

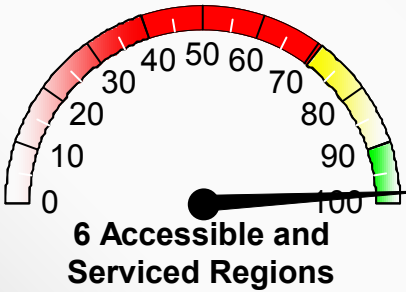
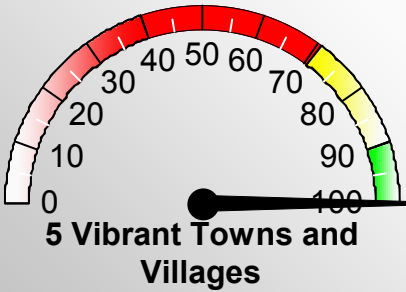
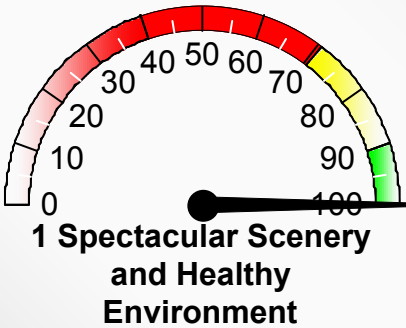





Scenic Rim Regional Council

Corporate Performance Report

July to September 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	13	5	0	0	7	1
2 Sustainable and Prosperous Economy	4	2	0	1	1	0
3 Open and Responsive Government	14	2	0	0	12	0
4 Relaxed Living and Rural Lifestyle	7	3	0	0	4	0
5 Vibrant Towns and Villages	10	3	0	0	6	1
6 Accessible and Serviced Regions	24	11	1	0	12	0
7 Healthy, Engaged and Resourceful Communities	7	2	0	0	4	1
8 Organisational Sustainability	24	1	0	0	23	0
TOTAL	103	29	1	1	69	3

Project or Program Summary



At least 90% of action target achieved



Between 70 and 90% of action target achieved



Less than 70% of action target achieved



Target



% Complete

Project or Program

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

1.1.1.1 Waste Strategy Project**Due Date****1.1. Waste Strategy Implementation Plan delivered****30/06/2017****Responsible Officer***Coordinator Waste***Start Date**

30/06/2016

End Date

30/06/2017

Status

In Progress

% Complete

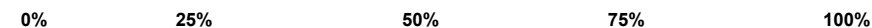
16

Sep 2016 Target %

15

**Comments:**

The Waste Strategy Implementation Plan has been endorsed. Planned items have been reviewed and a number have started, including waste education programs. Waste education has been completed for the September School holidays.



A review of the Implementation Plan is to be undertaken before 31 December 2016, due to significant changes in the management of waste services.

1.1.1.1 Roadside Weed Management Program**Due Date****1.1. Main Roads Contract****30/06/2017****2.2. Local Government Controlled Roads****30/06/2017****Responsible Officer***Manager Health Building and Environment***Start Date**

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

During the quarter council provided a quote to the Department of Main Roads to undertake pest management works on designated main roads. Council was successful in obtaining a further contract for this financial year and will commence contract works in quarter 2. The winter weed program was completed this quarter.

Project or Program

1.1.1.2 Habitat Protection Program

Due Date

1.1. Land for Wildlife

30/06/2017

2.2. Voluntary Conservation Agreements

30/06/2017

3.3. Nature Refuge and Conservation Covenant Program

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Thirty eight land for wildlife visits were completed during the quarter.

Six Conservation Agreement visits were completed during this quarter.

Two Nature Refuge visits were completed during the quarter.

1.1.1.3 Waterways Program

Due Date

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

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

During the quarter Council has had a planning meeting Healthy Waterways and Catchments to establish a funding model and plan for catchment management works to be undertaken within the Scenic Rim Region. An in principle agreement has been reached between SEQ Water, the River Improvement Trust and Council in relation to the delivery of a waterway weed project near Lake Moggerah. This project is to be funded by SEQ Water.

Project or Program

1.1.1.4 Reserve Management Program

Due Date

1.1. Undertake bushfire mitigation in accordance with Management Plans

30/06/2017

2.2. Pest animal and plant control

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

During the quarter all scheduled fire infrastructure works were completed. Also Council had the opportunity to lodge a grant application to the State Government to provide extra funding to assist in the deliver of further fire infrastructure works required across the many reserves within the Scenic Rim.

During the quarter the Winter weed treatment program occurred. This program targeted Mother of Millions on Council managed lands.

1.1.1.5 Community Environmental Management Program

Due Date

1.1. Deliver community education and awareness program

30/06/2017

2.2. Deliver Community Environmental Grants program in accordance with Community Grants Policy

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

During the quarter a meeting between community and culture and environment occurred to plan the environmental events for this financial year. The Spring school holidays program was successfully delivered.

During the quarter Councils environmental grant program was advertised. Council received twenty applications to fund a large number of worthwhile environmental programs. Each application was assessed against the criteria within the guidelines and nineteen applications were successful and awarded their share of council's allocated \$100,000 funding.

Project or Program

1.1.1.6 Pest Management Plan Regulatory Activities Program

Due Date

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

30/06/2017

2.2. Deliver wild dog baiting program

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

With the introduction of the Biosecurity Act 2014 a greater emphasis will be required by Council staff to educate landholders as to their obligations dealing with pest plants and animals.

Quarterly wild dog and feral pig baiting programs engaged 78 landholders to lay 1,515 wild dog and 468 feral pig baits.

1.1.1.9 Regionally Significant Species List Project

Due Date

1.1. Develop a Regionally significant species list for utilisation in the Development Assessment Process

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

30

Sep 2016 Target %

30



0% 25% 50% 75% 100%

Comments:

During the quarter a comprehensive list of significant species was compiled for review by the Environment Team. This review will be undertaken in Quarter 2.

Project or Program

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 Program**Due Date****1.1. Tree programs delivered****30/06/2017****2.2. External investment opportunities investigated****30/06/2017****Responsible Officer***Manager Health Building and Environment***Start Date**

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

During the quarter 19,758 plants were provided through the Million Trees Program to community groups, land holders and for planting on Council lands.

During the quarter Council took the opportunity to apply for further funding from the Commonwealth to continue Council's relationship with the Green Army Project. An outcome on the application should be known in Quarter 2.

1.1.2.2 Environmental Education Project**Due Date****1.1. Develop the first environmental booklet in the series "of the Scenic Rim"****30/06/2017****Responsible Officer***Manager Health Building and Environment***Start Date**

01/09/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

10

**Comments:**

The Environmental and Policy Section partnered with reptile expert Steve K Wilson to produce the educational book Reptiles of the Scenic Rim. The book is a valuable guide to both residents and environmental enthusiasts who wish to visit the area. The book will be officially launched by the Mayor in Quarter 2.

1.1.2.3 Reserves Asset Data Base Project**Due Date****1.1. Develop an asset data base for Council's Reserves****30/06/2017****Responsible Officer***Manager Health Building and Environment***Start Date**

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

0

**Comments:**

During the quarter geographic information system (GIS) tables and protocols were developed and are currently being tested. The product is ready to be rolled out upon implementation of Council's new software product. The mapping product will be utilised to record assets data for Council reserves.

Project or Program

1.1.2.4 Waterway Revegetation Project

Due Date

1.1. Undertake revegetation of Back Creek, the Logan River at Il-Bogan Park and Canungra Creek at Riverbend

30/06/2017

Reserve

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

30

Sep 2016 Target %

30



Comments:

During the quarter a large planting day was coordinated at River Bend Canungra. In relation to other projects, Council has obtained quotations for earth works and the delivery of mulch for work to be undertaken in Quarter 2.

0% 25% 50% 75% 100%

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 Project

Due Date

1.1. 10 Year Waste Capital Works Program reviewed

31/01/2017

2.2. Preplanning of Waste Capital Works projects undertaken

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/10/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

25



Comments:

In Quarter 1, a review of 10 Year Waste Capital Works Program was completed. It was identified that Council's waste planning will require revision due to Council bringing landfill operations in-house. Subsequently, cell design and construction will be required to take place earlier than previously planned.

0% 25% 50% 75% 100%

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 Program

1.1. Promote the Scenic Rim Brand

2.2. Strengthen Local Business Partnerships

Due Date

30/06/2017

30/06/2017

Responsible Officer

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

25



Comments:

The Scenic Rim brand was strongly promoted at this year's EKKA. There were 7,500 carrot bags, 7,800 tourism brochures and 6,500 maps distributed. One hundred Eat Local Week recipe books were also sold.

The Draft Tourism Strategy was circulated to key stakeholders with 'in principle' agreement to establish a single tourism organisation.

Council attended Chamber of Commerce meetings to ensure continued collaboration across the local business sector. The Chambers recently attended the Arts Dinner to learn more about economic opportunities in the region and to explore ways to incorporate the Arts Sector into their respective business plans.

Council partnered with SCT to deliver business information sessions and collaborative discussions with Chambers of Commerce and Local Tourism Organisations. Planning for 2017 Regional Transport Forum is underway.

Project or Program

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

2.1.2.1 Alliance and Contract Works Program

Due Date

1.1. Routine Maintenance Performance Contract

30/06/2017

2.2. Works for other Councils

30/06/2017

3.3. Private works

30/06/2017

4.4. Other Department of Transport and Main Roads Contracts

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Overall within the Alliance and Contract Work Program in Quarter 1 there has been less work carried out than originally programmed and budgeted.

