

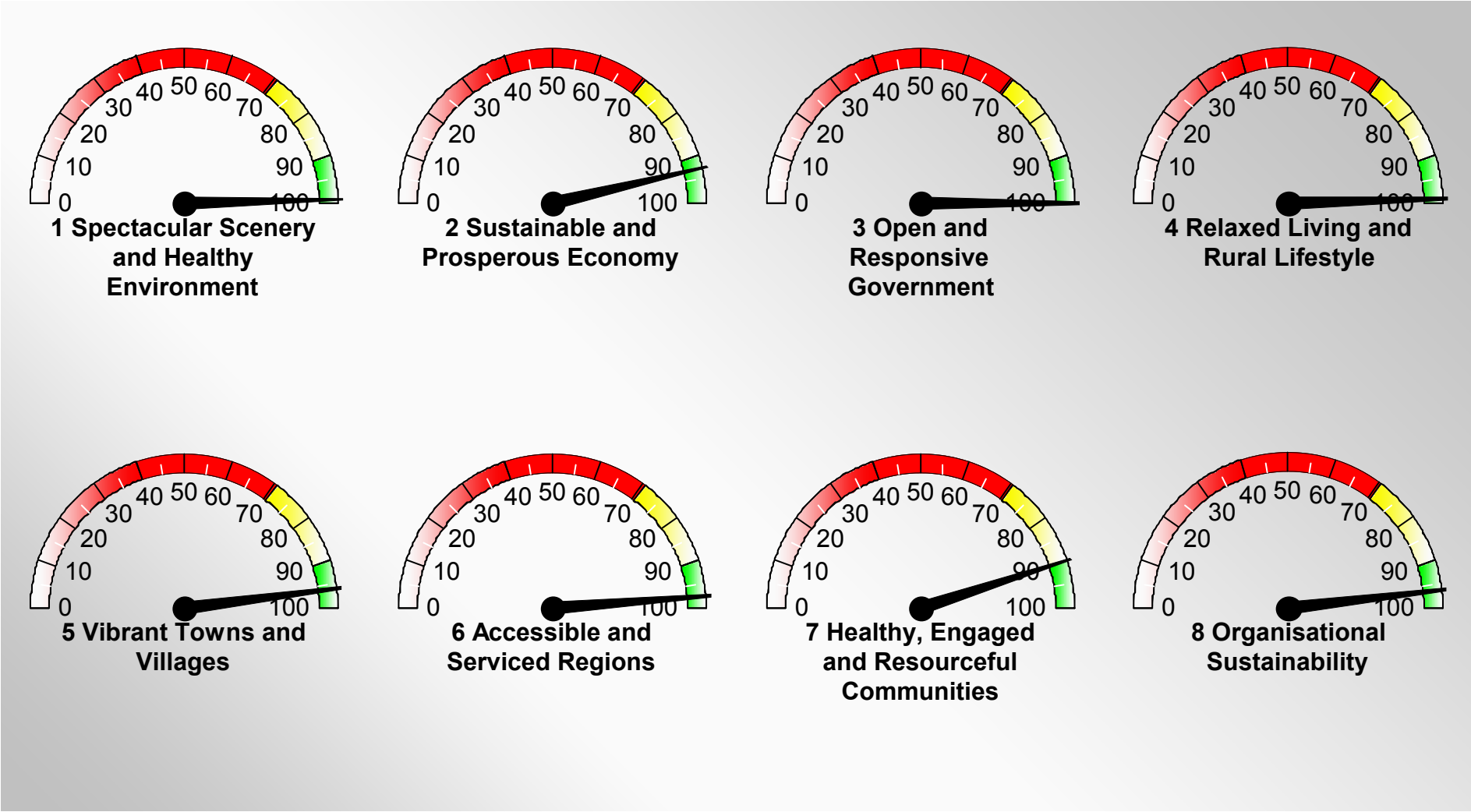





Scenic Rim Regional Council

Corporate Performance Report


April to June 2016


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	7	0	0	9	0
2 Sustainable and Prosperous Economy	4	2	1	0	1	0
3 Open and Responsive Government	14	3	0	0	11	0
4 Relaxed Living and Rural Lifestyle	10	4	0	0	6	0
5 Vibrant Towns and Villages	9	2	0	0	7	0
6 Accessible and Serviced Regions	27	13	1	0	13	0
7 Healthy, Engaged and Resourceful Communities	5	0	1	0	4	0
8 Organisational Sustainability	29	5	1	0	23	0
TOTAL	114	36	4	0	74	0


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

1.1. Develop an Urban Flying Fox Management Strategy for consideration by Council

Due Date
30/06/2016

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2016 Target %	
Manager Health Building and Environment	01/07/2015	30/06/2016	Completed	100	100	
						
			<div><div>0%</div><div>25%</div><div>50%</div><div>75%</div><div>100%</div></div>			
Comments: The Flying Fox Management Plans for all of the roosts that are located on council land have now been adopted by council. The final three roost management plans were adopted in Quarter 4 for the Kooralbyn, Witheren and Canungra roosts.						

Project or Program

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

Start Date

End Date

Status

% Complete

Jun 2016 Target %

Manager Property and Operations

01/07/2015

30/06/2016

Completed

100

100



Comments:

Development of the Waste Strategy has progressed with work including the development of strategy papers for reviewing options for the Bromelton Landfill as well as the continuation of the Waste Education Program.

The new Waste (Plan) Strategy has been advertised on the council website and no submissions were received after which time it was completed and finalised.

Following on from development of the Waste Strategy, a Waste Strategy Implementation Plan has been developed to guide the application of the Strategy.

0% 25% 50% 75% 100%

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:

Two spray runs of class 2 declared weeds on State-controlled roads pursuant to council's contract with the Department of Main Roads were completed in Quarter 3, with Quarter 4 being focussed on local roads issues relating to infestations of the declared class 2 Pest Plant Mother of Millions and targeted works relating to customer requests.

Project or Program

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***Manager Health Building and Environment***Start Date**

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

In Quarter 4, a total of five Land for Wildlife inspections occurred. Two revisits and three new members were added to the program.

The service capacity has been reduced due to Council's Land for Wildlife officer being on Long Service leave.

In Quarter 4, six Voluntary Conservation Agreement (VCA) revisits occurred, four enquiries to enter into an agreement were received and accepted. A desktop assessment of VCAs has been completed. Draft agreements are currently being prepared.

New VCA inspection workflow and procedures has been implemented and is currently in operation.

In Quarter 4, two enquires were received in relation to the Nature Refuge Program review and one project was commenced.

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***Manager Health Building and Environment***Start Date**

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

In Quarter 4, due to the amalgamation of SEQ Catchments and Healthy Waterways new projects and partnerships have been postponed. New projects are to be investigated as the new organisation, Healthy Waterways and Catchments becomes operational.

Council are currently awaiting outcomes of an application for grant funding made to the Ian Potter Foundation made in partnership with Healthy Waterways.

In Quarter 4, the uncertainty around the merger of SEQ Catchments and Healthy Waterways has lead to postponement of on ground activities. Council in partnership with the Scenic Rim River Improvement Trust has treated significant stretches of this sub catchment for cats claw and celtis. Weed treatment operations are currently slowing down due to winter.

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 4, the Green Army continued to undertake revegetation and rehabilitation at Il- Bogan Reserve, Meridian Way Reserve, Riverbend Reserve, Carrigan Way Reserve, Nell Scott Park and Windabout Reserve.

Special projects for the treatment of Dutchmans Pipe (class 3 declared weed) in Cotswolds Reserve and Sharp Park.

Revegetation works at Moriarty Park are completed and moving into on-going maintenance.

In Quarter 4 ,bushfire mitigation works were undertaken by contractors, internal staff and Green Army across nominated reserves in response to customer requests.

In Quarter 4, pest plant control works were undertaken in reserves treating a variety of class 2 and 3 weeds as complaints arise. Service delivery was reduced in mid May due to Land Protection Officer being on leave.

