

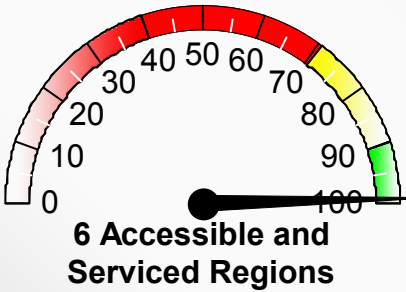
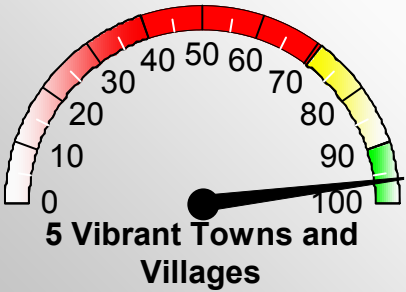
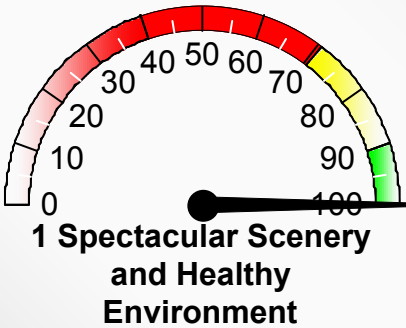





Scenic Rim Regional Council

Corporate Performance Report

October to December 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	14	6	0	0	8	0
2 Sustainable and Prosperous Economy	4	2	0	1	1	0
3 Open and Responsive Government	14	1	0	1	12	0
4 Relaxed Living and Rural Lifestyle	7	3	0	0	4	0
5 Vibrant Towns and Villages	10	4	0	0	5	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	104	30	1	2	69	2

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***Manager Property and Operations***Start Date**

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

40

Dec 2016 Target %

30

**Comments:**

The Waste Strategy Implementation Plan has been endorsed; however, a further review of the Implementation Plan has been completed due to significant changes in the management of waste services.

Planned items have been reviewed and a number have started, including waste education programs. Waste education is now complete for the year. The annual waste audit has occurred and the results will assist with the scope for 2017 school education programs.

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:

Council's contract with Main Roads Department commenced during 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:

During Quarter 2, 16 properties were visited as part of Council's commitment to the Land For Wildlife program. At these visits, discussions were held on how best to enhance the environmental value of the land. In this quarter Council also added four properties to the conservation program by finalising conservation agreements between the relevant parties.

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:

Council, in partnership with the River Improvement Trust, undertook a SEQWater contract for the control of pest plants to the value of \$100,000 dollars near Lake Moggerah.

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

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 2, Council was awarded a grant from the Department of Infrastructure, Local Government and Planning of \$60,000 for a Bushfire Risk Reduction program. As part of the criteria for the grant, Council has undertaken to contribute \$40,000 towards the project.

Project or Program

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:

In Quarter 2 and in partnership with Council's Community and Culture Department, Environmental Policy planned and booked environmental events for the summer school holiday program.

During the quarter the grants program Council advertised, assessed and awarded 19 grants to a range of environmental groups, not for profit organisations and residents to participate in one of Council's conservation programs.

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

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

With the introduction of the Biosecurity Act 2014 a greater emphasis has been placed on Council staff to educate landholders and community groups as to their obligations dealing with pest plants and animals.

Quarterly wild dog and feral pig baiting programs engaged with 12 landholders to lay 200 wild dog baits

Project or Program

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

60

Dec 2016 Target %

60



Comments:

Council's regionally significant species list project is on track as of the end of Quarter 2. A comprehensive list has been compiled and the final report is in draft format for final review before presentation.

0% 25% 50% 75% 100%

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

1.1.2.1 Million Trees - Scenic Rim 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 Quarter 2, 635 plants were provided through the Million Trees program to community groups, land holders and planted on Council land. SEQWater funded riparian works via Council's involvement with the River Improvement Trust to the value of \$100,000.

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

50

Dec 2016 Target %

40



Comments:

In Quarter 2, the "Reptiles of the Scenic Rim" book was distributed to a range of schools, community groups and supportive businesses for sale to the public.

0% 25% 50% 75% 100%

Project or Program

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

60

Dec 2016 Target %

20



Comments:

During the quarter GIS tables and protocols were developed and are currently being tested. The product is ready to be tested in Council's mapping platform.

0% 25% 50% 75% 100%

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 Reserve

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

60

Dec 2016 Target %

60



Comments:

Work has continued on Council's three waterways project locations. Eight thousand plants have been planted at the Back Creek site with further plantings, mulching and earthworks occurring at Ill Bogan and Riverbend sites throughout Quarter 2.

0% 25% 50% 75% 100%

Project or Program

1.1.5 SHE5 Provide innovative waste reduction, recycling and management practices to minimise adverse effects of waste on the environment and impacts on the community.**1.1.5.1 Waste Disposal Planning 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****Start Date****End Date****Status****% Complete****Dec 2016 Target %***Manager Property and Operations*

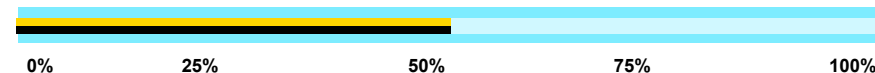
01/10/2016

30/06/2017

In Progress

50

50

**Comments:**

Review of 10 Year Waste Capital Works Program has been completed. The Plan will require revision due to Council bringing Landfill operations in-house and there is potential for cell design and construction to occur earlier than planned.

Waste Capital Work projects have been reviewed against the 16/17 financial year budget. The priority for coming quarter is the design of the recycling facility and second bin bay at Central Landfill.

1.1.5.2 Waste Disposal Capital Works Program**Due Date****1.1. Waste 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:

Carry-over of 2016 capital projects have occurred. One of these projects is now complete being the upgrade of the central landfill security system and front gates.

Planning and review of 2016/17 projects has occurred; with funding of a Landfill Master Plan identified for consideration.

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

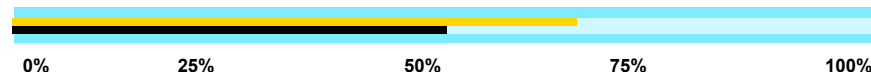
In Progress

% Complete

65

Dec 2016 Target %

50



Comments:

The Tourism Strategy was presented to the Councillor and Executive team in December with the final strategy to be ratified by Council in January.

Scenic Rim Website is currently being redesigned and was presented to Council and Executive meeting on the 19 December 2016. Scenic Rim was a feature article in the QantasLink magazine.