The Routine Maintenance Performance Contract has seen a lower than budgeted start to both expenditure and therefore income as a result of a direction for Transport and Main Roads requirements. Currently the rate of return is still slightly behind expended due to the activities currently having been undertaken. July and August progress claims and expenditure were lower because of start of financial year.

No work for other Councils has currently been undertaken. A request has been received for a quote to undertake some culvert replacement works and this will be prepared over the next month.

Currently activity in the Private Works area is slightly higher than budgeted with a rate of return as budgeted currently being exceeded.

Currently there are no Transport and Main Road (TMR) Contract Jobs underway. Work has been priced for TMR project and awaiting decision from TMR.

2.1.2.1 Visitor Information Centres Program

Due Date

1.1. Improve links between the Visitor Information Centres and the business community

30/06/2017

Responsible Officer

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

25



Comments:

Service Level Agreements were finalised in consultation with Visitor Information Centres by the end of the Quarter.

Ongoing training is being delivered for volunteers and planning is well underway for the Queensland Visitor Information Centres Conference which will be held in Roma in October 2016.

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 Development of a New Scenic Rim Planning Scheme Project****1.1. Council resolve to seek the Minister's approval to adopt the draft Local Government Infrastructure Plan.****Due Date****30/06/2017****2. Council resolve to seek the Minister's approval to adopt the draft Scenic Rim Planning Scheme.****30/06/2017****Responsible Officer***Manager Planning***Start Date**

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

10

Sep 2016 Target %

25

**Comments:**

Preparation of the draft Local Government Infrastructure Plan (LGIP) is being progressed. The draft parks and community facilities component has been completed. The draft transport component is currently under development, with the existing trunk transport network being completed.

State interest review and community consultation of the draft LGIP has not yet commenced.

Review and amendments of the draft Planning Scheme is being undertaken in response to the State interest review comments. The draft Planning Scheme is concurrently being reviewed and amended to ensure that the instrument can operate effectively under the new decision rules and concepts of the new Planning Act, which will commence in July 2016, which is supported by the Department of Infrastructure, Local Government and Planning. Community consultation of draft Planning Scheme has not yet commenced.

3.1.1 ORG1 Continue to develop initiatives and processes to communicate and engage with our diverse community.**3.1.1.1 Community Connectivity Program****1.1. Provide community engagement advisory function consistent with Community Engagement Policy****Due Date****30/06/2017****2.2. Utilise relevant communication channels to connect with Scenic Rim community****30/06/2017****3.3. Provide a communication channel to the community in disaster situations for the Local Disaster****30/06/2017****Management Group****Responsible Officer***Communications and Councillor Support Coordinator***Start Date**

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Visitation to Council's website remained consistent over the quarter with total visitation exceeding 76,700 during the period. In July there were 25,431 visits to the site comprising 16,663 unique browsers (UBs), in August there were 25,539 visits comprising 16,041 UBs, while in September there 25,986 visits comprising 16,500UBs.

Council's presence on social media reached a milestone during the quarter, with the number of likes on the organisation's corporate Facebook page surpassing 3,000. Total number of likes at the end of the quarter reached 3,250. Council's audience on Twitter increased from 556 at the end of 15/16 to 582 by the end of the quarter. Council's social media activity on Facebook was supported by a mix of popular organic posts and an increase in the use of sponsored/promoted posts, a cost effective tool to engage niche audiences.

Project or Program

3.1.1.1 Information Access and Privacy Program

Due Date

1.1. Deliver compliant statutory and performance reporting

30/06/2017

2.2. Maintain compliant information / disclosure registers

30/06/2017

3.3. Maintain compliant right to information publication scheme and information request management process

30/06/2017

4.4. Maintain compliant information privacy functions

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance and Corporate Policy

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Council's Information Access and Privacy functions were delivered in Quarter 1 in compliance with regulatory requirements.

Corporate Reporting Functions are occurring effectively. Quarterly Operational Plan reports have been provided to Council in accordance with required timeframes, with the Quarter 4 Report adopted by Council on 22 August 2016. Finalisation of the 2015/2016 Annual Report is underway.

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.

A compliant publication scheme under the Right to Information Act 2009 has been endorsed by Council and is available on Council's website.

Information requests were managed in accordance with the scheme and legislation, including the Information Privacy Act 2009. Administrative Releases have been coordinated during the quarter on an as-needs basis to avoid unnecessarily bureaucratic processes and facilitate access to information.

Privacy collection notices are present when collecting personal information in accordance with the Information Privacy Act 2009 and a Privacy Plan has been endorsed by the Chief Executive Officer and is available on Council's website.

Project or Program

3.1.1.2 Complaints Management Program**Due Date****1.1. Maintain the Complaints Management Program****30/06/2017****2.2. Promote compliance with the Complaints Management Framework and advise on best practice****30/06/2017****3.3. Facilitate annual review of Complaints Management Policy by Council****30/06/2017****Responsible Officer***Coordinator Governance and Corporate Policy***Start Date**

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

In Quarter 1, complaints have been recorded and reported to management in accordance with the Complaints Management Policy. The management of complaints has been monitored and assistance with customer responses has been provided as required.

The annual review by Council of the complaints management policy is planned to occur as part of a wider review of Council's Customer Service standards.

3.1.1.2 Strategic Communication Program**Due Date****1.1. Maintain positive relationships with media organisations and ensure enquiries are responded to within agreed timeframes****30/06/2017****2.2. Prepare corporate communication materials and distribute to media and external stakeholders as required.****30/06/2017****3.3. Monthly media monitoring reports provided to Councillors and Executive Team****30/06/2017****Responsible Officer***Communications and Councillor Support Coordinator***Start Date**

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

A total of 41 media releases were issued by Council during Quarter 1, comprising of 10 in July, 15 in August and 16 in September. During the same period, Council actioned 44 requests for information and/or comment, comprising 15 in July, 21 in August and 8 in September.

During August, an internal review of the communication and community engagement landscape was undertaken with the objective of identifying potential opportunities for the organisation to leverage emerging trends and technologies.

Project or Program

3.1.1.3 Corporate Identity Program

Due Date

1.1. Maintain Council website presence.

30/06/2017

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

30/06/2017

3.3. Ensure material complies with Council branding and professional standards

30/06/2017

Responsible Officer

Communications and Councillor Support Coordinator

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Delivered.

3.1.1.4 Regional Collaboration Program

Due Date

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

30/06/2017

Responsible Officer

Communications and Councillor Support Coordinator

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Media opportunities were facilitated with the Council of Mayors (SEQ) in relation to the pre-feasibility analysis of a potential Olympic bid and subsequent progression.

A media opportunity was facilitated with the Federal Member for Wright in relation to the national bridges renewal program.

Council also collaborated with Tourism and Events Queensland regarding the promotion of regional economic outcomes from Scenic Rim Eat Local Week.

Discussions were also held with the Department of Transport and Main Roads, Queensland Urban Utilities and Seqwater regarding future media opportunities regarding significant infrastructure projects in the Scenic Rim Region, which are expected to commence in Quarter 2.

Project or Program

3.1.1.5 Website Redevelopment Project

Due Date

1.1. Develop website framework and content in consultation with internal stakeholders

31/12/2016

2.2. Undertake investigations to identify preferred provider and website platform

31/12/2016

3.3. Creation and implementation of new website platform

30/06/2017

4.4. Deliver promotion and awareness program regarding new website, including staff training

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %



Communications and Councillor Support Coordinator

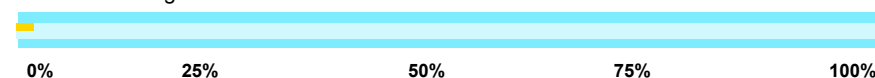
01/07/2016

30/06/2017

In Progress

2

0



Comments:

A review of comparative Council websites being delivered by Council's current site provider was undertaken in Quarter 1.

A discussion document was prepared for consideration by internal stakeholders ahead of information gathering process for scoping of project deliverables.

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 Program

Due Date

1.1. Maintain policy register

30/06/2017

2.2. Provide coordinated policy development and support services

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance and Corporate Policy

01/07/2016

30/06/2017

Ongoing

n/a

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 Program

Due Date

1.1. Maintain compliant delegations processes and registers

30/06/2017

2.2. Maintain compliant local government authorised persons and worker systems

30/06/2017

3.3. Facilitate annual review of delegations by Council to Chief Executive Officer

30/06/2017

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

In Quarter 1, Version 6.1 of the Delegations Register was finalised and adopted by Council at the meeting of 22 August 2016.

This update included the annual Council review of delegations to the Chief Executive Officer (CEO) and the delegation of number of new legislative instruments identified by the Local Government Association of Queensland (LGAQ) for delegation.

Ongoing reviews of the LGAQ's Delegations Service continue to ensure the register is up to date and effectively assists officers to perform their duties.

A compliant local government authorised person and worker system has been maintained in this Quarter.

3.1.3.4 Corporate Compliance Training and Development Program

Due Date

1.1. Deliver corporate induction to commencing employees

30/06/2017

2.2. Deliver training in corporate performance management systems

30/06/2017

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2016

End Date

30/06/2020

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Induction training has been delivered to commencing employees.