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:

In Quarter 4, environment staff undertook preparation for World Environment Day but unfortunately the event was cancelled due to poor weather.

The review and updating of education material, factsheets and the finalisation and printing of the "Reptiles of the Scenic Rim" booklet occurred.

In Quarter 4, six final project reports were received and acquitted for the 2015 Environmental Grants Program.

The Environmental Grants Program for 2016-2017 have closed with a total of 19 applications received.

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 re-inspections were conducted in areas known to have identified declared pest plants.

Customer request based work was undertaken during this quarter. The wild dog and pig baiting program has been set down for late July and August 2016.

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:

No customer requests were received regarding domestic sediment erosion this quarter.

Sediment customer requests received by Council regarding development sites were investigated by Compliance Services.

Thirty one customer requests were received for environmental nuisance and pollution. Requests included a range of nuisances such as odour, light and noise as well as investigating waste and water pollution incidents.

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

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

A review of the conservation status of vegetation communities on Council Land has been completed.

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

Jun 2016 Target %

20



Comments:

An item was sent to the Executive Team recommending delivery of the Scenic Rim Plan be delayed to after the Resilient River Project.

0% 25% 50% 75% 100%

The Resilient River Project will be implementing, with a greater budget, a management plan for the Logan and Albert Rivers which would duplicate Council's Rivers Rehabilitation Plan. The decision has been made to defer this project pending the outcome of the Resilient River Project.

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

Manager Health Building and Environment

Start Date

01/07/2015

End Date

30/06/2016

Status

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

All energy efficiencies project for the financial year were completed this quarter. This work for Quarter 4 included the installation of occupancy and lux sensors in bathrooms some hallways and meeting rooms within the Beaudesert Administration Building.

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

In Progress

% Complete

95

Jun 2016 Target %

100



Comments:

The final report has been completed but not submitted within the timeframes to be considered by the Executive Team in Quarter 4. Report will be presented in Quarter 1 of the next reporting period.

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:

The Rural Tree Program was run with requests for approximately 20,000 trees. The project was completed in Quarter 3.

In Quarter 4, approximately \$140,000 of grants from the Commonwealth were successfully applied for.

Over \$80,000 in investment opportunities are currently being sought for a partnership between SEQ Water and Council for the treatment of declared weeds along the stretch of Reynolds Creek between the SEQ Water facility and Lake Moogerah.

The Community Trees Initiative was delivered successfully with a total of 15 applicants receiving 2,830 trees.

The Habitat Trees Initiative was delivered successfully with a total of seven applicants receiving 2,130 trees for various re-vegetation efforts.

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****Jun 2016 Target %**

Manager Property and Operations

01/10/2015

30/06/2016

Completed

100

100

0% 25% 50% 75% 100%

Comments:

Review of 10 Year Waste Capital Works Program has been completed.

All project details have been gathered for the 10 Year Waste Capital Works Program with a report adopted at the Ordinary Meeting of Council held on 27 January, 2016.

Four projects not undertaken in 2015/2016 have been requested for funds' carryover in 2016-17 Waste Capital Works. Additional five capital works projects identified in 2016/2017.

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****Jun 2016 Target %**

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The 2016 Waste Capital Works Program is progressing, with nine of the twelve projects completed. Three projects are to be carried over to 16/17 being: Upgrade of Security System, Leachate Monitoring System and Entry System upgrade at Bromelton Landfill.

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

98

Jun 2016 Target %

100

**Comments:**

Winter Harvest Festival marketing is well in advance with some great marketing and media reaching a wide audience. Those activities and events that have taken place in June have been well attended and great feedback received.

EKKA planning is well underway

New Scenic Rim events management plan being developed.

China Ready Workshop scheduled for July.

Industry consultation on new Tourism Strategy and Eco Tourism Workshop Scheduled for August.

0% 25% 50% 75% 100%

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

2.1.2.1 Visitor Information Centres

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

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

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

Completed

% Complete

100

Jun 2016 Target %

100

**Comments:**

All visitor information centres are operating within their agreements, with new agreements to be negotiated early in the new financial year.

0% 25% 50% 75% 100%

Project or Program

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

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Overall the performance within the Alliance and Contract works area have exceeded Revenue targets.

The revenue for the Road Maintenance Performance Contract for the year is slightly higher than budgeted which is in line with activities delivered under the agreed contract.

The revenue for Works for other Councils at the end of the year is well above first projected in the budget.

The revenue for Private Works for the year lower than expected.

Council delivered one Minor Works Performance Contract for DTMR which has a rate of return slightly above budget expectations.

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

Manager Planning

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

80

Jun 2016 Target %

100



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.

The draft Scenic Rim Planning Scheme is currently in the State interest review stage of the plan making process under Statutory Guideline 04/14. Community consultation of the draft Planning Scheme cannot occur until such time that this stage has been completed.

An extension to the implementation date of the draft Local Government Infrastructure Plan (LGIP) to June 2018 was granted by the Deputy Premier on the 14 March 2016. The delivery of the LGIP is contingent on the availability of inputs from other sections of Council and also the progression of the draft Scenic Rim Planning Scheme (i.e. draft LGIP cannot be adopted by Council for State interest review until such time that written confirmation has been received from the Deputy Premier that the draft planning scheme satisfactorily reflects State interests). The population projections, Desired Standards of Service and Plans for Trunk Infrastructure for the park network have been completed. Plans for Trunk Infrastructure for the transport and stormwater networks and Schedule of Works is under development.

Community consultation of the draft LGIP cannot occur until such time that the draft LGIP progresses through the State interest review stage of the plan making process under Statutory Guideline 04/14.

Project or Program

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

Due Date

1.1. Deliver compliant statutory and performance reporting

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

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance and Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

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

Quarterly Operational Plan reports for 2015/2016 were all progressed to Council in accordance with required timeframes and are available in the Community and Corporate Services Committee Minutes for the relevant meeting, and the 2016/2017 Operational Plan was adopted by Council at the Special Meeting of 23 June 2016.

Planning for the 2015/2016 Annual Report commenced in May 2016 with Governance coordinating reporting efforts.

Council's mandatory information/disclosure registers have been maintained in accordance with statutory timeframes. Registers include Councillor material personal interests (both public extract and CEO's Register), executive material personal interest registers, gifts and benefit and complaints registers. Compliant registers of interests for all Councillors have been published on the website.

A compliant publication scheme under the Right to Information Act 2009 has been endorsed by Council and is available on Council's website. A review of the scheme was undertaken in this quarter to ensure ongoing compliance with best practice. Information Privacy Principles have been considered on an as-needs basis.

Information requests were managed in accordance with the scheme and legislation, including the Information Privacy Act 2009. Privacy collection notices are present when collecting personal information in accordance with the Information Privacy Act 2009. Council's Privacy Plan has been endorsed by the CEO. The Plan remains current and is available on Council's website.

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:

During Quarter 4, Council's website attracted a total of 74,621 visits comprising 46,904 unique browsers (UBs).

Monthly activity for the period was as follows: April 26,247 visits and 16,943 UBs, May 24,962 visits and 15,474 UBs, June 23,412 visits and 14,487 UBs.

With respect to social media, during Quarter 4 Council's Facebook audience grew from 2,660 likes to 2,897 likes, while Council's Twitter audience grew from 500 followers to 556.

On 23 June, a Scenic Rim Stakeholder Forum was convened to engage with key local representatives from the community, business, industry and government regarding the outcomes of the 2016-17 Budget process.

The event was attended by more than 50 people and included presentations from the Mayor and Chief Executive Officer (CEO) regarding Council's fiscal and strategic outlook. Participants also received a briefing of the progress of SCT Logistics' Bromelton freight terminal, Scenic Rim Eat Local Week and the town centre master planning process being undertaken.

Council maintained its commitment to engage with the Scenic Rim community through its disaster management social media platforms, communicating emerging storm warnings and weather advisories. During June there were two significant weather events which affected South East Queensland on 3-4 June and 19-20 June. Council provided updates to the community in relation to storm impacts, particularly local road closures due to flooding.

