

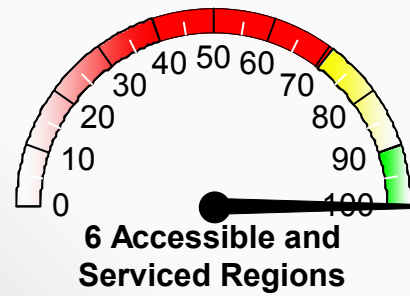
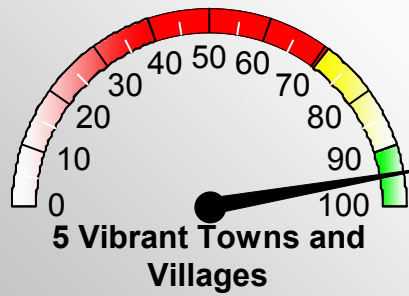
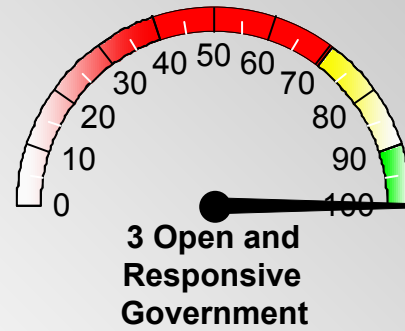
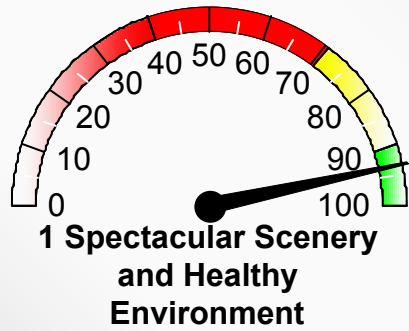





Scenic Rim Regional Council

Corporate Performance Report

October to December 2015

Action Progress Against Goals



GOAL AREA	ACTIONS REPORTED ON	ACTIONS AT LEAST 90% OF TARGET 	ACTIONS BETWEEN 70 and 90% OF TARGET 	ACTIONS LESS THAN 70% OF TARGET 	ONGOING ACTIONS	ACTIONS WITH NO TARGET
1 Spectacular Scenery and Healthy Environment	16	5	2	0	9	0
2 Sustainable and Prosperous Economy	4	3	0	0	1	0
3 Open and Responsive Government	14	1	0	0	11	2
4 Relaxed Living and Rural Lifestyle	10	3	1	0	6	0
5 Vibrant Towns and Villages	9	2	1	0	6	0
6 Accessible and Serviced Regions	27	13	0	0	13	1
7 Healthy, Engaged and Resourceful Communities	6	1	0	0	5	0
8 Organisational Sustainability	29	6	0	0	23	0
TOTAL	115	34	4	0	74	3

Project or Program Summary



At least 90% of action target achieved



Between 70 and 90% of action target achieved



Less than 70% of action target achieved



Target



% Complete

Project or Program

1.1.1 SHE1 Ensure environmental considerations and sustainability principles are integrated into key decision making processes, policies and procedures including future land use planning, and infrastructure and organisational service delivery.

1.1.1.1 Flying Fox Management**Due Date****1.1. Develop an Urban Flying Fox Management Strategy for consideration by Council****30/06/2016****Responsible Officer***Manager Health Building and Environment***Start Date**

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

50

Dec 2015 Target %

50

**Comments:**

Work on the development of Roost Management Plans has continued following the adoption of the Flying Fox Strategy in Quarter one. Particular emphasis has been given to the roosts located in Kooralbyn, Witheren and Canungra.

A procedure for responding to roosts under heat stress was developed. This procedure will be added to the roost management plans as well as council's after hours response manual.

1.1.1.1 Waste Strategy**Due Date****1.1. Waste Strategy Implementation Plan delivered.****30/06/2016****2.2. Waste Strategy Implementation Plan outcomes considered by the Chief Executive Officer.****30/06/2016****Responsible Officer***Manager Property and Operations***Start Date**

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

35

Dec 2015 Target %

48

**Comments:**

Development of Waste Strategy Implementation Plan due to proceed in November, following finalisation of strategy in October 2015.

Project or Program

1.1.1.2 Roadside Weed Management

Due Date

1.1. Main Roads Contract

30/06/2016

2.2. Local Government Controlled Roads

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

On ground treatment in accordance with the Mains Road contract commenced in quarter two and is on schedule with the contract 50% complete. During the quarter spraying for class 2 pest plants commenced on council's local roads

1.1.1.3 Habitat Protection Program

Due Date

1.1. Land for Wildlife

30/06/2016

2.2. Voluntary Conservation Agreements

30/06/2016

3.3. Nature Refuge and Conservation Covenant Program

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

A significant amount of time was spent by environment staff visiting our community partners who participate in our community based programs. Forty one Land for Wildlife visits were undertaken in the quarter with two events also being hosted. Two Voluntary Conservation Properties were also visited.

1.1.1.4 Waterways

Due Date

1.1. Develop strong partnerships with key government and non-governmental organisations (eg. Healthy Waterways).

30/06/2016

2.2. Deliver Healthy Country Program

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

In Quarter 2, Partnerships were established with SEQ Catchment, Healthy waterways and Council to deliver projects that address the following issues - Salinity, Riparian fencing, NRM education for rural land holders and businesses and environmental education training.

The environmental team has been working with SEQ Catchment to finalise which sub catchments will be targeted for the delivery of the Health Country program..

Project or Program

1.1.1.5 Reserve Management**Due Date****1.1. Deliver nominated actions from Reserve Management Plans****30/06/2016****2.2. Undertake bushfire mitigation in accordance with Management Plans****30/06/2016****3.3. Pest animal and plant control****30/06/2016****Responsible Officer****Start Date****End Date****Status****% Complete****Target %***Manager Health Building and Environment*

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

In Quarter 2 , council utilised the services The Green Army to undertake revegetation and rehabilitation at Illbogen, River bend, Bambling road , Glen eagle and Moriarty Parks in accordance with the management plans for each of these sites.

All bushfire infrastructure was treated, in preparation of the fire season. An audit of the works undertaken by the contractors occurred.

An increased level of activity occurred during the quarter. Increase was based on seasonal factors.

1.1.1.6 Community Environmental Management**Due Date****1.1. Deliver community education and awareness program****30/06/2016****2.2. Deliver Community Environmental Grants program in accordance with Community Grants Policy****30/06/2016****Responsible Officer****Start Date****End Date****Status****% Complete****Target %***Manager Health Building and Environment*

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

During the quarter the environment team partnered with the Library team to initiate a process of delivering environmental education programs at the school holiday events, six community science events/workshops were delivered.

The Environmental grants for 2015-16 have been awarded and all monies forwarded to successful recipients.

Project or Program

1.1.1.7 Pest Management Plan regulatory activities

Due Date

1.1. Deliver private property inspection program in accordance with approved inspection program

30/06/2016

2.2. Deliver wild dog baiting program

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Private property inspections for this quarter were established to detect areas that have emerging declared pest plants, including but not limited to Giant Rats Tail Grass, Mother of Millions, Annual Ragweed and Groundsel. Inspections were limited due to resource constraints during this period.

During this quarter motion cameras were set on several properties with the intention to identify pest species within the region. 1080 baiting programs consisted of 15 participants, using a total of 265 dog strength 1080 meat baits.

1.1.1.8 Regulatory Services under Environmental Protection Act 1994

Due Date

1.1. Provide sediment and erosion regulatory services

30/06/2016

2.2. Provide environmental nuisance regulatory services

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Limited domestic complaints received regarding sediment erosion during the quarter. It appears previous educational activities undertaken have had a positive effect on the operation of the majority of building sites.

Twelve complaints were received for environmental nuisance or pollution. Complaints included responding to a range of nuisances from odour, light and noise while investigating waste and chemical spillage.

Project or Program

1.1.1.10 Reserve Network Review Management

Due Date

1.1. Review and report to the Chief Executive Officer the Reserve network to determine the conservation status of the vegetation communities

30/06/2016

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

40

Dec 2015 Target %

50



Comments:

Formulation of mapping methodologies have been agreed upon, commencement of trial mapping has been initiated.

0% 25% 50% 75% 100%

1.1.1.11 Reserve Management and Rehabilitation Plan

Due Date

1.1. Review and update Rivers Management and Rehabilitation Program 2010 - 2015.

30/06/2016

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

Deferred

% Complete

20

Dec 2015 Target %

18



Comments:

In Quarter 2, Meetings occurred with Council of Mayors in regard to utilising the "Resistant Rivers" project for the Logan and Albert Rivers plan.

The Resilient River project will be undertaking, with a greater budget, a management plan for the Logan and Albert Rivers which would duplicate Councils Rivers Rehabilitation plan.

An item was sent to ET recommending delivery of the Scenic Rim Plan be deferred to after the Resilient River project has been finalised and the direct impact on Scenic Rim known.

0% 25% 50% 75% 100%

1.1.1.12 Energy Efficiency

Due Date

1.1. Review energy efficiency audit of required actions.

30/06/2016

2.2. Deliver nominated energy efficiency upgrades.

30/06/2016

Responsible Officer

Team Leader Environmental Policy

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

50

Dec 2015 Target %

50



Comments:

Conducted and reviewed audit, scheduled works for upgrade of capacitors. The project is on target for due date.

0% 25% 50% 75% 100%

Project or Program

1.1.1.13 Environmental Partnerships

Due Date

1.1. Provide a report to the Chief Executive Officer on the development of a strategy to improve the management of our partnerships.

30/06/2016

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

Not Started

% Complete

0

Dec 2015 Target %

0



Comments:

Planned to commence in Quarter 3

0% 25% 50% 75% 100%

1.1.2 SHE2 Conserve, protect and enhance the region's unique biodiversity, scenic vistas, natural resources and ecological processes. This will include taking steps to minimise the impact of pest species, improving degraded land and waterways, and protecting and enhancing environmental corridors.

1.1.2.1 Million Trees -Scenic Rim

Due Date

1.1. Rural Trees program delivered

30/06/2016

2.2. External investment opportunities investigated

30/06/2016

3.3. Community Trees program delivered.

30/06/2016

4.4. Parks Tree Program delivered.

30/06/2016

5.5. Habitat Tree Program delivered.

30/06/2016

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council has received recent news it has been successful in obtaining in excess of \$100,000 funding from the Federal Government 20 Million Tree Program to plant trees across three project areas. Back Creek Beechmont, Il-Bogan and Canungra Creek. Council also has a number of other funding proposals in the pipeline.

The Rural tree program was delivered this quarter with requests for approx. 20 000 trees.

In Quarter 2, Early negotiations are underway with Skywalk about sponsoring a part of the million trees program. Negotiations with SEQC, Bremer River Fund and Healthy Waterways have also occurred.

Other facets of the program including the Parks and Habitat tree programs will commence in quarter 3.

In Quarter 2, the habitat trees program commenced and is planned to be completed by end of December.

