

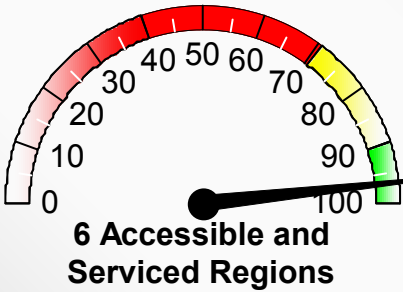
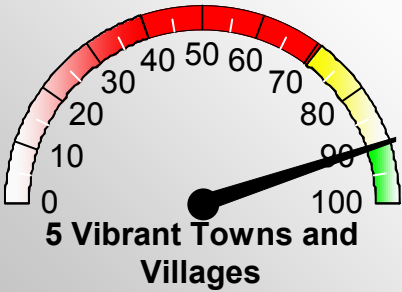
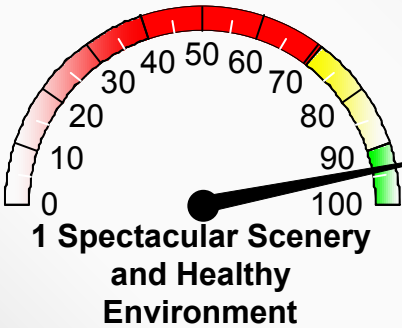





Scenic Rim Regional Council

Corporate Performance Report


January to March 2017


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	4	2	0	8	0
2 Sustainable and Prosperous Economy	4	2	0	1	1	0
3 Open and Responsive Government	14	1	1	0	12	0
4 Relaxed Living and Rural Lifestyle	7	3	0	0	4	0
5 Vibrant Towns and Villages	10	2	2	0	6	0
6 Accessible and Serviced Regions	24	10	2	0	12	0
7 Healthy, Engaged and Resourceful Communities	7	3	0	0	4	0
8 Organisational Sustainability	24	1	0	0	23	0
TOTAL	104	26	7	1	70	0


Project or Program Summary

 At least 90% of action target achieved

 Between 70 and 90% of action target achieved

 Less than 70% of action target achieved

 Target

 % Complete

Project or Program

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

1.1.1.1 Waste Strategy Project

1.1. Waste Strategy Implementation Plan delivered

Due Date
30/06/2017

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2017 Target %	
Manager Property and Operations	01/07/2016	30/06/2017	In Progress	50	60	
						
			<div><div>0%</div><div>25%</div><div>50%</div><div>75%</div><div>100%</div></div>			

Comments:

The Waste Strategy Implementation Plan has been endorsed. 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.

Project or Program

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:

Two rounds of Main Roads Class 1 and 2 weed control were completed in Quarter 3. Spray run for environmentally sensitive areas (ESA) were completed, excluding Lamington National Park Road. Spray teams are currently waiting for the re-opening of this road to complete the ESA run.

The first local government road treatment round is currently being undertaken with completion expected by mid-April.

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:

A total of four Land for Wildlife inspections occurred. This consisted of two revisits and two new members joining the program.

One Voluntary Conservation Agreement enquiry was received and reviewed through an initial desktop assessment. Draft agreements are currently being prepared for three properties for protection of values including endangered/threatened wildlife, riparian values and ecosystem values.

Reinspection of one Voluntary Conservation Agreement property has been undertaken. Observations include improvements in habitat values, riparian vegetation, and a reduction in pest plant species.

No enquiries have been received in this Quarter for Council's Nature Refuge and Conservation Covenant Program.

Project or Program

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:

The merging of SEQ Catchments and Healthy Waterways and the creation of Healthy Land and Catchments has postponed continued development of partnerships for catchment management.

New projects are currently being investigated seeking co-investment from Logan City Council and SEQ Water for catchment management projects as part of the Logan and Albert Catchment Action Plan. These include potential co-investment in restoration works upstream of the Rathdowney water intake and riparian fencing of rural properties located along the Logan river to the south of Beaudesert.

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:

Environmental officers are currently undertaking systematic inspections of council reserves following the natural disaster in April. Several bushfire containment lines have been identified for restoration works.

Capital works as part of the fire mitigation project funded by the Department of infrastructure, Local Government and Planning have been postponed due to natural disaster event and will commence late April.

Cool-burns throughout the Canungra and Mt Tamborine regions are currently being scheduled for May with the Rural Fire Service.

Council in partnership with the Scenic Rim River Improvement Trust have treated significant stretches of Logan and Bremer catchment for cat's claw and chinese celtis. Weed treatment operations are currently slowing down due to winter.

Catchment inspections to be undertaken to observe flood events impact on weed control works.

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

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Preparations for World Environment Day have commenced with several environmental awareness activities planned for the event.

Three landholder engagement workshops have been undertaken within the Beaudesert, Boonah and Canungra localities.

Environmental grants awarded and process completed.

1.1.1.6 Pest Management Plan Regulatory Activities Program

Due Date

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

30/06/2017

2.2. Deliver wild dog baiting program

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Consultation commenced with neighbouring Councils in regards to drafting a regional Biosecurity Plan. The matter was also discussed at the Council of Mayors around prioritisation projects to be funded by the State Government. On ground works included wild dog and feral pig baiting program across five targeted properties.

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

Completed

% Complete

100

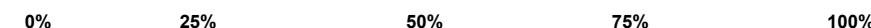
Mar 2017 Target %

100



Comments:

The list has been completed and is being supplied to Council's Strategic Planning team for inclusion in the Scenic Rim Regional Council Planning Scheme.



Project or Program

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

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

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Community, Habitat and Rural Trees Initiatives have all been delivered on schedule with a total of 45,503 trees planted across private and public lands. A total of 154 applicants have applied for each initiative, consisting of 43, 19 and 88 for the Community, Habitat and Rural Trees Initiatives displaying an increase in patronage to the program.

External investment opportunities are currently being investigated as part of the Logan and Albert Catchment Action Plan in partnership with Logan City Council and SEQ Water.

Council is currently awaiting confirmation from SEQW regarding external investment in riparian restoration works a part of the River Improvement Trust.

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

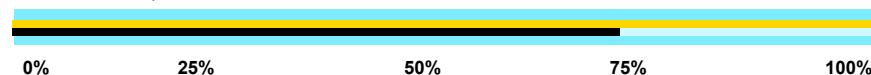
Completed

% Complete

100

Mar 2017 Target %

70

**Comments:**

The Environmental Education Project was completed this quarter with the release of the "Boonah Scrub" booklet. The booklet has been provided to school communities, community groups, Land for Wildlife properties and is for sale in council's Visitor Information Centres

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

90

Mar 2017 Target %

70



Comments:

Geographical Information Systems tables and protocols are finalised and are currently being tested. Testing of Intramaps is currently being undertaken prior to a live run of the program. Following the live run, Councils reserve asset database will be tested live in the new mapping system.