Planning for Eat Local Week for 2017 is underway. Briefing sessions have been held with Trade & Investment Queensland and Department of State Development.

The Port of Brisbane Corporation have agreed to host the SCT information workshops. An informal delegation from ARTC visited the Bromelton site and spoke with local contractors.

Sponsorship negotiations are underway with Australian Logistics Council and the Queensland Transport Council about sponsorship of the Bromelton Transport forum. Agreement has been reached with the Queensland Transport and Logistics Council on the format for March 2017 forum.

A report on Bromelton Employment prospects has been presented to the Executive Strategy Workshop.

Cooperative marketing opportunities for the Open Studios 2017 program have been presented to the Chambers of Commerce.

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

2.3. Private works

30/06/2017

3.4. Other Department of Transport and Main Roads Contracts

30/06/2017

4. Works for other Councils

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 the Alliance and Contract Work Program is slightly behind originally projected work at the end of Quarter 2, due to client requests. Work will increase in the next 6 months of the budget year.

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 since start of this financial year. The rate of return is still slightly behind expended due to the work undertaken from for the first half of the year, as per Department of Transport an Main Roads request. Revenue target is slightly under the projected at this point of time however should improve over the next few months.

Currently activity in the Private Works is slightly below budgeted however as the allowance for this component of the budget is small in comparison it has limited effect on the overall performance in this area.

Currently there are no Transport and Main Road Contract projects underway. A price is currently being prepared for an intersection construction project.

Works for other Councils are continuing with revenue targets currently being exceeded.

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

50

Dec 2016 Target %

50



Comments:

Ongoing training has been delivered for volunteers. with a number them attending the Queensland Visitor Information Centres Conference which was held in Roma in October 2016.

All Visitor Information Centres are working well as they move into the holiday season.

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

Dec 2016 Target %

50

**Comments:**

Preparation of the draft Local Government Infrastructure Plan (LGIP) is being progressed. The draft parks and community facilities and transport components have been completed. The draft stormwater component is currently under development. 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. A legal review of the draft Planning Scheme commenced in December 2016. The draft Planning Scheme is concurrently being reviewed and amended to ensure that the instrument can operate effectively under the decision rules and concepts of the new Planning Act (commencing in July 2017). A review of the policy changes proposed under the draft SEQ Regional Plan, draft State Planning Policy and draft Planning Regulation to identify potential implications for the draft Planning Scheme is also being undertaken. The outcomes of the State government's review of poultry farm policy will similarly have implications for the draft Planning Scheme. 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 63,900 during the period. In October there were 24,379 visits to the site comprising 15,180 unique browsers (UBs), in November there were 24,742 visits comprising 15,452 UBs, while in December (1-22 Dec only) there were 14,790 visits comprising 9,428 UBs.

Council's following on social media channels to continues to grow. Total number of likes on the organisation's corporate Facebook page reached 3414 at the end of the Quarter, up from 3250 at the end of Quarter 1. Council's audience on Twitter increased from 582 at the end of Quarter 1 to 615. Council's social media activity on Facebook continues to be supported by a mix of popular organic posts and an increase in the use of sponsored/promoted posts.

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 2 in compliance with regulatory requirements.

Corporate reporting functions are occurring effectively. Quarterly Operational Plan reports have been progressed to Council in accordance with required timeframes, with the Quarter 1 Report considered by Council on 21 November 2016. The 2015/2016 Annual Report was finalised as scheduled by 30 November 2016.

Council's mandatory information/disclosure registers have been maintained in accordance with statutory timeframes. Registers include Councillor material personal interests (both public extract and Chief Executive Officer's Register), executive material personal interest registers, gifts and benefits register, and complaints register.

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 2, 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 and will commence when staffing levels allow.

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 42 media releases were issued by Council during Quarter 2, comprising of 11 in October, 17 in November and 14 in December. During the same period, Council actioned 37 requests for information and/or comment, comprising 16 in October, 14 in November and 7 in December.

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

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

In Quarter 2, corporate identity initiatives were delivered in line with organisational requirements.

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

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Council continues to work collaboratively with stakeholder agencies to facilitate joint media and promotional opportunities. During Quarter 2 this included opportunities with the Department of Transport and Main Roads in relation to the Beaudesert Town Centre Bypass Project, Queensland Urban Utilities in relation to the Bromelton water pipeline project and the Federal Member for Wright in relation to timber bridge replacement and regional gateway art projects. Enhancing inter-regional relationships continues to be an important area of engagement with Council continuing to work with neighbouring councils through SEQ Mayors and advocate at a State level through the Local Government Association of Queensland.

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

Dec 2016 Target %

Communications and Councillor Support Coordinator

01/07/2016

30/06/2017

In Progress

20

30



Comments:

During Quarter 2, Council identified a preferred solution for its website redevelopment project. This followed an internal and external discovery process, which included an review of internal stakeholder requirements, an analysis of user behaviour and needs, and discussions with potential solutions providers. The outcomes of these investigations were presented to the ICT Steering Committee in December and the project will now progress the project to the proposal and development phase in Quarter 3.

0% 25% 50% 75% 100%

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

3.1.3.2 Policy Development and Review 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:

Ongoing reviews of the Local Government Association of Queensland's Delegations Register 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 Quarter 2.

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

50

Dec 2016 Target %

50



Comments:

Planning has commenced 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.

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

Manager Planning

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

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 DA procedures, electronic correspondence efficiencies, electronic tasking, template development, TechOne development processes/workflows, improvements to Infrastructure Charges Notices processes.

PROCESSING SUMMARY FOR DEVELOPMENT APPLICATIONS AND CERTIFICATES

Development Applications Received During Oct - Dec 2016 Quarter:

- 45 development applications were received during the Quarter:
- 47 development applications were determined during the Quarter (of which 36 were delegated and 11 determined by Council).

Total Processing Times for all Applications Determined in the Quarter

- < 20 business days = 18%
- 20 - 40 bd = 34%
- 40 - 60 bd = 12%
- 60 - 80 bd = 16%
- 80 - 100bd = 6%
- > 100 bd = 14%

Development Assessment Stages Timeframes

- 100% of Acknowledgement Notices issued within statutory timeframe (4 issued in total);
- 88% of Information Request issued within 20 bd (8 issued in total);

Planning Certificates

- 90% of Planning Certificates issued within statutory timeframes (Total of 10 Certificates issued, of which 6 were Limited Certificates and 4 were Standard);
- 95% of Flood Certificates issued within statutory timeframes (Total of 36 Certificates issued).

