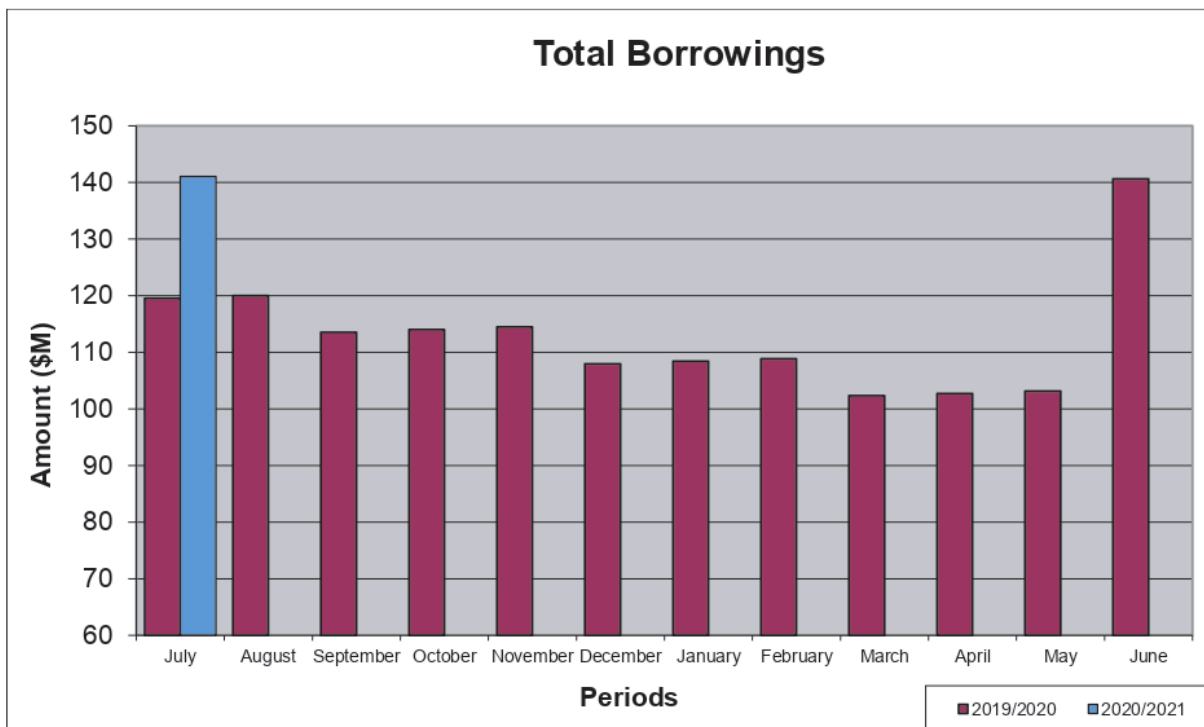
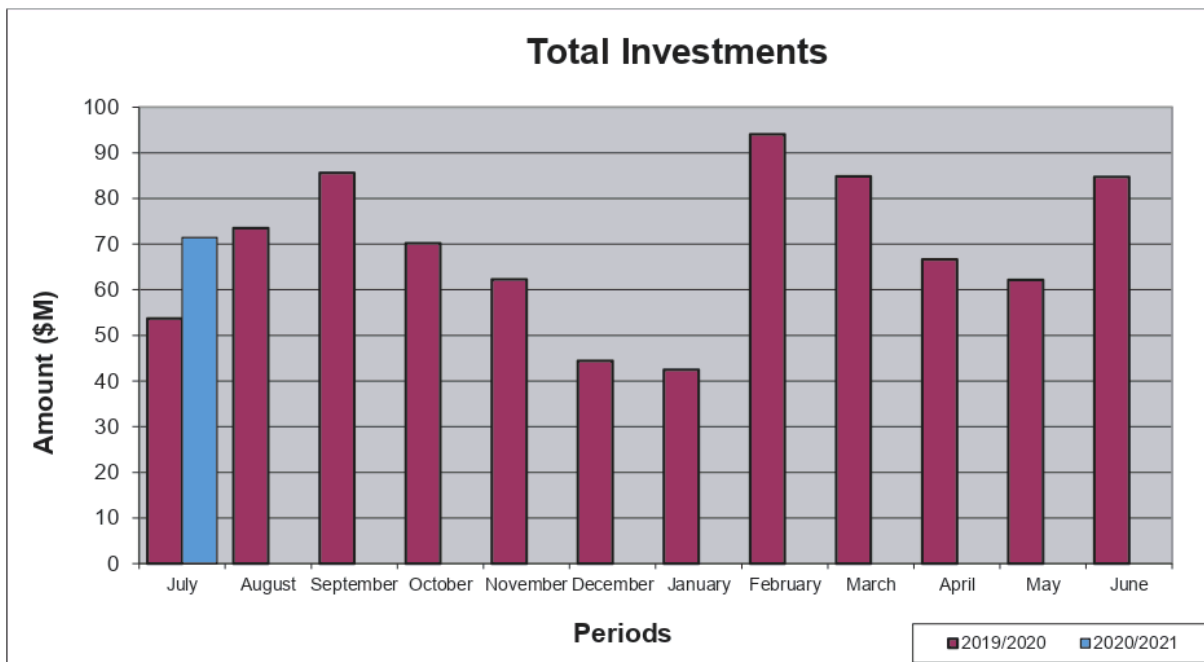
## **Key Indicators Graphs- July 2020**

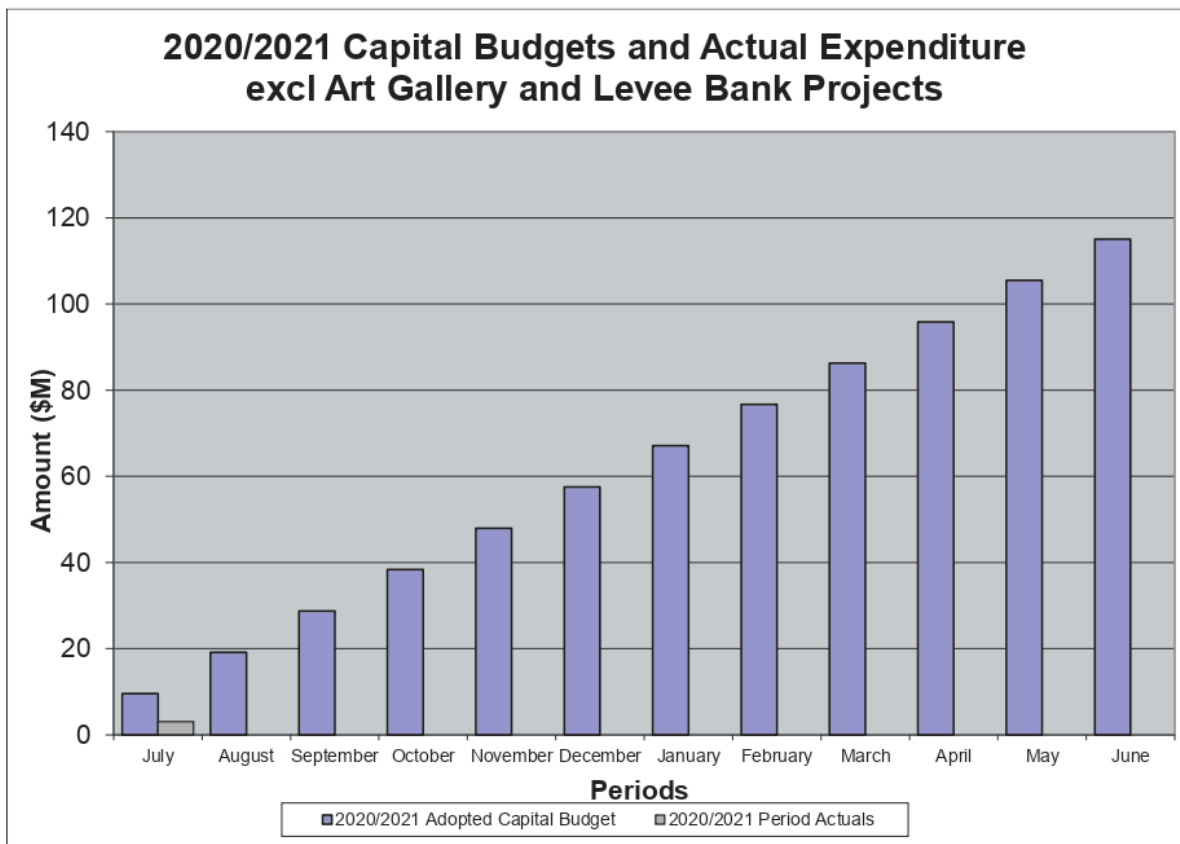
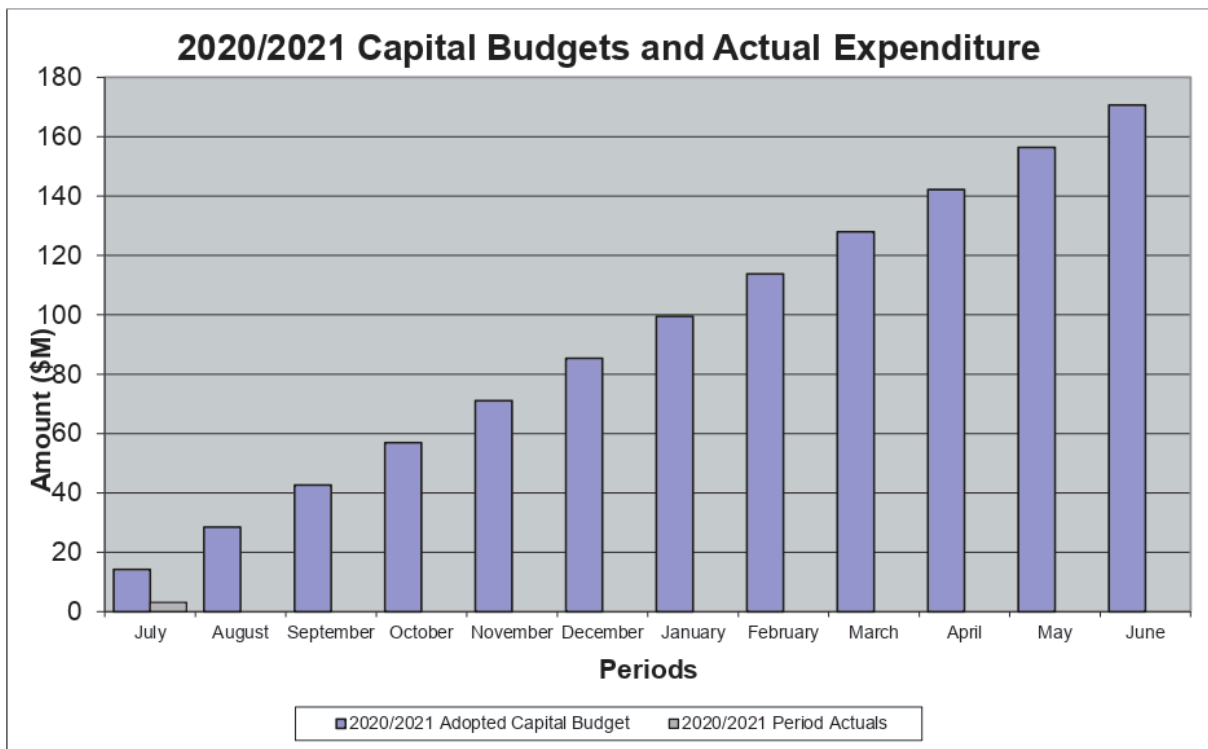
**Meeting Date: 25 August 2020**

**Attachment No: 2**









**10.13 2019-20 OPERATIONAL PLAN PROGRESS REPORT - QUARTER FOUR**

<b>File No:</b>	<b>8320</b>
<b>Attachments:</b>	<b>1. 2019-20 Operational Plan Progress Report - Quarter 4 - 1 April to 30 June 2020</b> <a href="#">↓</a> <b>2. 2019-20 Operational Plan Summary - Quarter 4 - 1 April to 30 June 2020</b> <a href="#">↓</a>
<b>Authorising Officer:</b>	<b>Tracy Sweeney - Executive Manager Workforce and Governance</b>
<b>Author:</b>	<b>Allysa Brennan - Coordinator Legal and Governance</b>

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**SUMMARY**

*Presenting the 2019-20 Operational Plan progress report as at 30 June 2020, pursuant to s174(3) Local Government Regulation 2012.*

**OFFICER'S RECOMMENDATION**

THAT the 2019-20 Operational Plan progress report as at 30 June 2020 be received.

**COMMENTARY**

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

The Operational Plan Progress Report for quarter four (1 April 2020 to 30 June 2020) is presented for Council's consideration (Attachment 1).

The performance report displays actual performance against quarterly targets. The report records the status of each Operational Plan target by showing which targets have been completed during the reporting year. The report includes comments from responsible managers including reasons why any targets were not met.

A summary of each Department's performance during the reporting period is also attached (Attachment 2).

Overall the majority of Operational Plan activities have been achieved. Approximately 19% of Council's annual Operational Plan activities have not been met, largely due to COVID-19 impacts. Further comments have been provided in Attachment 1 against those items.

**PREVIOUS DECISIONS**

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

**BUDGET IMPLICATIONS**

In accordance with section 175 of the *Local Government Regulation 2012*, the Operational Plan must be consistent with the budget. The detail in the attachments indicate some over and under budget expenditure expectations due primarily to the impacts of COVID-19.

**LEGISLATIVE CONTEXT**

Section 174(3) of the *Local Government Regulation 2012* states:

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

**LEGAL IMPLICATIONS**

A written assessment of Council's progress towards implementing the annual Operational Plan is a legislative requirement. Failure to present the assessment would result in legislative non-compliance.

**STAFFING IMPLICATIONS**

There were no implications to Council permanent staffing levels during the reporting period. However, it is reported that there were impacts to casual utilisation due to COVID-19 with the closure of offices, venues and facilities. Other impacts included staff working from home, being at home without loss of remuneration and being on special leave depending upon the directives in place and personal circumstances.

**RISK ASSESSMENT**

In accordance with section 175 of the *Local Government Regulation 2012*, the Operational Plan must manage operational risks. The progress report has identified any risks and how the risks are being managed.

**CORPORATE/OPERATIONAL PLAN**

The purpose of the annual Operational Plan is to advise how Council intends to address the 2017-22 Corporate Plan outcomes over the coming financial year by outlining the activities, actions and targets Council will undertake in accordance with the adopted budget. This report details the status of the Operational Plan actions against the targets set by Council for the financial year ended 30 June 2020.

