

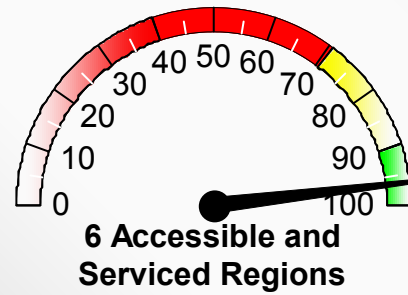
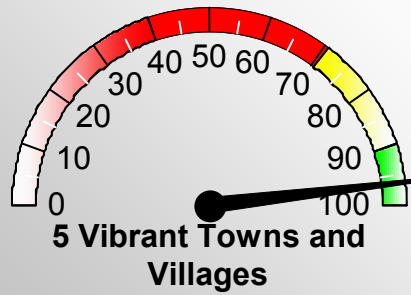
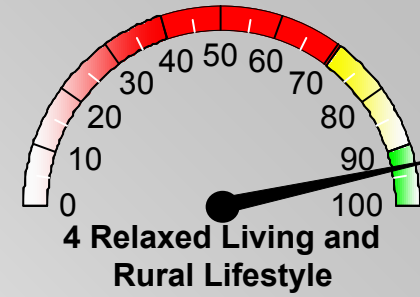
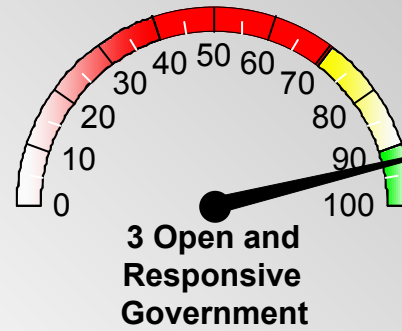
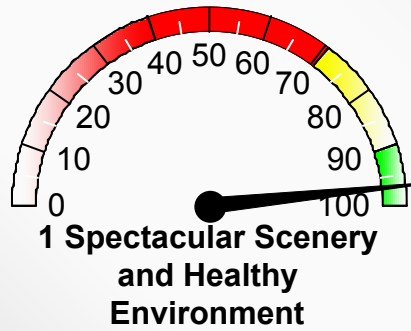





Scenic Rim Regional Council

Corporate Performance Report

April to June 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	1	2	0	4	0
5 Vibrant Towns and Villages	10	4	0	0	5	1
6 Accessible and Serviced Regions	24	8	4	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	24	9	1	69	1

Project or Program Summary



At least 90% of action target achieved



Between 70 and 90% of action target achieved



Less than 70% of action target achieved



Target



% Complete

Project or Program

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

1.1.1.1 Waste Strategy Project**Due Date****1.1. Waste Strategy Implementation Plan delivered****30/06/2017****Responsible Officer***Manager Property and Operations***Start Date**

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

90

Jun 2017 Target %

100

**Comments:**

Council's Waste Implementation Plan is finalised and endorsed and those items agreed on in the plan are now being implemented. A review will be conducted in July 2107 to ensure alliance with Landfill Strategy.

0% 25% 50% 75% 100%

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 one and two weed control program have been completed. Programmed spray treatment for environmentally sensitive areas (ESA) have been completed. Financial arrangements for Invoicing to Main Roads have occurred.

Council's class one and two treatment programs of Council controlled local roads has now concluded, achieving the first comprehensive inspection and treatment of all Council Controlled local roads. Council weed control officers are continuing to spray local roadsides on a reactive basis and are inspecting roads of interest for known infestations of Mothers of Millions.

Project or Program

1.1.1.2 Habitat Protection Program

Due Date

1.1. Land for Wildlife

30/06/2017

2.2. Voluntary Conservation Agreements

30/06/2017

3.3. Nature Refuge and Conservation Covenant Program

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

A total of seven Land for Wildlife inspections occurred during the period which includes inspections associated with three new members joining the program and four return site inspections.

Draft agreements are currently being prepared for three properties aimed at protection of values including endangered/threatened wildlife, riparian values and ecosystem values.

Reinspection of two Voluntary Conservation Agreement properties have been undertaken. Observations include; improvements in habitat values, riparian vegetation and a reduction in pest plant species.

No enquiries have been received for Council's Nature Refuge and Conservation Covenant 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:

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. Technical expertise has been sought and initial working groups are being established to identify on-ground works to be carried out.

Council has now commenced working with Ipswich City Council regarding the preparation of the Bremer River Catchment Action Plan. This is expected to commence in the coming months.

Project or Program

1.1.1.4 Reserve Management Program

Due Date

1.1. Undertake bushfire mitigation in accordance with Management Plans

30/06/2017

2.2. Pest animal and plant control

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Councils' Environmental Policy and Services Section carried out a complete inspection of all firetrails located in Reserves. The inspection program identified proposed capital works to be undertaken in the new fiscal year.

Bushfire mitigation works as part of the fire mitigation project funded by the Department of Local Government and Planning have recommenced following Cyclone Debbie including a total of five capital projects and four maintenance projects. Maintenance inspections of all fire trails and asset protection zones have occurred.

Council performed two controlled burns in association with local fire services. Further controlled burns were anticipated, unfortunately postponed due to poor weather conditions. These proposed burns work will be rescheduled for financial year 2017-2018.

Council in partnership with the Scenic Rim River Improvement Trust have treated significant stretches of the Logan and Bremer catchment for cat's claw and chinese celtis. Weed treatment operations have now ceased due to winter. Significant improvements have been observed in the reaches surrounding the Boonah Water Intake.

Weed management works are occurring across several of Council reserves with key works including spray operations in the Waters Creek, Fassifern and King Coolum Reserves.

1.1.1.5 Community Environmental Management Program

Due Date

1.1. Deliver community education and awareness program

30/06/2017

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

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The Earth Day festival was delivered during the month of April. No environmental events were planned for May or June.

Project or Program

1.1.1.6 Pest Management Plan Regulatory Activities Program

Due Date

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

30/06/2017

2.2. Deliver wild dog baiting program

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council continues to consult with neighbouring Local Government areas and relevant stakeholders in regards to drafting of a regional Bio Security Plan.

The annual total of wild dog and feral pig baits used by Scenic Rim landholders were 3,899 dog and 961 pig baits, this equates to 1,455kg of meat.

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

Jun 2017 Target %

0



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.

0% 25% 50% 75% 100%

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:

One hundred percent of the Million Trees Initiatives have been delivered on schedule. A total of approximately 78,715 trees were planted across private and public land. A total of 154 applicants have applied for each initiative consisting of 43 related to community, 19 for habitat and 92 for the Rural Trees Initiatives, displaying an increase in patronage to the program. Council also received an additional 23 applications past the application closing date which have been compiled ready for assessment during the 2017-2018 financial year.

External investment opportunities are currently being investigated as part of the Logan and Albert Catchment Action Plan (CAP) in partnership with Logan City Council and SEQ Water. External investment opportunities are also being investigated surrounding the development of the Bremer CAP.

Confirmation from SEQ Water has been received regarding external investment in riparian restoration works a part of the River Improvement Trust.

Investment opportunities are being investigated with the Queensland Trust for Nature regarding Koala support projects.

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

Jun 2017 Target %

100

**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

0% 25% 50% 75% 100%

Project or Program

1.1.2.3 Reserves Asset Data Base Project

Due Date

1.1. Develop an asset data base for Council's Reserves

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

90

Jun 2017 Target %

100



Comments:

Geographic information system tables and protocols are finalised and are currently being tested. Councils reserve asset database is currently being tested live in Councils new mapping system. Alternative methods of database construction have been developed to overcome issues when extracting information from mapping program.

Proposed assets for construction in the 2017-18 financial have now been developed in Councils asset database ready for construction. The database is now been utilised in the development of quotation documents for the 17-18 financial year.

0% 25% 50% 75% 100%

1.1.2.4 Waterway Revegetation Project

Due Date

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

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

80

Jun 2017 Target %

0



Comments:

Following the destruction of the natural disaster event in April from cyclone Debbie, Councils Environmental Policy and Services section have attempted to restore damaged plantings where possible. This has resulted in a reduction in estimated losses to 5%, 10% and 90% at the Back Creek, Ill-bogan and Riverbend reserve sites. Negotiation with the Department of Environment has resulted in the extension of the Ill-bogan and Riverbend projects by six months and twelve months respectively. Partnership options for work crews through the Department of Education and Training are currently being investigated and a variety of vendors are now being sought and interviewed for implementing work crews in these sites.

0% 25% 50% 75% 100%

Project or Program

1.1.5 SHE5 Provide innovative waste reduction, recycling and management practices to minimise adverse effects of waste on the environment and impacts on the community.**1.1.5.1 Waste Disposal Planning Project****Due Date****1.1. 10 Year Waste Capital Works Program reviewed****31/01/2017****2.2. Preplanning of Waste Capital Works projects undertaken****30/06/2017****Responsible Officer****Start Date****End Date****Status****% Complete****Jun 2017 Target %***Manager Property and Operations*

01/10/2016

30/06/2017

Completed

100

100

**Comments:**

The 10 year Capital Works Program has been reviewed, with a number of items in the plan being adjusted to align with the landfill operations being resumed by Council. Once the Master Plan is complete, the 10 Year Plan will be reviewed.

Capital works projects agreed on for 17/18 subject to final reviews.

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:

Bin bay designs are moving into detailed design. Recycle Centre designs are at version 4 for final review.

EVC (evaporation condensor) has been de-mobilised and treated 400KL of leachate.

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

92

Jun 2017 Target %

100



Comments:

The Scenic Rim brand was strongly promoted at EKKA 2016. There were 7,500 carrot bags, 7,800 tourism brochures and 6,500 maps distributed. One hundred Eat Local Week recipe books were also sold.

The Scenic Rim recipe books have nearly sold out and Council have begun to develop Book 2 featuring all new growers, producers and recipes. The beginning of Eat Local Week for 2017 has been a sell out at some venues and the Winter Harvest Festival is shaping up to be a record crowd. Council will also be on show at Regional Flavours in July.

A new Tourism Strategy was completed and endorsed by Council. Part of the strategy was for a single Local Tourism Operator. Council are currently working with the three operators to consolidate.

The Visit Scenic Rim website has been redevelopment with further improvements to be rolled out. The Scenic Rim guide was reprinted and distributed. The Scenic Rim also featured in the QantasLink magazine.

