

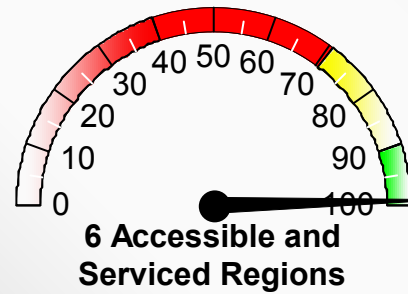
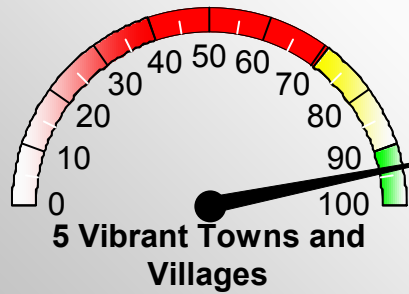
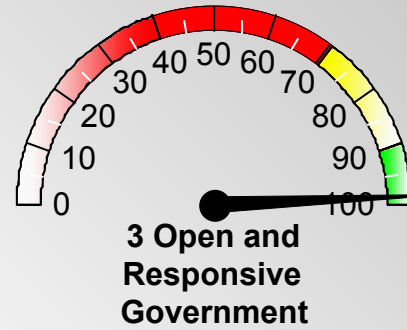
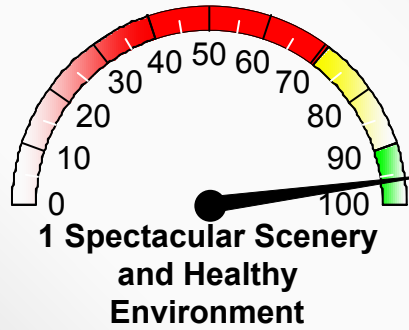





# **Scenic Rim Regional Council**

## **Corporate Performance Report**

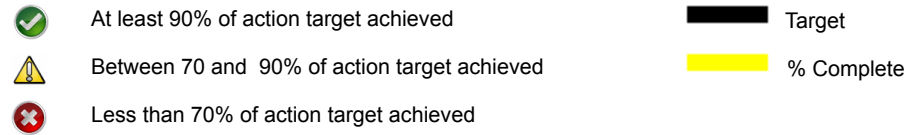
**April to June 2015**

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	15	4	2	0	9	0
2 Sustainable and Prosperous Economy	5	2	1	0	2	0
3 Open and Responsive Government	20	6	1	0	11	2
4 Relaxed Living and Rural Lifestyle	14	3	0	0	9	2
5 Vibrant Towns and Villages	9	3	1	0	5	0
6 Accessible and Serviced Regions	21	13	1	0	6	1
7 Healthy, Engaged and Resourceful Communities	8	2	0	0	4	2
8 Organisational Sustainability	42	18	2	1	16	5
<b>TOTAL</b>	<b>134</b>	<b>51</b>	<b>8</b>	<b>1</b>	<b>62</b>	<b>12</b>

## Project or Program Summary



Project or Program

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

**1.1.1.1 Flying Fox Management**

- 1.1. Develop an Urban Flying Fox Management Strategy for consideration by Council
- 2.2. Design and implement a flying fox management system

**Due Date**  
31/12/2014  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %	✔
Manager Health Building and Environment	01/07/2014	30/06/2015	In Progress	90	100	



**Comments:**  
Draft flying fox strategy has been endorsed by Council for release to Public consultation.

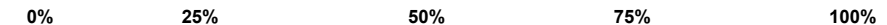
Development of a Management system has commenced and will be finalised once the draft Flying Fox Strategy is endorsed.

**1.1.1.1 Waste Strategy**

- 1. Waste strategy developed and considered by Council to ensure viable term management of waste within the region.

**Due Date**  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %	✔
Manager Property and Operations	01/07/2014	30/06/2015	Completed	100	100	



**Comments:**  
The new 2025 Vision on Waste - Waste and Recycling Plan has been developed and adopted by Council in June 2015.

Project or Program

1.1.1.2 Waste Disposal

Due Date

1.1. Transfer station network operations

30/06/2015

2.2. Recycling programs

30/06/2015

3.3. Council landfill activities

30/06/2015

4.4. Waste education program

30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2014

30/06/2015

Ongoing

n/a

n/a

Comments:

The seven waste transfer stations are operating as per defined service levels.  
 Recycling Programs including kerbside recycling delivered, as per defined service levels.  
 The annual monitoring program for Council's active landfill and the closed landfills have been finalised.  
 The Waste Education Program has been delivered.

1.1.1.2 Roadside Weed Management

Due Date

1.1. Main Roads Contract

30/06/2015

2.2. Local Government Controlled Roads

30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2014

30/06/2015

Ongoing

n/a

n/a

Comments:

All worked performed on behalf of Main Roads has been completed in accordance with contract conditions. 2109km of roads were treated for class 2 and 120km of roads were treated for class 3 pest weeds.

All council Roads were treated in accordance with program.

Project or Program

**1.1.1.3 Habitat Protection Program**

**Due Date**

1.1. Land for Wildlife

30/06/2015

2.2. Voluntary Conservation Agreements

30/06/2015

3.3. Nature Refuge and Conservation Covenant Program

30/06/2015

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Target %**

*Manager Health Building and Environment*

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

2 new properties visited, plus six visits to existing members.

Tracking software tested and developed in house. The use of the software will commence in at the start of July 2015.

Nil activity

**1.1.1.3 Waste Collection**

**Due Date**

1.1. Collection contract administered

30/06/2015

2.2. Service requested delivered

30/06/2015

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Target %**

*Manager Property and Operations*

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

Waste collection service provided to serviced areas as per defined service levels.

Project or Program

**1.1.1.4 Waterways**

- 1.1. Develop strong partnerships with key government and nongovernmental
- 2.2. Deliver 5-year Rivers Program
- 3.3. Deliver Healthy Country Program

**Due Date**  
**30/06/2015**  
**30/06/2015**  
**30/06/2015**

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Health Building and Environment</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Uncertainty resulting from the State election and the possibility of a region wide River Improvement trust has reduce activity within this task.

Significant weed treatment of riparian weeds continue to occurred in partnership with the River Improvement Trust and SEQC.