Plan Endorsement Applications

- 7 Plan Endorsement Applications were lodged and sealed in the Quarter;
- 10 Plan Endorsement Applications were sealed in the Quarter.

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

Start Date

End Date

Status

% Complete

Dec 2016 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

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 issued in September.

Rates recovery remains within parameter and a new debt recovery provider was appointed from 1 September 2016. This has improved rate recoveries with overdue rates at 4.3% of total revenue levied as at 31 December 2016.

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

60

Dec 2016 Target %

50

**Comments:**

During Quarter 2 the following objectives of the Cultural Policy have been met:

COMMUNITY - the Cultural Centres hosted the annual end of year Arts Dinner and honoured 4 people with Cultural Champions awards for their contribution to our community in 2016.

HERITAGE AND IDENTITY - During December further work was done on development of Heritage Trails that would link with Public Art and Vibrant and Active Towns and Villages projects.

Council also approved the HOME exhibition which has one of its components Looking Back, developed in collaboration with the Scenic Rim Heritage network.

CREATIVE EXCELLENCE - The 2017 Studios and Events Booklet was edited and sent to the designers as was the Life in Landscape program for 2017.

The combined attendance figures for Scenic Rim Cultural Centres for December were 1,073 which was significantly down on the same period in previous years. The total attendances for 16/17 across both centres to the 23rd December was 21,894 and the total number of events held was 408.

Heritage networks provided information for the 2017 program and studios booklet and have scheduled meetings and workshops for the coming year.

Three Cultural Champion awards were given to recognise the work of Indigenous members of the community at the December Arts Dinners. These went to the Granny Polo elders group, Jared Fogarty and Bob Smith.

Public Art has again been featured in the program for the 2017 Studios and Events Cultural Trails of the Scenic Rim Booklet.

Discussions have been continuing with the Indigenous community of the Scenic Rim and promotional material developed for the 2017 Fires on Top of Mountains Project. Catalyst Funding for the Project was unsuccessful; however, planning had taken this into consideration and a revision of the total project plan is currently in development.

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

Dec 2016 Target %

Manager Community and Culture

01/07/2016

30/06/2017

In Progress

56

50



Comments:

Twenty eight Year 10 students graduated from Council's annual Youth Leadership Program on Monday 24 October. This highly successful program is facilitated by former Olympic Volleyball Champion and Business Coach, Selina Scoble and this year's ceremony was once again topped off by a supercharged motivational speech by Five Times Olympic Beach Volleyball Champion Natalie Cook. The Scenic Rim Health and Wellbeing Advisory Committee hosted their final meeting for 2016 on 23 November. The agenda included an update on the Action Plan and the list of approved Be Healthy & Active Providers for the 2017 program. The Community Development team continues to engage directly with the community sector and service providers by attending Interagency, Local Level Alliance and Mental Health Network meetings. We are still investigating Community Service Directory options to ensure that Council develops a directory that meets the needs of the Scenic Rim community.

The final list of approved Be Healthy & Active providers was presented to the Health and Wellbeing Advisory Committee on 23 November and Information Kits have been issued to all approved Providers. The Be Healthy & Active Program kicks off on 6 February and it will be promoted at Council's annual Pool Parties in January. The official promotional campaign will include Council's website and Facebook page plus hard copy booklets, posters and ads in local papers.

More than 100 guests attended the International Men's Day Dinner at The Centre on Friday 19 November. Guest Speakers included Steve Parish, Internationally Acclaimed Photographer and Sam Bailey, a Quadriplegic Farmer and Ultra Light Pilot from NSW. Australia Day nominations closed in November and they were formally assessed by the Australia Day Panel in early December. The Awards Ceremony will be held on 25 January 2017.

The Healthy & Active Officers are continuing to assist the sport and recreation clubs who attended Leisa Donlan's Succession Planning Workshop in October to ensure that their planning documentation is submitted and finalised. The sport and recreation community is important to the social fabric of the Scenic Rim and the Healthy and Active Officers continue to provide support and assistance to build their capacity in this regard.

Seed funding provided through Council's annual Sport and Recreation Grants program helped Tamborine Mountain Golf Club secure almost \$23,000 from the State Government Get Playing program to upgrade their clubhouse.

Council has secured one of Australia's most successful sporting coaches, Wayne Bennett to speak at The Centre Beaudesert on 20 January and the Boonah Cultural Centre on 21 January.

Twenty eight year ten students graduated from Council's 2016 Youth Leadership Program on Monday 24 October. The Mayor officially presided at the Youth Symposium and the graduating students delivered incredibly powerful presentations of what they had learned over the past six months. Facilitator Selina Scoble congratulated the students in front of a welcoming audience of fellow students, teaching staff and family members. Former Olympic Volleyball Champion, Natalie Cook concluded the ceremony with an inspirational presentation on "leadership"

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 57 building applications lodged with Council for assessment in the period October to December. An overall performance outcome of 100% of applications have been assessed within the required statutory time frames. Council performed 166 building inspection for the period achieving 100% of the performance objective. A total of 243 building applications have been lodged for the Scenic Rim Region for the period with 65 applications for single detached dwellings including second dwelling applications. Comparative analysis for the same period in the 15/16 demonstrates an increase in building activity of 7% across the region. The jobs jump start program has had a significant impact in the commercial building activity with an increase of 59% compared to the same period last year.

A total of 83 plumbing application were lodged with Council for compliance assessment for the period October to December. Forty nine applications were associated with on-site sewerage facilities. An overall performance outcome of 96% of application have been assessed within the statutory time frames for the period. Council performed a total of 708 regulatory plumbing inspections for the period with a performance objective of 100% achieved. Comparative analysis with the same period in the 15/16 period indicates an increase of 14% in applications lodged across the region.

A total of five request for compliance action has been received for the period October to December. The requests were been actioned within the desired time frames.

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***Manager Planning***Start Date**

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

In Quarter 2, weekly monitoring of the status of development applications was undertaken and reports were generated for the Manager Planning and Coordinator Development Assessment.

Monthly Councillor and Executive Planning Workshop were held and updates were provided on current development applications status and a summary of pre-lodgement meetings held each month were provided.

Project or Program

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

Manager Planning

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Dec 2016 Target %

n/a

Comments:

A review of the draft South East Queensland Regional Plan, draft State Planning Policy, draft Planning Regulation and State government's poultry farm position paper (which were released for consultation during the October - December 2016 Quarter) are being undertaken for implications for both the region and the organisation. Any submissions are required to be provided in February or March (dependent on the draft policy document). A submission was made on the 19 December 2016 in response to the release of the Draft Development Assessment Rules.