Council attended Chamber of Commerce meetings throughout the year to ensure continued collaboration across the local business sector. The Chambers attended the Arts Dinner during the year to learn more about economic opportunities in the region and to explore ways to incorporate the Arts Sector into their respective business plans. As a consequence of this, two of the Chambers established pop up artists in businesses during the Open Arts Studio which were well received by the community. Council also host the Combined Chambers on a quarterly basis which are well attended and enable business ideas and opportunities to be shared.

Council partnered with SCT to deliver business information sessions and collaborative discussions with Chambers of Commerce and Local Tourism Organisations. A Regional Transport Forum was organised for March in conjunction with the Queensland Transport and Logistics Company with over a hundred people in attendance from logistics, transport, private companies and government agencies. There were also 50 people that attended an SCT briefing at the Port of Brisbane. ARTC have also invested in the Bromelton State Development Area with recent announcements of funding for the Inland Rail that will connect to their site.

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

Start Date

End Date

Status

% Complete

Target %

Manager Works

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Overall the Alliance and Contract Work Program's revenue and expenditure for the end of year was greater than budgeted due to additional contract works and works carried out for others due to the effects of Ex Tropical Cyclone Debbie.

Revenue for Road Maintenance Performance Contracts works was slightly above target and increased due to an additional approximately \$750,000 worth of work carried out due to Flood emergent work for the Department of Transport and Main Roads.

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

Other contract work ended above budget projection with slightly less revenue percentage achieved, however due to the volume of work undertaken the actual total revenue was within projected.

Works for other Councils was put on hold after the end of March due to weather events. However, set revenue targets have been exceeded. The bulk of the work undertaken within the year has been predominately 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

Start Date

End Date

Status

% Complete

Jun 2017 Target %

Manager Community and Culture

01/07/2016

30/06/2017

In Progress

92

100



Comments:

The Visitor Information Centres are all working within expected service level agreements and continue to grow into vibrant entities. The Centres have been working with Council for the promotion of Open Studios of the Scenic Rim and Winter Harvest Festival.

Ongoing training was delivered for volunteers with the Queensland Visitor Information Centres Conference held in Roma in October 2016. Visitor Information Centre Coordinator and representatives from some of the Information Centres attended the conference. The volunteers were also included in a tour of Ipswich and the attractions in the area and to find out how other information centres work in bordering regions.

0% 25% 50% 75% 100%

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.

2. Council resolve to seek the Minister's approval to adopt the draft Scenic Rim Planning Scheme.

Due Date

30/06/2017

30/06/2017

Responsible Officer

Manager Planning

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

40

Jun 2017 Target %

100



Comments:

Drafts of the following key components of the Local Government Infrastructure Plan (LGIP) has been completed:

1. planning assumptions;
2. Desired Standards of Service for Council's trunk infrastructure networks;
3. identification of Priority Infrastructure Areas;
4. Plans for Trunk Infrastructure;
5. Schedule of Works model; and
6. majority of supporting extrinsic material.

The preparation of the draft LGIP is near completion to enable its consideration by Council to proceed to the appointed reviewer and subsequently, to the State interest review stage of the plan making process. The LGIP forms part of the Scenic Rim Planning Scheme and therefore, its progression is linked to the timing of the Planning Scheme. Ministerial approval to adopt the LGIP could not occur as a result of the delays encountered in the delivery of the Planning Scheme.

The draft Scenic Rim Planning Scheme has been amended to achieve consistency and alignment with the new Planning Act commencing in July 2017, reflect updated State interests (resulting from the State government's planning reform program), incorporate new Council policy directions and address operational matters identified as part of a legal review of the draft instrument.

A redrafted Scenic Rim Planning Scheme addressing the above matters was finalised on the 30 June 2017. The draft Planning Scheme will now progress through the plan making process as a Planning Act Scheme (as opposed to under the now repealed Sustainable Planning Act). Addressing the above matters (in particular the extent of changes from the State government's planning reform program) has delayed the delivery of the Planning Scheme and subsequently, the ability to seek Ministerial approval to adopt the Planning Scheme.

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 in Quarter 4 was 79,412 comprising 51,054 unique browsers. This included 29,095 (19,539 UBs) in April, 24,944 (15,490) in May and 25,373 (16,025) in June.

On social media our audience grew from 4,220 likes on Facebook at the start of Quarter 4 to 4,537 at the end of the quarter. Council's Twitter audience grew from 688 to 706 over the same period.

Top organic posts (unpaid)

- 28/6 Jubilee Park playground - reach 33,416 generating 1,251 reactions, comments and shares (the most successful organic post to date)
- 1/6 Razzle Dazzle signage - reach 19,819 generating 969 reactions, comments and shares
- 19/5 Video post - Mayor's Moto Park promo video - reach 15,908 generating 493 reactions, comments, shares and 7,552 video views
- 15/6 Community Budget Report link - reach 4,399 generating 12 reactions, comments and shares

Top promoted posts

- 6/4 Scenic Rim open for business video clip - reach 22,899, generating 139 reactions, comments or shares
- 21/6 Video post - Mayor Christensen discusses budget outcomes - reach 12,009, 85 reactions, comments, shares, video views 7,000.

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 4 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. The Quarter 3 Report was endorsed by Council on 22 May 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 4, 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:

During Quarter 4, Council distributed a total of 55 media releases comprising of 13 in April, 13 in May and 29 in June, which included material associated with the Budget.

During Quarter 4 Council responded to 51 enquiries from the media comprising of 15 in April, 18 in May and 18 in June.

Twenty promotional videos were produced during Quarter 4 and uploaded to Facebook.

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., including the production of the annual Community Budget Report and associated collateral, Scenic Living newsletter and rating materials for distribution in July 2017

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 4 this included two visits by the Premier, which received widespread media coverage, and a visit by the Deputy Premier. In addition, Council worked with the Department of Transport and Main Roads in relation to Beaudesert Town Centre Bypass communications.

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

90

Jun 2017 Target %

100



Comments:

During Quarter 4, Council's corporate website redevelopment progressed through the site build and user acceptance phases of the project. At end of the quarter the new site reached soft production stage and the final stage of content population ahead of go live is progressing. Staff training on the new platform involved Communications and IT staff was completed on 22 June. Due to resourcing constraints, including the involvement of communications staff in disaster response and recovery activities during Quarter 4, the project is about a month behind schedule with the go-live date anticipated to be late July.

0% 25% 50% 75% 100%

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

3.1.3.2 Policy Development and Review Program

- 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 by Governance.

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

95

Jun 2017 Target %

100



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 improvement continues to occur based on process and procedural change accompanied by legislative change (New Planning Act commenced on 3 July 2017). Works include in part the ongoing review of DA procedures, electronic correspondence efficiencies, electronic tasking, template development, TechOne development processes/workflows, request management systems for development processes/workflows, improvements to Infrastructure Charges Notices processes.

PROCESSING SUMMARY FOR DEVELOPMENT APPLICATIONS AND CERTIFICATES

Development Applications Received During April - June 2017 Quarter:

- 65 development applications were received during the Quarter
- 44 development applications were determined during the Quarter (of which 37 were delegated and 7 determined by Council)

Total Processing Times for all Applications Determined in the Quarter

- < 20 business days = 14%
- 20 - 40 business days = 36%
- 40 - 60 business days = 16%
- 60 - 80 business days = 7%
- 80 - 100 business days = 11%
- > 100 business days = 16%

Development Assessment Stages Timeframes

- 83% of Acknowledgement Notices issued within statutory timeframe (6 issued in total)
- 82% of Information Request issued within 20 business days (17 issued in total)

Planning Certificates

- 50% of Planning Certificates issued within statutory timeframes (Total of 8 Certificates issued, of which 8 were Limited Certificates and 0 were Standard)
- 52% of Flood Certificates issued within statutory timeframes (Total of 27 Certificates issued)

Plan Endorsement Applications

- 10 Plan Endorsement Applications were lodged and signed 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

Jun 2017 Target %

n/a

Comments:

All rate levy runs for the 2016-17 financial year have now occurred.

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 6.03% of total revenue levied as at 31 May 2017.

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

90

Jun 2017 Target %

100



Comments:

0% 25% 50% 75% 100%

Project or Program

During 2016/2017 the following objectives of the Cultural Policy were delivered:

COMMUNITY

Scenic Rim Cultural Centres hosted significant community events during 2016/2017, including: Debutante Balls, concerts, theatre performances and festival events by Scenic Rim performing arts organisations, Farmstay visits from Japanese students, High School Formals, Graduation Ceremonies, Awards Nights and end of year events, school concerts, leadership events and numerous of community and corporate meetings, workshops and forums. The Centre also hosted Council's Australia Day Awards and Citizenship Ceremonies, in addition to the annual International Women's Day Breakfast, International Men's Day Dinner and Sports & Recreation Dinner and presentations.

The Cultural Centres' presented regular programmed events as part of the 2016 Creating Connected Communities and 2017 Life In Landscape Cultural programs. These include Morning Melodies series, regular screenings of recent and classic movies, exhibitions, associated opening events and public programs, Arts Dinners, Artist's in Residence activities and arts engagement workshops. 2017 saw the commencement of the In Cabaret program providing skills development and performance opportunities for local artists and performers. Date Night Movies also commenced in 2017 offering a new movie experience for patrons. Major performances presented in the Cultural Centre include Queensland Symphony Orchestra, James Blundell and Kylie Moss, Tenzin Choegyal & the Tashi Lhunpo Monks of Tibet, the Gold Coast City Choir, The Bunyip Storyd and Drumley Showcase. School holiday programming included circus, dance, cooking and arts workshops, circus and orchestral performances, a dance camp, QAGOMA Kids On Tour activities and movies.

HERITAGE AND IDENTITY

Throughout 2016/2017 numerous meetings have been hosted and/or facilitated for the Scenic Rim First Nation and Multicultural Network, ASSI 150 Steering Committee, Scenic Rim Heritage Network, Scenic Rim Writers Groups and the Granny Polo Elders Group. In addition, Anzac Day events were hosted at the Boonah Cultural Centre.

January saw the commencement of the exhibition People In Place showcasing the environment of the Scenic Rim and the creative who live and work here. The exhibition, Artists Response To The Landscape showcased the artworks of Scenic Rim artists Dave Groom and Kim Williams and their strong connection to the landscape. Council also approved the HOME exhibition which has one of its components 'Looking Back', developed in collaboration with the Scenic Rim Heritage network. The HOME exhibition will be presented in 2nd half of 2017.