The 5 Year program has come to it's final year. Many program such as the Celtis and cats claw management in partnership with the River Improvement Trust occurred along upper Bremer river will continue.

Delivery of program in the upper Warril Creek has progressed well. Unfortunately a restructure of SEQC, a partner in this program, has stalled delivery of some on ground actions

**1.1.1.5 Reserve Management**

- 1.1. Deliver nominated actions from Reserve Management Plans
- 2.2. Undertake bushfire mitigation in accordance with Management Plans
- 3.3. Pest animal and plant control

**Due Date**  
**30/06/2015**  
**30/06/2015**  
**30/06/2015**

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Health Building and Environment</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Environmental Policy & Services continued deliver of Council's reserve management plans including extensive restoration works in Riverbend reserve and Moriarty Park with Green Army support. Reserve management works including mechanical control of class 2 weeds were undertaken on key reserves in support of existing plantings and in preparation for future plantings in the new financial year.

Bushfire capital works continued with the development of busfire trails and asset protection zones in locations including Gleneagle, Nindooinbah, boonah and Kooralbyn. Maintenance tracks were completed with the installation of several locking rails to restrict unlawful access to reserves. Councils Bushfire mitigation program was initiated with the identification and mapping of proposed fire hazard burns for the approaching bushfire season.

Project or Program

**1.1.1.6 Community Environmental Management**

**Due Date**

**1.1. Deliver community education and awareness program**

**30/06/2015**

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

**30/06/2015**

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Target %**

*Manager Health Building and Environment*

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

Planning for the Feral Animal Management workshops for Land for Wildlife members is complete with 3 workshops to be undertaken in Q1 of the 2015/16 reporting period.

2014-15 Environmental Grants have been awarded and finalised

Council facilitated an environmental awareness day as part of the Community Trees Initiative at Ill Bogan reserve which included the planting of 100 trees by children from Beaudesert State School.

The 2014-15 Environmental Grants Program was delivered in record time with Councils Land for Wildlife officer currently following up on Environmental Grants. The 2015-16 Grants were opened early (march) and are currently being assessed and prepared for Council Committee.

**1.1.1.7 Climate Change**

**Due Date**

**1.1. Undertake review of legislative changes to the carbon tax**

**30/06/2015**

**2.2. Deliver nominated energy efficiency upgrades**

**30/06/2015**

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Target %**

*Manager Health Building and Environment*

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

An energy audit of Council energy use and possible saving was undertaken and completed in Q3. The report was presented to the Executive team in Q3 for their consideration. The recommended an upgrade to capacitors as a priority energy saving initiative. Asset ad Facilities has arranged installation.



Project or Program

**1.1.1.8 Pest Management Plan regulatory activities**

- 1.1. Deliver private property inspection program in accordance with approved inspection program
- 2.2. Deliver wild dog baiting program

**Due Date**  
30/06/2015  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Target %
Manager Health Building and Environment	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

June quarter property inspections completed to ensure control measures have been taken for Declared Pests on private lands. Species targeted, though not limited to were Wild dogs, Groundsel, Giants Ratstail Grass and Pathenium Weed.  
Regional 1080 baiting program was completed within this quarter, with 71 landholders laying 1550 baits.  
Council Rangers using monitoring cameras have identified wild dog activity that will be addressed in the next quarter.

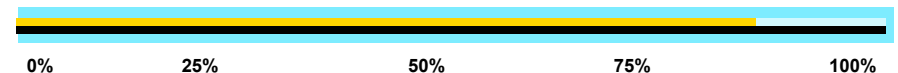
**1.1.2 SHE2 Conserve, protect and enhance the region’s unique biodiversity, scenic vistas, natural resources and ecological processes. This will include taking steps to minimise the impact of pest species, improving degraded land and waterways, and protecting and enhancing environmental corridors.**

**1.1.2.1 Review Pest Management Plan to incorporate parts of Bio-Security Act**

- 1.1. Review the implications of the Bio-Security Act 2014 on Pest Management Plan
- 2.2. Report outcomes to Council

**Due Date**  
30/03/2015  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Manager Health Building and Environment	01/07/2014	30/06/2015	In Progress	85	100



**Comments:**

Council will recommence drafting the Biosecurity Plan framework, as new regulations are to be introduced in late 2015, this content though unknown at this stage will need to be considered prior to completing the Biosecurity Plan. Changes to classes of declared pests and compliance issues will be a significant factor to any plan throughout Queensland. It is envisaged that only minor changes will be required to the significant body of work undertaken during this reporting period.

Report was submitted to the Executive Team this quarter outlining the uncertainty in legislative changes to the Biosecurity Act, Council will continue with drafting the Biosecurity Plan, though final content and completion will depend on the legislative changes.

Project or Program

1.1.2.2 Million Trees -Scenic Rim

1.1. Parks & Reserves plantings identified

2.2. Rural trees program delivered

3.3. Partner organisation identified and reported to Chief Executive Officer

4.4. Project update reported to Chief Executive Officer

5.5. Project outcome report provided to Council

Due Date

30/09/2014

31/12/2014

31/12/2014

31/01/2015

30/06/2015

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

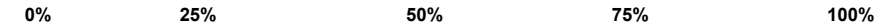
Jun 2015 Target %

100



Comments:

Council has successfully delivered its Million Tress program for the 2014/15 reporting period with the delivery of the Rural Trees, Community Trees, Parks Tree programs and also co sponsored initiatives such as Green Army grant program which saw 8 crews undertaking planting program across many of council's parks and reserves. A final report of the program is provide in the Q1 of the next reporting period.



1.1.2.3 Wild Dog Program

1.1. Develop a Wild Dog Action Plan

2.2. Present Action Plan to Chief Executive Officer

Due Date

30/03/2015

30/06/2015

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

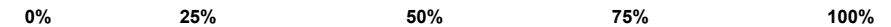
Jun 2015 Target %

100



Comments:

Draft Wild Dog Action Plan was presented to the Executive Team in this quarter and was subsequently endorsed. Plan will be presented to a Councillor and Executive Workshop in Q1 of the 2015/16 reporting period.