Project or Program

1.1.5 SHE5 Provide innovative waste reduction, recycling and management practices to minimise adverse effects of waste on the environment and impacts on the community.**1.1.5.1 Waste Disposal Planning****Due Date**

1.1. 10 year Waste Capital Works program review.

31/12/2015

2.2. 10 year Waste Capital Works program review considered by Council.

31/01/2016

3.3. Preplanning of 2016/2017 Waste Capital Works projects undertaken.

30/06/2016

Responsible Officer**Start Date****End Date****Status****% Complete****Dec 2015 Target %**

Manager Property and Operations

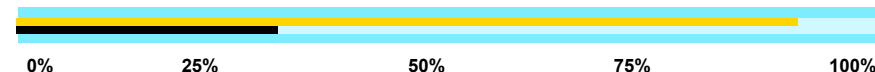
01/10/2015

30/06/2016

In Progress

90

30

**Comments:**

Review of 10 Year Waste Capital Works Program completed. All project details gathered for the 10 Year Waste Capital Works Program with report prepared for Council's consideration.

1.1.5.2 Waste Disposal Capital Works Program**Due Date**

1.1. Waste Capital Works program delivered.

30/06/2016

Responsible Officer**Start Date****End Date****Status****% Complete****Dec 2015 Target %**

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Waste Disposal Capital Works Program is on schedule to be delivered as at the end of October.

Project or Program

2.1.1 SPE1 Encourage local investment and sustainable business practices and provide appropriate tools, opportunities, incentives and support to our business sector to build capacity, expertise, broaden the region's economic base and enhance innovation.

2.1.1.1 Economic Development

1.1. Implement Economic Development Framework 2015 - 2016.

2.2. Implement Tourism Strategy priority recommendations.

Due Date

30/06/2016

30/06/2016

Responsible Officer

Manager Community and Culture

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

50

Dec 2015 Target %

50



Comments:

Eat Local Week and Winter Harvest Festival completed and planning for 2016 Eat Local Week underway. Three year ELW business plan completed

Ekka presentation completed

Business Excellence Awards were held in November with 150 people in attendance The new format was well received

New cooperative marketing campaign approved by TEQ

New Scenic Rim Regional Guide completed and distributed

Trip Advisor workshop (cooperative marketing campaign) scheduled was held in Boonah on the 10 November and expressions of interest for participation were circulated.

0% 25% 50% 75% 100%

Project or Program

2.1.2 SPE2 Invest in appropriate infrastructure to stimulate the ongoing development of our region.

2.1.2.1 Visitor Information Centres

Due Date

1.1. Coordinate the operation of accredited Visitor Information Centres at Beaudesert, Boonah, Canungra, Rathdowney and Tamborine Mountain.

30/06/2016

2.Coordinate the operation of accredited Visitor Information Centres at Beaudesert Boonah Canungra Rathdowney and Tamborine Mountain

30/06/2016

Responsible Officer

Manager Community and Culture

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

50

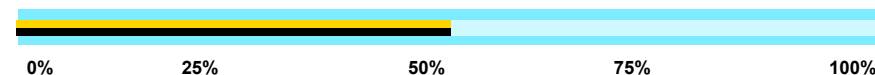
Dec 2015 Target %

50



Comments:

All Visitor Information Centres (VICs) have completed their Visit Queensland audit.
Most VICs attending the Queensland Information Centres Association (QICA) Conference.



All VICs have completed their Visit Queensland audit.

Acquittals completed

Most VICs attending QICA Conference

Scenic Rim Tourism Inc have advised Council of their intention to cease operating the Boonah VIC

Management of the Boonah VIC in the process of being transferred from Scenic Rim Tourism Inc. to the Boonah Chamber of Commerce.

2.1.2.1 Alliance and Contract Works

Due Date

1.1. Routine Maintenance Performance Contract

30/06/2016

2.2. Works for other Councils

30/06/2016

3.3. Private works

30/06/2016

4.4. Other Department of Transport and Main Roads Contracts

30/06/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The revenue for the Road Maintenance Performance Contract and Works for other Councils to the end of January is higher than expected with the rate of return above budget expectation.

The revenue for Private Works to the end of December is lower than expected with the rate of return in line with budget expectation.

Council have been awarded a Minor Works Performance Contract for safety improvement works on the Mt Lindsey Highway, which will commence shortly.

Project or Program

2.1.3 SPE3 Ensure we operate in a way that recognises and supports business needs and aspirations while protecting broader community and environmental interests.**2.1.3.1 Develop a New Planning Scheme****1.1. Draft Planning Scheme endorsed by Council for State Interest Review.****Due Date****31/12/2015****2.2. Draft Planning Scheme endorsed by Council for community consultation.****30/06/2016****3.3. Draft Local Government Infrastructure Plan endorsed by Council for State Interest Review.****31/03/2016****4.4. Draft Local Government Infrastructure Plan endorsed by Council for community consultation.****30/06/2016****Responsible Officer***Land Use Planning Coordinator***Start Date**

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

60

Dec 2015 Target %

50

**Comments:**

A draft copy of the Scenic Rim Planning Scheme was endorsed by Council for State Interest Review at the Ordinary meeting held on the 27 January 2016.

Community consultation of the draft Planning Scheme is not expected to occur at this stage of the plan making process.

An extension to the implementation date of the draft LGIP beyond 30 June 2016 (to be presented to the Minister for consideration) was obtained from Council at the Ordinary Meeting held on the 27 January 2016 in accordance with the requirements of the Sustainable Planning Act.

Community consultation of the draft LGIP is not expected to occur at this stage of the plan making process.

0% 25% 50% 75% 100%

3.1.1 ORG1 Continue to develop initiatives and processes to communicate and engage with our diverse community.**3.1.1.1 Information Access and Privacy****1.1. Deliver compliant statutory and performance reporting****Due Date****30/06/2016****2.2. Maintain compliant information / disclosure registers****30/06/2016****3.3. Maintain compliant right to information publication scheme and information request management process****30/06/2016****4.4. Maintain compliant information privacy functions****30/06/2016****Responsible Officer***Coordinator Governance & Corporate Policy***Start Date**

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council's Information Access and Privacy functions were delivered in compliance with regulatory requirements.

Project or Program

3.1.1.1 Community Connectivity

Due Date

1.1. Provide community engagement advisory function and ensure activities are consistent with Community Engagement Policy

30/06/2016

2.2. Utilise social media and other communication channels to connect with Scenic Rim community

30/06/2016

3.3. Provide a communication channel to the community in disaster situations for the Local Disaster Management Group through the Emergency Operations Centre

30/06/2016

Responsible Officer

Communications and Councillor Support Coordinator

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Website activity: January 23,313 visits and 15,568 unique users/browsers (December 18,531 visits and 11,816 unique users/browsers).

Social media: Organisational Facebook page at 2459 likes (2399 likes in December). Twitter feed has 480 followers (468 in December).

Facebook Favourites: Street to be named after Jason Day - 2500+ people reached.

Other activity: Bi-annual Scenic Living community newsletter distributed with January rates notices.

3.1.1.2 Strategic Communication

Due Date

1.1. Maintain positive relationships with media organisation and ensure enquiries are responded to within agreed timeframes

30/06/2016

2.2. Prepare corporate communication materials and distribute to media and external stakeholders as required.

30/06/2016

3.3. Monthly media monitoring reports provided to Councillors and Executive Team

30/06/2016

Responsible Officer

Communications and Councillor Support Coordinator

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Media releases: 12 releases distributed.

Most popular: Beaudesert street to be named after champion golfer Jason Day. Covered by local, state, national and international media including: Australian Associated Press, Brisbane Times, Sydney Morning Herald, Daily Mail Australia & UK, 7news online, 9news online and www.golf.com.

Media enquiries: 4 enquiries.

Project or Program

3.1.1.2 Complaints Management

Due Date

1.1. Maintain the Complaints Management Program

30/06/2016

2.2. Deal with complaints in a manner compliant with legislative requirements

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Complaints have been recorded and reported to management in accordance with the Policy.

3.1.1.3 Corporate Identity

Due Date

1.1. Maintain Council website presence and deliver continuing improvement to online environment

30/06/2016

2.2. Provide graphic design support to Council to assist in delivery of operational and organisational objectives

30/06/2016

3.3. Ensure material complies with Council branding and professional standards

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Scenic Living community newsletter distributed in January rates run.

3.1.1.4 Regional Collaboration

Due Date

1.1. Provide support to the Mayor and Chief Executive Officer in maintaining inter-governmental and inter-regional relationships

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Engaged with Federal Member's office regarding announcement of Timber Bridges Replacement Program and Environmental Initiatives.

Project or Program

3.1.1.5 Corporate Photography

Due Date

1.1. Portraiture of 2016-20 Councillors, Council Executive and Management.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Communications and Councillor Support Coordinator

02/05/2016

30/06/2016

Not Started

0

0

Comments:

To be delivered post March 2016 election.

0% 25% 50% 75% 100%

3.1.1.6 Review Branding Guidelines

Due Date

1.1. Consult internally regarding present branding practices.

30/09/2015

2.2. Review branding guidelines based on internal feedback.

31/12/2015

3.3. Produce draft branding document.

31/03/2016

4.4. Draft documented presented to Chief Executive Officer for consideration.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Communications and Councillor Support Coordinator

01/04/2016

30/06/2016

Not Started

0

0

Comments:

Planned for Q4 2015-16.

0% 25% 50% 75% 100%

3.1.2 ORG2 Facilitate community participation in decision making.

3.1.2.1 Local Government Election

Due Date

1.1. Election period protocol complied with.

31/03/2016

2.2. Election conducted and outcomes determined.

30/04/2016

3.3. Post-election meeting held.

30/04/2016

4.4. Councillor induction program undertaken.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

In Progress

68

50

Comments:

Liaison has commenced with the Electoral Commission of Queensland (ECQ) regarding pre-poll and poll planning. Finalisation of the divisional boundary review occurred, with the ECQ adopting Council's submission. A review of the caretaker period protocol has been completed and a revised version was adopted on 27 October 2015.

0% 25% 50% 75% 100%

3.1.3 ORG3 Create a corporate environment underpinned by ethical behaviour that fosters a proactive customer service culture, processes and procedures that progress open and accountable governance and apply a risk management approach.

3.1.3.2 Policy Development and Review

Due Date

1.1. Maintain policy register

30/06/2016

2.2. Provide coordinated policy development and support services

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Preliminary policy development work has commended on the use of audio and visual recording devices and fraud and corruption control.

3.1.3.3 Delegations and Authorisations

Due Date

1.1. Maintain compliant delegations processes and registers

30/06/2016

2.2. Maintain compliant local government authorised persons and worker systems

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Delegations and authorisations are maintained in accordance with service standards and updated to incorporate LGAQ delegations service updates.

3.1.3.4 Corporate Compliance Training and Development

Due Date

1.1. Implement Corporate Compliance Training and Development Program

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Training program has commenced. Induction training delivered to commencing employees, corporate risk management system training delivered across the organisation and risk management training delivered to the leadership group.

