



ORDINARY MEETING

AGENDA

21 FEBRUARY 2017

Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 21 February 2017 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink that reads "R Cheesman".

ACTING CHIEF EXECUTIVE OFFICER
16 February 2017

Next Meeting Date: 07.03.17

Please note:

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

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1 OPENING

2 PRESENT

Members Present:

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

In Attendance:

Mr R Cheesman – Acting Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Ordinary Meeting held 7 February 2017

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 PRESENTATION OF PETITIONS

Nil

9 COMMITTEE REPORTS

9.1 PLANNING AND REGULATORY COMMITTEE MEETING - 14 FEBRUARY 2017

RECOMMENDATION

THAT the Minutes of the Planning and Regulatory Committee meeting, held on 14 February 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(Note: The complete minutes are contained in the separate Minutes document)

Recommendation of the Planning and Regulatory Committee, 14 February 2017
9.1.1 D/97-2015/A - APPLICATION UNDER THE DEVELOPMENT INCENTIVES POLICY FOR A DEVELOPMENT PERMIT FOR A MATERIAL CHANGE OF USE FOR A COMMERCIAL PREMISES (MEDICAL CENTRE) AND A COMMUNITY PURPOSE (CHILD CARE CENTRE)

File No: D/97-2015/A

Attachments: 1. Locality Plan

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services

Author: Thomas Gardiner - Planning Officer

SUMMARY

Development Application Number: D/97-2015

Applicant: Brown Family Trust – Day Care of Auz

Real Property Address: Lot 505 on R2642, Parish of Gracemere

Common Property Address: 4-6 John Street, Gracemere

Planning Scheme Zoning: Town Zone – Commercial Precinct

Type of Approval: Development Permit for a Material Change of Use for a Commercial Premises (Medical Centre) and a Community Purpose (Child Care Centre)

Date of Decision: 29 March 2016

Application Lodgement Fee: \$7,984.00

Infrastructure Charges: \$148,243.50

Infrastructure charges incentive: All other areas – 50% discount

Incentives sought: Refund of Development Application Fee
Refund of Service and Connection Fees

COMMITTEE RECOMMENDATION

THAT in relation to the application under the Development Incentives Policy for a Development Permit for a Material Change of Use for a Commercial Premises (Medical Centre) and a Community Purpose (Child Care Centre), at 4-6 John Street, Gracemere, described as Lot 505 on R2642, Parish of Gracemere, Council resolves to Approve the following incentives if the use commences prior to 29 March 2019:

- a) A fifty (50) per cent reduction of infrastructure charges to the amount of \$74,121.75;
- b) A refund of the development application fee of \$7,984.00 upon commencement of the use;
- c) A refund of service and connection fees upon completion of the development; and
- d) That Council enter into an agreement with the applicant in relation to (a), (b) and (c).

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.2 D/299-2014/A - APPLICATION UNDER THE DEVELOPMENT INCENTIVES POLICY FOR A DEVELOPMENT PERMIT FOR A MATERIAL CHANGE OF USE FOR AGED CARE ACCOMMODATION (EXTENSION)**

File No: D/299-2014/A
Attachments: 1. Locality Plan
Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Thomas Gardiner - Planning Officer

SUMMARY

Development Application Number: D/299-2014
Applicant: The Presbyterian Church of Queensland
Real Property Address: Lot 101 on SP267888 (Previously known as Lot 100 on SP259326), Parish of Murchison
Common Property Address: 137-151 Farm Street, Kawana
Planning Scheme: Rockhampton Region Planning Scheme 2015
Planning Scheme Zoning: Low Density Residential Zone
Type of Approval: Development Permit D/299-2014 for a Material Change of Use for Aged Care Accommodation (extension)
Date of Decision: 2 June 2015
Application Lodgement Fee: \$24,191.50
Infrastructure Charges: \$1,000,000.00
Infrastructure charges incentive: All other areas – 50% discount
Incentives sought: Refund of Development Application Fee

COMMITTEE RECOMMENDATION

THAT in relation to the application under the Development Incentives Policy for a Development Permit for a Material Change of Use for Aged Care Accommodation (extension), at 137-151 Farm Street, Kawana, described as Lot 101 on SP267888 (Previously known as Lot 100 on SP259326), Parish of Murchison, Council resolves to Approve the following incentives if the use commences prior to 2 June 2018:

- a) A fifty (50) per cent reduction of infrastructure charges to the amount of \$500,000.00;
- b) A refund of the development application fee of \$24,191.50 upon commencement of the use;
- c) That Council enter into an agreement with the applicant in relation to (a) and (b); and
- d) That the concession only apply to the portion of development that is completed within 3 years.

Recommendation of the Planning and Regulatory Committee, 14 February 2017

9.1.3 TELECOMMUNICATION CAPACITY

File No: 2094

Authorising Officer: Ross Cheesman – Acting Chief Executive Officer

SUMMARY

Councillor Fisher raised concerns regarding the telecommunication capacity in Parkhurst and Gracemere Industrial Areas.

COMMITTEE RECOMMENDATION

THAT Council advocate strongly for additional telecommunication capacity in both Parkhurst and Gracemere Industrial Areas and that urgent action be sought from Federal members to ensure that we are not missing opportunities in our business communities.

Recommendation of the Planning and Regulatory Committee, 14 February 2017

9.1.4 URBAN WATERWAY WEED CONTROL

File No: 1171

Authorising Officer: Steven Gatt – Manager Planning & Regulatory Services

SUMMARY

Councillor Fisher raised concerns regarding the weed control in Frenchman's Creek and other various creeks.

COMMITTEE RECOMMENDATION

THAT funds be reallocated in the revised budget to enable Council's pest management team to do spot control in Frenchman's Creek, and an inspection of other waterways be conducted as per Pest Management requirements.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.5 D/143-2015/A - APPLICATION UNDER THE DEVELOPMENT INCENTIVES POLICY FOR DEVELOPMENT PERMIT FOR A MATERIAL CHANGE OF USE FOR A CHILD CARE CENTRE**

File No: D/143-2015/A
Attachments: 1. Locality Plan
Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Thomas Gardiner - Planning Officer

SUMMARY

Development Application Number: D/143-2015/A
Applicant: Powercat Developments Pty Ltd
Real Property Address: Lot 1 on RP607946, Lot 2 on RP607946, Lot 1 on RP620251, Lot 2 on RP620251 and Lot 2 on RP617448, Parish of Murchison
Common Property Address: 28 Main Street, Park Avenue
Planning Scheme Zoning: Neighbourhood Centre Zone
Type of Approval: Development Permit for a Material Change of Use for a Child Care Centre
Date of Decision: 25 May 2016
Application Lodgement Fee: \$7,815.00
Infrastructure Charges: \$101,243.50
Infrastructure charges incentive: All other areas – 50% discount
Incentives sought: Refund of Development Application Fees
Refund of service and connection fees

COMMITTEE RECOMMENDATION

THAT in relation to the application under the Development Incentives Policy for a Development Permit for a Material Change of Use for a Child Care Centre at 28 Main Street, Park Avenue, described as Lot 1 on RP607946, Lot 2 on RP607946, Lot 1 on RP620251, Lot 2 on RP620251 and Lot 2 on RP617448, Council resolves to Approve the following incentives if the use commences prior to 25 May 2019:

- a) A fifty (50) per cent reduction of infrastructure charges to the amount of \$50,621.75;
 - b) A refund of the development application fee of 7,815.00 upon commencement of the use;
 - c) A refund of service and connection fees upon completion of the development; and
 - d) That Council enter into an agreement with the applicant in relation to (a), (b) and (c).
-

Recommendation of the Planning and Regulatory Committee, 14 February 2017
9.1.6 D/51-2016 - APPLICATION UNDER THE DEVELOPMENT INCENTIVES POLICY FOR DEVELOPMENT PERMIT FOR A MATERIAL CHANGE OF USE FOR A VETERINARY SERVICE

File No: D/51-2016

Attachments: 1. Locality Plan
2. Site Plan

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services

Author: Amanda O'Mara - Senior Planning Officer

SUMMARY

Development Application Number: D/51-2016/A

Applicant: Alma Street Veterinary Hospital

Real Property Address: Lot 6 on SP210592, Parish of Gracemere

Common Property Address: 1 Alexander Court, Gracemere

Rockhampton City Plan Area: Rockhampton Region Planning Scheme 2015

Type of Approval: Development Permit for a Material Change of Use for a Veterinary Service

Date of Decision: 13 September 2016

Application Lodgement Fee: \$3,633.00

Infrastructure Charges: \$39,440.10

Infrastructure charges incentive: All other areas – 50%

Incentives sought: Infrastructure Charges Concession
Refund of Development Application Fees
Refund of Service and Connection Fees

COMMITTEE RECOMMENDATION

THAT in relation to the application under the Development Incentives Policy for Development Permit D/51-2016 for a Material Change of Use for a Veterinary Service, on Lot 6 on SP210592, Parish of Gracemere, located at 1 Alexander Court, Gracemere, Council resolves to Approve the following incentives if the use commences prior to 13 September 2019:

- a) A fifty per cent (50%) reduction of infrastructure charges to the amount of \$19,720.05;
 - b) A refund of the development application fee of \$3,633.00 on commencement of the use;
 - c) A refund of service and connection fees on completion of the development; and
 - d) That Council enter into an agreement with the applicant in relation to (a), (b) and (c).
-

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.7 RIVERINE AQUATIC WEED CONTROL****File No: 1171****Authorising Officer: Ross Cheesman – Acting Chief Executive Officer**

SUMMARY

Councillor Smith expressed a desire to form a partnership with the State Government and Livingstone Shire Council to address the weed infestation in the Fitzroy River.

COMMITTEE RECOMMENDATION

1. THAT Council contact the State member regarding our concerns in relation to the weed infestation in the Fitzroy River and our desire to form a partnership with the State Government and Livingstone Shire Council to address the problem.
2. THAT Council investigate funding options to address the matter.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.8 OPTIONS FOR THE LOCATION OF THE POUND FACILITY****File No:** 3275**Attachments:**

1. **PLANNING ASSESSMENT REPORT**
2. **Cost estimate**
3. **Due Diligence Comments**
4. **Cost Estimate**
5. **Due Diligence Comments**

Authorising Officer: Michael Rowe - General Manager Community Services**Author:** Steven Gatt - Manager Planning & Regulatory Services

SUMMARY

Manager Planning and Regulatory Services reporting on the Gracemere Animal Management Facility siting options.

COMMITTEE RECOMMENDATION

THAT the report be received and the actions of the CEO be endorsed.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.9 D/216-2014 - APPLICATION UNDER THE DEVELOPMENT INCENTIVES POLICY FOR A DEVELOPMENT PERMIT FOR A MATERIAL CHANGE OF USE FOR A VEHICLE DEPOT**

File No: D/216-2014

Attachments: 1. Locality Plan
2. Site Plan

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services

Author: Amanda O'Mara - Senior Planning Officer

SUMMARY

Development Application Number: D/216-2014/A

Applicant: Schwarz Excavations Pty Ltd

Real Property Address: Lot 50 on SP270249, Parish of Gracemere

Common Property Address: 245 Somerset Road, Gracemere

Rockhampton City Plan Area: Gracemere-Stanwell Zone, Medium Impact Industry

Type of Approval: Development Permit for a Material Change of Use for a Vehicle Depot

Date of Decision: 18 November 2014

Application Lodgement Fee: \$9,461.00

Infrastructure Charges: \$59,410.00

Infrastructure charges incentive: All other areas – 50%

Incentives sought: Refund of Development Application Fees
Refund of Service and Connection Fees

COMMITTEE RECOMMENDATION

THAT in relation to the application under the Development Incentives Policy for Development Permit D/216-2014 for a Material Change of Use for a Vehicle Depot, on Lot 50 on SP270249, Parish of Gracemere, located at 245 Somerset Road, Gracemere, Council resolves to Approve the following incentives if the use commences prior to 18 November 2017:

- a) A fifty per cent (50%) reduction of infrastructure charges to the amount of \$29,705.00;
- b) A refund of the development application fee of \$9,461.00 on commencement of the use;
- c) A refund of service and connection fees on completion of the development; and
- d) That Council enter into an agreement with the applicant in relation to (a), (b) and (c).

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.10 D/185-2015 - APPLICATION UNDER THE DEVELOPMENT INCENTIVES POLICY FOR A DEVELOPMENT APPLICATION FOR A MATERIAL CHANGE OF USE FOR BULK LANDSCAPE SUPPLIES**

File No: D/185-2015

Attachments: 1. Locality Plan
2. Site Plan

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services

Author: Amanda O'Mara - Senior Planning Officer

SUMMARY

Development Application Number: D/185-2015/A

Applicant: JNK Roadways Pty Ltd

Real Property Address: Lot 3 on SP198265, Parish of Bouldercombe

Common Property Address: 49 Gum Tree Avenue, Bouldercombe

Rockhampton City Plan Area: Rockhampton Region Planning Scheme 2015

Type of Approval: Development Permit for a Material Change of Use for Bulk Landscape Supplies

Date of Decision: 11 May 2016

Application Lodgement Fee: \$7,454.00

Infrastructure Charges: Nil

Infrastructure charges incentive: Not applicable

Incentives sought: Refund of Development Application Fees

COMMITTEE RECOMMENDATION

THAT in relation to the application under the Development Incentives Policy for Development Permit D/185-2015 for a Material Change of Use for Bulk Landscape Supplies, on Lot 3 on SP198265, Parish of Bouldercombe, located at 49 Gum Tree Avenue, Bouldercombe, Council can consider the following options:

- a) A refund of the development application fee of \$7,454.00 on commencement of the use; and
- b) That Council enter into an agreement with the applicant for the refund if approved.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.11 PLANNING SECTION - NOVEMBER 2016 OPERATIONS REPORT**

File No: 7028
Attachments: 1. Monthly Report - November 2016
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Steven Gatt - Manager Planning & Regulatory Services

SUMMARY

The monthly operations report for the Planning Section (Development Assessment and Building Compliance) as at 30 November 2016 is presented for Councillors information.

COMMITTEE RECOMMENDATION

THAT the Planning Section (Development Assessment and Building Compliance) for November 2016 be received.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.12 PLANNING SECTION - DECEMBER 2016 OPERATIONAL REPORT**

File No: 7028
Attachments: 1. Monthly Report - December 2016
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Steven Gatt - Manager Planning & Regulatory Services

SUMMARY

The monthly operations report for the Planning Section (Development Assessment and Building Compliance) as at 31 December 2016 is presented for Councillors information.

COMMITTEE RECOMMENDATION

THAT the Planning Section (Development Assessment and Building Compliance) for December 2016 be received.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.13 MONTHLY OPERATIONS REPORT FOR PLANNING AND REGULATORY SERVICES FOR JANUARY 2017****File No:** 1464**Attachments:**

1. Monthly Operations Report for Planning and Regulatory Services for January 2017
2. Traffic Light Report for January 2017
3. Financial Matters Report for January 2017

Authorising Officer: Michael Rowe - General Manager Community Services**Author:** Steven Gatt - Manager Planning & Regulatory Services

SUMMARY

The Monthly Operations Report for Planning and Regulatory Services Section for January 2017 is presented for Councillor's information.

COMMITTEE RECOMMENDATION

THAT the Planning and Regulatory Services Monthly Operations Report for January 2017 be 'received'.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.14 NOVEMBER 2016 DECISIONS UNDER DELEGATION REPORT**

File No: 7028
Attachments: Nil
Authorising Officer: Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Tarnya Fitzgibbon - Coordinator Development Assessment

SUMMARY

This report outlines the development applications received in November 2016 and whether they will be decided under delegation or decided by Council.

COMMITTEE RECOMMENDATION

THAT the November 2016 Decisions Under Delegation Report be received.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.15 DECEMBER 2016 DECISIONS UNDER DELEGATION REPORT**

File No: 7028
Attachments: Nil
Authorising Officer: Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Tarnya Fitzgibbon - Coordinator Development Assessment

SUMMARY

This report outlines the development applications received in December 2016 and whether they will be decided under delegation or decided by Council.

COMMITTEE RECOMMENDATION

THAT the December 2016 Decisions Under Delegation Report be received.

Recommendation of the Planning and Regulatory Committee, 14 February 2017**9.1.16 COMMITTEE REPORT DELEGATIONS - JANUARY 2017**

File No: 7028
Attachments: Nil
Authorising Officer: Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Tarnya Fitzgibbon - Coordinator Development Assessment

SUMMARY

This report outlines the development applications received in January 2017 and whether they will be decided under delegation or decided by Council.

COMMITTEE RECOMMENDATION

THAT the Committee Report Delegations – January 2017 be received.

9.2 INFRASTRUCTURE COMMITTEE - 14 FEBRUARY 2017**RECOMMENDATION**

THAT the Minutes of the Infrastructure Committee meeting, held on 14 February 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Infrastructure Committee, 14 February 2017**9.2.1 BUSINESS OUTSTANDING TABLE FOR INFRASTRUCTURE COMMITTEE**

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

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

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Infrastructure Committee be received.

Recommendation of the Infrastructure Committee, 14 February 2017**9.2.2 BRIDGES AND MAJOR CULVERTS ASSET MANAGEMENT PLAN****File No:** 5960**Attachments:**

1. Presentation- Asset Management Plan
Asset Class: Bridges and Major Culverts
2. Bridges and Major Culverts
Asset Management Plan

Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer**Author:** Alicia Cutler - Manager Finance

SUMMARY*Officers presenting the Bridges and Major Culverts Asset Management Plan for adoption.***COMMITTEE RECOMMENDATION**

THAT in accordance with S.167 of the Local Government Regulation 2012, the Bridges and Major Culverts Asset Management Plan be adopted.

Recommendation of the Infrastructure Committee, 14 February 2017**9.2.3 CIVIL OPERATIONS MONTHLY OPERATIONS REPORT - FEBRUARY 2017****File No: 7028****Attachments:**

- 1. Monthly Operations Report - Civil Operations
31 January 2017**
- 2. Works Program February - March 2017**

Authorising Officer: Peter Kofod - General Manager Regional Services**Author: David Bremert - Manager Civil Operations**

SUMMARY

This report outlines Civil Operations Monthly Operations Report 31 January 2017 and also Works Program of planned projects for the months February - March 2017.

COMMITTEE RECOMMENDATION

THAT the Civil Operations Monthly Operations Report for February be received.

Recommendation of the Infrastructure Committee, 14 February 2017**9.2.4 ENGINEERING SERVICES MONTHLY OPERATIONS REPORT - FEBRUARY 2017****File No: 7028****Attachments: 1. Monthly Operations Report - Engineering Services - January 2017****Authorising Officer: Peter Kofod - General Manager Regional Services****Author: Martin Crow - Manager Engineering Services**

SUMMARY

This report outlines Engineering Services Monthly Operations Report for the period to the end of January 2017.

COMMITTEE RECOMMENDATION

THAT the Engineering Services Monthly Operations Report for February 2017 report be received.

Recommendation of the Infrastructure Committee, 14 February 2017**9.2.5 TRANSPORT AND MAIN ROADS PROJECT UPDATE**

File No: 227
Attachments: Nil
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Martin Crow - Manager Engineering Services

SUMMARY

Representatives from the Department of Transport and Main Roads have been invited to provide project updates on relevant Department of Transport and Main Roads projects within the Rockhampton Region.

COMMITTEE RECOMMENDATION

THAT Council invite the Department and Main Roads to an upcoming Council meeting to present on projects within the Rockhampton Region.

Recommendation of the Infrastructure Committee, 14 February 2017**9.2.6 GERMAN STREET TRAFFIC CONCERNS**

File No: 5252

Attachments: 1. 2017-GERM1
2. Community Engagement Report - German Street

Authorising Officer: Angus Russell - Coordinator Strategic Infrastructure
Martin Crow - Manager Engineering Services
Peter Kofod - General Manager Regional Services

Author: Stuart Harvey - Traffic Engineer

SUMMARY

In 2015 Council received a petition about road safety issues from concerned residents in German Street. Council carried out an investigation into the road safety issues identified by the residents and implemented some road safety treatments. This report presents a review of the raised traffic issues since the implementation of treatments and recommends enhancements.

COMMITTEE RECOMMENDATION

THAT Council

- Approve OPTION 4 - line marking and raised pavement markers as shown in drawing 2017-GERM1 for consultation with the directly affected residents.
- Implement the recommended option, subject to no major objections being raised by affected residents.
- Construct the extension of the concrete footpath on the southern side of German Street from 206 German Street to 212 German Street in the 2017/18

Recommendation of the Infrastructure Committee, 14 February 2017**9.2.7 JOBS AND REGIONAL GROWTH FUND**

File No:	1022
Attachments:	1. Jobs and Regional Growth Fund Fact Sheet 2. Jobs and Regional Growth Fund
Authorising Officer:	Ross Cheesman - Deputy Chief Executive Officer Peter Kofod - General Manager Regional Services
Author:	Penelope-Jane Fry - Grants Officer Angus Russell - Coordinator Strategic Infrastructure

SUMMARY

Rockhampton Regional Council has the opportunity to attract funding into the Region under the Queensland Government Jobs and Regional Growth Fund. This report proposes two infrastructure projects for submission.

COMMITTEE RECOMMENDATION

THAT the recommendation as outlined in the report be adopted.

9.3 AIRPORT, WATER AND WASTE COMMITTEE MEETING - 14 FEBRUARY 2017**RECOMMENDATION**

THAT the Minutes of the Airport, Water and Waste Committee meeting, held on 14 February 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Airport, Water and Waste Committee, 14 February 2017**9.3.1 REGIONAL DEVELOPMENT AND AVIATION DEPARTMENT - ROCKHAMPTON AIRPORT - MONTHLY OPERATIONS REPORT**

File No: 7927
Attachments: 1. Monthly Operations Report
Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer
Author: Scott Waters - General Manager Regional Development and Aviation

SUMMARY

The monthly operations and annual performance plan report for the Rockhampton Airport as at 31st January 2017 is presented for Councillors information.

COMMITTEE RECOMMENDATION

THAT the Corporate Services Departmental Operations and Annual Performance Plan Report for the Rockhampton Airport as at 31 January 2017 be "received".

Recommendation of the Airport, Water and Waste Committee, 14 February 2017**9.3.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN AS AT 31 JANUARY 2017****File No:** 7927**Attachments:** 1. Rockhampton Regional Waste and Recycling Operations and Annual Performance Plan report - January 2017**Authorising Officer:** Peter Kofod - General Manager Regional Services**Author:** Craig Dunglison - Manager RRWR

SUMMARY

The purpose of this report is to provide Council with an overview of Rockhampton Regional Waste and Recycling (RRWR) for the month of January 2017.

COMMITTEE RECOMMENDATION

THAT the Rockhampton Regional Waste and Recycling Operations and Performance Plan report for January 2017 be received

Recommendation of the Airport, Water and Waste Committee, 14 February 2017**9.3.3 FRW ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2016****File No:** 1466**Attachments:**

1. Customer Service Standards as at 31 December 2016
2. Customer Service and Financial Targets as at 31 December 2016
3. Non Compliance Comments as at 31 December 2016

Authorising Officer: Peter Kofod - General Manager Regional Services**Author:** Jason Plumb - Manager Fitzroy River Water

SUMMARY

Fitzroy River Water's performance against financial and non-financial targets and key strategies is reported to Council on a quarterly basis in accordance with the adopted 2015/16 Performance Plan. This report as at 31 December 2016 is presented for the Committee's information.

COMMITTEE RECOMMENDATION

THAT the Fitzroy River Water Annual Performance Plan quarterly report as at 31 December 2016 be received.

Recommendation of the Airport, Water and Waste Committee, 14 February 2017**9.3.4 FRW MONTHLY OPERATIONS REPORT - JANUARY 2017**

File No: 1466
Attachments: 1. FRW Monthly Operations Report - January 2017
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 31 January 2017.

COMMITTEE RECOMMENDATION

THAT the FRW Monthly Operations Report for January 2017 be received.

Recommendation of the Airport, Water and Waste Committee, 14 February 2017**9.3.5 ROCKHAMPTON REGIONAL WASTE AND RECYCLING 2016-2017 ANNUAL PERFORMANCE PLAN**

File No: 7927
Attachments: 1. Rockhampton Regional Waste and Recycling Annual Performance Plan updated
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Craig Dunglison - Manager RRWR

SUMMARY

Rockhampton Regional Council's (Council) waste and recycling services were identified as a Type 2 business activities as defined in the Local Government Act.

Council, at its meeting on 24 August 2010, resolved that the waste and recycling business be commercialised.

Rockhampton Regional Waste & Recycling (RRWR) commenced operations as a Commercial Business Unit on 1 July 2011.

This plan is RRWR's agreement with Rockhampton Regional Council to deliver waste and recycling services. The plan describes RRWR's objectives and functions, commercialisation objectives, community service obligations, customer service objectives, reporting requirements, environmental management objectives, asset management objectives and financial policies.

This plan is required by Section 175 of the Local Government Regulation 2012 (the Regulation) which states that:

- 1. there must be an annual performance plan for each commercial business unit;*
- 2. a local government's operational plan must include the annual performance plan for each of its commercial business units; and*
- 3. a performance plan may be amended at any time before the end of the financial year for which it is prepared.*

Key financial and non-financial targets are detailed within this plan.

COMMITTEE RECOMMENDATION

THAT the updated Rockhampton Regional Waste and Recycling 2016-2017 Annual Performance Plan be received.

Recommendation of the Airport, Water and Waste Committee, 14 February 2017**9.3.6 FRW ANNUAL PERFORMANCE PLAN - 2016/17**

File No: 1466
Attachments: 1. FRW Annual Performance Plan - 2016/17
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

The Local Government Regulation 2012 section 175 requires commercial business units to prepare an Annual Performance Plan for inclusion in the Rockhampton Regional Council Operational Plan. The 2016/17 Annual Performance Plan for Fitzroy River Water is submitted for consideration.

COMMITTEE RECOMMENDATION

1. THAT the 2016/17 Annual Performance Plan for Fitzroy River Water as submitted be adopted; and
2. THAT the Community Service Obligations totalling \$400,703 as detailed in this report and identified in the 2016/17 Annual Performance Plan be received.

9.4 COMMUNITY SERVICES COMMITTEE MEETING - 15 FEBRUARY 2017**RECOMMENDATION**

THAT the Minutes of the Community Services Committee meeting, held on 15 February 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Community Services Committee, 15 February 2017**9.4.1 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT****File No:** 1464**Attachments:** 1. Monthly Operations Report - Communities and Facilities**Authorising Officer:** Michael Rowe - General Manager Community Services**Author:** Cheryl Haughton - Manager Communities and Facilities

SUMMARY

This report provides information on the activities of the Communities and Facilities section for December 2016 and January 2017.

COMMITTEE RECOMMENDATION

THAT the Monthly Operational Report on the activities of the Communities and Facilities section for December 2016 and January 2017 be received.

Recommendation of the Community Services Committee, 15 February 2017**9.4.2 ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR JANUARY 2017****File No: 1464****Attachments: 1. Arts and Heritage Monthly Operations Report for January 2017****Authorising Officer: Michael Rowe - General Manager Community Services****Author: Peter Owens - Manager Arts and Heritage**

SUMMARY

The report provides information on the programs and activities of the Arts and Heritage section for January 2017.

COMMITTEE RECOMMENDATION

THAT the Arts and Heritage Monthly Operations Report for January 2017 be received.

9.5 PARKS, RECREATION AND SPORT COMMITTEE MEETING - 15 FEBRUARY 2017**RECOMMENDATION**

THAT the Minutes of the Parks, Recreation and Sport Committee meeting, held on 15 February 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(**Note:** The complete minutes are contained in the separate Minutes document)

Recommendation of the Parks, Recreation and Sport Committee, 15 February 2017**9.5.1 PARKS AND OPEN SPACE OPERATIONS REPORT - JANUARY 2017****File No:** 1464**Attachments:** 1. Parks and Open Space Operations Report -
January 2017**Authorising Officer:** Michael Rowe - General Manager Community Services**Author:** Margaret Barrett - Manager Parks

SUMMARY

This report provides information on the activities and services of Parks and Open Space Section for the month of January 2017.

COMMITTEE RECOMMENDATION

THAT the report on the activities and services of Parks and Open Space Section for January 2017 be received.