Project or Program

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:

Council's Communications & Engagement section prepared and distributed 58 media releases during Quarter 4. Of this figure, 15 releases related to the promotion of outcomes from the 2016-17 Budget. It also received and responded to 45 media enquiries from local and metropolitan media outlets.

In addition, speech notes and talking points were prepared for 26 events involving Councillors and Executive staff, including the Post-Election Meeting, 2016-17 Budget Meeting and Scenic Rim Stakeholder Forum.

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

Coordinator Governance and Corporate Policy

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

The Complaints Management Policy and Processes currently provide an appropriate framework for dealing with complaint matters. In accordance with policy, an Annual Report will be provided to Council.

During 2015/16 Governance has monitored 37 complaint matters to ensure compliance with legislation and adopted process. Where required responsible officers have been assisted with provision of responses. Of these 37, 8 matters were referred by the Queensland Ombudsman for an initial decision to be made regarding the complaint or for review by Council.

Project or Program

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:

External communications materials were prepared and delivered in accordance with Council's guidelines.

Key communications activities undertaken during Quarter 4 included the preparation of the 2016-17 Community Budget Report and Scenic Living community newsletter.

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:

During June, media opportunities were facilitated with the Council of Mayors SEQ and Logan City Council in relation to advocacy initiatives during the Federal election campaign aimed at attracting increased infrastructure investment in South East Queensland. These high-profile campaigns attracted metropolitan television and radio coverage.

Council also promoted community consultation associated with the State Government's Shaping SEQ Program to review the SEQ Regional Plan. Scenic Rim also hosted a board meeting of Regional Development Australia - Ipswich West Moreton.

Earlier in Quarter 4, media opportunities were facilitated with the office of the Federal Member for Wright to promote the delivery of inter-government programs, including the Federal road black spot program.

Council also engaged with Seqwater, operator of dam and storages in Scenic Rim, and neighbouring councils in relation to community communications.

There was also been continuing engagement with the Department of Transport and Main Roads relating to community communications for the Beaudesert Town Centre Bypass.

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

Jun 2016 Target %

Communications and Councillor Support Coordinator

02/05/2016

30/06/2016

Completed

100

100



Comments:

Corporate photography of both the Councillors and Executive Team was undertaken in June with the completed imagery used in the Community Budget Report, Scenic Living newsletter and Council's website. Imagery has also been provided to local media to support Council communications activities in the press.

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

Jun 2016 Target %

Communications and Councillor Support Coordinator

01/04/2016

30/06/2016

Completed

100

100



Comments:

A draft document has been prepared and is being reviewed.

0% 25% 50% 75% 100%

Project or Program

3.1.2 ORG2 Facilitate community participation in decision making.

3.1.2.1 Local Government Election

- 1.1. Election period protocol complied with.
- 2.2. Election conducted and outcomes determined.
- 3.3. Post-election meeting held.
- 4.4. Councillor induction program undertaken.

Due Date

31/03/2016

30/04/2016

30/04/2016

30/06/2016

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2015

End Date

30/06/2016

Status

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

Executives and Managers were alerted to major policy decision requirements. There were no reported or identified breaches of election period protocol. Arrangements were finalised regarding the Election and the Returning Officer was very satisfied with the support and accommodations arranged by Council for the Election.

The Election was conducted and the outcomes for the Councillor elections were declared on 30 March 2016 and the outcome for the Mayoral election was declared on 31 March 2016 by the Returning Officer.

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

- 1.1. Maintain policy register
- 2.2. Provide coordinated policy development and support services

Due Date

30/06/2016

30/06/2016

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council's policy review schedule is being maintained with policies approaching review dates being referred to the policy owner for review.

Policy development continues to take place on an as needs basis.

Project or Program

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 and Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Compliant delegations registers have been published on Council's intranet, including updates to include newly identified legislation for delegation, amendments to the financial delegations and amendments to reflect restructuring of Council teams. The annual review of delegations from Council to the Chief Executive Officer is being progressed to Council.

A compliant local government authorised person and worker system has been maintained and appropriate training has been provided.

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 and Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Induction training has been delivered to commencing employees and additional targeted staff training has been developed and delivered by Governance throughout the year.

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:

Rating for the 2015-16 financial year occurred in accordance with established timeframes in July 2015 and January 2016. Preparations are well underway for rating to occur in July 2016 with rate notices due to be issued on 18 July 2016.

The debt recovery tender closed 29 April 2016 and evaluation of tender responses has occurred with shortlisted candidates providing a presentation to staff in July 2016. This tender has taken longer than anticipated to evaluate due to the number of responses received; however, a debt recovery provider is expected to be appointed in time for rate recovery processes to commence post the July 2016 rating period.

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:

The management of incoming correspondence is being handled within the established timeframes.

An internal audit program is in place on compliance with records standards.

Information archiving services are provided as required.

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

- 1.1. Implement Arts and Culture Plan objectives including the development work for the 2016 program theme "Caring for our Communities".**
- 2.2. Operate Beaudesert and Boonah Cultural Centres**
- 3.3. Heritage and Public Art program**

Due Date**30/06/2016****30/06/2016****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:

Arts and Cultural Plan objectives achieved include the successful acquittal of War Stories and Our Town Project outcomes and funding.

Caring for Our Community initiatives achieved this year have been wide-ranging. In particular, Council's relationships with local groups have been strengthened, with examples including:

- strengthening Council relations with local groups such as the Mununjali elders opening the new council in a Welcome to Country held in Council Chambers;
- a dialogue with the Indigenous Community through Scenic Rim First Nation and Multicultural Network;
- support for Scenic Rim Heritage Network through Regional Arts Development Fund (RADF) programs and Professional Development initiatives;
- partnerships with the Queensland Ballet to support young people and Seniors,;
- a partnership with Queensland Symphony Orchestra to deliver programs for families;
- strengthened School Holiday programming;
- support through Queensland Writers Centre for local writers;
- working with Goat Track Theatre Co and Yugambeh Museum on the Bunyip Story Project;
- supporting local artists through the Arts Dinner and Open Studios program; and
- inclusion of Be Healthy and Active programs into School holiday programming.

The combined attendances for the Cultural Centres to the end of June 2016 is 39,249 over 905 events. This amount includes 3,114 people visiting the Centre as part of the pre-polling associated with Local Government elections in March. Overall, attendances for the year to date indicates a 16% increase.

Scenic Rim Regional Council has been successful in applying to the Queensland Tourism Infrastructure funds for \$100,000 towards the Scenic Rim Story Marker Project. This project sees funds allocated for Public Art in Gallery Walk and Canungra.

A new Arts Reference Group has been formed to assess Public Art and RADF applications.

The Scenic Rim Heritage Network has held regular meetings and accessed RADF funding for Professional Development opportunities.

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 Health and Wellbeing Advisory committee held it's quarterly meeting on 26 May 2016. The Advisory Committee guides Council's decision making for the Health and Wellbeing Plan whilst ensuring that the community is an active contributor to this process.

We are currently evaluating outcomes from the 2016 Be Healthy & Active program and a summary report will be submitted to Council in June 2016.

Council hosted a series of morning teas in Boonah, Beaudesert and Tamborine Mountain during National Volunteers Week in May to celebrate and acknowledge Scenic Rim volunteers and their vital contribution to the community. National Volunteers Week is an opportunity for Council and the wider community to say thanks to our hard-working local volunteers for the work that they do.

Council hosted "Free Family Movie Nights" in Boonah, Beaudesert and Tamborine Mountain during National Families Week in May. The aim of this national campaign is to celebrate the vital role of families and it's socially inclusive events such as these that bring our communities together in a unified way.

Council hosted it's popular promotional stand at this year's Boonah Show on 27 and 28 May. Ag Shows are an important part of cultural life in the Scenic Rim and they provide a wonderful opportunity to showcase Council services including libraries, cultural centres and waste education programs plus our signature events such as Eat Local Week and Winter Harvest Festival to the local community and visitors to our region.