Project or Program

3.1.4 ORG4 Provide streamlined and practical regulatory services that deliver on the shared vision with the community.**3.1.4.1 Revenue Management****1.1. Ensure rates are levied in accordance with statutory timeframes****Due Date****30/06/2016****2.2. Monitor outstanding rates and enforce collection actions.****30/06/2016****Responsible Officer***Chief Finance Officer***Start Date**

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Rates were levied in July 2015 and were due by 20 August 2015 in accordance with established timeframes.

Rates were levied in January 2016 and were due by 18 February 2016 in accordance with established timeframes.

3.1.4.1 Information Management**1.1. Management of incoming correspondence****Due Date****30/06/2016****2.2. Internal audit program on compliance with records standards****30/06/2016****3.3. Provide information archiving services****30/06/2016****Responsible Officer***Manager Information Services***Start Date**

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Information Management within FY15/16 has commenced and is ongoing.

Project or Program

4.1.1 RRL1 Assist the community to build capacity to respond to their needs and aspirations while also delivering programs and supporting events that promote active participation across all sections of our community.

4.1.1.1 Arts and Culture**Due Date**

1.1. Implement Arts and Culture Plan objectives including the development work for the 2016 program theme

30/06/2016

"Caring for our Communities".

2.2. Operate Beaudesert and Boonah Cultural Centres

30/06/2016

3.3. Heritage and Public Art program

30/06/2016**Responsible Officer****Start Date****End Date****Status****% Complete****Target %**

Manager Community and Culture

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

War Stories and Our Town programming continues with highlights for the quarter including the Peacemakers forum.

Planning for 2016 programming has commenced.

Attendances for both Centres have been strong with year to date figures up by 10.5%.

Project or Program

4.1.1.2 Community Development

Due Date

1.1. Implement Social Plan priorities including Healthy & Active Program, Sport & Recreation, Youth, Seniors, & Caring for our Community Program.

30/06/2016

2.2. Deliver Council events program

30/06/2016

3.3. Deliver Youth Leadership Program

30/06/2016

4.4. Annual Sports Forum and annual review

30/06/2016

Responsible Officer

Manager Community and Culture

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The new Health and Wellbeing Advisory committee and Terms of Reference was endorsed by Council on 15 November 2015. The new advisory committee met on 3 December 2015 to discuss Health & Wellbeing Plan priorities for 2015/2016.

Expressions of Interest for Council's 2016 Be Healthy & Active program closed on 11 November and final assessments were presented to the Health & Wellbeing Advisory Committee on 3 December. Council's Be Healthy & Active Program provides residents with access to a range of local, affordable activities that promote good health and physical activity in the Scenic Rim community.

Council hosted another successful International Men's Day Dinner on Thursday 19 November 2015. More than 90 invited guests were entertained by guest speakers Tony Dell, former Test Cricketer, Vietnam Veteran and Founder of StandTall4PTS and Fred Smith, Australian Diplomat and Singer/Songwriter (Winner of two National Film and Sound Archives Awards) International Men's Day is an opportunity for Council to celebrate and acknowledge the positive contribution that men make in our local community.

Australia Day nominations closed on 20 November and all applications were formally assessed on 15 December. The community will come together to celebrate Australia Day Nominees and Winners plus new Australian Citizens at a combined Australia Day / Citizenship Ceremony on 22 January 2016.

Council's 2015 Youth Leaders graduated at the Youth Symposium on Monday 26 October. The students delivered a fun and interactive presentation of their leadership journey over the past six months in front of more than 200 fellow students, teachers and proud parents. Former Olympic Gold Medallist, Natalie Cook once again stole the show with her inspirational leadership presentation and words of wisdom. The Community Development team will meet with Facilitator Selina Scoble in the new year to finalise programming and format for 2016.

The annual sports forum and review has been completed.

Project or Program

4.1.1.3 Social Plan and Sport and Recreation Plan Review

Due Date

1.1. Review completed

30/06/2016

2.2. Draft Social Plan and Sport and Recreation Plans presented to Council for consideration

30/06/2016

3.3. Adoption of final Social and Sport and Recreation Plans

30/06/2016

Responsible Officer

Manager Community and Culture

Start Date

01/07/2015

End Date

30/06/2016

Status

Completed

% Complete

100

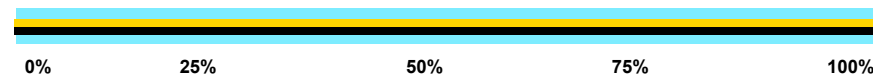
Dec 2015 Target %

100



Comments:

The Scenic Rim Health and Wellbeing Plan 2015-2020 was adopted by Council on 28 July 2015.



4.1.3 RRL3 Create a region that is home to a diverse range of residential options, a place where people desire to live, work and play.

4.1.3.1 Implement Boonah Planning Scheme Amendment No. 5.

Due Date

1.1. Boonah Planning Scheme Amendment No. 5 gazetted

30/06/2016

Responsible Officer

Land Use Planning Coordinator

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

60

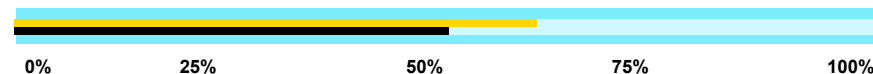
Dec 2015 Target %

50



Comments:

Amendment No. 5 has been placed on hold pending the outcome of interrelated planning processes being undertaken by other sections of Council upon which the progression of the amendment package depends.



Project or Program

4.1.4 RRL4 Develop a planning vision and supporting planning instruments for the region which promotes community aspirations and clearly articulates the unique qualities of our natural assets and the identity of our towns, villages and communities.

4.1.4.1 Building and Plumbing**Due Date****1.1. Building approval services****30/06/2016****2.2. Building compliance services****30/06/2016****3.3. Plumbing approval services****30/06/2016****4.4. Plumbing compliance services****30/06/2016****5.5. Education and Awareness****30/06/2016****Responsible Officer****Start Date****End Date****Status****% Complete****Target %***Manager Health Building and Environment*

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

There were a total of forty six building application lodged with Council for assessment in the period October to December. An overall performance outcome of, 100% of the application have been assessed within the required statutory time frames. A total of two hundred and twenty two building application have been lodged for assessment for the Scenic Rim Region area with sixty six applications for single detached dwellings with 2 applications for duplex dwellings. There has been a slight increase in building activity compared to the first quarter of this financial year.

Building compliance activity has been transferred to Development Compliance area for the second quarter.

A total of seventy four plumbing application were lodged with Council for compliance assessment in the period October to December. Forty applications were associated with on-site sewerage facilities. Council performed eight regulatory audit inspection associated with the Notifiable Works process under the Plumbing and Drainage Act 2002 for the period. An overall performance of, 90% of applications were assessed within the regulatory time frames for the period. This is a consequence of the ability to with the increase loads on current capacity within the plumbing regulatory area.

A total of three requests for compliance action were received for the period October to December. An overall performance of fifty percent response within the desired time frames has been achieved. The limited response action within the desired time frame is due to performance of core function responsibilities with resources available.

Continual review of public information available on Council's web site continued for the period October to December. All officers communicate with external stakeholders ensuring technical information is delivered in an easy to understand format.

Additional promotional material supporting the state government's campaign related to pool compliance has been uploaded to Councils webs site, face book pages.

Project or Program

4.1.4.1 Development Assessment

Due Date

1.1. Development Application Assessment Services

30/06/2016

2.2. Planning and Flooding Certificates

30/06/2016

3.3. Pre-lodgement and development advisory services

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Development Assessment Coordinator

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Provided weekly reports and timeframes monitored and reported quarterly. Monthly Planning Workshop with Councillors on DA status and appeals. Also pre-lodgement meetings reported.

Pre-lodgement meetings are booked within timeframe requested. Normally within 1 week of request received the meeting is held and signed minutes are subsequently issued.

4.1.4.2 Natural Hazard Areas (flood) in the Scenic Rim

Due Date

1.1. Deliver ongoing flood hazard investigation and mapping of the catchments within the Scenic Rim local government area.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %

Land Use Planning Coordinator

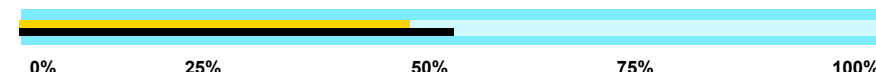
01/07/2015

30/06/2016

In Progress

45

50



Comments:

An amendment to the Albert River Flood Study to incorporate a 'climate change' run was carried out in January 2016. The update of the Study to incorporate the results of the climate change run is near finalisation.

Project or Program

4.1.4.2 Development Compliance

Due Date

1.1. Proactive Higher Risk Development compliance assessment

30/06/2016

2.2. Community response to High Risk Developments

30/06/2016

3.3. Community response - non conforming developments

30/06/2016

4.4. Compliance Management services to internal departments

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

One high risk development assessment was undertaken during Q2. Resource constraints during this period limited the ability to deliver the departments proactive programs.

A total of five customer requests which relate to development that meets the criteria for inclusion in the high risk development register (i.e. impact assessable, or other development likely to draw high numbers of submissions such as poultry farms, water extraction, large subdivisions, quarries) were received for the quarter. This equates to about 6% of total customer requests received by the Compliance Services team.

During Quarter 2 the Compliance Services team received a total of 77 customer requests, 47 of these requests were finalised during this period. Eighteen of the customer requests received during Quarter 2 related to building compliance matters.

Of the 77 customer requests received by the Compliance Service team during Quarter 2 a total of 20 customer requests were internally generated, which equates to 26% of all customer requests actionable by the Compliance Services team.

4.1.4.3 Land Use Planning

Due Date

1.1. Respond to and implement changes to state and regional planning policy and legislation

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Land Use Planning Coordinator

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

No submissions in response to new or changed state or regional planning policy or legislation was made in January 2016.

Project or Program

4.1.4.7 Mobile Technology

Due Date

1.1. Provide a report to the Chief Executive Officer on the implementation of mobile technology in the Building and Plumbing Area.

30/06/2016

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

50

Dec 2015 Target %

50



Comments:

The use of mobile technology went live September 2014. Usability issues have been frustrating and still being experienced due to connectivity issues (signal strength). Program issues have also been experienced however these are being addressed by internal staff and in some cases escalated to Technology One for a resolution to the problem.

With the upgrade to Technology One programs it is expected the functionality of the mobile devices facility to improve. For the devices to have an optimal efficiency connectivity issues have to be resolved.

Mobile technology will be introduced into the building certification section after proven performance can be demonstrated through the plumbing section.

The current device used (Motion) is robust however consideration should be given to alternative devices that suits the need of the section. Investigations are currently underway for selection of an appropriate device to suit the section needs.

Test devices are expected to be available in November for officer to evaluate performance. After the evaluation consideration will be given to preferred device and subsequent purchase. A review of processes will be initiated to enhance performance outcomes in consultation with Information Services.