Recommendation of the Parks, Recreation and Sport Committee, 15 February 2017**9.5.2 REQUEST FOR TENURE OVER 34 LARNARCH STREET, ALLENSTOWN FOR GUIDES QUEENSLAND****File No:** 374**Attachments:** 1. Map showing Girl Guides Queensland area,
34 Larnarch St**Authorising Officer:** Margaret Barrett - Manager Parks
Michael Rowe - General Manager Community Services**Author:** Sophia Czarkowski - Sports and Education Supervisor

SUMMARY

Guides Queensland currently hold a Lease over 32 Larnarch Street, Allenstown (Lot 360 on LN1764) directly from Department of Natural Resources and Mines. It is proposed that the group be offered a Freehold Lease over the adjoining Council owned land, being 34 Larnach Street, Allenstown (Lot 1 on RP610854) for activities of Girl Guides.

COMMITTEE RECOMMENDATION

THAT Council approve the request to enter into a Freehold Lease with Guides Queensland over 34 Larnach Street, Allenstown (Lot 1 on RP610854) for activities of Girl Guides as outlined in the report.

Recommendation of the Parks, Recreation and Sport Committee, 15 February 2017**9.5.3 PARKS ASSET MANAGEMENT PLAN**

File No: 5960
Attachments: 1. Presentation- Asset Management Plan
Asset Class: Parks
2. Parks Asset Management Plan
Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer
Author: Alicia Cutler - Manager Finance

SUMMARY

Officers presenting the Parks Asset Management Plan for adoption.

COMMITTEE RECOMMENDATION

THAT in accordance with S.167 of the *Local Government Regulation 2012*, the Parks Asset Management Plan be adopted.

10 COUNCILLOR/DELEGATE REPORTS

Nil

11 OFFICERS' REPORTS

11.1 SMART PARKING SOLUTION - STAGE 1 SENSOR LAYOUT

File No:	12472
Attachments:	1. DCA Smart Parking Solution Summary 2. Proposed Stage 1 Parking Overlay
Authorising Officer:	Ross Cheesman - Deputy Chief Executive Officer
Author:	Drew Stevenson - Manager Corporate and Technology Services

SUMMARY

As a key element of the Riverfront and CBD Smart Technologies project, this report provides an update on the status of the smart parking solution and seeks Council's guidance on the location of the first 500 parking bay sensors.

OFFICER'S RECOMMENDATION

THAT Council endorses the proposed Stage 1 parking sensor layout as presented in the report.

BACKGROUND

The Riverfront and CBD Smart Technologies project is an initiative under Council's Smart Way Forward Strategy to provide technology based community infrastructure in support of the vision to activate public spaces and deliver economic stimulus to the region. This \$4.04M project co-funded via the State Government Building Our Regions program will deliver:

- Wi-Fi network that will provide free coverage for the public in the CBD and riverfront area and will also provide a separate private wireless platform for Council officers to manage the range of system and sensor technologies;
- Smart poles and lighting that will be centrally programmable, with an integrated sound and interactive LED lighting system improving the community experience, increasing safety both day and night, and help with the reduction of crime;
- A smart CCTV camera hardware and software video surveillance system that will augment the existing conventional CCTV camera set-up and will include tripwire/intrusion detection, abandoned object, missing object and scene change detection, and back to base alert and video analytics for incident and behaviour analysis;
- Digital signage, both ground and pole mounted, installed in designated locations for presenting Council, community and emergency service information and disaster notices. The centrally controlled signs will also provide real time traffic diversion and detour advice in the event of road accidents and road works; and
- On-street parking sensors that will communicate wirelessly within Council's Wi-Fi network to provide improved enforcement systems, the ability (via a smart device application) to connect drivers with parking information regarding available parking spaces, and provide transport data for better urban management and planning.

This report provides an update on the status of the on-street smart parking solution and seeks Council's guidance on the location of the first 500 sensors funded under this project.

On-Street Smart Parking Tender Update

The On-Street Smart Parking Solution Tender was released in July 2016, with six submissions being received by tender closing in August 2016. Leading up to the Building Our Regions funding announcement in November 2016, Council Officers undertook a detailed evaluation of the submissions including negotiations with the shortlisted tenderers. The successful tenderer, Database Consultants Australia (DCA), was awarded the contract in early December 2016.

The DCA on-street smart parking solution features:

- Parking bay sensors embedded under the road surface, including self-contained long-life battery powered units guaranteed for five years;
- Wireless communication with Council's Wi-Fi network;
- Via a nationally available smart device application, connects drivers with parking information displaying available parking spaces, respective time restrictions, loading zones and disabled parking spaces. This is expected to reduce the time searching for parking vacancies, and reduce traffic congestion and carbon emissions;
- Provides transport data for better urban management and planning by providing real-time parking bay usage statistics; and
- Integration with Council's Local Laws parking management solution providing a simplified and improved enforcement system.

Attachment 1 provides an overview of the DCA solution.

Proposed Stage 1 Parking Sensor Layout

The Riverfront and CBD Smart Technologies project budget allocation for the smart on-street parking solution provides for approximately 500 sensors/parking bays. Representatives from Planning & Regulatory Services, Civil Operations, Engineering Services and Strategic Planning were consulted with during the smart parking solution development, solution deliberations and proposed sensor layout.

Attachment 2, page 1, provides a map overlay of the proposed sensor layout for stage 1. The parking spaces falling within the purple boundary amount to 508 parking sensors:

	Fitzroy to Denham St	Denham to William St	William to Derby St	Total
Quay Street	52	32		84
East Street	81	65	86	232
Bolsover Street	30	55		85

	Quay to East St	East to Bolsover St	Total
William Street	17	31	48
Denham Street	16	43	59

The spaces within Stage 1 best represent the inner CBD parking area with the highest average occupancy.

Proposed Stage 2 Parking Sensor Layout

Whilst a budget is still to be identified, the project team is proposing a second area amounting to 375 parking spaces that could be considered in a possible Stage 2 (refer Attachment 2, page 2).

	Archer to Fitzroy	East St to Victoria Pde	Total
East St	55		55
Fitzroy St		27	27
Royal St		13	13

	Fitzroy to Denham St	Denham to William St	Bolsover to Alma St	Alma to Denison St	Alma to Bolsover St	Total
Alma St	61	79				140
Denham St			45	52		97
William St					43	43

CONCLUSION

The development of Council's smart parking solution is progressing as planned with Database Consultants Australia being awarded the smart parking contract. The budget allocation for the first stage of the project allows for approximately 500 parking sensors and associated technology. The proposed Stage 1 layout is presented for Council's consideration.

SMART PARKING SOLUTION – STAGE 1 SENSOR LAYOUT

DCA Smart Parking Solution Summary

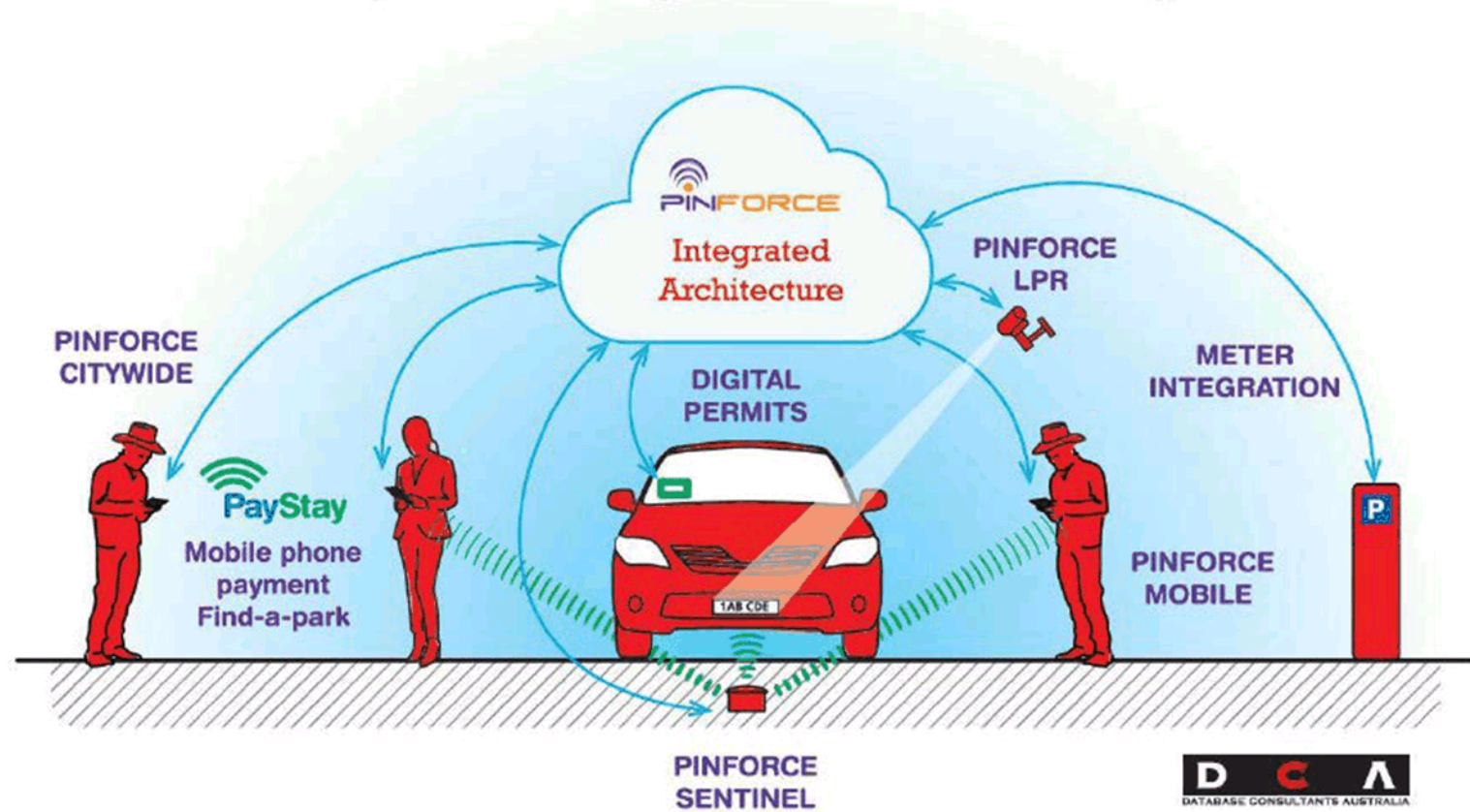
Meeting Date: 21 February 2017

Attachment No: 1

DCA Solution

Smart City Solution

• Intelligent • Infringement Grade • Integrated



DCA Solution



DCA Sentinel Sensor



Sensor dimension: 38mm dia x 220mm

DCA Solution

Wireless Communication Installation



ParkNet Access Point



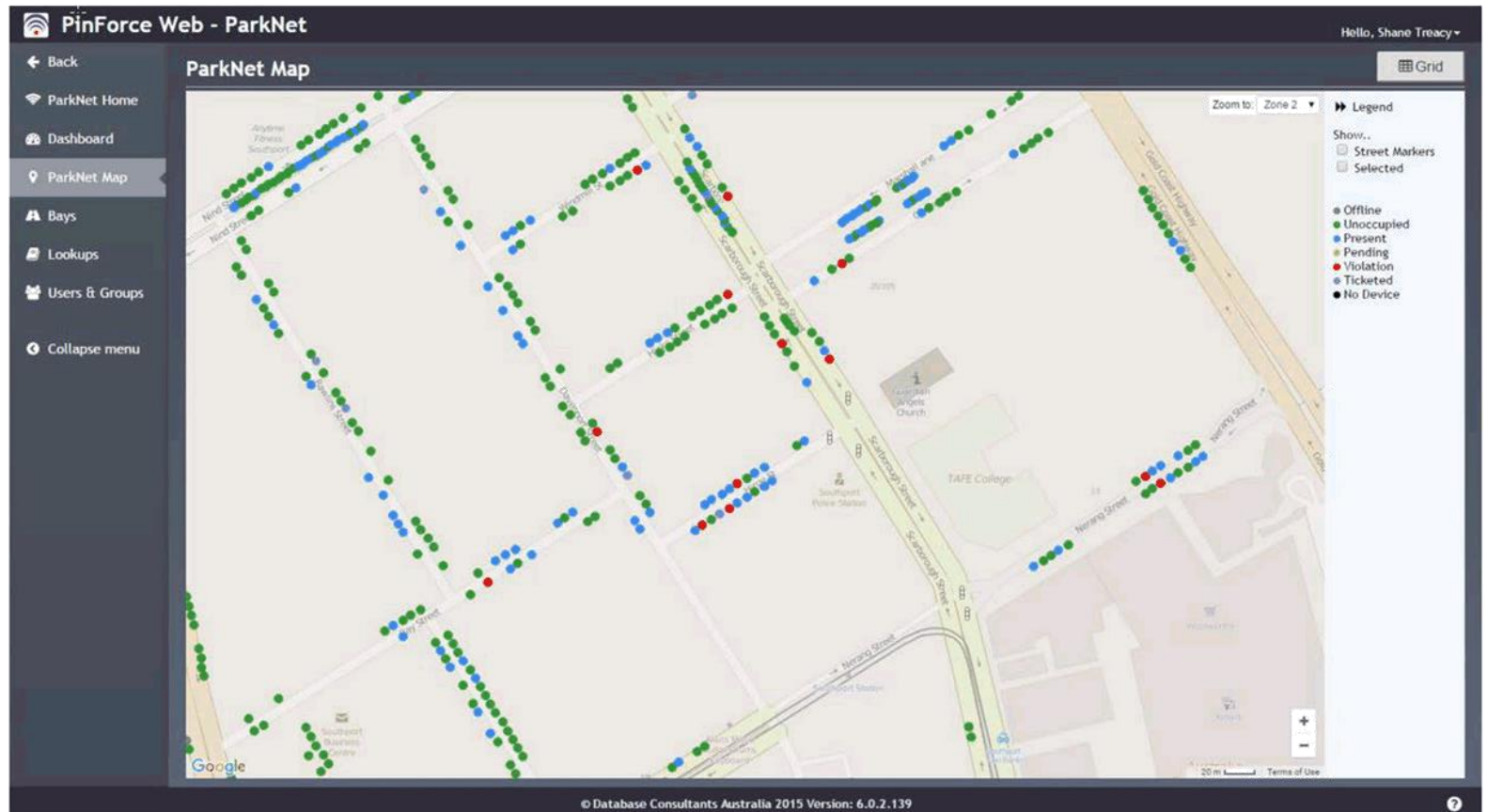
Pinforce TMT – standalone device bridges bluetooth communication between Local Laws PDA and the DCA sensor.



The ParkNet Relay – solar/battery device connecting DCA sensor to the DCA ParkNet wireless parking data network (post nominal bore dia = 50mm).

DCA Solution

ParkNet Application – vehicle occupancy



DCA Solution

DCA Integrated Solution

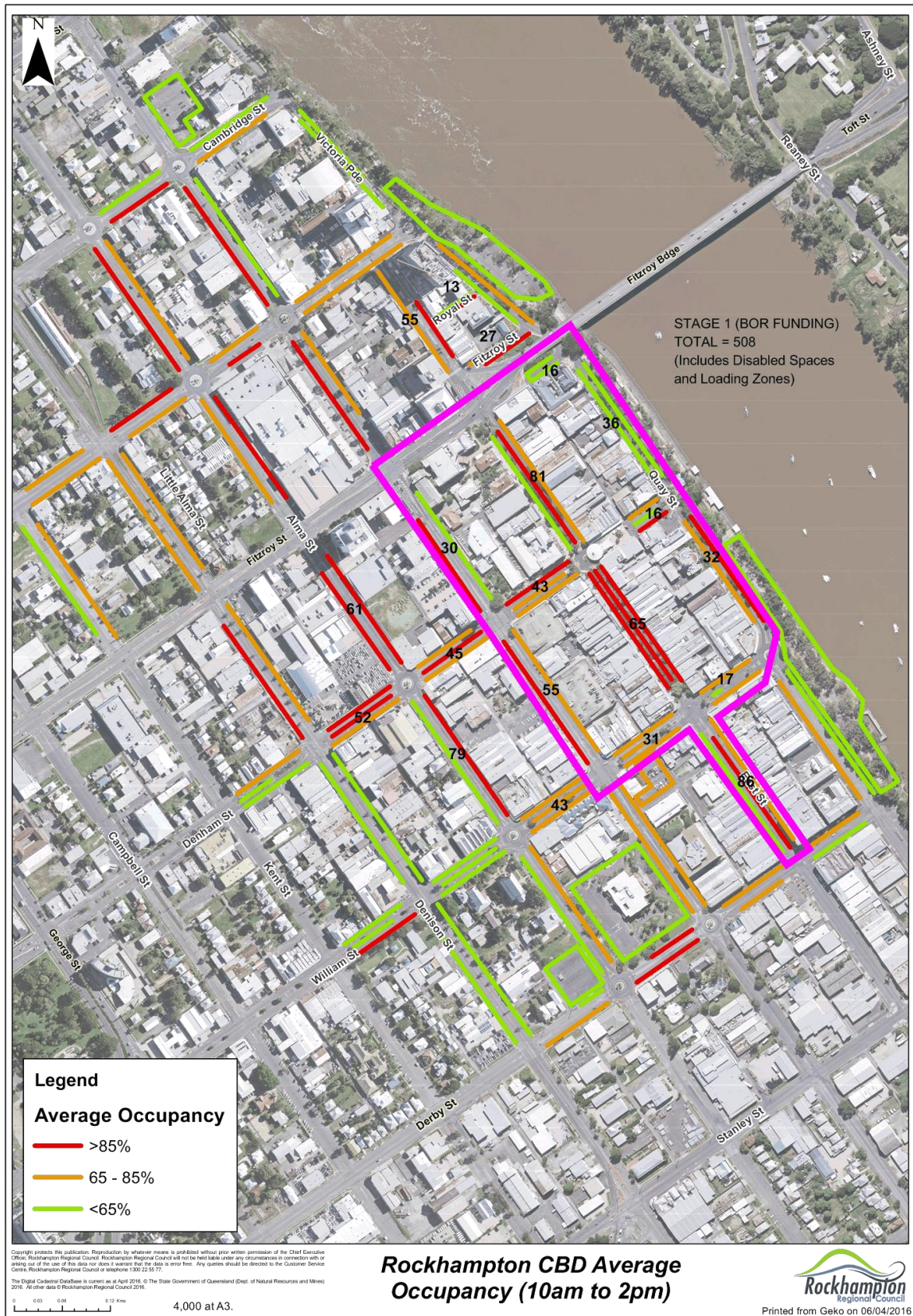


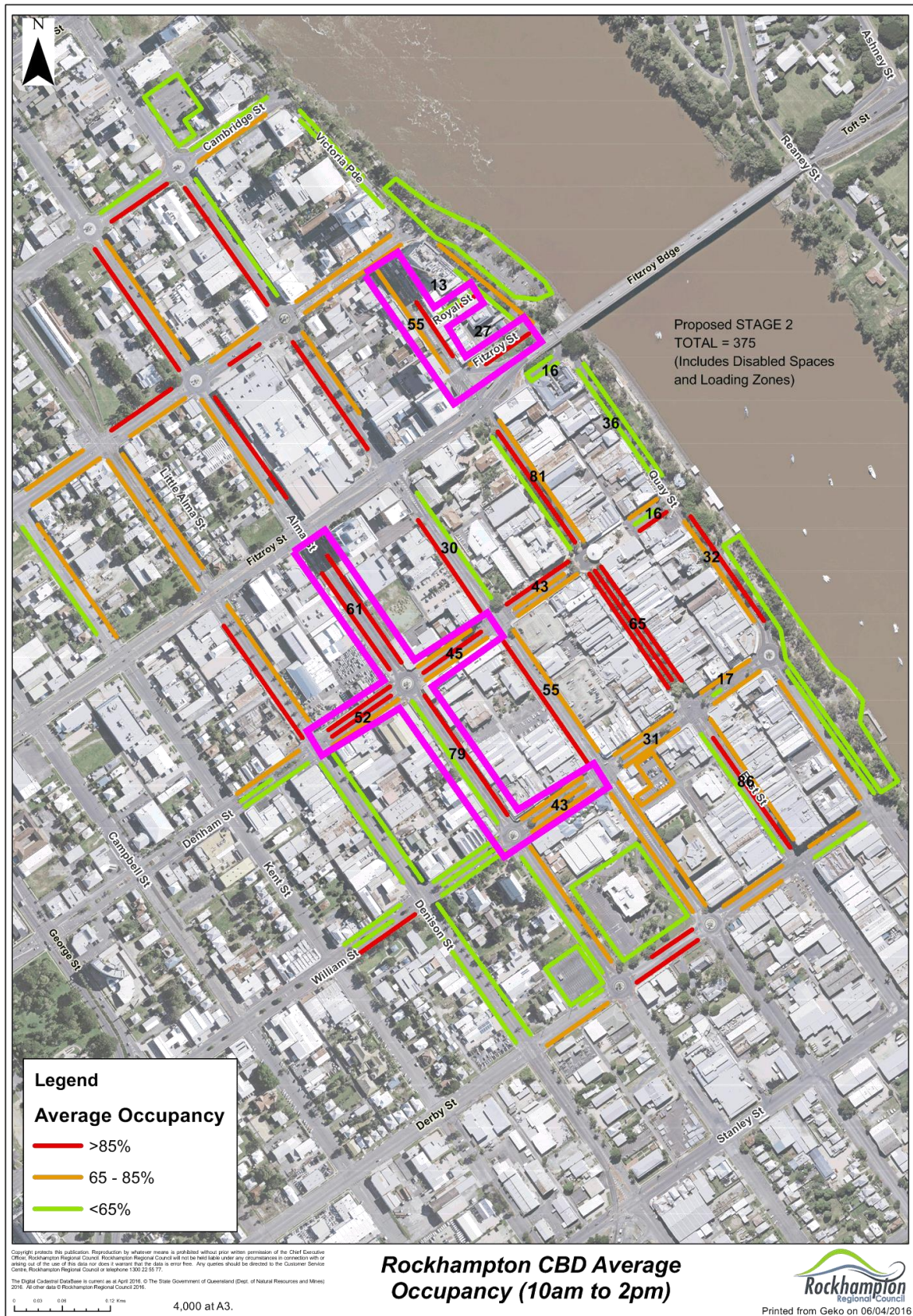
SMART PARKING SOLUTION – STAGE 1 SENSOR LAYOUT

Proposed Stage 1 Parking Overlay

Meeting Date: 21 February 2017

Attachment No: 2





11.2 COUNCIL SPONSORSHIP OF 2017 '7ROCKY RIVER RUN'

File No:	7822
Attachments:	1. 7Rocky River Run - CTC Grants Application Form
Authorising Officer:	Scott Waters - General Manager Regional Development and Aviation
Author:	Sarah Reeves - Manager Regional Promotions
Previous Items:	11.7 - 2017 '7Rocky River Run' - Sponsorship Proposal - Ordinary Council - 24 Jan 2017 9.00 am

SUMMARY

Council has received correspondence regarding an opportunity to sponsor the '7Rocky River Run' event for 2017 being held on Sunday 28 May 2017. This matter was discussed at Council meeting 24 January 2017 and further information is now provided.

OFFICER'S RECOMMENDATION

THAT:

- a) Council's in principle sponsorship of the 2017 "7Rocky River Run" to the value of \$35,000 be approved, noting the requirement for in-kind support has been removed;
- b) Council notes the sponsorship is in accordance with the deliverables outlined in the report, ensuring that Council's support is recognised at the highest level and is of benefit to the Rockhampton Region Local Government Area; and
- c) Councillor _____ be nominated as Council's representative on the Board which determines donation recipients.

COMMENTARY

Council has received correspondence regarding an opportunity to sponsor the '7Rocky River Run' event for 2017 being held on Sunday 28 May 2017.

This was previously discussed at Council on 24 January 2017 (item 11.7) and it was resolved as follows:

"THAT Council support the proposal as set out in the report and that further information be presented to the next Council meeting."

BACKGROUND

- 1. Council requires any charitable donations to be with a registered Charity in the Rockhampton Regional Council Local Government Area or national level charity that has prominence within RRC LGA:**

- Below is a summary of Charity Organisations who received donations from 2016 Rocky River Run. All charities are registered, support the local community and associated with youth issues.

Charity Organisation	Amount
Ronald McDonald House – Supports local region youth that use this facility for cancer treatment that is not available in Rockhampton. Channel 7 will be doing stories featuring these families	\$5,000
Rotary	\$4,000
A remaining \$16,000 will be decided upon by the Board on 20 February 2017. Council will be advised of the recipient/s following the decision, or the current board representative can attend this meeting.	\$16,000 TBC

- Organisers of the Rocky River Run determine Charity Organisations which receive donations via an Expression of Interest (EOI) process. The CTC Grant Application form (included as an attachment) is to be completed by all charity organisations who wish to be considered for a donation and information is assessed by a Board to determine recipients. Mr Scott Waters of Rockhampton Regional Council is currently a member of this board.
 - Presently, Scott Waters is on the Board however Council need to determine if another person (Councillor or Officer) may be more suitable for this. To be discussed and determined at the meeting.
- 2. Promotion is to be focused around Rockhampton Regional Council and the area it represented as a major sponsor of the event and our entities; this includes the Airport and Fitzroy River Water**
- As a not for profit event Promotional Material will be placed at the airport
 - Channel 7 will be running a feature advertising campaign across the state and have offered Council the opportunity to determine the landmarks used in these ads. The Great Day Out (formerly The Great South East), Creek to Coast.
 - Scott Hillier, the host of Creek to Coast, is confirmed to be an ambassador for the Rocky River Run event and can profile some of these destinations at the same time if Council prefer.
 - Rocky River Run will feature the benefits of flying to Rockhampton to all participants and through advertising (eg convenience of flying, getting to accommodation within 10 minutes of touching ground). This is to be developed in conjunction with Regional Promotions team within Council.
 - Participants will be encouraged to stay longer via promotion of the region; including links, memes, videos etc which will be provided to Rocky River Run organisers by Regional Promotions team.
 - The Rocky River Run website will include website ad linking to Explore Rockhampton website as provided by Regional Promotions team.
- 3. Council acknowledges the interlinking with regional events and would like to leverage the event further as the current sponsorship deliverables are generic in nature, i.e. Naming rights to a side event or a deliverable/activation of a similar nature that provides a high value exposure return to Council and where possible include our elected representatives**
- The Events team will be working in liaison with Sophia Czarkowski in making arrangements for shoulder events.
 - Councillors will be invited to attend sponsor recognition events/functions as well as a specific media pop along Quay Street

- The Friday night Sponsors Dinner stall gift with local athletes (most likely at racecourse) – opportunity for Councillors to have their own ‘race’ – potentially with Council staff as well.
- Cow Corral (reinventing the Zombie run with people dressed in cow/leather suits) on Saturday 29 May 2017 in CBD to align with Wholly Cow Month.
- Sunday 30 May 2017 – CBD shop owners invited to set up vendor outside shops.

4. Understanding what in kind support is required for the event

- There is no requirement for in kind support. This has been confirmed by organisers on 8 February 2017 via email to Sarah Reeves.

5. Access to collated data to push RRC Regional Event collateral

- ‘Thanks for visiting’ EDM/survey will be sent to all participants following the event with invitation to join RRC database (privacy act compliant).

6. Profile and showcase RRC and the Local Government area via digital platforms

- Logo has been provided – RRC logo will be utilised and recognised as an official sponsor.

COUNCIL SPONSORSHIP OF 2017 '7ROCKY RIVER RUN'

7Rocky River Run – CTC Grants Application Form

Meeting Date: 21 February 2017

Attachment No: 1



2016 Community Grant Application Form

Notes on application form:

- We will consider one application per organisation only. Requests for larger grants may require more information – please use your discretion.
- If you need more space, please attach extra pages to your application.
- For further advice or queries contact 1300 999 CTC (282).

Applicant details

Organisation Name:	
Postal address:	
Tel (office hours): Email:	ABN: Web address:
Is your organisation endorsed as a Charitable Institution? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Is your organisation endorsed as a Public Benevolent Institute? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Is your organisation endorsed as a Health Promotion Charity? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Is your organisation endorsed as a Deductible Gift Recipient? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Does your organisation have public liability insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	

Project details

Title:	
Start date:	Total project cost: \$
End date:	Amount requested from CTC: \$
Does the project runs for longer than one year? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Please provide a brief summary of the purpose of your project :	
What will you do? What activities will you implement? How will you go about executing the plans?	

Project details continued

Will your project take place in Rockhampton?

☐ Yes

☐ No

Why is the funding needed?

What are the barriers to employment experienced by the project participants involved in this project? What evidence exists to demonstrate this need?

Who will benefit from this project?

Please tell us how many people you anticipate will benefit, their anticipated age range, gender and which suburbs in our region you expect they will live?

What does success look like?