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

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Two High Risk Development inspections were undertaken during Quarter 2, the developments inspected included a poultry farm which had recently commenced operation, and a poultry farm that has been in operation for a number of years.

A total of 35 new customer requests relating to development compliance matters were received during Quarter 2. These requests allege offences against the Sustainable Planning Act 2009 and may encompass development occurring without approval, or non-compliance with an approval. One of the 34 requests related to release of a significant amount of sediment, in this case a fine of \$9,142.50 was issued. Council officers also issued a fine of \$2,438.00 for not complying with an enforcement notice.

A total of 25 new customer requests relating to building compliance matters were received during Quarter 2. 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 19 new customer requests relating to local law compliance matters were received during Quarter 2. 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

Completed

% Complete

100

Dec 2016 Target %

0



Comments:

A report regarding mobile technology was presented to Council's Executive Team on 27 June 2016. Ongoing management of the mobile inspection facility is in place.

0% 25% 50% 75% 100%

Project or Program

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

5.1.1.1 Vibrant and Active Towns and Villages Program

Due Date

1.1. Project governance commenced

30/06/2017

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

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Project or Program

a) Third planning Meeting for steering committee meeting held.

Meeting has been organised for the date of 18th January 2017, Following - Hugh Dunne, Debra Moore , Christopher Gray , Matthew Creedy , Scott Turner, Craig Heck, and Jim Hutchison

On the agenda for the meeting is as followings

1. The proposal of a PUBLIC DOMAIN MANUAL - CBD works - Pros and Cons of this document - additional considerations
2. The Finalisation of the Playground Strategy - 2016 Draft.
3. Peer Review changed to 15% Concept design TMR scope of the works for Boonah signature project (including ramp and car park) , Mt Tamborine medium nature Strip Streetscape and Beaudesert Brisbane St /William St. OPITION D
4. 10 year staging Plan for Budget workbook still reviewing priorities
5. Current Projects - Railway St, Gallery Walk , Billabong Park , Jubilee Park , Tamborine Village Hall , Yeates Avenue
6. Discussion of the intellectual property rights of the Vibrant and Active Towns and Villages master plan - should be address by governance or legal department, needs to be address again.
7. Risk involved with Vibrant and Active Towns and Villages program was addressed in a formalised manner - printed out and submitted to committee for their review and discussion and an additional risk was added to the list.
8. Release of summary of community consultation was given by John Mongard
9. Release of information from the Council internal review was presented to Executive Team Meeting, along with additional vital information.

b)Vibrant and Active Towns and Villages Project Officer - has assisted in the following works:

CAPITAL WORKS

Tamborine Village Memorial Hall - Detail Design Phase - 100% for STAGE 1 - Then tender will be sent out on the 4th January - Tender Return will be require by the 19th January 2017 - STAGE 2 Detailed design (30%) - discussion of stormwater outlet and Department of Transport and Main Roads' Approval is required.

Wesley Way Footpath vibrant component - Construction Phase - 100%

Galley Walk - Fig Tree Lighting - Construction Phase - 100% - Complete - Variation of scope - Due to councillors request - A new Department of Transport and Main Roads approval was request for brighter lights (100w) and approval was granted via email - lights have been upgrade by 23rd December 2016

Railway St Boonah - STAGE 1 - Construction Phase - 92%

(Works remain electrical and stairs and railings)

Railway St Boonah - STAGE 2 - Construction Phase - 78%

(Works remain electrical, timber fixtures and Paving)

Yeates Ave Boonah - STAGE 1 - Design Phase - 90% received - Department of Transport and Main Roads' approval of detailed design with Scenic Rim Regional Council submitted and awaiting costing approval of design of Flavours Café - to be addressed at Workshop Meeting with Council - needs to be resolved with Flavours owner Graham.

Gallery Walk - STAGE 1 - Tender Phase 100% tender - works have been awarder to Naturaform - Due to the project cost an internal review of the works has been requested - Project scope has been undertaken with Naturaform - awaiting costing approval.

Discussion will be required with John Mongard and Peter Knight Engineer - in relation to change in scope and certification of design.

PLAYGROUNDS

Billabong Park Stage 2 - Design Phase - 100% - Order custom component of playground 18 week lead time

Project or Program

Jubilee Park - Design Phase - 90% - Order custom component of playground 24 week lead time

Tamborine Mt, Canungra, Kalbar and Boonah are at concept design. - Discussions with Urban Play and Playscape Creations.

c) Master Plans Public consultation was success with the community, the process was useful for all towns involved and feed back from the public - summary by John Mongard Landscaping.

A general comment of the feed back of the works on Mt Tamborine need to be assessed as a fragile component of the Master Plans.

It must be addressed within the Steering Committee risks that have happened due to detailed design components and the existing services within the project sites.

A summary of all public consultation was undertaken by John Mongard Landscaping -received report and was presented to the Council.

An internal feedback report is under development, with early signs of a positive and successful support and buy in by the internal Council staff - The internal review was very successful with every department submitting a report.

This information in conjunction with the Master plan will formulate a 15% concept design.

d)

1. Funding Approval for 3 signature Vibrant and Active Towns and Villages project - was not granted NOT APPROVED

2. Council has reached stage 2 of 2016-17 Grants & Subsidies Program was submitted for the following projects

a) Gallery Walk Improvements, Tamborine Mountain - Stage 2 APPROVED- Starting works by 30th January 2017

b) Landscaping and Upgrade of Car Park Tamborine Memorial Hall - Stage 2 with submission of extra information - APPROVED

c) Park Redevelopment Billabong Park, Kooralbyn - Stage 2 with submission of extra information - NOT APPROVED

undertaking works with capital budget

We have had a number of meeting addressing the following Proposed Funding Grants

1.Funding Opportunity - Sport & Recreation Planning Program

2.Funding Opportunity Department State Development - Future Building Our Regions Applications

Railway Street Report will be required at the end of January for completion of project - which will be submitted to state funding for review.

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

70

Dec 2016 Target %

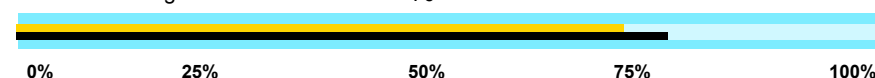
75



Comments:

Seventeen Scenic Rim community groups shared in more than \$21,400 in Round 2 of Council's Community Grants Program. In-kind support to the value of \$12,300 was also provided to 37 groups to cover the use of venues, tents, waste bins and photocopying services. 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.