The plumbing team is currently evaluating a test device with newly installed programs. A new initiative implemented to connect to the 4G phone appears to be successful. It is expected two more devices will be available in December for evaluation to assist with selection and purchase of a preferred device.

The use of mobile computing continues to be a challenge on various days due to errors within the module and connectivity issues. The original Motion tablets at the commencement of the program are out dated which may be part of the issues. New devices have been available for testing purposes which have demonstrated better performance. Testing will continue through the selection process. It is expected new devices will be ordered in the next quarter.

Project or Program

5.1.1 VTV1 Provide support to the community to own, develop and deliver diverse initiatives that reflect their individual character.

5.1.1.1 Grants Programs

1.1. Community and cultural grants

Due Date

30/06/2016

2.2. Regional Arts Development Fund (RADF) grants

30/06/2016

3.3. Sport and recreational grants

30/06/2016

Responsible Officer

Manager Community and Culture

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Round 2 Community Grants Program closed on 6 November. All applications were assessed by the grants panel and formally presented to Ordinary Council on 15 December. Twenty-five Scenic Rim community organisations shared in almost \$30,000 of funding to support their activities and projects

5.1.1.1 Vibrant and Active Towns and Villages

1.1. Deliver capital projects

Due Date

30/06/2016

2.2. Create and deliver project master plans

30/06/2016

Responsible Officer

Director Regional Services

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

50

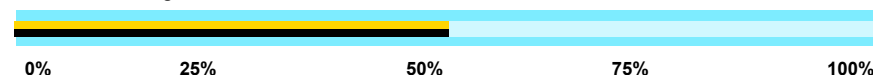
Dec 2015 Target %

50



Comments:

Draft proposals are on track to be delivered in June 2016.



5.1.5 VTV5 Ensure the provision of parks, open spaces and community infrastructure is consistent with identified local and regional needs.

5.1.5.1 Parks, Gardens and Cemeteries Planning

1.1. 10 Year Parks, Gardens and Cemeteries Capital Works program reviewed.

Due Date

31/12/2015

2.2. 10 Year Parks, Gardens and Cemeteries Capital Works program considered by Council.

31/01/2016

3.3. Preplanning of 2016/2017 Parks, Gardens and Cemeteries Capital Works projects undertaken.

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/10/2015

End Date

30/06/2016

Status

In Progress

% Complete

85

Dec 2015 Target %

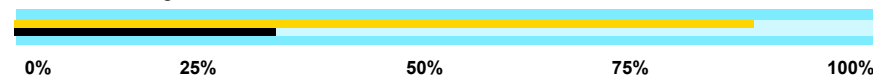
30



Comments:

Review of 10 Year Waste Capital Works Program completed.

All project details gathered for the 10 Year Waste Capital Works Program with report prepared for Council's consideration.



Project or Program

5.1.5.2 Facilities Planning

1.1. Preparation of 10 year Capital Works program.

2.2. Preplanning for 2016/2017 projects.

Due Date

30/06/2016

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

10 Year Facilities Capital Works Program list of identified projects for prioritisation currently under review.

5.1.5.3 Facilities Capital Works Program

1.1. Facilities Capital Works program delivered.

Due Date

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Facilities Capital Works Program is on schedule to be delivered as at the end of October.

5.1.5.4 Parks, Gardens and Cemeteries Capital Works Program

1.1. Parks, Gardens and Cemeteries Capital Works program delivered.

Due Date

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Parks, Gardens and Cemeteries Capital Works Program as at the end of October is on schedule to be delivered.

Project or Program

5.1.5.5 Parks, Gardens and Cemeteries Operations and Maintenance

1.1. Parks, Gardens and Cemeteries operations and maintenance program delivered.

Due Date
30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Parks, Gardens and Cemeteries Operations and Maintenance Program is proceeding satisfactorily as at the end of October 2015.

5.1.5.6 Facilities Operations and Maintenance

1.1. Facilities Operations and Maintenance program delivered.

Due Date
30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Facilities Operations and Maintenance Program is progressing satisfactorily as at the end of October 2015.

5.1.5.7 Parks and Amenities Strategy

1.1. Parks and Amenities Strategy Implementation Plan delivered.

2.2. Parks and Amenities Strategy Implementation Plan outcomes considered by the Chief Executive Officer.

Due Date
31/12/2015
30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

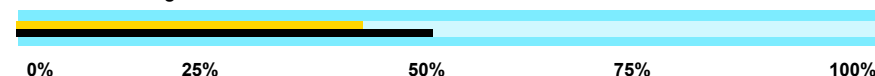
In Progress

% Complete

40

Dec 2015 Target %

48



Comments:

Strategy Implementation Plan is currently being developed and is on track for completion by required time frames

Project or Program

6.1.1 ASR1 Apply asset management, financial and environmental sustainability principles as fundamental components of infrastructure planning and management.

6.1.1.1 Facilities Planning

1.1. 10 year Facilities Capital Works program review.

2.2. 10 year Facilities Capital Works program review considered by Council.

3.3. Preplanning of 2016/2017 Facilities Capital Works projects undertaken.

Due Date

31/12/2015

31/01/2016

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/10/2015

End Date

30/06/2016

Status

In Progress

% Complete

85

Dec 2015 Target %

30



Comments:

Review of 10 Year Facilities Capital Works Program completed. All project details gathered for the 10 Year Facilities Capital Works Program with report prepared for Council's consideration.

0% 25% 50% 75% 100%

6.1.1.1 Bridge Strategy

1.1. Bridge Strategy Implementation Plan delivered.

2.2. Bridge Strategy Implementation Plan presented the Chief Executive Officer.

Due Date

30/06/2016

30/06/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

60

Dec 2015 Target %

50



Comments:

First and second quarter Bridge Strategy Implementation Plan items are completed with third quarter items started.

Information gleaned through the delivery of the Bridge Strategy Implementation Plan is being collated for inclusion in a finalisation report to the CEO.

0% 25% 50% 75% 100%

6.1.1.1 Asset Management Strategy

1.1. CorePlus 2018 Asset Management Improvement Plan Year 1 actions delivered.

2.2. CorePlus 2018 Asset Management Improvement Plan Year 1 action outcomes reported to the Chief Executive Officer.

Due Date

30/11/2015

31/12/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Completed

% Complete

100

Dec 2015 Target %

100



Comments:

Actions delivered in accordance with CorePlus 2018 Asset Management Improvement Plan.

0% 25% 50% 75% 100%

Project or Program

6.1.1.1 Asset Valuations

1.1. Review of asset valuation assumptions prior to preparation of annual financial statements.

Due Date

30/06/2016

2.2. Desktop asset valuations performed for the year ended 30 June 2016.

30/06/2016

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

A valuation has occurred for the year ended 30 June 2015 by Australian Pacific Valuers.

6.1.1.2 Property Management Strategy

1.1. Property Management Strategy Implementation Plan delivered

Due Date

31/12/2015

2.2. Property Management Strategy Implementation Plan outcomes considered by the Chief Executive Officer.

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

50

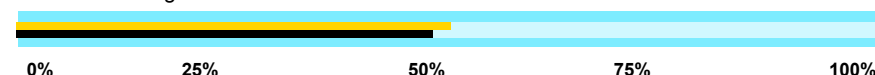
Dec 2015 Target %

48



Comments:

Implementation plan has been developed, and is scheduled to be completed by the due date.



6.1.1.2 Asset Management Maturity

1.1. Facilities Asset Management Plan updated.

Due Date

30/11/2015

2.5. Data Collection & Condition Assessment of infrastructure assets.

30/06/2016

3.2. Facilities Asset Management Plan considered by Council.

31/12/2015

4.3. Bridges Asset Management Plan developed.

28/02/2016

5.4. Bridges Asset Management Plan considered by Council.

31/03/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

45

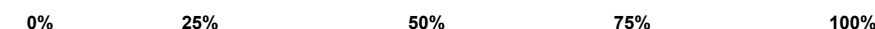
Dec 2015 Target %

45



Comments:

Parks Asset Management Plan and Community & Corporate Facilities Asset Management Plan finalised. Floodway inspections completed; with major culvert inspections commenced.



Project or Program

6.1.1.2 Roads and Streets Strategy

Due Date

1.1. Roads Strategy Implementation Plan delivered.

30/06/2016

2.2. Roads Strategy Implementation Plan outcomes considered by the Chief Executive Officer.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Manager Works

01/07/2015

30/06/2016

In Progress

60

50



0% 25% 50% 75% 100%

Comments:

Items identified for delivery in the 1st and 2nd Quarter of the Road Strategy Implementation Plan are completed with items from future Quarters started.

Information for inclusion in a report to the Executive team is being collated as required.

6.1.1.3 Roads and Streets Planning

Due Date

1.1. 10 Year Roads and Streets Capital Works Program reviewed.

31/01/2016

2.2. Reviewed 10 Year Roads and Streets Capital Works Program considered by Council.

28/02/2016

3.3. Preplanning of 2016/2017 Roads and Streets Capital Works projects undertaken.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Manager Works

01/07/2015

30/06/2016

In Progress

98

50



0% 25% 50% 75% 100%

Comments:

10 year Road and Street Capital Works Program has been adopted by Council at it January Ordinary Meeting.

Projects identified for 2016/17 program have been reviewed for inclusion on the current design program.

Project or Program

6.1.1.4 Bridge Planning

- 1.1. 10 Year Bridges Capital Works Program reviewed.
 2.3. Preplanning of 2016/2017 Bridge Capital Works projects undertaken.
 3.2. Reviewed 10 Year Bridges Capital Works Program considered by Council.

Due Date

31/01/2016

30/06/2016

28/02/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

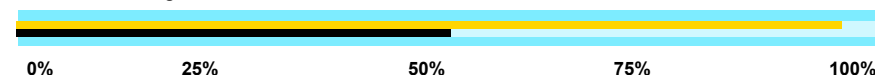
In Progress

% Complete

95

Dec 2015 Target %

50



Comments:

An updated review of the 10 year program has been completed.

Level 3 bridge inspections reports have been received. Council was successful with 3 of 4 Bridges to Renewal funding submissions. Level 2 inspection schedule has been updated with 70% of inspection as required undertaken in order to collect data to formulate the 2016/17 Bridge Rehabilitation Program.

Council adopted 10 year Bridge Capital Works Program in January ordinary meeting

6.1.1.5 Floodways and Causeway Planning

- 1.1. 10 Year Floodways and Causeway Capital Works Program reviewed.
 2.3. Preplanning of 2016/2017 Bridge Capital Works projects undertaken.
 3.2. Reviewed 10 Year Floodways and Causeway Capital Works Program considered by Council.

Due Date

31/01/2016

30/06/2016

28/02/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

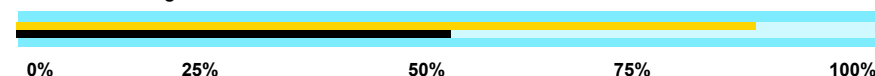
In Progress

% Complete

85

Dec 2015 Target %

50



Comments:

10 Year Floodways and Causeway Capital Works Program information on floodways has been collected in the field and requires review and collating.