How will you know if you are successful?

Please tell us about your organisation:

What is your organisation's purpose, background, number of staff etc? Which staff members will deliver this project? Have you implemented a similar project before? If so, tell us about it: when was it, where did it take place and what did it achieve? How do you manage risk?

Is your annual report available on your website? (If not, please attached a copy or provide weblink)

☐ Yes ☐ No

Is this a continuation of an existing project?

☐ Yes ☐ No

Project budget

(Please ensure your budget balances, and explain calculations where appropriate. Equipment purchases should reflect online estimates or quotes. Please feel free to use a different budget template to reflect your project if easier)

INCOME	
CTC Community Grant requested	\$
Other funding organisations (Requested <input type="checkbox"/> Committed <input type="checkbox"/>)	\$
In kind contributions (please give details of any volunteer or other contributions, and estimate an equivalent value. Please use a standard rate of \$31.36 per standard volunteer hour)	\$
Other income sources not already mentioned (e.g. fees charged to participants, government subsidy)	\$
TOTAL INCOME	\$
EXPENDITURE	
Salaries & Administration	\$
Project Implementation & Activities	\$
Overheads	\$
Evaluation & Reporting	\$
Other	
TOTAL EXPENDITURE	\$

Other funding requested or confirmed

We are keen to understand the funding patterns of our grant recipients. Your answer to this question will not influence your application in any way.

Will any other organisations contribute funding to this project? ☐ Yes (please detail) ☐ No

Name of Funding Organisation

Name of Contact Person

Position:

Tel (office hours):

ABN:

Web:

What part of the project will they fund?

How much funding (\$) will they provide?

Contact details

Who can we contact to discuss the project?

Name:

Position:

Tel:

Email:

Partner organisations

Will any other organisations be involved in implementing this project? ☐ Yes ☐ No

For example – an accredited RTO

Organisation Name:

ABN:

Contact Person Name:

Position:

Tel (office hours):

Web:

Email:

How will they be involved in the project?

Will you be delivering any accredited training modules as part of your program (if relevant)

Registered training organisation:

Modules to be delivered:

Referees

Please provide contact details for two (2) referees who can speak about this project and your organisation.

Referee 1		Referee 2	
Contact Name:		Contact Name:	
Organisation:		Organisation:	
Position:		Position:	
Tel (daytime):		Tel (daytime):	
Email:		Email:	

CERTIFICATION & PRIVACY

CTC is committed to protecting your privacy and ensuring that all information provided in relation to this grant application is kept confidential. During the assessment process however, CTC may need to collect, use and disclose information about your organisation and the project in this application to third parties. This information could be passed on to the Board of CTC, its officers and agents or external people to assist in assessing the grant application.

- Permission to forward this application to other funding organisations for consideration ☐ Yes ☐ No
- Permission to add contact details to CTC mailing list ☐ Yes ☐ No
- Permission to add referee contact details to CTC mailing list ☐ Yes ☐ No
- Permission to forward this application to individuals and experts for assessment ☐ Yes ☐ No
- I confirm that the CEO/Manager/Chairperson has certified that the information in this application is true and accurate. ☐ Yes ☐ No

Name and role of CEO/Manager/Chair: _____

Date: _____

Signature _____

DOCUMENTATION CHECKLIST

<input type="checkbox"/>	A complete application form approved by the CEO/Manager/Chairperson including a budget.
<input type="checkbox"/>	Contact name and telephone number of your project partner organisation (if any)
<input type="checkbox"/>	One (1) copy of your annual report if it is not available on your website

Closing date is **Sunday 15th January 2017**. Please email your application to info@ctcqlld.com.au in a Word format or copyable PDF (not scanned).

11.3 SPONSORSHIP OPPORTUNITY FOR MAYOR'S PLATE

File No: 7822
Attachments: Nil
Authorising Officer: Scott Waters - General Manager Regional Development and Aviation
Author: Sarah Reeves - Manager Regional Promotions

SUMMARY

Council officers and the Mayor met with the Rockhampton Jockey Club Incorporated (RJC) on February 8 2017, whereby a request for sponsorship was received to assist in the running of the Mayor's Plate in 2016. The RJC and the Central Queensland Thoroughbred Breeders Association (CQTBA) in partnership with Rockhampton Regional Council are working collaboratively to build the Capricornia Sales race meetings and events into a high value regional event.

OFFICER'S RECOMMENDATION

THAT Council provide a contribution of \$10,000 plus in kind support of approximately \$5000 to the Rockhampton Jockey Club Inc, to assist in the running of the Mayor's Plate race at the 2017 Capricornia Yearling Sales Race Meeting to be held April 1 2017; and

THAT Council's Regional Promotions Section assist in the delivery of the Mayor's Plate function.

COMMENTARY

The Capricornia Yearling Sales race meeting is one of the premier horse racing events in the region. The Rockhampton Jockey Club (RJC) Inc is seeking sponsorship from Council to assist in the delivery of a quality event and to raise the profile of the event.

The RJC, in partnership with the Central Queensland Thoroughbred Breeders Association, are working to build this meeting into a valuable regional event. The RJC & CQTBA are working closely together to enhance the Autumn Racing Carnival around the very popular yearling sales that attracts great numbers of vendors and buyers from outside Rockhampton region. Capricornia Sales generates around \$750K and around 40% of this total is returned locally to breeders. Sale visitor numbers from outside the region is between 500-600 people.

This event provides a number of opportunities to increase the visitor economy and as such is worthy of support. However consideration does need to be given to the staff resource required to assist with such events.

BACKGROUND

Council previously supported the Mayor's Cup/Plate in 2015 through a sponsorship request from the RJC to assist with the prize money offered for the race. A search of our ECM Records Management System has found that Council had approved sponsorship of the race to the amount of \$1000 in 2006/07. The Mayor was invited to attend the Mayor's Cup race meeting in either 2008 or 2009, which appears to be the last running of the race before the race was re-established last year in Rockhampton with Council assisting with a \$10,000 sponsorship.

Council also received correspondence from the RJC to assist with sponsorship of the 2016 event to the value of \$10,000 for the Mayor's Plate race which has proposed prize money of \$20,000. This request was received during the local government election caretaker period.

BUDGET IMPLICATIONS

Funds for sponsorship need to be accommodated from the current budget. This request is for \$10,000.

STAFFING IMPLICATIONS

The request requires in-kind support in the form of staff assistance for set up and marketing. This will require some reallocation of staff from other duties that may impact on timeframes for other projects.

CONCLUSION

The Capricornia Yearling Sale offers good opportunity to grow the visitor economy, attracting strong numbers from across the state. While the process and resources required warrant consideration, supporting the event will have valuable outcomes for the community.

11.4 TOURISM OPERATIONS

File No: 9288
Attachments: Nil
Authorising Officer: Scott Waters - General Manager Regional Development and Aviation
Author: Aimee Bartlett - Acting Destination Coordinator

SUMMARY

At its meeting on 13 December 2016, Council unanimously resolved:

“THAT Council formally notify Capricorn Enterprise that Council will not be funding Capricorn Enterprise from 30 March 2017”.

This report provides further information on Council assuming a greater role in tourism development and destination management for the Region.

OFFICER’S RECOMMENDATION

THAT Rockhampton Regional Council commences the overall management of the Spire Visitor Information Centre as at 1 April 2017 or earlier as requested by Capricorn Enterprise and commences a comprehensive review of the Centre’s operation to be concluded by 30 June 2017 and;

THAT Council work with Capricorn Enterprise in honouring current contractual agreements until 30 June 2017 and that, as required, responsible officers will advise Council of any changes to arrangements at the earliest opportunity.

COMMENTARY

Rockhampton Regional Council is united and focused on leading the push of the Rockhampton Region through the initiatives of Advance Rockhampton and Destination Rockhampton. The Economic Development Action Plan identifies Tourism and Events as one of the economic enablers for the region, with Council assuming a greater role in tourism for the Region.

On 13 December 2016, Rockhampton Regional Council unanimously resolved that as at 31 March 2017 it would cease all funding to Regional Tourism Operation – Capricorn Enterprise. This follows earlier resolutions of Council in 2013, 2015 and 2016 to withdraw funding from Capricorn Enterprise in relation to the promotion of Economic Development for the Rockhampton Region.

A Councillor Workshop has been held to discuss numerous options moving forward for the strategic direction of Tourism development and destination management within Council. This included the management of the Spire Visitor Information Centre (VIC).

BACKGROUND

Funding to Capricorn Enterprise will cease from Council on 31 March 2017. At this time the management of the Visitor Information Centre located at ‘The Spire’ Gladstone Road, Rockhampton will transition to Council, it is anticipated that this will occur earlier at the request of Capricorn Enterprise. This coincides with the implementation of the Advance Rockhampton and Destination Rockhampton initiatives and Economic Development Action Plan.

Start date

Rockhampton Regional Council will commence management of the Spire VIC as at 1 April 2017, or earlier as requested. Council will coordinate all changes from a building operational perspective.

Communication with volunteers and staff will commence prior to the date for the seamless transfer of management and visitor experience.

Current hours of operations

Current VIC hours of operations are:

- Monday to Saturday: 9am – 5pm
- Sunday: 9am – 2pm

The Spire Visitor Information Centre is an accredited information centre, meaning it must open for a minimum 42 hours every week, 7 days per week.

It is recommended that these hours of operations continue as normal during the interim period until 30 June 2017.

Management of Visitor Information Centre

The management of the Visitor Information Centre and associated volunteer base is currently delivered for the region via accreditation guidelines set by Tourism and Events Queensland. Operational manuals, business plans and guidelines have been developed by Capricorn Enterprise and it is envisaged this will form part of the transition.

Member contractual arrangements

Capricorn Enterprise has a number of arrangements in place for the distribution of collateral and signage for members within the region. Council has advised that it will continue to hold and distribute this collateral until 30 June 2017. Any contractual requirements in place during or after this time are the sole responsibility of Capricorn Enterprise.

CONCLUSION

Tourism and Events is one of the major enablers of the Economic Development Action Plan. As part of this document and overarching strategies, Council has placed a priority on this area.

Operation of the Spire Visitor Information Centre will be taken into consideration when the 2017-2018 budget is prepared and will form part of an overarching Tourism strategy.

The immediate period will focus upon a seamless transition from Capricorn Enterprise to Council. For the period 1 April till 30 June 2017 a comprehensive review of VIC operations will occur across the region, with further reports to be provided for Council's consideration.

11.5 2016/17 OPERATIONAL PLAN QUARTER TWO PROGRESS REPORT**File No:** 8320**Attachments:**

1. Q2 Summary - Office of CEO
2. Q2 Summary - Corporate Services
3. Q2 Summary - Regional Services
4. Q2 Summary - Community Services
5. Operational Plan Quarter Two

Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer**Author:** Travis Pegrem - Coordinator Industrial Relations and Investigations

SUMMARY

The 2016/17 Operational Plan progress report for quarter 2 as at 31 December 2016 is presented, pursuant to s174(3) Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT the 2016/17 Operational Plan progress report for quarter 2 as at 31 December 2016 be received.

COMMENTARY

The Operational Plan progress reports for the period 1 October to 31 December 2016 are presented for Council's consideration.

The performance reports display actual performance against quarterly targets. In addition, the report includes progress comments as determined appropriate by the responsible manager. Actual year to date expenditure and revenue has been included for comparison to the adopted 2016/17 operational budget.

To ensure performance of the 2016/17 Operational Plan KPI's, standardised monthly departmental reports are now presented to Committees. This ensures that the performance of each unit is consistent with Council's strategic direction.

Overall the majority of Corporate Plan activities have been achieved for the quarter. There are some individual Operational Plan KPI's that have not been met and comments have been provided in the attachment against those items.

PREVIOUS DECISIONS

The 2016/17 Operational Plan was adopted at the Special Council Meeting on 22 June 2016.

LEGISLATIVE CONTEXT

s174(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.

CONCLUSION

The 2016/17 Operational Plan progress report for quarter 2 as at 31 December 2016 has been prepared in accordance with legislation.

2016/17 OPERATIONAL PLAN QUARTER TWO PROGRESS REPORT

Q2 Summary - Office of CEO

Meeting Date: 21 February 2017

Attachment No: 1

**General Manager Office of CEO Summary
Operational Plan Report
2nd Quarter**

Office of Mayor

Over the reporting period, the Office of the Mayor and Executive Support Unit managed Pathway requests, diary, media requests and addressed relevant correspondence within established timeframes for the Mayor, Deputy Mayor and Councillors.

Some notable events during the relevant period include:

- Preparations for presentation of the Key to the City to Ms Anna Meares and the official opening of stage 1A of the Riverbank Revitalisation Project on 9 December 2016.
- Planning and conduct of Australia Day Awards at Pilbeam Theatre on 25 January 2017 in conjunction with Citizenship Ceremony.

Committee Support

Citizenship Ceremony held at Pilbeam Theatre on 25 January 2017 in conjunction with Australia Day Awards with 117 new citizens welcomed. A new format was used at this ceremony and was very successful. A great effort from all staff involved for another successful event.

Committee meetings have commenced and workshops are being scheduled as requests come to hand. Investigations continuing into upgrading wireless microphone system in Council Chambers.

Travel requests slowed as usual over the Christmas/New Year period but are picking up as staff return to work.

Regional Development

For the months of October, November and December 2016 the Regional Development staff attended in excess of 200 external meetings and travelled out of region on 26 separate trips representing Council with comprehensive details of these activities contained in CEO's monthly report to Council on 7 February 2017.

Internal Audit

The Risk Management Function moved to the Internal Audit Unit on 5 December 2016, as part of interim efforts to mutually reinforce both functions.

The Risk Management Function has completed initial review of new risk management software, together with key members of Corporate & Technology Services, with a view towards enhancing Council's capability in risk management and control reporting.

**Evan Pardon
Chief Executive Officer**

2016/17 OPERATIONAL PLAN QUARTER TWO PROGRESS REPORT

Q2 Summary - Corporate Services

Meeting Date: 21 February 2017

Attachment No: 2

**General Manager Corporate Services Summary
Operational Plan Report
2nd Quarter**

Corporate and Technology Services

Five pole top modules and one gateway were installed into Stage 1a of the Riverbank Revitalisation ready for the opening on 9th December 2016. Free public Wi-Fi was also activated during December through the commissioning of four Wi-Fi access points and underlying network infrastructure. Local contractors have been approved for the future stages of this project.

Other notable service delivery results:

Service Delivery Standard	Target	Current Performance
Ensure availability of system up-time during core business hours (excluding planned outages).	99%	100%
Maintain the ratio of customer queries satisfied by Customer Service Officers, without referral to departments.	80%	90%
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	85%
Process records on the day of receipt as per Recordkeeping Charter.	95%	100%
Ensure supplier payments are made within stated trading terms.	90%	90%
Ensure top 100 suppliers by dollar value under formal purchasing agreements (contracts).	90%	95%
Process insurance claims within procedural timeframes.	100%	100%

Finance

During this period the 2015-16 Financial Statements were signed off by the QAO on an unqualified basis. There were no material adjustments to unaudited statements received by the Audit and Business Improvement Committee in the previous quarter. The operational result reported was improved to \$21.1 million compared to a revised budget estimate of \$14.4 million. The Audit and Business Improvement Committee reviewed these final statements and the external audits closing report statements at a meeting on the 14 October 2016.

With 50% of the year completed total operating revenue is reported at 48%. Total operating expenditure is at 47% of budget excluding committals.

Workforce and Strategy

The staff Cultural Development program continued during this quarter. The following workshops were held in December:

5 December – CEO, GM's and Managers attended 4 hour Leading the Culture Workshop

6 & 7 December – 4 x ½ day workshop for Supervisors

13 December – 3 hour Cultural Champion Workshop

In addition a pulse survey was completed during November to establish a baseline around Council's values. The results were:

Question	Disagree/Strongly Disagree	Neutral	Agree/Strongly agree
I am aware of the RRC Values of Accountable, Customer Focused, One Team, Continuous Improvement and People Development.	1.8	1.3	96.9
I understand what these values mean.	0.6	8.2	91.2
I am personally committed to the Culture and Values that RRC is aiming to achieve.	1.9	3.8	94.3
I am personally working toward aligning my behaviour to the Culture and Values.	2.5	6.9	90.6
I have observed RRC Leaders working to align their behaviours to the Culture and Values.	10.7	35.0	54.3
I have observed people throughout the Council working to align their behaviours to the Culture and Values.	8.7	41.3	50.0
I believe we are making progress towards improving the RRC Culture and Values.	6.3	29.6	64.1

Progress on the new Corporate Plan was made with the community consultation phase completed. Council received approximately 28 comments on social media (Facebook) while 11 formal submissions were received.

An audit of Council's Safety Management System was conducted by auditors from Local Government Workcare with the assistance of the Safety Unit. The audit was conducted between 15 - 17th August 2016 and was to assess Council's level of compliance against an industry benchmark which is set at 70%. A positive result for Council was achieved with a final score of 82% compliance rate. This result confirms Council's Safety Management System is meeting National requirements. This is a great result for Council and it is anticipated that once the rectification action plan is implemented, Council will be in a position to score 85% or above which we will then be eligible to receive a "Gold Safety Award of Excellence".

The average recruitment timeframe for this quarter was 29.70 days (target 30 days) due to delays with the panel undertaking shortlisting and third party providers to complete pre-employment screening checks (Criminal History Checks and Functional Capacity Evaluations).

Ross Cheesman
Deputy Chief Executive Officer

2016/17 OPERATIONAL PLAN QUARTER TWO PROGRESS REPORT

Q2 Summary - Regional Services

Meeting Date: 21 February 2017

Attachment No: 3

**General Manager Regional Services Summary
Operational Plan Report
2nd Quarter**

Regional Services has continued to review and monitor the capital program. This will remain a major focus during the next quarter to ensure the capital program is delivered and adequate planning has occurred for the following years. Operational activities have continued to be delivered effectively with the majority of performance targets being met.

Civil Operations

Civil Operations are well on track to complete all projects under the disaster grant funded program within the required timeframes. The completion of the Pilbeam Drive restoration works and reopening in December 2016 was a significant milestone in the disaster recovery works. A capital expenditure of \$33.6M has been achieved with \$14.3M relating to disaster funds. The capital budget was 54% expended at the end of the quarter.

Engineering Services

Engineering Services is, in addition to preparation of designs for the capital program, currently managing a high workload in the preparation of concept designs and submissions required for a variety of State and Federal grants programs. A new professional services contract has been established to accelerate floodplain management projects.

Fitzroy River Water

FRW has performed well during the second quarter meeting the service delivery targets and the capital program. The Stormwater Inspection Program undertaken by FRW in South Rockhampton has been completed with 1212 properties inspected. Defects were identified in approximately 25% of the properties with 32. These defects are currently being rectified.

Rockhampton Regional Waste and Recycling

RRWR continues to deliver services and meet the key customer service targets. Community awareness and engagement remains a key focus with a number of educational programs being conducted included National Recycling Week, Cancer Council Christmas Parade and the Mount Morgan Christmas Tree Festival. The concept design for the Lakes Creek Road Landfill extension project is currently being finalised and is planned to be submitted to the next Committee.

**Peter Kofod
General Manager
Regional Services**

2016/17 OPERATIONAL PLAN QUARTER TWO PROGRESS REPORT

Q2 Summary - Community Services

Meeting Date: 21 February 2017

Attachment No: 4

**General Manager Community Services Summary
Operational Plan Report
2nd Quarter**

Community Services continued to deliver core operational activities across the sections during the reporting period. Animal Management Strategy implementation goals set for the quarter have been met, festive season activities have been successfully conducted, Directorate customer service requests have been met 100% within service delivery timeframes and actual costs of the Directorate are 2% better than predicted for the half-yearly budget outcome.

Arts and Heritage

During the period the Rockhampton Art Gallery delivered a number of exhibition and public programs opening the Towers of Tomorrow LEGO exhibition which runs through until mid-March 2017. Ticket and merchandise sales continue to provide an income stream to support the RAG public programs.

The Rockhampton Heritage Village continues to be a popular location for visiting school groups from across both the Region and the State, with groups visiting from as far away as Gladstone, Carmila and Jericho.

The Pilbeam Theatre was the venue for a variety of Council presented, community and commercial shows during the period. Performance highlights included British rockers Smokie, Comedian Frenchy, popular rock band Boy & Bear and Queensland Symphony Orchestra's "Handel's Messiah".

The Arts and Heritage team delivered the annual Rockhampton Carols by Candlelight with performances at the Pilbeam Theatre and Rockhampton Music Bowl raising \$6305.64 for local charity the Rockhampton Riding for the Disabled.

The Development and Programs Officer coordinated a project to create a mural on East Lane on the wall of the Hair Moda building. The artwork was completed by two local high school students alongside professional artist Bill Gannon.

The unit provides a range of goods and services on a commercial fee for service basis and areas of the business have seen a reduction in spend per user and a lower level of commercial activity over the quarters. The Manager and Coordinators are working to minimise impacts and maximise income generation potential in the remainder of the current financial year.

Communities and Facilities

Performance across the section was generally in line with the quarterly operational targets, with customer service request response times continuing to be within the standard timelines for completion. A number of capital projects were completed within the budget and approved timeframes.

Operational projects were delivered in accordance with, or exceeding service standards. The Home Assist program delivered 6784 hours of service to eligible clients exceeding the outputs required by the service level agreements with funding bodies. The Libraries delivered a range of successful programs attracting 6896 participants, well above the target for the quarter.

Budget outcome for the end of the quarter showed a slightly unfavourable variance, but this was due to the timing of receipt of grants and committals for work to be progressed in the next quarter.

Parks

The delivery of the overall capital works program is progressing, 47% of budget committed at the end of the quarter. Of 42 projects, 5 are complete, 31 are in progress and 6 are yet to commence. Operational projects and parks and landscape maintenance are on track.

Majority of the remediation works in Kershaw Gardens are complete, earthworks to prepare Central Precinct will see the remediation 80% complete. The draft Land Management Plan was received back from DNRM with further comments and works to be done prior to the section reviewing again. The final design for the Central Precinct has been approved and tender documents prepared and released prior to Christmas. Contracts were awarded for restoration of the wetlands and demolition of the railway station building; these works are in preparation for the Central Precinct redevelopment.

Rockhampton Zoo hosted over 100 local, national and international delegates for the Australasian Training and Conditioning Workshop (titled Giving Animals Purpose).

Consultation and information gathering commenced for the development of Council's revised Strategy for Parks, Sport and Recreation, colloquially called SPARC.

The completion of the 42nd Battalion Memorial Pool redevelopment has been delayed and work continues with the contractor to complete these works and re-open the pool. Unfortunately the majority of the summer season has been lost.

Operational costs are trending with budget and are currently 1% better than the predicted half-yearly outcome.

Planning and Regulatory Services

The Planning and Regulatory Services team organised the first of a renewed series of Developer Forums to engage with the industry on issues of interest. These forums will occur six monthly or more frequently dependant on the issues surrounding the development industry within the Region. The initial introductory session will be held on the 2nd of February.

The track and review project has progressed to a live trial phase. Applications are now able to be viewed on Council's eServices suite. The public can view applications by type, number location as well as see the current status of the application.

Officer's activities have included:

- Working closely with the Kabra community to alleviate concerns regarding flying-foxes;
- Local Law information sharing sessions with neighbouring councils; and
- Enabled the free provision of outdoor dining and busking permits to help activate the CBD and encourage activity and energised community spaces.

Operational costs currently exceed predicted budget outcomes by 5% primarily due to the re-structure of the section and associated costs but should revert to trend when the impact of the re-structure takes effect.


Michael Rowe
General Manager
Community Services

2016/17 OPERATIONAL PLAN QUARTER TWO PROGRESS REPORT

Operational Plan Quarter Two

Meeting Date: 21 February 2017

Attachment No: 5



2016 - 2017 OPERATIONAL PLAN

CEO'S OFFICE

CEO DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	-\$53,622
Operating Expenses	\$664,663	\$300,685
Capital Revenue	\$0	\$0
Capital Expenses	\$321,250	\$61,700

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

CEO Directorate - The Office of the CEO directorate is led by Council's Chief Executive Officer who is responsible for managing the Council in a way that promotes the effective, efficient and economical management of public resources, excellence in service delivery, continual improvement, responsiveness to the Council's policies and priorities and establishing and implementing goals and practices in accordance with the policies and priorities of the Council. The directorate consists of four units; Office of the Mayor, Communications & Events, Internal Audit and Regional Development.


ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant to the CEO Directorate.
100%	100%			100%	
100%	100%			100%	

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



2016 - 2017 OPERATIONAL PLAN

CEO'S OFFICE

OFFICE OF THE MAYOR

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$441,085	\$222,064
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

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

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

3. Manage relevant civic events

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

5. Facilitate Councillor interactions with constituents

Office of the Mayor - Provides executive administrative support to the Mayor, Deputy Mayor including co-ordinating diaries, responding to correspondence, speech writing, report writing, managing customer service request input and follow up, scheduling meetings and appointments, obtaining information and or background material required for meetings or enquiries and facilitating travel arrangements in liaison with the Committee Support unit. Plan and co-ordinate civic events to ensure the expectations of Mayor, Deputy Mayor and CEO are met. Provides the appropriate channels for Mayor, Deputy Mayor communications through a variety of methods. The unit works closely with the Leadership Team, Council departments and media outlets to deliver external communication messages through the appropriate media options. Manages, monitors and seeks relevant content and responses for corporate social media channels. Develops marketing and communication plans to enhance project deliverables through timely, effective communications. Facilitate citizenship ceremonies in accordance with statutory requirements.

ACTIVITIES LEGEND

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

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

KEY PERFORMANCE INDICATORS

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Office of the Mayor unit.
100%	100%			100%	
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN

CEO'S OFFICE

GOVERNANCE SUPPORT

Section Budget Summary		
Budget	Adopted	Actual YTD
Operating Revenue	-\$30,900	-\$10,759
Operating Expenses	\$3,610,950	\$1,630,856
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Work collaboratively with other Council departments to increase awareness of Council's services
2. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation
3. Increase staff familiarisation and compliance with the Community Engagement Policy, Framework and Procedure across Council
4. Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour
5. Provide professional agenda management services
6. Manage relevant civic events
7. Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process
8. Facilitate Councillor interactions with constituents

Executive Support - provides executive administrative support to Councillors and CEO including co-ordinating diaries, responding to correspondence, speech writing, report writing, managing customer service request logging and follow up, arranging and scheduling meetings and appointments, obtaining information and or background material required for meetings or enquiries and facilitating travel arrangements in liaison with the Committee Support unit. Plan and co-ordinate civic events to ensure the expectations of Mayor, Councillors and CEO are met.


ACTIVITIES LEGEND

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

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects for the Executive Support unit.
100%	100%			100%	
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN

CEO'S OFFICE

Committee Support - provides administrative support to the CEO including managing Council's committee meeting processes by collation of reports, creation of agendas for the Council and Committee meetings, providing a minute taking service for Council and Committee meetings, distribution of the meeting action sheets, process Councillor's discretionary funds in accordance with policy and statutory reporting requirements, manage corporate travel arrangements and facilitate citizenship ceremonies in accordance with statutory requirements.


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

Communications - provides Council's corporate communications through a variety of methods. The unit works closely with the Mayor, Councillors, Leadership Team, Council departments and media outlets to deliver Council's internal and external communication messages through the appropriate media options. Manages, monitors and seeks relevant content and responses for Council's corporate social media channels. Develops marketing and communication plans in partnership with Council units to enhance project deliverables through timely, effective communications. Facilitate Council's Community Engagement policy and framework by providing advice to Mayor, Councillors, CEO and management teams.

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects for the Committee Support unit.
100%	100%			100%	
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects for the Communications unit.
100%	100%			100%	
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN

CEO'S OFFICE

INTERNAL AUDIT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$260,586	\$132,923
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Provide assurance, consulting and assigned investigation services

2. Provide independent reporting to an audit committee

3. Facilitate an audit advisory committee of Council

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

Internal Audit - undertakes risk-based review of all management operations, systems, activities and processes, independent and objective (unbiased) assessment and reviews based on professional internal audit (and other) standards, independent reporting directly to an audit committee of Council, protection of the public interest, professional consulting (non-audit activities) services, assurance (audit activities) services in-house, fraud related services and risk management related services.