**CONCLUSION**

The 2019-20 Operational Plan progress report for quarter four as at 30 June 2020 is presented to Council.

**2019-20 OPERATIONAL PLAN  
PROGRESS REPORT –  
QUARTER FOUR**

**2019-20 Operational Plan Progress  
Report - Quarter 4 –  
1 April to 30 June 2020**

**Meeting Date: 25 August 2020**

**Attachment No: 1**

## OFFICE OF THE CEO

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Office of the CEO Directorate</b>					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Office of the CEO Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Completed	The Sustainability Strategy Executive Group meets quarterly to discuss the annual action plan – some minor actions delayed due to COVID-19.
4.1.1.1	Provide timely and effective delivery of Council's services	Office of the CEO Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	All requests are dealt with in accordance with customer service standards – some minor delays have been experienced throughout organisation due to COVID-19.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Office of the CEO Directorate	Risk register is being maintained	No	Quarterly risk review postponed due to COVID-19 but on track from annual review perspective.
5.2.1.5	Registers of Interest for Councillors are updated on the public website as per legislative requirements	Office of the CEO Directorate	Registers uploaded within three days of being notified of changes	Completed	Maintained as per legislative requirements. All Councillors have submitted a new Register following elections in March 2020.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Office of the CEO Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	No non-compliance in CEO Directorate.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Office of the CEO Directorate	Monthly review of the Operational Budget	Completed	Monthly financial position reported to Council.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Office of the CEO Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Completed	Monthly financial position reported to Council.
5.4.1.1	Promote good democratic governance by adhering to legislative requirements for local governments	Office of the CEO Directorate	Present organisational updates and matters impacting local government to Council on a monthly basis	Completed	CEO provides updates on regular basis through Councillor Information Briefings and Council reports.
5.4.2.3	Undertake process review on a key activity within the section	Office of the CEO Directorate	Identify key activity by 30 September and complete process review by 30 June	No	Delayed due to COVID-19 and competing priorities.
<b>Office of the Mayor</b>					
1.6.4.1	Deliver and support local events and celebrations	Office of the Mayor	Deliver civic events and ceremonies in collaboration with stakeholders	Completed	No civic events were conducted during this quarter as a result of COVID-19 and relevant restrictions.
4.1.1.1	Provide timely and effective delivery of Council's services	Office of the Mayor	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Response times for officers completing customer requests met service timeframes.
1.5.3.1	Deliver Community Engagement Strategy actions	Media & Communications	Deliver Community Engagement Strategy actions within agreed timeframes	Completed	A further 184 participants were added to Council's online engagement database during this quarter. A range of engagement activities were undertaken including Council's broad engagement regarding the COVID-19 event and the Mount Archer and Frenchville Bushfire Evacuation Planning.
1.5.3.2	Social media attract increasing levels of reach, engagement and interaction demonstrated by monitoring software	Media & Communications	Social media levels of reach, engagement and interaction meet benchmark targets	Completed	Social media reach and engagement on Council's corporate Facebook account grew by 1.4% during this quarter with a net increase of 11.7% over the year exceeding benchmark targets.

OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Media & Communications	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Response times for officers completing customer requests met service timeframes.
4.1.1.2	Respond to queries and engage with the public through Council's social media sites	Media & Communications	Service delivery in accordance with Social Media Strategy	Completed	Implementation of Council's internal Social Media Strategy was finalised during quarter three with continued delivery during this quarter.
4.1.1.3	Respond to queries received from media organisations in a timely manner	Media & Communications	Provide responses to the media in accordance with the Media Strategy service standards	Completed	186 enquiries were received from media organisations with response times in line with service standards established under the strategy.
4.1.1.3	Respond to queries received from media organisations in a timely manner	Media & Communications	Provide responses to the community in accordance with the Community Engagement Strategy service standards	Completed	Four separate engagement projects were undertaken with Council's community engagement software during this quarter.

### Workforce and Governance

4.1.1.1	Provide timely and effective delivery of Council's services	Workforce & Governance Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Response times in accordance with agreed targets.
4.2.2.1	Manage an annual compliance training program	Workforce & Governance Directorate	Implement a six monthly schedule of mandatory training at the end of July and end of January	Completed	There was a significant number of compliance training courses that have had to be deferred to 2020/21 due to the impacts of COVID-19 and the unavailability of training.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Workforce & Governance Directorate	Monthly review of the Operational Budget	Completed	Expenditure is in line with projections.
5.4.2.3	Undertake process review on a key activity within the section	Workforce & Governance Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Safety Advisors are spending time onsite and at specific work areas within their portfolios to provide a higher level of support and advice as requested.
5.4.4.2	Update Annual Communication Plan for Internal Communications	Workforce & Governance Directorate	Implementation of actions from Annual Communication Plan in accordance with timeframes specified	Completed	Completion of the Operational Plan. All communications onto Vision6 platform and roll out to Council mobiles. Management of COVID-19 factsheet and communications. Safety First Messaging ongoing through Roundup stories, Screen Saver and Hub Banners. Two nominations for the Local Government Managers Australia Awards. Nomination for the Queensland Training Awards.
4.1.1.1	Provide timely and effective delivery of Council's services	HR & Payroll	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Payroll system upgraded to fulfil any taxation requirements for end of financial year payroll transmission to Australian Tax Office. Payroll continued to pay as normal during COVID-19 disruptions in April and May 2020.
4.3.2.1	Implement programs that support leadership development	HR & Payroll	Deliver approved 2019-20 outcomes from the People Strategy	No	Emerging Leaders program on hold due to the corporate position in relation to training budgets. Staff being encouraged to undertake webinars, podcasts and Lynda.com.
4.3.3.2	Undertake an employee survey that measures employee engagement and satisfaction with the organisation	HR & Payroll	Employee survey has a 75% completion rate	Completed	Next survey scheduled for 2021.



OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
5.4.2.1	Implement improved payroll processes that allow greater flexibility and more efficient processing of employee records	HR & Payroll	Undertake implementation of Aurion timekeeper module and award interpreter in accordance with agreed timeframes	No	Aurion Timekeeper and Award Interpreter rollout delayed awaiting implementation of Asset Management Project to ascertain effect on recording of costing and plant on timesheets.
5.4.3.1	Implementation of Learning Management System Project Plan	HR & Payroll	Implementation of Learning Management System Project Plan in accordance with approved timeframes	Completed	The ability to complete Take 5s online through the Learning Management System has resulted in an average of 580 employees now utilising this method during this quarter.
5.4.4.1	Undertake a survey that show staff are proud to work at Council	HR & Payroll	Maintain 75% of staff that are proud to work at Council	Completed	Next survey scheduled for 2021.
4.1.1.1	Provide timely and effective delivery of Council's services	Industrial Relations & Investigations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service targets are on track and have been satisfied for this quarter.
5.2.1.4	Manage Council's complaint management framework for internal and external complaints and grievances in accordance with legislation and policy requirements	Industrial Relations & Investigations	100% actioned in accordance with Council policy and procedure	Completed	Complaint assessments and investigative processes are continuing to be actioned in a timely manner pursuant to statutory and policy obligations.
5.4.2.2	Develop and implement required strategies and operational actions from the Certified Agreements	Industrial Relations & Investigations	A 100% actioned within the timeframes indicated in the Certified Agreements	Completed	Post implementation Certified Agreement actions are being implemented as required.
4.1.1.1	Provide timely and effective delivery of Council's services	Legal & Governance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	During this period, 35 policies and 24 customer forms were reviewed and completed within the agreed service level.
5.2.1.8	Work with stakeholders to develop an Implementation Plan identifying necessary delegable and authorised person powers and policies in accordance with newly adopted Local Laws	Legal & Governance	Monitor and report on the actions and timeframes within the Implementation Plan	Completed	This action was split into two projects; Project 1 involved the identification and implementation of delegable and authorised person powers under the new Local Laws and Project 2 deals with Local Law Policy alignment/development. Project 1 was completed June 2020 with >100 persons/positions receiving powers. Project 2 will be undertaken in 2020-21.

OFFICE OF THE CEO					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
1.3.5.1	Provide a safety management system that minimises the risk to all people and property	Safety & Training	Implement actions as per the timeframes detailed within the Safety and Training Strategic Plan	Completed	The Risk Management Framework Proposal report has been approved through the working group and Peak Safety Committee. Some actions contained within the report have commenced and the balance will be included in the 2020-21 Workplace Health and Safety Strategic Plan.
			Achievement of KPIs in accordance with the Workplace Health and Safety Performance Measures Procedure	No	Of the 10 KPIs set for the year, five were achieved. A minor improvement in performance in eight of the 10 KPIs compared to the previous year. Incidents logged into Riskware by the end of the next business day - Target 90%, Actual 90% Completion of scheduled hazard inspections - Target 90%, Actual 79% Completion of corrective actions by nominated due date - Target 85%, Actual 84% Total Injury Count - Threshold 145, Actual 179 Total Injury Frequency Rate - Threshold 114.25, Actual 118.90 Lost Time Injury Count - Threshold 24, Actual 19 Lost Time Injury Frequency Rate - Threshold 17.73, Actual 12.62 Days Lost Due to Injury - Threshold 348, Actual 114 Lost Time Injury Severity Rate - Threshold 8.06, Actual 5.32 Asset Damage Count - Threshold 252, Actual 341
4.1.1.1	Provide timely and effective delivery of Council's services	Safety & Training	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service targets are on track and have been satisfied for this quarter.
4.3.3.1	Provide appropriate support and assistance to employees who are not fit for work, and ensure Council fulfils its duty of care obligations	Safety & Training	More than 95% of employees on approved suitable duties programs are placed within their own department	Completed	100% of rehabilitation and fitness for work programs have been placed within worker's own department.
4.3.4.1	Implement compliance training programs that also support employee personal development	Safety & Training	Deliver annual compliance training program in accordance with the timeframes detailed within the Safety and Training Strategic Plan	No	Non-essential training was put on hold due to COVID-19 and therefore the annual training program was not achieved. The training schedules are being updated and will be included in the compliance training schedule and Workplace Health and Safety Strategic Plan for 2020/21.

## CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
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## Corporate Services Directorate

3.3.1.1	Ensure climate change is factored into Council planning and decision making	Corporate Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Completed	Council continues to implement the Environmental Sustainability Strategy which includes an action to develop resilience to our changing climate and extreme weather events. The Sustainability Strategy Executive Group meets quarterly to review progress against the annual action plan. All action items are on track.
4.1.1.1	Provide timely and effective delivery of Council's services	Corporate Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There were no instances of non-compliance this quarter.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Corporate Services Directorate	Risk register is being maintained	Completed	Risk review for this quarter postponed due to COVID-19. On track from an annual review perspective.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Corporate Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	There were no instances of non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Corporate Services Directorate	Monthly review of the Operational Budget	Completed	The budget has been reviewed each quarter including this quarter.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Corporate Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Completed	End of year review completed and included in the forecasted financial position at 30 June 2020 for budget adoption purposes. Airport has impacted on Department result.
5.4.2.3	Undertake process review on a key activity within the section	Corporate Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Strategic project planning will be delivered predominately in house rather than the engagement of consultants.

## Corporate and Technology Services

2.4.1.1	Continued rollout of smart technologies infrastructure in public spaces as guided by the Smart Way Forward Strategy	Corporate & Technology Services Directorate	Implementation of Stage 3E Smart Technologies in partnership with Safer Communities grant program	Completed	The Stage 3E Smart Technology rollout (Col Brown Park and Victoria Parade – North St to Archer St) has been completed and commissioned. The final acquittal report was accepted by the Department of Industry, Science, Energy and Resources and balance of grant funding (\$22,500) received during this quarter. Anticipate Ergon Energy will remove redundant light poles in July 2020.
4.1.1.1	Provide timely and effective delivery of Council's services	Corporate & Technology Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No noted non-compliances for the Corporate and Technology Services directorate.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Corporate & Technology Services Directorate	Monthly review of the Operational Budget	Completed	Corporate and Technology Services section operational budget is as expected for this time of year. Awaiting closure of end of month/end of financial year for final reports.

## CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
5.4.2.3	Undertake process review on a key activity within the section	Corporate & Technology Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	As reported in the quarter two update, the new three year Business Services Agreement for Council's network and telecommunications services was signed and has been activated by the service provider.
4.1.1.1	Provide timely and effective delivery of Council's services	Information Systems	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No noted non-compliances for the Information Systems recordkeeping charter and IT service standards.
4.3.1.1	Ongoing implementation of the Information and Communication Technology Strategic Plan, including the associated eServices, Information Technology Mobility and Corporate System Consolidation Strategies	Information Systems	Deliver the 2019-20 Information and Communication Technology projects within the Information and Communication Technology Strategic Plan timelines	Completed	Progress with identified 2019-20 Information and Communication Technology projects has been delayed slightly in this quarter due to the activities associated with and the resourcing required for the RRC Asset Management Project. As a result of several outstanding issues requiring further investigation and the impact of COVID-19, the RRC Asset Management Project Control Group has approved a delay to go-live. New go-live date will be determined at management workshops taking place in July 2020. The Technology Infrastructure team has made good progress to enable VPN capability on laptops and therefore improve the management of Council devices when being used offsite. Rollout of monthly Take 5 papers in Beakon has been well received.
5.2.1.6	Right to Information and Information Privacy applications are managed and processed in accordance with legislative requirements	Information Systems	100% of Right to Information and Information Privacy applications processed within legislative timeframes	Completed	Five new applications were received under the Right to Information and Information Privacy Act during this quarter. Four applications were finalised, none were withdrawn and two were carried forward from the previous quarter, leaving three outstanding. No documents were released. No internal reviews were completed. No external reviews were received and one was carried forward from a previous quarter. All current applications are progressing in accordance with legislative timeframes.
2.2.4.1	Council's procurement of goods and services are in line with the Local Preference Policy guiding purchasing decisions	Procurement & Logistics	Annual local goods and services spend analysis is greater than 70% local	Completed	As per the annual spend analysis reported in the previous quarter, Council spent \$124M on goods and services. Of that amount, \$96.4M (78%) was spent within the Region's boundaries. In June 2020, the scoring allocation for the Tenderer Local Content Evaluation (10% weighting) was modified to further encourage non-local tenderers to use local suppliers/sub-contractors. Tenderers are now required to nominate local suppliers/sub-contractors for goods and services used in the project to a minimum of 50% of the Contract Sum (previously 30%) to receive the 10% scoring allocation.
4.1.1.1	Provide timely and effective delivery of Council's services	Procurement & Logistics	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	The implementation of the upgrades to Council's Financial Systems continues to impact the Accounts Payable processes. Statistics indicate an average 88% (April – 85%, May – 90%, June – 90%) of suppliers being paid within seven days (target 90%) in this quarter. The improving result is due in part to some technology improvements, but predominantly to the temporary engagement of a fifth Accounts Payable Officer to assist with workloads.
4.1.1.1	Provide timely and effective delivery of Council's services	Fleet Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No noted non-compliances for the Fleet Services service levels.
4.1.1.1	Provide timely and effective delivery of Council's services	Property & Insurance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No noted non-compliances for the property management service levels and insurance claims processing.

## CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
2.2.5.1	On-going implementation of programs and activities guided by the SmartHub Operational Plan 2018-20, including the Turbo-Traction Lab program	Smart Hub	Maintain 25 to 45 participants of the Turbo-Traction Lab and 75 SmartHub memberships	Completed	During this quarter, the SmartHub COVID-19 Plan was developed and implemented in conjunction with the SmartHub Operational Plan 2018-2020. The goals of the plan are to continue to deliver, retain membership, position the SmartHub as an online leader, maintain health and safety standards and demonstrate flexibility and adaptability. SmartHub membership at 30 June 2020 totalled 93. The 2020 CQ METS program commenced virtual delivery in May 2020 with eight business owners participating.
2.5.4.1	Market, promote and deliver the SmartHub Turbo-Traction Lab program to ensure maximum participation of candidates best aligned to the program criteria	Smart Hub	25 to 45 participants of the Turbo-Traction Lab and program status reports demonstrating real growth of small business and startups in the SmartHub	Completed	Variation request to the Department of Industry, Science, Energy and Resources to extend the completion date for the Turbo-Traction Lab project (US start-up eco system tour) was accepted and part funding moved to 2020-21. Turbo-Traction Lab 3 wrapped up in May 2020 and a virtual Demo Night and Certificate Presentation took place on 26 May 2020 showcasing the achievements of the full-time Lab 3 and part time participants.
4.1.1.1	Provide timely and effective delivery of Council's services	Smart Hub	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No noted non-compliant service standards in the SmartHub.

## Finance

4.1.1.1	Provide timely and effective delivery of Council's services	Finance Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	One letter delayed in response due to workload pressures.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Finance Directorate	Monthly review of the Operational Budget	Completed	Monthly operational review of budgets were stalled pending the development of the 2020-21 Budget. A system needs to be developed to enable both processes to proceed.
5.3.1.2	The annual financial statements meet governance standards	Finance Directorate	Council's annual financial statements are 'unqualified'	Completed	Deadlines met for interim audit and all planning for the next Financial Statements going well.
			There are no internal controls as rated by the Queensland Audit Office deemed 'ineffective'	Completed	Only one high risk matter raised during interim audit and matter has been progressed.
			The timelines of the annual financial statements as rated by the Queensland Audit Office is not 'untimely'	Completed	All planning for the next Financial Reporting cycle going well and key deadlines met to date.
			The quality of the financial statements are rated 'no significant adjustments' by the Queensland Audit Office	Completed	All planning for the next Financial Reporting cycle going well and key deadlines met to date.
5.3.1.3	Review and update long-term financial forecasts to attain a financially sustainable organisation	Finance Directorate	Long Term Financial Forecast updated at each budget and budget revision	Completed	Long Term Financial Forecast developed during Budget workshops and adopted with Annual Budget on 14 July 2020.
			Financial targets as set by the Department of Local Government, Racing and Multicultural Affairs are met in the Long Term Financial Forecast	No	Long Term Financial Forecast developed during Budget workshops and adopted with Annual Budget on 14 July 2020. Due to impacts of COVID-19 and the loss of activity and revenue at the Airport, KPI performance has declined.



## CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
5.3.1.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	Finance Directorate	Unpaid rates and charges are managed in accordance with the Debt Recovery Policy, achieving an overdue balance of less than 3% at its lowest point	No	A 3.9% low point in this quarter. Rates outstanding at the end of June 2020 are not substantially different to the same time in 2019.
5.3.3.1	Contribute towards implementation of Technology One Asset Lifecycle Management System	Finance Directorate	New Asset System implemented by 1 February	No	The go-live date has been deferred to a future date allowing internal processes to be assured.
5.4.2.3	Undertake process review on a key activity within the section	Finance Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Monthly budget review process has been implemented.
3.1.1.1	Leverage strong regional partnerships to protect, maintain and enhance the condition of our natural assets	Environmental Sustainability	Deliver at least three collaborative projects with positive environmental outcomes	Completed	Council continued to progress a range of collaborative environment and sustainability partnerships throughout this quarter. In June 2020, Council renewed the Reef Guardian Council MOU with the Great Barrier Reef Marine Park Authority. Council also strengthened its working partnerships with Capricornia Catchments and Multicultural Australia in support of Council's Natural Resource Management Program which will see on-ground works continue throughout 2020-21 and continued to pursue new partnerships to support the ongoing growth and development of this program. Council continued working with the Great Barrier Reef Foundation, Great Barrier Marine Park Authority, Fitzroy Basin Association, Local Marine Advisory Committee, Capricornia Catchments and Capricorn Conservation Council to deliver the local Drain Buddies source reduction program – in 2019-20, the program prevented 6,727 litter items (weighing 240kg) from entering the Fitzroy River. Council also continued to support local organisations to deliver environment and sustainability projects through Council's Community Assistance Program 'Environment and Sustainability Scheme', with a total of 13 projects awarded funding of \$26,750 in 2019-20.
3.2.1.1	Implement Environmental Strategy to encourage sustainability awareness and action	Environmental Sustainability	Deliver actions in the Environmental Strategy in accordance with agreed timeframes	Completed	Council continued to finalise implementation of the Environmental Sustainability Strategy, including implementation of 49 discrete actions within the 2019-20 annual action plan. The progress recorded in the previous quarter was tabled in a Councillor Information Briefing report on 20 June 2020. Progress for this quarter will be tabled in a Councillor Information Briefing in July/August 2020. Work also commenced on the annual Sustainability Highlights Report which will be tabled for Council consideration by September 2020.
4.1.1.1	Provide timely and effective delivery of Council's services	Environmental Sustainability	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There were no instances of non-compliance this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Accounting Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No noted non-compliances for Accounting Services.
4.1.1.1	Provide timely and effective delivery of Council's services	Customer Service	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Call centre continued successfully despite front office shut-down during COVID-19.

## CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Internal Audit</b>					
5.2.1.1	Internal Audit function is undertaken in accordance with legislative requirements and timeframes	Internal Audit Directorate	Audit and Business Improvement Committee Meetings are held at least twice each financial year	Completed	Fourth committee meeting was held in June 2020.
			Achievement of 85% of the annual audit plan completed	Completed	Achievement of annual audit plan was achieved overall.
5.2.1.5	Coordinate Council's Enterprise Risk Management Framework via provision of consulting and reporting services	Internal Audit Directorate	Risk register updates presented to Council as per the Enterprise Risk Management Framework	Completed	Target for this quarter was met with the review of the registers being pushed back a little later than expected. The adoption of the Risk Registers (including the annual presentation of the Fraud and Corruption Checklist) occurred through the presentation to Audit and Business Improvement Committee on 18 June 2020 being adopted by Council on 23 June 2020.
<b>Strategy and Planning</b>					
4.1.1.1	Provide timely and effective delivery of Council's services	Strategy & Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There were no instances of non-compliance this quarter.
4.4.3.1	Amend the Planning Scheme as required to incorporate policy objectives and outcomes	Strategy & Planning Directorate	Planning Scheme Major Amendment is completed and subsequent amendments are initiated and progressed as required	Completed	A list of priority amendments has been developed for the Rockhampton Region Planning Scheme. These amendments will be workshopped with Council in 2020-21, pending the availability of workshops.
4.4.4.1	Identify and pursue opportunities for improved land use planning and policy outcomes	Strategy & Planning Directorate	Complete a gap analysis of land use planning and policy	Completed	Master planning is continuing for Wandal, The Common and Motorsports with the primary purpose of improving the distribution of land uses and community needs. The work includes continued scoping, research and analysis and data collection. Greenfield site options analysis for North Rockhampton and Gracemere have been completed with work continuing to secure suitable sites.
4.4.5.1	Review, identify gaps and pursue augmentation of strategic plans and projects	Strategy & Planning Directorate	Develop and maintain a current operational register of strategic plans and priority projects	Completed	A register of strategic plans and priority projects has been developed. The priority projects will need to be reviewed once Council's budget has been finalised and the new Operational Plan has been signed off.
5.1.2.1	Identify and pursue external funding opportunities in collaboration with other business units	Strategy & Planning Directorate	Develop and maintain a current operational register of capital grant applications and project information	Completed	Currently being maintained in a spreadsheet format. Further work required to embed into corporate systems.
5.1.3.1	Identify and peruse opportunities for advocacy for regional policy and associated outcomes that benefit the Region	Strategy & Planning Directorate	Completed policy discussion papers and submissions	Completed	Continuing to review and provide comments on regional policy matters, including in response to COVID-19. The department is also exploring options for development of land (industrial) throughout the Region.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Strategy & Planning Directorate	Monthly review of the Operational Budget	Completed	Strategy and Planning are on track with the Operational Budget.
5.4.2.3	Undertake process review on a key activity within the section	Strategy & Planning Directorate	Identify key activity by 30 September and complete process review by 30 June	No	Grant management and planning projects management process was not completed by 30 June 2020 deadline due to COVID-19 related issues and the realignment of more urgent projects such as the Rockhampton Motorsports Master Planning Process. The deadline has been revised to 30 June 2021.

## CORPORATE SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Strategic Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There were no instances of non-compliance this quarter.

## ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
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## Advance Rockhampton Directorate

3.3.1.1	Ensure climate change is factored into Council planning and decision making	Advance Rockhampton Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Completed	Advance Rockhampton continues to target behaviour change initiatives related to waste, water, energy and biodiversity protection while pursuing sustainable industry and infrastructure development opportunities.
4.1.1.1	Provide timely and effective delivery of Council's services	Advance Rockhampton Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Advance Rockhampton have no non-compliances this quarter.
5.1.1.1	Review and audit existing organisations and advocacy groups where Council is represented and identify any groups where inclusion is considered appropriate and report to Council accordingly	Advance Rockhampton Directorate	Undertake a review by 31 December	No	Consultation mechanisms, including the Mayor's Advance Rockhampton Advisory Group are still being reviewed. Target not completed.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Advance Rockhampton Directorate	Risk register is being maintained	Completed	Risks are monitored and register maintained.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Advance Rockhampton Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Advance Rockhampton have no non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Advance Rockhampton Directorate	Monthly review of the Operational Budget	Completed	Operational Budget has been reviewed.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Advance Rockhampton Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Completed	Review undertaken prior to end of financial year and 2020-21 Budget planning undertaken.
5.4.2.3	Undertake process review on a key activity within the section	Advance Rockhampton Directorate	Identify key activity by 30 September and complete process review by 30 June	No	Review of the Economic Development Action Plan included in the 2020-21 Operational Plan. The review will now be informed by the impacts of COVID-19.

## Airport

2.5.2.1	Establish additional commercial activities for Airport operations	Airport Directorate	An increase in revenue from commercial aviation activities	Completed	Although COVID-19 has had an effect on revenue, there has been additional charter activity through the Airport and a new charter service starting that services a mining contract.
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## ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
2.6.1.1	Actively engage with the national and international defence forces to maintain and increase current levels of military engagement and exercises and advocate for an increase in exercise activity	Airport Directorate	Report quarterly to Council on engagement and advocacy actions	Completed	2019-20 Defence Force activity is complete and all exercises went as planned.
4.1.1.1	Provide timely and effective delivery of Council's services	Airport Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There are no outstanding non-compliance matters to report for this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Airport Directorate	Monthly review of the Operational Budget	Completed	Revenue was decreased due to COVID-19. Costs were reduced where possible to mitigate losses.
5.4.2.3	Undertake process review on a key activity within the section	Airport Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Several areas within the Airport have been reviewed, these reviews were based around operational needs due to COVID-19.

## Commercial

1.5.2.1	Deliver the Wayfinding Strategy	Commercial Directorate	Deliver the Wayfinding Strategy in accordance with agreed timeframes	No	Audit of Wayfinding Strategy delivery undertaken and will be reported to Council in 2020-21.
2.1.4.1	Identify and implement business development opportunities for the Airport	Commercial Directorate	Review the Airport Masterplan	Completed	Terminal Masterplans completed. A body of work to be completed around flood mitigation. While Masterplan has been reviewed, there have been gaps identified that will be address in 2020-21.
2.3.1.1	Develop strategies to attract businesses within the Region's centres	Commercial Directorate	Support the key catalyst projects within the CBDs to assist in activating the Regions centres	Completed	Commenced review of the CBD Redevelopment Framework and participated in planning around the new art gallery and adjacent areas.
2.3.2.1	Provide strategies and marketing to support economic activity and business confidence within the CBD	Commercial Directorate	Consider a façade improvement scheme that encourages businesses within the East Street precinct to upgrade their facades	Completed	CBD engagement continued during this quarter. Initiatives include regular CBD business get-togethers and development of investment attraction and marketing material.
3.2.2.1	Industry engagement and the provision of support for new energy generation options	Commercial Directorate	Develop a plan to engage with industry in order to develop new energy generation options	Completed	Advance Rockhampton continues to discuss commercial opportunities with companies interested in relocating or investing in Rockhampton.
4.1.1.1	Provide timely and effective delivery of Council's services	Commercial Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No non-compliances this quarter.
4.4.2.1	Ensure land use instruments achieve policy objectives	Commercial Directorate	Continue the implementation of CBD Redevelopment Framework and catalyst projects throughout 2019-20	Completed	Advance Rockhampton's economic development team is continually reviewing the CBD framework and looking for new ways to engage with businesses and attract new businesses to the CBD.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Commercial Directorate	Monthly review of the Operational Budget	Completed	Budget was achieved.
5.4.2.3	Undertake process review on a key activity within the section	Commercial Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	The Façade Improvement Scheme is actively monitored on Council's websites. Continued advocacy around the Scheme with CBD businesses.

## ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Economic Development</b>					
1.6.1.1	Inclusiveness in key projects and events	Economic Development Directorate	Facilitate identified celebrations	Completed	Liaising with Events team and other areas around contingencies for future cultural and international engagement events.
2.2.1.1	Work with key industry stakeholders to develop investment profile opportunities for national and international investors	Economic Development Directorate	Industry stakeholder engagement and opportunity development as per the Economic Development Action Plan update reports presented to Advisory Committee	Completed	Notwithstanding COVID-19 impacts, continuing to participate in international engagement events, including Australia-China-Business-Council webinars. Assisted Office of the Mayor with multiple Economic Advisory Council Meetings.
2.2.2.1	Support community training programs/education workshops held in the Region	Economic Development Directorate	Conduct 40 Certificate IV to assist business development by 30 June	No	10 participants completed their Certificate IV courses, with a focus on Mount Morgan and Agriculture participants. This program was part of a suite of capacity-building programs delivered throughout the year, including a series of twelve Australian Small Business Advisory Services workshops.
2.4.2.1	Encourage further development of industrial estates to support future growth of a wide range of industries both inside and outside of the Region	Economic Development Directorate	Implementation of new Gracemere Industrial Area and Parkhurst Industrial Area documents/information	No	Marketing materials under development for release shortly, as part of a package of initiatives to aid economic recovery work post COVID-19.
2.5.1.1	Deliver Advance Rockhampton forums	Economic Development Directorate	Deliver at least four sessions	No	Advance Rockhampton Forums deferred due to COVID-19. Awaiting feedback from Office of the Mayor on future dates, ready to assist when clarity provided.
2.5.3.1	Engage Regional Skills Investment Strategy Coordinator to facilitate and liaise with business/industry regarding skilling required for our Region	Economic Development Directorate	Implement funded training programs in conjunction with State to regional businesses	Completed	Supplier advocacy around project opportunities continuing, particularly with major project proponents including the Adani Carmichael project.
2.5.5.1	Strengthen relationships with our international partners, including Singapore, Japan, China and South Korea	Economic Development Directorate	Develop a strategy to strengthen relationship with our international partners by 30 December	Completed	Advance Rockhampton continues to leverage connections and opportunities on the back of previous delegations and inbound visits.
4.1.1.1	Provide timely and effective delivery of Council's services	Economic Development Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	The Economic Development team continues to provide timely and effective services to investment proponents, local businesses and other stakeholders.
4.4.1.1	Update the Economic Development Action Plan to include engagement initiatives with this sector	Economic Development Directorate	Update Economic Action Plan by December	Completed	Discussion paper on future Economic Development Action Plan created for consideration by Leadership Team and Councillors in due course.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Economic Development Directorate	Monthly review of the Operational Budget	Completed	Budget and resourcing continuing to be monitored.
5.4.2.3	Undertake process review on a key activity within the section	Economic Development Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Advice provided on process improvements to CEO, with broader consideration of priorities to be brought forward as part of the development of a new Economic Development strategy.

## ADVANCE ROCKHAMPTON

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Tourism, Events and Marketing</b>					
1.5.3.3	Position Council and My Rockhampton websites as the go-to place for the Region events and Council information	Tourism, Events & Marketing Directorate	My Rockhampton and the Council website is updated at least monthly	Completed	Advance Rockhampton website content review completed with additional information on events and tourism to ensure website fully represents Advance Rockhampton. My Rockhampton website not developed as decision to change to Explore Rockhampton and include events and communicate My Rockhampton through social media rather than website allowing better engagement with community. Live Rockhampton website remains relevant with new content in development for 2020-21.
1.5.3.4	Implement and deliver the My Rockhampton magazine and associated platforms	Tourism, Events & Marketing Directorate	Three magazines designed and distributed per annum	Completed	My Rockhampton magazine was not produced for this quarter (Autumn/Winter edition) due to COVID-19. A flexible communications plan was required due to the climate, therefore My Rockhampton Facebook became the focus with increased communications to engage with the community.
1.6.4.3	Deliver and support major regional events	Tourism, Events & Marketing Directorate	Deliver the Rockhampton River Festival with an increase in the number of people attending and conduct a satisfaction survey with traders and visitors	No	Event cancelled due to COVID-19 event restrictions.
			Increase the number of regional events across the Region by 10%	No	Increase in events not achieved due to COVID-19 related cancellations of all events during this quarter.
2.1.1.1	Implement Tourism Action Plan initiatives to promote and improve Regional tourism opportunities	Tourism, Events & Marketing Directorate	Activate Tourism Action Plan targets and guidelines	Completed	Increase in website and social media engagement, new video and TV advertisements with new imagery in production. Industry communications were issued including regular emails to navigate COVID-19. Best in Beef series showcasing our chefs and restaurants.
2.1.3.1	Review current multi-layered marketing plans for Advance, Explore and Live Rockhampton	Tourism, Events & Marketing Directorate	Review Marketing Strategy and deliver actions in accordance with timeframe	Completed	Development and activation of an integrated economic recovery campaign to capitalise on the new visitor economy around drive holidays including media, bloggers, stories and product inclusion. Promote the Region as a relocation hot spot for work/life balance and investment opportunities.
4.1.1.1	Provide timely and effective delivery of Council's services	Tourism, Events & Marketing Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There has been no non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Tourism, Events & Marketing Directorate	Monthly review of the Operational Budget	Completed	Operational Budget on target for this quarter.
5.4.2.3	Undertake process review on a key activity within the section	Tourism, Events & Marketing Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Event management guidelines (excluding COVID-19 event plan) completed.

## COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Community Services Directorate</b>					
1.4.1.1	Provide community sponsorship for activities for various sectors	Community Services Directorate	Community sponsorship and grant funding applied in accordance with the guidelines	Completed	Three rounds offered throughout financial year. The following major sponsored events were impacted by COVID-19: <ul style="list-style-type: none"> <li>- Golden Mount Festival</li> <li>- Rockhampton Eisteddfod</li> <li>- Rocky Rumble 2020</li> <li>- Rocky Swap</li> <li>- Ridgeland Show</li> <li>- Challenge the Mountain</li> </ul>
1.4.3.2	Review and update Volunteer Manual	Community Services Directorate	Review and update Volunteer Manual by 31 October	Completed	Process completed.
1.6.1.2	Develop and deliver a Reconciliation Action Plan	Community Services Directorate	Deliver actions in the Reconciliation Action Plan within approved timelines	No	Consultation has continued with Darumbal Enterprise on the development of a Reconciliation Action Plan but the internal working group has made minimal progress due to priority of managing response to COVID-19.
1.6.4.1	Deliver and support local events and celebrations	Community Services Directorate	Deliver Festive Season display throughout the Region	Completed	Process completed.
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Community Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	No	Development of a Strategic Risk for Climate Change is in the process of being added to the Corporate Risk Register to ensure that all areas respond to the impacts in their own sections.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Community Services Directorate	Risk register is being maintained	Completed	Risk is monitored and managed, with high priority area actioned in a timely manner.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Community Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	Legislative requirements are monitored and reported regularly.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Community Services Directorate	Monthly review of the Operational Budget	Completed	Operational services conducted within budget.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Community Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Completed	Budgets are closely monitored to meet compliance, all variations are reported.
5.4.2.3	Undertake process review on a key activity within the section	Community Services Directorate	Identify key activity by 30 September and complete process review by 30 June	No	Reviewing a need for a project person to implement process improvements. Process held up due to COVID-19.



## COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Communities and Culture</b>					
4.1.1.1	Provide timely and effective delivery of Council's services	Communities & Culture Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Reviewed and reported monthly, no non-compliance.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Communities & Culture Directorate	Monthly review of the Operational Budget	Completed	Reviewed and reported monthly.
5.4.2.3	Undertake process review on a key activity within the section	Communities & Culture Directorate	Identify key activity by 30 September and complete process review by 30 June	No	Difficult Patron Training resource scoped for Libraries in partnership with Workforce and Governance. Supporting policy and procedure is under review, however the process has been delayed due to COVID-19, recruitment of new Coordinator Library and Child Services and an all of Council approach to support measures.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Art Gallery	Deliver 100% of the endorsed Rockhampton Art Gallery program	No	Zero exhibitions delivered and displayed during this quarter. COVID-19 concluded exhibition programing and public access from 23 March 2020. No exhibitions attendance or public access has been held since.
1.4.1.2	Deliver a range of performances, programs and activities for various age groups	Art Gallery	Community programs and performances are delivered in accordance with contracts, schedules and funding agreements	No	COVID-19 concluded events programing on 17 March 2020. No programs have been held since. Preparing for Rockhampton Museum of Art programing.
1.6.4.2	Support regional events through the delivery of the Arts Program	Art Gallery	Deliver Arts Program at three major events	No	COVID-19 concluded events programing on 17 March 2020. No programs have been held since. Preparing for Rockhampton Museum of Art programing.
1.6.5.1	Deliver a diverse range of creative arts programs	Art Gallery	Programs are delivered in accordance with guidelines and schedules	No	In a COVID-19 environment, priorities have shifted to online programing, including podcasts and videos funded by QLD government. Preparing for Rockhampton Museum of Art programing.
1.6.5.3	Support the creation of public art throughout the Region	Art Gallery	Deliver public art program	Completed	Nirum seating – artistic treatment to seating at Frazer Park. Flooring treatment at City Hall – artwork printed onto soft flooring to be laid in Jim Webber Room. Nirum toilet block – artwork/graphic treatment to elements of a newly constructed toilet block wall.
4.1.1.1	Provide timely and effective delivery of Council's services	Art Gallery	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Reviewed and reported monthly, no non-compliance.
1.6.2.1	Implement Heritage Village Masterplan to increase visitation and revenue	Heritage Village	Increase annual visitors to the Heritage Village by 5% in comparison to previous year	No	Visitation nil due to COVID-19 closure.
1.6.4.1	Deliver and support local events and celebrations	Heritage Village	Conduct Heritage Festival event	No	Cancelled due to COVID-19 closure.
4.1.1.1	Provide timely and effective delivery of Council's services	Heritage Village	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No issues to report. Heritage Village closed due to COVID-19.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
1.4.1.4	Deliver funded home maintenance and modification services to support seniors and people with a disability to continue living independently	Home Assist	Service delivered in accordance with eligibility and funding arrangements	Completed	CQ Home Assist Secure continued to provide essential services to the elderly and disabled of the communities in the Region throughout COVID-19. QLD Government have announced \$5,000 Seniors and Accessibility Renovation Assistance Grants that at 9 July 2020 had 26 successful applications with 328 in the pipeline. These applications are being processed and necessary resources are being assessed.
4.1.1.1	Provide timely and effective delivery of Council's services	Home Assist	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No instances of non-compliance are apparent or reported for this quarter. The program is predicting a huge spike in occupational therapist referrals in the next few weeks as the occupational therapists start to travel to areas outside of Rockhampton again. This will impact the workload of the travelling Field Officer and Major Modifications Officers. CQ Home Assist has been given approval by State and Federal bodies to use unspent funding from 2018-19, to cope with additional costs of providing services due to the inclusion of new welfare checks, grocery and medication delivery and delivery of the QLD Government Seniors and Accessibility Assistance Grant expenses.
1.4.1.3	Provide library services	Library & Child Services	Library services delivered in accordance with Council standards	Completed	Due to COVID-19 closures, there were limited visits (3,163) and loans (45,840) for this quarter. Borrowers were still able to access online resources of eAudio, eBooks and film streaming, which proved very popular. A Takeaway Library service was introduced in May 2020 and libraries reopened to customers in late June 2020.
1.4.3.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Library & Child Services	Provide a minimum of 2500hrs of volunteer services per annum	No	Due to COVID-19, no hours of volunteer services were used this quarter. A total of 1,733 hours of volunteer services were recorded for the year.
1.5.1.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Library & Child Services	Deliver programs and activities	Completed	No face-to-face programming or activities could be undertaken during this quarter, but online programming was posted via social media including story times, rhyme times, crafts and National Simultaneous Story Time in May 2020.
1.5.1.2	Provide facilities and training through the Library Technology Centre and libraries to develop digital skills and reduce social exclusion	Library & Child Services	Deliver community development programs	Completed	Nil hours of contact hours of training, due to COVID-19 closures. Patrons could still access online training resources via Lynda.com.
1.5.1.3	Provide a home delivery library service to people who are housebound	Library & Child Services	Provide a home delivery service with a 70% satisfaction rating	Completed	Home delivery services resumed in May 2020. Survey results were compiled with 87 of 100 surveys returned, with majority 'very satisfied' with service.
1.6.3.1	Preserve the documentary heritage of the Region through maintaining and developing the Local History Centre and its collection	Library & Child Services	Develop a guideline on the accession and deaccession of donated items	No	Procedure not yet completed. Guidelines for accession/deaccession of donated items to Family History Centre will be incorporated into a broader Collection Development Procedure for all library materials and formats. An initial draft of this procedure has been completed, with library staff anticipating a completion date of 30 September 2020.
2.2.3.1	Provide access to resources and free community technology training courses to develop skills	Library & Child Services	Conduct satisfaction survey to determine effectiveness of training provided	No	No training was undertaken via the Learning Technology Centre this quarter for survey to be administered. Can begin when training resumes, but date has not currently been set. Access to computers was available from 29 June 2020 when the libraries reopened.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
2.2.3.2	Provide quality child care services	Library & Child Services	Services provided meet the national quality standard	Completed	Council's Child Care Centre meets the National Quality Standards and has 2,691 places utilised with a 98.52% utilisation for this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Library & Child Services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Some Library and Child Care service levels have been impacted by library closures due to COVID-19 for most of this quarter.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Major Venues	Community long-term use of available spaces at the Walter Reid Cultural Centre are 100% tenanted by the arts and cultural community	Completed	Approved spaces tenanted access restricted due to COVID-19.
			Deliver 100% of the See It Live program at Pilbeam Theatre	No	See it Live program suspended due to COVID-19.
1.4.1.1	Provide community sponsorship for activities for various sectors	Major Venues	Administer the Rockhampton Regional Australia Day Fund in accordance with the guidelines	Completed	A fund of \$15,000 exists to support communities in celebrating Australia Day. Applications for 2020 celebrations were approved by Council to assist in Mount Morgan, Gracemere, Bouldercombe and at the Rockhampton Heritage Village. The unallocated funds were directed towards the Great Australian Bites celebration at Kershaw Gardens that is run by the Advance Rockhampton events team.
1.6.4.1	Deliver and support local events and celebrations	Major Venues	Conduct Rockhampton Carols by Candlelight annual event	Completed	Discussions are occurring about how a Carols by Candlelight event for 2020 could take place safely within COVID-19 regulations, and at which site.
			Conduct annual Rockhampton Cultural Festival	No	Due to COVID-19 all Council events have been cancelled until 2021. QLD Government funding was approved to be carried over for 2021 event.
1.6.4.3	Deliver and support major regional events	Major Venues	Deliver one large music theatre production attended by in excess of 3000 patrons at the Pilbeam Theatre	No	Council presented 'Mamma Mia' as the community Musical for 2020. Half of the performances were cancelled due to COVID-19 social distancing measures. Performances for 2021 are being considered.
1.6.4.4	Promote and facilitate the use of the Rockhampton Showgrounds for major events	Major Venues	Rockhampton Showgrounds is used 25% of the year for grounds and events uses	No	COVID-19 restrictions prevented most scheduled events in this quarter. The pavilions were about to be utilised by Council units to conduct staff meeting with additional space requirements.
1.6.5.2	Deliver the Regional Arts Development Fund	Major Venues	All Regional Arts Development Fund applications are assessed in accordance with the guidelines	Completed	The Bid to Arts Queensland 2020-21 program closed at the end of April 2020. All Regional Arts Development Fund applications were assessed in accordance with the guidelines.
4.1.1.1	Provide timely and effective delivery of Council's services	Major Venues	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Reviewed and reported monthly, no non-compliance.

## COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Community Assets and Facilities</b>					
1.1.6.1	Develop an All Abilities and Inclusion Plan	Community Assets & Facilities Directorate	Deliver actions in the All Abilities and Inclusion Plan within agreed timeframes	No	The All Abilities and Inclusion Plan has been drafted. Across Council some actions have been delivered over the last two year period: <ul style="list-style-type: none"> <li>- Library Services facilitated events such as NAIDOC Week, Cultural Festival, International Day of People with a Disability and Story Time in other languages.</li> <li>- The Art Gallery presented exhibit of collection by a person with Autism.</li> <li>- Civil Operations Program developed ensure bus stops are compliant with the <i>Disability and Discrimination Act 1992</i> with 182 out of 216 bus stops compliant and a program established to ensure 100% compliance by 2022.</li> </ul>
1.1.8.1	Undertake required statutory maintenance	Community Assets & Facilities Directorate	Compliance standards met	Completed	Ongoing and routinely monitored.
1.3.1.1	Maintain and monitor CCTV systems	Community Assets & Facilities Directorate	System maintained in accordance with schedule, with less than 2% downtime	Completed	Less than 1% down time.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Assets & Facilities Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No non-compliance to report this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Community Assets & Facilities Directorate	Monthly review of the Operational Budget	Completed	Operational budget monitored and no issues to report.
5.4.2.3	Undertake process review on a key activity within the section	Community Assets & Facilities Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Scheduling process has been mapped, process documents have been written and opportunities for improvement continue.
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Community Facilities	Achieve annual maintenance budget and program	Completed	Maintenance program delivered.
1.1.8.2	Clean and maintain Council buildings	Community Facilities	Buildings cleaned and maintained in accordance with the priority rating schedule and budget allocation	Completed	Maintenance program ongoing.
1.1.8.3	Develop and implement conservation management plans for heritage listed buildings	Community Facilities	Conservation Management Plan review conducted in accordance with schedule	Completed	Conservation Management Plans have been identified however pending completion of a number of heritage applications.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Community Facilities	All venues are compliant with statutory requirements	Completed	Statutory maintenance program continues.
1.2.1.2	Provide quality regional cemeteries for burial and memorialisation services	Community Facilities	Cemeteries have high community satisfaction with service provided resulting in less than five complaints annually	No	A total of seven complaints were received for this quarter. The complaints were primarily relating to grounds maintenance. We are working to develop a maintenance schedule to assist in carrying out planned work. The annual total is 11.



## COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Community Facilities	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Assets	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Community Projects & Open Space Facilities	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.

## Parks

1.1.7.1	Develop a program for recreation and open spaces	Parks Directorate	Develop the program by 30 June	No	Not delivered. Modified action and target included in adopted 2020-21 Operational Plan.
1.4.3.3	Engage with and provide support to community and volunteer organisations in the delivery of sport and recreation activities	Parks Directorate	Make formal contact with all sporting clubs and associations in the Region	Completed	Contact has been made with clubs regarding COVID-19 rent relief. As the COVID-19 situation continues it is intended the Supervisor Sport and Administration proactively remains engaged with clubs.
2.1.2.1	Consider site options for preferred precinct and scope required works	Parks Directorate	Draft Sport Precinct concept by 31 July	Completed	Planning is progressing on a multi-precinct basis with Strategic Planning taking the lead.
3.1.4.2	Develop a Tree Canopy Plan	Parks Directorate	Develop a Tree Canopy Plan by 30 September and implement actions in accordance with approved timeframes	Completed	229 individual trees have been planted at six locations: All Blacks Park, McLeod Park, Ski Gardens, Gavial Road (Stage 2), Mount Morgan Entry Statement and Kingfisher Parade.
4.1.1.1	Provide timely and effective delivery of Council's services	Parks Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Parks Directorate	Monthly review of the Operational Budget	Completed	End of financial year data not available.
5.4.2.3	Undertake process review on a key activity within the section	Parks Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Parks Action Plan was endorsed by the CEO on 13 January 2020. Key outcomes to be delivered through 2020 and 2021.
1.2.1.3	Further development of the Kershaw gardens and the Botanical gardens	Botanic & Kershaw Gardens	Develop a program that considers the ongoing maintenance and long term improvement	No	Currently on hold due to operational requirements of Community Master Planners in COVID-19 recovery. Action has been included in 2020-21 Operational Plan.
1.6.2.2	Review and update Botanic Gardens Strategic Master Plan	Botanic & Kershaw Gardens	Review and update Botanic Gardens Strategic Master Plan by 30 June	No	Currently on hold due to operational requirements of Community Master Planners in COVID-19 recovery. Action has been included in 2020-21 Operational Plan.
1.6.4.1	Deliver and support local events and celebrations	Botanic & Kershaw Gardens	All sites meet the requirements of events and celebrations	Completed	Events suspended for this quarter due to COVID-19.
4.1.1.1	Provide timely and effective delivery of Council's services	Botanic & Kershaw Gardens	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.

## COMMUNITY SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
1.2.3.1	Quantify mowing and horticultural service frequencies	Parks Operations	Develop and deliver a mowing program that meets seasonal changes by 31 March	Completed	Summer program was implemented in January 2020 and prematurely ended due to COVID-19 impact. Review to be undertaken with lessons learned applied to future seasonal programs.
4.1.1.1	Provide timely and effective delivery of Council's services	Parks Operations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
1.2.2.1	Work with stakeholders to promote the Zoo both regionally and nationally	Zoo	Maintain visitors to the Rockhampton Zoo to 140,000 and monitor through visitor intercept surveys	No	Target not met due to COVID-19 closures. Zoo reopened in June 2020.
4.1.1.1	Provide timely and effective delivery of Council's services	Zoo	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.

## Planning and Regulatory Services

4.1.1.1	Provide timely and effective delivery of Council's services	Planning & Regulatory Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer Service Standards continue to be met as normal operations increase coming out of COVID-19. Small non-compliance will be evident as part of normal operations. These will be reported through monthly reports as required.
4.1.2.1	Provide opportunities for community access to discounted animal health services	Planning & Regulatory Services Directorate	Deliver two microchipping and/or vaccination clinics	Completed	New financial year will see programs continued once the 2020-21 Budget and Fees and Charges Schedule are adopted. It is expected to run in line with budget and expenses as predicted.
4.1.3.1	Ensure educational programs are created and delivered to the community on assessment requirements	Planning & Regulatory Services Directorate	Create an educational plan for the community on pool safety, building requirements and planning scheme understanding	Completed	Bookings for education programs have commenced due to the return of normal Council operations after COVID-19 restrictions. Secondary school year 12 program will commence after July 2020 school break with additional educational booklets being produced to better educate the community around responsible pet ownership.
4.2.1.2	Provide formal and informal education opportunities to the public to ensure the community are aware of their legislative obligations	Planning & Regulatory Services Directorate	Education program implemented in accordance with program milestones	Completed	Secondary school year 12 program will commence after July 2020 school break.
4.2.2.2	Provide a diverse range of compliance tools to a wide range of amenity, health and safety issues across the community to enhance liveability	Planning & Regulatory Services Directorate	Review and update the enforcement manual by 30 June	Completed	Changes to the Enforcement Manual reviewed by Corrs Chambers Westgarth.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Planning & Regulatory Services Directorate	Monthly review of the Operational Budget	Completed	Budget has met expectations and is on track consistently.
5.4.2.3	Undertake process review on a key activity within the section	Planning & Regulatory Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	The review of the warrant process has been conducted and completed and is working well as anticipated.

COMMUNITY SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Development Engineering	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	No	Customer services standards continue to be generally met. There were a small number of non-compliances with the service level standards and this was due to the lack of information provided by the consultant. The Development Engineering Unit was not able to recommend approval until the additional information was provided. All applications met the statutory timeframes identified by the <i>Planning Act 2016</i> .
3.1.3.1	Implement strategic plans to advise community on programs	Health & Environment	Achieve strategy outcomes in the Biosecurity Plan in accordance with timeframes	Completed	Biosecurity programs continued to be implemented despite COVID-19 restrictions. Surveillance program continued, with a large number of inspections completed. Water weed control resumed and continued throughout this quarter. Wild dogs in the Kalka Shades area and rabbits at Southside cemetery control operations undertaken. Work on Council land continues as able to, including mother of millions. Educational programs on hold.
4.1.1.1	Provide timely and effective delivery of Council's services	Health & Environment	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards continue to be generally met through this quarter. Some delays have occurred due to COVID-19 restrictions.
4.2.1.1	Provide effective development management programs in line with legislative requirements for environment health, food, safety, noise, odour and dust protection	Health & Environment	Compliance with development management programs	No	Routine non urgent inspections (including annual inspections) put on hold during this quarter due to COVID-19 restrictions. This has resulted in 70% of Food, 50% of Environmental Relevant Activities and 63% of Personal Appearance Services inspections being completed for 2019-20. This is below the target of 100%. New licences have been generated and posted for those premises where 12 months extensions were provided. Response to complaints continued, with some small delays in activities such as noise monitoring due to COVID-19, customers were informed of these delays, operations recommenced as normal at the end of June 2020.
1.3.2.1	Maintain effective disincentive and quarantine process as per the Animal Management Centre Manual Disease Management	Local Laws	Implement actions in accordance with the Animal Management Centre Manual	Completed	Disease management still achieved at a high level and remains consistent with required operational outcomes and controls.
4.1.1.1	Provide timely and effective delivery of Council's services	Local Laws	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No non-compliance to report this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Development Assessment	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	There were a small number of non-compliances to the service standards. This was due to the Development Assessment unit having five qualified planners when the standards were set, whereas now the unit only has three qualified planners.
4.1.1.1	Provide timely and effective delivery of Council's services	Building, Plumbing and Compliance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer Service standards continue to be met during this quarter, with minor non-compliances reported through the monthly reports.

## REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Regional Services Directorate</b>					
3.3.1.1	Ensure climate change is factored into Council planning and decision making	Regional Services Directorate	Identify potential impacts of climate change and the Chief Executive Officer report to Council half yearly on outcomes for each department	Completed	Asset planning is considering the risk of climate change and its implications.
4.1.1.1	Provide timely and effective delivery of Council's services	Regional Services Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	No non-compliance to report this quarter.
5.2.1.2	Operational risks are monitored and managed in accordance with legislative requirements	Regional Services Directorate	Risk register is being maintained	Completed	Risk registers are regularly reviewed and monitored.
5.2.1.7	Monitor and review non-compliance of legislative requirements	Regional Services Directorate	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Completed	There were no instances of non-compliance this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Regional Services Directorate	Monthly review of the Operational Budget	Completed	Reviewed across the department and tracking on targets.
5.3.1.5	Review operational budgets to ensure effective capture and reporting of activities	Regional Services Directorate	Carry out detailed review of departmental budget and report to Council on budget variances	Completed	Operational budgets on track.
5.4.2.3	Undertake process review on a key activity within the section	Regional Services Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	The revised approach to Civil project resourcing has been implemented and is being monitored. Civil Operations review completed.
<b>Civil Operations</b>					
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Civil Operations Directorate	Achieve annual maintenance budget and program	Completed	Operational program has been completed as scheduled.
1.1.1.2	Deliver the annual capital works program	Civil Operations Directorate	Achieve capital program within 95% of the budget	No	Capital program finished lower than planned (93%).
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Operations Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Four compliance notices were issued in this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Civil Operations Directorate	Monthly review of the Operational Budget	Completed	Monthly review is undertaken and presented to Council each month in Civil Operations monthly report to Council.
5.4.2.3	Undertake process review on a key activity within the section	Civil Operations Directorate	Identify key activity by 30 September and complete process review by 30 June	No	A team has been formed to look into Civil Operations work planning. This target has not been met due to staff availability and the time required to undertake the review, revised completion date is August 2020.
4.1.1.1	Provide timely and effective delivery of Council's services	Rural Operations	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Requests are being addressed in accordance with timeframes.
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Works	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Requests are being addressed in accordance with timeframes.



## REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Maintenance	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Requests are being addressed in accordance with timeframes.

## Fitzroy River Water

1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Fitzroy River Water Directorate	Achieve annual maintenance budget and program	Completed	Generally progressing well with some disruptions due to COVID-19.
1.1.1.2	Deliver the annual capital works program	Fitzroy River Water Directorate	Achieve capital program within 95% of the budget	No	Significant delays with some larger capital projects due to COVID-19 and other project specific issues.
1.1.1.3	Ensure safe and reliable operation of raw water storages	Fitzroy River Water Directorate	Compliance with state legislation and national guidelines	Completed	Ongoing compliance with state legislation and national guidelines.
1.1.1.4	Ensure safe and reliable treatment and supply of drinking water	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Completed	100% compliance with drinking water quality requirements as outlined in customer service standards, Queensland legislation or Australian Guidelines.
1.1.1.5	Ensure safe and reliable transport and treatment of sewage	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Completed	>99% compliance with sewage transport and treatment requirements outlined in customer service standards and Council's Environmental Authority.
1.1.1.6	Ensure safe and reliable supply of non-potable water	Fitzroy River Water Directorate	Compliance with Customer Service Standards, state legislation and national guidelines	Completed	100% compliance with legislative requirements for the supply of non-potable water.
1.3.7.1	Ensure the safe and reliable operation of raw water storages	Fitzroy River Water Directorate	Compliance with legislative requirements for dam safety management	Completed	Ongoing compliance with state legislation for dam safety management.
3.1.2.1	Promote water wise behaviours and practices	Fitzroy River Water Directorate	Achievement of annual marketing communications plan activities in accordance with agreed timeframes	Completed	FRW Marketing and Communications Plan review completed. Delays with implementation due to COVID-19.
			Provide water rebates for residential water efficient products, and process all rebate applications within 10 business days	Completed	Completed in line with business performance indicator.
3.1.5.1	Minimise nutrient and sediment discharges to local waterways	Fitzroy River Water Directorate	Demonstrate compliance with Environmental Authority release limits and continuous improvement initiatives	Completed	Generally compliant with Environmental Authority and continuing the long term trend in reduced nutrient releases to the Fitzroy River estuary.
4.1.1.1	Provide timely and effective delivery of Council's services	Fitzroy River Water Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	A small number of minor non-compliances recorded during this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Fitzroy River Water Directorate	Monthly review of the Operational Budget	Completed	Operational expenditure reviewed monthly to ensure activities are being completed in line with budget forecast or to adjust forecasts based on seasonal variation.
5.4.2.3	Undertake process review on a key activity within the section	Fitzroy River Water Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	No further progress due to ongoing work to develop the new asset management system functionality and also some delays associated with COVID-19.



## REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Infrastructure Planning</b>					
4.1.1.1	Provide timely and effective delivery of Council's services	Infrastructure Planning Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Infrastructure Planning Directorate	Monthly review of the Operational Budget	Completed	Operational budgets are reviewed on a monthly basis and are on track.
5.4.2.3	Undertake a process review on a key activity within the section	Infrastructure Planning Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Landscape architecture processes have now been incorporated into design processes where a landscape architecture element has been identified.
1.1.2.1	Planned condition monitoring programs are completed	Assets & GIS	Planned road, bridge and footpath condition monitoring programs are completed, and the defects identified are provided to the relevant Asset Custodian	Completed	The bridge and major culvert condition assessment reports have been finalised and Civil Operations have been provided with a maintenance work program. The road condition reports have been reviewed and Civil Operations have been provided with a capital renewal program for 2020-21. All footpath inspections have been completed. Footpath defect lists and renewals information has been provided to each Asset Custodian.
4.1.1.1	Provide timely and effective delivery of Council's services	Assets & GIS	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
5.3.1.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	Assets & GIS	The required asset revaluations are completed in accordance with the timeframes set in 2020 External Audit Plan	Completed	The roads valuation was finalised by 31 May 2020 as outlined in the 2020 External Audit Plan.
5.3.2.1	Refine the long-term asset management plans with asset custodians to guide the replacement and utilisation of resources	Assets & GIS	A program for the rolling review of Council's existing Asset Management Plans is prepared with the Water and Sewerage Asset Management Plan and the Bridges and Major Culverts Asset Management Plan to be reviewed by 31 December	No	Work on the revised Water, Sewerage and Bridges and Major Culverts Asset Management Plans (AMPs) has continued. Officers have updated the draft Water and Sewerage AMPs based on the key stakeholder feedback. A draft version of the Bridges and Major Culverts AMP has been distributed to key internal stakeholders for comment. Due to restructuring of the Budget as a result of COVID-19, these AMPs will now be finalised by 31 December 2020.
			Asset Custodians are provided with long term renewal targets based on an asset sustainability ratio of greater than 90%	Completed	Asset Custodians have been provided with general advice regarding the asset sustainability ratio and long-term renewal targets.
1.1.4.1	Provide an effective quality assurance system which supports the civil design function	Civil Design	No major non-conformances identified in the annual audit	Completed	The Quality Management Plan is well understood by all Civil Design staff, and utilised as a tool to assist with the design process on all significant projects.
3.1.4.1	Improve parks and streetscapes to provide diversity of streetscapes	Civil Design	Planting in accordance with the Streetscape Design Manual	Completed	CBD Tree Planting Masterplan has been completed. Design of 2019-20 CBD Planting has been completed.  The initiative to provide street trees in the CBD requires support from stakeholders to understand the resultant loss of car-parking versus the long term benefit of the street tree canopy.
4.1.1.1	Provide timely and effective delivery of Council's services	Civil Design	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.

REGIONAL SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
1.3.4.1	Natural and man-made hazard risk assessments are reviewed on a five yearly basis	Disaster Management	Review Natural Hazard Risk Assessment and complete annual maintenance check by March	No	Review continuing into first quarter of 2020-21, on track to be completed with the Queensland Emergency Risk Management Framework funded project (extensive review and transfer to the new State Framework). Funding must be acquitted by 31 March 2021. Project on track to be completed by 31 October 2020.
1.3.6.1	Deliver and implement community disaster awareness education	Disaster Management	Review and update Local Disaster Management Group Communications Plan	No	Community engagement and education activities occurred including; Get Ready activities, Emergency Services Day and Mt Archer Evacuation pilot. The review of the Local Disaster Management Group Communications Plan will be transferred and incorporated into the 2020-21 review.
1.3.7.2	Conduct an annual review of the Local Disaster Management Plan in accordance with statutory requirements	Disaster Management	Annual review completed by 30 November each year	Completed	Annual review of Local Disaster Management Plan was completed and adopted by Council in August 2019.
1.3.7.3	Conduct an annual preparedness activity in accordance with statutory requirements	Disaster Management	Undertake annual Local Disaster Management Group preparedness activity by 30 November	Completed	Local Disaster Management Group preparedness activity was completed on 6 September 2019.
1.3.7.4	Ensure the Local Disaster Management Group meet regularly to coordinate disaster management activities	Disaster Management	Annual review of the Local Disaster Management Plan and deliver actions in accordance with the plan	Completed	Routine meeting of the Local Disaster Management Group held on 8 May 2020.
4.1.1.1	Provide timely and effective delivery of Council's services	Disaster Management	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
1.1.3.1	Update Local Government Infrastructure Plan in Rockhampton Planning Scheme	Strategic Infrastructure	Complete amendment to Local Government Infrastructure Plan by June	Completed	Public consultation concluded on 20 January 2020. Council resolved to adopt the amended Local Government Infrastructure Plan on 4 February 2020. This plan commenced on 3 March 2020.
1.1.5.1	Complete preliminary planning, design and cost estimating for projects identified from the Schedule of Works for Transport, Stormwater, Water and Sewerage Trunk Infrastructure that may be required in the near term to 2026	Strategic Infrastructure	Projects identified by 1 September with project development works completed by 30 June	No	Projects were updated and identified during the Local Government Infrastructure Plan update. Water, Sewer and Stormwater projects are planned and designed with revised estimates. There are several projects that were not completed fully during this financial year. Difficulties with traffic movements changing under COVID-19 and inability to fill some positions within the team have impacted this deadline.
1.4.2.1	Update traffic modelling for the urban areas of Rockhampton and Gracemere	Strategic Infrastructure	Complete Transport Corridor Studies for Arterial Roads by 30 June	No	Short term options for Upper Dawson Road completed and long term options being finalised. Reporting for this has not been completed. Corridor Studies for North Street and Dean Street have been impacted by changes to traffic movements as a result of COVID-19.
1.4.2.2	Consider the Environmental Sustainability Strategy in future planning	Strategic Infrastructure	Develop strategy and policy for Riparian Management by 30 June	No	On hold pending outcomes of Activity procedure for works in the watercourse
4.1.1.1	Provide timely and effective delivery of Council's services	Strategic Infrastructure	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.

## REGIONAL SERVICES

Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
<b>Project Delivery</b>					
1.1.1.2	Deliver the annual capital works program	Project Delivery Directorate	Achieve capital program within 95% of the budget	No	\$29.8M of a \$32.8M capital program budget was delivered as at the end of 2019-20. This represents approximately 91% expenditure for the financial year. The 4% shortfall was due to COVID-19 impacts across all capital projects, which included the postponement of tendering and delayed awarding of contracts, delayed cash flow realisation and contractor supply chain delays with imported plant and materials.
1.1.4.2	Effective delivery of major infrastructure projects	Project Delivery Directorate	Project meets objectives and completed on time and budget	Completed	Current projects have been impacted by COVID-19 with budget and schedule delays. The impact of COVID-19 has been watched and managed closely. Current projects are being delivered within agreed project scopes and budgets however with some revised timeframes.
2.2.3.1	Effectively deliver the construction of Art Gallery Project	Project Delivery Directorate	Project completed in accordance with allocated budget and timeframes	Completed	The Art Gallery is being delivered within the agreed project scope, budget and timeframe. The impact of COVID-19 is being closely watched and managed.
4.1.1.1	Provide timely and effective delivery of Council's services	Project Delivery Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Unit currently achieving a 5.0 day average completion time to Pathway requests.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Project Delivery Directorate	Monthly review of the Operational Budget	Completed	Operational costs journalled to capital budgets on a monthly basis.
5.4.2.3	Undertake process review on a key activity within the section	Project Delivery Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Project Delivery employed a Program Manager to review and evaluate how capital infrastructure programs and projects are planned and delivered across Project Delivery. A detailed review of current processes, procedures and policies were undertaken and a draft Program Management Plan has been developed, subject to review by the General Manager Regional Services. The Program Management Plan provides a consistent approach to the management, execution, development and delivery of infrastructure programs and projects. The next steps are to begin the implementation of the Program Management Plan across Project Delivery.
<b>Rockhampton Regional Waste and Recycling</b>					
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Waste & Recycling Directorate	Achieve annual maintenance budget and program	Completed	Annual maintenance budget and program is on track.
1.1.1.2	Deliver the annual capital works program	Waste & Recycling Directorate	Achieve capital program within 95% of the budget	Completed	Annual capital budget and program is on track for greater than 95%.
3.1.6.1	Develop and deliver an effective educational program to the community promoting kerbside recycling and general resource conservation	Waste & Recycling Directorate	Achieve targets in line with the Waste Reduction and Recycling Plan	Completed	Key actions are in accordance with the Waste Strategy.
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Directorate	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.

REGIONAL SERVICES					
Ref	Operational Action	Unit	Target	On Track	Quarter Four Status Commentary
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Facilities	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
4.1.1.1	Provide timely and effective delivery of Council's services	Waste & Recycling Collections	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	Completed	Customer service standards have been met this quarter.
5.3.1.1	Review operational budgets to ensure effective capture and reporting of activities	Waste & Recycling Directorate	Monthly review of the Operational Budget	Completed	Completed.
5.4.2.3	Undertake process review on a key activity within the section	Waste & Recycling Directorate	Identify key activity by 30 September and complete process review by 30 June	Completed	Investigations into the expansion of Council's kerbside collection service into rural areas surrounding current rural service areas are completed with services commenced for Kabra/Gracemere, Moongan, Limestone Creek and Bouldercombe. Awaiting response from residents in the rural service areas of Wycarbah, Stanwell, Westwood, Gogango, Bajool and Marmor before the expected roll-out in August 2020.

**2019-20 OPERATIONAL PLAN  
PROGRESS REPORT –  
QUARTER FOUR**

**2019-20 Operational Plan Summary -  
Quarter 4 - 1 April to 30 June 2020**

**Meeting Date: 25 August 2020**

**Attachment No: 2**



**OPERATIONAL PLAN REPORT SUMMARY  
QUARTER FOUR 2019 – 2020**

**OFFICE OF THE CEO**

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Directorate

COVID-19 continued to have a heavy impact on operations of the Directorate area.

The Chief Executive Officer (CEO) advised all staff on 18 March 2020 of major changes to operations with Payroll and Accounts staff isolated, majority of office based operations moved to 'work from home' where possible and public facilities such as City Hall, Libraries, Theatre and the Zoo closed to the public. This was a mammoth operation conducted under very stressful circumstances and staff responded exceptionally.

The CEO and Leadership Team met daily via Webex and closely monitored the organisational response to COVID-19 and associated impacts to the efficient operations of the organisation as well as maintaining the wellbeing of staff and community in line with Public Health Directives. Regular communications were distributed to Councillors, staff and the community as Public Health Directives were revised. Everyone adapted quickly to working within restrictions of COVID-19 with working from home arrangements and dial in via Webex facilities being available as required.

Following local government elections on 28 March 2020 and due to COVID-19 restrictions, the CEO conducted Declaration of Office for all Councillors (excluding the Mayor) over the phone. The Post-Election meeting was held via Webex on 8 April 2020 with the first meeting of the new Council being held at the Pilbeam Theatre on 8 April 2020. Staff are to be commended for their commitment in setting up for this meeting and working over the Easter weekend. Council meetings and workshops continued to be held at the Pilbeam Theatre until the relaxation of restrictions in mid May 2020.

A multitude of Budget workshops were convened with Councillors to work through a difficult budget process. Workshops to cover other topics have also been convened on a regular basis to ensure Councillors are briefed and updated and management has a direction moving forward. The Operational Plan and Budget 2020-21 is scheduled to be adopted mid July 2020.

Operations and staffing were reviewed continually in line with Public Health Directives but major impacts were felt across the organisation as a result of COVID-19.

Governance Support

As with all other facets of the organisation, COVID-19 has heavily impacted Committee Support and travel operations. All non-essential travel outside the Region has been cancelled.

Governance Support were heavily involved in the implementation and ongoing operations surrounding the changes to Council Meetings and Workshops in this quarter as a result of the impacts of COVID-19.

Office of the Mayor

The Media and Communications team undertook a number of key media initiatives and engagement campaigns in this quarter.

The major body of work completed by the team was a series of engagements centred on the recovery of the community during the COVID-19 pandemic. This included a series of general public, community group and business surveys along with specific campaigns arising from subsequent Council resolutions (for example, COVID-19 Financial Hardship and Assistance Scheme).

Specific media plans were implemented around key issues such as the 2020-21 Budget and the consultation of the proposed Motorsport Precinct.

Discussions to progress Council's Reconciliation Action Plan continued with local Aboriginal and Torres Strait Islander groups to be involved in an external working group.

Departments were appropriately supported with daily media and smaller scale engagements during this time as well.

### Workforce and Governance

The implications of COVID-19 continued in this quarter which required regular assessment of the ever changing Public Health Directives and advice from both the Federal and State Governments. A variety of measures and strategies were continually reviewed to ensure our employees, their families and the community stayed safe and healthy. Special leave arrangements, fact sheets, self-assessment declarations and frequently asked questions were constantly updated and distributed to the workforce.

Our Learning Management System (Beakon) Take 5's have been online for those employees able to access via computer and for three months of this quarter an average of 580 employees have used the online version of the Take 5. The implementation of Award Interpreter and Timekeeper has been delayed to assess the impact that the delayed Asset Management Project (planned October 2020 implementation date) will have on costing and plant recording on manual timesheets. Organisational Development training including the Emerging Leaders Program has been affected by the budget revision for 2020-21 and may be postponed indefinitely.

All of Council's Certified Agreements have been certified officially via the Queensland Industrial Relations Commission. There are a variety of post implementation tasks that are being undertaken with relevant stakeholders as required.

Of the 10 Workplace Health and Safety Key Performance Indicators (KPIs) that were set for the year, Council achieved five. Council has improved in eight of the 10 KPIs compared to the previous financial year. Key points to note include the 37% reduction in lost time injuries incurred and the 78% decrease in days lost incurred due to lost time injuries.

COVID-19 significantly impacted the Hazard Inspection completion rates for March and April 2020 resulting in an 8% decrease compared to the previous financial year.