Preparations have been finalised for Council's 2016 Youth Leadership program and the year 10 students will attend an official welcoming ceremony at the Centre on 16 June .

The Youth Leadership Program is an important part of Council's aim to deliver projects that are relevant and appropriate to the needs of young people in the Scenic Rim.

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

Start Date

End Date

Status

% Complete

Jun 2016 Target %



Temp PT Regional Events and Promotions Coordinator

01/07/2015

30/06/2016

Completed

100

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

Start Date

End Date

Status

% Complete

Jun 2016 Target %



Manager Planning

01/07/2015

30/06/2016

In Progress

99

60



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.

Progression of Amendment No. 5 will not be pursued as the draft amendments have been captured as part of the Scenic Rim Planning Scheme, which is currently under development.

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 52 building applications lodged with Council for assessment in the period April to June. An overall performance outcome of 99% of the application have been assessed within the required statutory time frames.

A total of 242 building application have been lodged for assessment for the Scenic Rim Region with 97 applications for class 1a dwellings including 20 applications for dual occupancy dwellings.

There has been a 28% increase in building activity compared to the previous quarter.

Building compliance activity has been transferred to Development Compliance area.

A total of 118 plumbing application were lodged with Council for compliance assessment in the period April to June. Forty four applications were associated with on-site sewerage facilities.

An overall performance outcome of 92% of applications have been assessed within the statutory time frame due to the high volume of application for the period April to June. Council performed nine regulatory audit inspection associated with the Notifiable Works process under the Plumbing and Drainage Act 2002 for the period.

A total of nine requests for compliance action were received for the period April to June. Limited response to compliance requests have been initiated for the period due to performance of core function responsibilities with regulatory timeframe constraints and resource availability. Five requests have been resolved for the quarter.

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

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 %

Manager Planning

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

In Quarter 4 Development Application assessment timeframes have been monitored. The scheduled monthly Planning Workshops with Councillors have been held and the status of Development Applications and Appeals have been reviewed in these workshops. Councillors were provided with copies of all formal pre-lodgement meeting minutes for information.

Planning and Flood Certificates were issued in accordance with statutory timeframes (Planning Certificates) and generally with five business days for Flood Certificates.

Pre-lodgement appointments were generally booked within the timeframe requested (normally within one week of request) with the meetings held and signed minutes issued within two weeks of the meeting.

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

Jun 2016 Target %

Manager Planning

01/07/2015

30/06/2016

In Progress

95

99



Comments:

Models for the Purga and Teviot Brook Flood Studies have been completed. The reports to accompany the flood studies are near completion for submission to Council.



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:

No high risk development assessments were undertaken during Quarter 4. The Compliance Services team are currently managing a heavy workload driven by customer requests and have not been able to prioritise pro-active compliance inspections.

Compliance Services receive three customer requests relating to development that may meet 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) for Quarter 4.

During Quarter 4 the Compliance Services team received a total of 123 new customer requests, and in the same period, the team finalised 108 customer requests. Of the customer requests received during Quarter 4, 35 related to development compliance matters, 58 related to building compliance matters, 26 related to local laws compliance matters and four related to water pollution matters under the Environmental Protection Act.

Of the 123 customer requests received by the Compliance Service team during Quarter 4, a total of 48 customer requests were internally generated. This equates to 39% of all customer requests received by the Compliance Services team in Quarter 4.

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 %

Manager Planning

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 the April - June quarter.

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

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

The use of mobile technology went live September 2014. Usability issues have been frustrating and are 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 Council's service provider for a resolution to the problem.

With the upgrade to Council's document and workflow management systems, 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 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 officers 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 network 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 tablets from 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.

The devices on loan for testing have been returned to the supplier. The devices did not demonstrate improvement to the operating system. Discussion have been had with a representative from Council's systems provider with a view to improve the mobility function. The systems provider has agreed to issue a temporary alternative operating system compatible licence in the test environment for a period allowing a comparison to be made on both systems. Once this has been completed an informed decision can be made on which product will be used.

The alternative operating system licence has been issued enabling testing to be performed to compare products for functionality and performance. Unfortunately difficulties have been experienced with programs and testing has been delayed for the month of May. At this stage officers are updating the mobile program manufacturer.

A final report on the Introduction of Mobile technology was presented to the Executive Team for consideration this quarter. The report contained a précis of the issues discussed above in this report.

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:

A total of 34 community groups shared in \$35,591 in funding through round 4 of the Community Grants program which was presented to Council in June. Council is currently reviewing the grants program to ensure that it continues to meet the needs of the local community. The review will be completed in 16/17.

The Scenic Rim Regional Arts Development (RADF) committee met to assess the second round for 2015/16. These applications were endorsed by Council and cheques presented at the June Arts Dinner. A report is currently going to Council to make changes to the Public Art and Collections Policy and the way that Public Art and RADF are assessed. A new Arts Reference Group will now assess both items in line with the changes to delivery of RADF as guided by Arts Queensland Guidelines and consultation with the Scenic Rim community.

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

Manager Property and Operations

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

92

Jun 2016 Target %

100



Comments:

Work has commenced on Vibrant Town & Villages capital projects including refurbishment of the Beechmont ANZAC Memorial which was completed in time for ANZAC Day 2016, and upgrades to the facilities within Billabong Park, Kooralbyn.

John Mongard has been engaged to develop and prepare project master plans for key civic centres across the Region. The master plans are nearing completion with delivery expected in July, 2016.

Engagement of a Vibrant Towns and Villages Project Manager and establishment of a Steering Committee is currently underway.

Project or Program

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

Due Date

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

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

Start Date

End Date

Status

% Complete

Jun 2016 Target %



Manager Property and Operations

01/10/2015

30/06/2016

Completed

100

100



Comments:

The 10 Year Capital Works Program was reviewed and adopted at the Ordinary Meeting of Council held on 27 January, 2016.

Pre-planning for the delivery of projects nominated by the Program is completed.

5.1.5.2 Facilities Planning

Due Date

1.1. Preparation of 10 year Capital Works program.

30/06/2016

2.2. Preplanning for 2016/2017 projects.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

10 Year Facilities Capital Works Program has been prepared and adopted at the Ordinary Meeting of Council held on 27 January, 2016.

Pre-planning for the delivery of projects nominated by the Program is completed.

Project or Program

5.1.5.3 Facilities Capital Works Program

Due Date

1.1. Facilities Capital Works program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Capital Works program for the year is on track. Works orders have been issued for uncompleted components of several projects and these works should be completed early in the new financial year.

Several Vibrant Town projects are still in the design stage.

5.1.5.4 Parks, Gardens and Cemeteries Capital Works Program

Due Date

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

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Parks, Gardens and Cemeteries Capital Works Program for 2015/2016 has been completed in Quarter 4.

Car parking at Lions Bicentennial Park, Beaudesert was resealed in December 2015 and improvements have been made to Brisbane and William Streets, Beaudesert, including the installation of ornamental fencing at William Street.

The landscaping of the Council land adjoining the Council car park in Pine Street, Canungra is completed and the other landscaping upgrades to other priority areas in Canungra have been completed.

The capital funding for the Tamborine Botanic Gardens has been transferred to the Tamborine Mountain Garden Club Incorporated.

The ongoing project of upgrading the existing gardens in High Street, Boonah has now been completed. The bollard fencing of the car park area at Middle Park, Tamborine was completed in November 2015.

The landscaping project for Billabong Park at Kooralbyn has been 95% completed and subject to final budget spending, some additional turfing will be completed. Engelsberg Park, Kalbar garden edges have been installed.

Project or Program

5.1.5.5 Parks, Gardens and Cemeteries Operations and Maintenance

Due Date

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

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Parks, Gardens and Cemeteries Operations and Maintenance Program has been undertaken. Grass maintenance in parks and cemeteries was delivered within service standards. Mapped roadside mowing areas are also being maintained. Roadside and Park gardens are being planted up, trimmed, weeded, watered, mulched and generally maintained to a high standard.