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 Fuel Reduction Strategy**

1.1. Fuel Reduction Strategy reviewed

**Due Date**

31/12/2014

2.2. Fuel Reduction Strategy Action Plan delivered and reported to Chief Executive Officer

30/06/2015

**Responsible Officer**

Director Infrastructure Services

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Completed

**% Complete**

100

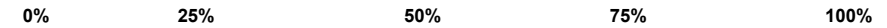
**Jun 2015 Target %**

100



**Comments:**

Fuel Reduction Strategy reviewed, with Action Plan presented and considered by Chief Executive Officer.



**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 Investment Ready Projects**

1.1. Consult with Council and Trade and Investment Queensland on identifying investment projects in the Scenic Rim

**Due Date**

31/12/2014

2.2. Make an application to have those projects classified as "investment ready" by Trade and Investment Queensland

30/06/2015

**Responsible Officer**

Manager Community and Culture

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

In Progress

**% Complete**

80

**Jun 2015 Target %**

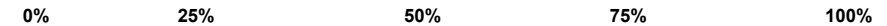
100



**Comments:**

Dialogue continues with Trade and Investment Queensland and Council of Mayors to develop a regional investment prospectus.

Meeting arranged with Group Manager Regional Queensland at Asia Pacific Cities Summit.



Project or Program

2.1.1.2 Tourism & Regional Promotion

Due Date

1.1. Progress recommendations from Signage Strategy, including the Scenic Rim Way (East-West Tourist Route)

30/06/2015

2.2. Annual marketing and promotions plan implemented including reviewed Regional Guide and cooperative campaigns

30/06/2015

Responsible Officer

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

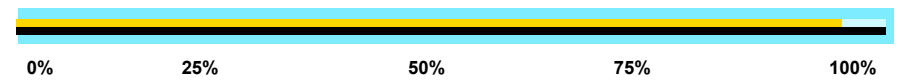
In Progress

% Complete

95

Jun 2015 Target %

100



Comments:

Visit Scenic Rim website has been refreshed. Work on new visitor guide well progressed. Preparation of 2015/2016 marketing plan underway.

2.1.1.3 Economic Development

Due Date

1.1. Implement key Agriculture Strategy recommendations including Regional Agribusiness Forum and Eat Local Week

30/06/2015

2.2. Partner relevant groups to deliver the Scenic Rim Business Excellence Awards

30/06/2015

3.3. Delivery of seminars and planning workshops tailored to small business sector

30/06/2015

Responsible Officer

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Scenic Rim Welcomes the World program continues. Eat Local Week and Winter Harvest Festival Planning continues. Planning for 2015/16 workshop series underway with CCIQ.

Project or Program

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

2.1.2.1 Visitor Information Centres

- 1.Coordinate the operation of accredited Visitor Information Centres (VICs) at Beaudesert, Boonah, Canungra, Rathdowney and Tamborine Mountain
- 2.Coordinate the operation of accredited Visitor Information Centres at Beaudesert Boonah Canungra Rathdowney and Tamborine Mountain

Due Date  
30/06/2015

30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Target %
Manager Community and Culture	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**  
VICs continue to operate normally.

2.1.2.1 Alliance and Contract Works

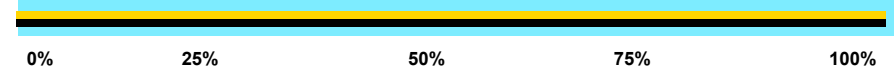
- 1.1. Routine Maintenance Performance Contract
- 2.2. Works for other Councils
- 3.3. Private works
- 4.4. Other Department of Transport and Main Roads Contracts

Due Date  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Manager Works	01/07/2014	30/06/2015	Completed	100	100



**Comments:**  
Overall surplus for all 4 areas combined is ahead of budget forecast with Routine Maintenance Performance Contract (RMPC) and works for other Councils making up and exceeding the shortfall realised within the other 2 components of this reporting area, Private Works and Other Department of Transport and Main Roads Contracts.



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

3.1.1.1 Local law review

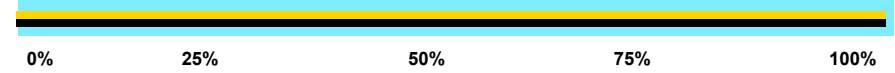
- 1.1. Implement amended local law instruments

Due Date  
30/09/2014

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Coordinator Governance & Corporate Policy	01/07/2014	30/06/2015	Completed	100	100



**Comments:**  
State interest checks have been undertaken and feedback has been incorporated into the drafts.



Project or Program

3.1.1.2 Community Connectivity

- 1.1. Provide community engagement advisory function and ensure activities are consistent with Community Engagement Policy
- 2.2. Utilise social media and other communication channels to connect with Scenic Rim community
- 3.3. Provide a communication channel to the community in disaster situations for the Local Disaster Management Group through the Emergency Operations Centre

Due Date  
30/06/2015

30/06/2015  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Communications and Engagement Coordinator	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Engaged with community through website and social media to promote council activities and Scenic Rim region.  
 Website activity: 19,003 visits and 12,317 unique users/browsers in June. May 20,464 visits and 13,594 unique users/browsers.  
 Social media: Organisational Facebook page at 2193 likes (Up from 2075 likes in May). June total audience reach was 30,000+  
 Twitter feed has 420 followers (up from 401 in May).  
 Disaster management Facebook page has 5969 likes (up from 5941 in May).  
 Blumbergville Clock Facebook page has 224 likes (up from 220 in May).  
 Facebook Favourites  
 15/06/2015 - Eat Local Week Kicks off Next week (Boosted reach 12,700+184 likes/comments, 256 post clicks).  
 24/06/2015 - Council delivers \$79.4 million budget (reach 1200+).  
 30/06/2015 - Announcements from June Council Meeting (reach 1400+).  
 Enewsletter: Number of direct email subscribers to news@ScenicRim newsletter is 263.  
 May/June newsletter: 123 Opens, 37 online click throughs.  
 Special Budget newsletter: 263 recipients, 95 opened, 17 click throughs.

3.1.1.2 Information Access and Privacy

- 1.1. Develop and implement a procedure for processing Non-Party Disclosure Applications made under section 134A of the Evidence Act 1977

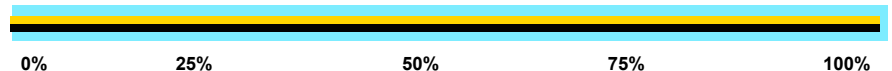
Due Date  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Coordinator Governance & Corporate Policy	01/07/2014	30/06/2015	Completed	100	100



Comments:

Non-party disclosure procedure was finalised and endorsed by the CEO in October.