The 2020-21 Operational Plan was prepared during this quarter with several workshops undertaken with Councillors to enable the delivery of a plan that supports Council's five key focus areas of tree canopy, footpaths, sports, tourism and industry as well as other major projects planned for the coming year.

This quarter saw the completion of the identification and implementation of the newly adopted Local Law delegations and authorisations. The project was successfully completed and fully implemented prior to the planned end date of 30 June 2020. All outcomes were achieved and risks associated with the absence of local law delegable and authorised person powers now mitigated.

## **CORPORATE SERVICES**

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### Corporate and Technology Services

Targets for the identified operational actions for the Corporate and Technology Services section were achieved at the conclusion of this quarter.

#### Information Systems

On 19 June 2020, the Prime Minister announced details surrounding a cyber-attack targeted against all levels of government and large corporations in Australia. The Australian Cyber Security Centre (ACSC) labelled this the "2020-008 – Copy-Paste Compromises".

The ACSC information release outlined the detected avenues for cyber-attacks targeting '.gov.au' domains and the mitigation steps to prevent cyber-attacks. Based on this information, Information Technology Services (ITS) undertook an assessment of Council network infrastructure and applications. The range of mitigation steps have now been implemented or were already in place.

ACSC released a list of email addresses, domains, websites and IP addresses used in the attacks; these have been blocked.

ITS are also finalising updated cyber security/email phishing training along with investigating Multi Factor Authentication (MFA) in order to increase Council's security posture.

#### Smart Hub

The SmartHub team executed a SmartHub COVID-19 Response Plan that outlines goals and priority activities to address the current situation, and to deal with the impact the pandemic has on executing the adopted Operational Plan.

The team continues to deliver value to their members by facilitating daily virtual check-ins and coaching sessions via zoom, increasing online presence and positioning the SmartHub as an online leader in the wider business community. Resident members have been able to continue working from the SmartHub where necessary, with restrictions in place. SmartHub events and programs are being delivered virtually with relevant topics selected to support members and the wider business community during this economically challenging time.

Turbo-Traction Lab 3 wrapped-up with a virtual Demo Night and certificate presentation taking place on 26 May 2020. This was an opportunity for the program facilitator and Entrepreneur-in-Residence, Daniel Johnsen and the SmartHub team to showcase the achievements of Turbo-Traction Lab participants. The content shared gave insight into the entrepreneurs' journey while turbo-charging their businesses to make international sales.

The Central Queensland Mining Equipment, Technology and Services (METS) Accelerator Program, funded by METS Ignited commenced (online via zoom) on 19 May 2020, with eight business owners accepting a position in the program. Council launched its Digital Business Capability Program in June 2020. Administered by the SmartHub, the program will support up to 20 local businesses that service the agricultural and rural industry to create or improve their online presence through the guidance and expert support from a SmartHub based business.

The SmartHub membership details, as at 30 June 2020:

Resident Memberships	21
Corporate Membership	2
Monthly Membership	70
<b>TOTAL</b>	<b>93</b>

#### Finance

This quarter has been busy with workshops for the 2020-21 Budget Preparation. The opportunity has also been provided to refresh financial information with new and existing Councillors.

Key deadlines around External Audit and Financial Statement Preparation have been met with the Interim Audit Report provided to the Audit and Business Improvement Committee in June 2020.

Work continues in respect of implementation of the new Asset Management System with processes being designed around the capture of employment costs.

Customer Service continued to provide excellent customer service over the telephone during shutdown of front office as a result of COVID-19. Officers were able to man the call centre from home via the internet. This function will be beneficial for Council in future disasters.

Water bills were adjusted during this quarter as a result of longer read times than desirable. Rate modelling with the new property revaluation has been substantial. Preparations are close to completion to ensure the option is available to provide electronic rates notices with the first rates notice issued in August 2020.

#### Environmental Sustainability

The Environmental Sustainability unit continued to facilitate a range of sustainability partnerships and programs. Key achievements were as follows:

- Coordinated development of Council's Green Army works packages, which outlined opportunities to increase urban canopy cover as part of the economic stimulus measures under the Local Government Association of Queensland's Battle Plan.
- Formalisation of Council's operational Natural Resource Program, including strengthened long-term delivery arrangements with Parks, Multicultural Australia, Capricornia Catchments and the Department of Corrective Services.
- Continued implementation of Council's Environmental Sustainability Strategy annual action plan.
- Development and launch of Council's Sustainability Toolkit on the Hub, which provides staff with access to a range of resources to help them make sustainability second nature within Council.
- Continued delivery of Council's Living Sustainably monthly e-newsletter.



- Delivery of Council's annual Nature Photography Competition, which received over 270 entries from all across the Region – of which many images are now being used as part of the My Rockhampton and Explore Rockhampton marketing campaigns.
- Council renewed the Reef Guardian Council Memorandum of Understanding with the Great Barrier Reef Marine Park Authority.
- Council continued working with local stakeholders to deliver the local 'Drain Buddies' source reduction program, which with just nine litter traps, prevented 6,727 litter items (weighing 240kg) from entering the Fitzroy River in 2019-20.
- Council also continued to support local organisations to deliver environment and sustainability projects through Council's Community Assistance Program 'Environment and Sustainability Scheme' with a total of 13 projects awarded funding of \$26,750 in 2019-20.

#### Internal Audit

Negative Service Delivery impacts for this quarter:

- Minor exceptions due to work restrictions.

Positive Service Delivery impacts for this quarter:

- Strategic Audit Plan (Audit Strategy) – completed for 2020-2023.
- Annual Audit Plan – completed (three year plan of work) for 2020-2023.
- Internal Audit Partnership Model – completed for 2020-21.
- Annual Audit Plan for 2019-20 – annual key performance indicators achieved.
- Review of Fitness for Work – completed.
- Review of Suitable Duties – completed.
- Review of Follow-Up Reviews – completed.
- Audit Committee Meetings – annual key performance indicators achieved.
- Enterprise Risk Management Reporting – annual key performance indicators achieved.
- Enterprise Risk Management Fraud Corruption Checklist Annual Presentation – completed.
- Enterprise Risk Management Fraud Data Analytics – thematic review completed (includes four year Trend Analysis 2016-2019).

#### Strategy and Planning

Motorsports precinct planning is underway with the engagement of industry specialists to undertake a master plan of the site. Council has entered into a conditional contract to acquire a site located north of Bouldercombe.

Work is continuing on planning for major sports and events precincts including in Wandal and The Common areas.

Strategic Planning and Tourism teams have established regular meetings with the board of Dreamtime Cultural Centre, to assist the Centre in planning for its future, through potential site modifications, enhanced community and tourist offers, and the accessing of external funding sources.

Strategic Planning is undertaking an advisory role alongside the managers of Council's key community assets, including the Zoo, Botanic Gardens, Museum of Art/Cultural Precinct and Pilbeam Theatre, in ascertaining their current condition, existing and future roles and opportunities for coordination and enhancement.

During this quarter staff have continued assisting Parks and Facilities teams with an assessment of existing recreational facilities to inform future asset planning priorities.

**ADVANCE ROCKHAMPTON**

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Directorate

COVID-19 challenges have impacted on the Directorate with significant effort being directed toward response and recovery planning and advocacy and development of the 2020-21 Budget and Operational Plan. As a consequence, review of the Economic Action Plan has been delayed and rolled over into the 2020-21 Operational Plan.

Airport

The Airport is showing signs of recovery with the number of flights increasing since last quarter. Both Airlines have flights seven days a week and load factors are solid. Management will continue working with the airlines to rebuild the schedule to provide services to the public. We have also had a new charter service start-up operations at Rockhampton Airport and they are flying Monday to Friday once a day.

Commercial

An audit of the Wayfinding Strategy implementation has been completed and will be reported to Council in quarter one of 2020-21. A review of the CBD Redevelopment Framework has been initiated and will be progressed in the first half of 2020-21.

Economic Development

The Economic Development team is continuing its business advocacy and investment attraction efforts. While COVID-19 has seen acute impacts to sectors such as hospitality and tourism, key sectors such as mining, civil construction, agribusiness and health care and social assistance continue apace.

A key focus for this quarter has been working with the small business community to ensure factual information on Commonwealth and Queensland Government support packages is provided.

The team has worked actively with major project proponents and principle contractors to promote local content in those projects.

The team also worked closely with the Tourism, Events and Marketing unit to develop a suite of economic development and investment attraction marketing documents. These will be released as a package shortly.

Tourism, Events and Marketing

The Events team managed cancellation of Rocky River Run, Rockhampton Agricultural Show and the Rockhampton River Festival along with the postponement of Rockynats to 2 – 5 April 2021. The events team utilised this quarter to review processes and procedures and ensured alignment with the approved COVID-Safe Industry Plan to build the 2021 event calendar.

The Tourism and Marketing team have executed the Explore Rockhampton 'stop, see, stay' tourism campaign in this quarter to drive visitor nights and expenditure in the Region which included coverage on radio, television, social, digital and outdoor media (billboards). With allocated additional funding, we developed and implemented an economic recovery marketing campaign across Explore (tourism), Live (relocation) and Advance (invest) to assist the Region's recovery and positioning.

The need for a high-level resource document was identified that showcases the range of diverse and unique event and conference spaces, fields and sporting complexes, event vendors, accommodation providers and social experiences available in the Region so created a new resource 'the Rockhampton Region's Meeting Incentive Conference and Events guide' available to view on the Advance Rockhampton website.

**COMMUNITY SERVICES**

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Directorate

Throughout this quarter, the Directorate team continued to administer and monitor the Rose's Angel Network ceasing 14 July 2020.

COVID-19 restrictions effected the majority of successful Round 2 applications under the Community Assistance Program resulting in either the cancellation or postponement of events. Monies released for such events were either held over by community groups for the event to be held in 2021 or refunded minus any expenditure that occurred prior to proposed event dates, for example, marketing.



The Directorate team worked from home returning to the office on 25 May 2020.

#### Communities and Culture

*CQ Home Assist and Childcare* have been focused on continuing to deliver services in the very challenging COVID-19 environment while ensuring infection risks are controlled for both clients and staff.

*Major Venues* have been managing the refund, rebooking and processes for safe reopening of venues. Staff have made valued contributions to the approved COVID Industry Safe Plan for Queensland Live Performance, Venues/Theatres. Review of practices and significant audit of hard copy files and resources was completed. Pilbeam Theatre hosted Council meeting on stage.

*Production and Technical* provided significant support to Office of the CEO to ensure broadcasting of Council meetings both in chambers and at the Pilbeam Theatre. Opportunity was taken to undertake numerous maintenance and affordable refitting including rerunning of AV systems throughout the Pilbeam Theatre. The team provided production services to Advance Rockhampton for the Sunday Session delivery.

*Libraries* undertook 'back of house' tasks during closure along with the well-received takeaway service for patrons while sites were closed. The team managed the restricted and controlled reopening of sites later in the quarter. This was all achieved along with the commencement of the new Coordinator Library and Child Services during challenging circumstances.

*Heritage Village* completed maintenance and planning processes to undertake support tasks and effective reengagement of volunteers as a result of Council's decision to maintain closure of the site for up to 12 months to undertake review of the site's future and business plan.

*The Directorate* undertook forecast of 2019-20 Budget position in light of COVID-19 closures and subsequent review of the 2020-21 Budget. Significant communication, operational and human resources support was delivered to manage the impacts of COVID-19. The section has performed well considering the significant impact the crisis has had on all areas of the section.

#### Community Assets and Facilities

Community Assets and Facilities continued to work towards the roll out of R1 Asset System, with the development of schedules, strategies and process documents. Business as usual continued from a facility maintenance point of view, with a focus on validating current defects lists.

In response to COVID-19, facilities maintenance activities changed focus to cleaning and cleansing services in the Region for both staff and the community.

#### Parks

Rockhampton Zoo reopened on 27 June 2020 in time for school holidays and have experienced high levels of public demand. Capital projects in the Zoo have gone to tender in this quarter headlined by the new meerkat enclosure, perimeter fence and perentie enclosure.

Parks Operations have focused on implementing a number of safety improvements including mower operations, whipper sniper projectiles, and working on and near roads.

Tree planting has taken place across a number of sites with 229 total trees planted at All Blacks Park, McLeod Park, Ski Gardens, Gavial Road (Stage 2), Mount Morgan Entry Statement and Kingfisher Parade.

Sporting clubs have varied in their response to COVID-19, with some sports choosing to postpone their 2020 season. Sports and Administration have maintained an advisory role to all clubs and sporting organisations.

#### Planning and Regulatory Services

Planning and Regulatory Services identified outcomes have been completed with the exception of Health and Environment; this has resulted in 70% of Food, 50% of Environmental Relevant Activities and 63% of Personal Appearance Services inspections being completed during 2019-20. This is attributed to the ongoing COVID-19 pandemic.

Highlights over this quarter include continually showing high levels of services provided by the section, whilst in the grip of a pandemic and the added pressures around meeting key performance indicators while delivering ongoing services in extra ordinary times.

The continued open and positive communication by Council, senior management and teams has ensured most operational outcomes were met as required. Identifying factors around resilience are staff's flexibility, and the continued professionalism and commitment along with their positive attitude in achieving results ensuring business continuity levels remained consistent.

Overall, the subsequent achievements made by Planning and Regulatory Services in accordance with set benchmarks is very positive considering the current situation. All reviews were in accordance with operational requirements as per this quarter's review process. Planning and Regulatory Services is continually focused on delivering a best practice approach to service delivery, while continually maintaining customer focus and a one team approach to all services provided.

## **REGIONAL SERVICES**

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### Directorate

Regional Services has achieved the capital and maintenance programs; meeting its targets across all functions. The large capital program has been completed with significant investment in asset renewal and a number of significant major projects for the Region.

### Civil Operations

Civil Operations has delivered road and stormwater services to the community in an efficient and effective manner. This has seen improvements in our quality and safety performances.

Civil Operations has delivered major projects in the period:

- Alexander Street reconstruction;
- Wackford Street stormwater upgrade;
- Upper Dawson Road reconstruction;
- Thirsty Creek upgrade;
- Glenmore Road and Main Street intersection upgrade;
- East Street and Derby Street roundabout project;
- Macquarie Street – Foster to Douglas upgrade; and
- Mount Morgan and Gracemere CBD upgrades.

### Fitzroy River Water

Fitzroy River Water (FRW) has continued to provide a safe and reliable drinking water supply to the community, ensuring compliance with legislative requirements. Safe and reliable transport and treatment of sewage, along with the supply of non-potable water has also been in line with legislative requirements. In particular, the supply of water and sewerage services was delivered uninterrupted despite the restrictions and limitations associated with the COVID-19 pandemic.