Further work has also been undertaken on the development of Heritage Trails that will link with Scenic Rim Public Art and Vibrant and Active Towns and Villages Projects.

CREATIVE EXCELLENCE

The 2017 Open Studios held across the region over consecutive weekends in May saw more than 300 artists involved over 27 locations. Boonah and Beaudesert Cultural Centres also were bases for Arts Groups to be "In residence" during this time. A record number of artists participated in this program in 2017. Chambers of Commerce in Boonah and Canungra joined the program this year and implemented art trails and 'popups' over the Open studio weekends involving 90 artists and 30 businesses and generating increased foot traffic to local businesses.

Public programs to compliment exhibitions were held throughout the year and included masterclasses in Painting Portraits, Wood Lithography and Mix Media Assemblages plus artists talks were hosted by Jandamarra and Amy Cadd.

In April 2017, the Boonah Arts Foundation presented the First Boonah Writers Festival at the Boonah Cultural Centre.

Partnerships developed with the Queensland Ballet, Queensland Music Festival, Queensland Symphony Orchestra, Queensland Writers Centre, Vulcana, Circa, Bangarra Dance Theatre and the Department of Education and Training have contributed to the breadth of engagement and professional development opportunities offered to the Scenic Rim community in the 2016/2017 programs. Highlights of these include the Rekindling program in July, community workshops and performances by the Queensland Symphony Orchestra, Four Day Dance Camp and Dance for Parkinsons and Seniors with Queensland Ballet, professional development with industry experts from the Queensland Writers Centre.

The new Arts Reference Group has been a success for the Regional Arts Development Fund (RADF) and Public Art programs. A group of industry professionals to help manage and assess the fund to community groups has been a big step forward in the delivery of these programs.

Project or Program

Council used \$20,000 of the RADF funds for a strategic Initiative for 16/17. This was for Fires on Top of Mountains (FOTOM) and included community consultations for the FOTOM program, fees for the Musical Director and Artistic Director and the First Nation Shared Fire Project. RADF also contributed \$5,000 towards the Story Marker project and Professional Development for two of the regions Museums to update their knowledge in collection management. RADF also funded a Research project for the Scenic Rim Heritage Network for the Home Exhibition

A highlight of the RADF program has been the engagement of the Indigenous community in the program. For a while the process has been seen as "too government" for this sector of our community and therefore not considered an option. With a strong emphasis in making connections with our local Elders and community groups, it has been possible to build trust in the community and as a result there has been an increase in the enquiries and application for RADF. It is now seen as a viable option for established and emerging Arts and cultural workers from the Indigenous Community

The combined attendance figures Scenic Rim Cultural Centres for 2016/2017 were 37,106 with a total of 826 events held across both venues. Overall, attendance numbers have seen a decrease of 5.4% over the two venues compared to the 2015/2016; however, the years total is consistently high compared to the preceding 5 years.

The Centre Beaudesert is demonstrating a 4.28% increase in attendances compared to the previous year, with Boonah Cultural Centre attendances showing a decrease of 19.3%. There were 523 events held in Beaudesert and 303 held in Boonah for the 2016/2017. This is demonstrating a trend where regional community or government organisations are centralising their venue bookings to the perceived regional centre at Beaudesert. It is also evident that attendances have varied due to type and scale of bookings taken and the scheduling of events from year to year. It also indicates a need for a promotion to community users as there has been a reduction in regular users at the Boonah Cultural Centre.

The Public Art and Collections Policy was reviewed and a Public Art Register graphic version is now available. A detailed information sheet on each of our Public Art works including, images, maps and GPS location is included. A Heritage Items Register is currently underway for all items that have historical significance to Council. A brief version was attempted in 2008 but minimal documentation was carried out. A full photographic and research project will commence in July 2017

The Wyaralong Sculpture Symposium launched six Public Arts works to the region and through an RADF grant BADCAP installed a seventh work.

The Arts Reference Group (ARG) has completed its first year assessing the regions RADF and Public Art projects. The process has been very successful and a highly professional approach to consulting with the community on Arts projects.

The Story Marker Project was initiated and through Council and Queensland Tourism Infrastructure Fund we were successful in receiving \$200,000 for the Gallery Walk and Canungra Vibrant and Active Towns and Villages projects.

This project incorporates elements of public art, signage, storytelling and place-making at key locations across the Scenic Rim to create and install public art and way finder statements at Canungra and Gallery Walk Tamborine Mountain at the south eastern entry to the Scenic Rim. Canungra is the entry point into the Scenic Rim from the Gold Coast on the proposed East/West Cultural Tourism Trail to be known as the Scenic Rim Way.

This included

- Gateway Statement, Public Art work for Pine Street, Canungra. \$60,000
- Gateway Statement, Public Art work for Gallery Walk \$75,000
- Play Element, Public Art Work for Gallery Walk \$25,000
- Poetry in the Pavement Public Art work \$23,500

Both the Gallery Walk works are installed ready for the official opening on 21 July. Both works add an incredible presence to the Gallery Walk location and will become beacons for tourist to the area.

Project or Program

John Mongard and the Tamborine Mountain Historical Society partnered to create the Poetry in the Pavement Public Art for Gallery Walk. Combining three poets from the area and historical stories researched by the Museum these will be permanent text artworks in the Vibrant and Active Towns and Villages Park.

With the success of the First Story Marker Project and 10 year Public Art Strategy was requested and a new budget request to fund the project prepared. The Scenic Rim Story Maker projects will combine iconic Wayfinder artworks, Story Sculptures, Sculpture symposiums and Public Art and Story trails around the region. The report was tabled at Councils and \$100,000 approved.

The second phase of the Story Marker Projects is currently underway with the project brief released for the Fire and Light Beacons Project. This will connect Public Art, stories from the region and the FOTOM program in 2018. We are currently in conversation with fabricators for the manufacture of the beacons.

A comprehensive "Implementing the Scenic Rim Regional Council Public Art Policy" document was created. This document contains every document, form, fact sheet and assessment sheet required to commission Public Art in the region. Beginning with the updated Public Art Policy and finishing with the de-accessioning of works this is a one stop location for anything required in the Public Art process.

Assistance was provided to the Vonda Youngman Centre for the commissioning of two new public artworks for their building. These have been installed and Public Art Management Plans created for each of the works. These will now be included in our register. Currently we are working with Chris Trotter for a FOTOM sculpture proposal.

Design briefs are currently underway for new Public Artworks as part of the Vibrant and Active Towns and Villages redevelopments in Main Street Tamborine Mountain and High Street Boonah. Possible works for Beaudesert are also in planning.

There has been ongoing dialogue and involvement with indigenous community since 2014, through the Department of Education and Training, Multicultural Network, Granny Polo's and directly with indigenous organisations and members of the community.

The FOTOM budget was ratified in early July, consisting of funding for Project Officer, Tamborine Mountain Queens Baton Relay and Community Celebration event, Traffic Management and Community Grants. RADF funding 17/18 has also been directed towards the FOTOM project and community development. Funding sources have been identified and applications have so far been lodged with Festivals Australia and Arts Queensland, with outcomes pending.

A Project Officer was appointed and commenced in April 2017 along with the Creative Director and Musical Director, who have delivered event plans to the community in June 2017. Community consultations and meetings have been held and a large and varied section of the community are already involved. The FOTOM team have also commenced targeted meetings with groups such as Chambers of Commerce, Lions, Rotary, Men's Shed, Sports organisations, Scout/Guides, High Schools, Primary Schools, Community bands, local musicians, performers and other relevant members of the community.

The Rekindling Project facilitated by Bangarra Dance Company has commenced and negotiations are underway with Bangarra, the Department of Education and Training, and Commonwealth Games Ceremonies Teams for inclusion in the Games Opening event, Creative Generation and FOTOM in 2018.

Negotiations with SEQ Water and Queensland Rowing have resulted in confirmed support for the Wyaralong FOTOM event from both organisations.

Project or Program

4.1.1.2 Community Development Program

Due Date

1.1. Implement Health & Wellbeing Plan & Priorities

30/06/2017

2.2. Deliver Be Healthy & Active Program

30/06/2017

3.3. Deliver Council community events program

30/06/2017

4.4. Deliver Sports & Recreation Programs

30/06/2017

5.5. Deliver Youth Leadership Program

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2017 Target %



Manager Community and Culture

01/07/2016

30/06/2017

In Progress

90

100



0% 25% 50% 75% 100%

Comments:

The Scenic Rim Health and Wellbeing Plan provides the strategic framework for Council to improve the health and wellbeing of Scenic Rim residents. The plan is a comprehensive toolkit that reinforces Council's role as an "enabler of change" at a grassroots level and over the past twelve months, the Community Development team has delivered a number of projects including Pool Parties, Savvy Scenic Rim community education forums, Volunteer Thank You events, Movies in the Park and the Youth Leadership Program. Individually and collectively, these events have been local success stories in their own right with increased attendances and participation levels across all, showing that Council and the plan is responding to local community needs. A full report of the plan's key deliverables for 2016/2017 will be presented to Council in August 2017

Council's 2017 Be Healthy and Active program has been another tremendous success, with Scenic Rim residents of all ages and abilities making the most of free and low-cost activities ranging from Abseiling to Zumba. Attendance numbers across most programs exceeded all expectations and many of Council's community facilities including our beautiful parks, local swimming pools and community halls provided the perfect locations for the community to come together for some fun filled health and fitness activities. We are seeing many of the popular programs such as Sailing for People with a Disability, Kayaking, Yoga and Tai Chi become regular features in the program and some of the new initiatives including Aqua Bootcamp were booked out well in advance. There is no doubt that this program is delivering health and wellbeing benefits to Scenic Rim residents but we also know that there are many friendships and social connections that extend well beyond the program itself. A review of the Be Healthy and Active program will be included with Council's annual update of the Health and Wellbeing Plan in August 2017, along with any lessons learned for 2018. Expressions of Interest for the 2018 program will be released in August.

2016/2017 was another busy year for Council's Events program including Australia Day and Citizenship ceremonies, International Women's Day, Agricultural Shows, International Men's Day and providing much needed collaborative support to Council's signature events including Healthy and Active, EKKA and Eat Local Week.

More than 100 guests attended Council's annual Sports Forum at The Centre in July 2016. Guest speakers included former Winter Olympics Champion Steven Bradbury and Sports Psychologist Stuart Mason. In the lead up to the hosting of the Commonwealth Games on the Gold Coast in 2018, Council has secured Skye Nicholson, Commonwealth Games Boxing Champion to be the keynote speaker at this year's forum which will once again be held in July. The sports forum is an opportunity for Council to thank and acknowledge the Scenic Rim's sport and recreation community.