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 Ill-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

80

Mar 2017 Target %

90



Comments:

All three sites have suffered significant loss to riparian areas following the natural disaster event in April. Plant losses were 15%, 10% and 95% at the Back Creek, Ill-bogan and Riverbend reserve sites.

0% 25% 50% 75% 100%

Restoration works are currently being undertaken at the Back Creek and Ill-bogan sites to salvage remainder of revegetation works. Investigation is currently occurring regarding whether the Riverbend project is feasible to implement on the remaining budget due to the 95 % mortality rate.

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****Mar 2017 Target %***Manager Property and Operations*

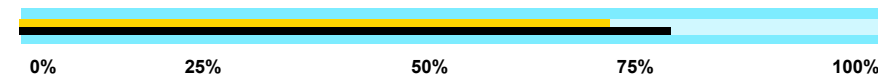
01/10/2016

30/06/2017

In Progress

68

75

**Comments:**

The 10 year capital works program has been reviewed by the Director of Infrastructure Services, the Manager of Property and Operations and by the Waste Coordinator. A number of items in the plan have been adjusted to align with the landfill operations being resumed by Council. Once the master plan is complete, the 10 year plan will be reviewed.

Waste Capital Works projects have been reviewed against the 16/17 FY budget. Capital works projects for 17/18 have been drafted for the budget review.

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:

Preliminary designs are completed for the recycling centre and additional bin bay. De-silting quotes have been sought. The Bromelton Landfill Master Plan is due in Draft in March. Quotes are being sought for landfill leachate system design.

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

76

Mar 2017 Target %

75



Comments:

Planning for Eat Local Week 2017 is well underway. A number of new businesses have signed up for various events. The opening event will be at Moda, with a number of meetings with Chefs to see the produce available as they prepare their menus for the various degustation lunches and dinners.

The transport forum was held on the 28th March and attracted up to 150 people that have an interest in the logistics, transport and Bromelton State Development Area as a base for business.

Feedback from attendees and industry leaders was very positive, with some quality presentations.

Councillors and staff continue to attend the various Chamber meetings, and will be looking at future opportunities to work with the combined Chambers throughout the year.

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 ahead of originally projected Revenue and expenditure at the end of this third quarter, due to client requests.

The Routine Maintenance Performance Contract is progressing well as during the third quarter the volume of work has increased and the contract is now as per forecast. Revenue target is slightly under the projected at this point of time this will improve over the next few months given the type of work scheduled.

Currently activity for Private Works is above budgeted due to two large private work projects. Revenue surplus is in line with Budget projection.

Helen street contract work has started during March. It has delayed because of recent wet weather, this may lead to a cost overrun on this project. Lamington National Park Road accelerated work package has been awarded to council to deliver, this \$1.6 million project will start and finish during the last quarter of this financial year.

Work for other councils are continuing with revenue targets currently being exceeded. The bulk of the work undertaken relates to culvert and bridge repairs and replacements.

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

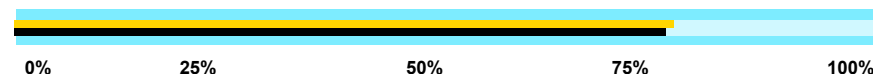
In Progress

% Complete

76

Mar 2017 Target %

75



Comments:

The Visitor Information Centres are all working within expected service level agreements and continue to grow into vibrant entities. The volunteers were included in a tour of Ipswich and the attractions in the area and to find out how other information centres work in bordering regions.

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

25

Mar 2017 Target %

75



Comments:

Preparation of the draft Local Government Infrastructure Plan (LGIP) is being progressed. The draft LGIP requirements for each network (being transport, stormwater and parks and community facilities) has been completed. Preparation of LGIP extrinsic material currently being prepared. Infrastructure charges forecast to support the LGIP has commenced. State interest review and community consultation of the draft LGIP has not yet commenced.

A legal review of the draft Planning Scheme has been completed. Amendments to the draft Planning Scheme are currently being undertaken in response to the matters raised in the legal review, ongoing Council policy discussions and Planning Reform Program.

The first of two Draft Planning Scheme review workshops was held with the Executive and Councillors on 27 March 2017.

Project or Program

3.1.1 ORG1 Continue to develop initiatives and processes to communicate and engage with our diverse community.

3.1.1.1 Community Connectivity Program

Due Date

1.1. Provide community engagement advisory function consistent with Community Engagement Policy

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

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Total visitation to Council's website during Quarter 3, with 121,309, comprising 77,134 unique browsers (UBs). There were 68,436 visits in March (43,809 UBs), 25,311 visits in February (16,209 UBs) and 27,562 visits in January (17,116 UBs). The significant spike in visitation in March was as a result ex-Tropical Cyclone Debbie with users visiting the website to obtain local information updates.

Council's social media following on Facebook increased to more than 4,100 during Quarter 3, up from 3,414 at the end of Quarter 2, with the majority of this grow occurring during the response to the storms and flooding as a result ex-Tropical Cyclone Debbie. The number of Twitter followers increased from 615 to 645 during the quarter. Council's Social Media Policy was reviewed during the quarter and an amended version adopted for the next three years.

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 3 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 Quarter 2 report was endorsed by Council on 27 February 2017.

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 Councillor 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 3, complaints have been recorded and reported to management in accordance with the Complaints Management Policy. The management of complaints has been monitored and assistance with customer responses has been provided as required.

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

3.1.1.2 Strategic Communication Program**Due Date**

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

30/06/2017

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

30/06/2017

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

30/06/2017

Responsible Officer

Communications and Councillor Support Coordinator

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Forty media releases were issued by Council during Quarter 3, comprising 13 in March, 11 in February and 16 in January. Council also actioned 79 media enquiries. However, this does not include media activity associated with ex-Tropical Cyclone Debbie which is detailed below.

Media and Communications Summary for Ex-Tropical Cyclone Debbie: 29 March 2017 - 4 April 2017

- Social media activity: More than 180 posts were delivered across the Disaster Management (87 posts) and Council (94 posts) Facebook pages during this period.
- Social media engagement: 114,229 unique users saw at least one piece of content on Council's Facebook page and of those 10,557 actively clicked on posted content.
- 233,056 unique users saw at least one piece of content on the Disaster Management page and of those 52,862 actively clicked on content.
- Website activity: More than 110 updates to website content were provided during the period.
- Website engagement: 52,808 visits comprising 35,034 unique browsers
- Press releases: Two press releases were issued to supplement social media and direct media communications
- Interviews: More than 30 interviews were conducted with Cr Christensen by local, national and international media.
- Communication staff dealt with around 50 inbound and outbound media enquiries during the Local Disaster Coordination Centre activation period.

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:

Corporate identity initiatives were delivered in line with organisational requirements during Quarter 3. Initiatives undertaken during the period included the creation of large format branded mesh for use on Council work sites and the rebranding of the mobile library trailer.