FRW has continued to deliver capital projects in order to increase both the reliability and resilience of assets. Some key achievements throughout 2019-20 are as follows:

- Significant progress on construction of the West Gracemere Water Main Extension Project;
- Completion of electrical and mechanical upgrade projects at a number of key water pump station and sewerage pump station sites;
- Progression of the North Rockhampton Flood Management Area Building Our Regions Funded Project;
- Progression of the South Rockhampton Sewerage Treatment Plant Effluent Reuse Scheme;
- Commencement of both the Hadgraft Street and Jardine Park sewerage pump station electrical and mechanical upgrade projects;
- Commencement of construction of the Mount Morgan Sewerage Treatment Plant Inlet Screen Duplication Project;
- Successful completion of both the Rockhampton and Mount Morgan Capital Refurbishment Programs; and

- Successful completion of Trunk Infrastructure Inspection Programs and some major preventative maintenance activities.

#### Infrastructure Planning

During this quarter, Civil Design continued to progress designs for the 2020-21 capital program.

The design of Quay Lane (Denham Street – William Street) was accelerated to allow construction to be completed prior to the opening of the Art Gallery. This is an extremely challenging project that includes stormwater, water and sewer upgrades, as well as gas relocations and new communication conduits, all required to be accommodated in a 6m wide road reserve.

The Civil Design team has investigated an alternative alignment at Hanrahan's Crossing that will enable construction to be completed without closing the existing crossing. A review is progressing to determine which of the three options completed to date will be adopted.

Strategic Infrastructure undertook a review of the next stage of the North Rockhampton Flood Management Area Project with a view to mitigate any coincident flooding impacts caused by the introduction of the Water Street barrier and works. Works were also progressed for the Archer Street drainage scheme preliminary design. The Airport Levee Feasibility Study Tenders were evaluated and are awaiting budget before proceeding.

Concept designs and estimates have been finalised for future plans for Trunk Infrastructure transport projects. A Road Safety Audit on the "jump up" section of Razorback Road has been completed. A project has also been started to investigate road safety deficiencies along some of the rural roads in the Region. This project aims to identify key issues in the road reserve for further consideration and prioritisation.

In water and sewer, work continued on the Water Model Validation Project. This involves reviewing water usage and losses for the water network, and refining the data to more segregated catchments. Preliminary designs for some of the future sewer pump stations in Gracemere are being finalised.

Good progress was made on condition assessments for the footpath network, bus stops and airport airside stormwater infrastructure. The 2019-20 road revaluation was completed on 31 May 2020 in accordance with the External Audit Plan. Work continued on the revised Water, Sewer and Bridges and Major Culverts Asset Management Plans. Work has now commenced on a revised Roads Asset Management Plan.

Work continued on the Geocentric Datum of Australia 2020 Project (GDA 2020) with the majority of the spatial datasets that are used in Geocortex transformed by the 1 July 2020. This date aligned with the State Government's official adoption date for GDA 2020.

A routine meeting of the Rockhampton Local Disaster Management Group was held via Webex during this quarter. The Mount Morgan Disaster Management Team met. Council's Manager FRW provided an overview of the risks and controls within the Mount Morgan Number 7 Dam's Emergency Action Plan.

The Disability Inclusive Disaster Risk Reduction Rockhampton Working Group met, continued planning its approach to implement the Person Centred Toolkit and considered the additional tools that have been developed from the toolkit in response to and to support COVID-19.

The Mount Archer Bushfire Plan Project was delivered during this quarter. Community understanding and technical data was collected. An evacuation plan has been drafted and is to be finalised.

State Emergency Services (SES) from the Rockhampton Unit continued to support homes that had been affected by the April 2020 Hail Storm. SES Team responded to almost 100 SES requests across the area during the April 2020 sudden storm.

A virtual Local Disaster Coordination Centre remained established to support COVID-19 operational activities should the situation escalate.

#### Project Delivery

Throughout 2019-20, Project Delivery successfully managed and delivered \$29.8M of a \$32.8M capital works program.

Key achievements accomplished by Project Delivery throughout the 2019-20 include:

- Ongoing delivery of notable major infrastructure projects including the New Art Gallery, Rockhampton Airport Terminal Refurbishment and Gavial Creek Bridge.
- Continual delivery of the Works for Queensland (W4Q) program and other minor capital projects.

- Undertaking a Department-wide process and procedure review to develop a Project Delivery Program Management Plan that enhances, standardises and provides a consistent approach to the management, execution, development and delivery of infrastructure projects across the full project lifecycle.

#### Rockhampton Regional Waste and Recycling

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

Achievements and challenges encountered throughout the period are detailed below:

- Uninterrupted service to the community working under our Business Continuity Plan for COVID-19.
- Budgets tracking within expectation.
- Landfill expansion – the construction of ‘piggy back’ Cell A1 has commenced. Leachate and stormwater management works are in progress.
- Landfill Gas Management – preparation works ongoing to commence the extraction and flaring of landfill gas at Lakes Creek Road (operating landfill). Works at Gracemere (closed landfill) are being postponed to allow the completion of the final capping system.
- State Government Waste Levy – operational requirements continue to be implemented and refined.
- Expansion of Kerbside Collection Service to Rural Area – work has continued with new services rolled out to interested residents in the Kabra/Gracemere, Moongan, Limestone Creek and Bouldercombe areas. The remaining areas of Marmor, Westwood, Bajool, Stanwell and Gogango are continuing in line with Council endorsement.
- RRC Waste Education Plan 2020 – developed and being implemented. Currently being effected by COVID-19 with some programmes on-hold. With Stage 3 of the State Roadmap, it is expected that education actions will return to more normal activities.
- RRC Waste Strategy 2020 – 2030 – implementation is continuing.



**10.14 SALE OF USED MOTOR VEHICLE TO BARCALDINE REGIONAL COUNCIL**

**File No:** 8254  
**Attachments:** 1. Letter from Barcaldine Regional Council [↓](#)  
**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer  
**Author:** Drew Stevenson - Manager Corporate and Technology Services

**SUMMARY**

*Proposed sale of one used motor vehicle to Barcaldine Regional Council and seeking Council's approval to dispose of this asset under an exception to tendering in accordance with s236 of the Local Government Regulation (2012).*

**OFFICER'S RECOMMENDATION**

That Council approves the sale of one motor vehicle, as detailed in this report, to Barcaldine Regional Council under s236(1)(b)(i) of the *Local Government Regulations (2012)*.

**BACKGROUND**

Council is currently renewing a motor vehicle used by the Rockhampton Region SES groups. RRC's SES Local Controller has liaised with other regional SES groups and facilitated information sharing on available equipment grants and second-hand assets that may suit their requirements.

Barcaldine Regional Council (BRC) was successful in obtaining grant funding to enable the purchase of a second-hand RRC SES motor vehicle when available at the end of the current renewal process in late September 2020. BRC has confirmed their acceptance of the sale price and await formal approval from RRC (refer Attachment).

The asset involved in this transaction is:

Asset Description	Year	Sale Price ex-GST	Current Odometer
1011356 - Holden Colorado 4 x 4 Dual Cab 162TCZ	2013	\$16,000	27,000km

The identified sale price is the "auction / market value" for the normal disposal process. As there is no financial deficit to Council in disposing of the motor vehicle to BRC, it is recommended that Fleet Services proceed with the sale of the vehicle to BRC.

**PREVIOUS DECISIONS**

At the Ordinary Meeting of Council on 16 July 2019, Council approved the sale of two motor vehicles to Barcoo Shire Council under s236 (1)(b)(i) of the *Local Government Regulation (2012)*.

**BUDGET IMPLICATIONS**

The sale of this vehicle forms part of the program to renew the range of vehicles utilised by the Rockhampton Region SES groups. As per the attached letter from Barcaldine Regional Council, it is in agreement with the price (being 'auction / market value'), and therefore no resultant financial deficit applies Council.

**LEGISLATIVE CONTEXT**

Local Government Regulation (2012)

Div 4, s236 **Exceptions for valuable non-current asset contracts**

*(1) Subject to subsections (2) to (4), a local government may dispose of a valuable non-current asset other than by tender or auction if—*

*(b) the valuable non-current asset is disposed of to—*



*(i) a government agency;*

*(2) An exception mentioned in subsection (1)(a) to (e) applies to a local government disposing of a valuable non-current asset only if, before the disposal, the local government has decided, by resolution, that the exception may apply to the local government on the disposal of a valuable non-current asset other than by tender or auction.*

**LEGAL IMPLICATIONS**

No known legal implications.

**STAFFING IMPLICATIONS**

No staffing implications.

**RISK ASSESSMENT**

The agreed sale price is at Council's residual book value, therefore there are no risks associated with the recommendation.

**CORPORATE/OPERATIONAL PLAN**

Not applicable.

**CONCLUSION**

It is recommended Council approve the sale of the identified second-hand motor vehicle to BRC (at the agreed residual book value - \$16K) under the Local Government Regulation s236 (1)(b)(i).

# **SALE OF USED MOTOR VEHICLE TO BARCALDINE REGIONAL COUNCIL**

## **Letter from Barcaldine Regional Council**

**Meeting Date: 25 August 2020**

**Attachment No: 1**



All correspondence to be  
addressed to the  
**Chief Executive Officer**  
PO Box 191  
BARCADDINE QLD 4725  
[www.barcaldinerc.qld.gov.au](http://www.barcaldinerc.qld.gov.au)  
ABN: 36 154 302 599

PC

6 July 2020

Michael Borg  
Rockhampton City Council  
PO Box 1860  
Rockhampton Qld 4700

Dear Michael,

**Re: SES Vehicle**

Barcaldine Regional Council wishes to advise we except the price of \$16,000 plus GST for the Mt Morgan SES vehicle.

Any further questions or queries regarding this matter may be directed to Paula Coulton – District Manager for Aramac and Muttaborra on 07 4652 9900.

Yours faithfully,

A handwritten signature in black ink, appearing to read "pco".

for  
Steven Boxall  
Chief Executive Officer

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**ALPHA OFFICE**  
Phone: 07 4985 1166  
Fax: 07 4985 1162

**ARAMAC OFFICE**  
Phone: 07 4652 9999  
Fax: 07 4652 9990

**BARCADDINE OFFICE**  
Phone: 07 4651 5800  
Fax: 07 4651 1778

## 10.15 INFORMATION SYSTEMS SPECIALISED AND SOLE SUPPLIER ARRANGEMENTS

**File No:** 3609  
**Attachments:** Nil  
**Authorising Officer:** Ross Cheesman - Deputy Chief Executive Officer  
**Author:** Drew Stevenson - Manager Corporate and Technology Services

### SUMMARY

*The purpose of this report is to seek a Council resolution that the nominated information systems vendors / suppliers are deemed as specialised or sole suppliers in accordance with Section 235 (a) and (b) of the Local Government Regulation 2012.*

### OFFICER'S RECOMMENDATION

THAT pursuant to s235(a) and (b) of the *Local Government Regulation 2012*, Council approve the nominated information systems vendors / suppliers as specialised or sole suppliers of information technology and information management software, maintenance and support services.

### BACKGROUND

Over the years, to support Council operations, Council has procured specialised software and hardware that can only be maintained and supported by the vendors who have supplied the product. In addition, RRC has also procured information management services (storage) that has been selected for its proximity to Council offices in the CBD.

A review of these vendors has been completed and summarised below. Approving these additional software/information management vendors as specialist or sole suppliers will permit the vendors to be re-engaged to continue to provide the required services on expiry of their existing contract terms.

Goods or Service	Supplier	Justification	Reg Section
Infringement Printer Rolls	Colleagues Nagel	Selected as RRC's supplier in June 2016. They were recommended by DCA who supply the Pinforce/Sentinel infringement management system. They were selected after extensive testing, and the product is compatible with the system, matches the printers and print templates now used, and meets requirements to be water, heat and tear proof.  This product best meets Council's needs and it would be impractical to change providers.	235(b)
Ibis Water and Rates Modelling Software	Ibis Information Systems Pty Ltd	Selected as RRC's supplier and engaged in December 2017. The original purchase was made with reference to Townsville Contract Q6892. This is specialised software used for water and rates modelling and analysis.  This product best meets Council's needs and it would be impractical to change providers.	235(b)

Goods or Service	Supplier	Justification	Reg Section
ALM	TechnologyOne	Selected in 2017 as the preferred product for Asset Management across Council. The system will be implemented in 2020.	235(a)
Physical Records Storage	StoreLocal	For a number of years Council has utilised the self-storage in East St due to its close proximity to Council offices. Council utilises a number of bays to store various types of physical records. Council has also invested in modifying the allocated secure storage bays with bespoke shelving.  This location best meets Council's needs and it would be impractical to change providers.	235(b)
Konica Minolta Service Agreement	Big Colour Works	Konica Minolta printers and Multi-Function Devices are purchased as the standard for RRC's general printing/copying/scanning needs. Selection was originally based on a now expired contract, QGCPO 652-08.  Big Colour Works is the authorised local agent for Konica Minolta in Rockhampton.	235(a)
Financials (replaces Finance One)	TechnologyOne	"Finance One" has been rebadged as "Financials" within the TechnologyOne suite implemented at Council.	235(a)

### PREVIOUS DECISIONS

Nil applicable for the listed suppliers and services.

### BUDGET IMPLICATIONS

Expenses would be against the annual adopted operating and capital budgets as applicable.

### LEGISLATIVE CONTEXT

Under Section 235, Other Exceptions, of the Local Government Regulation 2012:

*"A local government may enter into a medium-sized contractual arrangement or large-sized contractual arrangement without first inviting written quotes or tenders if –*

- a) the local government resolves it is satisfied that there is only 1 supplier who is reasonably available; or*
- b) the local government resolves that, because of the specialised or confidential nature of the services that are sought, it would be impractical or disadvantageous for the local government to invite quotes or tenders; or*
- c) .....*

### LEGAL IMPLICATIONS

Nil applicable

### STAFFING IMPLICATIONS

Nil applicable

### RISK ASSESSMENT

Refer Council's Operational Risk:

- #214 – Establishing vendor support arrangements to ensure appropriate management and support of ICT systems.



- #221 – Maintain secure off-site storage of records to minimise the risk of destruction or damage to Council records

**CORPORATE/OPERATIONAL PLAN**

Nil applicable.

**CONCLUSION**

It is recommended that Council approve the nominated software/information management vendors/suppliers as specialised or sole suppliers in accordance with Sections 235 (a) and (b) of the Local Government Regulation 2012.

**11 NOTICES OF MOTION**

Nil

**12 QUESTIONS ON NOTICE**

Nil

**13 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.*

**14 CLOSURE OF MEETING**