Twenty eight year ten students graduated from Council's 2016 Youth Leadership Program in October last year and a record 31 students have signed up to participate in the 2017 program. The Mayor hosted an official welcome ceremony for the students on 8 June at The Centre. Former Olympian and Business Coach, Selina Scoble is back to facilitate the program on behalf of Council and she will guide the students as they develop into the future leaders of Scenic Rim.

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 233 building applications lodged with Council for assessment for the 2016/2017 period. An overall performance outcome of 98% of applications were been assessed within the required statutory time frames. Council performed 1,042 inspections for the period with a result of achieving 100% of the performance objective.

A total of 948 building application have been lodged for the Scenic Rim area with 242 applications related to new dwellings and 57 applications associated with commercial/industrial development. The building activity within the region has remained fairly strong with a total growth in building applications of 7% compared to the same period last year.

A total of 320 reminder notices for lapsing of an approval have been issued for building development application that have not achieved final building approval. Applicants have responded to the notices with an uptake of approximately 50%.

A total of three hundred and eighty six plumbing application were lodged with Council for compliance assessment for the 2016/2017 period. Two hundred and twenty seven applications were associated with assessment of on-site sewerage facilities. An overall performance outcome of 96% of application has been assessed within the statutory time frames for the period. Council performed a total of 3,016 regulatory plumbing inspections for the period with a performance objective of 100% achieved.

In line with the building activity demand for the region the request for plumbing approvals have increased with an average of 6% compared to the previous financial period.

Twenty nine requests for compliance action have been received for the 2016/2017 period. Twenty requests have been resolved within the period. Council performed 36 regulatory audit inspections under the notifiable works program for the period resulting in a non-compliance factor of seventeen percent where additional follow up action was initiated to achieve compliance.

Project or Program

4.1.4.1 Development Assessment Program

Due Date

1.1. Development Application Assessment Services

30/06/2017

2.2. Planning and Flooding Certificates

30/06/2017

3.3. Pre-lodgement and development advisory services

30/06/2017

Responsible Officer

Manager Planning

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

In Quarter 4, 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.

Flood Certificate information was provided in accordance with Council's Policy and is reported in the Departmental Key Performance Indicators.

4.1.4.2 Land Use Planning Program

Due Date

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

30/06/2017

Responsible Officer

Manager Planning

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Jun 2017 Target %

n/a

Comments:

Draft feedback was provided to the Department of Infrastructure, Local Government and Planning on re-drafted sections of the South East Queensland Regional Plan provided to local government for review.

Project or Program

4.1.4.2 Development Compliance Program

Due Date

1.1. Proactive Higher Risk Development compliance assessment

30/06/2017

2.2. Development Compliance Services.

30/06/2017

3.3. Building Compliance Services.

30/06/2017

4.4. Local Laws Compliance Services.

30/06/2017

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

No high risk development (HRD) inspections were undertaken during the period April to June due to high workloads for the team.

A total of 29 new customer requests relating to development compliance matters were received during the period April to June. These requests allege offences against the Sustainable Planning Act 2009 and may encompass development occurring without approval, or non-compliance with an approval. Three Show Cause Notices were issued during the period April to June for development compliance matters.

A total of 49 new customer requests relating to building compliance matters were received during the period April to June. These requests allege offences against the Building Act 1975 and the Sustainable Planning Act 2009 and may encompass matters such as dilapidated or dangerous structures, pool fencing offences, building development occurring without approval, or non-compliance with an approval. Three Show Cause Notices relating to offences involving building work were issued during the period of April to June.

A total of 36 new customer requests relating to local law compliance matters were received during the period April to June. 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. Two compliance notices were issued for local law matters during the period April to June.

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

Jun 2017 Target %

100



Comments:

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

0% 25% 50% 75% 100%

Project or Program

5.1.1 VTV1 Provide support to the community to own, develop and deliver diverse initiatives that reflect their individual character.**5.1.1.1 Vibrant and Active Towns and Villages Program****Due Date****1.1. Project governance commenced****30/06/2017****2.2. Deliver capital projects in accordance with the project program****30/06/2017****3.3. Master plans delivered and endorsed****30/06/2017****4.4. Progress grant applications****30/06/2017****Responsible Officer****Start Date****End Date****Status****% Complete****Target %***Manager Property and Operations*

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

1. The following works have been progressed:

a) Gallery Walk - STAGE 1 - Construction Civil Phase

b) Billabong Park Stage 2 - Design Phase

c) Jubilee Park - Design Phase

d) DJ Smith Park - Design Phase - construction next financial year

e) Tamborine Village Memorial Hall - Design Phase

f) Wesley Way Footpath vibrant component - awaiting concept design from Landscape Architects.

2. Stage 1 of 2017-19 Building Better Regions Fund submission pending approval (park and playground redevelopment).

Council has reached Stage 2 of 2017-19 Building our Regions Fund (street/town square redevelopment).

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

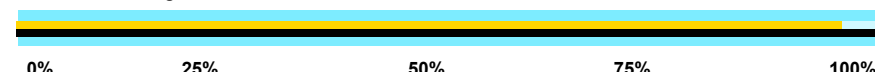
In Progress

% Complete

95

Jun 2017 Target %

100



Comments:

Council has conducted an extensive review of the Community Grants Program to improve the quality of grant applications received and to deliver improved efficiencies in the reporting process. Round 1 of the revised grant program will commence in the new financial year. In response to community feedback, new online forms have also been developed which will integrate with Council's broader website redevelopment program.

Eleven clubs shared in \$100,000 from Council's 2016/2017 program to deliver sport and recreation projects including field surface upgrades, new sporting equipment and minor infrastructure. A new matrix tool was developed which provided a much more effective way to assess and determine grant outcomes.

The 2017/2018 Sport and Recreation Grants program has been further reviewed in conjunction with the Community Grants review. It is hoped that the review will improve the assessment process and streamline referrals and reporting across both grant programs. Applications have been invited for the revised 2017/2018 program which closes in August. These grants assist not-for-profit sport and recreation groups with capital projects, equipment, construction materials and leveraging for larger funding programs for the ongoing maintenance and improvements of local sporting facilities.

Project or Program

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

95

Jun 2017 Target %

100



Comments:

The new Arts Reference Group has been a success for the Regional Arts Development Fund (RADF) and Public Art Programs. A group of industry professionals to help manage and assess the fund to community groups has been a big step forward in the delivery of these programs. The new schedule for the RADF Rounds has meant a streamlining of the process and a shorter time frame for running each Round.

The Arts Queensland RADF application was successful in 2015 and Council received \$40,000. Council added \$30,000 in funding and \$7,595 carried forward from 15/16. Two rounds of community grants in February and August assessed against three strategic themes and two programs that promote artistic excellence. Round 1 saw four RADF applications approved totalling \$24,755. Of these, two were for Professional Development, one for a community activation project and one an Indigenous Publication. Round 2 resulted in three successful grants totalling \$25,000. Of these one project involved a youth theatre group, one an indigenous publication and the final one a heritage workshops.

Council used \$20,000 of the RADF funds for a strategic Initiative for 16/17. This was for Fires on Top of Mountains and included community consultations for the FOTOM program, fees for the Musical Director and Artistic Director and the First Nation Shared Fire Project. RADF also contributed \$5,000 towards the Story Marker project and Professional Development for two of the regions Museums to update their knowledge in collection management. RADF also funded a Research project for the Scenic Rim Heritage Network for the Home Exhibition.

In delivering on these strategic objectives, RADF contributed to strengthening the professional and commercial capacity of the local arts sector by focusing on:

- * Creative excellence
- * Innovation and entrepreneurship
- * Sustainability of the sector
- * Creative collaborations & partnerships
- * Engaging our community in quality experiences

A review of 2017/18 RADF has been made and no community grant rounds will be available next year. The entire RADF budget will be used for Strategic initiatives for FOTOM. This will include: Musical and Artistic Directors, First Nation Fire project, the film project and In Cabaret program.

RADF will return to all community grants in the following year.

A highlight of the RADF program has been the engagement of the Indigenous community in the program. For a while the process has been seen as "too government" for this sector of our community and therefore not considered an option. With a strong emphasis in making connections with our local Elders and community groups, it has been possible to build trust in the community and as a result there has been an increase in the enquiries and application for RADF. It is now seen as a viable option for established and emerging Arts and cultural workers from the Indigenous Community.

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

Jun 2017 Target %



Manager Property and Operations

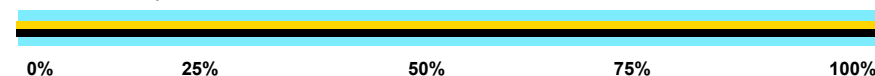
01/11/2016

30/06/2017

Completed

100

100



Comments:

The review of the 10 Year Capital Works program for Parks Gardens and Cemeteries Capital Program has been completed.

The projects have been reviewed, awaiting final approval through the budget process.

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.

Preplanning for future Facilities Capital Works projects is in progress for completion within the 2017/2018 financial year.

Project or Program

5.1.5.3 Facilities Capital Works Program

Due Date

1.1. Facilities 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 majority of the Facilities Capital Works program 2016/2017 has been completed.

Several projects are to be carried forward. The relocation of the Canungra Depot project and the upgrade of EM Tilley Park effluent system are pending further advice. The Beaudesert Administration building lighting upgrade has been partially completed with the remaining funds to be carried forward. The Beaudesert Cultural Centre rigging upgrade project was approved at the March budget review and will be completed in 2017-2018.

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

Completed

% Complete

100

Target %

0

0% 25% 50% 75% 100%

Comments:

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 Park/Reserve has been replaced with new fence and plantings. The final planting at Billabong Park has been completed. The road speed humps have been installed and line marked at Lions Bicentennial Park, Beaudesert. The funding for the Botanic Gardens has been transferred.

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:

As at 30 June, the Facilities Maintenance and Operational program has been completed under budget.

.June invoices processed in July will be added back via journal entry.

Project or Program

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

95

Jun 2017 Target %

100



Comments:

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

0% 25% 50% 75% 100%

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 has been delivered within service standards. Mapped roadside mowing areas have also been maintained. Roadside and Park gardens are being planted up, trimmed, weeded, watered, mulched and generally maintained to a high standard.