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

50

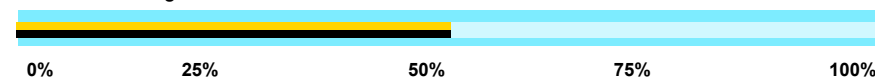
Dec 2016 Target %

50



Comments:

The Regional Arts Development Fund (RADF) Grant recipients received their grants at the December Arts Dinner.



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

Dec 2016 Target %



Manager Property and Operations

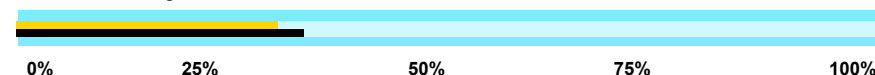
01/11/2016

30/06/2017

In Progress

30

33



Comments:

The Parks Gardens and Cemeteries Capital Program has been reviewed at an operational level and submitted for the consideration of the Property and Operations Manager.

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:

Preparation of the 10 Year capital works program is completed in draft form and project planning for the 2017/18 year is underway. Participation in the development of the Vibrant and Active Towns and Villages program has also occurred.

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

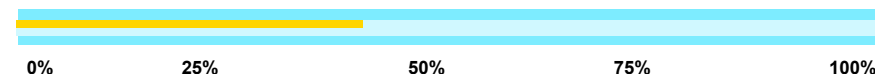
01/07/2016

30/06/2017

In Progress

40

0



Comments:

The 2016/17 capital works program is progressing well and is on track for completion within projected timeframes. Switchboard upgrades to Boonah High Street shops were completed and design is currently underway for the conversion of the Gallery Walk toilets to pump out facilities.

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:

The road sealing and fencing work at Peak Mountain View Park is completed. The front section of the deteriorated fence at the Witches Falls has been replaced with new fence and plantings.

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:

The Facilities maintenance and operational program is progressing according to schedule. Extensive Christmas lighting and decorations were installed and operational for the 2016 festive season.

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

50

Dec 2016 Target %

48



Comments:

A draft Parks and Amenities Strategy Implementation Plan has been developed and is being reviewed to integrate into Vibrant and Active Towns and Villages Project planning. A Playground Strategy has been developed and is currently being reviewed by Council.

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 the endorsed service level.

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

70

Dec 2016 Target %

50



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. The next stage in the project is to configure mowing schedules for each mowing area.

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. The group is currently meeting via conference call each fortnight.

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

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

50

Dec 2016 Target %

50



Comments:

An implementation plan for Council's Property Management Strategy has been developed, and is currently being reviewed against relevant related strategic outcomes.

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

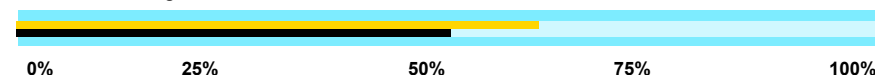
In Progress

% Complete

60

Dec 2016 Target %

50



Comments:

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

- 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 inspection program is complete and implementation has commenced; 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

Dec 2016 Target %

n/a

Comments:

A valuation agency was appointed to undertake a valuation of land, buildings and major plant during the financial year. This valuation was finalised in November 2016 and tabled to the Audit & Risk Committee meeting held 30 November 2016.

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

Dec 2016 Target %



Director Infrastructure Services

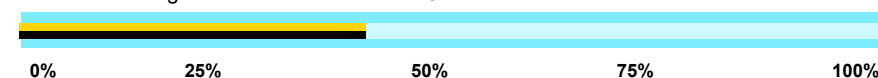
01/07/2016

30/06/2017

In Progress

40

40



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 are to be undertaken.

Delivery of Council's Data Collection and Condition Assessment project continues with the engagement of suitably qualified suppliers for a number of asset types, which includes sealed roads, unsealed roads, footpaths, line marking, kerb and channel, and guardrail. Footpath inspections were carried out in November, approximately 70 kilometres in length. Mapping of all carparks, both on-street and off-street, as well as dust seals is currently underway; while segmentation of Council's road centrelines is continuing. The further data collection is to commence in early 2017; with the project to be finalised in March 2017.

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

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

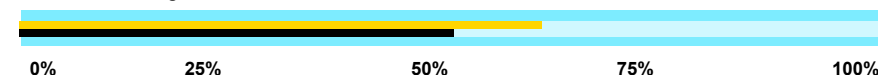
In Progress

% Complete

60

Dec 2016 Target %

50



Comments:

The Road and Streets Strategy program is driven by the Strategy Implementation Plan. The following items identified in the Strategy Implementation Plan have been undertaken:

- Development of Road and Street Maintenance activities budget split has been finalised and implemented.
- Review of Road and Street Classification and Hierarchy has been undertaken with limited 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 contractor program in place and on schedule.
- 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 total of 611 Public and Private Infrastructure requests have been received in 16/17 as follows:

- 297 Entrance Applications
- 74 Road Corridor Use Requests
- 96 National Heavy Vehicle Regulator
- 45 Rural Road Number Request
- 79 Land Activity Notices (QUU Energex and Telstra)
- 20 Abandoned Vehicles

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

90

Dec 2016 Target %

50



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 with no changes made. The 10 year Road and Street Capital Works Program has been developed and presented to Council for review and comment for adoption at the January Ordinary Meeting.

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 with these discussion concentrating on those project 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

70

Dec 2016 Target %

50



Comments:

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

Further discussions are focused on the continued rollout of the Federal Governments Bridge Renewal program as this influences this programs development. A detailed review of the bridge 10 year program has been completed for adoption at Council's January's Ordinary Meeting. All major projects for the 2016/17 financial year have been designed. Planning requirements for all other bridge capital projects are well underway.

Design discussions have been undertaken on identified future years projects, with the view to develop concept designs for eight bridges for role out of designs for all eight bridges in the second half of the reporting period.

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

Dec 2016 Target %



Manager Works

01/07/2016

30/06/2017

In Progress

50

50



Comments:

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

An update of the 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, there are only three main preconstruction activities that need attention. Review of the scope of identified prioritised projects, public utility conflicts and traffic management of each site.

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

Dec 2016 Target %



Manager Works

01/07/2016

30/06/2017

In Progress

45

50



Comments:

The Floodways and Causeway Strategy project is driven by the Strategy Implementation Plan.