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 3 this included the launch of the Beaudesert Town Centre Bypass project with Acting Premier Jackie Trad, partnering with the Queensland Transport and Logistics Council to host the Bromelton Regional Transport Forum in March, and a media opportunity with the Federal Member to highlight the completion of the first co-funded bridge replacement under the Timber Bridges Renewal Program. The SEQ Mayors Federal Advocacy document was also updated with input from Scenic Rim, ahead of a mayoral delegation to Canberra in March.

Project or Program

3.1.1.5 Website Redevelopment Project

- 1.1. Develop website framework and content in consultation with internal stakeholders
- 2.2. Undertake investigations to identify preferred provider and website platform
- 3.3. Creation and implementation of new website platform
- 4.4. Deliver promotion and awareness program regarding new website, including staff training

Due Date

31/12/2016

31/12/2016

30/06/2017

30/06/2017

Responsible Officer

Communications and Councillor Support Coordinator

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

43

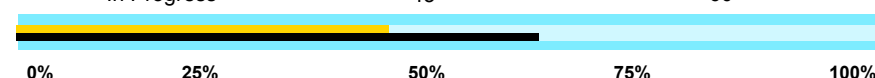
Mar 2017 Target %

60



Comments:

Council's website redevelopment is progressing with LGAQ Web Services creating design concepts across desktop, phone and tablet digital platforms for Council.



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

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

Due Date

30/06/2017

30/06/2017

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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 3. A large number instruments were issued this quarter were due to expire on 1 April 2017.

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:

The Governance component of 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

75

Mar 2017 Target %

75

**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. Preliminary work on this review has been undertaken by Governance, including the identification of further amendments for consideration.

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 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, request management systems for development processes/workflows, improvements to Infrastructure Charges Notices processes.

PROCESSING SUMMARY FOR DEVELOPMENT APPLICATIONS AND CERTIFICATES

Development Applications Received During Jan - Mar 2017 Quarter:

- 43 development applications were received during the Quarter
- 31 development applications were determined during the Quarter (of which 22 were delegated and 9 determined by Council)

Total Processing Times for all Applications Determined in the Quarter

- < 20 business days = 20%
- 20 - 40 bd = 20%
- 40 - 60 bd = 20%
- 60 - 80 bd = 12%
- 80 - 100bd = 12%
- > 100 bd = 16%

Development Assessment Stages Timeframes

- 62.5% of Acknowledgement Notices issued within statutory timeframe (8 issued in total)
- 89% of Information Request issued within 20 bd (9 issued in total)

Planning Certificates

- 100% of Planning Certificates issued within statutory timeframes (Total of 8 Certificates issued, of which 7 were Limited Certificates and 1 were Standard)
- 100% of Flood Certificates issued within statutory timeframes (Total of 33 Certificates issued)

Plan Endorsement Applications

- 4 Plan Endorsement Applications were lodged and sealed in the Quarter
- 8 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

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Mar 2017 Target %

n/a

Comments:

Rate notices were issued in January 2017 with a due date of 18 February 2017.

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

75

Mar 2017 Target %

75



Comments:

Council's Arts and Culture Program is guided by the Arts and Culture Policy. In Quarter 3 a number of elements of this program proceeded.

The Scenic Rim Cultural Centres hosted numerous events throughout the Quarter 3, including Leadership days for Beaudesert State High School and community meetings for local elders, the Mental Health Network, and sporting clubs. A number of public, corporate and private functions were held including performances, movie screenings, workshops and exhibitions.

The combined attendance figures for Scenic Rim Cultural Centres in Quarter 3 were 6,486 a decrease in the corresponding period in 2016. One hundred and seventy nine (179) events were held in Quarter 3 across both venues, which is also a decrease of 17 events compared to the corresponding period in 2016. It should be noted that last year's statistics reflect pre-polling attendances for the 2016 elections which represented 3,114 people attending The Centre Beaudesert and impacted on the venue's availability for event hires during this time.

During the Quarter, The Centre Beaudesert also hosted its 10th birthday celebrations at the February Arts Dinner. Over 10 years the Centre has hosted 4,967 events with over 200,000 people attending.

In February the annual Studios and Events Booklet was launched as part of the Arts Dinner and features cultural trails and events of the Scenic Rim held through 2017.

The quarter also featured two exhibitions as part of the Life In Landscape Cultural Program. The People in Place exhibition showcased the landscape and creative artworks from across the Scenic Rim. The Artists Response to the Landscape exhibition featured four artists responding to the landscape using a variety of creative mediums.

Throughout the quarter there were a number of meetings held by the Scenic Rim Heritage Network, in addition to meetings held with elders and individuals of the indigenous community from the region.

To progress the Story Marker Project, meetings were held with the Scenic Rim Heritage Network and participating artists. Further liaison has been undertaken with the landscape architect, engineers, artists and Scenic Rim Heritage Network in relation to signage and poetry for the proposed installation at Gallery Walk. Consultations regarding the Story Marker in Canungra are ongoing.

The Fires on Top of Mountains Project has progressed with the appointment of a Project Officer. Ongoing discussions with the Ceremonies Team and Creative Lead Team have been held, with outcomes being considered for stage 2 of the implementation of Fires on Top of Mountains. Meetings with stakeholders have continued with the project development of stage 1 now at completion.

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

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

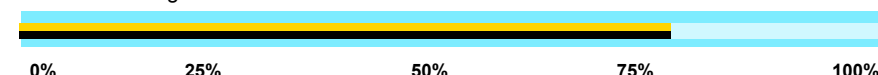
In Progress

% Complete

75

Mar 2017 Target %

75



Comments:

The Scenic Rim Health and Wellbeing Advisory Committee met on 1 March 2017 to review the latest Action Plan and discuss how Council is addressing key recommendations from the Health & Wellbeing Plan. Council hosted the annual Savvy Scenic Rim events at Boonah, Beaudesert and Tamborine Mountain in March. The program included presentations on Autism, Dementia and Kidney Health plus information stalls and static displays. The revised format worked well and feedback from this year's program will help shape the topics for next year. Council is currently developing a new Community Services Directory in consultation with local service providers. A draft will be circulated electronically to service providers before the final directory is printed and uploaded to Council's website. Council's existing Online Community Directory will be updated and converted to a print friendly version as part of Council's redevelopment of the website. 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.

Council's Be Healthy & Active Program kicked off on 6 February and the program continues to exceed all expectations. This year's program includes a wider range of accessible and affordable programs for all ages. Many of the programs have reported record attendance numbers, particularly the Aqua classes at Rathdowney, Canungra, Beaudesert and Boonah. The Kayaking sessions at Wyaralong Dam were booked out well in advance and the ever popular Sailing for All Abilities was another great success. Yoga, Tai Chi and the Circuit Classes continue to be popular activities across all age groups which aligns with national trends around the popularity of community based recreational activities. The promotional campaign includes Council's website and Facebook page, hard copy booklets and posters, plus ads in local papers, Councillor Columns and weekly updates to all providers. The program concludes on 30 April.