Project or Program

**3.1.1.3 Information Access and Privacy**

**Due Date**

1.1. Deliver compliant statutory and performance reporting

30/06/2015

2.2. Maintain compliant information / disclosure registers

30/06/2015

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

30/06/2015

4.4. Maintain compliant information privacy functions

30/06/2015

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Target %**

*Coordinator Governance & Corporate Policy*

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

Information Privacy Principles have been considered in the processing of right to information requests under the Right to Information Act 2009.

Privacy collection notices are present when collecting personal information in accordance with the IP Act.

Applications for information were processed within legislative timeframes.

A compliant publication scheme has been adopted by Council and is provided on Council's website.

Council's Annual Report was adopted within relevant statutory time frames and drafting of the 2014/2015 Annual Report is currently underway.

Council's registers of material personal interest (MPI) for Councillors and senior contract officers are maintained in accordance with the relevant provisions of the Local Government Act 2009.

An extract of the Councillor MPI register is published on Council's website.

Other registers maintained include delegations, roads, policies, local laws, impounded animals, fees and charges, infrastructure charges, pest notices and certain building decisions.

Project or Program

**3.1.1.4 Strategic Communication**

- 1.1. Maintain positive relationships with media organisation and ensure enquiries are responded to within agreed timeframes
- 2.2. Prepare corporate communication materials and distribute to media and external stakeholders as necessary
- 3.3. Media requests from metropolitan media responded to within 24 hours and local media requests responded to within agreed timeframes
- 4.4. Monthly media monitoring reports provided to Councillors and Executive Team

**Due Date**

30/06/2015

30/06/2015

30/06/2015

30/06/2015

**Responsible Officer**

*Communications and Engagement Coordinator*

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Jun 2015 Target %**

n/a

**Comments:**

38 media releases issued during June including material in the 2015-16 Community Budget Report.

25 media enquiries actioned within agreed timeframes.

Most popular releases published by media were:

24/06/2015 - Council delivers \$79.4 million budget with coverage in 10 publications (including print, online and radio).

08/06/2015 - Mayor receives OAM in Queen's Birthday Honour List with coverage in 11 publications (including print, online and radio)

**3.1.1.4 Complaints Management**

- 1.1. Maintain a Complaints Management Program
- 2.2. Deal with complaints in a manner compliant with legislative requirements

**Due Date**

30/06/2015

30/06/2015

**Responsible Officer**

*Coordinator Governance & Corporate Policy*

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Target %**

n/a

**Comments:**

Council's complaints management program is managed in accordance with the policy and framework.

Status reports have been developed and are now provided to the Executive Team to satisfy Internal Audit recommendations. Reports to date indicate improvements in response time frames, however service standards are presently below KPI targets and this program remains a priority as a result. Further monitoring and process improvements are being undertaken to ensure targets are met.



Project or Program

**3.1.1.5 Corporate Branding and Identity**

**Due Date**

1.1. Maintain Council website presence and deliver continuing improvement to online environment

30/06/2015

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

30/06/2015

3.3. Ensure material complies with Council branding and professional standards

30/06/2015

4.4. 5-day turnaround for standard graphic design requests

30/06/2015

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Jun 2015 Target %**

*Communications and Engagement Coordinator*

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

Website updated in accordance with requests from internal departments, with particular focus on updating forms and information for 15-16 financial year.

Graphic design and multimedia support delivered within agreed timeframes.

Prepared 150-page 15-16 Community Budget Report for distribution.

Prepared Scenic Living newsletter and rating collateral for printing and distribution.

**3.1.1.6 Regional Collaboration**

**Due Date**

1.1. Provide support to the Mayor and CEO in maintaining inter-governmental and inter-regional relationships

30/06/2015

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Jun 2015 Target %**

*Communications and Engagement Coordinator*

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

Inter-governmental correspondence and tasks actioned.

Facilitated media opportunities with SEQ Mayors regarding regional infrastructure plan.

Project or Program

3.1.2 ORG2 Facilitate community participation in decision making.

3.1.2.1 Property Management

1.1. Council's Community Leasing Program managed as required	Due Date
2.2. Acquisitions and resumptions of land and easements managed, as required	30/06/2015
3.3. Council's Agistment program managed	30/06/2015
4.4. Signing and sealing of survey plans administered, as required	30/06/2015
5.5. Purchasing and sale of Council land	30/06/2015
6.6. Council's Legal Document Register managed	30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
Manager Property and Operations	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Community Leasing Program delivered with existing leases renewed, agreements formulated and leases managed in accordance with Council's Community Leasing Policy and in consultation with Lessees.  
 Acquisitions and resumptions of land managed.  
 Council's agistment program delivered as per schedule.  
 Survey Plans administered in accordance with statutory timeframes.  
 Management of Council land continues with one lot sold at Teviot Rise Estate, Boonah, with nine lots remaining on the market.  
 Legal Document Register maintained.

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.

3.1.3.1 Statutory Financial Reporting

1.1. Deliver annual financial reports in accordance with statutory timeframes	Due Date
2.2. Coordinate external audit and delivery of requirements in accordance with the external audit timetable	30/06/2015
3.3. Information required for Community Financial Report provided in accordance with required timeframes for inclusion in the Annual Report	30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
Chief Finance Officer	01/07/2014	30/06/2015	Completed	100	100



**Comments:**

The financial statements have been completed and an unqualified audit report was received. This was reported to the Audit & Risk Committee on 10 December 2014.



Project or Program

3.1.3.1 Organisational Management System

1.1. Finalise implementation of staff performance management system component

Due Date  
30/06/2015

Responsible Officer

Manager Human Resources

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Implemented. Personal Performance and Development Plans have been concluded within the new system.

0% 25% 50% 75% 100%

3.1.3.3 Community Safety Program

1.1. Implement Community Safety Program

Due Date  
31/12/2014

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

31/12/2014

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Council resolved to recognise existing actions as its community safety plan in July 2014.

0% 25% 50% 75% 100%

3.1.3.4 Caretaker Period Protocol Review

1.1. Undertake a review of Council's Caretaker Period Protocol

Due Date  
30/06/2015

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

The Caretaker Period Protocol has been reviewed and will be presented to ET in July.