Training in corporate performance management systems has been delivered on an as needs basis and is scheduled with commencing staff with reporting responsibilities.

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 Local Law Review Project

Due Date

- 1.1. Conduct and implement consequential amendments to Local Laws in anticipation of adoption of new Planning Scheme

30/06/2017

- 2.2. Maintain register of requested amendments to Local Laws

30/06/2017

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

25



Comments:

Planning commenced in Quarter 1 for a review of the Local Laws which will incorporate amendments required once the new Scenic Rim Planning Scheme is finalised. It is anticipated that this project will carry into the 2017/2018 year and work will commence based on the progression of the new Scheme through the relevant approval and consultation processes.

0% 25% 50% 75% 100%

3.1.4.1 Information Management Program

Due Date

- 1.1. Management of incoming correspondence

30/06/2017

- 2.2. Internal audit program on compliance with records standards

30/06/2017

- 3.3. Provide information archiving services

30/06/2017

Responsible Officer

Manager Information Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Incoming correspondence is being managed in accordance with required service standards despite some challenges relating to system performance experienced during July and August.

Storage for hard copy documents continues to remain a challenge with some areas running out of storage and changes to existing buildings resulting in less storage space being available. A strategy to address storage needs will have to be developed.

Project or Program

3.1.4.1 Development Assessment Service and Improvement Program

Due Date

1.1. Continuation of the development assessment improvement process.

30/06/2017

2.2(a) Processing time for Development Applications in Decision Stage

30/06/2017

3.2. Processing Summary for Development Applications

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Planning

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Development assessment (DA) improvement continues to occur based on process and procedural change accompanied by legislative change. Works include in part review of survey plan procedure, DA procedures, electronic correspondence efficiencies, electronic tasking, template development, TechOne development processes/workflows, improvements to Infrastructure Charges Notices processes.

Total processing time for Development Application was as follows:

- Less than 20 business days: - 28% (16 Applications)
- 20-40 business days: - 36% (20 Applications)
- 40 - 60 business days: - 5% (3 Applications)
- 60 - 80 business days: - 7% (4 Applications)
- 80-100 business days - 5% (3 Applications)
- >100 business days: - 19% (11 Applications)

Council processed 11 survey plans for the quarter. Three of the 11 survey plans were endorsed in less than 10 business days. Business process improvements are being made to ensure improved performance against performance targets in Quarter 2.

Project or Program

3.1.4.1 Revenue Management Program

Due Date

1.1. Ensure rates are levied in accordance with statutory timeframes

30/06/2017

2.2. Monitor outstanding rates and enforce collection actions

30/06/2017

3.External Debt Recovery

30/06/2017

4.Issue Reminder Notices

30/06/2017

5.Rates Levy July 2016

18/08/2016

6.Supplementary Rates Notices issued as required

30/06/2017

7.Rates Levy January 2017

16/02/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

Rate notices were issued in July 2016 with a due date of 18 August 2016. Council issued around 18,300 rate notices with 1,223 rate notices issued by email.

Around 3,310 rate reminder notices were issues in September.

Rates recovery remains within parameter and a new debt recovery provider was appointed to commence from 1 September 2016. This is expected to improve rate recoveries.

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 Program

1.1. Implement Arts and Culture Plan objectives.

2.2. Operate Beaudesert and Boonah Cultural Centres

3.3. Heritage and Public Art program

4.4. Fires on Top of Mountains - Planning and 1st stage of implementation

Due Date

30/06/2017

30/06/2017

30/06/2017

30/06/2017

Responsible Officer

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

27

Sep 2016 Target %

25



Comments:

The 2016 Cultural Centres Program continues to deliver exciting exhibitions and associated cultural activities that promote the Creating Connected Communities theme.

We continue to focus on developing partnerships with community arts organisations to build capacity across the sector.

We are providing ongoing support to Heritage and Indigenous Networks and developing programs for 2017 to ensure that we continue to deliver effective outcomes from the Cultural Policy. We are also planning and developing cultural programs for 2018 to coincide with the Commonwealth Games. The Cultural Centre Artist in Residency Agreements are also being reviewed.

We are engaging with community organisations on significant Heritage and Mental Health projects. We are evaluating the 2016 Studios of the Scenic Rim Program in collaboration with artists and local businesses. Eat Local Week is promoted consistently at Cultural Centres and Council's Be Healthy and Active program has been incorporated into all school holiday programming.

The combined attendance figures for this quarter are 8,337 which is an 18% decrease in attendances from the same period last year. This indicates lower than anticipated attendances at the Boonah Cultural centre in July and August. This is partly due to some regular hirers finding a different venue and a change of timing for the Boonah Arts Festival.

Heritage networks are due to meet in November. The Tamborine Mountain Museum have provided advice for the heritage components for the Vibrant Towns and Villages Gallery Walk Park Project to be known as Rhodas Corner.

The Arts Reference Group has received detailed concept designs for the Gallery Walk and Canungra Public Art Projects. The concept designs have been displayed at the Canungra and Tamborine Mountain Libraries for comment.

Arts Queensland have requested that all Regional Arts Development Fund (RADF) applications across the State be delayed until all Funding Agreements are signed and ratified by the State. This has caused a disruption to RADF rounds across the State.

Consultations have commenced with the local Indigenous community, internal stakeholders, artists, business groups, the Ceremonies team for the Opening and Closing Ceremonies of the Commonwealth Games and the Creative lead for the Games Cultural Program to further progress Fires on Top of Mountains project. Meetings have also been planned with Emergency Services and National Parks.

An application has been submitted to the Ministry of Arts Catalyst Fund seeking support for Community Story Project and Fires on Top of Mountains. Funding will be announced by December 2017.

Project or Program

4.1.1.2 Community Development Program

Due Date

1.1. Implement Health & Wellbeing Plan & Priorities

30/06/2017

2.2. Deliver Be Healthy & Active Program

30/06/2017

3.3. Deliver Council community events program

30/06/2017

4.4. Deliver Sports & Recreation Programs

30/06/2017

5.5. Deliver Youth Leadership Program

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %

Manager Community and Culture

01/07/2016

30/06/2017

In Progress

30

25



Comments:

The Scenic Rim Health and Wellbeing Advisory Committee meets quarterly to guide implementation of Health and Wellbeing Plan recommendations. Council's online Community Directory is regularly updated to ensure that contact details for community groups are accurate. A new Savvy Scenic Pocket Book is being developed. Forms have been emailed to community groups seeking information and content for this new support services resource directory.

In Quarter 1, Council's Community Development Team partnered with Health Services to host "Let's Walk" family friendly dog walking activities at Boonah, Beaudesert and Tamborine Mountain in July. Events were well attended with great feedback from participants.

Council partnered with Beaudesert Cycling to host a family bike ride at Wyaralong Dam on 1 October as part of the Spring School Holiday program. The expression of interest process for 2017 Be Healthy and Active program closed on 30 September. Council panel will assess expressions of interest in early October and present final recommendations to the Health and Wellbeing Advisory Committee in November 2017. The program will focus on new activities for families and youth.

Community Development provided extensive support to the Winter Harvest Festival, Eat Local Week and EKKA campaigns. Council also hosted an interactive display at the Beaudesert Show in September, showcasing many of the regions natural assets. Twelve Scenic Rim residents were sworn in as Australian Citizens at a formal Citizenship ceremony at The Centre Beaudesert on Monday 19 September. Preparations are underway for International Men's Day Dinner to be held in November.

Council has secured well-known volunteer committee presenter, Leisa Donlan to facilitate Free "Do it Yourself Planning" Workshops for sport and recreation clubs in October and the expression of interest process closed 30 September.

Thirty three year ten students from four Scenic Rim High Schools have enrolled for this year's Youth Leadership Program. The program continues to grow in strength with excellent feedback from past and present students and high school Principals.

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 Program**Due Date****1.1. Building approval services****30/06/2017****2.2. Plumbing approval services****30/06/2017****3.3. Plumbing compliance services****30/06/2017****Responsible Officer***Manager Health Building and Environment***Start Date**

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

There were a total of 58 building applications lodged with Council for assessment in the period July to September. An overall performance outcome of 94% of the applications have been assessed within the required statutory time frames. Council performed 195 building inspection for the period July to September achieving 100% of the performance objective. A total of 209 applications have been lodged for assessment for the Scenic Rim Region with 60 applications for single detached dwellings including three duplex application and two second dwelling application.

A total of 111 plumbing applications were lodged with Council for compliance assessment for the period July to September. Fifty four applications were associated with on-site sewerage facilities. An overall performance outcome of 89% of applications have been assessed within the statutory time frames; this is a consequence of staff resource issues within the plumbing regulatory area. Council performed a total of 684 regulatory plumbing inspections for the period July to September with a performance objective of 100% achieved.

Council performed ten regulatory audit inspections associated with the Notifiable Works process under the Plumbing and Drainage Act 2002 for the period.

A total of eight request for compliance action was lodged for the period July to September. Three requests have been resolved for the period.

Project or Program

4.1.4.1 Development Assessment Program

Due Date

1.1. Development Application Assessment Services

30/06/2017

2.2. Planning and Flooding Certificates

30/06/2017

3.3. Pre-lodgement and development advisory services

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Planning

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Council received a total of 64 (56 Code Assessable and 8 Impact Assessable) Applications during the quarter. Council determined 57 (47 Delegated and 10 Council) Applications during the Quarter.