The section has transitioned to a winter months program involving more project work and tree maintenance.

Project or Program

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

6.1.1.1 Asset Management Strategy Project

1.1. CorePlus 2018 Asset Management Improvement Plan delivered

Due Date
30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Completed

% Complete

100

Jun 2017 Target %

100



Comments:

Delivery of Council's CorePlus 2018 Asset Management Improvement Plan is continuing with identified Year 3 tasks delivered. The improvement plan focuses 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, continues to participate in the development of an Asset Management Decision-Making Framework. The group meets via conference call each fortnight.

Further development and improvement of Council's asset management plan template has been undertaken; while the renewal/upgrade predictive model for footpaths has been developed.

Asset location, data capture and condition assessment of various asset classes have been undertaken over the past 12 months; these included all sealed and unsealed roads, major culverts, stormwater pipes and pits, footpaths, school roads and parking signage, road signs (12,800 in total), all kerb and channel, as well as bus shelters.

6.1.1.1 Property Management Strategy Project

1.1. Property Management Strategy Implementation Plan delivered.

Due Date
30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

85

Jun 2017 Target %

100



Comments:

Development of Implementation Plan for Council's Property Management Strategy undertaken. Strategic outcomes currently under review.

Project or Program

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

Jun 2017 Target %



Manager Works

01/07/2016

30/06/2017

Completed

100

100

Comments:

The Bridge Strategy program is driven by the Strategy Implementation Plan. The following items identified in the Strategy Implementation Plan have been completed for the 2016/17 year:

- Review of the 10 year Bridge program
- Review of bridge maintenance activities
- Review of detailed risk profile inspections has occurred and inspections occur as per the updated program
- Development of the 2016/17 detailed inspection program was completed and implemented
- 2017/18 Bridge delivery program has been developed
- Management of weather impact on levels of service will continue into 2017/18 financial year with Submissions to Queensland Reconstruction Authority being complied.

0% 25% 50% 75% 100%

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

Jun 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 2016 meeting external audit and the Audit & Risk Committee indicated their approval of this approach.

A review of Council's depreciation methodology has occurred resulting in a recommendation to change from consumption based depreciation to straight line depreciation. This recommendation was reported to Council and the Audit & Risk Committee in March 2017 following consultation with internal and external audit. The Committee agreed with the change and this will be implemented from 1 July 2017.

In May 2017 the Executive Team considered a recommendation to defer the external valuation of roads, bridges and drainage due to the impact of ex-Tropical Cyclone Debbie on Council's infrastructure assets. This recommendation is to be reported to the Audit & Risk Committee at the June 2017 meeting for consideration.

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

Jun 2017 Target %

Director Infrastructure Services

01/07/2016

30/06/2017

Deferred

90

100



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 progress; however the project placed on hold due to Council's Flood Recovery project.

Council's 2016/17 Data Collection and Condition Assessment project has concluded; with a number of asset types captured, including sealed roads, unsealed roads, footpaths, line marking, kerb and channel, and guardrail. Footpath inspections were carried out in November, a length of approximately 70 kilometres. A review of the road, signage, and kerb and channel condition assessment data was also undertaken; while all carparks (both on-street and off-street), as well as unmaintained roads and dust seals have been mapped. Segmentation of Council's road centrelines has also been completed. All Council mowing areas have been mapped, with GIS polygons created, in preparation of migration to a maintenance management system. A number of GIS layers for various infrastructure assets have been created, these include bridges, car parking areas, and some road classifications. Major culvert inspections were undertaken and mapped; as well as stormwater pipes and pits on Tamborine Mountain inspected.

Preparation of Council's Public Access Asset Management Plan continues with documentation preparation and the compiling of relevant data undertaken. Footpath centrelines, detailed structural condition assessment and severe defect identification data have been collected. A review of Council's 10 year footpath renewals and future demand management is currently underway, including investigation into alternative rehabilitation/renewal materials, treatment methods and related technologies. Development of the plan is progressing; however delays have been experienced due to resources required for Council's Flood Restoration project; with finalisation of the Plan deferred.

The review of Council's Road Asset Management Plan continues. All sealed roads assessed, and unsealed road condition assessment completed. Signage inspection and mapping completed; 12,800 signs have been identified. An audit of all new captured road asset data is currently underway. Although, delivery of the Plan is subject to finalisation of Council's data collection and condition assessment project being finalised; due to the effects of Council's Flood Restoration project, the delivery of the updated Road Asset Management Plan has been delayed.

Project or Program

6.1.1.2 Roads and Streets Strategy Project

Due Date

1.1. Roads Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2017 Target %



Manager Works

01/07/2016

30/06/2017

Completed

100

100



0% 25% 50% 75% 100%

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 for the 2016/17 year:

- Road and Street Maintenance activities budget split was finalised and implemented.
- Road and Street Classification and Hierarchy has been undertaken with limited change required.
- Major review and update of Road and Street Asset Register was undertaken.
- Condition assessment of the sealed and unsealed road and street network was delivered.
- Requests for extensions to the road network have been managed and delivered as required.
- Quality Management System Audit schedule was developed and implemented.
- Management of weather impact on delivered levels of service for the network will continue into the 2017/18 year.

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

Start Date

End Date

Status

% Complete

Jun 2017 Target %



Manager Works

01/07/2016

30/06/2017

Completed

100

100



0% 25% 50% 75% 100%

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.

Key 2017/18 identified projects have been scoped for preliminary design to start. Flood impacts may change the order of works on the 10 year program however at this point in time the projects identified have been scoped.

Project or Program

6.1.1.4 Bridge Planning Project

Due Date

1.1. 10 Year Bridges Capital Works Program reviewed

31/01/2017

2.2. Preplanning of Bridge Capital Works projects undertaken

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2017 Target %

Manager Works

01/07/2016

30/06/2017

Completed

100

100



Comments:

0% 25% 50% 75% 100%

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 was 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.

Planning requirements for all other bridge capital projects for the 2017/18 and 2018/19 financial years are well underway with concept designs for nine bridges completed in readiness for full design.

6.1.1.5 Floodways and Causeway Planning Project

Due Date

1.1. 10 Year Floodways and Causeway Capital Works Program reviewed

31/01/2017

2.2. Preplanning of Floodways and Causeway Capital Works projects undertaken

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2017 Target %

Manager Works

01/07/2016

30/06/2017

In Progress

90

100



Comments:

0% 25% 50% 75% 100%

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

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 actives that need attention. Review of the scope of identified prioritised projects, public utility conflicts and traffic management of each site. Recent flooding has heavily influence this asset class and whilst full asset impacts are still being identified the completion of this task has been affected.

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

90

Jun 2017 Target %

100



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.

Recent flooding has heavily influenced this asset classes management for the next 12 to 18 months. Data is being collected to formulate submission claims to the Queensland Reconstruction Authority. This information once known will be used to update our current condition information.

0% 25% 50% 75% 100%

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

Completed

% Complete

100

Jun 2017 Target %

100



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 complete with Church Street Footpath almost complete. Key proposed 2017/18 projects have been scoped and design has commenced.

0% 25% 50% 75% 100%

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:

A number of road projects were delivered for the 2016/17 financial year. 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 are complete and Stage 1 of Killmoylar Road is complete. The sealed road reseal program was almost completed when flooding occurred, the remaining planned reseals have been put on hold pending outcomes of full road network damage assessment. Centreline pavement rehabilitation works have been completed on Milford Road, Tarome Road and Roadvale Harrisville Road.

Project or Program

6.1.1.9 Roads and Streets Operations and Maintenance Program

Due Date

1.1. Roads and Streets Operations and Maintenance program delivered

30/06/2017

2.2. Private Infrastructure Roads managed

30/06/2017

3.3. Unconstructed roads issues managed

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Roads and Streets Operations and Maintenance Program is managed through the maintenance budget.

At the end of the 2016/17 year the maintenance expenditure is approximately 98% including commitments. Following the affects of Ex Tropical Cyclone Debbie and Associated Rainfall and Flooding in the region the Emergent Flood repair works became priority for crews to restore emergent access to residents allocated budget. One thousand nine hundred and seven road related enquiries where recorded for the financial year.

Private infrastructure issues are managed through an internal application process for new infrastructure requests and existing private infrastructure issues. As the issues are identified; they are managed as deemed appropriate, according to the risk presented. Management of Private and Public infrastructure within the road reserve continues. A total of 887 Public and Private Private and Private and Public Infrastructure Request types for the year:

Entrance Applications	207
Road Corridor Use Requests	187
National Heavy Vehicle Regulator	171
Rural Road Number Request	77
Land Activity Notices (QUU, Energex and Telstra)	176
Abandoned Vehicles	68

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 were reported to Council for consideration and approval as appropriate.

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 was continued to follow the overall bridge replacement strategy. The replacement of Tramway Bridge including approaches is complete and open to traffic. Churchbank Bridge, Tramway Bridge, Adams Bridge and Camp Creek Bridge are also complete however approach roadwork are continuing on these three. This delay in finishing has occurred as a result of resources being utilised immediately following Ex Tropical Cycle Debbie's impacts to the region.

Bridge rehabilitation works were carried out on Tait Bridge, Newman Bridge (West), Dwyer's Bridge and Mollenhagaen Bridge, to improve and maintain existing load limits. Two bridge rehabilitation and two small bridge replacement projects have been delayed as a result of flooding and stream water heights.

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 continued for the 2016/17 financial year with delivery of the replacement of Lahey Crossing completed. Some minor rehabilitation projects have been planned on a number of floodways, however these works have been deferred pending outcomes of damage assessments as a result of recent flooding.

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 arose within the 2016/17 financial year within the Floodways and Causeway Operations and Maintenance Program, they were assessed and actioned on a priority basis 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 were delivered at Waters Bridge and the associated footpath link, north of Beaudesert Township adjacent to the Mt Lindsey Highway. Stage one works on the McKee Street footpath have been completed. The Railway Street footpath and associated works were completed as well as rehabilitation of Church and Anna Street footpath.

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 was undertaken during the year. As maintenance issues arose within the Footpaths and Bikeways Operations and Maintenance Program, they are assessed and actioned on a priority basis within the available budget.

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

Completed

% Complete

100

Jun 2017 Target %

100



Comments:

Delivery of the Tamborine Mountain Stormwater Hydrology Study Phase 1 and 2 have been finalised. A number of focus catchments were identified for the project, with site inspections and a desktop analysis undertaken. Data collection has been finalised, with geographic information system mapping and asset register updated. Planning for the delivery of Phase 3 has commenced.