KEY PERFORMANCE INDICATORS

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

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
N/A	N/A			0%	
100%	100%			100%	
N/A	N/A			0%	
N/A	N/A			0%	
50%	100%			75%	



2016 - 2017 OPERATIONAL PLAN

CEO'S OFFICE

REGIONAL DEVELOPMENT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$218,900	-\$15,190
Operating Expenses	\$4,506,224	\$2,138,686
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Deliver and facilitate community events and celebrations

2. Manage relevant civic events

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

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

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

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

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

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

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

10. Implement a growth management framework which facilitates economic growth whilst preserving the Region's character

11. Manage the Region's growth framework to compliment state legislation and policy

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

13. Promote the sharing of responsibility for resource management and planning between the different spheres of government, the community and industry

14. Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return.

Economic Development - increase economic development within the Rockhampton Regional Council area.


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


ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	

			2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE					
Regional Promotions - facilitates and manages community events, develops strategic plans for the promotion of the Rockhampton Region, implements the promotion action plan for Rockhampton as an ideal location to live and work, works with other Council departments to improve the liveability of the Rockhampton region and develops event strategies.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
Strategic Planning - provides strategic planning services to cater for future growth demands and changing demographics as well as optimising quality of life and economic development opportunities for the region's residents and businesses by planning for the provision of essential infrastructure, appropriately zoned land, services and community amenities. All planning products will manifest principally in the main statutory planning instrument; the Planning Scheme (Town Plan).								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	Minor outstanding licence renewal documentation required.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects for the Strategic Planning unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	75%	75%			75%	First draft CBD Redevelopment Framework submitted to Councillors for review.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
Rockhampton Airport - is a commercialised business unit with the key objective to operate a profitable and financially sustainable airport business that is resilient and progressive through ever changing times. The airport's main activities are aeronautical and landside. Aeronautical involves managing the airside of the airport including the runways, taxiways and aprons in a safe and efficient manner. The landside component of the business involves the commercial activities related to management of the terminal precinct including the terminal and car parking operations as well as property leases on airport.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	All requests have been completed within 4 days during this quarter.
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	Nil injuries with 15 hazard inspections completed for this quarter.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	82%			91%	All capital projects are currently under review.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
COMMERCIAL BUSINESS UNIT								
Airport Annual Performance Plan updates are presented monthly to the Airport, Water and Waste Committee Meeting. This plan is a requirement of s175 Local Government Regulation 2012.								



2016 - 2017 OPERATIONAL PLAN

CORPORATE SERVICES

CORPORATE SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$614,772	\$268,562
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Corporate Services Directorate - provides the oversight of the Corporate Services department. Corporate Services department contains the financial functions of Council as well as procurement and supply, information technology, workforce and strategy, fleet management, property management and customer service. In addition to this airport operations are also included.

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

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Corporate Services Directorate.
N/A	N/A			0%	No operational projects relevant for the Corporate Services Directorate.
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

CORPORATE AND TECHNOLOGY SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$1,156,600	-\$604,614
Operating Expenses	\$9,999,850	\$4,759,700
Capital Revenue	\$0	-\$4,115
Capital Expenses	\$8,513,479	\$2,827,346

CORPORATE PLAN ACTIVITIES

1. Champion a customer service culture that complies with Council's statutory obligations and Customer Service Charter
2. Deliver fleet and plant asset management in an efficient operating environment
3. Efficiently manage and optimise use of Council's property portfolio
4. Manage and effectively administer Council's contract and tendering, inventory and purchasing processes in accordance with relevant legislative requirements and organisational needs
5. Strategically plan and actively manage Council's information systems to meet Council's needs
6. Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter
7. Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community

Customer Service Centre - the first point of contact for customers with front-counter services in Rockhampton, Gracemere and Mount Morgan, and a call centre based in Rockhampton. Customer service also provides QGAP (QLD Government Agency Program) services and facilitates, park events and hall bookings.

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

Procurement and Logistics - ensures well governed and disciplined procurement activities and inventory management practices which comply with legislative and policy requirements whilst meeting organisational needs now and into the future. The unit consists of four interrelated sub-units: Purchasing Compliance, Accounts Payable, Contracts and Tenders and Logistics (3 x stores) undertaking centralised purchasing for Fitzroy River Water, Civil Operations and Rockhampton Regional Waste and Recycling.

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


ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Customer Service unit.
100%	100%			100%	
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Procurement and Logistics unit.
100%	100%			100%	
100%	100%			100%	

			2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES					
<p>Information Systems - a combined unit responsible for information technology and records management services. Information Technology Services' role is to acquire, manage and support information and communication technology related equipment and services for the organisation. Records Management oversees and assists with the management of Council records and is responsible for ensuring that Council's official records are captured and managed in a way that improves business processes and fulfils legislative requirements. Records also coordinates the right to information and information privacy processes.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	IT projects progressing as planned.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
<p>Property and Insurance - manages Council owned and controlled properties by ensuring Council's and the community's interests are appropriately risk managed through the negotiation and establishment of formal lease arrangements. Also responsible for the effective and efficient management of the day-to-day insurance claims processing (including liaising with Council's insurers, assessors, repair agents and claimants), land resumptions, acquisitions and sales and enterprise risk management.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	Property sales and acquisition processes progressing as planned.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
<p>Fleet Services - custodianship and management responsibility of all fleet vehicles, plant and equipment assets above the \$5,000 capitalisation threshold and/or all assets requiring registration with Queensland Transport. This includes capital and recurrent budgeting, renewal and maintenance planning and disposal ensuring fit for purpose, safe, reliable and cost effective fleet, plant and equipment, enabling Council to deliver an optimum level of service. Council has a fleet asset base comprising just over 800 assets with a replacement value of approximately \$52.8M.</p>								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	Fleet renewal program progressing as planned.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

FINANCE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$419,500	-\$323,069
Resourcing Revenue	-\$73,775,473	-\$37,317,117
Operating Expenses	\$6,175,220	\$2,774,613
Resourcing Expenses	-\$25,745,648	-\$14,600,223
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0
Resourcing Capital Revenue	-\$565,075	\$0
Resourcing Capital Expenses	\$510,900	\$36,448

CORPORATE PLAN ACTIVITIES

1. Provide an Asset Services Section focusing on a clear communicative process and accurate data
2. Provide professional accounting and financial management functions and ensure statutory compliance is met.
3. Manage the Council rating function in aspects of maintenance, levying and collection of rate revenue for Council.
4. Manage the treasury functions of Council to ensure effective and optimised cash management as well as compliance with taxation.
5. Provide accurate Geographical Information System (GIS) and spacial data information

Assets and GIS - manages, supports and develops Council's corporate GIS system ensuring records are accurately maintained and users' needs are supported. In addition, the systems are continually developed for optimisation. Provides an interface to custodians of non-current assets to ensure asset registers and asset management plans are maintained. The information is used for future investment decisions and legislative compliance.


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

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Assets and GIS unit.
N/A	N/A			0%	No operational projects relevant for the Assets and GIS unit.
100%	100%			100%	

			2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES					
Financial Systems - manages, supports and develops Council's corporate financial system ensuring financial records are accurately maintained and users' needs are supported. In addition, the systems are continually developed for optimisation.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Financial Systems unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No operational projects relevant for the Financial Systems unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
Revenue and Accounting - provides the oversight of the financial governance of Council including long term financial forecasting, budget preparation and financial reporting within legislative requirements whilst meeting the organisational needs in this regard. The four interrelated sub-units related are Financial Accounting, Commercial Accounting, Treasury and Rates.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	Financial statements approved by QAO 19 October 2016.
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Revenue and Accounting unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No operational projects relevant for the Revenue and Accounting unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

WORKFORCE AND STRATEGY

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$74,250	-\$196,982
Operating Expenses	\$4,295,844	\$1,815,141
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Implement and oversee a compliant safety management system
2. Provide rehabilitation and injury management support services
3. Manage Council's training and development programs
4. Provide human resource and industrial relations advisory support services
5. Provide payroll services to all of Council
6. Manage Council's strategic business planning function
7. Administer an appropriate corporate governance program
8. Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process

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

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

Human Resources and Payroll - provides human resources and payroll services across the organisation. The Human Resources sub-unit is focused on delivering quality consultancy services to all Council departments enabling the achievement of objectives, while maintaining compliance with relevant legislation, policies and procedures and upholding the Council's values. The Payroll sub-unit is responsible for the provision of an accurate and timely payroll service.

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


ACTIVITIES LEGEND


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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Safety and Training unit.
100%	100%			100%	
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Human Resources and Payroll unit.
100%	100%			100%	
90%	90%			90%	The average recruitment timeframe for this quarter was 29.70 days, due to delays with the panel undertaking shortlisting and third party providers to complete pre-employment screening checks (Criminal History Checks and Functional Capacity Evaluations).

			2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES					
Industrial Relations and Investigations - provides internal investigation services, award/agreement interpretation and industrial relations advice, while managing the relationship between Council, the Crime and Corruption Commission and the Queensland Ombudsman for matters of a more serious nature.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Industrial Relations and Investigations unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No operational projects relevant for the Industrial Relations and Investigations unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
Corporate Improvement and Strategy - provides corporate policy evaluation, delegation instrumentation, strategic organisational planning, local government law advice and general corporate governance.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Corporate Improvement and Strategy unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN

REGIONAL SERVICES

REGIONAL SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$636,781	\$310,480
Capital Revenue	-\$10,877,227	-\$1,058,540
Capital Expenses	\$17,108,678	\$6,603,087

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Regional Services Directorate - overall corporate management and coordination of the service delivery and strategic direction of Civil Operations, Planning, Engineering, Fitzroy River Water and Rockhampton Regional Waste & Recycling. The directorate also provides media and community awareness programs for those areas.

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

Special Projects - provides the specialised project management and contractual oversight of identified cross-functional projects and activities within Council.

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

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	95%			98%	
100%	95%			98%	
100%	100%			100%	
100%	97%			99%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
100%	90%			95%	
100%	100%			100%	
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

CIVIL OPERATIONS

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$2,281,125	-\$396,820
Operating Expenses	\$30,636,058	\$17,718,272
Capital Revenue	-\$15,187,933	-\$8,393,903
Capital Expenses	\$37,304,013	\$24,570,219

CORPORATE PLAN ACTIVITIES

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

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

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

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

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

Support Services - responsible for the provision of administrative support to the Engineering Services and Civil Operations sections.

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

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
95%	97%			96%	
95%	99%			97%	Environmental management for projects under review. Minor outstanding statutory licence renewal documentation required.
95%	98%			97%	Revised program to reflect additional projects.
100%	100%			100%	
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	Capital works on track to be completed.
100%	100%			100%	
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Support Services unit.
N/A	N/A			0%	No operational projects relevant for the Support Services unit.
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

ENGINEERING SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$106,574	-\$82,039
Operating Expenses	\$3,944,931	\$1,411,343
Capital Revenue	-\$2,053,200	-\$150,000
Capital Expenses	\$595,100	\$194,360

CORPORATE PLAN ACTIVITIES

1. Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation
2. Maintain a disaster management response capacity able to meet the community's needs when required.

Infrastructure Operations - responsible for the provision of engineering advice, assessment of development applications and compliance inspections involving reconfiguration of lots, material change of use and operational works as they relate to traffic, transport, stormwater, water supply and sewerage reticulation networks.

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

Civil Design - responsible for the engineering survey and design of civil works principally undertaken by the Regional Services department, or other Council departments undertaking various projects when required.

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


ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Infrastructure Operations unit.
N/A	N/A			0%	No operational projects relevant for the Infrastructure Operations unit.
100%	84%			92%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
90%	90%			90%	Current capital program exceeding Civil Design capacity.
N/A	N/A			0%	No operational projects relevant for the Civil Design unit.
100%	100%			100%	

			2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES					
Strategic Infrastructure - responsible for the investigation and planning of new and upgraded infrastructure within the roads, pathways, cyclepaths, public transport, stormwater, floodplain management, reticulated water supply and sewerage networks within the Region. The unit is also responsible for the development and implementation of traffic and road safety initiatives.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Strategic Infrastructure unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
Disaster Management - responsible for the planning, preparation, mitigation and operational response strategies required to ensure Council has the appropriate response capability and processes in place to assist the local community to be prepared for, respond to and recover from disaster events. The unit also provides support to the State Emergency Service through the provision of a SES Local Controller.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Disaster Management unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

FITZROY RIVER WATER

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$61,797,114	-\$28,512,660
Operating Expenses	\$56,611,993	\$30,247,781
Capital Revenue	-\$3,596,146	-\$1,727,246
Capital Expenses	\$18,107,413	\$6,204,633

CORPORATE PLAN ACTIVITIES

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

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

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

KEY PERFORMANCE INDICATORS

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

Network Services - manages the construction and maintenance of trunk and reticulation water and sewerage pipe network, water and sewage treatment plants, water and sewage pump stations, water reservoirs, and water storages enabling the delivery of high quality, safe, reliable and cost effective water and sewerage services to our customers. The unit also conducts water meter reads, new water and sewerage connections and administers irrigator contracts for FRW.

KEY PERFORMANCE INDICATORS

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

COMMERCIAL BUSINESS UNIT

The FRW Performance Plan will be adopted by Council in February 2017. This plan is a requirement of s175 Local Government Regulation 2012.


ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
95%	95%			95%	A small number of projects have been delayed in their completion.
100%	100%			100%	
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	Minor outstanding statutory licence renewal documentation required.
100%	100%			100%	
100%	100%			100%	
97%	97%			97%	A number of Customer Service Standards reporting targets were not met during this quarter.



2016 - 2017 OPERATIONAL PLAN

REGIONAL SERVICES

ROCKHAMPTON REGIONAL WASTE & RECYCLING

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$18,691,943	-\$8,478,268
Operating Expenses	\$15,958,726	\$6,678,455
Capital Revenue	\$0	\$0
Capital Expenses	\$5,449,266	\$1,315,226

CORPORATE PLAN ACTIVITIES

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

Collections - provision of a reliable kerbside collection service for waste and recyclables from domestic and some commercial premises from within declared waste areas across the Regional Council area. Administration of kerbside recycling collections contract.

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

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

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

COMMERCIAL BUSINESS UNIT

The Rockhampton Regional Waste & Recycling Performance Plan was adopted by Council in December 2016. This plan is a requirement of s175 Local Government Regulation 2012.


ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No operational projects relevant for the Collections unit.
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	Revised budget has been proposed to reduce capital requirement for 2016/17.
N/A	N/A			0%	No operational projects relevant for the Waste Operations unit.
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN
COMMUNITY SERVICES

COMMUNITY SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$28,000	-\$70,617
Operating Expenses	\$958,507	\$479,011
Capital Revenue	\$0	\$0
Capital Expenses	\$7,267	\$0

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Community Services Directorate - provides overall corporate management and coordination of the service delivery and strategic direction of the Arts and Heritage, Communities and Facilities, Parks and Planning and Regulatory Services sections.


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

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Community Services Directorate.
100%	100%			100%	Major community festive event in the Region delivered. Animal Management Strategy implementation goals set for the quarter met.
100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN

COMMUNITY SERVICES

ARTS & HERITAGE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$4,341,470	-\$1,950,015
Operating Expenses	\$7,230,506	\$3,024,972
Capital Revenue	\$0	-\$5,942
Capital Expenses	\$383,862	\$197,475

CORPORATE PLAN ACTIVITIES

1. Develop and deliver targeted arts and heritage programs

2. Deliver and facilitate community events and celebrations

Venue Operations - manages the Council's major venues including the Pilbeam Theatre, Walter Reid Cultural Centre and the Rockhampton Showgrounds while also providing auxiliary services such as food and beverage, ticketing and production services. The unit also delivers the See it Live Theatre program.

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

Heritage Services - manages the Rockhampton Heritage Village, presenting and preserving the region's historical collections.

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

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

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

ACTIVITIES LEGEND

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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	No outstanding customer requests
100%	90%			95%	Delay in completing Artifax build but on track to be completed by Q4
100%	100%			100%	
N/A	N/A			0%	No operational projects relevant for the Venue Operations unit.
100%	100%			100%	Performance against operational standard is displayed as no formal service levels have been adopted by Council at this time.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
99%	100%			100%	Minor outstanding driver licence renewal documentation required.
100%	100%			100%	Capital Projects on track
N/A	N/A			0%	No operational projects relevant for the Heritage Services unit.
100%	90%			95%	Food and Beverage operation currently under review - financial performance below budget expectation.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
99%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No operational projects relevant for the Art Gallery unit.
100%	100%			100%	Performance against operational standard is displayed as no formal service levels have been adopted by Council at this time.



2016 - 2017 OPERATIONAL PLAN

COMMUNITY SERVICES

COMMUNITIES & FACILITIES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$4,167,252	-\$1,776,315
Operating Expenses	\$19,997,582	\$9,264,858
Capital Revenue	\$0	-\$4,950
Capital Expenses	\$4,535,681	\$828,275

CORPORATE PLAN ACTIVITIES

1. Deliver a range of individual and organisational development services and programmes

2. Provide and maintain regional library services

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

4. Facilitate community safety

5. Deliver facilities maintenance programs and projects

Library Unit (Client Services, Collections and Systems) - provides the community with access to community hubs of resources, services, programs and spaces for recreation, information, literacy (including digital literacy) development, learning and social connection.

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

Facilities - responsible for the delivery of minor capital projects, maintenance, cleaning and security services for Council's building assets.

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


ACTIVITIES LEGEND


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

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%			100%	
100%	100%			100%	
0%	0%			0%	New Gracemere Library project subject to availability of building.
100%	100%			100%	
100%	100%			100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	97%			99%	497 requests received, 480 completed
100%	90%			95%	Two staff to complete required certification training
100%	100%			100%	
100%	100%			100%	
100%	100%			100%	

			2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES					
Home Assist - delivers the CQ Home Assist Program to provide safety related information and referral to home owners, tenants with a disability or aged over 60 years, and subsidised assistance with home maintenance, modifications and repairs for eligible clients to assist them to remain living in their homes.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Home Assist unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	Delivery in accordance with agreements applicable to state and federal government funding received.
City Child Care Centre - provides quality long day and occasional care for children from six weeks to school age in accordance with the Early Years Learning Framework and National Quality Standard.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	N/A	N/A			0%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	92%			96%	Blue Card renewal outstanding for 1 staff member
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the City Child Care Centre unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	Average of 99.9% for Long Day care and 55.44% for occasional care places
Communities and Facilities Management - provides overall workplace administrative for the Communities and Facilities section, and has responsibility for Council's grants and sponsorship program, CCTV network and Cardax system, community halls, and community development programs.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	0%			50%	Capital projects not funded in revised budget
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN

COMMUNITY SERVICES

PARKS

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$554,920	-\$807,283
Operating Expenses	\$20,226,690	\$9,107,900
Capital Revenue	-\$1,855,732	-\$225,478
Capital Expenses	\$15,291,467	\$4,052,705

CORPORATE PLAN ACTIVITIES

1. Plan for appropriate open space within the Region

2. Ensure botanical collections are maintained and developed

3. Provide a well maintained and managed zoological collection

4. Provide developmental programs for sporting and recreational groups

5. Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces

6. Deliver regional cemetery and associated services that meet current and future burial and remembrance needs

Parks and Visitor Services - manages the presentation, heritage conservation and maintenance of the Rockhampton Botanic Gardens and Zoo, Kershaw Gardens, and burial and memorial services at the Region's cemeteries.

KEY PERFORMANCE INDICATORS

TARGET

TIMEFRAME

Compliance with Customer Service Requests

100%

QTR

Compliance with statutory and regulatory requirements including

100%

QTR

Achievement of Capital Projects within adopted budget and approved timeframes

100%

QTR

Achievement of Operational Projects within adopted budget and approved timeframes

100%

QTR

Delivery of services and activities in accordance with Council's adopted Service Levels

100%

QTR

ACTIVITIES LEGEND

R

Risk of Incompletion / Delay

OK

On Target

AT

Ahead of Target

C

Complete

I

Incomplete (Q4 only)

Q1

Q1-Q2

Q1-Q3

Q1-Q4

OK

OK

OK

OK

OK

OK

OK

OK

OK

OK

OK

OK

Q1

Q2

Q3

Q4

ANNUAL

COMMENTS

100%

100%

100%

100%

100%

100%

90%

100%

95%

100%

100%

100%

100%

100%

100%


			2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES					
Parks Operations - manages the maintenance of local parks, street trees and landscape. Amenity and cleansing activities in the high use urban areas of the Region are also the responsibility of this unit.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	All projects have commenced and are currently within accepted timeframes
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	Review of these is nearing completion for test/implementation over coming growing season
Parks Planning and Projects - manages the forward planning for the various aspects of Parks and Open Space activities; definition and delivery of small to medium capital projects and assets renewal and maintenance programmes. This unit is the liaison between Council and the various groups of Council's parks, sport and recreation facilities to assist in building active and healthy communities.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	85%	85%			85%	Some delays in completion of reactive maintenance work orders.
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	100%	50%			75%	All projects are scoped, some completed, estimates and scheduling are proceeding for others.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	90%	85%			88%	Some delays in completion of reactive maintenance work orders.
Parks Administration - coordinates the workplace administration, allocation of customer work requests, park bookings, procurement and financial management for the Parks section.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Parks Administration unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	100%	100%			100%	
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	




2016 - 2017 OPERATIONAL PLAN

COMMUNITY SERVICES

PLANNING AND REGULATORY SERVICES									
Section Budget Summary									
Budget	Adopted	Actual YTD							
Operating Revenue	-\$3,029,200	-\$1,788,827	ACTIVITIES LEGEND						
Operating Expenses	\$8,598,034	\$3,112,471	R	Risk of Incompletion / Delay					
Capital Revenue	\$0	\$0	OK	On Target					
Capital Expenses	\$0	\$0	AT	Ahead of Target					
			C	Complete					
			I	Incomplete (Q4 only)					
CORPORATE PLAN ACTIVITIES									
1. Provide regulatory and compliance services in line with statutory requirements and best practice			Q1	Q1-Q2	Q1-Q3	Q1-Q4			
			OK	OK					
2. Plan and deliver programmes, partnerships, regulation and education relevant to Environment and Public Health			OK	OK					
3. Implement Pest Management Plan actions to control declared pests			OK	OK					
4. Implement Vector Management Plan actions to establish vector control measures			OK	OK					
5. Provide compliance and regulatory services in line with legislative and community standards									
6. Plan and deliver Local Laws programmes, partnerships, regulation and education									
7. Contribute to the fair, orderly and sustainable use and development of the Region's resources									
8. Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character									
9. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with town planning and operational works									
10. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with building, plumbing and drainage and general planning compliance									
<i>Building Compliance - undertakes three primary functions including inspections and certification for building and plumbing, and ensuring compliance of all land use and development activities.</i>									
KEY PERFORMANCE INDICATORS		TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests		100%	QTR	81%	83%			82%	Council building certifier was off on leave for one month of this period
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters		100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes		100%	QTR	N/A	N/A			0%	No capital projects relevant for the Building Compliance unit.
Achievement of Operational Projects within adopted budget and approved timeframes		100%	QTR	N/A	N/A			0%	No operational projects relevant for the Building Compliance unit.
Delivery of services and activities in accordance with Council's adopted Service Levels		100%	QTR	100%	100%			100%	

			2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES					
Development Assessment - manages development applications for material changes of use, reconfigurations of lots, operational works and building works assessable against the planning scheme through the Integrated Development Assessment System under the Sustainable Planning Act 2009. The unit supports this primary role with ancillary services such as pre-lodgement meetings, negotiating decision notices, issuing infrastructure charges notices and managing development assessment matters in the Planning and Environment Court which involve Council as a party.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	96%	100%			98%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Development Assessment unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No operational projects relevant for the Development Assessment unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
Planning Administration - coordinates the workplace administration, allocation of customer requests, procurement and financial management for the Building Compliance and Development Assessment units.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	100%	100%			100%	
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Planning Administration unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No operational projects relevant for the Planning Administration unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	
Health and Environment - the unit consists of Environmental Health, Pest Management and Vector Management. Environmental Health is responsible for licensing and inspecting activities particularly food businesses, environmentally relevant activities and higher risk personal appearance services as well as investigating complaints relating to environmental nuisance, public health risks and licensed activities and being a conduit for State based requirements. Pest Management is responsible for controlling declared pests, plants and animals on Council controlled land, inspecting and investigating declared pest activities and/or complaints and being a conduit for State based requirements. Vector Management is responsible for the management of designated pests on Council controlled land, inspecting and investigating public health risk activities and/or complaints and being a conduit for State based requirements.								
KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME	Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
Compliance with Customer Service Requests	100%	QTR	92%	96%			94%	137 requests completed of 142 received.
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR	100%	100%			100%	
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No capital projects relevant for the Health and Environment unit.
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR	N/A	N/A			0%	No operational projects relevant for the Health and Environment unit.
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR	100%	100%			100%	



2016 - 2017 OPERATIONAL PLAN

COMMUNITY SERVICES

Local Laws - enforces State Government Acts and Council's Local Laws in relation to environmental nuisances, animals, overgrown land, signage, parking and illegal use of Council land.

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
94%	97%			96%	2054 completed tasks from 2100 received for the quarter.
100%	100%			100%	
0%	0%			0%	Animal Management Facility scheduled to commence in quarter 3.
N/A	N/A			0%	No operational projects relevant for the Local Laws unit.
100%	100%			100%	

Support Services - coordinates the workplace administration, allocation of customer requests, procurement and financial management for the Health and Environment and Local Laws units, and assessment and decision making on relevant applications

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

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
99%	100%			100%	
100%	100%			100%	
N/A	N/A			0%	No capital projects relevant for the Support Services unit.
N/A	N/A			0%	No operational projects relevant for the Support Services unit.
80%	95%			88%	

11.6 COUNCIL DELEGATIONS TO CHIEF EXECUTIVE OFFICER**File No:** 4107**Attachments:**

1. Instrument of Delegation - Public Interest Disclosure Act 2010
2. Instrument of Delegation - Information Privacy Act 2009
3. Instrument of Delegation - Right to Information Act 2009

Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer**Author:** Travis Pegrem - Coordinator Industrial Relations and Investigations

SUMMARY

This report seeks Council's approval for delegations under State legislation to the position of Chief Executive Officer.

OFFICER'S RECOMMENDATION

THAT:

1. Council resolves as per section 257 of the *Local Government Act 2009* to delegate to the Chief Executive Officer, the exercise of powers contained in schedule 1 of the Instruments attached to this report:
 1. *Public Interest Disclosure Act 2010*;
 2. *Information Privacy Act 2009*; and
 3. *Right to Information Act 2009*
2. These powers must be exercised subject to any limitations contained in schedule 2 of the Instruments of Delegation attached to the report.

COMMENTARY

MacDonnells Law has identified new powers under the Acts listed within the Officer's Recommendation. Subsequently, the Instruments of Delegation containing the new legislative updates for the Acts have been prepared for Council's consideration and are attached to this report.

Listed below are the titles of the Acts and the relevant sections that have been identified as either new or additional delegable powers to be delegated from Council to the position of the Chief Executive Officer (CEO) in the Instruments of Delegation.

New Legislation Added**Attachment 1 – *Public Interest Disclosure Act 2010***

MacDonnells Law has identified powers under *Public Interest Disclosure Act 2010*. The *Public Interest Disclosure Act 2010* aims to facilitate transparency within public sector by keeping the public well informed through a disclosure process. In addition to those hallmarks, it protects individuals who assist in openly disclosing information about wrong doing within the public sector.

Changes to Existing Delegable Powers**Attachment 2 – *Information Privacy Act 2009***

As part of MacDonnells Law quality assurance processes, they have completed a full review of the *Information Privacy Act 2009*. Addition of sections 53(3), 54(2), 54(3), 61(1)(b), 61(1)(c), 65(b), 127(1), 161(1) and 172(2). Removal of section 97(1).

Attachment 3 – *Right to Information Act 2009*

As part of MacDonnells Law quality assurance processes, they have completed a full review of the *Right to Information Act 2009*. Addition of sections 52(1)(a), 68(8) and 114(1). Removal of sections 54(2)(g)(v) and 54(2)(g)(vi).

Once Council has resolved to delegate to the CEO, the exercise of powers contained in schedule 1 of the Instruments of Delegation attached to this report, subject to any limitations contained in schedule 2, the sub-delegates will be given specific delegations according to their respective areas of responsibility subject to the same general conditions and, where appropriate, specific limitations. Without such powers and delegations, officers would be unable to complete work activities related to their position under required Acts without reference to Council.

BACKGROUND

Without powers being delegated to the CEO and subsequently sub-delegated to relevant positions, Council operations would be impeded significantly as separate resolutions would be required to allow decisions to be made for a vast number of operational activities that are undertaken on a daily basis.

In relation to the legislation listed, Council's legal advisor, MacDonnells Law, provides a regular service of updates/amendments for relevant state legislation to Council. The information provided herein is as recommended by MacDonnells Law.