Council processed a total of 17 Planning Certificates during the quarter.

Council processed a total of 72 Flood Certificates during the quarter.

Development Applications listings are provided weekly to supervisory staff and timeframes are monitored and reported quarterly. A monthly Planning Workshop is held with Councillors to discuss Development Assessment status, outstanding appeals and the minutes of pre-lodgement meetings are reported on.

Council continues to offer formal and informal pre-lodgement meetings for customers. Formal meetings are generally booked within one week of receipt of the request with documented minutes generally issued within two weeks of the meeting.

4.1.4.2 Land Use Planning Program

Due Date

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

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %

Manager Planning

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Comments were provided to the Department of Infrastructure, Local Government and Planning during the first quarter of the 2016/17 financial year on draft policy produced as part of the SEQ Regional Plan review process.

Project or Program

4.1.4.2 Development Compliance Program

Due Date

1.1. Proactive Higher Risk Development compliance assessment

30/06/2017

2.2. Development Compliance Services.

30/06/2017

3.3. Building Compliance Services.

30/06/2017

4.4. Local Laws Compliance Services.

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

No High Risk Development inspections were undertaken during Quarter 1 due to high workloads for the team.

A total of 46 new customer requests relating to development compliance matters were received during the quarter. These requests allege offences against the Sustainable Planning Act 2009 and may encompass development occurring without approval, or non-compliance with an approval. Five of the 46 requests related to release of sediment, in one of these cases a fine of \$9,142.50 was issued.

Council officers appeared in the Queensland Planning & Environment Court in early September for a matter involving non-compliance with a development approval for a groundwater extraction development on Tamborine Mountain.

A total of 29 new customer requests relating to building compliance matters were received during the quarter. These requests allege offences against the Building Act 1975 and the Sustainable Planning Act 2009 and may encompass offences against the Building Act such as dilapidated or dangerous structures, pool fencing offences, building development occurring without approval, or non-compliance with an approval.

A total of 26 new customer requests relating to local law compliance matters were received during the quarter. These requests allege offences against the Council's local laws and encompass offences about operating prescribed activities without approval, use of or interference with reserves and other Council controlled areas.

Project or Program

4.1.4.7 Mobile Technology

Due Date

1.1. Provide a report to the Chief Executive Officer on the status of the mobile technology utilised in the building and plumbing approval process.

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

0



Comments:

Council has continued to test the IOS environment for comparative purposes with a view of performance improvements. Issues have been identified and Council's supplier provided advice that the issues will not be resolved until early October.

The mobile inspection facility has shown improvement in performance after the last cloud upgrade. Connectivity shortfall still exists in various areas however process review may assist in this area.

0% 25% 50% 75% 100%

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 Vibrant and Active Towns and Villages Program

Due Date

1.1. Project governance commenced

30/09/2016

2.2. Deliver capital projects in accordance with the project program

30/06/2017

3.3. Master plans delivered and endorsed

30/06/2017

4.4. Progress grant applications

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Progress was made in relation to the Vibrant and Active Towns and Villages Project in Quarter 1. Master plans are ready for adoption and public consultation has taken place, with hundreds of responses from the public already received. The master plans have been used as a vital document to assist in applications for government funding.

To date, the consultation process has not had any major public back lash or major social impacts. Current projects which have been under the Vibrant and Active Towns and Villages Program have been finalised in design and specification stage and are continuing construction or awaiting quotation.

Project or Program

5.1.1.1 Community Development Grants Program

Due Date

1.1. Community grants

30/06/2017

2.2. Sport and recreational grants

30/06/2017

3.Community Grants Round 1 Allocation of Funds

30/09/2016

4.Community Grants Round 2 Allocation of Funds

31/12/2016

5.Report to Council and Allocation of Funds

31/12/2016

6.Community Grants Round 3 Allocation of Funds

31/03/2017

7.Community Grants Round 4 Allocation of Funds

30/06/2017

Responsible Officer

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

55

Sep 2016 Target %

50



Comments:

Round 1 of the Community Grants program was presented to Council in September with 21 community organisations sharing in \$31,600 across a diverse mix of projects including community celebrations, computer equipment, community gardens and training for volunteers. More than \$11,000 was provided as In Kind support for venue hire and waste bins for community events. Council is currently reviewing the Community Grants program to deliver improvements and efficiencies in 2017. Fact Sheets will be developed to ensure that community groups are fully informed of proposed changes.

Eleven clubs shared in \$100,000 to deliver sport and recreation projects including field surface upgrades, new sporting equipment and minor infrastructure. A new matrix tool was developed for this year's grants program which provided a much more effective way to assess and determine grant outcomes.

0% 25% 50% 75% 100%

5.1.1.2 Cultural Grants Program

Due Date

1.1. Regional Arts Development Fund (RADF) Grants

30/06/2017

2.Round 1 RADF Grants Allocated

31/12/2016

3.Round 2 RADF Grants Allocated

30/06/2017

Responsible Officer

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

30

Sep 2016 Target %

0



Comments:

Council has completed the annual report and submitted comments regarding Key Performance Indicators to Arts Queensland. Once the report has been finalised, Arts Queensland will provide a funding agreement to Council and the normal rounds can commence for the 2016/17 year. This delay has been experienced by all councils across Queensland. We have advised all applicants and assessors of the amended funding timelines.

0% 25% 50% 75% 100%

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 Project

Due Date

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

31/01/2017

2.2. Preplanning of Parks, Gardens and Cemeteries Capital Works projects undertaken

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %



Manager Property and Operations

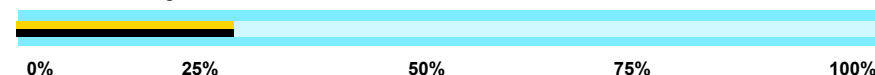
01/10/2016

30/06/2017

In Progress

25

25



Comments:

Projects identified for inclusion in Council's 10 Year Parks Gardens and Cemeteries Capital Works Program; with review of draft program underway.

5.1.5.2 Facilities Planning Program

Due Date

1.1. 10 year Facilities Capital Works Program reviewed

31/01/2017

2.2. Preplanning for Facilities Capital Works projects undertaken

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Review of 10 year Facilities Capital Works Program has commenced; with projects identified. Draft program to be presented to Council in the coming months for budgetary and planning purposes.

5.1.5.3 Facilities Capital Works Program

Due Date

1.1. Facilities Capital Works program delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Delivery of Council's 2016/17 Facilities Capital Works Program is progressing as scheduled. The with the following key deliverables achieved for Quarter 1:

- Stage 1 of the Coronation Park, Boonah, bollard fencing replacement project completed
- Electric BBQ replacement project progressing
- Region-wide picnic shelter replacement project progressing

Project or Program

5.1.5.4 Parks, Gardens and Cemeteries Capital Works Program

Due Date

1.1. Parks, Gardens and Cemeteries Capital Works program delivered

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Parks, Gardens and Cemeteries capital projects have been delivered in accordance with scheduled works program. The road sealing and fencing work at Peak Mountain View Park is progressing well; while pre-planning for the replacement of the deteriorated fence at Witches Falls Park is underway.

5.1.5.5 Facilities Operations and Maintenance Program

Due Date

1.1. Facilities Operations and Maintenance program delivered

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council owned and community facilities continue to be maintained and managed; with routine maintenance activities undertaken as required.

Operations and maintenance activities performed during Quarter 1 include pre-season maintenance of community swimming pools, repairs to Tamborine Mountain Community Centre, as well as other minor repairs and maintenance to public conveniences, park buildings and furniture, and playground and equipment.

5.1.5.6 Parks and Amenities Strategy Project

Due Date

1.1. Parks and Amenities Implementation Plan delivered

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

24



Comments:

A draft Parks and Amenities Strategy Implementation Plan has been developed and is to be presented to Council for considered shortly.

Consideration of outcomes of Vibrant and Active Towns and Villages Program is necessary for input into the plan.

0% 25% 50% 75% 100%

Project or Program

5.1.5.8 Parks, Gardens and Cemeteries Operations and Maintenance Program

Due Date

1.1. Parks, Gardens and Cemeteries Operations and Maintenance program delivered

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Grass maintenance in parks and cemeteries is being 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.

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

6.1.1.1 Asset Management Strategy Project

Due Date

1.1. CorePlus 2018 Asset Management Improvement Plan delivered

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

40

Sep 2016 Target %

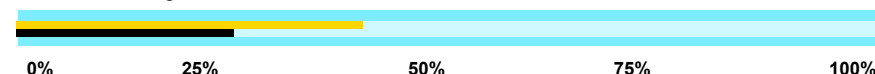
25



Comments:

Delivery of Council's CorePlus 2018 Asset Management Improvement Plan is continuing with all Council mowing areas (parks and roadside mowing) mapped, with GIS data mapping currently underway in readiness for implementation into Council's maintenance management system.

Council, along with Local Government Infrastructure Services and four other Queensland councils, is currently involved in the development of an Asset Management Decision-Making Framework.



6.1.1.1 Property Management Strategy Project

Due Date

1.1. Property Management Strategy Implementation Plan delivered.

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

30/06/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

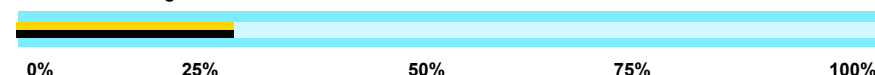
Sep 2016 Target %

25



Comments:

An implementation plan for Council's Property Management Strategy has been developed, and is scheduled to be completed by 30 June 2017.