0% 25% 50% 75% 100%

Project or Program

6.1.2.1 Property Management Program

Due Date

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

30/06/2017

Responsible Officer

Manager Property and Operations

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Enquiries and requests from community and sporting groups continue to be managed effectively in accordance with community and organisational requirements.

Work continuing with community groups and sporting clubs to implement Councils 'Community Project Works on Council land Policy' in conjunction with the Building Department.

Progressing the implementation of the 'Improvement' option for Boonah Airfield.

Reviewing Material Change of Use applications from Logan Drivers & Riders Association and preliminary proposals from Beechmont Area Progress Association Inc and Beechmont Recreation Arts & Sports Association Inc.

6.1.2.1 Development Assessment - Operational Works Program

Due Date

1.1. Operational Works assessment services delivered

30/06/2017

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Operational Works Officers have provided Development Assessment services as required.

Project or Program

6.1.2.1 Footpaths and Bikeways Strategy Project

Due Date

1.1. Footpaths and Bikeways Strategy Implementation Plan delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Completed

% Complete

100

Jun 2017 Target %

100



Comments:

The Footpath and Bikeway Strategy Program is driven by the Strategy Implementation Plan. The following items identified in the Strategy Implementation Plan have been undertaken for the 2016/17 financial year:

- Review and update of Footpath Asset Register
- Condition assessment of the footpath network
- Review of the project prioritisation process was undertaken with no changes made
- Review of the 10 Year Footpath Capital Works Program was complete and adopted by Council

0% 25% 50% 75% 100%

6.1.2.2 Bridge Operations and Maintenance Program

Due Date

1.1. Bridge Operations and Maintenance Program delivered

30/06/2017

Responsible Officer

Manager Works

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The bridge maintenance and operations expenditure was less than budgeted as a result of the undertaking of emergent works associated with Ex Tropical Cyclone Debbie. Activities required to maintain the bridge network to an appropriate level of service have been delivered.

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

Director Infrastructure Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

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

Project or Program

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

7.1.3.1 Libraries Program

1.1. Implement Library Services Strategic Plan priorities.

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

Due Date

30/06/2017

30/06/2017

Responsible Officer

Manager Community and Culture

Start Date

01/07/2016

End Date

30/06/2017

Status

In Progress

% Complete

92

Jun 2017 Target %

100



Comments:

0% 25% 50% 75% 100%

Project or Program

Actions taken to progress strategic plan goals for the year 2016-17

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

- Staff from Boonah, Beaudesert and Tamborine Mountain supported their respective Friends of Libraries' groups (Cultural Foundation in Boonah), attended meetings, and welcomed voluntary assistance. This included delivery of 2,361 books to housebound members, managing book boxes around businesses in Beaudesert, collecting donations and discarded items for sale

- Volunteers were trained to:

1. Assist with housekeeping functions such as shelving
2. Scan and index local newspapers into the library catalogue
3. Basic book repair

Volunteers are a much valued part of library life assisting with many activities, both regular and special (for example providing assistance for Earth Day held in Beaudesert)

- Justices of the Peace attended all libraries.
- Local heritage groups such as Fassifern & District Historical Society, Boonah U3A Family History, Beaudesert Museum, Rathdowney Museum, Templin Museum and Scenic Rim Heritage network were all involved in various activities such as providing displays, information for "retro crafts", and assisting with genealogy enquiries.
- Beaudesert staff attended Scenic Rim First Nations meetings seeking opportunities to strengthen links with our indigenous community.
- "welcome to new residents" sessions continued to be held in Boonah, Tamborine Mt and Beaudesert libraries. These provide opportunities for local community groups to meet new residents and each other as well as providing much needed information to new residents.

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

- New humanoid robots (purchased with grant funding) were used for interactive school holiday events in all branches. A significant focus has been placed on STEM (Science, Technology, Engineering, Mathematics) activities. The robots and ozobots are used to teach coding and robotics, the Minecraft. Educational licence is used to give children the opportunity to build communities in a virtual environment, and the Robogals workshops were aimed at getting girls interested in coding.
- Robots were also taken to local kindergartens in Beaudesert and demonstrated to the children. This was very successful and children were completely captivated. The purpose of this is to introduce technology at an early age.
- Self-service stations have been created in Boonah, Beaudesert and Tamborine Mountain libraries. These will enable members to borrow items independently (excluding DVDs and CDs) and further introduce technological change to our communities.
- Scenic Rim libraries gained eSmart accreditation. This is a cyber safety program supported by Telstra and the Alannah & Madeline Foundation which provides training for all staff, ensures that appropriate procedures are in place and gives us tools to pass this information onto our communities.
- The collection of digital resources continues to grow. It includes ebooks, eaudio books, magazine, films, comics, access to learning platforms for languages, adult learning courses, crosswords online, software training packages, Minecraft educational license and early literacy learning games. We joined with Lockyer Valley and Somerset regional councils in a consortium to access digital magazines. This has cut the cost of this resource by almost two thirds.
- Implementing vendor interfaces has enabled individual magazines and books in digital format to be searchable through the library catalogue with links straight through to the item. This was a new initiative.
- Grants were applied for to provide funding for ongoing computer training for seniors and to purchase a 3D printer. Both were successful.
- PC bookings continue to grow (18,304) as does use of the wifi (15,785 sessions, up by 22%).

3. Embody a culture of lifelong learning

- First5Forever continued with regular outreach sessions in Boonah, Kalbar, Beaudesert, Tamborine Mountain, Canungra. The project officer has trained library staff and volunteers to run a variety of sessions (baby rhyme times, 'story-times in the park', toddler story sessions) to continue this initiative while she is on maternity leave. Monthly newsletters were sent out and networking of early childhood service providers is continuing.
- All branches continued to host community sessions for adults that engaged, provided learning opportunities, and supported lifelong learning. 670 programs were offered for adults with

Project or Program

6,298 participants. These included book clubs, writers' groups, craft groups, games groups, poetry sessions, information sessions, hearing tests, legal advice, workshops, and book launches.

- Significant computer training was provided to the community. Tech Savvy Seniors program delivered 216 training sessions to 917 participants and over 9,000 individuals were given computer assistance and training.
- School holiday activities were held at all branches across the region during all vacation periods. Including regular children's programming a total of 547 sessions were held with 7,747 participants. Storytimes are occasionally being offered in both voice and Auslan thus providing opportunities for hearing impaired children and their families, as well as providing learning opportunities to regular attendees.
- Library spaces were made available to many service providers such as distance Education Queensland, Independent Learning, Salvation Army return to work officers, National Disability Insurance Scheme information officers. This is an ongoing function and requests for meeting space continue to grow.
- Eat Local Week was celebrated in all libraries but most significantly in Boonah library with their mini market. Eleven separate stalls (both in the library and outside) showcased local produce and attracted over 600 visitors for the day.

4. Create welcoming and attractive spaces

- New furniture (armchairs, ottomans, small tables) was purchased for Beaudesert library
- A review of library spaces was conducted by Peter Moeck Architect. The final report was presented to and endorsed by Council in December 2016.
- Beaudesert library deck roof was insulated.

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

- Library-specific training opportunities made available for staff
 - o First5Forever program delivery
 - o Basic robotics
 - o Graphic art for librarians online course
 - o "Mature matrix" - delivering services to seniors (provided by State Library of Queensland)
 - o eSmart cyber safety training delivered to all staff as part of our accreditation process

All static branches operated normally for the year 2016-17.

The mobile library was off the road for repairs for significant periods during the year.

All branches have reached capacity in both space and staffing resources. Statistics show a levelling out of activity as a result.

For the year 2016-17

Visits to the libraries 205,401 (211,263 in 15/16). The reduction in visitor numbers can be attributed to the amount of time the mobile library was off the road. Their visitor stats were reduced by 3,500. Additionally, Tamborine mountain visitor numbers have been significantly reduced by lack of passing traffic since the supermarket moved. Beaudesert visitor numbers have increased by almost 4,000 and Canungra and Boonah have remained much the same.

Items delivered to housebound 2,361 (3,277 in 15/16). This is a needs-based service only.

Items borrowed 245,667 (247,973 in 15-16). This is an international trend but figures still show it to be a significant function.

New members registered 2,264 (2,192 in 15-16) . This equates to 44 people becoming members for the first time each week

Project or Program

Children's activities held 547 (507 in 15-16)

Child attendees 7,747 (8,178 in 15-16). As holiday activities become more complex (such as robotics), class sizes need to be limited because of resource limits (staff, devices).

Adult activities held 670 (636 in 15-16)

Adult attendees 6,298 (6,525 in 15-16)

PC bookings 18,304 (17,610 in 15-16). Need for public computers continues to rise but libraries have reached capacity.

Computer training sessions delivered 9,044 (7,230 in 15-16) The need for assistance and computer training is continual and continues to grow as more and more services are delivered only online.

Wifi sessions 15,785 (12,962 in 15-16) A 22% increase is also indicative of how important this service is for our community

Wifi data used 1,156,404Mb This information was not available in the previous year.

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 Queensland Government amended the Public Health Act 2005 to improve vaccination uptake commencing 2017. The amendment now requires school principals to disclose student and parent information to approved school health program providers. This has allowed Council to reconcile student cohort lists and contact parents to provide additional opportunity to participate in the school immunisation program. Council utilised available technology to issue reminder 'push' text messages to all parents who did not return completed consent forms for their children. The Queensland Government also released a funding program to provide Meningococcal ACWY to all year 10 students attending secondary schools within the Scenic Rim area. As a result, the Service Level Agreement, Health Management Protocol and the Deed Variation document have been reviewed and updated to reflect changes to the School Program. The Team Leader of Health Services and the Quality Assurance and Systems Officer of Health Building & Environment attended the Metro South Public Health Units' School Immunisation Program Meeting 26 June 2017. Round two (2) immunised student data entry was finalised and submitted to the central data register of Vaccination Information and Vaccination Administration System (VIVAS). All Meningococcal ACWY vaccination consent forms were collected from participating schools and arrangements progressed to provide the Meningococcal program in addition to the current 2017 school immunisation program with participating schools and nurse immunisers.

Thirty four Public Health complaints were investigated during the annual period.

Council officers worked with the community in a number of post flood roles including inspecting inundated private and business premises, mosquito control and public health issues.

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

Eight complaints were received regarding food safety issues during this annual period.