Process of identification of projects is underway for the Preplanning of 2016/2017 Floodways and Causeway Capital Works Projects is underway.

Information gathering for presentation of a report to Council has commenced for the Review of the 10 Year Floodways and Causeway Capital Works Program.

Project or Program

6.1.1.6 Floodways and Causeway Strategy

Due Date

1.1. Floodways and Causeway Strategy Implementation Plan delivered.

30/06/2016

2.2. Floodways and Causeway Strategy Implementation Plan outcomes considered by the Chief Executive Officer.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Manager Works

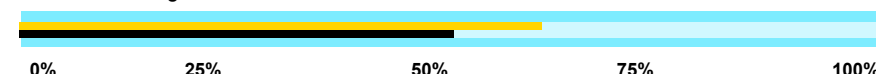
01/07/2015

30/06/2016

In Progress

60

50



Comments:

1st and 2nd Quarter Floodway and Causeway Implementation Plan items are completed with future quarter items underway.

Information as required is being collated for inclusion in a report to Executive Team on progress of the roll out of the Implementation Plan.

6.1.1.7 Footpaths and Bikeways Planning

Due Date

1.1. 10 Year Footpaths and Bikeways Capital Works Program reviewed.

31/12/2015

2.3. Preplanning of 2016/2017 Bridge Capital Works projects undertaken.

30/06/2016

3.2. Review of 10 Year Footpaths and Bikeways Capital Works Program considered by Council.

31/01/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Manager Works

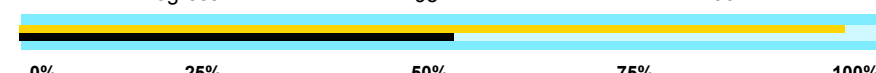
01/07/2015

30/06/2016

In Progress

95

50



Comments:

10 Year Footpaths and Bikeway Capital Works Program developed for current and future links with extents and costing's reviewed.

Projects for the 2016/2017 Footpaths and Bikeways Capital Works

All project details gathered for the 10 Year Footpaths and Bikeways Capital Works Program adopted by Council at January Ordinary Meeting.

6.1.1.8 Roads and Streets Capital Works

Due Date

1.1. Roads and Streets Capital Works Program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Roads and Streets Capital Works Program as at the end of January is on schedule to be delivered.

Project or Program

6.1.1.9 Roads and Streets Operations and Maintenance

Due Date

1.1. Roads and Streets Operations and Maintenance Program delivered.

30/06/2016

2.2. Private Infrastructure Roads managed.

30/06/2016

3.3. Unconstructed roads issues managed.

30/06/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Roads and Streets Operations and Maintenance Program as at the end of January 2016 is on schedule for delivery.

Enquiries related to Private Infrastructure Roads managed within agreed timeframes.

A review of the road network has been conducted and a list of unconstructed roads has been developed as a result of this. Unconstructed road issues that arise through a review of this list will be assessed on a case by case basis to identify the most suitable method of managing these issues.

6.1.1.10 Bridge Capital Works

Due Date

1.1. Bridge Capital Works Program delivered.

30/06/2016

Responsible Officer

Manager Works

Start Date

30/06/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Bridge Capital Works Program as at the end of January is slightly behind schedule, however is anticipated to be back in line with Program by end 3rd Quarter.

6.1.1.11 Floodways and Causeway Capital Works

Due Date

1.1. Floodways and Causeway Capital Works program delivered.

30/06/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Floodway and Causeway Capital Works Program as at the end of January is on schedule to be delivered.

Project or Program

6.1.1.12 Floodways and Causeway Operations and Maintenance

Due Date

1.1. Floodways and Causeway Operations and Maintenance program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Floodways and Causeway Operations and Maintenance Program is ongoing with a list of defects generated for backlogging purposes following asset data collection.

6.1.1.13 Footpaths and Bikeways Capital Works

Due Date

1.1. Footpaths and Bikeways Capital Works program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Footpaths and Bikeways Capital Works Program as at the end of January is on schedule to be delivered.

6.1.1.14 Footpaths and Bikeways Operations and Maintenance

Due Date

1.1. Footpaths and Bikeways Operations and Maintenance program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Identified defects for the Footpaths and Bikeways Operations and Maintenance program generated as a result of the most recent inspection programme have been rectified as required.

Project or Program

6.1.2 ASR2 Promote a sustainable infrastructure network which provides adequate accessibility across the region.

6.1.2.1 Design Services

1.1. Design and Construction Manual reviewed and updated.

Due Date

30/06/2016

2.2. Reviewed Design and Construction Manual considered by the Chief Executive Officer.

30/06/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

70

Dec 2015 Target %

50



Comments:

The first review of Council's Design and Construction Manual has been completed; with the final review due 31 January 2016. The Manual is to become a Policy under the new Scenic Rim Regional Council Planning Scheme.

0% 25% 50% 75% 100%

6.1.2.1 Footpaths and Bikeways Strategy

1.1. Footpaths and Bikeways Strategy Implementation Plan delivered.

Due Date

30/06/2016

2.2. Footpaths and Bikeways Strategy Implementation Plan outcomes considered by the Chief Executive Officer.

30/06/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

60

Dec 2015 Target %

50



Comments:

1st and 2nd Quarter identified activities within the Footpath and Bikeways Strategy Implementation Plan are completed with future quarter items also underway. Information as required is collated for inclusion in a report the Executive Team to report on the Implementation plan progress for the Footpath and Bikeway Implementation Plan.

0% 25% 50% 75% 100%

6.1.2.1 Property Management

1.1. Council owned property managed.

Due Date

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council land review is currently ongoing. All property matters are progressing satisfactorily.

Project or Program

6.1.2.1 Stormwater Network Analysis

1.1. Hydraulic capacity of stormwater networks analysed and improvement projects identified.

2.2. Hydraulic capacity of stormwater network outcomes considered by Council.

Due Date

30/04/2016

31/05/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/01/2016

End Date

31/05/2016

Status

Not Started

% Complete

0

Dec 2015 Target %

0



Comments:

Project due to commence in January 2016.

0% 25% 50% 75% 100%

6.1.2.2 Infrastructure Flood Recovery

1.1. Flood Recovery Program finalised.

Due Date

30/06/2016

Responsible Officer

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Closeouts are almost complete, with one claim yet to be finalised.

6.1.2.2 Development Assessment - Operational Works

1.1. Operational Works assessment services delivered.

Due Date

30/06/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Operational Works Officers have provided Development Assessment services as required.

Project or Program

6.1.2.3 Bridge Operations and Maintenance

Due Date

1.1. Bridge Operations and Maintenance Program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Level 1 and 2 inspections and general maintenance are being carried out as required. Termite spraying has been completed on all timber bridges for this year. Bridge Clearing works are complete. Expenditure to date is behind original forecast budget.

6.1.2.3 Design Services

Due Date

1.1. Undertake delivery of required designs for asset construction, renewal and maintenance.

30/06/2016

2.2. Technical Advice on Development Applications.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Designs provided to meet agreed Works Program.

Operational Works Officers have provided technical advice as required/requested.

Project or Program

7.1.3 HER3 Provide a contemporary and independent library service throughout the region and partner state government agencies to ensure services reflect agreed State standards.

7.1.3.2 Libraries

1.1. Operate library branches and mobile library service

Due Date

30/06/2016

2.2. Implement Library Services Strategic Plan priorities.

30/06/2016

3.3. Provide events, activities and services to engage children, adults and people with special needs

30/06/2016

Responsible Officer

Manager Community and Culture

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Project or Program

All branches operated normally during the quarter. Visitation statistics and new members continue to rise.

Boonah library refurbishment has been completed with a new circulation counter, internal walls have been painted and the carpet replaced. Public response has been favourable and library staff are delighted.

The Spydus software upgrade went 'live' on 11th November. The significant change in this upgrade is the move from a client-based to a web-based environment. Some issues are still being experienced but staff are working with Civica to see these resolved.

1. Community focussed activities this quarter included

- Friends of Beaudesert Library supported and co-hosted the launch of a book by local author David Mason. This was held on the library deck and catered to approximately 150 attendees.
- "Welcome to new residents" sessions held at both Beaudesert and Tamborine Mountain libraries. These are very successful gatherings of representatives of local community groups together with new residents of the area. Both sessions had almost 20 new residents each and a total of 43 community groups represented. Feedback received was very positive from all participants and the interactions with these groups is creating many other benefits for cooperative activity.
- Volunteers are actively assisting with outreach activities in Beaudesert library. Numbers of volunteers are growing and the 'Friends of the Library' (FOBL) are also becoming more active and involved in the life of the library.
- FOBL members do significant work in advocating for and representing the library. They are well known in the community now; promote the library and library events and resources through distribution of flyers, through supply of book boxes in all the waiting rooms in Beaudesert, and through participating in community events. They have created a strong profile within the community and are building a reputation for supporting not only the library but the community.

2. Activities relating to harnessing the potential of technology included

- Progress has been made with the introduction of the eSmart library program. This aims to teach staff (initially) how to be safe online. It also involves the development of appropriate procedures and guidelines to provide a framework in which online safety is supported. Once staff are trained, these principles will be shared with the community.
- Staff are learning how to use 'ozobots' - these are small robots which can be used to teach children the fundamentals of coding. These devices were received as part of a State library grant. Coding sessions will form part of the summer vacation activity list.

3. We have embodied a culture of lifelong learning by

- Providing training for volunteers to assist with scanning and uploading newspaper articles into the library catalogue
- Holding information sessions such as a snake awareness talk, Hearing tests, book repair workshop. These were in addition to regular activities such as the Book Clubs and Conversations groups
- Hosted a local author Robyn Adolphs at Tamborine Mountain Library. She presented a story to the local kindergarten with the assistance of the Tamborine Mountain Little Theatre.

4. The library herb-share garden was officially opened at Tamborine Mountain library as part of our work to create welcoming vibrant spaces. The Friends of Tamborine Mountain Library purchased a small water tank which was installed to provide water for the garden beds outside the library.

Last Updated - 15/12/2015 Deleted User

The major event this quarter was the Fun Palace held in the 3 larger branch libraries. Over 600 adults and children attended one of the 'palaces' which were made possible by grant funding from State Library of Queensland and significant community involvement.

Perhaps the most significant outcome was the level of community involvement. Approximately 90 volunteers and 26 community groups were involved and many have requested to be invited

Project or Program

to participate again next year.

Regular programming continued for both adults and children, and December saw the commencement of the school holiday program.

The library service was successful in its application for the 'Tech-Savvy Seniors' grant. Council will receive a total of \$21,600 to provide training in order to give seniors the skills to be successfully and safely included in the digital world. Training will commence in February 2016 and continue until December 2016. The grants are provided as part of a joint initiative between Telstra and State Library of Queensland.

7.1.5 HER5 Deliver public health and safety risk management initiatives, education and healthy lifestyle programs that promote and support a safe and healthy living environment.