Project or Program

6.1.1.1 Bridge Strategy Project

Due Date

1.1. Bridge Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

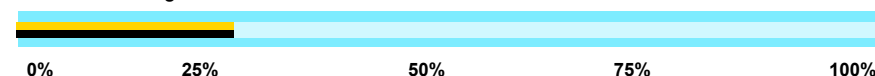
In Progress

% Complete

25

Sep 2016 Target %

25



Comments:

The Bridge Strategy program is driven by the Strategy Implementation Plan. The following items identified in the Strategy Implementation Plan have been undertaken in Quarter 1:

- Review of the 10 year program
- Review of maintenance activities
- Review of level detailed Risk profile inspections has occurred and inspections occur as per this program
- Development of the 2016/17 detailed timber bridge inspection program is well underway, and
- 2016/17 Bridge delivery program has been developed.

6.1.1.1 Asset Valuations Program

Due Date

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

30/06/2017

2.2. Indexation applied to asset valuations performed for the year ended 30 June 2017

30/06/2017

3.3. External asset valuation of some asset classes to occur by 30 June 2017

30/06/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

A valuation agency has been appointed to undertake a valuation of land, buildings and major plant during the financial year. An assets workshop will be held in October.

A review of long life asset valuation assumptions has occurred with long life assumptions only to apply to road pavement assets. This review was necessary to meet external audit recommendations and was requested by the Audit & Risk Committee. At the September meeting external audit and the Audit & Risk Committee indicated their approval of this approach.

Asset valuations remains a challenging area with recent changes to the interpretation of residual values impacting the way assets are to be accounted for as well as the variety of interpretations and views held by external audit and valuation agencies.

Project or Program

6.1.1.2 Asset Management Maturity Project

Due Date

1.1. Waste Asset Management Plan updated

31/10/2016

2.2. Data Collection & Condition Assessment of infrastructure assets

30/06/2017

3.3. Public Access Asset Management Plan developed

28/02/2017

4.4. Road Asset Management Plan updated

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %



Director Infrastructure Services

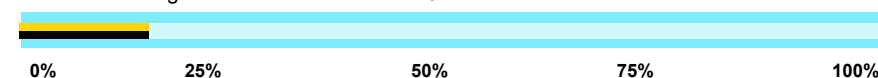
01/07/2016

30/06/2017

In Progress

15

15



Comments:

The template for Council's Waste Asset Management Plan has been completed. The data collection and condition assessment of all infrastructure assets at all waste sites has been undertaken. This has allowed the establishment of a waste facilities asset register which is to be utilised for strategic assets management planning as part of the development of a Waste Asset Management Plan. Renewal modelling and the development of technical and community-based levels of service is to be undertaken.

Delivery of Council's Data Collection and Condition Assessment project continues with the engagement of a suitably qualified supplier for the undertaking of footpath inspections to be appointed in early October. Specifications for Sealed Roads Condition Inspection Program has been completed, with requests for quotation issued; while a list of major culverts for inspection is being compiled.

Both Council's Public Access Asset Management Plan and Road Asset Management Plan projects are not yet due to commence.

Project or Program

6.1.1.2 Roads and Streets Strategy Project

Due Date

1.1. Roads Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %



Manager Works

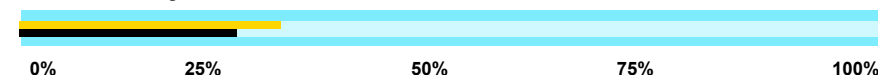
01/07/2016

30/06/2017

In Progress

30

25



Comments:

The Road and Streets Strategy program is driven by the Strategy Implementation Plan. The following activities contained within the plan have been undertaken in Quarter 1:

- Development of Road and Street Maintenance activities budget split has been finalised and implemented.
- Reviewed of Road and Street Classification and Hierarchy has been undertaken with no change required.
- Major review and update of Road and Street Asset Register is nearing completion.
- Condition assessment of the sealed road and street network tender has been developed with quotations called.
- Requests for extensions to the road network have been managed as per agreed process.
- Quality Management System Audit schedule has been developed.
- Management of Private and Public infrastructure within the road reserve continues.

A number of requests have been received in Quarter 1 regarding Private and Public Infrastructure. Requests for service totalled 228 across the quarter and were received as follows:

Request type and No. since 1/06/2016

- 72 Entrance Applications
- 37 Road Corridor Use Requests
- 52 National Heavy Vehicle Regulator
- 26 Rural Road Number Request
- 35 Land Activity Notices (QUU Energex and Telstra)
- 6 Abandoned Vehicle Reports

Project or Program

6.1.1.3 Roads and Streets Planning Project

1.1. 10 Year Roads and Streets Capital Works Program reviewed

2.2. Preplanning of Roads and Streets Capital Works projects undertaken

Due Date

31/01/2017

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

25



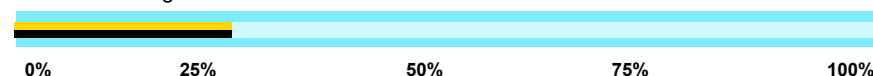
Comments:

The Road and Streets planning project involves the development and implementation of the 10 year program and preconstruction delivery.

A review of the current prioritisation model has occurred and following the review, no changes are planned. It should be noted that the timing of the collection of updated condition data for sealed roads and streets will delay the development of the 10 year program as it is deemed important to use updated condition data to prioritise future planned works.

All projects for the 2016/17 financial year have been scoped with relevant scoping documentation provided for design programming. Preliminary discussions have been undertaken on identified future year projects, however until the current sealed road and street condition assessment data is gathered, processed, analysed, and then used to prioritise projects these discussion will concentrate on those project highly likely to remain on the recent future years program.

A review of existing public utility service locations impacts on project delivery has been undertaken to streamline project design and delivery.



6.1.1.4 Bridge Planning Project

1.1. 10 Year Bridges Capital Works Program reviewed

2.2. Preplanning of Bridge Capital Works projects undertaken

Due Date

31/01/2017

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

35

Sep 2016 Target %

25

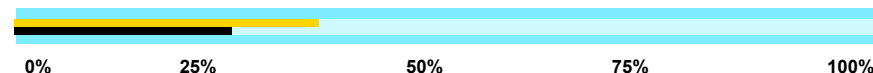


Comments:

The Bridge planning project involves the development and implementation of the 10 year program and preconstruction delivery. A number of activities in accordance with the project were undertaken in Quarter 1.

A detailed review of the bridge 10 year program has commenced. Further discussions are focused on the continued rollout of the Federal governments Bridge Renewal programme as this influences this programs development.

All major projects for the 2016/17 financial year have been designed. Planning requirements for all other bridge capital projects are well underway. Preliminary discussions have been undertaken on identified future years projects, with the view to develop a design program for implementation in Quarters 3 and 4.



Project or Program

6.1.1.5 Floodways and Causeway Planning Project

Due Date

1.1. 10 Year Floodways and Causeway Capital Works Program reviewed

31/01/2017

2.2. Preplanning of Floodways and Causeway Capital Works projects undertaken

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %



Manager Works

01/07/2016

30/06/2017

In Progress

25

25



Comments:

The Floodway and Causeway planning project involves the development and implementation of the 10 year program and preconstruction delivery.

In Quarter 1, an update of 10 Year Floodways and Causeway Capital Works Program backlog list of works has been carried out, removing identified projects that were completed in the previous financial year. Prioritisation of remaining projects for programming is currently underway. Formulation of future demands continues to be developed.

Given the nature of the current Floodway and Causeway programmed capital works which focuses mainly of the renewal of existing infrastructure, there are only three main preconstruction actives that need attention. Review of the scope of identified prioritised projects, public utility conflicts and traffic management of each site will be undertaken.

6.1.1.6 Floodways and Causeway Strategy Project

Due Date

1.1. Floodways and Causeway Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %



Manager Works

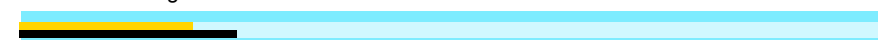
01/07/2016

30/06/2017

In Progress

20

25



Comments:

The Floodways and Causeway Strategy project is driven by the Strategy Implementation Plan. The major item for consideration within Quarter 1 was to undertake a review of the levels of service provided floodway's and Causeways.

This review has started, with the identified major limiting factor for consideration is the budget currently allocated to Floodways and Causeways is currently not sufficient to provide any increased level of service, only rehabilitation and major repairs to existing floodways over a prioritised approach is possible.

Project or Program

6.1.1.7 Footpaths and Bikeways Planning Project

Due Date

1.1. 10 Year Footpaths and Bikeways Capital Works Program reviewed

31/01/2017

2.2. Preplanning of Footpaths Bikeways Capital Works projects undertaken

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %



Manager Works

01/07/2016

30/06/2017

In Progress

35

25



0% 25% 50% 75% 100%

Comments:

The Footpaths and Bikeways planning project involves the development and implementation of the 10 year program and preconstruction delivery.

In Quarter 1, an update of the 10 year Footpaths and Bikeways Capital Works Program was largely completed, with a substantial review conducted in the previous financial year to identify all missing footpath links and updated footpath condition ratings. The remaining update this financial year will be to include additional links that were not picked up in the previous year's review and to gather updated condition information of existing footpaths.