5.1.5.6 Facilities Operations and Maintenance

Due Date

1.1. Facilities Operations and Maintenance program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Facilities Operations and Maintenance Program has been undertaken as planned and required. In this Quarter, works have included park facilities and playground maintenance, public toilet operation and maintenance, community building maintenance, graffiti removal as required. The operations and maintenance budget is expected to be within tolerance.

5.1.5.7 Parks and Amenities Strategy

Due Date

1.1. Parks and Amenities Strategy Implementation Plan delivered.

31/12/2015

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

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2016 Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Park Management Consultants were engaged to prepare a Parks and Amenities Strategy which was developed and adopted by Council. A Strategy Implementation Plan to guide the conduct of the Strategy is currently being developed.

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

Completed

% Complete

100

Jun 2016 Target %

100

**Comments:**

Review of 10 Year Facilities Capital Works Program completed.

All project details gathered for the 10 Year Facilities Capital Works Program with report adopted at the Ordinary Meeting of Council held on 27 January 2016.

Preplanning for proposed budget program has been undertaken so Capital Works Program can commence 1 July 2016.

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

95

Jun 2016 Target %

100

**Comments:**

The Bridge Strategy Implementation Plan actions have been achieved with the following highlights:

- The Minimum Acceptable Load Limits (MALL) process has been reviewed to ensure the (MALL) still meet both vehicle classification and the bridge MALL still meet desired Level of Service.
- Where bridges do not meet MALL suitable alternatives have been installed or minor rehabilitation has taken place to ensure Level of service is maintained.
- All works are carried out to current engineering guidelines and codes.
- The bridge inspection, minor works and rehabilitation program has been developed and implemented.
- Alternative bridge material sources have been investigated with alternative techniques and products used.
- When required advice has been provided on proposed development impacts.

0% 25% 50% 75% 100%

Project or Program

6.1.1.1 Asset Management Strategy

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

Due Date

30/11/2015

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

31/12/2015

Executive Officer.

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

Actions delivered in accordance with Council's Asset Management Improvement Plan. A report on the delivery of the plan was prepared and forwarded to the Chief Executive Officer for consideration.

0% 25% 50% 75% 100%

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:

Asset valuation assumptions for the 2015-16 financial year have been reviewed by Finance, Asset Management, Works and Facilities staff and revised assumptions will be reported to the Executive Team in July 2016.

Council's external auditors have been consulted on the proposed asset valuation approach for the financial year ending 30 June 2016 and are in agreement with Council's proposed approach.

Project or Program

6.1.1.2 Property Management Strategy

Due Date

1.1. Property Management Strategy Implementation Plan delivered

31/12/2015

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

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2016 Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Property Management Strategy Implementation Plan development is currently underway. It is anticipated the Plan will be completed after the role of Senior Property Administration Officer is filled.

Reporting of outcomes of the Implementation Plan are in abeyance, pending finalisation of the Plan.

6.1.1.2 Asset Management Maturity

Due Date

1.1. Facilities Asset Management Plan updated.

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

Start Date

End Date

Status

% Complete

Jun 2016 Target %

Director Infrastructure Services

01/07/2015

30/06/2016

Completed

100

100



Comments:

The Parks Asset Management Plan and Community & Corporate Facilities Asset Management Plan have been finalised.

The draft Bridge Asset Management Plan is awaiting final review by the Asset Management Steering Committee, before being presented to Council for consideration.

Floodway and major culvert inspections have been completed. Data collection for approximately 2,600 park infrastructure assets has been completed. Preparation of a Data Management Plan for 2016/17 has commenced, and is subject to budgetary considerations.

0% 25% 50% 75% 100%

Project or Program

6.1.1.2 Roads and Streets Strategy

1.1. Roads Strategy Implementation Plan delivered.

Due Date

30/06/2016

2.2. Roads 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

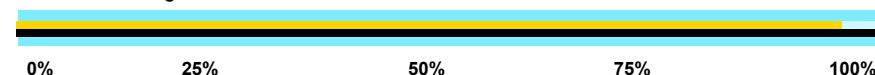
In Progress

% Complete

95

Jun 2016 Target %

100



Comments:

The Road Strategy Implementation Plan actions have been achieved with the following highlights:

- The Road hierarchy system has been reviewed. Road segments have been assessed for update of their individual hierarchy, with less than 1% change to that previously assessed.
- The Traffic Count program has been developed and continues to be implemented.
- The road and street project prioritisation model has been review for adequacy and used in formulation of 10 year road and street program.
- The asset register has been reviewed and updated as required for both new and altered asset information. This includes donated assets from development.
- A review of the Road Maintenance Manual has taken place with changes identified and it is currently being updated.
- Known roads off alignment are prioritised and rectified as required.
- The Quality Management System has been maintained and updated.
- Advice on planning issues relating to the transport network has been provided as requested.
- Private and utility infrastructure permits and licences have been issued as required under Council Policies and Procedures.

6.1.1.3 Roads and Streets Planning

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

Due Date

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

Manager Works

Start Date

01/07/2015

End Date

30/06/2016

Status

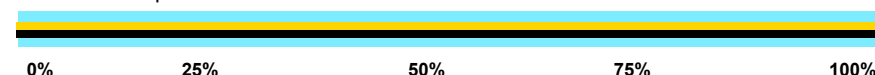
Completed

% Complete

100

Jun 2016 Target %

100



Comments:

The 10 Year Roads and Streets Capital Works Program was adopted by Council at the Ordinary Meeting of 27 January 2016.

Projects identified for 2016/17 program have been reviewed, with project briefs completed and projects included in 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

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

An updated review of the 10 year Bridges Program has been completed.

Level 3 bridge inspections reports have been received. Council was successful with three of four Bridges to Renewal funding submissions.

The 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 at its Ordinary Meeting on 27 January 2016.

A project manager and bridge designer have been engaged for the 2016/17 bridge replacements and all geotechnical investigations completed. The design scope has been finalised and the design is well under way. The 2016/17 bridge rehabilitation program has been formulated and planning for these projects progressed as far as possible until the 2016/17 budget is adopted.

0% 25% 50% 75% 100%

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

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

10 Year Floodways and Causeway Capital Works Program information has been reviewed with limited immediate replacement works required. The work programmed is rehabilitative in nature.

Process of identification of projects has been completed for the preplanning of 2016/2017 Floodways and Causeway Capital Works Projects. The list of projects have been scoped and are ready for implementation once the 2016/17 budget is adopted.

A line item for floodway rehabilitation was included in 10 year program adopted by Council in January.

0% 25% 50% 75% 100%

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

Jun 2016 Target %



Manager Works

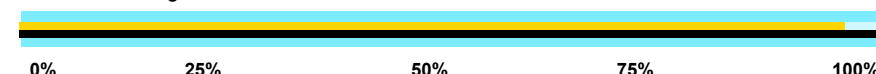
01/07/2015

30/06/2016

In Progress

95

100



Comments:

A review of customer feedback has been undertaken, which has lead to an understanding of the community's expectation of the level of service provided by the floodway and causeway network. Signage has been maintained to the agreed level of service for each appropriate hierarchical standard. Long term funding model has been identified and implementation of the model will be used for future budget proposals.

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

Jun 2016 Target %



Manager Works

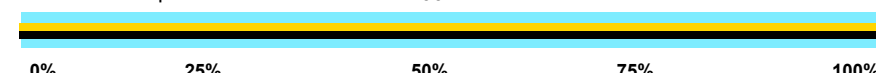
01/07/2015

30/06/2016

Completed

100

100



Comments:

A 10 Year Footpaths and Bikeway Capital Works Program was developed. Future footpath network links have been partially scoped and preliminary estimates of costs have been developed.

Scopes for all projects identified for the 2016/17 year have been completed with projects included on the design program.

Project or Program

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 year has eight projects completed, five projects at 90% complete or more with two projects not yet started on site. Of note the two projects not yet started are to be delivered over two financial years.