0% 25% 50% 75% 100%

Project or Program

3.1.3.5 Corporate Compliance Training and Development

Due Date

1.1. Develop draft 5-year Corporate Compliance Training and Development Plan

30/09/2014

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/09/2014

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Mapping of training needs has been completed.

0% 25% 50% 75% 100%

3.1.3.6 Policy Development and Review

Due Date

1.1. Maintain register

30/06/2015

2.2. Provide coordinated policy development and support services

30/06/2015

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Jun 2015 Target %

n/a

Comments:

The Council Policy Register is maintained on Council's website. An administrative policy register is maintained on Council's intranet site.

3.1.3.7 Delegations and Authorisations

Due Date

1.1. Maintain compliant delegations processes and registers

30/06/2015

2.2. Maintain compliant local government authorised persons and worker systems

30/06/2015

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Jun 2015 Target %

n/a

Comments:

Council's authorised person and local government worker systems are maintained in accordance with the Local Government Act 2009. Training for authorised persons has been delivered and training for local government workers is scheduled for early 2015.

Council's delegation register is maintained on the intranet site and satisfies the relevant regulatory requirements of the Local Government Act 2009.

Project or Program

3.1.3.8 Corporate Compliance Training and Development

Due Date

1.1. Implement Corporate Compliance Training and Development Program

30/06/2015

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

90

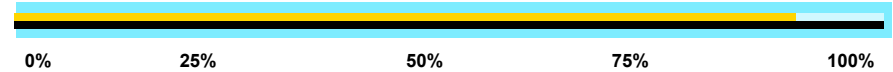
Jun 2015 Target %

100



Comments:

Training needs identified and drafting of training schedule has commenced.



3.1.4 ORG4 Provide streamlined and practical regulatory services that deliver on the shared vision with the community.

3.1.4.1 Revenue Management

Due Date

1.1. Ensure rates are levied in accordance with statutory timeframes

30/06/2015

2.2. Monitor outstanding rates and debtors and enforce collection actions

30/06/2015

3.3. Preparation of monthly outstanding rates and debtors reconciliation's and reports

30/06/2015

4.4. Provision of advice to internal and external customers relating to rating and property matters

30/06/2015

Responsible Officer

Chief Finance Officer

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

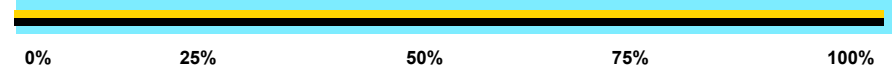
Jun 2015 Target %

100



Comments:

Rates have been levied in July 2014 and January 2015 in accordance with required timeframes. Rates recovery remains in accordance with previous year performance. 2015 Sale of Land for Overdue Rates and Charges process has been initiated with notices issued in February 2015.



Project or Program

**3.1.4.1 Information Management**

**Due Date**

- 1.1. Management of incoming correspondence 30/06/2015
- 2.2. Provision of information management services to support Council operations 30/06/2015
- 3.3. Provision of ongoing training and support on information management and ECM to internal customers 30/06/2015
- 4.4. Internal audit program on compliance with records standards 30/06/2015
- 5.5. Provide information archiving services 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
<i>Manager Information Services</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

All programs are being progressed; records staff have been attending staff meetings to roll out records management tools such as ECM Connect to assist with reducing network drive storage issues and assist with records compliance.

No outstanding issues.

**3.1.4.1 Development Assessment Improvement Program**

**Due Date**

- 1.1. Endorsement by Chief Executive Officer of Departmental Business Plan 30/06/2015
- 2.2. Development of a Risk Assessment Framework 31/05/2015
- 3.3. Review of Plan Endorsement process 31/05/2015
- 4.4. Implement improvement plan for Operational Works 31/05/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
<i>Manager Planning</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Ongoing review of Development Assessment Improvement Program is occurring. Upgrade of PD Online platform to new ICON Software - Development Application and Property Online (DAP Online) has been completed.

3 year Departmental Business Plan part completed (50%)

Review and implementation of Plan Endorsement process has been completed (100% completed).

Report format and process workflow implemented to enable electronic review and signoff for both council and delegated reports. (100% completed)

Risk assessment reporting established within development application assessment reports, both delegated and Council.

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**

<b>1.1. Implement Arts and Culture Plan objectives including the development work for the War Stories theme for 2015</b>	<b>Due Date</b> 30/06/2015
<b>2.2. Operate Beaudesert and Boonah Cultural Centres</b>	<b>30/06/2015</b>
<b>3.3. Heritage and Public Art program</b>	<b>30/06/2015</b>

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Community and Culture</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

The War Stories and Our Town Program continues to be well received.

Attendances for the Financial Year for the cultural centres combined are 33,811 The number of events held in this financial year to date is 993.

In 2014/15 the overall attendances are similar but it should be noted that there was a 10% increase in School holiday attendances with almost a 100% increase in attendances during the month of July over the similar period in 2013/14.

The heritage network continues to meet and are working with Cultural Services staff on War Stories and Our Town programs.

Project or Program

4.1.1.2 Community Development

Due Date

- 1.1. Implement Social Plan including continuation of Scenic Rim Community Transport Initiative, community events and activities and Annual Review 30/06/2015
- 2.2. Implement Sport and Recreation Plan including Healthy & Active Program, youth and community sport and recreation promotion, and Professional Development Workshops. 30/06/2015
- 3.3. Deliver Council events program 30/06/2015
- 4.4. Deliver Youth Leadership Program 30/06/2015
- 5.5. Annual Sports Forum and annual review 30/06/2015

Responsible Officer

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Community support for Council's Be Healthy & Active campaign exceeded all expectations with most providers celebrating increased attendance numbers and improved health and wellbeing outcomes.

Free Community Celebration events in Boonah and Beaudesert on 30 May and 14 June were extremely successful with higher than expected attendance numbers. Preparations on track for Tamborine Mountain event on 25 July.

The 2015 Scenic Rim Youth Leadership Program was officially launched on 4 June with a record thirty-seven students inducted. Former Olympian and Business Entrepreneur Selina Scoble is back this year to facilitate the program, which will culminate in a Youth Symposium in October.