The preplanning of the Footpaths and Bikeways Capital Works projects has commenced with design briefs provided to the Design department for all identified footpath projects due for delivery this financial year.

6.1.1.8 Roads and Streets Capital Works Program

Due Date

1.1. Roads and Streets Capital Works Program delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The Road and Street program has commenced with works well underway on Veresdale Scrub Road and Munbilla Road, and work commenced on Killmoylar Rd. The sealed road reseal program has commenced.

Project or Program

6.1.1.9 Roads and Streets Operations and Maintenance Program**Due Date****1.1. Roads and Streets Operations and Maintenance program delivered****30/06/2017****2.2. Private Infrastructure Roads managed****30/06/2017****3.3. Unconstructed roads issues managed****30/06/2017****Responsible Officer****Start Date****End Date****Status****% Complete****Target %***Manager Works*

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The roads and streets operations and maintenance program is managed through the maintenance budget. As of the end of September 2016, approximately 24% of the year has elapsed and the maintenance expenditure is approximately 31%, which is currently over the intended expenditure. This is due to a focus on maintenance on a couple of the maintenance areas; however, major reseal preparation works will be required in these areas to bring expenditure back into line with the budget.

These projects are managed appropriately as they are identified.

An unconstructed roads list is maintained by the Works Department and any further unconstructed roads issues are identified on this list and identified for review.

6.1.1.10 Bridge Capital Works Program**Due Date****1.1. Bridge Capital Works Program delivered****30/06/2017****Responsible Officer****Start Date****End Date****Status****% Complete****Target %***Manager Works*

30/06/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The Bridge Capital Works Program as at the end of Quarter 1 is on schedule.

A Contract for the constructing of Churchbank Bridge, Tramway Bridge, Adams Bridge and Camp Creek Bridge has been awarded with on site works to commence within the next month at all sites except Adams Bridge, which will start a month later.

Bridge rehabilitation works have been carried out on Tait Bridge, Newman Bridge (West) and Mollenhagaen Bridge, to improve and maintain existing load limits.

Project or Program

6.1.1.11 Floodways and Causeway Capital Works Program

Due Date

1.1. Floodways and Causeway Capital Works Program delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The works program for Floodways and Causeways for this year is currently being confirmed. Works on floodways and Causeways are not due to start until start of Quarter 3.

6.1.1.12 Floodways and Causeway Operations and Maintenance Program

Due Date

1.1. Floodways and Causeway Operations and Maintenance program delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

As maintenance issues arise within the Floodways and Causeway Operations and Maintenance program, they are assessed and actioned as funding and priority allows within the available budget.

6.1.1.13 Footpaths and Bikeways Capital Works Program

Due Date

1.1. Footpaths and Bikeways Capital Works program delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Footpaths and Bikeway Capital works is currently slightly behind schedule, with works continuing on Waters Bridge and the associated footpath link. Stage one works on the McKee Street footpath has been completed. The Railway Street footpath and associated works are continuing.

Project or Program

6.1.1.14 Footpaths and Bikeways Operations and Maintenance Program

Due Date

1.1. Footpaths and Bikeways Operations and Maintenance program delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Footpath and Bikeways Operation and Maintenance is well ahead of budgeted allocations. As maintenance issues arise within the Footpaths and Bikeways Operations and Maintenance program, they are assessed and actioned as capital and priority allows within the available budget.

As of the end of September 2016, approximately 24% of the year has elapsed and the maintenance expenditure is approximately 50%. This is over the allocation for this time of year with the focus being on footpath works early in the financial year while other maintenance activities are in planning.

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

6.1.2.1 Stormwater Network Analysis Project

Due Date

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

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

5

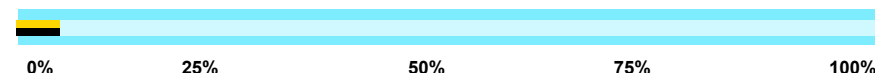
Sep 2016 Target %

5



Comments:

Delivery of the Tamborine Mountain Stormwater Hydrology Study Phase 1 has commenced with preliminary discussions held with suitably qualified consultations.



6.1.2.1 Property Management Program

Due Date

1.1. Council owned property managed in accordance with community and organisational requirements

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

Project or Program

6.1.2.1 Development Assessment - Operational Works Program

Due Date

1.1. Operational Works assessment services delivered

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

All application were assessed and correspondence issued within IDAS timeframes. Seven operational works applications were lodged during the July, August and September period; with one application still under assessment. The remaining six applications have been issued Decision Notice Approvals. The application under assessment remains with IDAS timeframes.

6.1.2.1 Footpaths and Bikeways Strategy Project

Due Date

1.1. Footpaths and Bikeways Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

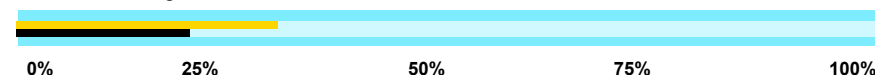
In Progress

% Complete

30

Sep 2016 Target %

20



Comments:

The Footpath and Bikeway Strategy program is driven by the Strategy Implementation Plan. In Quarter 1, the following items identified in the Strategy Implementation Plan have been undertaken:

- Review and update of Footpath Asset Register is nearing completion
- Condition assessment of the footpath network has been organised to be delivered within 2 months, and
- Review of the project prioritisation process has been undertaken with no changes planned.

6.1.2.2 Bridge Operations and Maintenance Program

Due Date

1.1. Bridge Operations and Maintenance Program delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The bridge maintenance and operations budget is slightly ahead of what has been budgeted to date. This is due to the relatively wet winter, which has led to some clearing activities which usually would not be required in this Quarter being undertaken early. As resources focus on capital delivery, this expenditure should return to forecast over the coming months.

Project or Program

6.1.2.2 Design Services Program

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

Due Date

30/06/2017

2.2. Technical Advice on Development Applications

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Designs for asset construction, renewal and maintenance undertaken and provided to meet agreed Works Program.

Operational Works Officers continue to provide technical advice as required/requested on Development Applications.

Project or Program

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

7.1.3.1 Libraries Program

1.1. Implement Library Services Strategic Plan priorities.

2.2. Operate library branches and provide events, activities and services that are inclusive.

Due Date

30/06/2017

30/06/2017

Responsible Officer

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

25

Sep 2016 Target %

25



Comments:

0% 25% 50% 75% 100%

Project or Program

In Quarter 1, a number of actions were taken to progress Strategic Plan goals for Council's Libraries.

1. Reflect the vision expressed in the Community Plan by being community focussed in all our activities

- Significant discussion has been generated around the Vibrant Towns and Villages project and specifically the libraries' place in both the Beaudesert and Tamborine Mountain plans. Both Friends of the Library groups have held meetings and provided feedback to the consultant.
- Boonah Cultural Foundation has begun planning for the annual Book Festival. Discarded library books are saved for this event and a portion of proceeds are then returned to the library.
- Beaudesert Times newspapers are being scanned and indexed into the library catalogue by trained volunteers. Other volunteers are being sought in Boonah and Tamborine Mountain to index local papers.

2. Maximise the potential of technology to deliver content and services

- Subscriptions have been renewed for all e-resources. Scenic Rim libraries have joined with Lockyer Valley and Somerset Councils to subscribe to Zinio (online magazines) as a consortium. This will cut the cost by almost two thirds.
- Demand for public access computers continues to grow. All branches are offering access to iPads when all machines are booked
- Public PCs have been updated to include Minecraft applications. This allows us to use the Minecraft educational license when offering this activity to children (usually as a holiday activity). This activity also highlights the need for additional PCs and additional space.
- E-Smart libraries program continues. Final staff training session will be held in December.

3. Embody a culture of lifelong learning

- Tech Savvy Seniors program has continued to be very successful. Program includes Introduction to Computers, Internet, Email, Cyber Safety and Social Media as well as Intermediate and Advanced courses. A total of 80 sessions were held at all three main libraries with 355 participants. Feedback has been excellent. The beginners' Introductory sessions are the most popular with requests for more to be scheduled. Unfortunately, funding for this program has concluded and we will need to reassess our ability to continue this program.
- The First5Forever program is gaining momentum and monthly newsletters are being distributed. Regular baby rhyme time and/or toddler story sessions are now established in Boonah and Beaudesert together with the networking of early childhood service providers. Canungra is in the first stages of developing regular sessions and Tamborine Mountain is yet to be established.
- Several more book clubs have been established at Boonah.

4. Create welcoming and attractive spaces

- New furniture has been received in Beaudesert to gradually replace old and worn furnishings.
- The review of library spaces has been completed and presented to the Executive Team. It is expected to be presented for further consideration by the Executive and Councillors in November and can hopefully be incorporated into the Vibrant Towns and Villages Project plans.

5. Support and enable staff to become as skilled and confident as possible

- A Beaudesert Library staff member is being trained in Auslan sign language. Once proficient, story times will also be available to hearing impaired children.

All branches operated normally despite significant staff absences for much of the Quarter. All branch supervisors were absent for periods over 4 weeks for unforeseen medical reasons in addition to planned annual leave and long service leave. This has led to discussions about succession planning and the need for higher level temporary staff to fill the gaps when required.

Visitor numbers continue to grow, as do the numbers of new members. Beaudesert is the fastest growing, joining up approximately 80 new members every month (which is double that of any of the other branches).