PREVIOUS DECISIONS

The previous Instruments of Delegation for the Acts listed within this report was last considered and approved by Council at the following meeting:

Legislation	Meeting Date
<i>Public Interest Disclosure Act 2010</i>	<i>NEW</i>
<i>Information Privacy Act 2009</i>	<i>23 September 2014</i>
<i>Right to Information Act 2009</i>	<i>23 September 2014</i>

LEGISLATIVE CONTEXT

Section 257 of the *Local Government Act 2009* allows Council to delegate its powers to one or more individuals or standing committees, including to the CEO. Pursuant to section 257(4) of the *Local Government Act 2009* a delegation to the CEO must be reviewed annually by Council.

To further streamline the decision making process, section 259 of the *Local Government Act 2009* allows the CEO to sub-delegate the powers (including those delegated to him by Council) to another Council employee where appropriate.

LEGAL IMPLICATIONS

Important legal principles which apply to the delegation proposal set out in this report are:-

- Council at all times retains power to revoke the delegation. Accordingly, Council retains ultimate control.
- Council, as delegator, has responsibility to ensure that the relevant power is properly exercised. Council will therefore continue to supervise and oversee the exercise of its powers.
- A delegation of power by Council may be subject to any lawful conditions which Council wishes to impose. The imposition of conditions enables Council to impose checks and balances on its delegations. However, the delegated power cannot be unduly fettered.

- The delegate must exercise a delegated power fairly and impartially, without being influenced by or being subject to the discretion of other individuals.

CONCLUSION

This report includes Instruments of Delegation for the relevant legislative Acts incorporating sections to be delegated from the Council to the CEO.

Once Council has resolved to delegate to the CEO, the exercise of powers contained in schedule 1 of the Instruments of Delegation attached to this report subject to any limitations contained in schedule 2 of the Instruments of Delegation, the sub-delegates will be given specific delegations according to their respective areas of responsibility subject to the same general conditions and, where appropriate, specific limitations.

COUNCIL DELEGATIONS TO CHIEF EXECUTIVE OFFICER

Instrument of Delegation – Public Interest Disclosure Act 2010

Meeting Date: 21 February 2017

Attachment No: 1



INSTRUMENT OF DELEGATION

Public Interest Disclosure Act 2010

Under section 257 of the *Local Government Act 2009*, **Rockhampton Regional Council** resolves to delegate the exercise of the powers contained in Schedule 1 to the Chief Executive Officer.

These powers must be exercised subject to the limitations contained in Schedule 2.

All prior resolutions delegating the same powers to the Chief Executive Officer are repealed.

Schedule 1

Public Interest Disclosure Act 2010 ("PIDA")**CHAPTER 3 – Obligations of entities to whom disclosures may be made****Part 2 - Public sector entities**

Entity power given to	Section of PIDA	Description
Public Sector Entity	30(1)	Power to decide not to investigate or deal with a public interest disclosure having regard to matters outlined in section 30(1)(a)-(d).
Public Sector Entity	30(1)(b)	Power to reasonably consider that the disclosure should be dealt with by another appropriate process.
Public Sector Entity	30(1)(d)	Power to reasonably consider that the disclosure is too trivial to warrant investigation and that dealing with the disclosure would substantially and unreasonably divert the resources of the entity from their use by the entity in the performance of its functions.
Public Sector Entity	30(2)	Power to give written reasons for its decision.
Public Sector Entity	30(3)	Power to review decision.
Public Sector Entity	31(1)	Power to refer public interest disclosure to another public sector entity.
Public Sector Entity	31(3)	Power to consider there is an unacceptable risk that a reprisal would happen because of a referral.
Public Sector Entity	31(4)	Power to consult with the person who made the public interest disclosure.
Public Sector Entity	32(1)	In certain circumstances, power to give reasonable information about the disclosure.
Public Sector Entity	32(4)	Power to decide that giving information would be likely to adversely affect matters set out in section 32(4)(a)-(c).

CHAPTER 5 – Oversight Agency

Entity power given to	Section of PIDA	Description
Public Sector Entity	60(3)	Power to consult with the oversight agency.

Schedule 2

Limitations to the Exercise of Power	
1.	Where Council in its budget or by resolution allocates an amount for the expenditure of Council funds in relation to a particular matter, the delegate in exercising delegated power in relation to that matter, will only commit the Council to reasonably foreseeable expenditure up to the amount allocated.
2.	The delegate will not exercise any delegated power in relation to a matter which, to the delegate's knowledge adversely affects, or is likely to adversely affect, the Council's relations with the public at large.
3.	The delegate will not exercise any delegated power contrary to a resolution or other decision of Council (including a policy decision relating to the matter).
4.	The delegate will not exercise any delegated power in a manner, or which has the foreseeable affect, of being contrary to an adopted Council policy or procedure.
5.	The delegate will only exercise a delegated power under this resolution in a manner which complies with the requirements of Council's Planning Scheme and any exercise of power which involves a departure from or variation of those requirements will only be undertaken by Council.
6.	The delegate will not exercise any power which cannot lawfully be the subject of delegation by Council.

COUNCIL DELEGATIONS TO CHIEF EXECUTIVE OFFICER

Instrument of Delegation – Information Privacy Act 2009

Meeting Date: 21 February 2017

Attachment No: 2



INSTRUMENT OF DELEGATION

Information Privacy Act 2009

Under section 257 of the *Local Government Act 2009*, **Rockhampton Regional Council** resolves to delegate the exercise of the powers contained in Schedule 1 to the Chief Executive Officer.

These powers must be exercised subject to the limitations contained in Schedule 2.

All prior resolutions delegating the same powers to the Chief Executive Officer are repealed.

Schedule 1

*Information Privacy Act 2009 ("INPA")***CHAPTER 2 – PRIVACY PRINCIPLES****Part 1 - Compliance with Information Privacy Principles by agencies**

Entity power given to	Section of INPA	Description
Law Enforcement Agency	29(1)	Power to be satisfied on reasonable grounds that noncompliance with the IPP is necessary in certain circumstances.

Part 3 - Transfer of Personal Information Outside Australia

Entity power given to	Section of INPA	Description
Law Enforcement Agency	29	Power to be satisfied on reasonable grounds that noncompliance with the IPP is necessary in certain circumstances.
Agency	33(a)	Power to agree with an individual to transfer an individual's personal information to an entity outside Australia
Agency	33(c)	Power to be satisfied on reasonable grounds that the transfer is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual, or to public health, safety or welfare.
Agency	33(de)(i)	Power to form a reasonable belief that the recipient of the personal information is subject to a law, binding scheme or contract that effectively upholds principles for the fair handling of personal information that are substantially similar to the IPPs or, if the agency is a health agency, the NPPs.

Part 4 - Compliance with Parts 1 to 3 by Contracted Service Providers

Entity power given to	Section of INPA	Description
Agency	34(1)	Power to enter into a service arrangement with a service provider.

CHAPTER 3 – DISCLOSURE AND AMENDMENT BY APPLICATION UNDER THIS ACT**Part 2 - Access and amendment applications**

Entity power given to	Section of INPA	Description
Agency	44(3)	Power to consider a person has an appropriate interest in the amendment of the personal information.
Agency	49(2)	Power to consider a search for a document from a backup system is appropriate.

Part 3 - Dealing with Application**Division 1 – Decision-maker**

Entity power given to	Section of INPA	Description
Principal Officer (the CEO)	50(2) ¹	The CEO as the Agency's Principal Officer has the power to delegate the principal officer powers to deal with an application to another officer of the agency.
Agency	50(5)(b)	Power to appoint an appropriately qualified health care professional to make a health care decision in relation to the application.

Division 2 – Preliminary contact with applicant

Entity power given to	Section of INPA	Description
Entity	52(1)(b)	Power to decide that an application is outside the scope of this Act for 1 or more of the following reasons: (i) the document is not a document of an agency, or document of a Minister, for this chapter; (ii) the entity is not an agency for this chapter; (iii) the application is made to the information commissioner, RTI commissioner or privacy commissioner.
Entity	52(2)	Power to give prescribed written notice to the applicant of the decision.
Agency	53(2)	Power to inform a person how an application does not comply with a relevant application requirement.
Agency	53(3)	<u>Power to give a reasonable opportunity to consult with a view to making application in a form complying with all relevant application requirements.</u>
Agency	53(5)	Power to decide that an application does not comply with all relevant application requirements and to give the applicant prescribed written notice of the decision.
Agency	54(2)	<u>Power to make reasonable efforts to inform the applicant of the matters set out in 54(2).</u>
Agency	54(3)	<u>Power to give the applicant a reasonable opportunity to consult as mentioned in 54(2)(c).</u>
Agency	54(5)(b)	Power to consider whether an application is an application that can be made under this Act and power to give the applicant prescribed written notice of the decision.
Agency	55(1)	At any time before a deemed decision is taken to have been made in relation to an access or amendment application, power to ask the applicant for a further specified period to consider the application.
Agency	55(3)	Power to continue to consider the application and make a considered decision in relation to it in certain circumstances.

Division 3 – Contact with relevant third party

Entity power given to	Section of INPA	Description
Agency	56(1) ²	Power to give access to a document of which may reasonably be expected to be

¹ Section 50(1) of the Act provides that only the CEO or his/her delegate can exercise this power.

² Must take steps that are reasonably practicable to obtain the views of the relevant third party about whether:
(a) the document is a document for this chapter; or
(b) the information is exempt information or contrary to public interest information.

		of concern to a government, agency or person.
Agency	56(3)(b)	Power to decide: (i) that a document is a document for this chapter; or (ii) that the information is not exempt information or contrary to public interest information.
Agency	56(3)(c)	Power to give prescribed written notice of the decision in 56(3)(b) to the applicant and the relevant third party.
Agency	56(3)(d)	In the specified circumstances, power to defer giving access to a document.
Agency	56(4)	Power to give the applicant written notice when access is no longer deferred under 56(3)(d).

Division 4 - Transfers

Entity power given to	Section of INPA	Description
Agency	57(2)	In the specified circumstances, power to transfer an access or amendment application to another agency.

Part 4 – Refusal to Deal with Access or Amendment Application

Entity power given to	Section of INPA	Description
Agency	59(2)	Power to refuse to deal with an application without having identified any or all of the documents.
Agency	60(1)	Power to refuse to deal with an access or amendment application, or, if the agency or Minister is considering 2 or more access or amendment applications by the applicant, all the applications, if when using the power to consider the work involved in dealing with the application or all the applications would, if carried out: (a) substantially and unreasonably divert the resources of the agency from their use by the agency in the performance of its functions.
Agency	61(1)(a)	Power to give the applicant a written notice regarding its refusal to deal with an application under section 60.
Agency	61(1)(b)	<u>Power to give the applicant a reasonable opportunity to consult with the agency.</u>
Agency	61(1)(c)	<u>Power to give the applicant any information that would help the making of an application in a form that would remove the ground for refusal.</u>
Agency	62(3)	In the specified circumstances, power to refuse to deal with the later application to the extent it is for access to a document or documents sought under the first application.
Agency	63(3)	In the specified circumstances, power to refuse to deal with the later application to the extent it is for amendment of a document or documents sought under the first application.

Part 5 - Decision**Division 1 – Access applications**

Entity power given to	Section of INPA	Description
Agency	65(a)	In the specified circumstances, power to make a decision (a considered decision): (i) whether access is to be given to the document; and (ii) if access is to be given – whether any access charge must be paid before

		access is given.
Agency	65(b)	<u>Power to give written notice of a decision.</u>
Principal Officer (the CEO)	66(2)	In the specified circumstances, power to give prescribed written notice of the decision to the applicant.
Agency	68(1)	In the specified circumstances, power to give a prescribed written notice to an applicant.
Agency	69(2)	Power to give a prescribed written notice.

Division 2 – Amendment Applications

Entity power given to	Section of INPA	Description
Agency	70	If a person makes an amendment application for a document, power to: (a) consider the application and make a considered decision whether the amendment of the document is to be permitted; and (b) give the person a written notice of the decision.
Principal Officer (the CEO)	71(2)	Power to give prescribed written notice of the decision to the applicant.
Agency	72(1)(a)	Power to refuse to amend a document if the agency is not satisfied: (a) the personal information is inaccurate, incomplete, out of date or misleading; or (b) the information sought to be amended is personal information of the applicant; or (c) if the application is purportedly made by an agent, that the agent is suitably authorised to make the amendment application.
Agency	73(1)	Power to give a prescribed written notice to the applicant for an amendment application of the decision on the application.
Agency	74	Power to make an amendment by: (a) altering the personal information; or (b) adding an appropriate notation to the personal information.
Agency	76(3)(b)	Power to give the applicant written notice of the nature of the notation.
Agency	76(5)	Power to decide the information to which the notice relates is not information in relation to which the applicant was entitled to apply to the agency for amendment of the document.
Agency	76(5)(b)	In the specified circumstances, power to give prescribed written notice to the applicant of the decision.

Part 6 - Charging Regime

Division 3 – Waiver of charges

Entity power given to	Section of INPA	Description
Agency	81(1)	Power to consider whether an access charge for an access application should be waived.
Agency	82(2)	When deciding to waive any access charge for an application, power to consider: (a) the applicant is the holder of a concessional card; and (b) the applicant is not making the application for some other person who is seeking to avoid the payment of a charge.

Agency	82(3)	Power to give the applicant a prescribed written notice of a decision under 82(2) before the end of the processing period.
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Part 7 - Giving Access

Entity power given to	Section of INPA	Description
Agency	87(1)	In the specified circumstances, power to defer giving access to a document for a reasonable period.
Agency	87(2)	In the specified circumstances, power to give the applicant written notice when access is no longer deferred under section 87(1).
Agency	88(1)	Power to reasonably consider that a document will disclose to the applicant information that is not relevant to the access application for the document.
Agency	88(2)	Power to delete the irrelevant information from a copy of the document and give access to the document by giving access to a copy of the document with the irrelevant information deleted.
Agency	88(3)	Power to consider, from the terms of the application or after consultation with the applicant – (a) the applicant would accept the copy; and (b) it is reasonably practicable to give access to the copy.
Agency	89(c)	Power to decide that an applicant would wish to be given access to a copy of a document and to give access.
Agency	90	Power to decide that an applicant would wish to be given access to a copy of a document and to give access.
Agency	91(2)	Power to consider whether it is consistent with the primary object of this act to give the applicant or a person nominated by the applicant and approved by the agency, a summary of the applicant's personal information; and power to agree with the intermediary or the intermediary and applicant regarding conditions of use or disclosure.
Agency	91(3)(a)	Power to make an agreement with an information giver for the disclosure of information given by that person.
Agency	91(3)(b)	Power to make an agreement with another person other than the applicant, for the disclosure of information, if the summary of information contains personal information about the other person.
Agency	92(2)	Power to direct that access to a document is instead given to an appropriately qualified healthcare professional nominated by the applicant and approved by the agency.

Part 8 - Internal Review

Entity power given to	Section of INPA	Description
Reviewer	94(2)	Power to review a reviewable decision and make a new decision.
Reviewer	97(1)	Power to decide an internal review application as soon as practicable.
Agency	97(2)	Power to notify an applicant of a decision.
Agency	97(3)	Power to give a prescribed written notice of the decision to the applicant.

Part 9 - External Review**Division 2 – Application**

Entity power given to	Section of INPA	Description
Local Government / Agency	102(2)	In the specified circumstances, power to apply to the information commissioner to participate in the external review.
Agency	106(1)(b)	Power to apply to the commissioner to allow the agency further time to deal with the access or amendment application.

Division 3 – After application made

<u>Entity power given to</u>	<u>Section of INPA</u>	<u>Description</u>
<u>Agency</u>	<u>106(1)(b)</u>	<u>Power to apply to the commissioner to allow the agency further time to deal with the access or amendment application.</u>

Division 5 – Powers of information commissioner on external review

Entity power given to	Section of INPA	Description
Agency	112(2)	Power to give the applicant for external review and the commissioner an additional statement.
Agency	114(2)	Power to give the commissioner a written transcript of words recorded or contained in the document.
Agency	114(3)	Power to give the commissioner a written document created using the equipment.
Agency	115(1)	Power to conduct a particular further search, or further searches, for a document.

Part 10 - Vexatious Applications

<u>Entity power given to</u>	<u>Section of INPA</u>	<u>Description</u>
<u>Agency</u>	<u>127(1)</u>	<u>Power to apply to the information commissioner that a person be declared a vexatious applicant.</u>

Part 11 - References of questions of law and appeals

Entity power given to	Section of INPA	Description
Participant in an external review	131(1)	Power to request the commissioner to refer a question of law arising on an external review to QCAT.
Participant in an external review	132(1)	Power to appeal to the appeal tribunal against a decision of the information commissioner on the external review.

CHAPTER 4 – INFORMATION COMMISSIONER AND PRIVACY COMMISSIONER**Part 5 - Waiving or Modifying Privacy Principles Obligations in the Public Interest**

Entity power given to	Section of INPA	Description
Agency	157(1)	Power to apply to the information commissioner for an approval under this section.

Part 6 - Compliance Notices

Entity power given to	Section of INPA	Description
Agency	159(1)	If given a compliance notice, power to ask the information commissioner to extend the time within which it must take the action stated in the compliance notice.
Agency	159(3)(b)	In the specified circumstances, power to give the commissioner an undertaking to take the stated action within the extended period.
<u>Agency</u>	<u>161(1)</u>	<u>Power to apply to QCAT for a review of the decision of the information commissioner.</u>

CHAPTER 5 – PRIVACY COMPLAINTS**Part 3 - Mediation of privacy complaints**

Entity power given to	Section of INPA	Description
Respondent	172(1)	Power to agree on a resolution of the complaint.
<u>Respondent</u>	<u>172(2)</u>	<u>Power to ask the information commissioner to prepare a written record of the agreement.</u>

SCHEDULE 3 – INFORMATION PRIVACY PRINCIPLES

Entity power given to	Section of INPA	Description
Agency	2(5)(b)	Power to form a reasonable belief that there would be little practical benefit to the individual in complying with (3) in the circumstances.
Agency	7(3)	Power to consider it is not required to amend personal information included in a document under the agency's control in a way asked for by the individual the subject of the personal information.
Agency	10(1)(b)	Power to be satisfied on reasonable grounds that the use of the information for the other purpose is necessary to lessen or prevent a serious threat to the life, health, safety, or welfare of an individual, or to public health, safety or welfare.
Agency	10(1)(d)	Power to be satisfied on reasonable grounds that the use of the information for the other purpose is necessary in certain circumstances.
Agency	11(1)(c)	Power to be satisfied on reasonable grounds that the disclosure is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual, or to public health, safety or welfare.
Agency	11(1)(e)	Power to be satisfied on reasonable grounds that the disclosure of the information is necessary in certain circumstances.
Agency	11(1)(f)(iv)	Power to be satisfied on reasonable grounds that the relevant entity will not disclose the personal information to another entity.

Schedule 2

Limitations to the Exercise of Power	
1.	Where Council in its budget or by resolution allocates an amount for the expenditure of Council funds in relation to a particular matter, the delegate in exercising delegated power in relation to that matter, will only commit the Council to reasonably foreseeable expenditure up to the amount allocated.
2.	The delegate will not exercise any delegated power in relation to a matter which, to the delegate's knowledge adversely affects, or is likely to adversely affect, the Council's relations with the public at large.
3.	The delegate will not exercise any delegated power contrary to a resolution or other decision of Council (including a policy decision relating to the matter).
4.	The delegate will not exercise any delegated power in a manner, or which has the foreseeable affect, of being contrary to an adopted Council policy or procedure.
5.	The delegate will only exercise a delegated power under this resolution in a manner which complies with the requirements of Council's Planning Scheme and any exercise of power which involves a departure from or variation of those requirements will only be undertaken by Council.
6.	The delegate will not exercise any power which cannot lawfully be the subject of delegation by Council.

COUNCIL DELEGATIONS TO CHIEF EXECUTIVE OFFICER

Instrument of Delegation – Right to Information Act 2009

Meeting Date: 21 February 2017

Attachment No: 3



INSTRUMENT OF DELEGATION

Right to Information Act 2009

Under section 257 of the *Local Government Act 2009*, **Rockhampton Regional Council** resolves to delegate the exercise of the powers contained in Schedule 1 to the Chief Executive Officer.

These powers must be exercised subject to the limitations contained in Schedule 2.

All prior resolutions delegating the same powers to the Chief Executive Officer are repealed.

Schedule 1

Right to Information Act 2009 ("RTIA")**CHAPTER 3 – DISCLOSURE BY APPLICATION UNDER THIS ACT****Part 3 - Dealing with Application****Division 2 – Preliminary contact with applicant**

Entity power given to	Section of RTIA	Description
NOTE	30(1)	Power to deal with all access applications made to a local government as an agency under this Act, is given directly to the Chief Executive Officer as the Council's "principal officer".
Principal Officer	30(2)	The CEO as the Council's Principal Officer has the power to delegate the principal officer powers to deal with an application to another officer of the agency.
Entity	32(1)(b)	Power to decide the application is outside the scope of this Act.
Entity	32(2)	Power to give a prescribed written notice to the applicant of the decision.
Agency	33(2)	Power to inform the person how the application does not comply with the relevant application requirement.
Agency	33(3)	Power to consult with the applicant with a view to making an application in a form complying with all relevant application requirements.
Agency	33(5)	Power to decide the application does not comply with all relevant application requirements and give the applicant prescribed written notice of the decision.
Agency	34(2)	Power to, within 15 business days after the application is received, inform the applicant that: <ul style="list-style-type: none"> (a) the application could have been made under the Information Privacy Act without any application fee or processing charge being payable; and (b) the applicant may either: <ul style="list-style-type: none"> (i) ask for the application to be dealt with under the Information Privacy Act; or (ii) confirm the application as an application under this Act.
Agency	35(1)	In the specified circumstances, power to ask the applicant for a further specified period to consider the application.
Agency	35(3)	In the specified circumstances, power to continue to consider the application and make a considered decision relating to it.
Agency	36(1)	If a person makes an access application, power to: <ul style="list-style-type: none"> (a) consider whether a processing charge or access charge is payable in relation to the application; and (b) before the end of the processing period for the application, give the applicant: <ul style="list-style-type: none"> (i) a schedule of relevant documents for the applicant unless the applicant waives the requirement; and (ii) a charges estimate notice.
Agency	36(2)	Power to consult with the applicant with a view to narrowing the application to reduce the applicable charges.
Agency	36(4)	Power to give the applicant a new charges estimate notice.
Agency	36(7)	Power to agree to extend the prescribed period.

Instrument of Delegation
Right to Information Act 2009

Division 3 – Contact with relevant third party

Entity power given to	Section of RTIA	Description
Agency	37(1)	Power to give access to a document that contains information the disclosure of which may reasonably be expected to be of concern to a government, agency or person (relevant third party) only after taking steps that are reasonably practicable to: <ul style="list-style-type: none"> (a) obtain the views of the relevant third party about whether: <ul style="list-style-type: none"> (i) the document is a document to which this Act does not apply; or (ii) the information is exempt information or contrary to public interest information; and (b) inform the relevant third party that if access is given to the document because of an access application, access may also be given to the document under a disclosure log.
Agency	37(3)(b)	Power to decide: <ul style="list-style-type: none"> (i) the document is a document to which this Act does apply; or (ii) the information is not exempt information or contrary to public interest information.
Agency	37(3)(c)	Power to give prescribed written notice of the decision to the applicant and relevant third party.
Agency	37(4)	Power to give the applicant written notice when access is no longer deferred under subsection (3)(d).

Division 4 – Transfers

Entity power given to	Section of RTIA	Description
Agency	38(2)	In the specified circumstances, power to transfer an application to another agency.
Agency	38(2)(b)	Power to consent to the transfer of an application.

Part 4 - Refusal to Deal with Application

Entity power given to	Section of RTIA	Description
Agency	40(2)	Power to refuse to deal with the application without having identified any or all of the documents.
Agency	41(1)	Power to consider that the work involved in dealing with an application or all of the applications would substantially and unreasonably divert the resources of agency from their use, and subsequently the power to refuse to deal with an access application, or if there are 2 or more, all of the applications.
Agency	42(1)(a)	Power to give the applicant a written notice: <ul style="list-style-type: none"> (i) stating an intention to refuse to deal with the application; and (ii) advising that, for the prescribed consultation period for the notice, the applicant may consult with the agency with a view to making an application in a form that would remove the ground for refusal; and (iii) stating the effect of subsections (2) to (6).
Agency	42(1)(a)(ii)	Power to consult the applicant with a view to making an application in the form that would remove the ground for refusal.
Agency	42(6)	Power to agree to a longer prescribed consultation period.

Instrument of Delegation
Right to Information Act 2009

Agency	43(3)	In the specified circumstances, power to refuse to deal with a later application to the extent it is for access to a document or documents sought under the first application.
Agency	43(3)(b)(ii)	Power to decide that the application is for a document to which this Act does not apply.
Agency	43(3)(b)(iii)	Power to decide that the document or documents sought are documents access to which was refused under section 47.
Agency	43(3)(c)(ii)	Power to decide that the application is for a document to which chapter 3 of the Information Privacy Act does not apply.

Part 5 - Decision

Entity power given to	Section of RTIA	Description
Agency	45(a)	In the specified circumstances, power to make a considered decision: (i) whether access is to be given to the document; and (ii) if the access is to be given – whether any charge must be paid before access is given.
Agency	45(b)	Power to give the person written notice of the decision under section 54.
Principal Officer	46(2)	In the specified circumstances, power to give prescribed written notice of the decision to the applicant.
Agency	47(3)	In the specified circumstances, power to refuse access to a document of the agency.
Agency	48(1)	For an access application made for a document, power to decide to give access to the document unless disclosure would, on balance, be contrary to the public interest.
Agency	48(3)	Despite section 48(1), power to decide to give access to all or part of a document.
Agency	49(1)	For an access application made for a document, power to decide to give access to the document unless disclosure would, on balance, be contrary to the public interest.
Agency	49(3)	Power to consider on the balance, disclosure of information would be contrary to the public interest.
Agency	49(5)	Despite section 47(3)(b), power to decide to give access to all or part of a document.
Agency	50(1)	For an access application made for a document, power to decide to give access to the document unless disclosure would, on balance, be contrary to the public interest.
Agency	50(4)	Despite section 47(3)(c), power to decide to give access to all of part of a document.
Agency	51(1)	For an access application made for a document, power to decide to give access to the document unless disclosure would, on balance, be contrary to the public interest.
Agency	51(3)	Despite section 47(3)(d), power to decide to give access to all or part of a document.
<u>Agency</u>	<u>52(1)(a)</u>	<u>Power to be satisfied that a document does not exist.</u>
Agency	52(1)(b)	Power to be satisfied that: (i) the document has been or should be in the agency's possession; and (ii) all reasonable steps have been taken to find the document but the

Instrument of Delegation
Right to Information Act 2009

		document cannot be found.
Agency	52(2)	In the specified circumstances, power to consider the document has been kept in, and is retrievable from, the backup system.
Agency	54(1)	For the specified purposes, power to give a prescribed written notice to an applicant for an access application.
Agency	54(2)(g)(v)	Power to consider access would not be in the best interests of the child.
Agency	54(2)(g)(vi)	Power to consider that disclosure to the applicant might be prejudicial to the physical or mental health or wellbeing of the applicant.
Agency	55(2)	In the specified circumstances, power to give a prescribed written notice.

Part 6 - Charging Regime**Division 3 – Waiver of charges**

Entity power given to	Section of RTIA	Description
Agency	64(1)	Power to consider that the likely associated costs to the agency would be more than the likely amount of the charge, and waive a processing or access charge.
Agency	66(2)	In the specified circumstances, power to decide to waive any processing charge, or access charge for the application.
Agency	66(3)	Power to give the applicant a prescribed written notice of a decision under subsection (2) before the end of the processing period.