Preparations underway for annual Sports Forum to be held in July.

Council hosted a Queensland Day Citizenship Ceremony on 11 June where twenty three Scenic Rim residents took the final step in their journey to become Australian citizens.

4.1.1.3 Social Plan and Sport and Recreation Plan Review

Due Date

- 1.1. Review completed 30/04/2015
- 2.2. Draft Social Plan and Sport and Recreation Plans presented to Council for consideration 31/03/2015
- 3.3. Adoption of final Social and Sport and Recreation Plans 30/06/2015

Responsible Officer

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

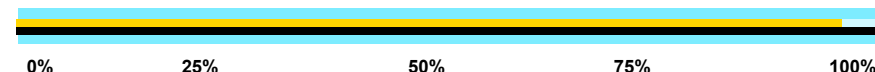
In Progress

% Complete

95

Jun 2015 Target %

100



Comments:

The five year review of the Social Plan and the Sport and Recreation Plan has resulted in the merging of the two documents into a Draft Health and Wellbeing Plan. The draft plan was presented to a Planning Workshop on 30 June and distributed to key stakeholders for feedback. It will be formally presented to Council in July.



Project or Program

**4.1.2 RRL2 Identify, plan and respond to the sport, recreation and leisure needs of our region by providing appropriate facilities and open space, and supporting a range of programs that will foster a healthy and active community.**

**4.1.2.1 Camping Grounds**

1.1. Camping ground maintained and operated

**Due Date**

30/06/2015

2.2. Camping grounds upgrades undertaken as programmed

30/06/2015

**Responsible Officer**

Manager Property and Operations

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Jun 2015 Target %**

n/a

**Comments:**

Camping grounds maintained and operated within agreed service levels.

Camping grounds upgraded as programmed, Darlington Park and Sharp Park.

**4.1.3 RRL3 Create a region that is home to a diverse range of residential options, a place where people desire to live, work and play.**

**4.1.3.1 Implement a Streamlined Plumbing Compliance Certificate and Assessment Process for Class 1 & 10**

**Due Date**

**Buildings Connected to Sewer**

1.1. Report to Council the requirements of the amendments required under the Plumbing and Drainage Act 2002

30/12/2014

2.2. Implement changes to internal processes to facilitate legislative reforms

31/03/2015

**Responsible Officer**

Manager Health Building and Environment

**Start Date**

01/07/2014

**End Date**

31/03/2015

**Status**

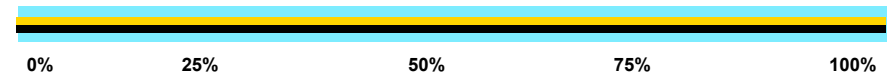
Completed

**% Complete**

100

**Jun 2015 Target %**

100



**Comments:**

Council's Building and Plumbing Section have completed a review of all process in line with proposed changes to the relevant legislation. All changes to process that can be done at this stage have been completed, with some process changes to be implemented once legislation has been passed, this is expected in the third quarter of the 2015/16 reporting period.

Project or Program

4.1.3.1 Develop New Planning Scheme

- 1.1. Draft Strategic Framework endorsed by Council
- 2.2. Draft planning scheme mapping considered by Council
- 3.3. Draft zone codes considered by Council
- 4.4. Draft overlay codes considered by Council

Due Date

- 31/12/2014
- 30/06/2015
- 30/06/2015
- 30/06/2015

Responsible Officer

Manager Planning

Start Date

01/07/2014

End Date

30/06/2015

Status

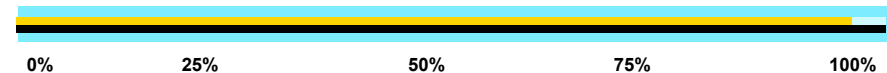
In Progress

% Complete

96

Jun 2015 Target %

100



Comments:

A further draft Strategic Plan taking into consideration feedback received in response to the release of the initial draft document was presented to Council. The Strategic Plan will now be subject to ongoing review as the additional components of the planning scheme is drafted (95% Completed).

Draft zoning maps for the Boonah Statistical Area was presented to the Councillor and Executive Planning Workshop held on the 26 May 2015 for consideration. Draft zoning maps for the Beaudesert and Tamborine / Canungra Statistical Areas was presented to the Councillor and Executive Workshop held on the 9 June 2015 for consideration. Draft mapping supporting the Overlay Codes was presented to Council for consideration at the Councillor and Executive Workshops held on the 26 May and 30 June respectively (100% Completed).

The draft Zone Codes of the new Planning Scheme was presented to Council for consideration at the Councillor and Executive Planning Workshop held on the 30 June 2015 (100% Completed).

The draft Overlay Codes of the new Planning Scheme was presented to Council for consideration at the Councillor and Executive Planning Workshops held on the 26 May and 30 June 2015 respectively (100% Completed).

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 2014 Regional Plan Review

- 1.1. Investigate opportunities presented for the region by the 2014 Regional Plan Review
- 2.2. Report considered by Council

Due Date

- 30/06/2015
- 30/06/2015

Responsible Officer

Director Regional Services

Start Date

01/07/2014

End Date

30/06/2015

Status

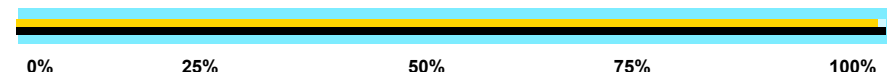
Deferred

% Complete

99

Jun 2015 Target %

100



Comments:

The progress of the Regional Plan Review has been stalled by the State Government and a draft document is now not expected until after the State election. A timeframe for completion of this project is unknown.

Project or Program

**4.1.4.1 Planning Information Systems Implementation**

**Due Date**

**1.1. Implement new modules to support development of the new Scenic Rim Planning Scheme**

**31/08/2014**

**Responsible Officer**

*Manager Information Services*

**Start Date**

01/07/2014

**End Date**

31/08/2014

**Status**

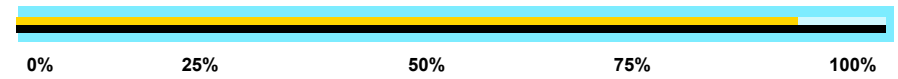
In Progress

**% Complete**

90

**Jun 2015 Target %**

100



**Comments:**

Project is progressing as per the endorsed project plan.