Project or Program

Activities in the libraries continue to be well attended. During the current quarter, 130 children's activities were delivered with over 1,900 participants. More than 1,000 adults attended regular and one-off events.

A new Wi-Fi network with accurate reporting has shown that Wi-Fi use continues to grow dramatically. For the month of September alone, 515 unique users had 3,182 Wi-Fi internet sessions and used almost 250,000 (249,293)Mb of data. This is in addition to the 4,212 sessions booked for the library PCs.

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 Public Health Program

1.1. School-based immunisation program

Due Date

30/06/2017

2.2. Public health regulatory services

30/06/2017

3.3. Food safety licensing and regulatory services

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

In Quarter 1, Council has undertaken preparations for round three immunisation clinics including school and nurse immuniser organisation and confirmation. Current copies of nurse immuniser registrations were requested and have been received. Nurse immuniser identification cards have also been issued to each appointed casual nurse immuniser assisting with the 2016 School Immunisation Program.

Public health complaints were investigated this month.

Officers received training in asbestos regulation and enforcement and have been required to monitor and enforce an asbestos issue within the region. This resulted in the issuing of a Public Health Order on a property for the removal of broken asbestos fibre board and contaminated soil.

Council was also required to have an Officer chair the Food and Public Health Working Group for South East Queensland to discuss current matters relating to Food Management issue across the region.

No complaints received regarding food safety issues for the quarter.

Eight new food business applications were received this quarter.

Council have finished the food inspection program for the Beaudesert and Canungra areas, and also conducted numerous inspections in relation to food safety at the Beaudesert Show.

Project or Program

7.1.5.1 Disaster Management Program

Due Date

1.1. Local Disaster Management Plan reviewed

31/03/2017

2.2. Annual Disaster Management exercise undertaken

31/12/2016

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

30/06/2017

4.4. Local Disaster Coordination Centre maintained

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The 2016/17 local disaster management plan assessment has successfully been completed. Comparative assessment results indicate improvements in hazard mitigation and risk reduction, public engagement, operational information and intelligence, and relief components; while further improvements are required in the warnings component.

The draft Bushfire Management Plan, a Sub-Plan of the Scenic Rim Local Disaster Management Plan, was endorsed by the Bushfire Management Sub Committee and is to be considered by the Scenic Rim Local Disaster Management Group later this year.

The annual disaster management exercise is yet to be completed; following assessment of the Local Disaster Management Plan. Traditionally Council's annual exercise is undertaken in September / October prior to the wet season; however due to staff changes details have not yet been confirmed.

SES operations have been supported via assistance provided by the SES Local Controller. The Scenic Rim SES Unit has responded to the following activations for the July, August and September - 12 Agency Support Requests (QPS, QFRS, QAS) 2 Community Support Requests (Community Groups) and 7 Community Education.

Council's Local Disaster Coordination Centre and staff continue prepare for activation. A number of cell workshops have been undertaken in recent months, establishing suitable predefined tasks for the Administration/Support Cell, Logistics Cell, Media Cell and Planning Cell. The effectiveness of these suitable predefined tasks will be tested during Council's annual disaster management exercise which is to be held later in the year.

7.1.5.1 Waste Disposal Operations and Maintenance Program

Due Date

1.1. Waste Disposal Operations and Maintenance program delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Waste Disposal Operations and Maintenance Program continues to be delivered, with seven transfer stations and the Central landfill at Bromelton are all operating satisfactorily.

Road widening and re-seal has occurred at the Tamborine Mountain site during September; allowing better access for the RORO truck.

Following a security upgrade at Central landfill, the redundant access/ security gates have been installed at the Boonah Site.

Project or Program

7.1.5.2 Animal Management Program

1.1. Dog registration

Due Date

30/06/2017

2.2. Community response

30/06/2017

3.3. Stock control

30/06/2017

4.4. Education Program

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Dogs currently registered within the Scenic Rim Region equates to 5,023. Unpaid 2016-2017 dog registration reminder notices totalling 1,100 were issued this quarter, with 428 animal owners acting on this notice. Six hundred and seventy two unpaid dog registrations remain outstanding.

Council Rangers attended to 419 customer requests for the quarter.

No livestock were impounded and limited wandering stock issues raised for this quarter.

Health Services staff were actively involved with the Beaudesert Show Agriculture Education programme on 2 September. This event was attended by schools within our region, over 650 students participated.

7.1.5.2 Disaster Management Strategy Project

1.1. Disaster Management Strategy and Implementation Plan delivered

Due Date

30/06/2017

2.2. Disaster Management Prevention and Preparedness Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

15

Sep 2016 Target %

15



Comments:

0% 25% 50% 75% 100%

Delivery of Council's Disaster Management Strategy and Implementation Plan is continuing with the following strategic priority areas addressed.

Policy and Governance - Queensland Policy for Offers of Assistance and the draft Offers of Assistance Guidelines reviewed.

Disaster Risk Assessment - Review of Disaster Management Risk Assessment undertaken, with assessment updated.

Disaster Preparedness - Key staff attended a QDRRA Workshop. Disaster Management Engagement Group Meeting attended.

Disaster Response - Incident Management System review and updated.

The Disaster Management Prevention and Preparedness Strategy, including an Implementation Plan, was endorsed by the Scenic Rim Local Disaster Management Group in September, with delivery of the Implementation Plan to commence.

Project or Program

7.1.5.5 School Based Immunisation Program Project

Due Date

1.1. Provide a report to the Chief Executive Officer on the introduction of grade 7 to the program.

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/03/2017

End Date

30/06/2017

Status

In Progress

% Complete

30

Sep 2016 Target %

0



Comments:

Student immunisation data has been correlated for both rounds one (1) and two (2). Upon completion of the third and final round of the 2016 School Immunisation Program, data can be correlated and a report detailing relevant statistical information can be drafted to the Chief Executive Officer.

0% 25% 50% 75% 100%

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 Program

Due Date

1.1. Report actual performance against budget to Council monthly

30/06/2017

2.2. Perform quarterly budget reviews

31/05/2017

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

30/06/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

Planning for the 2017-18 budget and long term financial forecast is still in the preliminary stages; however, work has commenced on the preparation of a rating strategy.

The Executive Team will consider a draft budget timetable in October.

8.1.1.2 Treasury Management Program

Due Date

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

30/06/2017

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

30/06/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

Management of investments is occurring in accordance with the Investments Policy and is reported to Council on a monthly basis.

Project or Program

8.1.1.3 Accounts Receivable and Payables Management Program

Due Date

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

30/06/2017

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

30/06/2017

3.3. Monitor outstanding debtors and enforce collection actions

30/06/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

Ongoing management of accounts receivable and payable has continued despite some challenges relating to system performance that has been experienced since the start of the financial year. Debt recovery rates are within required parameters and are reported to Council on a monthly basis.

8.1.1.4 Statutory Financial Reporting Program

Due Date

1.1. Deliver annual financial reports in accordance with statutory timeframes

30/06/2017

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

30/06/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

The draft annual financial statements have been compiled and reported to the Audit & Risk Committee. The external audit commenced in early September with fieldwork finalised by end of September. No major issues have been raised by external audit and Council expects minimal changes to the draft financial statements to occur before they are finalised and signed.

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 Program

Due Date

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

30/06/2017

2.2. An organisational structure that reflects appropriate relativities

30/06/2017

3.3. Accurate and legally compliant administration of employee records

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Human Resources

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

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

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

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

8.1.2.1 Corporate Procurement Management Program

Due Date

1.1. Management of centralised procurement function

30/06/2017

2.2. Management of stores inventory in accordance with operational requirements

30/06/2017

3.3. Coordinate equipment safety inspections in accordance with required timeframes

30/06/2017

4.4. Conduct annual stocktake of stores inventory

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Management of procurement is ongoing and services are delivered within required timeframes.

The Procure to Pay internal audit recommendations will need to be considered in the context of a review of organisational procurement processes.

A meeting occurred in September with some new procurement processes commencing in the Works Department for external plant hire in October.

Project or Program

8.1.2.1 Customer Service Program

Due Date

1.1. Operate Council Customer Contact Centres including call centre.

30/06/2017

2.2. Implement priorities from Customer Contact strategy.

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Community and Culture

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Quality service was provided at all three Customer Service Centres during Quarter 1, with rating and dog registration renewals occurring during this period.

A new program relating to effective management of customer relations is being developed in conjunction with Council's Human Resources Department.

8.1.2.2 Training and Development Program

Due Date

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

30/06/2017

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

30/06/2017

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

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Human Resources

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

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

Professional and informative Corporate Induction sessions are presented monthly.

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

Project or Program

8.1.2.3 Workplace Health and Safety Program

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.

30/06/2017

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

30/06/2017

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

30/06/2017

Responsible Officer

Manager Human Resources

Start Date

01/07/2016

End Date

30/06/2017

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 Program

Due Date

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

30/06/2017

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

30/06/2017

Responsible Officer

Manager Human Resources

Start Date

01/07/2016

End Date

30/06/2017

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 Program

Due Date

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

30/06/2017

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

30/06/2017

3.3. A contemporary Workforce Planning Framework

30/06/2017

4.4. A Staff Reward and Recognition Framework

30/06/2017

Responsible Officer

Manager Human Resources

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The next Corporate Climate Survey will be undertaken by 30 June 2017.

Action Plans will be developed following the completion of the Corporate Climate Survey.