Completed projects:

- Birnam Range Rd (Blackspot);
- Lamington Bridge Approaches;
- Foxley Bridge Approaches;
- Sandy Creek Rd Stage 1;
- Sandy Creek Rd Stage 2;
- Gould Hill Rd;
- Veresdale Scrub Rd Stage 2; and
- Koorabyn Rd Signage (Blackspot).

90% or more Complete:

- Evans Rd Crest and Intersection Improvement;
- Sandy Creek Rd Stage 3;
- Roland Court;
- Anna St/Eaglesfield St; and
- Faulkners Rd Minor Pavement Works.

Not Started:

- Kilmoylar Rd Stage 1; and
- Veresdale Scrub Rd Stage 3.

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

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 Operations and Maintenance Program as at the end of year was delivered within budget provided to a service level slightly less than that desired as a result of the past few years weather events, including storm rains. The majority of activities undertaken in maintenance have been delivered within anticipated tolerances.

The following key activities achieved are as follows:

Road Grading Length = 290km

Road Resheeting Length = 155km

Road Shoulder Resheeting Length = 93km

Road Reseal Length = 45km (6% of total seal area)

Enquiries related to Private Infrastructure within Road reserves have been managed within agreed timeframes.

A review of the road network has been conducted and a list of unconstructed roads has been developed. Unconstructed road issues that arise through a review of this list will be assessed on a case by case basis in accordance with Provision of a Road Network policy.

Project or Program

6.1.1.10 Bridge Capital Works

Due Date

1.1. Bridge Capital Works Program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

30/06/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Bridge Capital Works Program as at the end year is complete with the exception of two projects that are currently under construction and another two that have been delayed in line with program delivery considerations due to the grouping of bridge renewal program and replacement projects.

Capital Bridge Projects completed:

Foxley Bridge;
Lamington Bridge; and
Deep Chinghee Bridge.

Bridges replaced with culverts:

Nugent Bridge; and
Cashell Bridge.

Bridge Rehabilitation completed:

Cahill Bridge - 30t to unposted;
Drynan Bridge 25t to unposted;
Ferrar Bridge 25t to unposted;
Storey Bridge 30t to unposted; and
Lambert Bridge 30t to unposted.

Minor Rehabilitation completed:

Back Creek Bridge - Maintain no load limit;
Duck Creek Bridge - 25t to 43t posted;
Buckley Bridge - 5t to 15t (yet to be changed); and
Krugers Bridge - Maintain load limit.

Project or Program

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

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Floodway and Causeway Capital Works Program has been completed. Eight Floodways have received major rehabilitation to ensure they perform to the level of service provided by their initial installation. A further 15 have received minor erosion rectification works.

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. The backlog list is extensive and the program for rectification has been prioritised and completed as required for safe effective operation according to the relevant service levels.

Project or Program

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 at the end of year has seen six projects completed, with three underway and one not yet started.

Completed:

Hall St, Harrisville;
 High St Stage 1;
 High St Stage 2;
 Edward St Minor Footpath Renewals;
 Beechmont Rd Footpath Easement Works; and
 Main Western Rd/Beacon Rd Kerb Ramp Modifications.

Currently Underway:

Mt Lindesay Hwy;
 Christie St; and
 Railway St.

Not Started:

Brisbane and McKee St.

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 have been rectified as required throughout the year.

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

90

Jun 2016 Target %

100



Comments:

A second review of Council's Design and Construction Manual is nearing completion following feedback from State Government; with the final draft to be submitted by 30 June 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

95

Jun 2016 Target %

100



Comments:

The footpath network infrastructure identification program is underway. A review of anticipated levels of service appropriate for footpaths and bikeways has started and an identified forward list of projects has been identified and prioritised. The maintenance manual has been reviewed with updates identified; however, finalisation of updates has not yet occurred. A footpath and bikeways inspection program has been developed and implemented with defects rectified as required.

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:

All property matters were progressed in accordance with the program requirements.

Leases of Council property to Beaudesert Community Radio Group Inc, Logan Drivers & Riders Association Inc and Tamborine Mountain Triathlon Club Inc were adopted by Council in May, 2016.

Project or Program

6.1.2.1 Stormwater Network Analysis

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

Due Date

30/04/2016

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

31/05/2016

Responsible Officer

Director Infrastructure Services

Start Date

01/01/2016

End Date

31/05/2016

Status

In Progress

% Complete

95

Jun 2016 Target %

100



Comments:

Stormwater networks site investigations in Canungra and Kalbar have been undertaken, with initial modelling completed. System assessment is currently underway and a report will be presented to Council pending assessment finalisation.

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

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

All flood restoration claims have been processed, submitted and finalised by the Queensland Reconstruction Authority. All payments for claims have been acquitted. The program is complete.

0% 25% 50% 75% 100%

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 of the bridges were carried out as required. Termite spraying has been completed on all timber bridges for the year. Overall expenditure matched the budget expectations.

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:

Project designs were provided to meet agreed timeframes. Technical advice was provided as required/requested.

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

Due Date

1.1. Waste Disposal operations and maintenance program delivered.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2016 Target %

Manager Property and Operations

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

The Waste Disposal Operations and Maintenance Program has been delivered within budget.

The seven transfer stations and the Central landfill at Bromelton are all operating satisfactorily. Environmental monitoring at the landfill and at Council's closed landfills is performed quarterly. The Landfill Operations Tender closes 6 July 2016 for new contract commencement 3 October 2016.

Project or Program

7.1.5.1 Disaster Management

Due Date

1.1. SES Support Management Plan reviewed.

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

Start Date

End Date

Status

% Complete

Jun 2016 Target %



Director Infrastructure Services

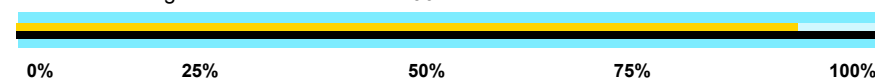
01/07/2015

30/06/2016

In Progress

90

100



Comments:

A review of State Emergency Services (SES) Support Management Plan has been completed.

Delivery of the Disaster Management Strategy is continuing, with delivery of the Implementation Plan progressing.

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:

Round two data entry activities commenced and arrangements were progressed for the third round clinics with participating schools and nurse immunisers.

Nine public health customer requests were investigated during Quarter 4. Of particular note, Council received a number of service requests about public toilets that service shopping centres.

Council also received continued complaints regarding asbestos on a property. Collaboration with Queensland Health and Workplace Health and Safety was conducted to resolve the issue.

Five complaints were received regarding food safety issues in Quarter 4. This included responses to outbreaks of food borne illnesses that effected a childcare facility and wedding venue.

Twenty six new food business applications were received this quarter, including temporary event licence applications for Council's Local Food Week and Winter Harvest Festival.

Council officers completed the food management inspection program for Boonah and its surrounding regions and is now focusing on the Beaudesert Township and surrounding areas.

Twenty one customer requests were received in relation to local laws issues this quarter. Complaints were mostly from alleged unsightly properties; however, complaints were also received about the footpath dining. Any business utilising Council's footpath for commercial purposes requires approval under the local laws.

Nine customer requests were received for mosquito management during the quarter. Council continues to receive complaints regarding mosquito breeding in the Riemore Downs area.

Officers have inspected properties and collected both adult and larvae samples for identification. The activity is unusual for this time of year when activity normally reduces due to the lower temperature in winter months.

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:

Four hundred and eleven customer requests were raised during this quarter relating to Animal Management. For the quarter, all reported issues were responded to within nominated timeframes.

The 2016-2017 dog registration renewals were processed and will be sent out to animal owners after 13 July 2016.

Limited after hours stock issues were raised and only two goats were impounded during the quarter.

Council Health Services staff in May attended 1080 baiting training with Biosecurity Queensland, firearm use for humane destruction of animals training, first aid training and a large animal handling course at the University of Queensland Gatton campus.

Project or Program

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

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

In Quarter 4, support was provided to State Emergency Services operations as required.

In 2015/2016, the Disaster Management Program continued to run effectively. 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.

A Disaster Prevention & Preparedness Strategy has been developed in consultation with key stakeholders (including members of the Local Disaster Management Group); with the draft document currently under review.