Part 7 - Giving Access**Division 1 – Giving access to applicant**

Entity power given to	Section of RTIA	Description
Agency	68(4)	In the specified circumstances, power to refuse access in a particular form and to give in another form.
Agency	68(8)	Power to give access to a document in another form if agreed to by the applicant.
Agency	72(1)	In the specified circumstances, power to defer giving access to a document for a reasonable period.
Agency	72(2)	Power to give the applicant written notice when access is no longer deferred under section 72(1).
Agency	73(1)	Power to reasonably consider whether information in a document is not relevant to the access application for the document.
Agency	73(2)	Power to delete irrelevant information from a copy of a document and give access to the document by giving access to a copy of the document with the irrelevant information deleted.
Agency	73(3)	Power to consider, from the terms of the application or after consultation with the applicant: (a) the applicant would accept the copy; and (b) it is reasonably practicable to give access to the copy.
Agency	74	In the specified circumstances, power to give access.
Agency	75	In the specified circumstances, power to give access.
Agency	76(2)	In the specified circumstances, power to consider whether it is consistent with

Instrument of Delegation
Right to Information Act 2009

		the primary object of the Act to give the applicant, or a person nominated by the applicant and approved by the agency (an <i>intermediary</i>), a summary of the person information on conditions of use or disclosure agreed between the agency and the intermediary, or between the agency, the intermediary and the applicant.
Agency	77(2)	In the specified circumstances, power to direct that access to the document is to be given instead to an appropriately qualified healthcare professional nominated by the applicant and approved by the agency.

Part 8 - Internal Review

Entity power given to	Section of RTIA	Description
Agency	83(1)	Power to decide an internal review application.
Agency	83(2)	Power to notify the applicant of the decision in the circumstances specified.
Principal Officer	83(3)	Power to give prescribed written notice of the decision to the applicant.

Part 9 - External Review**Division 3 – After application made**

Entity power given to	Section of RTIA	Description
Agency	93(1)(b)	Power to apply to the commissioner to allow further time to deal with the access application.

Division 5 – Powers of information commissioner on external review

Entity power given to	Section of RTIA	Description
Agency	99(2)	Power to give an additional statement to the commissioner and the applicant, containing further and better particulars of the reasons for the decision.

Part 10 - Vexatious Applicants

Entity power given to	Section of RTIA	Description
Agency	114(1)	Power to apply to the information commissioner to request a declaration that a person is a vexatious applicant.

Part 11 - References of questions of law and appeals

Entity power given to	Section of RTIA	Description
Participant in an external review	118(1)	Power to request the commissioner refer a question of law arising on an external review to QCAT.
Participant in an external review	119(1)	Power to appeal to the appeal tribunal against the decision of the information commissioner on the external review.

SCHEDULE 4**Part 4 - Factors favouring nondisclosure in the public interest because of public interest harming disclosure**

Entity power given to	Section of RTIA	Description
Prescribed entity	1(3)	Power to make an application to the information commissioner to extend the 10 year period if the commissioner considers the extension in the public interest.

Schedule 2

Limitations to the Exercise of Power	
1.	Where Council in its budget or by resolution allocates an amount for the expenditure of Council funds in relation to a particular matter, the delegate in exercising delegated power in relation to that matter, will only commit the Council to reasonably foreseeable expenditure up to the amount allocated.
2.	The delegate will not exercise any delegated power in relation to a matter which, to the delegate's knowledge adversely affects, or is likely to adversely affect, the Council's relations with the public at large.
3.	The delegate will not exercise any delegated power contrary to a resolution or other decision of Council (including a policy decision relating to the matter).
4.	The delegate will not exercise any delegated power in a manner, or which has the foreseeable affect, of being contrary to an adopted Council policy or procedure.
5.	The delegate will only exercise a delegated power under this resolution in a manner which complies with the requirements of Council's Planning Scheme and any exercise of power which involves a departure from or variation of those requirements will only be undertaken by Council.
6.	The delegate will not exercise any power which cannot lawfully be the subject of delegation by Council.

**11.7 CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT
JANUARY 2017****File No:** 1392**Attachments:**

1. Finance Monthly Report - January 2017
2. Workforce & Strategy Monthly Report - January 2017
3. CTS Monthly Report - January 2017

Authorising Officer: Ross Cheesman - Acting Chief Executive Officer**Author:** Ross Cheesman - Acting Chief Executive Officer

SUMMARY

The monthly operations report for the Corporate Services department as at 31 January 2017 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Operations Report as at 31 January 2017 be "received".

COMMENTARY

It is recommended that the monthly operations report for Corporate Services department as at 31 January 2017 be received.

**CORPORATE SERVICES
DEPARTMENT –
MONTHLY OPERATIONAL REPORT
JANUARY 2017**

Finance Monthly Report - January 2017

Meeting Date: 21 February 2017

Attachment No: 1

MONTHLY OPERATIONS REPORT
FINANCE SECTION
Period Ended January 2017

VARIATIONS, ISSUES AND INNOVATIONS

Section News

Rates Notices were issued on the 30th January 2017 to fall due on the 1st March 2017.

Operational Budget templates have been issued with Targets based upon the Long Term Financial Forecast which will be consolidated early March for Council discussions.

Asset revaluation work commencing for Buildings with the next few weeks.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

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

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Rates Enquiry	5	3	61	56	7	0	3	● 0.62	● 1.27	● 1.63	1.24

Comments & Additional Information

Nil.

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

Safety Statistics

The safety statistics for the reporting period are:

	FIRST/SECOND QUARTER		
	November	December	January
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	0	0
Number of Incomplete Hazard Inspections	0	0	0

Risk Management Summary

All Finance's Risks are now ALARP

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Audited Statement completed by end of October	31/10/16	100%	Final Audited Statements now certified by CEO & Mayor on 14 October.
Annual Budget adopted by 1 August	01/08/16	100%	Budget adopted in July
Asset Register must record its non-current physical assets	30/06/17	100%	Completed
A community financial report must be prepared for the Annual Report	30/10/16	100%	Completed
A Local Government must have a Debt Policy, Investment Policy and a Revenue Policy	01/08/16	100%	All policies now adopted.
Trust Fund Management in accordance with the Local Government Regulation	30/06/17	100%	Completed
Monthly Financial report prepared for the monthly meeting of Council	30/06/16	100%	Completed
A Local Government must set an Asset Recognition Threshold	30/06/17	0%	Not yet reviewed for year.

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

No capital projects are relevant to the Finance Section.

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

No Operational Projects to highlight within the Adopted Budget.

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS***Adopted/Operational Service Level Standards & Performance***

Service Level	Target	Current Performance
Levy rates within 1 week of predicted dates in revenue statement	100%	100%
Manage the recovery of unpaid rates and charges in accordance with the Revenue Management Policy, achieving an overdue balance of less than 3% at its lowest point.	<3%	4.19% achieved in January

Please note the service levels depicted in the above table are operational standards only and have not been formally adopted by Council.

6. 'LIVE' GRANT APPLICATIONS: AS AT 09 February 2017

Attached is a summary provided by the Grants Officer on Council's current application.

Grants Report: As at 09 February 2017

Rockhampton Regional Council has applied for the following grants, for which a decision remains pending:

#	Project Name	Project Inclusions	Part of a Council Strategy?	Project Total (Excluding GST)	Fund	Funding Sought	Final Decision ESTIMATED
9	Learn to Earn	Deliver a 3DS (three-day start-up) boot camp for 50 local young budding entrepreneurs. Partnership between RRC's Smart Hub, CQ University School of Business & Law, & The Capricornian.	Smart Way Forward	\$53,752	Advance Queensland – Young Starters' Fund	\$20,000	June 2017
8	Revitalising Rocky's Heart	To develop an integrated five year sport and recreation precinct master plan for the locality of 'The Common'.	Sport, Parks, Active Recreation and Community Strategy	\$130,040	Sport and Recreation Planning Program	\$75,000	July 2017
7	Canning St on-road cycle lanes	Canning St - Derby St to Cambridge St	CQ Principal Cycle Network Strategy	\$275,000	Cycle Network Local Government Program	\$137,500	September 2017
6	North St on-road cycle lanes	North St on-road cycle lanes – Victoria Pde to Campbell St	CQ Principal Cycle Network Strategy	\$384,000	Cycle Network Local Government Program	\$192,000	September 2017
5	Community Seating Revitalisation Project	To repaint community seating in the East Street Mall. (Note: Council is contributing Council \$1125 cash + \$11,000 in-kind.)		\$27,125	Gambling Community Benefit Fund (Queensland Government)	\$15,000	June 2017
4	Rockhampton Kennel Club Facility	Removal of existing timber Kennel Club structure and installation of new 28m x 8m colour band steel cyclone rated		\$35,000 (Plus \$7k in-kind =	Gambling Community Benefit Fund (Queensland	\$34,000 (The club is contributing	June 2017

	Replacement Project	structure on the existing slab at the Rockhampton Showgrounds.	\$42000))	Government)	\$1000 cash.)	
3	Denham & Campbell Street Intersection	Upgrade to single lane roundabout.	\$222,162	(Cth) Black Spot	\$222,162	May 2017
2	Alma & Stanley Street Intersection	Construct kerb islands to bring forward hold line.	\$935,719	(Cth) Black Spot	\$935,719	May 2017
1	Derby & East Street Intersection	Upgrade to single lane roundabout.	\$921,537	(Cth) Black Spot	\$921,537	May 2017

Note: Work is currently underway to prepare for multiple funding submissions that are open (including. Jobs & Regional Growth Fund, 'Building Better Regions' & 'Building our Regions' Funds) and opening soon (including Bowen Basin Regional Jobs and Investment Package).

Funding secured by Council so far in 2016/17 includes:

Project Name	Project Description	Supporting Council Strategy	Project Total	Fund	Funding Awarded
1 Rockhampton Heritage Village Boardwalk and Viewing Platform Project	Boardwalk and viewing platform at the Heritage Village to establish an access walkway.	N/A	\$13,502 (RRC \$7560 In-Kind)	Commonwealth Government's Stronger Communities Programme (M.Landry MP)	\$5,942
2 Mafeking Bell Revitalisation Project	Restoration and re-establishment of the Mafeking Bell Monument in Mount Morgan	Mount Morgan Streetscape Redevelopment	\$20,000 (RRC \$10,000 In-Kind)	Commonwealth Government's Stronger Communities Programme (K.O'Dowd MP)	\$10,000
3 Pilbeam Walkway - Stage 1	Delivery of the first stage of the Pilbeam Walkway.	Mount Archer Activation Masterplan	\$1.5 million	Community Development Grants Programme (Landry MP & Senator Nash)	\$1.5 m
4 Schotia Place Lighting Modernisation Project	Safer and better lighting for Schotia Place, via LED Lighting Ceiling Panels and other improvements.	Schotia Place Heritage Management Plan	\$0.016 m (\$15,664)	Ergon Energy Community Fund	\$4950.00
5 Rockhampton CBD Smart Technologies & Working Hub	Smart Poles, Free Wi-Fi, CCTV, Smart Lighting, Digital Signage, Parking Sensors, Smart Working Hub.	Smart Way Forward	\$4.54	(QG) Building our Regions: Regional Capital Fund	\$2.28 m
6 First Turkey Mountain Bike Reserve	Mountain bike trails, toilet, vehicular access causeway, and area for events/education.	Mount Archer Activation Master Plan	\$0.5	(QG) Building our Regions: Regional Capital Fund	\$0.25 m
7 Stanwell-Waroula Road Upgrades	Paving and sealing of 4.5 km of gravel road and reconstruction and widening of 2 m of narrow		\$1.62 m	2016-17 Local Government Grants & Subsidies Programs	\$0.9 m

	sealed pavement on Stanwell Waroula Rd.					
8	Nine Mile Floodway Reconstruction & Widening	Reconstruction and widening of 1.4km of concrete floodway along Nine Mile Road.		\$1.56 m	2016-17 Local Government Grants & Subsidies Programs	\$0.87 m
9	Rockhampton River Festival 2017				Tourism and Events Queensland's (TEQ) Queensland Destination Events Program	\$0.015 m
10	Rockhampton Cultural Festival 2017				Celebrating Multicultural Queensland grants program.	\$0.01 m
11	Mount Morgan Streetscape Improvements	To upgrade the Morgan St median and streetscape (between East and Central Streets), in Mount Morgan. (A key project within the wider Mount Morgan Streetscape Program of work.)	Mount Morgan Streetscape Redevelopment Plan	\$0.61 M	2016-17 Local Government Grants & Subsidies Programs	\$0.348 m
12	Remembering Alton Downs and District Veterans	Photographic display and biographical record booklets commemorating World War One & Two Servicemen, for display in Rockhampton Library History Centre Collection and Community Hall.		\$8,340	Queensland Centenary Grants Program – Spirit of Service	\$8,340
13	42nd Battalion Memorial Pool - water play	Redevelopment of site to include water play	42 nd Battalion Memorial Pool Masterplan	\$1,230,000	Works for Queensland	\$9.38 m \$1,230,000
14	Cedric Archer Park -	Development of new water play	Cedric Archer	\$1,537,500	Works for Queensland	\$9.38 m \$1,537,500

water play		Park Masterplan			
15	Development of supporting infrastructure for relocation of Rockhampton Hockey Association	Development of artificial hockey surface and associated access and circulation infrastructure (accompany approved project for RHA)		Works for Queensland \$9.38 m	
			\$2,475,375		\$2,475,375
16	Mount Morgan Streetscape renewal	Streetscape renewal, public art, event space, lighting, landscape and accessibility upgrades	Mount Morgan Streetscape Redevelopment Plan	Works for Queensland \$9.38 m	
			\$1,060,686		\$1,060,686
17	North Rockhampton Boat Ramp Carpark and Walkways	Developing new boating facilities for fishing tourism.	Rockhampton Fishing Tourism Strategy	Works for Queensland \$9.38 m	
			\$1,500,000		\$1,500,000
18	Mt Archer Activation Works		Mount Archer Activation Master Plan	Works for Queensland \$9.38 m	\$300,000
19	Rockhampton Zoo & Botanical Gardens Works			Works for Queensland \$9.38 m	\$300,000
20	Schotia Place Air Conditioning			Works for Queensland \$9.38 m	\$250,000
21	Muellerville Walk			Works for Queensland \$9.38 m	\$94,500
22	Rockhampton Showground Improvements			Works for Queensland \$9.38 m	\$270,689
23	Welfare House Mount Morgan			Works for Queensland \$9.38 m	\$153,000
24	Mount Morgan Skate Park Toilets			Works for Queensland \$9.38 m	\$100,000

25	North Rockhampton Library Works	\$90,000	Works for Queensland \$9.38 m	\$90,000
26	Child Care Centre Paint	\$18,250	Works for Queensland \$9.38 m	\$18,250
Total FY2016/17 To-Date:				\$15.583 M

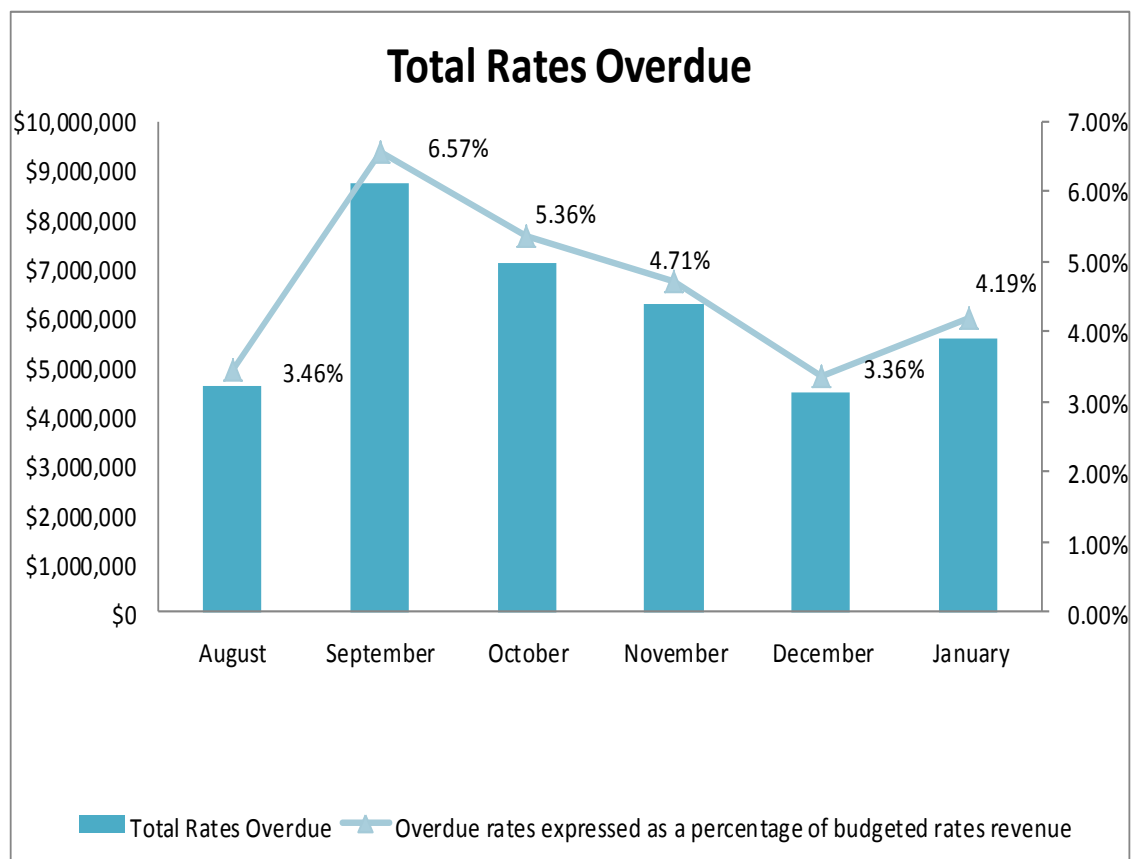
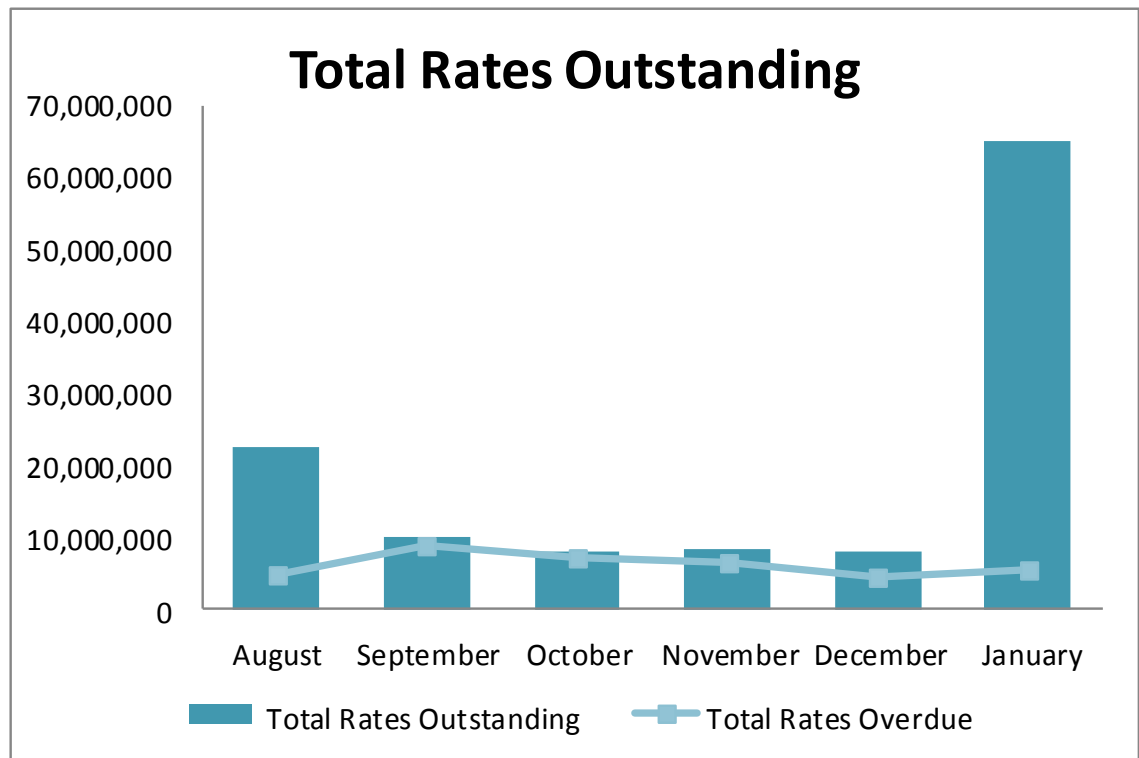
FINANCIAL MATTERS

End of Month Job Costing Ledger - (Operating Only) - FINANCE AND BUSINESS

As At End Of January

Report Run: 06-Feb-2017 09:14:44 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 58.3% of Year Gone
CORPORATE SERVICES							
<u>Finance Management</u>							
Expenses	714,676	590,632	47,228	319,085	366,313	62%	✗
Transfer / Overhead Allocation	0	0	0	699	699	0%	✗
Total Unit: Finance Management	714,676	590,632	47,228	319,784	367,012	62%	✗
<u>Accounting Services</u>							
Expenses	1,281,051	1,259,134	600	670,832	671,432	53%	✓
Transfer / Overhead Allocation	0	0	0	45	45	0%	✗
Total Unit: Accounting Services	1,281,051	1,259,134	600	670,877	671,477	53%	✓
<u>Financial Systems</u>							
Expenses	440,439	379,877	0	191,676	191,676	50%	✓
Transfer / Overhead Allocation	0	300	0	273	273	91%	✗
Total Unit: Financial Systems	440,439	380,177	0	191,949	191,949	50%	✓
<u>Assets & GIS</u>							
Revenues	0	0	0	(2,593)	(2,593)	0%	✓
Expenses	2,025,782	1,847,590	78,624	849,160	927,784	50%	✓
Transfer / Overhead Allocation	36,485	36,485	0	19,092	19,092	52%	✓
Total Unit: Assets & GIS	2,062,267	1,884,075	78,624	865,659	944,283	50%	✓
<u>Rates & Revenue</u>							
Revenues	(419,500)	(439,000)	470	(320,048)	(319,578)	73%	✓
Expenses	1,676,037	1,796,664	143,612	1,062,571	1,206,183	67%	✗
Transfer / Overhead Allocation	750	750	0	151	151	20%	✓
Total Unit: Rates & Revenue	1,257,287	1,358,414	144,082	742,674	886,756	65%	✗
Total Section: FINANCE	5,755,720	5,472,432	270,534	2,790,943	3,061,477	56%	✓
Total Department: CORPORATE SERVICES	5,755,720	5,472,432	270,534	2,790,943	3,061,477	56%	✓
Grand Total:	5,755,720	5,472,432	270,534	2,790,943	3,061,477	56%	✓



**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT
JANUARY 2017**

**Workforce & Strategy Monthly Report -
January 2017**

Meeting Date: 21 February 2017

Attachment No: 2

MONTHLY OPERATIONS REPORT
WORKFORCE AND STRATEGY SECTION
Period Ended 31 January 2017

VARIATIONS, ISSUES AND INNOVATIONS**Innovations:****Payroll**

Work has been continuing in identifying groups of employees who currently complete a timesheet for each day's work to transition to "exception" based thus removing the necessity to complete daily timesheets.

A further twelve employees in Local Laws have transitioned to exception based reducing paperwork for themselves, their supervisors and the payroll team. Employees will have immediate access to be able to view leave balances as well as pay slips. It brings to a total of approximately 460 employees onto the exception based system.

Further work is continuing to identify areas that can transition. There remain approximately 468 (including casuals) who are still required to complete a timesheet.

Organisational Development**360 Degree Feedback**

360 Degree surveys and feedback have been completed for senior management and all coordinators.

Individual debrief for coordinators was held between 16 and 31 January.

Culture Workshops

Culture Workshops for leaders will re-commence again on 22 February and continue throughout 2017

Improvements / Deterioration in Levels of Services or Cost Drivers

Nil to report.

LINKAGES TO OPERATIONAL PLAN**1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS**

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

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed										
Administrative Action Complaints	0	0	0	0	0	0	36	●	0.00	●	0.00	●	0.00	0.00
W&S - Complaints Management Process (NOT CSO USE)	5	4	7	3	5	0	30	●	6.67	●	7.62	●	9.12	6.88

COMMENTS

Matters are being addressed within the set timeframes.

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

Safety Statistics

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

	November 16	December 16	January 2017
Number of Lost Time Injuries	1	0	0
Number of Days Lost Due to Injury	5	0	0
Total Number of Incidents Reported	8	0	0
Total Number of Incomplete Hazard Inspections	0		

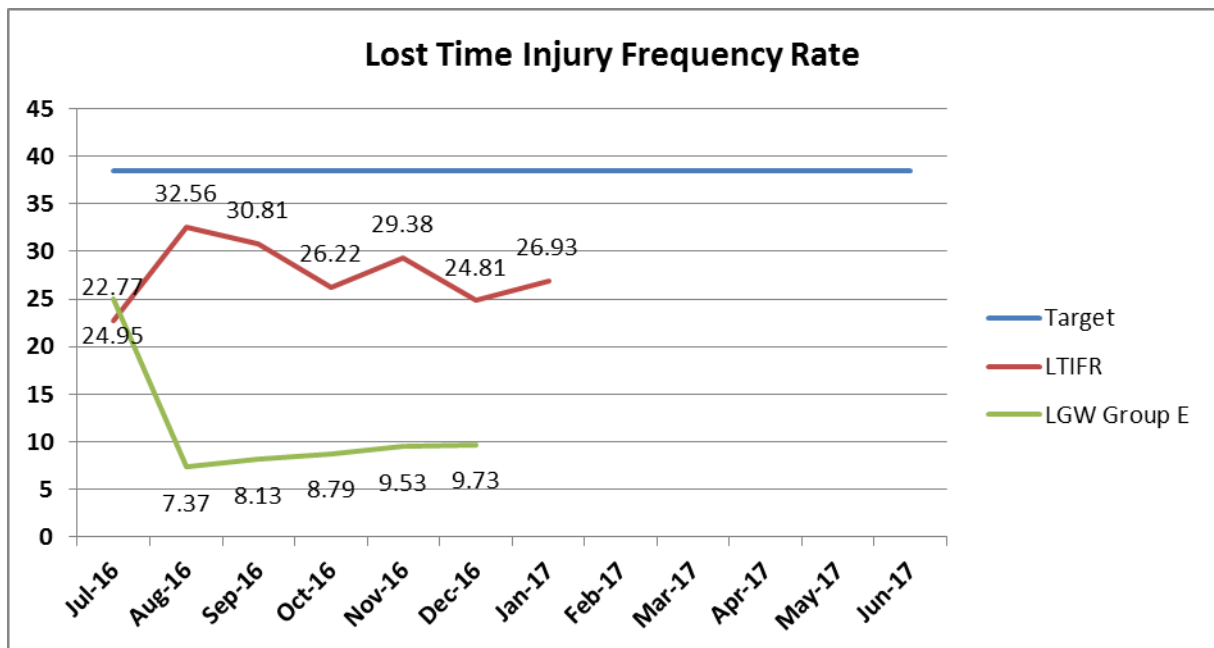
The safety statistics for All of Council in the reporting period are:

	Nov 16	Dec 16	Jan 17	Total 16/17 YTD
Number of Lost Time Injuries	4	0	4	21
Number of Days Lost Due to Injury	60	51	58	420
Total Number of Injuries Reported	24	8	21	156
Total number of Incomplete Hazard Inspections	3			

Incomplete hazard inspections have been reported to the appropriate operational areas for action.

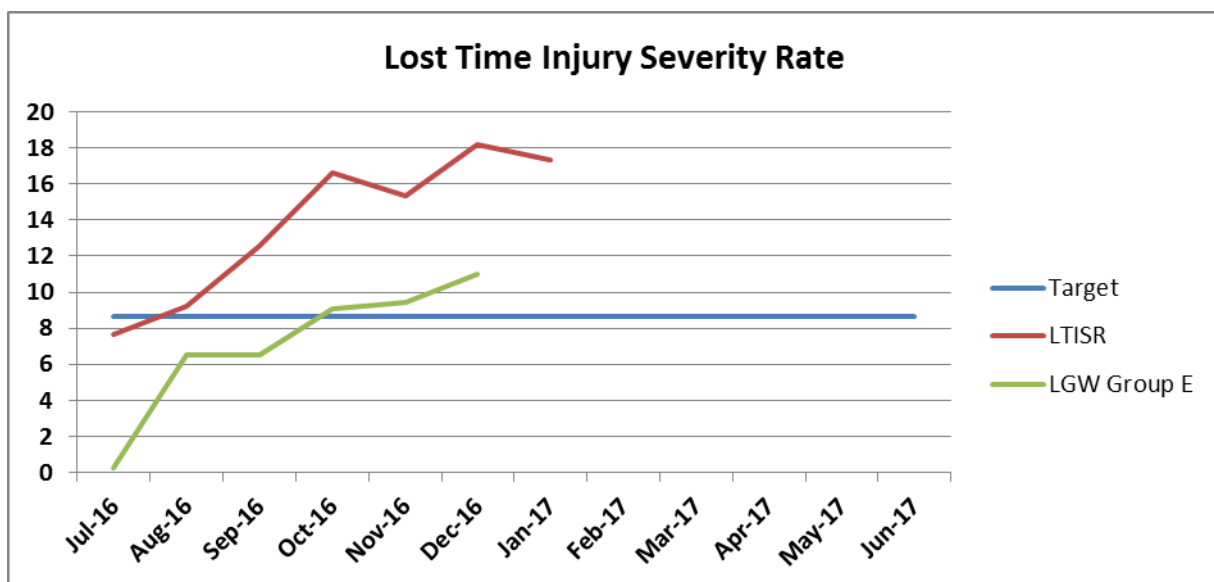
Lost Time Injury Frequency Rate

Lost Time Injury Frequency Rate figures represent the average number of lost time injuries incurred per 1,000,000 employee hours worked (No of LTI's x 1,000,000 / actual employee hours). At this stage Council is tracking below targets based on 15/16 LTIFR, however are significantly higher than LGW Group E which are similar Councils.