More than 350 guests attended Council's annual Australia Day Awards and Citizenship Ceremony at the Centre on 25 January 2017. The ceremony is an opportunity to celebrate local heroes who make the Scenic Rim a great place to live and to celebrate our newest Australian citizens who have chosen to make Scenic Rim their new home.

More than 150 guests attended Council's annual Women's Day breakfast on 6 March. This year's guest speakers included Australia Day Ambassadors Chelsea Higgins, Equestrian Champion and Nerelie Teese, former Educator and award winning Poet.

Council is assisting RSL Sub Branches with their annual ANZAC Day ceremonial preparations.

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. Some of the local sporting clubs have been included in this year's Be Healthy and Active Program and we hope to increase this representation in future programs. Healthy & Active Officers are also assisting clubs to finalise and acquit projects that were funded in last year's Sport and Recreation Grants Program.

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****Start Date****End Date****Status****% Complete****Target %***Manager Health Building and Environment*

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

There were a total of 60 building applications lodged with Council for assessment for the period. An overall performance outcome of ninety five percent of applications have been assessed within the required statutory time frames. Council performed 182 building inspection for the period achieving 100% of the performance objective. A total of 240 applications have been lodged for the Scenic Rim Region area for the period with 46 applications for new dwellings including five applications for second dwellings and one duplex development.

A total of 77 plumbing application were lodged with Council for compliance assessment for the period. Thirty eight applications were associated with on-site sewerage facilities. An overall performance outcome of 93% of application have been assessed within the statutory time frames for the period. Council performed a total of 602 regulatory plumbing inspections for the period with a performance objective of 100% achieved. Council received an application for 78 unit development within the Beaudesert township area for the period.

A total of 11 request for compliance action have been received for the period. The requests have been actioned within the desired time frames with five being resolved. Council performed eight regulatory audit inspections under the notifiable works program for the period.

4.1.4.1 Development Assessment Program**Due Date****1.1. Development Application Assessment Services****30/06/2017****2.2. Planning and Flooding Certificates****30/06/2017****3.3. Pre-lodgement and development advisory services****30/06/2017****Responsible Officer****Start Date****End Date****Status****% Complete****Target %***Manager Planning*

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

In Quarter 3, 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

Start Date

End Date

Status

% Complete

Mar 2017 Target %

Manager Planning

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Submissions were made in February in response to the release of the draft State Planning Policy, Planning Regulation and Poultry Farm Discussion Paper. A submission was prepared and adopted by Council at the February round of meetings in response to the release of the draft SEQ Regional Plan.

4.1.4.2 Development Compliance Program

Due Date

1.1. Proactive Higher Risk Development compliance assessment

30/06/2017

2.2. Development Compliance Services.

30/06/2017

3.3. Building Compliance Services.

30/06/2017

4.4. Local Laws Compliance Services.

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Two high risk development (HRD) inspections were undertaken in this period and a significant amount of time was taken on a desktop review of two quarries located in the area with a full audit of both to be taken in the next quarter. The current high customer request workload prevents proactive inspection of any HRD at the present time.

A total of 52 new customer requests relating to development compliance matters were received during the period. These requests allege offences against the Sustainable Planning Act 2009 and may encompass development occurring without approval, or non-compliance with an approval.

A total of 31 new customer requests relating to building compliance matters were received during the period. 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. One Enforcement Notice was issued in January for a swimming pool without an effective pool safety barrier.

A total of 13 new customer requests relating to local law compliance matters were received during the period. 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

Mar 2017 Target %

20



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%

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

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Funding Applications are progressing well with Gallery Walk Improvements, Tamborine Mountain, Stage 2 approved and Landscaping & Upgrade of Car Park at Tamborine Memorial Hall, Stage 2 approved.

Master Plans Public consultation was successful with the community, the process was useful for all towns involved and feedback received from the public. A summary of all public consultation was undertaken by John Mongard Landscaping with the summary report presented to the Council.

This information, in conjunction with the Master Plan, will formulate a 15% concept design. A report is being formulated to discuss the endorsement of components of the masterplan and additional projects within the CBD limits of the VATV Project list.

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

95

Mar 2017 Target %

100



Comments:

Forty community organisations across the region shared in more than \$53,000 in Round 3 of Council's Community Grants Program. A further 36 community groups received in-kind support to the value of \$13,000. This is the final round of the Community Grants Program for 2016/2017 as Council is transitioning the program from four to two rounds per year in 2017/2018.

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

65

Mar 2017 Target %

50



Comments:

Applications have been received and sent to the Arts Reference Group to consider. The remainder of funds have been approved by Arts Queensland to be put to Scenic Rim Regional Arts Development Fund Strategic Initiatives.

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

Mar 2017 Target %



Manager Property and Operations

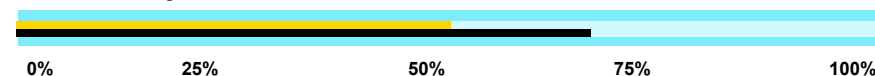
01/11/2016

30/06/2017

In Progress

50

66



Comments:

The review of the 10 Year Capital Works program for Parks Gardens and Cemeteries Capital Program has been completed. Preplanning of Parks, Gardens and Cemeteries Capital Works projects has not yet commenced.

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

Ongoing

n/a

n/a

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 Parks, Gardens and Cemeteries Capital Works Program as at the end of January-March quarter is on schedule to be delivered.

The road sealing, line marking and fencing work at Peak Mountain View Park has been 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.

Items completed include replacement of purlins at Stinson Park Toilet, decking timber oiling at Yellow Pinch, Robert Sowter (Hanggliders) Park, North Tamborine Park and Dapsang Park, installation of drink bottle filling station at Coronation Park, Region wide pedestrian bridge inspections and replacement of oval fence at Darlington Park. Smaller, reactive tasks have been completed as required.

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

64

Mar 2017 Target %

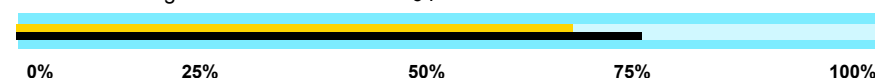
72



Comments:

A draft Parks and Amenities Strategy implementation plan has been developed and is being reviewed to integrate into the Vibrant and Active Towns and Villages planning project.

A Playground Strategy has been developed and was adopted by Council in March.



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, weeded, trimmed, 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

80

Mar 2017 Target %

75



0% 25% 50% 75% 100%

Comments:

Delivery of Council's CorePlus 2018 Asset Management Improvement Plan is continuing, with a focus on the strategic objectives of improving Asset Management Plans, integrating asset management across the organisation.