7.1.5.1 Waste Disposal Operations and Maintenance

1.1. Waste Disposal operations and maintenance program delivered.

Due Date

30/06/2016

Responsible Officer

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Dec 2015 Target %

n/a

Comments:

Waste Disposal Operations and Maintenance Program proceeding satisfactorily as at 31 October 2015.

7.1.5.1 Disaster Management

1.1. SES Support Management Plan reviewed.

Due Date

30/11/2015

2.2. SES Support management plan considered by Council.

31/12/2015

3.3. Disaster Management Strategy and Implementation Plan delivered.

30/06/2016

4.4. Disaster Management Strategy Implementation Plan outcomes considered by the Chief Executive Officer.

30/06/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

30

Dec 2015 Target %

30



Comments:

Review of SES Support Management Plan completed; with Plan to be presented at Councillor and Executive Workshop in January 2016.

0% 25% 50% 75% 100%

Project or Program

7.1.5.1 Public Health

Due Date

1.1. School-based immunisation program

30/06/2016

2.2. Public health regulatory services

30/06/2016

3.3. Food safety licensing and regulatory services

30/06/2016

4.4. Local law community response and approvals

30/06/2016

5.5. Mosquito Management

30/06/2016

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The 2015 School Based Vaccination Program completed in accordance with the National Immunisation Schedule and Council's Service Level Agreement with Queensland Health. A total of 1775 immunisations were provided to participating students within the Scenic Rim Region by Council's immunisation team and Council adopted the Service Level Agreement 2016-2018 allowing commencement of preparations for the 2016 program.

One public health complaint was investigated this quarter.

No complaints received regarding food safety issues for this quarter.

Five new food business applications were received this quarter .

Council Officers have been inspecting the most populated area for food businesses.

Seven complaints received under the local laws this quarter. Complaints were mostly from alleged unsightly properties.

One complaint received for mosquito management during the quarter, this is expected to increase as the hotter weather continues.

Project or Program

7.1.5.2 Animal Management

Due Date

1.1. Dog registration

30/06/2016

2.2. After hours response

30/06/2016

3.3. Community response

30/06/2016

4.4. Stock control

30/06/2016

5.5. Education Program

30/06/2016

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

During this quarter unpaid annual dog registration renewal reminder letters were sent to the owners of unpaid dog renewals and follow up contact commenced with animal owners that did not respond to the follow up correspondence.

Council's Health, Building and Environment after hours service is working effectively and cost efficiently. An increased responsibility was added to the after hours service response relating to Flying Fox colonies reported to be suffering heat stress.

To date three hundred and forty customer requests were raised during the October-December quarter.

Stock impounded, one pig and limited after hours stock issues raised for this quarter.

Three Council Rangers attended a three day feral animal trapping workshop, the workshop was facilitated by Biosecurity Queensland.

7.1.5.2 Disaster Management

Due Date

1.1. State Emergency Service (SES) operations supported as required by Legislation

30/06/2016

2.2. Local Disaster Coordination Centre maintained

30/06/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Support provided to State Emergency Services operations, as required.

The annual exercise for testing of the readiness the Local Disaster Coordination Centre to coordinate an natural disaster event was undertaken in September. The exercise was based on a dam break at Maroon Dam; with early warning alerts tested with State Disaster Coordination Centre. Following the exercise, continuous improvement to Standard Operating Procedures, as well as roles and responsibilities of the Local Disaster Coordination Centre are being undertaken. A successful 'Get Ready' Program was delivered to the communities of Scenic Rim in October, with the installation of signage at town approaches, as well as the distribution of complimentary USBs and LED windup torches.

Project or Program

8.1.1 OS1 Implement and maintain an integrated strategic planning framework across Council, which embeds performance, financial and asset management principles.

8.1.1.1 Long Term Financial Forecast including Annual Budget

Due Date

1.1. Deliver annual budget in accordance with statutory timeframes and Council's endorsed budget timetable

30/06/2016

2.2. Perform quarterly budget reviews.

30/06/2016

3.3. Report actual performance against budget to Council monthly.

30/06/2016

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The 2016 budget timetable has been finalised and issued to staff. Ten year capital works programs have been considered by Council and budget packs are available for budget input.

8.1.1.2 Delegations review

Due Date

1.1. Conduct review of delegations in accordance with regulatory requirements

30/06/2016

2.2. Review outcomes and recommendations considered by Council

30/06/2016

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

68

Dec 2015 Target %

50



Comments:

Delegations review has been undertaken utilising the LGAQ delegations service. Additional legislative powers have been identified as a result of this review and this project is on track for completion within relevant timeframes.

0% 25% 50% 75% 100%

8.1.1.2 Treasury Management

Due Date

1.1. Invest funds surplus to requirements in accordance with legislation and Council's Investment Policy

30/06/2016

2.2. Management of forecast cash flows ensuring sufficient liquidity to support Council's operations

30/06/2016

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Investment of surplus funds is occurring in accordance with Council policy and management of cashflows occurs daily.

Project or Program

8.1.1.3 Financial Sustainability Strategy

1.1. Progress alignment of Asset Management Plan funding requirements with Long Term Financial Forecast.

Due Date

30/06/2016

2.2. Progress alignment of Local Government Infrastructure Plan funding requirements with Long Term

30/06/2016

Financial Forecast.

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

58

Dec 2015 Target %

50



Comments:

Asset management plan funding requirements are being considered by the Asset Management Steering Committee. The Planning Department will be developing forecasts for infrastructure charges revenue for the 2016-17 budget.

0% 25% 50% 75% 100%

8.1.1.4 Accounts Receivable & Payables Management

1.1. Management of staff and Councillor payments in accordance with required time frames.

Due Date

30/06/2016

2.2. Management of supplier payments in accordance with established time frames.

30/06/2016

3.3. Monitor outstanding debtors and enforce collection actions.

30/06/2016

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Payments to suppliers and employees occurring in accordance with required timeframes and sundry debt recovery occurring in accordance with policy.

8.1.1.5 Statutory Financial Reporting

1.1. Deliver annual financial reports in accordance with statutory timeframes

Due Date

30/06/2016

2.2. Coordinate external audit and delivery of requirements in accordance with the external audit timetable

30/06/2016

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Annual financial statements signed by QAO on 27 October 2015.

Project or Program

8.1.2 OS2 Deliver quality customer-focused services while recognising the impact on the capacity of ratepayers to pay, and contain rate increases as much as practicable.

8.1.2.1 Staffing and Administration**Due Date**

1.1. Effective, efficient and legally compliant recruitment and selection practices

30/06/2016

2.2. An organisational structure that reflects appropriate relativities

30/06/2016

3.3. Accurate and legally compliant personal records and administration

30/06/2016

Responsible Officer**Start Date****End Date****Status****% Complete****Target %**

Manager Human Resources

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

All recruitment and selection practices are carried out strictly in accordance with Council policy and procedures as well as relevant legislation.

Positions within the organisational structure are classified by using a formal job classification system, which ensures that appropriate relativities are at all times maintained within the organisational structure.

All records and administration practices are carried out strictly in accordance with the Queensland State Archives Legislation including the disposal of documents in line with the Qld State Archives Retention and Disposal Schedule.

8.1.2.1 Customer Service**Due Date**

1.1. Operate Council Customer Contact Centres including call centre.

30/06/2016

2.2. Implement priorities from Customer Contact strategy.

30/06/2016

Responsible Officer**Start Date****End Date****Status****% Complete****Target %**

Manager Community and Culture

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Quality service was provided across all three Customer Contact Centres via the phone and face to face.

Customer Contact has reviewed and streamlined new administrative processes from departments with existing agreements and assumed responsibility of tasks. Commenced discussions with Works department on content to be provided by Customer Contact and implementation of new process such as callback system.

Project or Program

8.1.2.1 Corporate Procurement Management

Due Date

1.1. Management of centralised procurement function

30/06/2016

2.2. Management of stores inventory in accordance with operational requirements

30/06/2016

3.3. Conduct annual stocktake of stores inventory

30/06/2016

4.4. Coordinate equipment safety inspections in accordance with required timeframes

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Chief Finance Officer

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Management of centralised purchasing and inventory occurring in accordance with Council policy and business requirements. A new bitumen emulsion tank at Beaudesert has been constructed with this product now available at both Boonah and Beaudesert depots resulting in efficiencies within the Works area.

8.1.2.2 Training and Development

Due Date

1.1. Annual Corporate Training Programs addressing Training needs identified through the annual Personal Performance and Development (PPD) process.

30/06/2016

2.2. Corporate Induction that is timely, professional and informative.

30/06/2016

3.3. Management and Leadership Development that contributes to ethical and highly competent Management and Leadership across the organisation.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Human Resources

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Training and development activities are being delivered based on the data received through the completed Personal Performance and Development (PPD) process. In addition, a number of Corporate Training Programs are also being conducted including Presentation Skills, Dealing with Conflict and Aggression, Time Management, Customer Service Training, MS Word, Excel, Outlook etc.

Professional and informative Corporate Induction sessions are presented monthly.

This is continuously done at Leadership Forums, as well as through individual professional development opportunities.

Project or Program

8.1.2.3 Workplace Health and Safety

Due Date

1.1. A Workplace Health and Safety Management System that ensures compliance with Workplace Health and Safety legislation and minimises risk to the health and safety of all workers.

30/06/2016

2.2. A Rehabilitation and Return to Work Framework that ensures compliance with Workers' Compensation legislation.

30/06/2016

3.3. An Employee Wellbeing Framework that enhances the wellbeing of our employees and contributes to higher staff morale and productivity.

30/06/2016

Responsible Officer

Manager Human Resources

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Safeplan 2 has been adopted as the organisation's workplace health and safety management system. This system ensures that risk to the health and safety of all workers is minimised on a continuous basis. This system also intends to ensure compliance with Work Health and Safety legislation. This compliance is evidenced by the fact that no compliance notices have been issued by Workplace Health and Safety Queensland during the reporting period.

Council has been accredited under the Local Government Association of Queensland Workers' Compensation Self Insurance Scheme. All rehabilitation and return to work actions are carried out strictly in accordance with policy and procedures approved under the Workers' Compensation and Rehabilitation Act 2003. As such, compliance with the Workers' Compensation legislation is being met.

Employee wellbeing activities are continuously introduced as appropriate opportunities arise.

Project or Program

8.1.2.4 Employee Relations

Due Date

1.1. Employee Relations practices that enhance productivity through prompt and effective resolution of all staff disciplinary and performance related matters.

30/06/2016

2.2. Deliver a Corporate Citizenship Program that ensures that all staff are familiar with behavioural expectations based on employment legislation, Code of Conduct and Corporate Values.

30/06/2016

Responsible Officer

Manager Human Resources

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

All staff disciplinary and performance related matters are managed through Council's Staff Formal Disciplinary Policy. Supervisors at all levels of the organisation are continuously engaged to ensure prompt and effective resolution of these matters with a view to enhancing productivity.