Workforce Planning is currently being undertaken as part of the annual budget build process.

Council's Staff Reward and Recognition Framework continues to operate successfully. The Valued Employee Award is presented quarterly and the various service recognition awards as well as the Annual Valued Employee Award are presented at the annual end of year staff function.

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 Financial Management Program

Due Date

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

30/06/2017

2.2. Management of Council's loan program.

30/06/2017

3.3. Annual stocktake of portable and attractive asset register.

30/06/2017

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

31/05/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

The financial management functions are delivered in accordance with required timeframes despite some challenges experienced in relation to system performance since the start of the financial year.

8.1.3.1 Fleet Services Project

Due Date

1.1. Fleet Procurement Program delivered

30/06/2017

2.2. Fleet Business Plan actions delivered

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

15

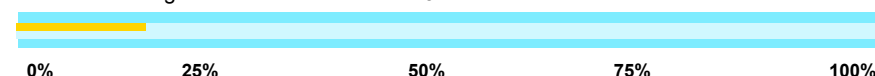
Sep 2016 Target %

0



Comments:

Council's 2016/17 Fleet Procurement Program has commenced with acquisition of 21 light vehicles, 1 grader, 1 tractor and 1 slasher for the July, August and September period; as well as survey equipment to be utilised with the newly acquired grader.



Project or Program

8.1.3.1 Software Management Program

1.1. Management of software licences and support agreements

2.2. Maintenance and support of business systems

Due Date

30/06/2017

30/06/2017

Responsible Officer

Manager Information Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Support of software programs used in Council is continuing. The cloud project has been a significant challenge and has diverted resources away from progressing other projects. It has also impacted on business areas within Council. Significant improvement has been noted since 29 August 2016 however and the project is on track to achieve successful completion. This will allow the IT area to focus on other projects.

8.1.3.1 Governance and Policy Program

1.1. Administrative support for Council functions

2.2. Internal advisory services

3.3. Implement legislation compliance monitoring program

Due Date

30/06/2017

30/06/2017

30/06/2017

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Governance has provided appropriate internal administrative support for Council functions and advice to internal Departments throughout the reporting period.

8.1.3.2 Geographical Information Systems (GIS) Program

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

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

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

Due Date

30/06/2017

30/06/2017

30/06/2017

Responsible Officer

Manager Information Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

GIS services continue to be provided in accordance with Council requirements.

Project or Program

8.1.3.2 Fleet Service Operations and Maintenance Program**Due Date**

1.1. Workshop operations maximising fleet availability

30/06/2017

2.2. Fleet maintained to manufacturers' requirements

30/06/2017

3.3. Fabrication items delivered

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Fleet operations and maintenance services continue to be provided to the organisation, through the provision of workshop servicing both scheduled and on request. Servicing undertaken for the July, August and September period, include 32 heavy plant items, 26 trucks, 63 motor vehicles and 13 small plant items.

Council's fleet workshops continue to work with relevant departments in the delivery of workshop operations to ensure maximised fleet availability and minimal interference to organisational delivery.

Delivery of Council's Fleet Maintenance Program continues to be undertaken in accordance with manufacturer's specification and requirements.

Council's Workshop continues to deliver fabrication services to the organisation. A number of key projects were delivered during the July, August and September period, which included street furniture (guardrail), swimming pool handrails, walkway repairs, heavy vehicle and earthmoving equipment repairs, vehicle, trailer and grader modifications, picnic tables and park bollards, as well as building stumps.

8.1.3.2 Property and Land Record Management Program**Due Date**

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

30/06/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Sep 2016 Target %

n/a

Comments:

Property and land records are being updated in accordance with required timeframes.

Project or Program

8.1.3.2 Corporate Performance and Planning Program

Due Date

1.1. Deliver Monthly performance reports to the Executive Team

30/06/2017

2.2. Drafting and preparation of Council's Annual Report

30/06/2017

3.3. Review of Council's Corporate Plan and Community Plan

30/06/2017

4.4. Deliver Quarterly Reports to Council

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance and Corporate Policy

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Corporate Performance and Planning occurred as scheduled in Quarter 1. Planning commenced for upcoming reviews of the Operational Plan, Corporate Plan and Community Plan.

Council's Annual Report is currently in draft form and the format is being designed by Council's Communications and Councillor Support Team.

8.1.3.3 Helpdesk System of Information Technology Program

Due Date

1.1. Delivery of helpdesk services

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The Help Desk system continues to function well since it has been reconfigured. Help Desk support is continuing with improvements noted in the level of service being provided by staff.

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

8.1.4.1 Insurance Risk Management Program

Due Date

1.1. Management of insurance claims

30/06/2017

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

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2016 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The 2016-17 insurance program has been finalised with Cyber Insurance taken out for additional protection against intrusions. Insurance costs in 2016-17 are lower than that experienced in 2014-15 due to the changeover to Local Government Mutual.

Project or Program

8.1.4.1 Internal Audit and Risk Management Program

Due Date

1.1. Administer Risk Management framework

30/06/2017

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

30/06/2017

3.3. Administer internal audit function

30/06/2017

4.4. Audit and Risk Committee

30/06/2017

5.4.1 Audit and Risk Committee External Member Appointment

30/06/2017

6.5. Internal Auditor Appointment Tender Process

12/02/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance and Corporate Policy

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

In Quarter 1, Council's Internal Audit functions occurred effectively. The Internal and External Audits are progressing on as scheduled.

Council's risk management documents including the Strategic, Operational and Project Risk Registers have been updated as required. Strategic/corporate risks have been reviewed as scheduled through the Risk Reference Group and the outcomes of the review progressed to the Audit and Risk Committee.

8.1.4.1 Business Continuity for Information Technology Program

Due Date

1.1. Testing of Business Continuity Systems

30/06/2017

2.2. Review of interconnection points between vendors to ensure that systems are not vulnerable to cyber attack

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Improvements in business continuity have been made with the transfer of additional business systems to the cloud. ICT business continuity documentation now requires significant update, however, and this will be undertaken during the financial year.

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 Program

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

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2016

30/06/2017

Ongoing






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

Comments:

In Quarter 1, the daily staff bulletin was circulated via email and the monthly staff newsletter was circulated electronically and via print as scheduled.






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
Pest Management - 1. Programed property inspections undertaken in accordance with Pest Management Plan	1. Programed property inspections undertaken in accordance with Pest Management Plan	%	100.00	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 accordance with treatment schedule	1. Nominated weed control activities on State roads undertaken in accordance with treatment schedule	%	95.00	100.00	 GREEN








2. Sustainable and Prosperous Economy

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
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 assessment acknowledgement notice issued within statutory timeframe (10 business days)	Development Assessment - 1. Development assessment acknowledgement notice issued within statutory timeframe (10 business days)	%	100.00	100.00	 GREEN
Development Assessment - 2. Average Actual Time to issue a Development Assessment acknowledgement notice is 5 business days or less	Development Assessment - 2. Average Actual Time to issue a Development Assessment acknowledgement notice is 5 business days or less	Days	5.00	7.00	 RED
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	27.00	 RED











3. Open and Responsive Government

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Complaints Management - 1. Customer acknowledgement of complaints within 14 business days	1. Customer acknowledgement of complaints within 14 business days	%	100.00	62.50	 RED
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	%	90.00	70.00	 RED
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

KPI	Comments	Unit	Target	Actual	Progress
Building and Plumbing - 1. Building applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	1. Building applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	%	100.00	94.00	 RED
Building and Plumbing - 2. Plumbing applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	2. Plumbing application approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	%	100.00	89.00	 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	%	0.00	60.00	 GREEN
Camping Grounds - 1. Camp facilities available for use during scheduled State school and public holidays	1. Camp facilities available for use during scheduled State school and public holidays	%	90.00	90.00	 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	%	N/A	N/A	
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

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Alliance and Contract Works - 1. Annual operating surplus	1. Annual operating surplus >20%	%	20.00	21.24	 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	95.00	 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 Target: 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	10.10	 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

KPI	Comments	Unit	Target	Actual	Progress
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	95.00	 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	90.00	 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%	%	N/A	N/A	
Public Health - 2. Vaccination rate of total cohort is greater than 60%	2. Vaccination rate of total cohort is greater than 60%	%	N/A	N/A	
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	95.00	 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	95.00	 GREEN
Fleet -2. Fleet Capital Purchases completed	2. Fleet Capital Purchases completed	%	90.00	85.00	 RED

8. Organisational Sustainability

KPI	Comments	Unit	Target	Actual	Progress
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	93.00	 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	91.00	 GREEN
Information Management - 3. Incoming correspondence registered into ECM and tasked within one business day of being received	3. Incoming correspondence registered into ECM and tasked within one business day of being received	%	90.00	90.00	 GREEN
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	100.00	 GREEN
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	100.00	 GREEN
Payables Management - 1. Staff and Councillors paid fortnightly in accordance with established pay periods	1. Staff and Councillors paid fortnightly in accordance with established pay periods	%	100.00	100.00	 GREEN
Payables Management - 2. Goods & Services Tax returns submitted by the 21st of each month	2. Goods & Services Tax returns submitted by the 21st of each month	%	100.00	100.00	 GREEN

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	%	100.00	100.00	 GREEN
	Calculated by 2013-14 stock issues divided by average inventory balance 30 June 2014/30 June 2013				
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	95.00	 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