Lost Time Injury Severity Rate

Lost Time Injury Severity Rate figures represent the average number of lost time days per lost time injury (No of lost time days / no of lost time injuries). Council is tracking considerably higher than our target and the LGW Group E statistics. This is due to some significant injuries that have resulted in long term absences from the workplace.



Risk Management Summary

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Comp	Comments
Corporate Risks					
A legislatively compliant SafePlan is not implemented, monitored and reviewed effectively, for the whole of council, its workers and contractors, to achieve the acceptable compliance level with annual WH&S audits resulting in: increased worker injuries, legislative breaches/legal action, reputational damage, reduced service levels, increased costs and non-compliance with a key council objective.	Low	Ongoing annual audits will be conducted. Work will commence to rectify the actions from the 2016 Safety Audit. Rectifications resulting from the Workplace Health & Safety system audit will be addressed and assessed in the annual internal audit of the Workplace Health & Safety systems.	Due dates included into RAP and updates will be provided to management.	95%	Actions identified in the 2016 Safety Audit are being included into an Audit Rectification Action Plan.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Quarterly written assessment of progress towards implementing the 2016/17 annual operational plan	21 February 2017 – Council Agenda	100%	The second quarter review of the 2016/17 Operational Plan will be presented for adoption at the Ordinary Council meeting on 21 February 2017.
Report on the results of the implementation of the annual operational plan	August 2017	0%	The 2016/17 report will be combined with the Quarter 4 assessment will be presented at the Ordinary Council meeting in August 2017.
Update of Workplace Health & Safety documents to meet the new legislative requirements	2017	95%	Documents continue to be updated so that Council remains compliant.
Report breaches of the Workplace Health & Safety Act and Regulation as necessary to the division within specified legislative timeframes	As soon as practicable	100%	Council has been compliant in this regard for the current reporting period.
Workplace Health and Safety Audit	2017 (date to be advised)	100%	RAP is being developed for implementation.

Legislative Compliance Matter	Due Date	% Completed	Comments
Rectification Action Plan (2016 Audit)	Due dates identified in RAP	95%	RAP is being developed for implementation.
WHS Infringement Notices issued to Council are remedied within required timeframes	As per notice	100%	Nil.

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

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

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

As at period ended January 2017 – 58.3% of year elapsed.

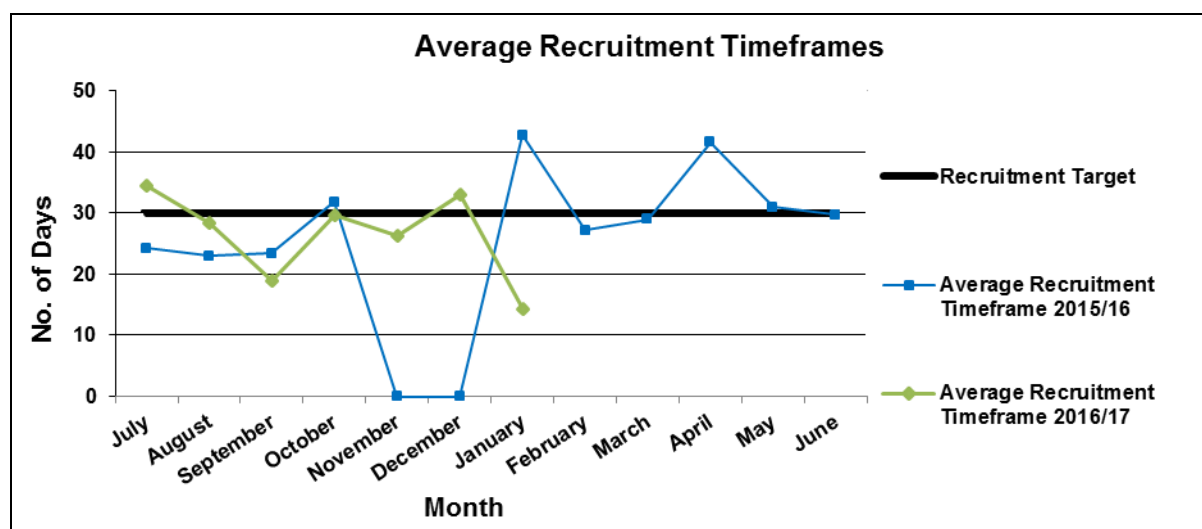
Project	Explanation
WHS Data Management System	The claims module undergoing some final configuration to suit operational needs. Have commenced to load back log of claims data from 2014 to bring in line with Incident data. 45% of back log has been entered into the system.
Service Level Review Project (SLR)	A report is being prepared by the General Manager Community Services on the schedules, costs and resources for Parks Tree Maintenance to be presented to Council. No further action will be taken on this project until that report has been presented.
Aurion Project	Initial discussions have taken place with Aurion in relation to the implementation of Web Recruitment in 2017
Strategic Framework Project	The 2017 – 2022 Corporate Plan statutory public consultation phase has concluded and corporate performance measures are being finalised. The 2017 – 2022 Corporate Plan will be presented for adoption at the Ordinary Council meeting on 21 March 2017. The development phase of the 2017/18 Operational Plan and associated key performance measures has commenced.

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

Service Delivery Standard	Target	Current Month's Performance
Recruitment positions finalised within 30 working days (10 positions recruited during reporting period)	100%	90%
Policies reviewed within 10 working days	100%	100%
Acknowledge job applications within 2 working days of the advertising close date. (as per policy/procedure)	100%	100%
Employee pays processed and paid within 3 working days after the period end date	100%	100%
Payroll accuracy	100%	99.91%
Hazard Inspections completed as per the adopted Matrix	100%	86%

Recruitment Timeframes

Of the 10 positions recruited in the reporting period, 1 was not finalised within the 30 day timeframe. This delay was due to recruitment being undertaken over Council's Christmas closedown period and referee unavailability, however on average recruitment is well below the target for this period.



Establishment

FTE Positions	Period	Workforce & Strategy	Council
Starting Point	1 January 2014	30.05	838.9
Same Time Previous Year	31 January 2016	36.00	870.96
July 2016	31 July 2016	36	882.07
Previous Month	31 December 2016	33	887.17
Current Month	31 January 2017	34	900.17

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

FTE positions include 53.74 supplementary positions which have been created for a number of reasons including: short term projects, co-op students and funded positions. All of these positions have an end date and will reduce the FTE once the tenure has been completed.

The FTE positions also include the following apprentices and trainees across Council:

Apprentices	Trainees
13	13

Changes to Workforce & Strategy Establishment

The Workforce and Strategy has increased by one position due to the creation of a Strategic Projects Officer to lead a range of strategic HR/IR and organisational development projects.

Changes to Council Establishment

New positions

- Permanent Local Laws Officer created as part of Planning & Regulatory Services restructure.
- Permanent Supervisor Local Laws Officer created as part of Planning & Regulatory Services restructure.

- Permanent Cadet Building Surveyor created as part of Planning & Regulatory Services restructure.
- Permanent Project Officer created as part of Planning & Regulatory Services restructure.
- Permanent Strategic Projects Officer created in Workforce and Strategy to lead a range of strategic HR/IR and organisational development projects.
- Permanent Personal Assistant to the GM Regional Development & Aviation created to support the newly appointed General Manager Regional Development & Aviation.
- Permanent Manager Economic Development created to undertake coordination and management of the Economic Development Unit.
- Permanent Destination Coordinator created to coordinate tourism across the regional in accordance with Council resolution.
- Permanent Senior Civil Designer created to assist with increased capital works program and reduce reliance on external contractors.
- Permanent Cadet Civil Designer created to allow for succession planning and increased workload.
- Supplementary Senior Executive Strategic Projects created to manage the planning and delivery of major infrastructure and development projects.
- Supplementary Gardener created to facilitate temporary placement of employee undertaking suitable duties.

Positions Abolished

- Permanent Maintenance Safety/Security Officer abolished. This position was initially created to facilitate the transition to retirement of an employee.
- Permanent Compliance Assessment Administrator abolished as part of Planning & Regulatory Services restructure.

Works for Queensland funded positions

- Supplementary Senior Contracts Officer
- Supplementary Project Manager
- Supplementary Administration Officer
- Note that 10 Labourer positions will also be recruited for these projects however have not yet been added to the establishment figures.

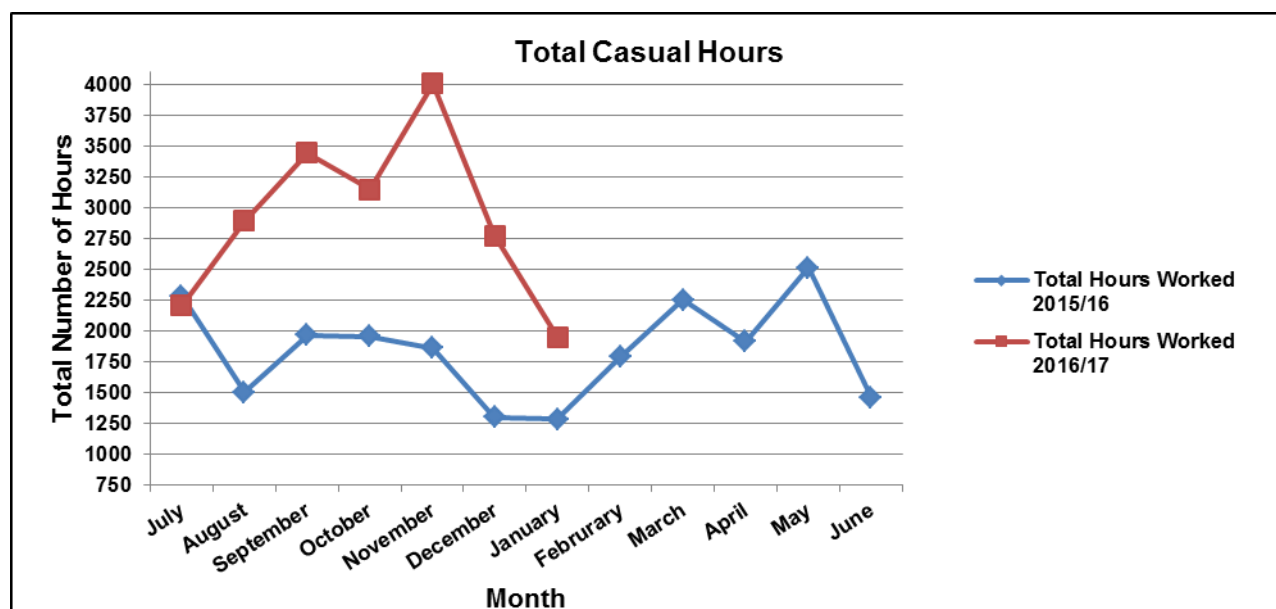
FTE Positions Internal / External Split

The percentage split for approved full time equivalent positions excluding casual positions and including approved vacancies currently sits at 58% (525.43) internal and 42% (374.74) external.

	Feb 14	Dec 16	Jan 17
External	371.91	374.74	374.74
Internal	465.68	511.43	525.43
TOTAL	837.44	886.17	900.17

Casual Hours – January 2017

There are currently a total of 61 casuals actively employed by Council of which 39 were engaged during the reporting period. The engaged casual employees collectively have worked the total number of 1951.16 hours during the month of January 2017 (period does not cover data from Payroll 2 employees from 23 January 2017 due to pay periods).



Casual Hours by Section – January 2017

The following list shows the total number of hours worked by casual employees by Section and Unit in the reporting period as provided by the responsible operational area. (Period does not capture data from Payroll 2 employees from 23 January 2017 due to pay periods). A significant increase in casual hours is a result of the development of casual pools for labourers and gardeners. This initiative has been implemented to provide access to trained resources during periods of staff shortages or high work demands as well as reduce the use of external labour hire.

Section	Unit	Commentary	No. of hours	Percentage of cost recovery
Arts and Heritage	Art Gallery	Casual staff are being used to back fill vacant curator position and to ensure the delivery of ongoing programs including the LEGO Towers of Tomorrow exhibition.	168	0%
Arts and Heritage	Heritage Services	Casual staff are used in Food and Beverage roles for catered function- all wages costs are fully recovered	130.75	100%

Section	Unit	Commentary	No. of hours	Percentage of cost recovery
Arts and Heritage	Major Venues	Casual staff used by hirers, wages costs in box office and production departments are fully recovered. Casual cleaner used to back fill annual leave absences	230.25	41%
Communities and Facilities	Client Services	Used to cover leave and RDOs to maintain adequate staffing levels, and to supervise exams	278.67	
Communities and Facilities	Facilities	Used to cover leave and RDOs, and Saturday cleaning of the Regional Library	77.65	
Parks	Parks and Visitor Services	To backfill employees on leave and to cover whilst employees attended training	205.35	
Parks	Parks Operations	To backfill employees on unexpected leave and backfilling current vacancies whilst being recruited	194.35	
Corporate and Technology Services	Customer Service Centre	Induction and start of training for new HERO, and coverage in the Western Office during unexpected absences	87.83	
Corporate and Technology Services	Property and Insurance	To backfill a vacancy within the team	52.5	
Office of the CEO	Governance Support	To cover for staff vacancy and provide assistance with Citizenship ceremony and Council meetings	16	
Office of the CEO	Regional Promotions	Additional hours for content writing required for a number of projects including My Rockhampton and some media releases	22	
Civil Operations	Urban & Rural Operations	Utilised to cover unexpected absences and to assist with a backlog of jobs which management have requested be completed early	405.11	
RRWR	Collections	To cover periods of unplanned leave	82.7	
TOTAL			1951.16	

The above casual hours for January 2017 by employment type includes the following HERO hours.

Section	Unit	No. of Hours
Office of the CEO		16
Corporate and Technology Services	Property and Insurance	52.5
Corporate and Technology Services	Customer Service Centre	87.83
TOTAL		156.33

It should be noted that labour hire is also utilised in addition to casual labour in some areas of the organisation to support staff shortages and special project requirements or events and also to avoid increasing the FTE.

Volunteer Hours by Section – January 2017

The following list shows the total number of hours worked by volunteers by Section and Unit in the reporting period as provided by the responsible operational area.

Section	Unit	No. of Hours
Arts & Heritage	Art Gallery	591.45
Arts & Heritage	Heritage Village	3015
Arts & Heritage	Pilbeam Theatre	15
Communities & Facilities	Libraries	153
Parks	Rockhampton Zoo	284
TOTAL		4058.45

Work Experience Placements – January 2017

Work Experience Applications Received		0
Placement Type	Section	Placed
Work Experience Placements Occurring During the Month of September 2016		3
Placement Type	Section	Dates
Water Treatment Plant	Fitzroy River Water	3 Jan – 24 Feb

FINANCIAL MATTERS

Financial performance as expected for reporting period.



End of Month Job Costing Ledger - (Operating Only) - FINANCE AND BUSINESS

As At End Of January

Report Run: 03-Feb-2017 14:16:35 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target
	\$	\$	\$	\$	\$	%	58.3% of Year Gone
CORPORATE SERVICES							
WORKFORCE & STRATEGY							
<u>Human Resources and Payroll</u>							
Revenues	0	(27,490)	0	(33,149)	(33,149)	121% ✓	
Expenses	1,610,882	1,577,059	118,080	839,805	957,885	61% ✗	
Transfer / Overhead Allocation	21,000	21,000	0	3,612	3,612	17% ✓	
Total Unit: Human Resources and Payroll	1,631,882	1,570,569	118,080	810,268	928,347	59% ✗	
<u>Safety & Training</u>							
Revenues	(74,250)	(74,250)	0	(173,998)	(173,998)	234% ✓	
Expenses	1,315,785	1,283,937	96,096	637,806	733,902	57% ✓	
Transfer / Overhead Allocation	55,000	55,000	0	19,954	19,954	36% ✓	
Total Unit: Safety & Training	1,296,535	1,264,687	96,096	483,763	579,858	46% ✓	
<u>Corporate Improvement & Strategy</u>							
Expenses	585,369	512,277	6,000	178,322	184,322	36% ✓	
Transfer / Overhead Allocation	0	0	0	554	554	0% ✗	
Total Unit: Corporate Improvement & Strategy	585,369	512,277	6,000	178,876	184,876	36% ✓	
<u>Workforce & Strategy Management</u>							
Expenses	353,837	444,754	670	180,474	181,144	41% ✓	
Transfer / Overhead Allocation	0	0	0	14	14	0% ✗	
Total Unit: Workforce & Strategy Management	353,837	444,754	670	180,488	181,158	41% ✓	
<u>Investigations and Industrial Relations</u>							
Expenses	353,972	341,726	95	153,384	153,479	45% ✓	
Transfer / Overhead Allocation	0	0	0	98	98	0% ✗	
Total Unit: Investigations and Industrial Relations	353,972	341,726	95	153,482	153,578	45% ✓	
Total Section: WORKFORCE & STRATEGY	4,221,594	4,134,014	220,941	1,806,876	2,027,817	49% ✓	
Total Department: CORPORATE SERVICES	4,221,594	4,134,014	220,941	1,806,876	2,027,817	49% ✓	
Grand Total:	4,221,594	4,134,014	220,941	1,806,876	2,027,817	49% ✓	

CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT JANUARY 2017

CTS Monthly Report - January 2017

Meeting Date: 21 February 2017

Attachment No: 3

MONTHLY OPERATIONS REPORT
CORPORATE & TECHNOLOGY SECTION
Period Ended January 2017

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

Two new applications were received under the Right to Information Act/Information Privacy Act this month. Three applications were completed during the month, leaving one outstanding

No requests for documents were released administratively, and no external reviews were received, leaving three outstanding.

All current applications are progressing in accordance with legislative timeframes.

CBD Smart Technologies and Working Hub Project**CBD Smart Technologies**

The project team has a meeting planned for 9 February to discuss the scope and detailed design with Andersons Consulting (electrical engineers).

Smart Working Hub

BEAT Architects were awarded the contract for the detailed design of the Bond Store Smart Hub. The project team has had a series of meetings with BEAT (and their consulting team) to work through the design requirements and heritage implications.

Smart Hub Operating Plan for 2017 and Startup Testimonials***Elize Hattin – Smart Hub Business Manager***

As the Smart Hub enters its second year in operation there will be a focus on building momentum, increasing engagement as well as achieve outcomes that will benefit the Smart Hub's future ecosystem.

The following broadly outlines the plan for the Smart Hub during 2017.

Section 1:

The Bond Store Smart Hub fitout.

Ongoing liaison with the Smart Hub project team, architect and contractors to ensure the timely completion the hub by November 2017.

Section 2:

Daily operations of the temp Smart Hub (212 Quay St), including:

- Meeting with prospective members and supporting the resident startups.
- Venue and boardroom bookings.
- Managing the day to day operations of the Smart Hub.

Section 3:

Implementation of 3 key projects to further develop and grow the startup ecosystem:

Project 1: Learn to Earn, Connect and Grow

Goal: Promote and facilitate Youth Enterprise in CQ.

This program objective is to expose local youth (age 15 – 25) to enterprise, entrepreneurship and innovation. This initiative aims to encourage the region's youth to remain in Rockhampton and explore entrepreneurship / Startup as a career path.

Preliminary Brainstormed Action Plan:

- Collaborate with Jim Callan and Deb Friel from CQU.
- Apply for funding through YouthStart.
- Establish a working group of 8:
 - Elize -- RRC
 - Jim -- CQU
 - Deb -- CQU
 - Include business – CCIQ
 - Teacher Rep - public
 - Teacher Rep – private
 - Community organisation – The Capricornian
- Build an online course to teach young people about entrepreneurship and innovation.
- Run a 3DS Weekend for 40 – 50 youth at the end of May 2017.
- Run a one day Youth Enterprise Forum to promote the program. Live stream the event.
- Work towards making the program sustainable.

Project 2: Start-up Club:

Goal: To facilitate growth in our Startup and business community.

This program aims to attract more members to our Smart Hub by enrolling prospective members in Startup Club. Startup Club members will participate in a variety of educational events presented in our Smart Hub as well as virtually (using Facebook Live). These events will be facilitated by a range of speakers and experts. This program aims to support and encourage business growth and growth in our Smart Hub ecosystem.

Preliminary Brainstormed Action Plan:

- Weekly Coaching sessions with Smart Hub members.
- Weekly Business training events run by speakers and experts within the Rockhampton business network.

- Establish a Facebook page for RRC's Smart Hub, promote it and use Facebook Live to make these events accessible to wider business community.
- Plan and run a Startup weekend.
- Establish Book Club.

Project 3: Startup Stars

Goal: To demonstrate that Rockhampton is the place to start and grow a successful business. This will be achieved by supporting six selected entrepreneurs for six months to start and rapidly scale their business to reach international markets. The selected six entrepreneurs will partake in an intensive mentoring program run by a nationally recognised expert mentor.

Delivery:- A combination of:

1. Series of Intensive face to face training and mentoring (group and individual)
2. Telephone and video call support and mentoring
3. Online startup group support

Budget: - \$25,000 (sought through the Federal Government - Incubator Support - Expert in Residence funding program or State Government – Advance Queensland program)

Preliminary Brainstormed Action Plan:

- Obtain Funding through Experts in Residence funding.
- Run a competition to select six entrepreneurs from the Rockhampton region with outstanding potential.
- This competition will also serve the purpose of advertising our Smart Hub. We will use social media (Facebook/LinkedIn) and the traditional advertising media channels to promote this competition.
- Engage an expert mentor to work directly with our six selected entrepreneurs to assist with rapid development of the Startup to international market readiness.
- Leverage the success stories as case studies to gain further publicity for the RRC Smart Hub. This will become the 'evidence' for attracting new startups to Rockhampton and to the Smart Hub.

Smart Hub – 212 Quay Street – Startup Testimonials

The temporary 212 Quay St Smart Hub currently has five startups operating out of the Hub. There have also been ongoing discussions with another two startups considering taking-up a position in the Hub. The Hub startups were asked to respond to a very brief survey, the four startups available at the time responded as follows:

Business	Why you moved into the Smart Hub?	How working from the Smart Hub has helped your business?	New employment opportunities created and business growth since starting in the Smart Hub?	Other Comments
BitPlex Pty Ltd	A start up software development Company working from home was difficult and not appropriate for when I needed to hire an employee. Cost of office space was too expensive and not appropriate for a small start-up business.	Having a base of operations where I can meet clients and interact with other professionals.	I have hired one software developer and a casual staff member whose hours are increasing. Turnover has increased over 50%.	High end technology workers are difficult to retain in Rockhampton and the Smart Hub is instrumental in retaining these; my first employee was weeks away from beginning their job search in capital cities
Allied Business Group	Allowed strategic planning. Improved Communication with our business. Collaborate with other likeminded people. To assist and consult with others in starting up	Opportunities to connect to other businesses and to be involved and help shape the 'start-up' and growth of local small businesses	Recognised growth for our services in 2017 this will lead to appointing new local staff during the year	In the past operated from home office, customer sites and coffee shops, this has enabled us to have a physical presence in Rockhampton which in turn provide a more professional and sustainable story for our current and potential new customers.
CQ Nutrition	Working from home wanting to expand a digital dietitian practice with a website concept that would provide services to central Qld with the potential of serving all Australia and expanding globally and we did not have the business environment at home to achieve this.	Within 2 months we were able to use the space for recruiting and training.	We have hired a school based trainee. Admin support who has been out of work for more than 52 weeks – back to work funding allowed us to hire her for 20 hrs a week. A new graduate dietitian who relocated from Canberra. A casual CQU nutrition student.	Because of the cost effective rent we were able to take the time to find the right premises to lease. We are now moving to 6/245 Victoria Place opposite Mandalay Medical – this new space has allowed for us to expand into cooking classes and hydrogen breath testing.

Business	Why you moved into the Smart Hub?	How working from the Smart Hub has helped your business?	New employment opportunities created and business growth since starting in the Smart Hub?	Other Comments
Tutt Holland	A business and leadership coaching and consulting company.	Productivity has increased by providing the business a dedicated work space from which to both work and meet with customers and potential customers. Networking and sharing with other start up business owners is valuable.	Pending the results of a current marketing campaign for a coaching program in Feb 17, I expect to be able to employ a part time business development manager in the near future.	In the future Tutt Holland will be branching into non-profit activities, coaching and mentoring services to be provided to unemployed and underprivileged, in addition to its business owner and entrepreneur target market.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for January 2017 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Request		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Accounts Payable Enquiry	0	0	2	2	0	0	2	● 1.00	● 0.67	● 1.25	0.67
Bookings Enquiry	0	0	0	0	0	0	5	● 0.00	● 1.86	● 1.41	1.04
Insurance: Mower / Slasher / Whipper / Snipper	3	3	1	1	0	0	90	● 7.00	● 10.00	● 12.41	13.14
Insurance: Personal Accident / Injury	1	1	2	1	0	0	120	● 18.00	● 14.50	● 24.67	39.58
Insurance: Public Liability / Property Damage Public Property	3	2	9	3	1	0	90	● 3.33	● 4.26	● 8.63	15.34
Leased Premises - General Enquiry	0	0	1	1	0	0	5	● 1.00	● 0.33	● 1.20	1.20
Rates Searches	13	13	105	98	4	0	4	● 1.37	● 1.33	● 1.32	1.27

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

Safety Statistics

The safety statistics for the reporting period are:

	Third Quarter		
	January	February	March
Number of Lost Time Injuries	1		
Number of Days Lost Due to Injury	12		
Total Number of Incidents Reported	3		
Number of Incomplete Hazard Inspections	0		

Risk Management Summary

Section Risk Register (excludes risks accepted/ALARP)

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Corporate Recordkeeping software (ECM) doesn't meet strategic records management requirements in relation to systematic electronic records archival and disposal resulting in failure to dispose/archive eRecords.	High	The Records Archiving, Retention and Disposal (RARRD) project commenced in 2012 to develop a corporate solution to cover eRecords (including more effective hardcopy disposal recording).	TBA1	90%	Hardcopy records retention and disposal processes documented and implemented. ECM 4.03 Live, new File Plan (90% complete).
Operational degradation or failure of Council's Two-way radio communications system resulting in failed regional communications for daily operations and emergency disaster management.	High	Commence planning and implement a replacement RRC regional two-way radio communications system. Two stage plan- 1. Replace the Rockhampton City Two-way system. 2. Integrated regional solution taking in the Gracemere infrastructure.	(1) Jun 16 (2) Jun 17	100% 65%	Contract awarded to a local company – Beaney's Communications Stage 1 completed. Stage 2 delayed for land tenure issues with Mt Pinnacle communications tower.
Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community.	Mod	Research and implement a risk management software application to support ERM functions.	30/06/17	10%	TechnologyOne software suitability assessment underway.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
A local government must review its procurement policy annually.	30/06/17		

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

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
CAPITAL WORKS PROGRAM					
FLEET (CP440)					
Fleet Asset Renewal Program	1/07/2015	30/06/2016	Ongoing	\$6,055,000	\$4,970,296
Comment: Carry over committals included in the actual YTD.					
INFORMATION TECHNOLOGY (CP230)					
IT Asset Renewal & Upgrade Program	1/07/2015	30/06/2016	Ongoing	\$1,551,715	\$523,543
Comment:					
BUSINESS SUPPORT & DEVELOPMENT (CP630)					
Property Sales	1/07/2015	30/06/2016	Ongoing	\$906,764	\$360,716
Comment:					

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

As at period ended January 58% of year elapsed.

Project	2016/17 Budget	Actual (incl. committals)	% budget expended	Explanation
Customer Service After Hours Operation	\$60,000	\$34,269	57%	Propel after hours call centre service.