Asset Management has been collaborating with Council's Finance Management in the development of consistent measurement of the split of renewal, upgrade and new infrastructure expenditure, which will allow for better integration between Asset Management Plans and Council's Long Term Financial Forecasts.

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.

Project or Program

6.1.1.1 Property Management Strategy Project

Due Date

1.1. Property Management Strategy Implementation Plan delivered.

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Mar 2017 Target %



Manager Property and Operations

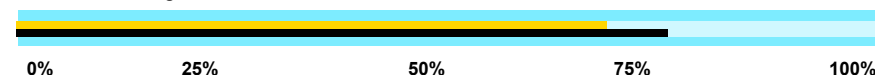
01/07/2016

30/06/2017

In Progress

68

75



Comments:

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

6.1.1.1 Bridge Strategy Project

Due Date

1.1. Bridge Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Mar 2017 Target %



Manager Works

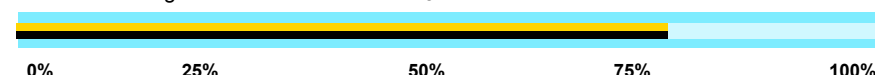
01/07/2016

30/06/2017

In Progress

75

75



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 the updated program
- Development of the 2016/17 detailed inspection program is complete and implementation is continuing
- 2017/18 Bridge delivery program has been developed

Project or Program

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

Start Date

End Date

Status

% Complete

Mar 2017 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

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.

A review of Council's depreciation methodology is currently underway with further information to be provided to Council's internal and external auditors.

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

Mar 2017 Target %



Director Infrastructure Services

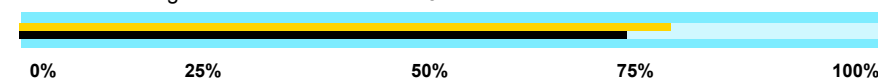
01/07/2016

30/06/2017

In Progress

75

70



Comments:

Data collection and condition assessment of infrastructure assets at all waste sites has been undertaken; enabling 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 unmaintained roads and dust seals has been finalised. Segmentation of Council's road centrelines has been completed. The Data Collection and Condition Assessment project continues, with the project to be finalised in April 2017.

Preparation has commenced on the review of Council's Public Access Asset Management Plan and Road Asset Management Plan, with documentation preparation and the compiling of relevant data undertaken. Once Council's data collection and condition assessment project is finalised, the applicable Asset Management Plans are to be updated.

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

80

Mar 2017 Target %

75



Comments:

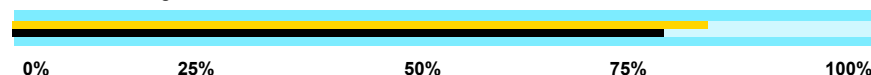
The Road and Streets Strategy program is driven by the Strategy Implementation Plan. The following items identified in the Strategy Implementation Plan have been undertaken:

- 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 665 Public and Private Infrastructure requests have been received in 16/17 as follows:

- 155 Entrance Applications
- 129 Road Corridor Use Requests
- 139 National Heavy Vehicle Regulator
- 57 Rural Road Number Request
- 140 Land Activity Notices (Queensland Urban Utilities, Energex and Telstra)
- 45 Abandoned Vehicles

Total Requests: 665



6.1.1.3 Roads and Streets Planning Project

Due Date

1.1. 10 Year Roads and Streets Capital Works Program reviewed

31/01/2017

2.2. Preplanning of Roads and Streets Capital Works projects undertaken

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

90

Mar 2017 Target %

75



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 program Road and Street Capital Works Programme has been developed and presented to Council for review and adopted in January Ordinary Meeting.

All projects for the 2016/17 financial year have been scoped with relevant scoping documentation provided for design programming. Key 2017/18 identified projects have been scoped for preliminary design to start.



Project or Program

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

80

Mar 2017 Target %

75

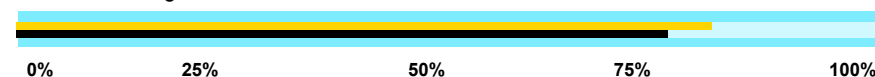


Comments:

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

A detailed review of the bridge 10 year program has finalised and adopted by council in January Ordinary meeting. Further discussions are focused on the continued rollout of the Federal governments Bridge Renewal programme as this influences this program.

All major projects for the 2016/17 financial year have been designed. Planning requirements for all other bridge capital projects are well underway. Concept designs for eight bridges under way for submission for Bridge Renewal Programme funding.



6.1.1.5 Floodways and Causeway Planning Project

1.1. 10 Year Floodways and Causeway Capital Works Program reviewed

2.2. Preplanning of Floodways and Causeway 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

65

Mar 2017 Target %

75



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.



Project or Program

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

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

65

Mar 2017 Target %

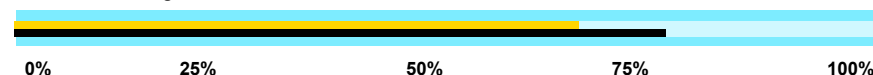
75



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.



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

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

85

Mar 2017 Target %

75

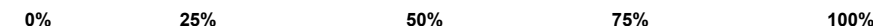


Comments:

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 program was adopted by Council at the January Ordinary meeting.

The preplanning of Footpaths and Bikeways Capital Works Projects has commenced with design briefs provided to the Design Section for all identified footpath projects due for delivery this financial year. The Anna Street Footpath Project is underway with the remaining projects programmed for completion over the next quarter. Key proposed 2017/18 projects have been scoped to allow preliminary designs to commence.



Project or Program

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 Road Rehabilitation work is complete, with 90% of the Munbilla Road project also complete. Flagstone Creek Road Black spot works is almost complete with only minor service relocation works remaining and Stage 1 of Killmoylar Road is complete. The sealed road reseal program is also nearing completion with all reseal preparation complete. Centreline pavement rehabilitation works have been completed on Milford Road.

6.1.1.9 Roads and Streets Operations and Maintenance Program

Due Date

1.1. Roads and Streets Operations and Maintenance program delivered

30/06/2017

2.2. Private Infrastructure Roads managed

30/06/2017

3.3. Unconstructed roads issues managed

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The Roads and Streets Operations and Maintenance Program is managed through the maintenance budget. As of the end of March 2017, 75% of the year has elapsed and the maintenance expenditure is approximately 78% including commitments. This is above the projected expenditure line slightly; however, resources that usually undertake maintenance works will also deliver other non-maintenance works.

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 by the Works Department with any further unconstructed roads issues as identified added to this list and reviewed as required. Requests for road extensions are reported to Council for consideration and approval if appropriate. During the Quarter 3 a number of identified segments of roadway have been added to Council's Road asset register as a result of reviews of the network.

Project or Program

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.

The contract for the constructing of Churchbank Bridge, Tramway Bridge, Adams Bridge and Camp Creek Bridge is nearing completion with Tramway Bridge entirely completed and open to traffic.