The major item for consideration within the Floodway and Causeway Implementation Plan is to undertake a review of the levels of service provided floodways and causeways. 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

Dec 2016 Target %



Manager Works

01/07/2016

30/06/2017

In Progress

85

50



Comments:

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

The update of the 10 year Footpaths and Bikeways Capital Works Program is complete with a substantial review conducted in the previous financial year to identify all missing footpath links and updated footpath condition ratings.

The preplanning of the Footpaths and Bikeways Capital Works projects has commenced with design briefs prepared 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:

Works are well underway on the road street reconstruction and rehabilitation program with Stage 3 of the reconstruction of Veresdale Scrub Road and Barney View Rd Rehabilitation work complete. The first half of the Munbilla Road project also complete and Flagstone Creek Rd Blackspot works are well underway. Major earthworks on stage 1 of Killmoylar Rd are complete.

The road reseal program is also well underway with reseal preparation works greater than 90% complete and the fourth of six (estimated) seal packages of works will commence shortly.

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

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The roads and streets operations and maintenance program is managed through the maintenance budget. As of the end of December 2016, 50% of the year has elapsed and the maintenance expenditure is approximately 50.2%.

Private infrastructure issues are managed through an internal application process for new infrastructure requests and existing private infrastructure issues as identified are managed as deemed appropriate according to risk presented.

An unconstructed roads list is maintained with any further unconstructed roads issues as identified added to this list and reviewed. Requests for road extensions are reported to Council for consideration and approval if appropriate.

6.1.1.10 Bridge Capital Works Program**Due Date**

1.1. Bridge Capital Works Program delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

30/06/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Bridge Capital Works Program continues to remain 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 at all four sites continuing. Bridge rehabilitation works have been carried out on Tait Bridge, Newman Bridge (West), Dwyer's Bridge 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:

Works on floodways and causeways are not due to start. A contract has been awarded for the replacement of Lahey Crossing, with works to start early January 2017.

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. Works are nearing completion on Waters Bridge and the associated footpath link, with only minor finishing works to be finalised. Stage one works on the McKee Street footpath have 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 budget and priority allows within the available budget.

As of mid-December 2016, approximately 46% of the year has elapsed and the maintenance expenditure is approximately 72%. 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

60

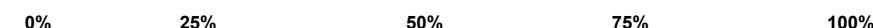
Dec 2016 Target %

20



Comments:

Delivery of the Tamborine Mountain Stormwater Hydrology Study Phase 1 is continuing; with the services of a suitably qualified engineering consultancy firm engaged. A number of focus catchments have been identified for the project, with site inspections and a desktop analysis undertaken. Collection of data is to commence in January, with the project expected to be completed early 2017.



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:

Enquiries and requests from community and sporting groups continue to be managed effectively. Work is progressing with SEQ Water to develop strategies for addressing tenure issues at Lake Moogerah.

Project or Program

6.1.2.1 Development Assessment - Operational Works Program

1.1. Operational Works assessment services delivered

Due Date

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 applications were assessed and correspondence issued within IDAS timeframes. Thirteen operational works applications were lodged during the July to November period; with 0 application still under assessment. All 13 applications have been issued Decision Notice Approvals. The applications under assessment remain with IDAS timeframes.

6.1.2.1 Footpaths and Bikeways Strategy Project

1.1. Footpaths and Bikeways Strategy Implementation Plan delivered

Due Date

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

80

Dec 2016 Target %

50



0% 25% 50% 75% 100%

Comments:

The Footpath and Bikeway Strategy program is driven by the Strategy Implementation Plan. 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 the next month.
- Review of the project prioritisation process has been undertaken with no changes planned.

The review of the 10 year Footpath capital works program is complete, with adoption by Council scheduled for the January 2017 Ordinary Meeting.

6.1.2.2 Bridge Operations and Maintenance Program

1.1. Bridge Operations and Maintenance Program delivered

Due Date

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 behind what has been budgeted to date. This is expected to accelerate over the next months due to planned gaps in capital projects and anticipated wet weather.

Project or Program

6.1.2.2 Design Services Program

Due Date

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

30/06/2017

2.2. Technical Advice on Development Applications

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:

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

Operational Works continues 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

50

Dec 2016 Target %

50



Comments:

0% 25% 50% 75% 100%

Project or Program

A number of actions were taken to progress library strategic plan goals during Quarter 2.

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

- Staff participated in Beaudesert Friends of the Library (FOBL) and Boonah Cultural Foundation meetings. Assistance was provided for the annual Boonah Book Fest with the collection and donation of discarded library items. The FOBL newsletter is distributed in branch as well as online.
- Templin Museum created a display for remembrance Day in Boonah Library.
- Discussions commenced with local heritage groups to plan 'retro crafts' events in the library.
- First5Forever project has continued outreach activities with different groups in the region.
- Beaucare has requested Auslan (Australian sign language) story times at their playgroups on a regular basis next year - this is provided by a Beaudesert library staff member.
- Local Fire Brigade has been engaged to be present at regular story times in Jubilee Park.
- Hearing Australia conducted hearing tests at Canungra and Tamborine Mountain libraries.
- 'Welcome to new residents' at Tamborine Mt and 'Community connections' at Beaudesert were held in November. These sessions are going from strength to strength. Beaudesert library hosted 17 community groups, 32 representative and 12 new residents.
- White Ribbon Ambassador held a workshop in Tamborine Mt library to raise awareness of violence against women.
- Caxton Legal presented 2 sessions about retirement living options at Beaudesert and Tamborine Mountain.
- Volunteer numbers continue to grow in all branches.
- More and more groups and individuals are utilising library spaces and demand for meeting spaces continues to grow.

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

- Scenic Rim libraries gained accreditation as eSmart libraries.
- Coding and engineering activities have been confirmed for the summer school holidays, collaborating with the University of Queensland. Additionally we will be offering our own robotics workshops using grant-funded robots.
- Demand for public access computers continues to grow. All branches try to offer access to iPads when all other machines are booked but this can be constrained by security issues.