Fifty seven new food business applications were received and processed during this annual period.

This year, Officers have been educating businesses on the importance of egg safety, and has been working with QLD Health to reduce the rising trends of increased outbreaks of salmonella across Queensland. During inspections, officers have been concentrating on whether or not the business use or serves raw egg dishes.

Environmental Health also worked with the Tourism and Community section in regards to the upcoming Eat Local Week and Winter Harvest Festival. This includes talking to customers regarding food safety and providing licensing details and requirements.

Project or Program

7.1.5.1 Disaster Management Program

Due Date

1.1. Local Disaster Management Plan reviewed

31/03/2017

2.2. Annual Disaster Management exercise undertaken

31/12/2016

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

30/06/2017

4.4. Local Disaster Coordination Centre maintained

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The Local Disaster Management Plan review process has been stalled due to Ex Tropical Cyclone Debbie and associated rainfall and flooding; nevertheless the plan has been circulated to Local Disaster Management Group for comment. Council officers continue to work towards presenting the revised plan to the Local Disaster Management Group in August 2017 for endorsement, before being presented to Council.

Traditionally Council's annual exercise was 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.

The Scenic Rim SES Unit has responded to the following activations for the July to June period - 44 Agency Support Requests (QPS, QFRS, QAS) 9 Community Support Requests (Community Groups) 9 Community Education and 175 Storm Taskings.

Council's Local Disaster Coordination Centre and staff were officially activated on 30 March, for a 6 day period in response to Tropical Cyclone Debbie and associated rainfall and flooding; with a hot debrief held on 11 April. An official and in-depth debrief of the activation was undertaken in June. Further staff training has been identified and scheduled in the coming months, increasing Local Disaster Coordination Centre capabilities.

Council continues to work with external agencies in the delivery of the Scenic Rim Region Local Recovery Plan.

7.1.5.1 Waste Disposal Operations and Maintenance Program

Due Date

1.1. Waste Disposal Operations and Maintenance program delivered

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The seven Waste Transfer Stations and the Central Landfill at Bromelton are all operating satisfactorily. Steel pick-up and Mulching completed for all sites.

Project or Program

7.1.5.2 Animal Management Program

Due Date

1.1. Dog registration

30/06/2017

2.2. Community response

30/06/2017

3.3. Stock control

30/06/2017

4.4. Education Program

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The 2016-2017 the total number of registered dogs in Scenic Rim was 5,159, of those 549 are entire male, 1,985 are neutered males, 489 entire females and 2,136 spayed females. The RSPCA operation "wanted" (desexing program) continues through to the end of August 2017 (1 June to 31 August), this promotion encourages pet owners to desex their animals.

Council's Health Services Rangers attended to a total of 1,628 request for action for the financial period.

The annual total of animals impounded by Council were 615 (304 Dogs, 278 Cats, 29 Poultry, 1 Pig, 1 Horse and 2 goats).

116 Dogs and 8 cats were reclaimed by their owners, 108 dogs and 161 cats were re-homed with welfare agencies and 80 dogs and 109 cats were euthanised.

Health Services staff participated in several events during April relating to pest animals, plants and domestic animals. The events included Biosecurity, Queensland Health, the 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

95

Jun 2017 Target %

100



Comments:

Council's Disaster Management Strategy and Action Plan is continuing to be implemented throughout the Scenic Rim region, with identified tasks delivered throughout 2016/17. Areas implemented address disaster research, disaster risk assessment, disaster mitigation, disaster preparedness, disaster relief and recovery, and post-disaster assessment methods. Development of the Disaster Management Strategy for 2017 - 2020 has commenced and is continuing in consultation with internal stakeholders; however delays were experienced during the consultation phase delays as a result of Ex Tropical Cyclone Debbie and associated rainfall and flooding: 28 March to 6 April 2017, with a number of resources re-directed for the natural disaster event.

In order to align with Council's Disaster Management Strategy and the Scenic Rim Local Disaster Management Plan, the Disaster Management Prevention and Preparedness Strategy has been retitled to the Disaster Management Prevention and Preparedness Support Plan. The plan is to assist and guide in the prevention and preparedness activities between both the Local Disaster Management Group and Council. The Support Plan was endorsed by Council in May 2017.

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

Jun 2017 Target %

100



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.

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**Start Date****End Date****Status****% Complete****Jun 2017 Target %**

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Council has considered the 2017-18 budget and long term financial forecast and this is due to be adopted by Council on 15 June 2017.

A five year rating framework was also developed and formed the basis for rating decisions in the 2017-18 budget and will also be applied in future budget years.

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**Start Date****End Date****Status****% Complete****Jun 2017 Target %**

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

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

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****Jun 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.

Project or Program

8.1.1.4 Statutory Financial Reporting Program

Due Date

1.1. Deliver annual financial reports in accordance with statutory timeframes

30/06/2017

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

30/06/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Jun 2017 Target %

n/a

Comments:

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

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

Manager Human Resources

Start Date

23/08/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

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

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

Project or Program

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

Jun 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.

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:

All centres provided its full suite of services. Customer Contact entered 1,668 customer requests this quarter and 4,118 this financial year. This is equivalent to the 2015/2016 financial year. Customer Contact created 1,001 applications this quarter and 4,000 this financial year. This was an increase of 7.2% on the last financial year.

In line with the Continuous Improvement objective of the strategy, there were several efficiencies made through process review and implementation of new processes.

Project or Program

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

Manager Human Resources

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

Professional and informative Corporate Induction sessions are presented monthly.

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

Project or Program

8.1.2.3 Workplace Health and Safety Program

Due Date

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

30/06/2017

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

30/06/2017

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

30/06/2017

Responsible Officer

Manager Human Resources

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

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

Employee wellbeing activities are continuously introduced as appropriate opportunities arise.

Project or Program

8.1.2.4 Employee Relations Program

Due Date

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

30/06/2017

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

30/06/2017

Responsible Officer

Manager Human Resources

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

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

8.1.2.5 Organisational Development Program

Due Date

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

30/06/2017

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

30/06/2017

3.3. A contemporary Workforce Planning Framework

30/06/2017

4.4. A Staff Reward and Recognition Framework

30/06/2017

Responsible Officer

Manager Human Resources

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

All relevant actions completed and the Survey is being conducted over the period 17 to 28 July 2017.

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

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

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

Project or Program

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

8.1.3.1 Financial Management Program

Due Date

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

30/06/2017

2.2. Management of Council's loan program.

30/06/2017

3.3. Annual stocktake of portable and attractive asset register.

30/06/2017

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

31/05/2017

Responsible Officer

Chief Finance Officer

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Jun 2017 Target %

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

Jun 2017 Target %



Director Infrastructure Services

01/07/2016

30/06/2017

Completed

100

100



0% 25% 50% 75% 100%

Comments:

Council's 2016/17 Fleet Procurement Program continues to delivered, with the following items of ordered:

- 4 light trucks
- 3 medium trucks
- 1 heavy trucks
- 1 grader
- 2 backhoes
- 1 excavators
- 4 rollers
- 1 tractor
- 3 ride on mowers
- 1 caravans
- 35 light vehicles
- 1 compactor
- 1 track loader

Delivery of Council's 2016/17 Fleet Business Action Plan has been finalised, including a number of additional activities undertaken. Through delivery of the these identified activities, Council's Fleet Services has:

- Provided a fully maintained fleet within all areas of Council;
- Meet all regulatory, stator and operational fleet requirements;
- Maintained Council's existing fleet items to the best condition possible, providing reliability and availability to all users; and
- Ensuring all environmental practices are met in the provision of fleet services.

Project or Program

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. New licensing models are being used which provide flexibility and cost-effective applications. Office 365 continues to grow, and Council's use of these products in the cloud also grows, with productivity gains across several sections of Council already noted. Alternative licensing options are being investigated as part of the continual improvement program within Information Services.

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. A new mapping program is being used throughout Council: IntraMaps. IntraMaps provides timely geo-referenced information to Council staff.

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.

Plant utilisation reporting process implemented, with improved communication to Council's operational areas.

Fleet maintenance is undertaken to manufacturer's specifications through the automated servicing program. The following services have been undertaken for the July 2016 - June 2017 period:

- 133 heavy plant
- 90 trucks
- 185 motor vehicles
- 69 small plant

The following projects were delivered during the period of July 2016 to June 2017, by Council's fabrication workshop:

- 55 fabrication projects;
- 26 modification projects; and
- 46 repair projects.

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

Jun 2017 Target %

n/a

Comments:

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

Project or Program

8.1.3.2 Corporate Performance and Planning Program

Due Date

1.1. Deliver Monthly performance reports to the Executive Team

30/06/2017

2.2. Drafting and preparation of Council's Annual Report

30/06/2017

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

30/06/2017

4.4. Deliver Quarterly Reports to Council

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance and Corporate Policy

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

Council's Corporate Performance and Planning program occurred as scheduled in Quarter 4. Planning commenced for upcoming reviews of the Operational Plan, Corporate Plan and Community Plan and options for progressing these are being developed.

The 2017/18 Operational Plan was adopted at the special meeting of 15 June 2017 and is available on Council's website.

Preliminary discussions for the review of the Community Plan commenced in Quarter 2 and has continued, with a draft consultation paper prepared by Governance and being finalised for community consultation.

8.1.3.3 Helpdesk System of Information Technology Program

Due Date

1.1. Delivery of helpdesk services

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The Help Desk system continues to function well since it has been reconfigured. Help Desk support is continuing with improvements noted in the level of service being provided by staff. A Services Catalogue for the Information Services department has been developed and received by the ICT Steering Committee. As this Service Catalogue was produced to address an outstanding audit item, it will be fine-tuned and released after passing through the Audit and Risk Committee.

Project or Program

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

8.1.4.1 Insurance Risk Management Program

Due Date

1.1. Management of insurance claims

30/06/2017

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

30/06/2017

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2017 Target %

Chief Finance Officer

01/07/2016

30/06/2017

Ongoing

n/a

n/a

Comments:

The 2017-18 insurance program has been finalised with Crime Protection Insurance taken out for additional protection against fraud. Insurance costs in 2017-18 are in line with budget forecasts.

The insurance claims resulting from Ex Tropical Cyclone Debbie are continuing with some claims finalised prior to 30 June and some occurring in the 2017-18 financial year.