Council's own day labour crews are scheduled to start approach works on the remaining three bridges in Quarter 4 of this financial year. 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.

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 have started with a contract for the replacement of Lahey Crossing nearing completion.

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.

Project or Program

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 are 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.

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 on track with budget 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 the end of March 2017, approximately 75% of the year has elapsed and the maintenance expenditure is approximately 74%. This is in line with allocation for this time of year.

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

70

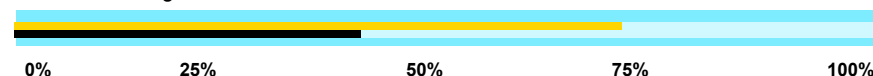
Mar 2017 Target %

40



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 has commenced with the project expected to be completed in the coming months.



Project or Program

6.1.2.1 Property Management Program

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

Due Date

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 Caravan Park.

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:

Operational Works Officers have provided Development Assessment services as required.

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

Mar 2017 Target %

85



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 and adopted by Council

0% 25% 50% 75% 100%

Project or Program

6.1.2.2 Bridge Operations and Maintenance Program

Due Date

1.1. Bridge Operations and Maintenance Program delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The 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.

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

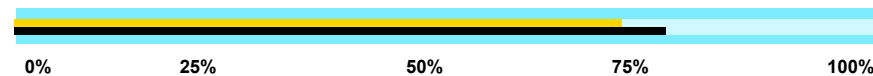
70

Mar 2017 Target %

75



Comments:



Project or Program

A number of the strategic plan goals for Council's libraries were progressed in Quarter 3.

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

- Staff from Boonah, Beaudesert and Tamborine Mountain attended Friends of Libraries' meetings. Tamborine Mountain Friends held a successful book sale outside the library on 24 February; Beaudesert friends farewelled a member (Lesley Cheeseman) who has up until now managed the Housebound service; Boonah staff continue to support and provide space and opportunities for public performances for Performing Arts Club for Kids (PACK). Donation of books are being collected for the book boxes (situated in local businesses, surgeries and the hospital) in Beaudesert and for the Book Fest in Boonah
- Beaudesert staff trained additional Friends of the Library members to assist with housekeeping tasks such as shelving
- Justices of the Peace attended all libraries
- Fassifern & District Historical Society created a display at Boonah Library, Beaudesert hosted a Fire Ant information stand and partnered with the Camera Club to host a photography exhibition
- 44 people attended the Saturday morning library information sessions at Boonah
- Beaudesert staff worked with local groups to assist with holiday activities and participate in the Earth Day event planned for 22 April 2017
- Volunteers at Beaudesert and Boonah libraries delivered 538 items to housebound members.
- Tamborine Mountain library held a storytime yoga session in conjunction with local yoga teachers
- PACK delivered a storytime session in Boonah library

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

- Additional training was held to ensure that staff are able to use the new robots in time for vacation activities
- Robot and coding sessions were run in 4 branches during the summer school holidays using our new JD humanoid robots purchased with grant funding
- An e-smart information kit was created for each library and these are being displayed to assist with community learning
- 'Robogals' held workshops in January aimed at getting girls coding. Boys also attended, but girls made up at least 50% of attendees who all had fun making robots move around. Robogals is an initiative funded through the University of Queensland, designed to teach young people aged 9-15 the basics of coding and programming with an emphasis on ensuring equal representation of girls in the Science, Technology, Engineering, and Mathematics fields. Other coding workshops held at the libraries and hosted by library staff also had excellent attendance
- A significant stock rotation was carried out on the mobile library to ensure a fresh collection for borrowers
- Robots were taken to local kindergartens in Beaudesert and demonstrated for the children. This was a very successful and will be continued into the future
- Two grants have been applied for
 - o Tech Savvy seniors - to continue training seniors in the use of the internet and various devices
 - o State Library of Queensland's (SLQ) Strategic Priorities grant - an amount of \$23,200 to purchase a mobile 3D printer trolley

3. Embody a culture of lifelong learning

- First5Forever continued with regular outreach sessions in Boonah, Kalbar, Beaudesert, Tamborine Mountain, Canungra. The project officer has been training library staff and volunteers to run these sessions as well as 'story-times in the park' to continue this initiative while she is on maternity leave
- Auslan signing was used in some of the story times held at Beaudesert. This has proved very successful as it teaches children and parents another language but also makes this an inclusive activity for those parents and children with a hearing impairment
- Tamborine Mountain Grade 2 children attended the library to discuss character development in literature as per their curriculum. Library staff led storytelling games and sessions to lead discussion with the children
- Beaudesert Library - 16 Year 11 students attended an information session held by Council's Environment staff
- Mobile library is continuing to seek volunteers to deliver Baby Rhyme-time sessions as part of the First5Forever initiative

4. Create welcoming and attractive spaces

Project or Program

- Beaudesert library hosted several meeting by individuals and community groups in the reference area as well as the deck
- Planning has commenced to create an outdoor area at Boonah library in the adjacent alley. A long bench is to be constructed and moveable stools purchased as well as wall enhancements to create a welcoming outdoor space,

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

- Training opportunities made available for staff
 - o First5Forever program delivery
 - o Basic robotics
 - o Money procedures for Canungra library
 - o Graphic art for librarians
 - o 'Mature Matrix' - delivering services to seniors (SLQ)
- Training still to come (provided by Council) - Personal Assertiveness, CPR, Effective Communication

All static branches operated normally but the mobile library was off the road on several occasions due to repair work being carried out.

General activity for the quarter -

- 54,384 visits to library branches
- 538 items delivered to housebound customers
- 57,967 loans registered
- 626 new members registered

Programming -

- 131 children's activities were held with 1,916 participants
- 159 adult activities held with 1,288 participants
- 4,782 PC bookings taken and 2,369 computer training sessions provided
- 5,527 WiFi sessions used by 1,060 unique users delivered in branches during the quarter, using a total of 305,933Mb of data. Note that this does not include usage for Beaudesert in March - this report wasn't available at the time of writing

The Beaudesert library continues to be the busiest branch in all areas other than visitor numbers. The Tamborine Mountain branch had the highest number of visitors; however, includes visitors to the Customer Service centre due to the co-location of functions. Library services have reached their maximum capacity and despite both the willingness to provide more services and an apparent greater community potential, are unable to tap this potential without additional resources.

Since January, staff at Beaudesert have had difficulties with a group of young people who have terrorised both staff and other customers. Acting in 'pack' mode they have behaved very badly and intimidated all those around them. Despite many attempts to communicate and connect these children continued to congregate on the deck, leaving it filthy and unsuitable for others to use, and take over areas of the library effectively forcing other users to leave. Police attended on many occasions but to no avail. Additionally, wifi was switched off outside of opening hours to make the deck a less attractive place for young people to gather. We have since employed a full-time security guard who has been present now for three weeks. This has been very successful and things are returning to normal. We will continue with security until the end of the Easter school vacation and then review the situation.