The eTRACK element is completed and DAP Online is up and running (replacing PD Online).

The project is planned to finish in September 2015 as per the project plan pending resource availability and guidance regarding further undertakings from the Planning Department.

**4.1.4.1 Development Assessment**

**Due Date**

**1.1. Development Application Assessment Services**

**30/06/2015**

**2.2. Planning and Flooding Certificates**

**30/06/2015**

**3.3. Pre-lodgement and development advisory services**

**30/06/2015**

**Responsible Officer**

*Manager Planning*

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Jun 2015 Target %**

n/a

**Comments:**

Copy of all development approvals, show cause and enforcement notices maintained. On Council's website Council items for meeting agendas are available to be viewed and downloaded or printed. On Council's new DAP online system MCU,ROL and OPW applications can be viewed. Copies of the 3 planning schemes and any amendments are available on Council's website to view. Further development assessment fact sheets have been drafted and reviewed. Pre-lodgement form updated and being utilised. Old files continuing to be scanned to electronic system.

Services provided as per Council policies and standards. Counter, email and phone services. Site inspections, pre-lodgement meetings and written correspondence. Certificates and reports prepared for delegated officer and Council meetings. Internal advice to Council Officers and also to State Government Officers.

Certificates issued as per Council's Customer Service Standards and guidelines. Phone, email and counter advice given as well as physical Certificates issued.

Project or Program

4.1.4.1 Operational Works

Due Date

1.1. Development Application Operational Works assessment services meet Integrated Development

30/06/2015

Assessment System (IDAS) timeframes

2.2. Pre-lodgement and development advisory services

30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Director Infrastructure Services

01/07/2014

30/06/2015

Ongoing

n/a

n/a

Comments:

All Operational Works applications were assessed within the Integrated Development Assessment Systems (IDAS) timeframes.

Pre-lodgement meetings and advisory services were conducted as requested.

Project or Program

4.1.4.1 Building and Plumbing

Due Date

1.1. Building approval services

30/06/2015

2.2. Building compliance services

30/06/2015

3.3. Plumbing approval services

30/06/2015

4.4. Plumbing compliance services

30/06/2015

5.5. Education and Awareness

30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2014

30/06/2015

Ongoing

n/a

n/a

Comments:

Forty three development applications for building work were lodged with Council for assessment for the period April to June (Q4). 100% of applications were assessed within the statutory time frames.

A total of one hundred and forty private certifier application were lodged with Council for the last quarter bringing the total of building application for last quarter one hundred and eighty three, with fifty eight applications being for Class 1 dwellings and seven for commercial buildings.

A total of twenty six requests for compliance action related to building work were received for the period April to June (Q4). Eighty seven % of requests were actioned within the required time frames. Loss of staff resource in the building area has affected a positive result for the quarter Ten compliance requests were resolved for the period.

Sixty nine plumbing applications were lodged with Council for the period April to June (Q4). Ninety six percent of applications were assessed the statutory time frames. The ability to assess all applications within the statutory time frames has been compromised due to the delayed timeframes of applications received from customer service centres.

Sixteen request for compliance action related to plumbing were received for the period April to June (Q4). All requests were actioned within the required time frame. Eight requests have been resolved for the period.

Council undertook 9 audit inspection for the period April to June, complying with the required five percent of total applications initiated by the Notifiable Works process (Form 4) under the Plumbing and Drainage Act 2002.

Information has been reviewed on Councils web site for various matters related to building and plumbing. Continual review of legislative change and information provided to stakeholders through officers in the field.

Information has been provided to Councils communication section regarding pool fencing requirements to facilitate communication to land owners within Scenic Rim Regional Council area.

Internal information has been distributed to the customer service team to assist with the application processes.

Project or Program

**4.1.4.2 Development Compliance**

- 1.1. Proactive Higher Risk Development compliance assessment
- 2.2. Community response to High Risk Developments
- 3.3. Community response - non conforming developments
- 4.4. Compliance Management services to internal departments

**Due Date**  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Health Building and Environment</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

One High Risk Development assessment was undertaken in June. A total of two High Risk Development assessments were undertaken in Q4.

There were no customer requests related to High Risk Development received in June. In Q4 there were no customer requests related to development that would fall into the High Risk Development category.

Environment and Development Compliance team received 15 Customer Requests, and completed 18 Customer Requests in June. For Q4 Environment and Development Compliance team received 63 customer requests.

Five of the 15 customer requests received in June were generated internally. In Q4, 24 of the 63 customer requests received by Environment and Development Compliance team were generated internally.

**4.1.4.3 Planning Customer Service**

- 1.1. Establishment of Customer Service Charter
- 2.2. Integrate Development Assessment into Council's Customer Satisfaction Survey process

**Due Date**  
 30/06/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
<i>Manager Planning</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

As part of the Development Assessment Improvement Program for 2015 the consideration of the establishment of a separate Customer Service Charter for Development Assessment or inclusion within Council existing Customer Charter is to occur. It is also proposed that there be the inclusion of development assessment elements within Council's annual customer survey relating to the development assessment function. Internal discussions are continuing in relation to progress on this matter.

Project or Program

4.1.4.4 Land Use Planning

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

Due Date  
30/06/2015

Responsible Officer  
Manager Planning

Start Date  
01/07/2014

End Date  
30/06/2015

Status  
Ongoing

% Complete  
n/a

Jun 2015 Target %  
n/a

Comments:

No legislation or policy having implications for land use planning or development assessment matters required the lodgement of submissions in the April to June 2015 quarter.

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

1.1. Project scope is considered by Council

2.2. Town visioning process completed for towns and/or villages

Due Date  
30/10/2014  
30/06/2015

Responsible Officer  
Director Regional Services

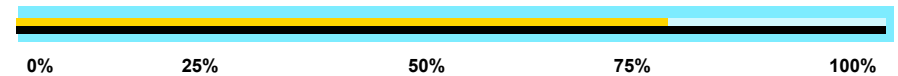
Start Date  
01/07/2014

End Date  
30/06/2015

Status  
In Progress

% Complete  
75

Jun 2015 Target %  
100



Comments:

Capital projects for 14/15 are underway.

Planning for 15/16 is progressing with agreement reached on a structured way forward. Funding allocations are yet to be determined.