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

Start Date

End Date

Status

% Complete

Target %

Chief Finance Officer

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Four budget reviews have occurred in the 2015-16 financial year and the 2016-17 Budget and Long Term Financial Forecast was adopted by Council on 23 June 2016.

Monthly financial performance reports have been provided to Council in accordance with required timeframes.

Project or Program

8.1.1.2 Delegations review

1.1. Conduct review of delegations in accordance with regulatory requirements

Due Date

30/06/2016

2.2. Review outcomes and recommendations considered by Council

30/06/2016

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2015

End Date

30/06/2016

Status

In Progress

% Complete

98

Jun 2016 Target %

100



Comments:

Ongoing delegations reviews have been undertaken utilising the LGAQ delegations service. Additional legislative powers have been identified as a result of these reviews and this project is on track for completion in 2016.

0% 25% 50% 75% 100%

8.1.1.2 Treasury Management

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

Due Date

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.

A cash and investments report is provided to Council on a monthly basis that provides an analysis of investment returns and demonstrates compliance with the Investment Policy.

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 Financial Forecast.

30/06/2016

Responsible Officer

Chief Finance Officer

Start Date

01/07/2015

End Date

30/06/2016

Status

Completed

% Complete

100

Jun 2016 Target %

100



Comments:

Asset management plan funding requirements are being considered by the Asset Management Steering Committee.

0% 25% 50% 75% 100%

The next major project is for Council to consider the potential financial impacts of the Local Government Infrastructure Plan, which is currently being developed by the Planning Department.

Project or Program

8.1.1.4 Accounts Receivable & Payables Management

Due Date

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

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 are occurring in accordance with required timeframes and sundry debt recovery is occurring in accordance with policy.

A debt recovery report is provided to Council on a monthly basis that provides an analysis of sundry debt recovery rates.

8.1.1.5 Statutory Financial Reporting

Due Date

1.1. Deliver annual financial reports in accordance with statutory timeframes

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:

The annual financial statements for the year ended 30 June 2015 were signed by the Queensland Audit Office on 27 October 2015.

Preparations for the finalisation of the annual financial statements for the year ended 30 June 2016 are underway with the shell financial statements already provided to external audit for review.

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 Queensland 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:

Customer Contact have maintained a high service standard while processing a large volume of calls and enquiries from various stakeholders throughout an off-peak period.

High quality service was maintained during the last quarter across all centres, either via face to face or via the phone. New processes are still on trial and running seamlessly.

Customer Contact Officers are in preparation for the upcoming rateable period, which also encompasses dog renewals.

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.

The stocktake for the year ended 30 June 2016 has been completed for both the Supply and Workshop business units at all locations.

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 and Outlook.

Professional and informative Corporate Induction sessions are presented monthly.

Management and Leadership Development is continuously carried out 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:

Although the initial preparation work for conducting the Corporate Climate Survey has been undertaken, it has not been feasible to conduct the Survey during the 2015/16 financial year. This work is being carried forward to the 2016/17 financial year with a view to conducting the survey by 30 June 2017.

The subsequent Action Plans will be conducted by 30 November 2017.

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.

Project or Program

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

Due Date

1.1. Fleet Business Plan actions delivered.

31/12/2015

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

31/01/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2016 Target %



Director Infrastructure Services

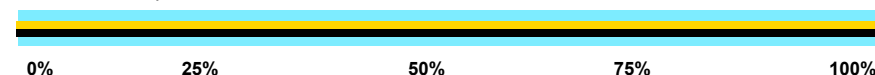
01/07/2015

30/06/2016

Completed

100

100



Comments:

The Fleet Business Plan actions have been delivered in accordance with the agreed program. A report on the outcomes of the Fleet Business Plan has been tabled.

8.1.3.2 Financial Management

Due Date

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

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

Start Date

End Date

Status

% Complete

Target %

Chief Finance Officer

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Processes associated with taxation and loans have occurred in line with required timeframes and the \$4m loan budgeted in the 2016-17 financial year was drawn down in June 2016.

8.1.3.2 Fabrication Services

Due Date

1.1. Fabricated items delivered in accordance with 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:

Fabricated items are being 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.

30/06/2016

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

30/06/2016

3.3. Quality assurance and audit review of guidelines.

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2016 Target %



Coordinator Governance and Corporate Policy

01/07/2015

30/06/2016

In Progress

95

100



Comments:

The review is in its final stages. Consultation has been commenced and is expected to carry in to 2016/2017, when a final draft will be progressed to the Chief Executive Officer for endorsement.

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 have been undertaken as required, ensuring fleet availability.

Consultation with relevant section has occurred where applicable. Council's fleet has been 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:

All software licences and support agreements are current and operational. A new Microsoft Enterprise Agreement has been reviewed and will be established in the new financial year which will have expected savings beyond the current agreement due to the intelligent use of subscription-based usage.

Technical Managed Support Agreements have been negotiated with external parties for server and storage maintenance and support (Surebridge), telephony support (InSync) and networking technical support (OntheNet) which are mutually beneficial for all parties. In addition, an Application Managed Services (AMS) agreement is in place with TechnologyOne for third-level support of all TechnologyOne applications and cloud services.

All Council mailboxes have been successfully transferred to Office 365, with legacy on-premises Exchange servers soon to be decommissioned.

The TechnologyOne Cloud service remains in project mode with some outstanding performance and reliability issues being addressed. A new 100Mbps Optus fibre link is expected to be commissioned in the near future which will enhance Council's communications with cloud services and allow for further expansion of these.

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.

Project or Program

8.1.3.4 Fleet Procurement

Due Date

1.1. Fleet Procurement Program delivered

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:

Procurement of fleet is continuing in accordance with Council's Plant Replacement 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:

Updates to the Rural and Urban numbering have been completed as provided and the Dekho system has been updated with these changes.

Alterations were made to the proposed planning scheme to enable review by Planning staff.

The Digital Cadastral Database (DCDB) has been updated upon receipt from the Department of Natural Resources and Mines.

Flood mapping and the identification of at-risk properties has been completed for Disaster Management.

A replacement of the Dekho web mapping system, which has reached end-of-support, is being introduced. Known as IntraMaps, it is now owned and managed by TechnologyOne and it provides a good replacement for the ageing Dekho whilst enabling better connectivity with information sources within the TechnologyOne suite of products.

Project or Program

8.1.3.5 Helpdesk System of Information Technology

1.1. Delivery of helpdesk services

Due Date

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:

Helpdesk services are being further developed within the new ICT Operations structure and an update of the Helpmaster software that supports the Helpdesk has been implemented.

The Helpdesk system and operational IT and Records staff have undergone significant stress due to the number of projects the teams have been implementing and supporting. The TechnologyOne Cloud, which is still in project mode several weeks after Go-Live, has consumed significant amounts of staff time and effort which has had a somewhat negative flow-on effect to Business As Usual (BAU) and other project work.

8.1.3.6 Introduce ICT-as-a-Service

1.1. Implement IaaS Hosted Solution.

2.2. Migrate On-premise Technology One.

Due Date

30/06/2016

30/06/2016

Responsible Officer

Manager Information Services

Start Date

01/07/2015

End Date

30/06/2016

Status

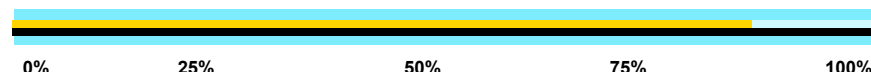
In Progress

% Complete

85

Jun 2016 Target %

100



Comments:

All Council mailboxes have been successfully migrated to Office 365 and the on-premises Exchange servers will shortly be decommissioned. Additional projects surrounding Office 365 functionality, such as OneDrive for Business, SharePoint Online, and Intune (for Mobile Device Management), have been initiated.

The Infrastructure-as-a-Service (IaaS) project, hosting servers and storage, virtual desktop infrastructure and cloud backups at Digital Sense in Brisbane, has stalled whilst the focus has been on the TechnologyOne Cloud migration project. Some servers have already been migrated and are operational out of Digital Sense whilst other migrations are awaiting the commissioning of the 100Mbps Optus fibre link which will enhance the ability to migrate data more quickly.