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:

The 2017 School Immunisation Program has commenced in accordance with the National Immunisation Schedule and Council's Service Level Agreement with Queensland Health. Contact with parents was made via new technology available to Council (push messaging) to remind Parents to return consent forms prior to first round clinics. Round one (1) immunisation clinics have been undertaken and data entry activities completed. Queensland Health advised Council Immunisation Service Providers will be undertaking a Meningococcal A, C, W, & Y immunisation program which will be delivered to all year 10 students commencing term two. The Service Level Agreement, Health Management Protocol and the Deed Variation document are to be reviewed and updated to reflect changes to the School Program.

Five public health complaints were investigated this quarter.

Council participated in the QLD Health Ovitrap program, placing traps in the Canungra, and Tamborine areas. Mosquito eggs are to be sent away to QLD Health for DNA analysis as we continue to look for the presence of mosquitos that may carry Dengue Fever.

Officers also assisted in the post disaster management roles, inspecting and handling complaints for inundated premises, mosquito management and other public health concerns.

One complaint was received regarding food safety issues for the quarter.

Eleven new food business applications were received this quarter.

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:

In preparing for the next 2017/18 assessment, the Local Disaster Management Plan (LDMP) review process was proposed and accepted at the Local Disaster Management Group (LDMG) meeting held on 3 February 2017.

LDMP Project Plan has been developed and the Working Group members have been engaged in preparation for the initial meeting. This has been deferred to later date due to current events. Scheduled for late April/May.

The revised plan will be presented at the LDMG 4 August 2017 for endorsement and consideration for Council.

Within the 2017 Local Disaster Management Plan review, partial focus will be on Sub-Plans and appropriate document structure.

Traditionally Council's annual exercise is undertaken in September/October prior to the wet season. A Disaster Management training and exercise program is in scope to be developed. This will be actioned through the Disaster Management Strategy.

Learnings from recent events (ex Tropical Cyclone Debbie) will also assist in structuring the training and exercise program

Updates have not been provided by the State Emergency Services (SES) and therefore the below statistics are still considered current.

The Scenic Rim SES Unit has responded to the following activations for the February to June 2017 period:

- 2 State Agency Support Requests
- 0 Community Support Requests (Community Groups)
- 0 Community Education
- 0 Storm Taskings

Council's Local Disaster Coordination Centre (LDCC) and staff continue to prepare for activation. Meetings have been initiated to give LDCC Staff opportunities to provide feedback and improvements to the function of the LDCC. These will be held throughout March to May in the LDCC in preparation for 2017 exercise.

The LDCC was officially activated on Thursday 30 March and closed Wednesday 5 April 2017 in response to ex TC Debbie.

Project or Program

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

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

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 where applicable.

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:

In the last quarter Council sent text messages to dog owners with outstanding registrations. This resulted in 148 registration renewals being received. Council also received 203 new registrations. Renewal follow ups are near completion and enforcement action has commenced for any outstanding renewals.

Council Rangers attended to 446 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 Beaudesert State High School at Council, Biosecurity, Queensland Health, Local Government Association of Queensland and other South East Queensland Regional Councils.

Project or Program

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

70

Mar 2017 Target %

70



Comments:

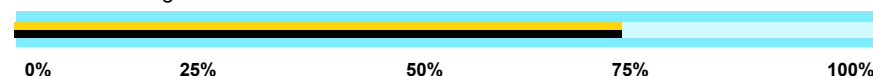
Delivery of Council's Disaster Management Strategy and Action Plan is continuing to be implemented throughout the Scenic Rim Region.

Areas implemented address, Disaster Research, Disaster Risk Assessment, Disaster Mitigation, Disaster Preparedness, Disaster Relief and Recovery, and Post-Disaster Assessment methods.

Progress has started towards reviewing the Disaster Management Strategy for 2017 - 2020 financial year. Consultation has been arranged with Council Disaster Management Working Group departments for feedback in developing the revised strategy

The document has been re-titled to the Disaster Prevention and Preparedness Support Plan. The Plan is designed to assist and guide prevention and preparedness activities between both Local Disaster Management Group and Council.

The Support Plan has been prepared for Council's consideration and endorsement April 2017.



0% 25% 50% 75% 100%

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

Completed

% Complete

100

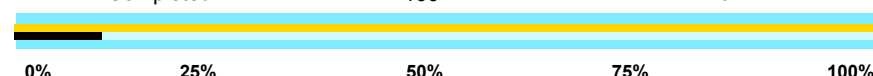
Mar 2017 Target %

10



Comments:

A report was presented to the Chief Executive Officer at the Executive Team Meeting 1 February 2017. The report details recent changes to the Public Health Act 2005 relating to the amended information disclosure requirements of principals which will assist Council immunisation team with eligible student reconciliation activities. Relevant information regarding the 2016 transitional program introducing the year 7 cohort to the annual School Immunisation Program was also included and Council's intention to provide future programs in accordance with the Service Level Agreement and acknowledging the changes to the National Immunisation Schedule.



0% 25% 50% 75% 100%

Project or Program

8.1.1 OS1 Implement and maintain an integrated strategic planning framework across Council, which embeds performance, financial and asset management principles.**8.1.1.1 Long Term Financial Forecast including Annual Budget 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

Mar 2017 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. Council was provided with further information on the proposed rating strategy at the February Council workshop.

2017-18 budget packs closed on 28 February.

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

Mar 2017 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

Start Date

End Date

Status

% Complete

Mar 2017 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Ongoing management of accounts receivable and payable has continued and 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

Start Date

End Date

Status

% Complete

Mar 2017 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

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

23/08/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

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

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

Mar 2017 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.

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:

Rating commenced in mid January resulting in increase in receipting, and call volumes at all three centres.

General increase in Customer Contact activity during this quarter due to rating and is reflected by the increase in receipt transactions up from 2311 (Q2) to 4363 in this quarter.

Priorities for the Customer Contact Strategy continue to be progressed e. g. through new technologies such as sending text messages to customers.

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.

Management and leadership development within Council is continuously undertaken 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

Start Date

End Date

Status

% Complete

Mar 2017 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The financial management functions are delivered in accordance with required timeframes.

Project or Program

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

Start Date

End Date

Status

% Complete

Mar 2017 Target %



Director Infrastructure Services

01/07/2016

30/06/2017

In Progress

65

60



0% 25% 50% 75% 100%

Comments:

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

- 33 light vehicles
- 1 grader
- 1 tractor
- 1 slasher
- Survey equipment utilised with grader
- 2 smooth drum rollers
- 2 multi-tyred rollers
- 2 backhoe loaders
- 3 job trucks
- 1 outfront mower
- 2 z-turn mowers
- 1 water tank truck body
- 1 truck body and rear mounted crane

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

8.1.3.1 Software Management Program

Due Date

1.1. Management of software licences and support agreements

30/06/2017

2.2. Maintenance and support of business systems

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

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.