3. Embody a culture of lifelong learning

- Boonah Library hosted adult colouring, card and scrabble groups, the U3A family history group and a local author commemorated Remembrance Day.
- Training has begun for a volunteer on Tamborine Mountain to scan and index local newspapers.
- Local author Marisa Parker launched her book in both Boonah & Beaudesert libraries.
- More and more groups and individuals are using whatever spaces are available in the libraries. Demand for meeting spaces is growing all the time yet we are unable to meet the need.
- Indigenous JJ homework group visited fortnightly at Beaudesert, Tech Savvy Seniors continued as did "Get Connected" computer classes for seniors. Tech Savvy Seniors (TSS) concluded for the year and we are hoping to receive funding again next year to continue the program. Over the year, 216 TSS training sessions were held with 917 participants.
- First5Forever celebrated its 1st birthday with a series of 'birthday parties' and special story times for the children. Regular Baby and/or Rhyme Times have been established in Beaudesert, Boonah, and Canungra as well as at Beechmont where the session is run by a volunteer. Regular newsletters commenced.
- The summer school holiday program commenced in December.

4. Create welcoming and attractive spaces

- The review of library spaces has been completed and was presented to Councillor and Executive Workshop on 8th November. It was endorsed by General Council 12 December 2016.
- Beaudesert library deck roof insulation was installed and new furniture was received to gradually replace old and worn items.

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 with a view to offering story times to hearing impaired children. The first of these was held on Wednesday 16th November, was very successful and was then held again in December.

Project or Program

- Training needs were identified and sessions prepared for the staff training day in December. This is an annual opportunity for all library staff to come together, participate in training sessions and conduct visioning processes. This year we also used the opportunity to incorporate specific manual handling training.

All branches operated normally in Quarter 2. Statistics for the quarter were a little down on Quarter 1, which is normal for the end of year. Activity statistics (visitors, loans, programs presented, number of participants, PC bookings) are much the same as the same time last year due to an inability to grow these without increased resources.

Wifi usage is increasing as are the number of new members being enrolled (particularly in Beaudesert)

General activity for the quarter -

- 46,891 visits to library branches;
- 542 items delivered to housebound customers;
- 54,680 loans registered; and
- 501 new members registered.

Programming -

- 119 children's activities were held with 1,539 participants;
 - 151 adult activities held with 1096 participants;
 - 4,363 PC bookings taken, 7,391 wifi sessions and 1,092 computer training sessions provided (not including Tech Savvy Seniors).
-

Project or Program

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 2 the 2016 School Immunisation Program was successfully completed in accordance with the National Immunisation Schedule and Council's Service Level Agreement with Queensland Health. A total of 4,126 immunisations were provided to participating students within the Scenic Rim Region by Council's immunisation team. Preparations for the 2017 program are now underway.

During December 2016 the Quality Assurance and Systems Officer and the Team Leader of Health Services both attended the School Immunisation Program forum in Brisbane. This forum provided an overview of the recent legislative changes relating to disclosure of information under the Public Health Act 2005, created a platform to raise issues or challenges encountered throughout the year, created opportunity to raise ideas for future consent form return, disclosed immunisation rates since 2007 and allowed attendees to network with other service providers throughout Queensland.

Four public health complaints were investigated this Quarter.

Council investigated a number of mosquito related complaints within the Riemore Downs residential estate in Tamborine. Traps were laid to identify the mosquito species most common to the area and Council is working with Queensland Health to solve the issue for the residents.

Two complaints received regarding food safety issues received for this Quarter and Council Officers also attended local market events to monitor the food safety of the vendors and stalls.

Seventeen new food business applications were received this Quarter.

Council officers have been busy designing new forms including the new Food Business Licence Applications form that allows increased interaction between Council departments.

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 through the Inspector General Emergency Management process and was overseen by the Executive Officer of the District Disaster Management Group. 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.

A Bushfire Management Plan has been developed, and was endorsed by the Scenic Rim Local Disaster Management Group in November. This sub plan will form part of the Scenic Rim Local Disaster Management Plan; which is to be reviewed and presented to the Council for adoption in 2017.

The effectiveness of Council's Local Disaster Management Plan was reviewed through Council's Disaster Management Program. Council's Local Disaster Coordination Centre and staff continue prepare for activation. A number of cell workshops have been held establishing suitable predefined tasks for the Administration/Support Cell, Logistics Cell, Media Cell and Planning Cell; with further training and revision exercises undertaken.

State Emergency Services (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 to December period including 18 Agency Support Requests (QPS, QFRS, QAS), 4 Community Support Requests (Community Groups), 8 Community Education, and 16 Storm Taskings.

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:

The seven transfer stations and the Central landfill at Bromelton are all operating effectively. Metal pickups have occurred at all sites and mulching of green waste is currently being undertaken.

Project or Program

7.1.5.2 Animal Management Program

Due Date

1.1. Dog registration

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:

As of Quarter 2, the number of dogs currently registered within the Scenic Rim Region is 5,132 (4,097 desexed and 1,035 entire). There are 470 outstanding dog renewals for 2016-2017.

Council Rangers attended to 310 customer requests for the quarter.

One goat was impounded during this quarter and limited wandering stock issues raised.

Health Services staff participated in several events during the quarter relating to pest animals, plants and domestic animals. These events included Biosecurity, Queensland Health, the Local Government Association of Queensland and other South East Queensland Regional Councils.

7.1.5.2 Disaster Management Strategy Project

Due Date

1.1. Disaster Management Strategy and Implementation Plan delivered

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

50

Dec 2016 Target %

40



Comments:

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;
- 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; and
- 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. The Strategy encourages healthy, engaged and resourceful communities, though the identification and application of all appropriate measures for the prevention and preparation. The Strategy is to be presented to Council for adoption in January 2017; and will be utilised as part of the Scenic Rim Local Disaster Management Plan.

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

70

Dec 2016 Target %

0



Comments:

The 2016 School Immunisation Program has now been finalised and a report detailing relevant statistical information is currently being drafted for consideration by 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

Dec 2016 Target %

n/a

Comments:

Planning for the 2017-18 budget and long term financial forecast has commenced with Council presented with a proposed rating strategy on 16 December 2016.

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

Dec 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

Dec 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. Sundry 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

Dec 2016 Target %

n/a

Comments:

The Queensland Audit Office have provided Council with an unqualified audit report on the 2016 Financial Statements.

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 Queensland 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

Dec 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:

Full service was provided during Quarter 2, with Customer Contact creating 950 applications and 2,150 Customer Requests. There were 2,311 transactions receipted between all three of Council's Customer Service Centres.

A Customer Contact Assessment Centre has been developed and is currently being trailed for a much more robust recruitment process for Customer Contact Officers.

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.