The Corporate Citizenship Program is delivered through Induction sessions as well as Effective Workplace Behaviour Training through which all staff are made aware of behavioural expectations based on employment legislation, Code of Conduct and Corporate Values.

8.1.2.5 Organisational Development

Due Date

1.1. Staff engagement through biannual Corporate Culture and Climate Surveys.

30/06/2016

2.2. Action Plans to address matters identified in the biannual Corporate Culture and Climate Surveys.

30/06/2016

3.3. A contemporary Workforce Planning Framework

30/06/2016

4.4. A Staff Reward and Recognition Framework

30/06/2016

Responsible Officer

Manager Human Resources

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

A survey will be conducted during February 2016.

Action Plans will be developed following the completion of the above survey.

Workforce Planning is currently being undertaken as part of the annual budget build process. Council's Staff Reward and Recognition Framework continues to operate successfully.

The Valued Employee Award is presented quarterly and the various service recognition awards as well as the Annual Valued Employee Award are presented at the annual end of year staff function.

8.1.3 OS3 Provide corporate business systems to drive effective and efficient delivery of services and infrastructure.

8.1.3.1 Fleet Business Plan

1.1. Fleet Business Plan actions delivered.

Due Date

31/12/2015

2.2. Fleet Business Plan outcomes considered by the Chief Executive Officer.

31/01/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

95

Dec 2015 Target %

95



Comments:

Fleet Business Plan actions delivered in accordance with agreed program.

0% 25% 50% 75% 100%

8.1.3.2 Financial Management

1.1. Ensure general ledger structure supports new and emerging business information requirements

Due Date

30/06/2016

2.2. Prepare and submit monthly Goods & Services Tax returns in accordance with statutory time frames.

30/06/2016

3.3. Prepare and submit annual Fringe Benefits Tax return in accordance with statutory time frames.

30/06/2016

4.4. Management of Council's loan program.

30/06/2016

5.5. Annual stocktake of portable and attractive asset register.

30/06/2016

6.6. Investigate implementation of ePayments and online applications for Technology One.

30/06/2016

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Various key actions occurring in accordance with required timeframes.

8.1.3.2 Fabrication Services

1.1. Fabricated items delivered in accordance with requirements.

Due Date

30/06/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Fabricated items delivered in accordance with requirements and timeframes.

Project or Program

8.1.3.2 Correspondence Guidelines review

Due Date

1.1. Review the correspondence guidelines.

30/09/2015

2.2. Conduct awareness program to staff of the correspondence guidelines.

31/12/2015

3.3. Quality assurance and audit review of guidelines.

31/03/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

In Progress

68

50



0% 25% 50% 75% 100%

Comments:

Significant progress has been made in identifying updates to the guidelines. Liaison with key internal stakeholders has been undertaken and amendments will be progressed over coming months.

8.1.3.3 Fleet Service Operations and Maintenance

Due Date

1.1. Workshop operations maximising fleet availability.

30/06/2016

2.2. Fleet maintained to manufacturers' requirements.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Workshop operations undertaken as required, ensuring fleet availability. Consultation with relevant section where applicable. Fleet maintained to manufacturer's requirements.

Project or Program

8.1.3.3 Software Management

Due Date

1.1. Management of software licences and support agreements

30/06/2016

2.2. Maintenance and support of business systems

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Progressing as per annual plans.

Operational items and all software licences and support agreements are current.

Reviews of support agreements are under way which are mutually beneficial.

Operational items with support of Technology One covered by a Maintenance Support Agreement.

Hosting of specified servers with Cloud Hosting service provider in project mode after successful supplier selected.

Cloud solution for Technology One corporate system also in project mode.

Office 365 mailbox migrations have commenced.

Microsoft Enterprise Agreement has been reviewed with expected savings in the next budget cycle.

8.1.3.3 Property and Land Record Management

Due Date

1.1. Ensure name and address records and land and property records are updated in accordance with required timeframes.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Chief Finance Officer

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Property and land records are being maintained in accordance with Council's legislative and business requirements.

8.1.3.4 Fleet Procurement

Due Date

1.1. Fleet Procurement Program delivered

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Procurement of fleet, in accordance with Plant Replacement Program, continuing.

Project or Program

8.1.3.4 Geographical Information Systems (GIS)

Due Date

1.1. Maintain internal mapping system and integration with core property and rating system

30/06/2016

2.2. Maintain and update mapping component of online property enquiry system.

30/06/2016

3.3. Maintain street and rural road numbering in conjunction with relevant Departments.

30/06/2016

4.4. Assist with mapping requirements for new Planning Scheme.

30/06/2016

Responsible Officer

Manager Information Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Progressing as per annual plans.

Updates to Rural and Urban numbering completed as provided and Dekho updated

Alterations done to proposed planning scheme mapping as requested.

Digital Cadastral Database updated monthly as received from Department of Natural Resources and Mines

8.1.3.5 Helpdesk System of Information Technology

Due Date

1.1. Delivery of helpdesk services

30/06/2016

Responsible Officer

Manager Information Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Progressing as per annual plans.

Help desk services part of Operational objectives and is being developed with new ICT Operations structure.

Help desk system under stress currently with the number of project the IT team are implementing and supporting.

Loss of one member of staff has added additional strain to Helpdesk operations. New recruit due to begin shortly.

Project or Program

8.1.3.6 Introduce ICT-as-a-Service

Due Date

1.1. Implement IaaS Hosted Solution.

30/06/2016

2.2. Migrate On-premise Technology One.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Manager Information Services

01/07/2015

30/06/2016

In Progress

60

50



0% 25% 50% 75% 100%

Comments:

Internet-facing DMZ virtual servers have been relocated to OntheNet and the fibre link bandwidth has been increased to 20Mbps to enable future cloud services.

Office 365 mailbox migrations have commenced.

TechnologyOne Cloud project has commenced (anticipated completion is March 2016).

Digital Sense will be providing the following services: 1. Cloud Hosting of core server infrastructure (compute, storage, networking); 2. Cloud hosting of Virtual Desktop Infrastructure (VDI); and 3. Cloud hosting of data backups. The migration project is currently underway.

8.1.4 OS4 Implement effective risk management and maintain contemporary business processes.

8.1.4.1 Insurance Risk Management

Due Date

1.1. Ensure Council's insurance requirements are met and adequate coverage is maintained.

30/06/2016

2.2. Management of insurance claims

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Chief Finance Officer

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Insurance policies in place for 2015-16 and claims management is occurring as required.

Project or Program

8.1.4.1 Risk Management

Due Date

1.1. Administer Risk Management documents

30/06/2016

2.2. Maintenance and review of organisational risk registers

30/06/2016

3.3. Provide advice and support on risk management to Council service areas

30/06/2016

4.4. Administer internal audit function

30/06/2016

5.5. Audit and Risk Committee

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Strategic/corporate risks have been updated through the Risk Reference Group and this register is current. Significant progress has been made in migrating operational (Level 3) risks to the Cycle environment and responsibility delegated to Management Group. Emerging risk processes have been established through the Risk Reference Group and registers updated accordingly.

8.1.4.1 Business Continuity for Information Technology

Due Date

1.1. Annual test of Information Technology disaster recovery procedures

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Progressing as per annual plans.

These procedures are to be reviewed after projects to move Infrastructure-as-a-Service and Software-as-a-Service and Technology One to hosted cloud solutions. Backup and recovery options are being rewritten in preparation for migrating to cloud-hosted data backups.

External suppliers have been consulted regarding active participation in Council's Cyber Security Incident Response Team.

Project or Program

8.1.4.2 Implement Risk Management module

Due Date

1.1. Implement Risk management module.

30/06/2016

2.2. Conduct training for staff.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Dec 2015 Target %



Coordinator Governance & Corporate Policy

01/07/2015

30/06/2016

In Progress

60

50



Comments:

Training has been provided to key users, and corporate risks have been implemented into the software. The software went live on 31 July in accordance with the project plan. Additional training has been scheduled to capture staff unavailable for initial round, and operational risks are scheduled to be entered into the system over coming months.

8.1.5 OS5 Build effective leadership and management capabilities across the organisation, encourage teamwork and innovation.

8.1.5.1 Internal Communication

Due Date

1.1. Provide internal communication function which assists in promoting organisational culture, reflects

30/06/2016

Council's values and fosters staff awareness of the organisation and its activities

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2015

30/06/2016

Ongoing








n/a

n/a






Comments:

Daily staff bulletin circulated via email, monthly staff newsletter circulated electronically and via print.











1. Spectacular Scenery & Healthy Environment

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Environmental Pollution and Nuisance	1. Requests for Action for all customer requests responded to within applicable service standards	%	100.00	93.00	 RED
Nature Conservation - 1. Site visits undertaken for all Land for Wildlife participating properties	1. Site visits undertaken for all Land for Wildlife participating properties	%	50.00	100.00	 GREEN
Nature Conservation - 2. Site visits undertaken for all Voluntary Conservation Agreement participating properties	2. Site visits undertaken for all Voluntary Conservation Agreement participating properties	%	100.00	100.00	 GREEN
Pest Management - 1. Programed property inspections undertaken in accordance with Pest Management Plan	1. Programed property inspections undertaken in accordance with Pest Management Plan	%	95.00	80.00	 RED
Pest Management - 2. Nominated roadside (local road) weed control activities undertaken in accordance with operational guidelines	2. Nominated roadside (local road) weed control activities undertaken in accordance with operational guidelines	%	95.00	100.00	 GREEN
Reserve Management - Undertake bushfire mitigation works in accordance with Management Plan	1. Undertake bushfire mitigation works in accordance with Management Plan	%	95.00	100.00	 GREEN
State Road Weed Control - Nominated weed control activities on State roads undertaken in accordance with treatment schedule	Nominated weed control activities on State roads undertaken in accordance with treatment schedule	%	95.00	100.00	 GREEN


2. Sustainable and Prosperous Economy

KPI	Comments	Unit	Target	Actual	Progress
Development Assessment - 1. Development application assessed within statutory timeframes	1. Development application assessed within statutory timeframes	%	100.00	100.00	 GREEN
Development Assessment - 2. Measurement of timeframes	2. Measurement of timeframes for assessment of Development Applications including negotiated decision notices, change to conditions and change to approvals against Council of Mayors targets: a) Total time from lodgement to Decision b) Average time to issue Acknowledgement Notice (if one required) c) Average time taken to complete information request (if requested) d) Time to contact applicant after lodgement e) Time for Application to be allocated to an Officer	%	100.00	100.00	 GREEN
Operational Works - 1. Operational Works development application processing timeframes against Council of Mayors targets	1. Operational Works development application processing timeframes against Council of Mayors targets	%	100.00	100.00	 GREEN
Planning Certificates - 1. Planning certificates issued within statutory timeframes	1. Planning certificates issued within statutory timeframes	%	100.00	100.00	 GREEN
Survey Plans - 1. Signing and sealing of survey plans managed in accordance with statutory timeframes	1. Signing and sealing of survey plans managed in accordance with statutory timeframes	%	100.00	97.00	 RED