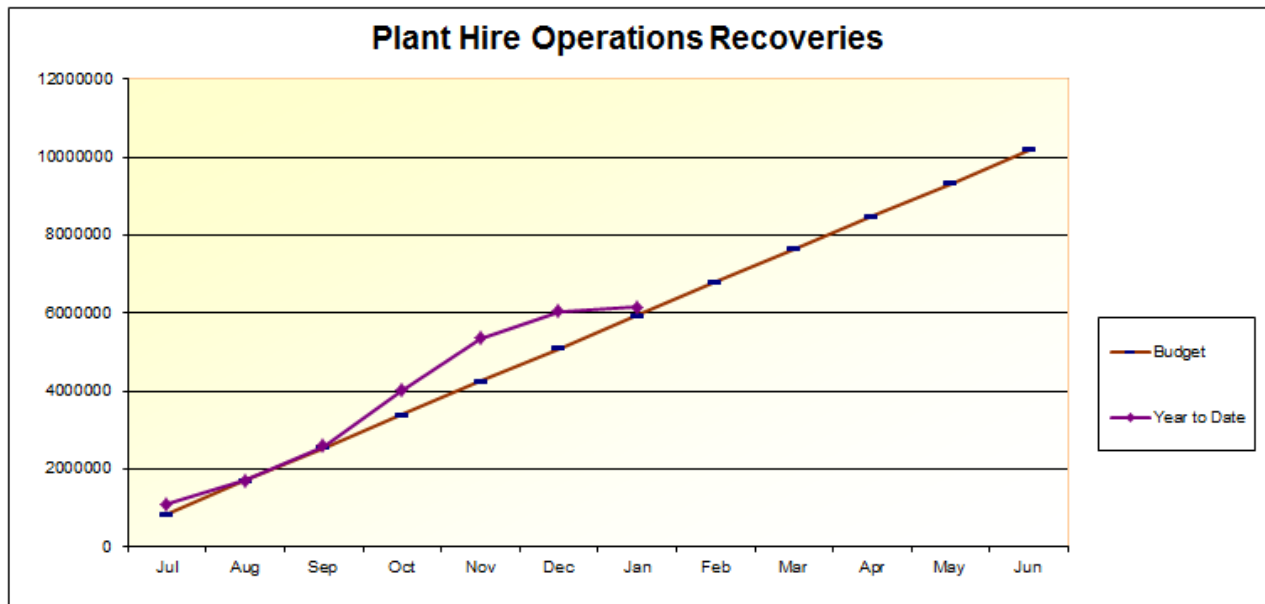
Project	Project Start Date	Project Completion Date	% Completed	Comments
Planned implementation of Aurion System Improvement Project recommendations	Aug 2016	Jun 2017	25%	Planning for Web Recruitment underway. Aurion upgrade required to progress.
Phase 2 eServices implementation of ePathway and Pathway mobile improvements throughout 2016/17.	Jul 2016	Jun 2017	20%	Development Applications are available via eServices. A pilot is underway for animal mobile for use by local law officers.
Develop and implement a solution for managing and processing tax invoices in digital format.	Sep 2016	Jun 2017	60%	Configuration is being finalised prior to final testing in Apr/May
Smart Hub design and fitout.	Sep 2016	Nov 2017	5%	BEAT Architects engaged to undertake detailed design for the Bond Store Smart Hub. Project completion date modified to Nov 2017.

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

Service Delivery Standard	Target	Current Performance
IT support services provided within service levels outlined in the IT Service Catalogue.	95%	96%
Ensure availability of system up-time during core business hours (excluding planned outages).	99%	100%
Maintain the ratio of customer queries satisfied by Customer Service Officers, without referral to departments.	80%	90%
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	76%
Process records on the day of receipt as per Recordkeeping Charter.	95%	100%
Process Right to Information/Information Privacy (RTI/IP) applications within legislative timeframes.	100%	100%
Manage centralised tendering and contracting functions in accordance with legislative requirements and Council policy.	100%	100%
Ensure supplier payments are made within stated trading terms.	90%	85%
Ensure staff purchasing activity is compliant with legislation and policy.	100%	100%
Ensure top 100 suppliers by dollar value under formal purchasing agreements (contracts).	90%	95%
Maximise Council property occupancy rates.	98%	100%
Ensure tenanted properties in any month, have current lease agreements and public liability insurance.	80%	78%
Process insurance claims within procedural timeframes.	100%	100%
Maintenance of the risk monitoring and reporting regime by providing a quarterly risk report to the Council and Leadership Team on all current high and very high risks assessed as not ALARP (unacceptable).	100%	100%

Fleet Services

Ensure internal plant hire operations deliver budgeted net surplus.



Plant Hire Operations Budget (Surplus)	\$ 10,183,500
Year to Date (Surplus)	\$ 6,153,004

Procurement & Logistics

Contracts Awarded for January – 3

- 12471 - ITQ Construction of Concrete Footpath, Burnett Highway - Bell's Plant Hire - \$31,590.
- 12483 - ITQ Rockhampton Airport Wildlife Hazard Management - Avisure Pty Ltd – SOR.
- 12458 - ITQ Detail Design of Smart Working Hub - BEAT Architects - \$71,330.

Contracts in Progress Qty:31

Customer Requests Completed Monthly & Top 5 Customer Requests												
	February	March	April	May	June	July	August	September	October	November	December	January
Requests Logged	4062	3935	3171	3335	3393	3745	4155	3429	3163	3011	2565	3241
Same month Completed	3035	3052	2519	2731	2842	2940	3337	2903	2604	2449	1839	2525
% completed same month	86%	75%	79%	81%	83%	78%	80%	84%	82%	81%	71%	77%
Completed Total for Month	3502	4056	3321	3736	3342	3481	4175	4029	3169	3041	2383	2973
Total Pending	2410	2271	2045	1660	1645	2102	2183	1572	1607	1195	1419	1704
Top 5 Requests for Month	An/Dogr W/Leak P/Gen D/Plan T/Trim	O/Allot P/Gen W/Leak T/Trim D/Plan	P/Gen W/Leak D/Plan An/Dogr Wan/An	W/Leak F/Enq P/Gen An/Dogr P/Trim	An/Dogr F/Enq W/Ani D/Plan T/Trim	An/Dogr F/Enq T/Trim W/Ani D/Plan	An/Dogr D/Plan T/Trim W/Leak W/Ani	An/Dogr P/Gen W/Leak D/Plan M/Mtce	An/Dog T/Trim Bin RRC W/Leak D/Plan	An/Dog W/Leak D/Plan P/Gen W/Ani	W/Leak An/Dogr T/Trim W/Animal D/Plan	W/Leak An/Dogr P/Gen T/Trim W/Animal

Total uncompleted customer requests up to 3 months old:	1190	Conquest Work Order & Investigation Long Term up to 3 months old:	312
Total uncompleted customer requests between 3 to 6 months old:	175	Conquest Work Order & Investigation Long Term between 3 to 6 months old:	101
Total uncompleted customer requests greater than 6 months old:	339	Conquest Work Order & Investigation Long Term greater than 6 months old:	59

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

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

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

Key:	T/Trim - Tree Trimming	Inf Enq - Infringement Enquiry - Local Laws	An/Dogr - Dog Registration Enquiry
	D/Plan - Duty Planner	W/Animal - Wandering Animal	W/Leak - Water Leak
	Bin RRC - Replace Bin RRC	D/Plan - Duty Planner (New Enq)	P/Gen - Parks General Enquiry

FINANCIAL MATTERS

Operational Budget Status for month ending January 2017

	Adopted Budget	Revised Budget	EOM Commitmen ts	YTD Actual	Commit + Actual	Var	On target
	\$	\$	\$	\$	\$	%	50% of Year Gone
<u>Fleet</u>							
Revenues	(263,000)	(263,000)	0	(226,728)	(226,728)	86%	✓
Expenses	12,631,419	11,504,619	772,701	6,371,770	7,144,471	62%	✗
Transfer / Overhead Allocation	(16,966,000)	(16,573,000)	0	(10,108,036)	(10,108,036)	61%	✓
Total Unit	(4,597,581)	(5,331,381)	772,701	(3,962,995)	(3,190,293)	60%	✓
<u>Property & Insurance</u>							
Revenues	(607,500)	(607,500)	0	(315,540)	(315,540)	52%	✗
Expenses	3,070,923	3,032,111	27,565	2,295,693	2,323,258	77%	✗
Transfer / Overhead Allocation	9,940	9,940	0	3,936	3,936	40%	✓
Total Unit	2,473,363	2,434,551	27,565	1,984,089	2,011,654	83%	✗
<u>Corporate & Technology Management</u>							
Revenues	0	0	0	(76)	(76)	0%	✓
Expenses	680,113	632,929	18,866	355,230	374,096	59%	✗
Transfer / Overhead Allocation	0	0	0	545	545	0%	✗
Total Unit	680,113	632,929	18,866	355,700	374,566	59%	✗
<u>Information Systems</u>							
Revenues	(20,000)	(25,792)	0	(15,021)	(15,021)	58%	✗
Expenses	6,727,476	6,907,285	133,560	4,286,317	4,419,878	64%	✗
Transfer / Overhead Allocation	19,000	24,034	0	12,709	12,709	53%	✓
Total Unit	6,726,476	6,905,527	133,560	4,284,006	4,417,567	64%	✗
<u>Procurement & Logistics</u>							
Revenues	(11,100)	(2,658)	0	(2,658)	(2,658)	100%	✓
Expenses	1,677,234	1,804,218	1,680	962,035	963,715	53%	✓
Transfer / Overhead Allocation	36,000	36,074	0	24,891	24,891	69%	✗
Total Unit	1,702,134	1,837,633	1,680	984,269	985,949	54%	✓
<u>Customer Service</u>							
Revenues	(210,000)	(210,909)	0	(124,974)	(124,974)	59%	✓
Expenses	1,758,969	1,674,035	4,240	848,394	852,634	51%	✓
Transfer / Overhead Allocation	0	(208)	0	(5)	(5)	3%	✗
Total Unit	1,548,969	1,462,918	4,240	723,415	727,655	50%	✓
<u>Smart Regional Centre</u>							
Revenues	(45,000)	(18,750)	0	(4,314)	(4,314)	23%	✗
Expenses	354,776	300,069	1,418	129,977	131,396	44%	✓
Transfer / Overhead Allocation	0	0	0	15	15	0%	✗
Total Unit	309,776	281,319	1,418	125,678	127,096	45%	✓
Total Section:	8,843,250	8,223,495	960,032	4,494,162	5,454,193	66%	✗

11.8 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 JANUARY 2017

File No: 8148
Attachments: 1. Income Statement- January 2017
2. Key Indicator Graphs- January 2017
Authorising Officer: Ross Cheesman - Acting Chief Executive Officer
Author: Alicia Cutler - Manager Finance

SUMMARY

Manager Finance presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 31 January 2017.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the Period ended 31 January 2017 be 'received'.

COMMENTARY

Council should note in reading this report that normally after the completion of seven months of the financial year, operational results should be approximately 58.3% of budget. All percentages for both operating and capital budgets are measured against the September revised budget adopted by Council on 24 January 2017.

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

Total Operating Revenue is reported at 81% of revised budget. Key components of this result are:

- Net Rates and Utility Charges are at 93% of budget. This positive variance is due to the second levy of General Rates and Utility Charges for 2016/2017 being processed during January 2017.
- Private and Recoverable Works revenue is behind budget at 45%. This is offset by a reduction in related operational expenditure.
- Grants and Subsidies are slightly behind revised budget expectations at 49% due to the timing of receipt of a number of third quarter grant payments and NDRRA grants towards the restoration of Kershaw Gardens.
- Interest Revenue is ahead of budget at 61%. 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 61% due to receipt of some minor insurance claims which was unbudgeted revenue.
- Other revenue items are all in proximity to budget year to date.

Total Operating Expenditure is at 59% of the revised budget with committals, or 54% of budget without committals. Key components of this result are:

- Employee costs are below budget at 53%. This is partly due to the circumstance that transactions for employee benefit accruals are only done comprehensively at financial year-end.
- Contractors and Consultants expenditure is ahead of budget at 74%. This is solely due to committed expenditure, as actual expenditure is 47% of budget.
- Materials and Plant is at 65% of budget. Similar to Contracts and Consultants, this result is heavily influenced by committals as actual expenditure is at 50% of budget.
- Asset Operational Expenditure is ahead of budget at 64%. Again, committals are driving up the year to date percentage as the actual result is 56% of budget.
- Administrative Expenses are ahead of budget at 63%. Committals for some annual items such as lease agreements are influencing the year to date percentage as the

actual result is 50% of budget. Actual costs include the payment of annual software support agreements.

- Other Expenses is behind budget expectations at 47% mainly due to the ongoing rollout of the Community sponsorship program.

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

Total Capital Income is at 43% of budget. Receipt of Capital Income is anticipated to increase in coming months as restoration works in relation to TC Marcia are completed and the Riverbank Redevelopment progresses and claims for reimbursement are submitted.

Total Capital Expenditure is at 100% of budget with committals, or 53% of budget without committals. Capital Expenditure excluding committals is currently sitting at 53% of the September Revised Budget. During January \$4.3M was spent on capital projects which is well below levels in previous months largely due to the Christmas shutdown period. In previous months capital expenditure had been progressing strongly in comparison to budget. It is anticipated that Capital Expenditure will regain its previous momentum in February and continue for the remainder of 2016/2017.

Total Investments are approximately \$89.6M as at 31 January 2017.

Total Loans are \$145.9M as at 31 January 2017.

CONCLUSION

Total operational revenue is ahead of budget at 81% mostly due to the second levy of General Rates and Utility Charges for the year. Operational Expenditure is in line with budget at 59% when committed expenditure is included.

Capital Revenue is currently behind budget at 43% however progress claims for various capital projects have recently been submitted. Capital Expenditure excluding committals is currently sitting at 53% of the September Revised Budget and is anticipated to regain its previous strong performance to budget.

SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 JANUARY 2017

Income Statement- January 2017

Meeting Date: 21 February 2017

Attachment No: 1



Income Statement
For Period July 2016 to January 2017
58.3% of Year Gone

	Adopted Budget	Revised Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Revised Budget
	\$	\$	\$	\$	\$	
OPERATING						
Revenues						
Net rates and utility charges	(133,058,706)	(132,915,844)	(123,293,216)	0	(123,293,216)	93%
Fees and Charges	(25,644,218)	(24,245,341)	(13,536,277)	0	(13,536,277)	56%
Private and recoverable works	(6,387,977)	(6,101,325)	(2,726,156)	0	(2,726,156)	45%
Rent/Lease Revenue	(3,050,752)	(3,018,652)	(1,701,279)	0	(1,701,279)	56%
Grants Subsidies & Contributions	(10,559,423)	(12,873,562)	(6,280,560)	0	(6,280,560)	49%
Interest revenue	(3,018,000)	(3,018,000)	(1,827,155)	0	(1,827,155)	61%
Other Income	(4,797,801)	(4,409,650)	(2,675,902)	941	(2,674,961)	61%
Total Revenues	(186,516,876)	(186,582,374)	(152,040,544)	941	(152,039,604)	81%
Expenses						
Employee Costs	76,845,985	73,633,384	38,680,931	248,794	38,929,725	53%
Contractors & Consultants	17,324,546	16,407,638	7,694,335	4,500,392	12,194,727	74%
Materials & Plant	10,700,883	10,343,311	5,175,696	1,532,300	6,707,997	65%
Asset Operational	18,663,845	18,283,420	10,322,345	1,446,916	11,769,262	64%
Administrative Expenses	12,435,624	12,855,088	6,457,732	1,630,325	8,088,057	63%
Depreciation	47,164,385	51,329,011	29,942,135	0	29,942,135	58%
Finance costs	8,684,407	8,684,407	5,127,142	0	5,127,142	59%
Other Expenses	1,381,963	1,415,783	663,567	3,000	666,567	47%
Total Expenses	193,201,637	192,952,042	104,063,884	9,361,728	113,425,612	59%
Transfer / Overhead Allocation						
Transfer/Overhead Allocation	(7,734,627)	(7,353,918)	(5,095,071)	4,059	(5,091,011)	69%
Total Transfer / Overhead Allocation	(7,734,627)	(7,353,918)	(5,095,071)	4,059	(5,091,011)	69%
TOTAL OPERATING POSITION (SURPLUS)/DEFICIT	(1,049,867)	(984,251)	(53,071,731)	9,366,727	(43,705,003)	4440%

	Adopted Budget	September Revised (Inc Carry Forward)	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Revised Budget
CAPITAL						
Total Developers Contributions Received	(3,925,700)	(1,446,024)	(1,122,627)	0	(1,122,627)	78%
Total Capital Grants and Subsidies Received	(30,026,786)	(35,458,956)	(14,667,281)	0	(14,667,281)	41%
Total Proceeds from Sale of Assets	0	(6,818)	(6,818)	0	(6,818)	100%
Total Capital Income	(33,952,486)	(36,911,798)	(15,796,726)	0	(15,796,726)	43%
Total Capital Expenditure	88,730,329	97,119,594	51,659,789	45,315,922	96,975,711	100%
Net Capital Position	54,777,843	60,207,796	35,863,063	45,315,922	81,178,985	135%

TOTAL INVESTMENTS
TOTAL BORROWINGS

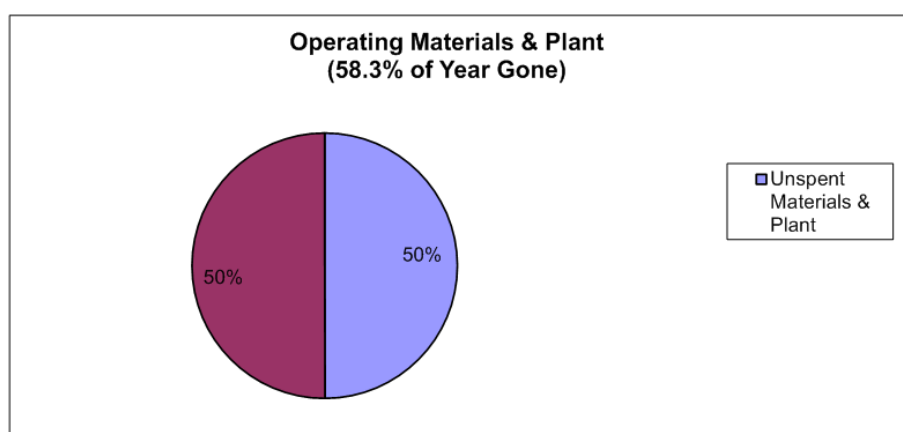
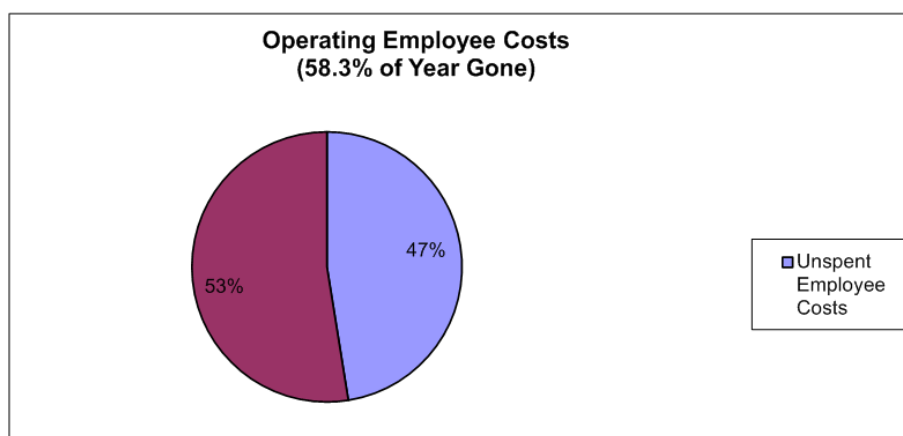
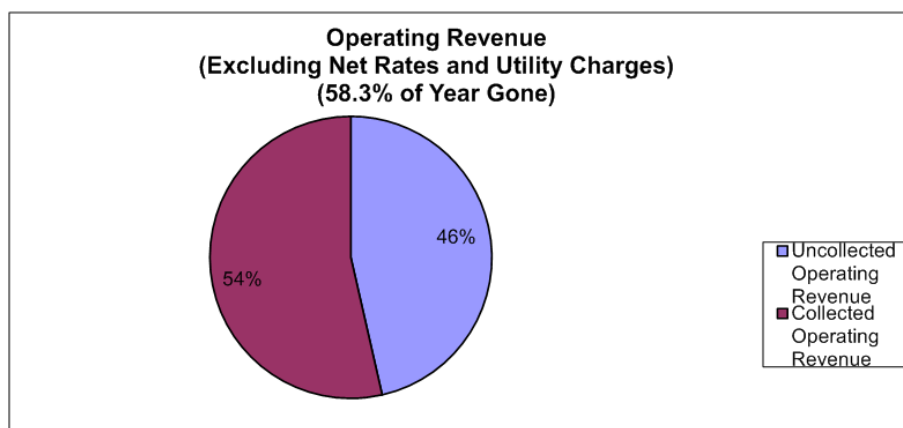
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145,946,029

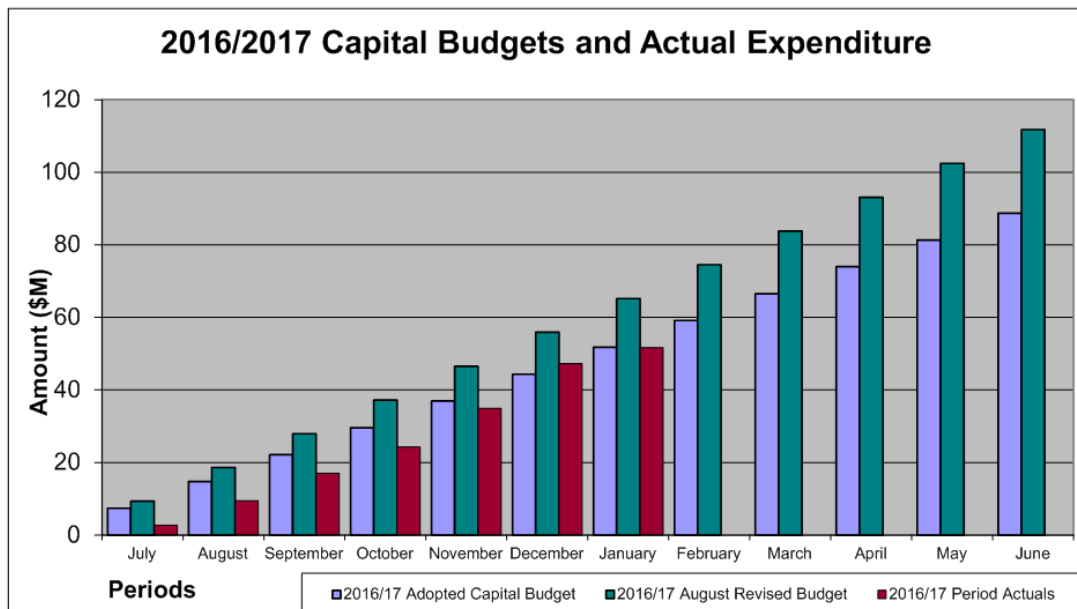
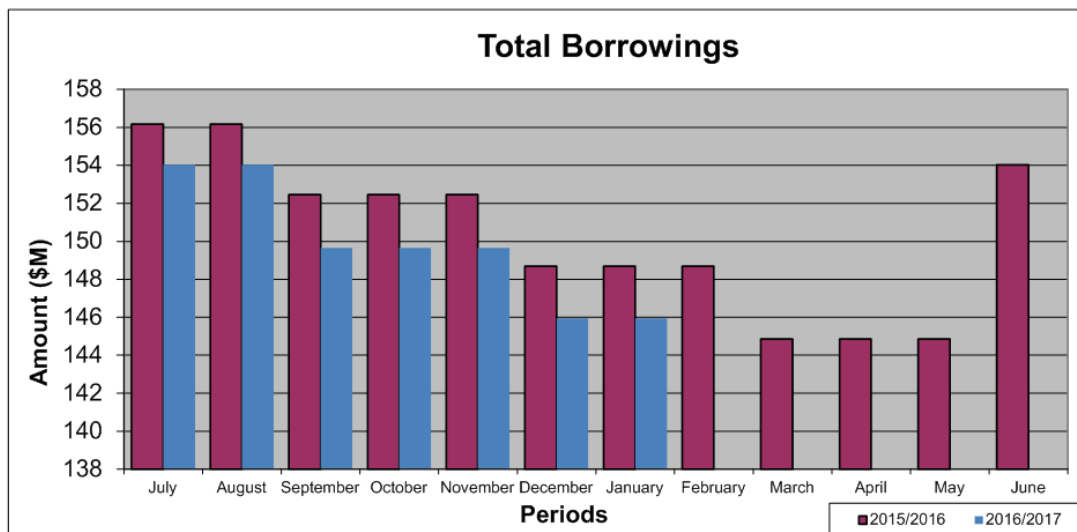
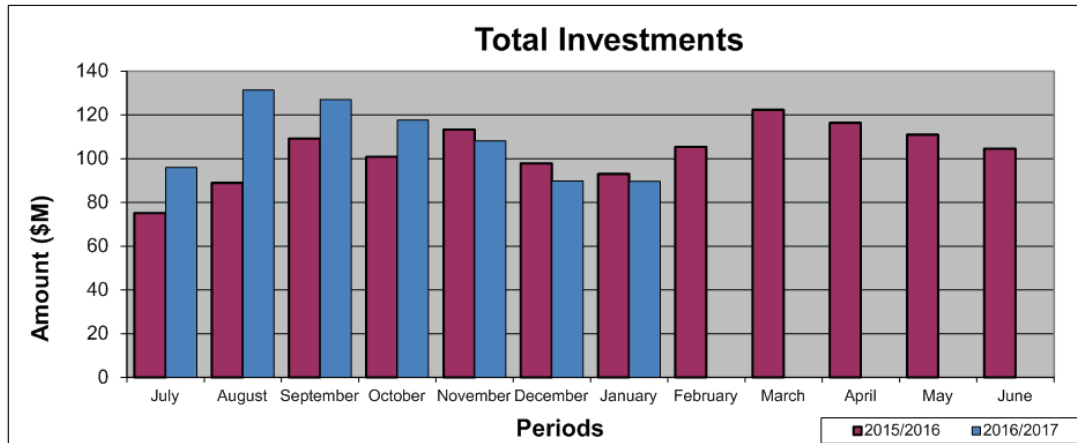
SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 JANUARY 2017

Key Indicator Graphs- January 2017

Meeting Date: 21 February 2017

Attachment No: 2





12 NOTICES OF MOTION

Nil

13 QUESTIONS ON NOTICE

Nil

14 URGENT BUSINESS/QUESTIONS

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

15 CLOSED SESSION

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

RECOMMENDATION

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

16.1 Legal Matters as at 31 January 2017

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

16.2 Approved State Government funding (Get Playing Plus) - Rockhampton Hockey Association

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

16.3 Long Term Water Supply for Regional Development

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

16 CONFIDENTIAL REPORTS

16.1 LEGAL MATTERS AS AT 31 JANUARY 2017

File No: 1392

Attachments: 1. Legal Matters as at 31 January 2017

Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer

Author: Travis Pegrem - Coordinator Industrial Relations and Investigations

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

SUMMARY

Coordinator Industrial Relations and Investigations presenting an update of current legal matters that Council is involved in as at 31 January 2017.

**16.2 APPROVED STATE GOVERNMENT FUNDING (GET PLAYING PLUS) -
ROCKHAMPTON HOCKEY ASSOCIATION****File No: 8052****Attachments: Nil****Authorising Officer: Michael Rowe - General Manager Community Services****Author: Margaret Barrett - Manager Parks**

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

SUMMARY

This report seeks Council approval for a request to the Department of National Parks Sport & Racing to transfer approved grant funding to Council in order to construct the two wet hybrid synthetic hockey fields and associated infrastructure at Parkhurst, and a subsequent amendment to the approved Capital budget.

16.3 LONG TERM WATER SUPPLY FOR REGIONAL DEVELOPMENT**File No: 2830****Attachments: 1. December 2015 Water Committee Report****Authorising Officer: Peter Kofod - General Manager Regional Services****Author: Jason Plumb - Manager Fitzroy River Water
Angus Russell - Coordinator Strategic Infrastructure**

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

SUMMARY

The report seeks to confirm Council's commitment to the Rockwood Weir project. It highlights the increased importance of this infrastructure to future water supply security given the commitment by Council to drive economic growth across the region.

17 CLOSURE OF MEETING