Encouraging a corporate culture where management and leadership development occurs to contribute to ethical and competent management and leadership 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

Dec 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

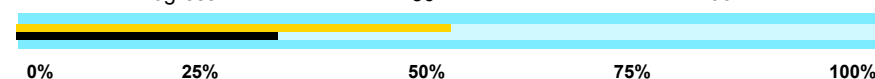
In Progress

% Complete

50

Dec 2016 Target %

30



Comments:

Council's 2016/17 Fleet Procurement Program has commenced and the following items ordered:

- 22 light vehicles
- 1 grader
- 1 tractor
- 1 slasher
- Survey equipment utilised with grader
- 2 smooth drum roller
- 2 multi-tyred roller
- 2 backhoe loader
- 2 job trucks

Delivery of Council's Fleet Business Action Plan is continuing.

Project or Program

8.1.3.1 Software Management Program

1.1. Management of software licences and support agreements

Due Date

30/06/2017

2.2. Maintenance and support of business systems

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

Due Date

30/06/2017

2.2. Internal advisory services

30/06/2017

3.3. Implement legislation compliance monitoring program

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

Due Date

30/06/2017

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

30/06/2017

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

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

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Project or Program

Council's Fleet Services continues to liaise with other departments in meeting its obligations whilst causing minimal interference to works programs. Consideration is also made when undertaking Capital purchases to provide equipment that will produce minimal downtime.

Fleet maintenance is undertaken to manufacturer's specifications, through the automated servicing program. The following services have been undertaken for the July - December period:

- 70 Heavy Plant
- 48 Trucks
- 111 Motor Vehicles
- 28 Small Plant

The following fabrication projects have been scheduled and undertaken as required during the period of July to December:

- Street furniture (guardrail)
- Swimming pool handrails
- Repairs to walkways
- Low loader repairs
- Modify pump trailer and cover
- Assist with installation of slide gates
- Ladder racks
- Park bollards
- Picnic Tables
- Streetsweeper & truck repairs
- Kubota loader pins
- Container racks
- Backhoe bucket rebuild
- Hall stumps
- Grader tyne remover & implement rack
- Street furniture (footpath handrail)
- Alterations to caravan
- Fabricate cupboards for arborist equipment
- RORO Bin repairs
- Modify chemical spray tank
- Alterations to workshop door
- Tractor light bracket
- Fabricate and install handrail Water Creek footpath
- Modifications to vehicles
- Repairs to backhoe buckets
- Fabricate bracket for Christmas decorations
- Erect Christmas tree

Project or Program

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

Dec 2016 Target %

n/a

Comments:

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

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

Coordinator Governance and Corporate Policy

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council's Corporate Performance and Planning program occurred as scheduled in Quarter 2. Planning commenced for upcoming reviews of the Operational Plan, Corporate Plan and Community Plan and options for progressing these are being developed.

Preliminary discussions for the review of the Community Plan commenced in Quarter 2.

The 2015/16 Annual Report was adopted by Council on 21 November 2016.

8.1.3.3 Helpdesk System of Information Technology Program

Due Date

- 1.1. Delivery of helpdesk 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:

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.

Project or Program

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

Dec 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.

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 2, Council's Internal Audit functions occurred effectively. The Internal and External Audits are progressing on as scheduled and a new Internal Auditor was appointed by Council on 19 December 2016.

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.

Project or Program

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

Manager Information Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

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.

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

Communications and Councillor Support Coordinator

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a






Target %

n/a






Comments:

In Quarter 2, Council's 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	100.00	 GREEN
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	95.00	 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	95.00	 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	5.00	 GREEN
Planning Certificates - 1. Planning certificates issued within statutory timeframes	1. Planning certificates issued within statutory timeframes	%	100.00	90.00	 RED
Survey Plans - 1. Signing and sealing of survey plans managed in accordance with statutory timeframes	1. Signing and sealing of survey plans managed in accordance with statutory timeframes	%	100.00	100.00	 GREEN











3. Open and Responsive Government

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Complaints Management - 1. Customer acknowledgement of complaints within 14 business days	1. Customer acknowledgement of complaints within 14 business days	%	100.00	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	80.61	 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	100.00	 GREEN
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	96.00	 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	100.00	 GREEN
Camping Grounds - 1. Camp facilities available for use during scheduled State school and public holidays	1. Camp facilities available for use during scheduled State school and public holidays	%	90.00	100.00	 GREEN
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	%	0.00	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	100.00	 GREEN










6. Accessible and Serviced Region

KPI	Comments	Unit	Target	Actual	Progress
Alliance and Contract Works - 1. Annual operating surplus	1. Annual operating surplus >20%	%	20.00	17.94	 RED
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	80.00	 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	92.00	 GREEN
Cemeteries - 1. Requests for Action for mowing and maintenance responded to within 5 business days	1. Requests for Action for mowing and maintenance responded to within 5 business days	%	90.00	100.00	 GREEN
Cemeteries - 2. Process all applications for burials within 2 business days	2. Process all applications for burials within 2 business days	%	90.00	100.00	 GREEN
Footpaths - 1. Footpath network inspected, with defects logged, prioritised and programmed	1. Footpath network inspected, with defects logged, prioritised and programmed	%	95.00	100.00	 GREEN
Manage Council Buildings and Depots - 1. RCD testing completed 6 monthly	1. RCD testing completed 6 monthly	%	100.00	100.00	 GREEN
Manage Council Buildings and Depots - 2. Test and tagging completed quarterly	2. Test and tagging completed quarterly	%	90.00	100.00	 GREEN
Manage Council Buildings and Depots - 3. Fire extinguisher testing completed every 6 months	3. Fire extinguisher testing completed every 6 months	%	90.00	100.00	 GREEN
Property Management - 1. Leases /agreements maintained within currency period	1. Leases /agreements maintained within currency period	%	90.00	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	9.83	 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	95.00	 GREEN
Animal Management - 6. Impounded animals suitable for adoption to be transferred to a rehoming organisation	6. Impounded animals suitable for adoption to be transferred to a rehoming organisation	%	95.00	100.00	 GREEN
Animal Management - 7. Declared pest animal information on control methods provided to landholders within 30 days	7. Declared pest animal information on control methods provided to landholders within 30 days	%	100.00	100.00	 GREEN
Public Health - 1. Vaccination rate of students with parental/guardian consent is greater than 85%	1. Vaccination rate of students with parental/guardian consent is greater than 85%	%	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	89.00	 RED
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	90.00	 GREEN

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	95.00	 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 Calculated by 2013-14 stock issues divided by average inventory balance 30 June 2014/30 June 2013	%	100.00	100.00	 GREEN
Staff Performance and Development - 1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	%	90.00	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