3. Open and Responsive Government

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Complaints Management - 1. Customer acknowledgement of complaints within 14 business days	1. Customer acknowledgement of complaints within 14 business days	%	100.00	55.00	 RED
Complaints Management - 2. Provide a written outcome response to the complainant within 28 business days of complaint finalisation	2. Provide a written outcome response to the complainant within 28 business days of complaint finalisation	%	100.00	50.00	 RED
Customer Service Standards - Requests for Action	2. Provide a response within the relevant service standard for the service you requested	%	90.00	85.00	 RED
Customer Service Standards - Telephone Based Services	1. Agreed services delivered and general information requests responded to at first contact resolution	%	80.00	80.00	 GREEN
Customer Service Standards - Written Correspondence	3. When you write or email Council, we aim to: -- Respond to you within 10 working days -- If we cannot complete your request within that time an expected completion date will be supplied with an acknowledgement of your correspondence within 10 working days. This acknowledgement can be in written form, by telephone, facsimile or email.	%	90.00	93.59	 GREEN
Delegations and Authorisations - 1. Chief Executive Officer delegation requests processed within 10 business days	1. Chief Executive Officer delegation requests processed within 10 business days	%	100.00	100.00	 GREEN
Delegations and Authorisations - 2. Updates to delegation register recorded within 5 business days	2. Updates to delegation register recorded within 5 business days	%	100.00	100.00	 GREEN
Information Access and Privacy - 1. Right to Information and Information Privacy Applications processed within statutory timeframes	1. Right to Information and Information Privacy applications processed within statutory timeframes	%	100.00	100.00	 GREEN
Information Access and Privacy - 2. Requests to update Councillor Register of Interests processed within statutory timeframes	2. Requests to update Councillor Register of Interests processed within statutory timeframes	%	100.00	100.00	 GREEN
Policy Development and Review - Council policies reviewed within nominated review schedule	1. Council policies reviewed within nominated review schedule	%	100.00	76.00	 RED












3. Open and Responsive Government

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Statutory Financial Reporting - Annual financial statements audited and signed by QAO by 31 October	1. Annual financial statements audited and signed by QAO by 31 October	%	100.00	100.00	 GREEN














4. Relaxed Living and Rural Lifestyle

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Building and Plumbing - 1. Building applications approved within statutory timeframes	1. Building applications approved within statutory timeframes	%	100.00	100.00	 GREEN
Building and Plumbing - 2. Plumbing applications approved within statutory timeframes	2. Plumbing application approved within statutory timeframes	%	100.00	90.00	 RED
Building and Plumbing - 3. Requests for action are responded to in line with service standards	3. Requests for action are responded to in line with service standards	%	100.00	50.00	 RED
Development Compliance - Compliance assessments for Higher Risk Developments undertaken within 3 months of commencement of use	1. Compliance assessments for Higher Risk Developments undertaken within 3 months of commencement of use	%	95.00	30.00	 RED
Healthy and Active Program - 1. Deliver nominated activities in accordance with program schedule	1. Deliver nominated activities in accordance with program schedule	%	90.00	100.00	 GREEN
Land Use Planning - 1. Submissions to proposed changes to state and regional planning policy and legislation provided within public consultation timeframes	1. Submissions to proposed changes to state and regional planning policy and legislation provided within public consultation timeframes	%	100.00	100.00	 GREEN
Sporting Facility Availability - 1. All Council sporting facilities available for scheduled fixtures	1. All Council sporting facilities available for scheduled fixtures	%	90.00	100.00	 GREEN

5. Vibrant Towns and Villages

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Community Facility Maintenance - 1. Libraries available for use during nominated opening hours	1. Libraries available for use during nominated opening hours	%	90.00	95.00	 GREEN
Community Facility Maintenance - 2. Swimming Pool water tested monthly during pool season	2. Swimming Pool water tested monthly during pool season	%	90.00	100.00	 GREEN
Community Facility Maintenance - 3. Swimming Pools available for use during nominated opening hours	3. Swimming Pools available for use during nominated opening hours	%	90.00	100.00	 GREEN
Nurseries and Gardens - 1. Request for Action responded to within 5 business days	1. Request for Action responded to within 5 business days	%	90.00	100.00	 GREEN
Nurseries and Gardens - 2. Plant stock available satisfy requests in accordance with Free Tree Program	2. Plant stock available satisfy requests in accordance with Free Tree Program	%	90.00	100.00	 GREEN
Park Buildings and Furniture - 1. Request for Action responded to within 5 business days	1. Request for Action responded to within 5 business days	%	90.00	100.00	 GREEN
Park Buildings and Furniture - 2. Playground equipment inspected annually	2. Playground equipment inspected annually	%	100.00	100.00	 GREEN
Parks - 1. Requests for action responded to within 5 business days	1. Requests for Action responded to within 5 business days	%	90.00	100.00	 GREEN
Parks - 2. Requests for Action for Tree Work responded to within 10 working days	2. Requests for Action for Tree Work responded to within 10 working days	%	90.00	75.00	 RED
Parks - 3. Parks slashing schedule delivered in the month specified or in the month immediately after (excluding areas to be slashed monthly)	3. Parks slashing schedule delivered in the month specified or in the month immediately after (excluding areas to be slashed monthly)	%	90.00	100.00	 GREEN
Public Amenity Facilities - Requests for Action for public amenity facility maintenance responded to within 48 hours	1. Requests for Action for public amenity facility maintenance responded to within 48 hours	%	90.00	100.00	 GREEN


6. Accessible and Serviced Region

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Alliance and Contract Works - 1. Annual operating surplus	1. Annual operating surplus >20%	%	20.00	32.50	 GREEN
Bridge Program - 1. Load limits for timber bridges above acceptable load limit total	1. Load limits for timber bridges above acceptable load limit total >75%	%	75.00	77.00	 GREEN
Camping Grounds - 1. Camp facilities available for use during scheduled State school and public holidays	1. Camp facilities available for use during scheduled State school and public holidays	%	90.00	100.00	 GREEN
Cemeteries - 1. Requests for Action for mowing and maintenance responded to within 5 business days	1. Requests for Action for mowing and maintenance responded to within 5 business days	%	90.00	100.00	 GREEN
Cemeteries - 2. Process all applications for burials within 2 business days	2. Process all applications for burials within 2 business days	%	90.00	100.00	 GREEN
Footpaths - 1. Footpath network inspected, with defects logged, prioritised and programmed	1. Footpath network inspected, with defects logged, prioritised and programmed	%	95.00	100.00	 GREEN
Manage Council Buildings and Depots - 1. RCD testing completed 6 monthly	1. RCD testing completed 6 monthly	%	100.00	100.00	 GREEN
Manage Council Buildings and Depots - 2. Test and tagging completed quarterly	2. Test and tagging completed quarterly	%	90.00	100.00	 GREEN
Manage Council Buildings and Depots - 3. Fire extinguisher testing completed every 6 months	3. Fire extinguisher testing completed every 6 months	%	90.00	100.00	 GREEN
Property Management - 1. Leases /agreements maintained within currency period	1. Leases /agreements maintained within currency period	%	90.00	92.00	 GREEN
Road and Street Program - Number of road surface and reliability complaints per one million trip kilometres, 5 valid complaints or less	1. Number of road surface and reliability complaints per one million trip kilometres Target: 5 valid complaints or less	#	5.00	5.58	 RED
Waste Collection - 1. Missed collection serviced within next business day	1. Missed collection serviced within next business day	%	100.00	100.00	 GREEN
Waste Collection - 2. Replacement bins delivered within 3 business days	2. Replacement bins delivered within 3 business days	%	100.00	100.00	 GREEN













6. Accessible and Serviced Region

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Waste Collection - New Service: 3. New collection commenced within 15 business days	3. New Service: New collection commenced within 15 business days	%	100.00	100.00	 GREEN







7. Healthy, Engaged and Resourceful Communities

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Animal Management - 3. Livestock wandering within a road reserve area responded to within 24 hours	3. Livestock wandering within a road reserve area responded to within 24 hours	%	90.00	100.00	 GREEN

8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Asset Management - Portable and attractive assets stocktake completed by 30 June each year	1. Portable and attractive assets stocktake completed by 30 June 2016	%	100.00	100.00	 GREEN
Fabrication - 1. Fabricated items supplied to end user on time	1. Fabricated items supplied to end user on time	%	90.00	94.00	 GREEN
Financial Performance - 1. Annual rates outstanding less than 6% at 30 June each year	1. Annual rates outstanding less than 6% at 30 June	%	100.00	100.00	 GREEN
Financial Performance - 2. Levy rates six monthly by 31 July and 31 January each year	2. Levy rates six monthly by 31 July and 31 January each year	%	100.00	100.00	 GREEN
Financial Performance - 3. Investment returns to be greater than average QTC overnight cash rate	3. Investment returns to be greater than average QTC overnight cash rate	%	100.00	100.00	 GREEN
Financial Performance - 4. Investments to remain within credit rating and counterparty limits set in the Investment Policy	4. Investments to remain within credit rating and counterparty limits set in the Investment Policy	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 1. Annual budget adopted by 30 June each year	1. Annual budget adopted by 30 June each year	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 2. Fringe Benefits Tax return submitted by 21 May each year	2. Fringe Benefits Tax return submitted by 21 May each year	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 3. Monthly and year to date financial results reported to Finance Committee at next available meeting following end of month	3. Monthly and year to date financial results reported to Finance Committee at next available meeting following end of month	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 4. Insurance for the following financial year finalised by 30 June each year	4. Insurance for the following financial year finalised by 30 June each year	%	100.00	100.00	 GREEN
Fleet - 1. Fleet availability	1. Fleet availability	%	90.00	90.00	 GREEN
Fleet -2. Fleet Capital Purchases completed	2. Fleet Capital Purchases completed	%	95.00	96.00	 GREEN

8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Information Management - 1. Records Management Helpdesk requests resolved within one working day	1. Records Management Helpdesk requests resolved within one working day	%	90.00	95.00	 GREEN
Information Management - 2. IT Helpdesk requests of Priority 4 and above resolved within 30 days	Information Management 2. IT Helpdesk requests of Priority 4 and above resolved within 30 days	%	80.00	94.00	 GREEN
Information Management - 3. Incoming correspondence registered into ECM and tasked within one business day of being received	3. Incoming correspondence registered into ECM and tasked within one business day of being received	%	90.00	90.00	 GREEN
Payables Management - 1. Staff and Councillors paid fortnightly in accordance with established pay periods	1. Staff and Councillors paid fortnightly in accordance with established pay periods	%	100.00	100.00	 GREEN
Payables Management - 2. Goods & Services Tax returns submitted by the 21st of each month	2. Goods & Services Tax returns submitted by the 21st of each month	%	100.00	100.00	 GREEN
Procurement Management - Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months	1. Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months Calculated by 2013-14 stock issues divided by average inventory balance 30 June 2014/30 June 2013	%	100.00	100.00	 GREEN