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

Project or Program

8.1.4.1 Business Continuity for Information Technology Program

Due Date

1.1. Testing of Business Continuity Systems

30/06/2017

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

30/06/2017

Responsible Officer

Manager Information Services

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Improvements in business continuity have been made with the transfer of additional business systems to the cloud. Cloud-based system provide high-availability and highly-resilient infrastructure which aids Council's business continuity efforts. ICT business continuity documentation will be updated during the next financial year. Fully-redundant, path-diverse, carrier diverse Wide Area Network links, with multiple Internet egress points, is providing higher confidence for voice and data services.

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

8.1.5.1 Internal Communication Program

Due Date

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

30/06/2017

Responsible Officer

Communications and Councillor Support Coordinator

Start Date

01/07/2016

End Date

30/06/2017

Status

Ongoing

% Complete

n/a






Target %

n/a






Comments:

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	92.00	 RED
Pest Management - 1. Programed property inspections undertaken in accordance with Pest Management Plan	1. Programed property inspections undertaken in accordance with Pest Management Plan	%	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	100.00	 GREEN
Reserve Management - 1. Undertake bushfire mitigation works in accordance with Management Plan	1. Undertake bushfire mitigation works in accordance with Management Plan	%	95.00	95.00	 GREEN
State Road Weed Control - 1. Nominated weed control activities on State roads undertaken in accordance with treatment schedule	1. Nominated weed control activities on State roads undertaken in accordance with treatment schedule	%	95.00	100.00	 GREEN








2. Sustainable and Prosperous Economy

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Development Application Responses - 1. Assessment of applications within applicable service standards	1. Assessment of applications within applicable service standards	%	100.00	100.00	 GREEN
Development Assessment - 1. Development assessment acknowledgement notice issued within statutory timeframe (10 business days)	Development Assessment - 1. Development assessment acknowledgement notice issued within statutory timeframe (10 business days)	%	100.00	83.00	 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	8.00	 RED
Planning Certificates - 1. Planning certificates issued within statutory timeframes	1. Planning certificates issued within statutory timeframes	%	100.00	50.00	 RED
Survey Plans - 1. Signing and sealing of survey plans managed in accordance with statutory timeframes	1. Signing and sealing of survey plans managed in accordance with statutory timeframes	%	100.00	100.00	 GREEN











3. Open and Responsive Government

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	100.00	 GREEN
Information Access and Privacy - 1. Right to Information and Information Privacy Applications processed within statutory timeframes	1. Right to Information and Information Privacy applications processed within statutory timeframes	%	100.00	100.00	 GREEN
Information Access and Privacy - 2. Requests to update Councillor Register of Interests processed within statutory timeframes	2. Requests to update Councillor Register of Interests processed within statutory timeframes	%	100.00	100.00	 GREEN
Policy Development and Review - 1. Council policies reviewed within nominated review schedule	1. Council policies reviewed within nominated review schedule	%	90.00	70.41	 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	98.00	 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	96.00	 RED
Building and Plumbing - 3. Requests for action are responded to in line with service standards	3. Requests for action are responded to in line with service standards	%	100.00	90.00	 RED
Camping Grounds - 1. Camp facilities available for use during scheduled State school and public holidays	1. Camp facilities available for use during scheduled State school and public holidays	%	90.00	100.00	 GREEN
Development Compliance - 1. Compliance assessments for Higher Risk Developments undertaken within 3 months of commencement of use	1. Compliance assessments for Higher Risk Developments undertaken within 3 months of commencement of use	%	95.00	95.00	 GREEN
Healthy and Active Program - 1. Deliver nominated activities in accordance with program schedule	1. Deliver nominated activities in accordance with program schedule	%	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	90.00	 GREEN



5. Vibrant Towns and Villages

KPI	Comments	Unit	Target	Actual	Progress
Community Facility Maintenance - 1. Libraries available for use during nominated opening hours	1. Libraries available for use during nominated opening hours	%	90.00	100.00	 GREEN
Community Facility Maintenance - 2. Swimming Pool water tested monthly during pool season	2. Swimming Pool water tested monthly during pool season	%	90.00	100.00	 GREEN
Community Facility Maintenance - 3. Swimming Pools available for use during nominated opening hours	3. Swimming Pools available for use during nominated opening hours	%	90.00	100.00	 GREEN
Nurseries and Gardens - 1. Request for Action responded to within 5 business days	1. Request for Action responded to within 5 business days	%	90.00	100.00	 GREEN
Nurseries and Gardens - 2. Plant stock available satisfy requests in accordance with Free Tree Program	2. Plant stock available satisfy requests in accordance with Free Tree Program	%	90.00	100.00	 GREEN
Park Buildings and Furniture - 1. Request for Action responded to within 5 business days	1. Request for Action responded to within 5 business days	%	90.00	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	20.57	 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	0.93	 GREEN
Cemeteries - 1. Requests for Action for mowing and maintenance responded to within 5 business days	1. Requests for Action for mowing and maintenance responded to within 5 business days	%	90.00	100.00	 GREEN
Cemeteries - 2. Process all applications for burials within 2 business days	2. Process all applications for burials within 2 business days	%	90.00	100.00	 GREEN
Footpaths - 1. Footpath network inspected, with defects logged, prioritised and programmed	1. Footpath network inspected, with defects logged, prioritised and programmed	%	95.00	100.00	 GREEN
Manage Council Buildings and Depots - 1. RCD testing completed 6 monthly	1. RCD testing completed 6 monthly	%	100.00	100.00	 GREEN
Manage Council Buildings and Depots - 2. Test and tagging completed quarterly	2. Test and tagging completed quarterly	%	90.00	100.00	 GREEN
Manage Council Buildings and Depots - 3. Fire extinguisher testing completed every 6 months	3. Fire extinguisher testing completed every 6 months	%	90.00	100.00	 GREEN
Property Management - 1. Leases /agreements maintained within currency period	1. Leases /agreements maintained within currency period	%	90.00	100.00	 GREEN
Public Amenity Facilities - 1. Requests for Action for public amenity facility maintenance responded to within 48 hours	1. Requests for Action for public amenity facility maintenance responded to within 48 hours	%	90.00	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	15.60	 RED
Waste Collection - 1. Missed collection serviced within next business day	1. Missed collection serviced within next business day	%	100.00	100.00	 GREEN













6. Accessible and Serviced Region

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Waste Collection - 2. Replacement bins delivered within 3 business days	2. Replacement bins delivered within 3 business days	%	100.00	100.00	 GREEN
Waste Collection - New Service: 3. New collection commenced within 15 business days	3. New Service: New collection commenced within 15 business days	%	100.00	100.00	 GREEN










7. Healthy, Engaged and Resourceful Communities

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Animal Management - 1. Reported animal attacks responded to within 24 hours	1. Reported animal attacks responded to within 24 hours	%	100.00	100.00	 GREEN
Animal Management - 2. Number of dog registrations paid for the financial year	Animal Management - 2. Number of dog registrations paid for the financial year	%	95.00	95.00	 GREEN
Animal Management - 3. Livestock wandering within a road reserve area responded to within 24 hours	3. Livestock wandering within a road reserve area responded to within 24 hours	%	90.00	100.00	 GREEN
Animal Management - 4. Collection of stray domestic animal requests are completed within one business day.	4. Collection of stray domestic animal requests are completed within one business day.	%	90.00	95.00	 GREEN
Animal Management - 5. Environmental noise nuisance from animal requests are resolved within 30 days	5. Environmental noise nuisance from animal requests are resolved within 30 days	%	80.00	90.00	 GREEN
Animal Management - 6. Impounded animals suitable for adoption to be transferred to a rehoming organisation	6. Impounded animals suitable for adoption to be transferred to a rehoming organisation	%	95.00	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	85.00	 RED
Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	%	100.00	100.00	 GREEN






8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Asset Management - 1. Portable and attractive assets stocktake completed by 30 June each year	1. Portable and attractive assets stocktake completed by 30 June 2016	%	100.00	0.00	 RED
Fabrication - 1. Fabricated items supplied to end user on time	1. Fabricated items supplied to end user on time	%	90.00	95.00	 GREEN
Financial Performance - 1. Annual rates outstanding less than 6% at 30 June each year	1. Annual rates outstanding less than 6% at 30 June	%	100.00	100.00	 GREEN
Financial Performance - 2. Levy rates six monthly by 31 July and 31 January each year	2. Levy rates six monthly by 31 July and 31 January each year	%	100.00	100.00	 GREEN
Financial Performance - 3. Investment returns to be greater than average QTC overnight cash rate	3. Investment returns to be greater than average QTC overnight cash rate	%	100.00	100.00	 GREEN
Financial Performance - 4. Investments to remain within credit rating and counterparty limits set in the Investment Policy	4. Investments to remain within credit rating and counterparty limits set in the Investment Policy	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 1. Annual budget adopted by 30 June each year	1. Annual budget adopted by 30 June each year	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 2. Fringe Benefits Tax return submitted by 21 May each year	2. Fringe Benefits Tax return submitted by 21 May each year	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 3. Monthly and year to date financial results reported to Finance Committee at next available meeting following end of month	3. Monthly and year to date financial results reported to Finance Committee at next available meeting following end of month	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 4. Insurance for the following financial year finalised by 30 June each year	4. Insurance for the following financial year finalised by 30 June each year	%	100.00	100.00	 GREEN
Fleet - 1. Fleet availability	1. Fleet availability	%	90.00	95.00	 GREEN
Fleet -2. Fleet Capital Purchases completed	2. Fleet Capital Purchases completed	%	90.00	100.00	 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	95.00	 GREEN
Information Management - 2. IT Helpdesk requests of Priority 4 and above resolved within 30 days	Information Management 2. IT Helpdesk requests of Priority 4 and above resolved within 30 days	%	80.00	95.00	 GREEN
Information Management - 3. Incoming correspondence registered into ECM and tasked within one business day of being received	3. Incoming correspondence registered into ECM and tasked within one business day of being received	%	90.00	90.00	 GREEN
Organisational Development - 1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	%	100.00	100.00	 GREEN
Organisational Development - 2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	%	100.00	100.00	 GREEN
Payables Management - 1. Staff and Councillors paid fortnightly in accordance with established pay periods	1. Staff and Councillors paid fortnightly in accordance with established pay periods	%	100.00	100.00	 GREEN
Payables Management - 2. Goods & Services Tax returns submitted by the 21st of each month	2. Goods & Services Tax returns submitted by the 21st of each month	%	100.00	100.00	 GREEN

8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Procurement Management - 1. Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months	1. Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months	%	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	100.00	 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