Project or Program

8.1.3.1 Governance and Policy Program

Due Date

1.1. Administrative support for Council functions

30/06/2017

2.2. Internal advisory services

30/06/2017

3.3. Implement legislation compliance monitoring program

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:

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

Due Date

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

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

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Geographical information systems services continue to be provided in accordance with Council requirements.

Project or Program

8.1.3.2 Fleet Service Operations and Maintenance Program

Due Date

1.1. Workshop operations maximising fleet availability

30/06/2017

2.2. Fleet maintained to manufacturers' requirements

30/06/2017

3.3. Fabrication items delivered

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council's Fleet Services continue to liaise with internal customers (other departments/sections) in meeting its obligations whilst causing minimal interference to works programmes. 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 - February period:

- 108 Heavy Plant
- 73 Trucks
- 158 Motor Vehicles
- 57 Small Plant

The following fabrication project have been undertaken as required during the period of July to February:

- Fabrication of street furniture, including guardrail and handrails for footpaths and pools
- brackets (for animal management, facilities management, and plant)
- cupboards and doors, plates for bridge work; vehicle accessories (ladder racks)
- container racks
- as hall stumps
- repairs to low loader, streetsweeper, out-front mowers, grader, backhoe bucket, and walkways
- modification of pump trailer and cover, chemical spray tank, vehicles and site van
- installation of slide gates, park bollards, picnic tables, rebuild of backhoe bucket
- Roll-on/roll-off bin modification and repairs, road sign modification, switchboard stand modification
- cut railway line for construction of new road

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

Mar 2017 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 February. Planning commenced for upcoming reviews of the Operational Plan, Corporate Plan and Community Plan and options for progressing these are being developed.

Operational Plan reviews of Projects/Programs, Deliverables and KPIs were due to be finalised by the end of February. A draft has been endorsed by the Executive Team and will be prepared for consideration as part of budget discussions.

Preliminary discussions for the review of the Community Plan commenced in Quarter 2 and draft consultation papers are being prepared by Governance. A discussion paper for community consultation about proposed changes currently being finalised.

Project or Program

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.

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

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Mar 2017 Target %

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.

Preparations commenced in February for 2017-18 insurance requirements.

Project or Program

8.1.4.1 Information Access and Privacy 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:

Council's Internal Audit functions continue to occur effectively. Council appointed a new Internal Auditor on 19 December 2016 for a period of four years commencing in January 2017. The Internal and External Audits are progressing as scheduled.

Council's risk management documents including the Strategic, Operational and Project Risk Registers have been updated as required.

Strategic/corporate risks have been reviewed as scheduled through the Risk Reference Group and the outcomes of the review progressed to the Audit and Risk Committee.

8.1.4.1 Business Continuity for Information Technology Program

Due Date

1.1. Testing of Business Continuity Systems

30/06/2017

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

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

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

Project or Program

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

8.1.5.1 Internal Communication Program

Due Date

1.1. Provide internal communication function which assists in promoting organisational culture, reflects Council's values, and fosters staff awareness of the organisation and its activities

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications and Councillor Support Coordinator

01/07/2016

30/06/2017

Ongoing






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

Comments:

Council's daily staff bulletin was circulated via email and monthly newsletters distributed in print and electronic versions.






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	62.50	 RED
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	10.00	 RED
Planning Certificates - 1. Planning certificates issued within statutory timeframes	1. Planning certificates issued within statutory timeframes	%	100.00	100.00	 GREEN
Survey Plans - 1. Signing and sealing of survey plans managed in accordance with statutory timeframes	1. Signing and sealing of survey plans managed in accordance with statutory timeframes	%	100.00	75.00	 RED











3. Open and Responsive Government

KPI	Comments	Unit	Target	Actual	Progress
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	79.59	 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	95.00	 RED
Building and Plumbing - 2. Plumbing applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	2. Plumbing application approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	%	100.00	93.00	 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	90.00	 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

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Alliance and Contract Works - 1. Annual operating surplus	1. Annual operating surplus >20%	%	20.00	27.28	 GREEN
Bridge Program - 1. Load limits for timber bridges above acceptable load limit total	1. Load limits for timber bridges above acceptable load limit total >75%	%	75.00	82.00	 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	93.00	 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	95.00	 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	97.00	 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	90.00	 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	13.00	 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	95.00	 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	95.00	 GREEN
Animal Management - 7. Declared pest animal information on control methods provided to landholders within 30 days	7. Declared pest animal information on control methods provided to landholders within 30 days	%	100.00	100.00	 GREEN
Public Health - 1. Vaccination rate of students with parental/guardian consent is greater than 85%	1. Vaccination rate of students with parental/guardian consent is greater than 85%	%	N/A	N/A	
Public Health - 2. Vaccination rate of total cohort is greater than 60%	2. Vaccination rate of total cohort is greater than 60%	%	N/A	N/A	
Public Health - 3. Requests for Action for all customer requests responded to within applicable service standards	3. Requests for Action for all customer requests responded to within applicable service standards	%	100.00	100.00	 GREEN
Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	%	100.00	100.00	 GREEN






8. Organisational Sustainability

KPI	Comments	Unit	Target	Actual	Progress
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	90.00	 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	80.00	 GREEN
Information Management - 3. Incoming correspondence registered into ECM and tasked within one business day of being received	3. Incoming correspondence registered into ECM and tasked within one business day of being received	%	90.00	90.00	 GREEN
Organisational Development - 1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	%	100.00	100.00	 GREEN
Organisational Development - 2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	%	100.00	100.00	 GREEN
Payables Management - 1. Staff and Councillors paid fortnightly in accordance with established pay periods	1. Staff and Councillors paid fortnightly in accordance with established pay periods	%	100.00	100.00	 GREEN
Payables Management - 2. Goods & Services Tax returns submitted by the 21st of each month	2. Goods & Services Tax returns submitted by the 21st of each month	%	100.00	100.00	 GREEN

8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Procurement Management - 1. Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months	1. Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months	%	100.00	100.00	 GREEN
	Calculated by 2013-14 stock issues divided by average inventory balance 30 June 2014/30 June 2013				
Staff Performance and Development - 1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	%	90.00	95.00	 GREEN
Staff Performance and Development - 2. Industrial Relations legislation complied with at all times	2. Industrial Relations legislation complied with at all times	%	100.00	100.00	 GREEN
Workplace Health and Safety - 1. Workplace Health and Safety legislation complied with at all times	1. Workplace Health and Safety legislation complied with at all times	%	100.00	100.00	 GREEN
Workplace Health and Safety - 2. Workers' Compensation legislation complied with at all times	2. Workers' Compensation legislation complied with at all times	%	100.00	100.00	 GREEN