The TechnologyOne Cloud, Enterprise Software-as-a-Service (ESaaS), remains in project mode whilst performance and reliability issues are addressed and system interfaces are re-engineered.

Project or Program

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 are in place for the 2015-16 financial year and claims management is occurring in accordance with Council's established processes and in consultation with Council's insurer.

Council has met with Jardine Lloyd Thompson regarding insurance requirements for the 2016-17 financial year, which are to be fully covered by Local Government Mutual. The required insurance questionnaires have been submitted for determination of the insurance cost for the 2016-17 financial year. Council was able to take out a new type of insurance to cover cyber security risk in the 2016-17 financial year and has elected to take up this coverage.

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 and Corporate Policy

01/07/2015

30/06/2016

Ongoing

n/a

n/a

Comments:

Significant progress has been made in 2015/2016 in relation to risk. Ongoing scheduled reviews of Strategic/corporate risks have been undertaken quarterly by the Risk Reference Group and the risk register is current.

Level 3 (operational) risks have been migrated to the corporate performance reporting management environment and responsibility for managing and reviewing these risks delegated to Management Group. Emerging risk processes have been established through the Risk Reference Group and registers updated accordingly.

Project or Program

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

Manager Information Services

Start Date

01/07/2015

End Date

30/06/2016

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Business Continuity Controls and Procedures for Information Services are under review to incorporate cloud services - Infrastructure-as-a-Service (IaaS) and Software-as-a-Service (SaaS). There are dramatic differences between the approaches previously employed on-premises to those which exist incorporating cloud services. During the transition, a hybrid approach needs to be considered.

A revised backup and recovery strategy has been designed to cater for on-premises and cloud-hosted infrastructure. As well, existing physical infrastructure that requires a technology refresh and downsizing, has been explored. This will impact business continuity decisions as well.

Many more external suppliers of cloud services and managed services have been included in the business continuity planning as there is a heavy reliance on those external parties to respond to our business needs in a timely fashion. The risks associated with external service provision are being managed primarily through contracted arrangements.

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

Coordinator Governance and Corporate Policy

Start Date

01/07/2015

End Date

30/06/2016

Status

Completed

% Complete

100

Jun 2016 Target %

100



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.

The functionality of existing reports in the system is being investigated further and liaison has occurred with the software provider to improve the end product of reporting options available.

Project or Program

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

30/06/2016

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2015

30/06/2016

Ongoing








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



Comments:

Internal staff communications continue to be delivered in line with the expectations of the organisation. This includes a daily news bulletin circulated to all staff and councillors via email, including special updates as required for urgent matters. A monthly staff newsletter was also circulated to staff electronically and in print (outdoor staff only).











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	1. Requests for Action for all customer requests responded to within applicable service standards	%	100.00	100.00	 GREEN
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	80.00	 RED
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 - 1. 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 - 1. Nominated weed control activities on State roads undertaken in in accordance with treatment schedule	1. Nominated weed control activities on State roads undertaken in in accordance with treatment schedule	%	95.00	100.00	 GREEN


2. Sustainable and Prosperous Economy

KPI	Comments	Unit	Target	Actual	Progress
Development Application Responses - 1. Assessment of applications within applicable service standards	1. Assessment of applications within applicable service standards	%	100.00	100.00	 GREEN
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	100.00	 GREEN









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	68.00	 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	70.00	 RED
Customer Service Standards - 1. 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 - 2. Requests for Action	2. Provide a response within the relevant service standard for the service you requested	%	90.00	90.00	 GREEN
Customer Service Standards - 3. 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	90.00	 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 - 1. Council policies reviewed within nominated review schedule	1. Council policies reviewed within nominated review schedule	%	100.00	67.00	 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 - 1. 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	99.00	 RED
Building and Plumbing - 2. Plumbing applications approved within statutory timeframes	2. Plumbing application approved within statutory timeframes	%	100.00	92.00	 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	40.00	 RED
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
Development Compliance - 1. 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	95.00	 GREEN
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

KPI	Comments	Unit	Target	Actual	Progress
Community Facility Maintenance - 1. Libraries available for use during nominated opening hours	1. Libraries available for use during nominated opening hours	%	90.00	100.00	 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	100.00	 GREEN
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	90.00	 GREEN












6. Accessible and Serviced Region

KPI	Comments	Unit	Target	Actual	Progress
Alliance and Contract Works - 1. Annual operating surplus	1. Annual operating surplus >20%	%	20.00	21.63	 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	79.00	 GREEN
Bridge Program - 2. The bridge load limit ratio is not to be less than 0.90	2. The bridge load limit ratio is not to be less than 0.90 >0.90	#	0.90	0.91	 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	100.00	 GREEN
Public Amenity Facilities - 1. 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
Road and Street Program - 1. 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	10.15	 RED
Waste Collection - 1. Missed collection serviced within next business day	1. Missed collection serviced within next business day	%	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 - 2. Replacement bins delivered within 3 business days	2. Replacement bins delivered within 3 business days	%	100.00	100.00	 GREEN
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 - 1. Reported animal attacks responded to within 24 hours	1. Reported animal attacks responded to within 24 hours	%	100.00	100.00	 GREEN
Animal Management - 2. Number of dog registrations paid for the financial year	Animal Management - 2. Number of dog registrations paid for the financial year	%	95.00	100.00	 GREEN
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
Animal Management - 4. Collection of stray domestic animal requests are completed within one business day.	4. Collection of stray domestic animal requests are completed within one business day.	%	90.00	100.00	 GREEN
Animal Management - 5. Environmental noise nuisance from animal requests are resolved within 30 days	5. Environmental noise nuisance from animal requests are resolved within 30 days	%	80.00	95.00	 GREEN
Animal Management - 6. Impounded animals suitable for adoption to be transferred to a rehoming organisation	6. Impounded animals suitable for adoption to be transferred to a rehoming organisation	%	95.00	100.00	 GREEN
Animal Management - 7. Declared pest animal information on control methods provided to landholders within 30 days	7. Declared pest animal information on control methods provided to landholders within 30 days	%	100.00	100.00	 GREEN
Public Health - 1. Vaccination rate of students with parental/guardian consent is greater than 85%	1. Vaccination rate of students with parental/guardian consent is greater than 85%	%	85.00	91.99	 GREEN
Public Health - 2. Vaccination rate of total cohort is greater than 60%	2. Vaccination rate of total cohort is greater than 60%	%	60.00	65.82	 GREEN
Public Health - 3. Requests for Action for all customer requests responded to within applicable service standards	3. Requests for Action for all customer requests responded to within applicable service standards	%	100.00	100.00	 GREEN
Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	%	100.00	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 - 1. 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	92.00	 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	100.00	 GREEN

8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Human Resources Services - 1. The administration of personal records are legally compliant at all times	1. The administration of personal records are legally compliant at all times	%	100.00	100.00	 GREEN
Human Resources Services - 2. Recruitment and Selection practices are legally compliant at all times	2. Recruitment and Selection practices are legally compliant at all times	%	100.00	100.00	 GREEN
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	89.00	 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	95.00	 GREEN
Organisational Development - 1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	%	100.00	20.00	 RED
Organisational Development - 2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	%	100.00	0.00	 RED
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

8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Procurement Management - 1. 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
Staff Performance and Development - 1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	%	90.00	90.00	 GREEN
Staff Performance and Development - 2. Industrial Relations legislation complied with at all times	2. Industrial Relations legislation complied with at all times	%	100.00	100.00	 GREEN
Workplace Health and Safety - 1. Workplace Health and Safety legislation complied with at all times	1. Workplace Health and Safety legislation complied with at all times	%	100.00	100.00	 GREEN
Workplace Health and Safety - 2. Workers' Compensation legislation complied with at all times.	2. Workers' Compensation legislation complied with at all times.	%	100.00	100.00	 GREEN