5.1.1.2 Grants Programs

1.1. Community and cultural grants

2.2. Regional Arts Development Fund (RADF) grants

3.3. Sport and recreational grants

Due Date  
30/06/2015  
30/06/2015  
30/06/2015

Responsible Officer  
Manager Community and Culture

Start Date  
01/07/2014

End Date  
30/06/2015

Status  
Ongoing

% Complete  
n/a

Target %  
n/a

Comments:

Round 4 Community Grants Program was formally presented to Council on 23 June. In total, 27 community groups shared in \$35,500 of financial support with an additional 24 groups receiving a total of \$12,000 of in-kind support.

Round 2 of the Regional Arts Development Fund program has been awarded.

5.1.2 VTV2 Create attractive and engaging places and spaces with a focus on town and village centres.

5.1.2.1 Graffiti Management

- 1.1. Guidelines for the management of graffiti developed
- 2.2. Service levels for graffiti management established

Due Date  
30/08/2014  
31/12/2014

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %	
Manager Property and Operations	01/07/2014	30/06/2015	Completed	100	100	

Comments:

Graffiti management guidelines developed with service levels established.



5.1.2.2 Parks

- 1.1. Mowing maintenance services to parks delivered as per service levels
- 2.2. Aesthetics and functionality of parks achieved through regular maintenance
- 3.3. Slashing program delivered as per schedule

Due Date  
30/06/2015  
30/06/2015  
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Target %
Manager Property and Operations	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Mowing services delivered to required service levels.  
Routine park maintenance delivered.  
Scheduled slashing delivered in line with agreed service levels.



Project or Program

**5.1.2.3 Nurseries and Gardens**

- 1.1. Landscape and garden maintenance as per agreed service level
- 2.2. Tree Management Program delivered
- 3.3. Free Tree Program delivered

**Due Date**  
 30/06/2015  
 30/06/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Property and Operations</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Standard landscape and garden maintenance delivered.  
 Identified and reactive tree maintenance undertaken.  
 Tree Distribution Program delivered as per calendar.

**5.1.2.4 Public Amenity Facilities**

- 1.Public amenity facility maintenance
- 2.1. Public amenity facilities maintained and operated
- 3.2. Public amenity facility upgraded as programmed

**Due Date**  
 30/06/2014  
 30/06/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Property and Operations</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Public amenities maintained and operated within agreed service levels.  
 Public amenities upgraded as programmed, Springleigh Park.

Project or Program

5.1.2.5 Park buildings and furniture

- 1.1. Park buildings and furniture maintained and operated as programmed
- 2.2. Park buildings upgraded as programmed
- 3.3. Playground equipment maintained and operated as programmed
- 4.4. Playground equipment upgrades undertaken as programmed

**Due Date**  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
Manager Property and Operations	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Park Buildings and Furniture maintained and operated, with reactive, routine and scheduled maintenance undertaken.  
 Park building upgraded as programmed, with new picnic shelters installed at Peak Mountain View Park, Burgess Park and Staffsmith Park, new BBQ shelters completed at Sharp Park and Rosins Lookout.  
 Playground equipment maintained and operated, with reactive, routine and scheduled maintenance undertaken.  
 Playground equipment upgraded as programmed, new shade structure installed at Tiny Tots playground.

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 and Amenities Strategy

- 1.1. Park and Amenities Strategy developed and considered by Council

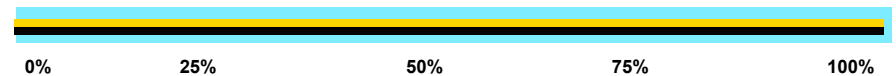
**Due Date**  
30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
Manager Property and Operations	01/07/2014	30/06/2015	Completed	100	100



**Comments:**

Parks and Amenities Strategy developed and considered by Council.



Project or Program

5.1.5.2 Park Management

- 1.1. Park Management procedures developed, implemented and reported to Chief Executive Officer
- 2.2. Park refuse management reviewed and actions implemented

Due Date  
31/12/2014  
30/06/2015

Responsible Officer

Manager Property and Operations

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Project completed.

0% 25% 50% 75% 100%

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

- 1.Revaluation including condition assessment of all asset classes
- 2.1. Sealed road condition assessment to be incorporated into asset valuations for the year ended 30 June 2015

Due Date  
30/06/2014  
30/06/2015

Responsible Officer

Chief Finance Officer

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

2013-14 Asset Valuation was completed with final valuation reports received during August 2014.

0% 25% 50% 75% 100%

6.1.1.1 Property Management Strategy

- 1.1. Property Management Strategy reviewed, updated and considered by Council

Due Date  
30/11/2014

Responsible Officer

Manager Property and Operations

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Property Management Strategy reviewed, updated and adopted by Council.

0% 25% 50% 75% 100%

Project or Program

6.1.1.1 Asset Management Strategy

1.1. Asset Management Strategy Reviewed updated and considered by Council

Due Date  
30/11/2014

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/11/2014

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Asset Management Strategy presented to and considered by Council, March 2015; with the Strategy adopted by Council in June 2015.

0% 25% 50% 75% 100%

6.1.1.1 Drainage Strategy

1.1. Drainage Strategy Implementation Plan developed

2.2. Drainage Strategy Implementation Plan considered by Council

3.3. Delivery of 2014/15 Implementation Plan

Due Date

31/07/2014

31/03/2015

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Review of issues identified in the Strategy has been undertaken. These issues have been listed within an Implementation Plan which has been adopted by Council. Those activities that have been required to be undertaken for this year have been completed. Namely project prioritisation, 10 year capital works program, roll out of drainage assessments and continued data collection of current assets.

0% 25% 50% 75% 100%

6.1.1.2 Road Strategy

1.1. Road Strategy Implementation Plan developed

2.2. Report considered by Council

3.3. Delivery of 2014/15 Implementation Plan

Due Date

31/07/2014

30/08/2014

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Review of activities identified in the Road Strategy has been undertaken. These activities have been listed within the Implementation Plan and have been completed as required. Those activities include project identification and prioritisation, 10 year capital works program development and adoption.

0% 25% 50% 75% 100%

Project or Program

6.1.1.2 Asset Management Maturity

1.1. Asset Management Improvement Plan Actions delivered

Due Date  
30/06/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

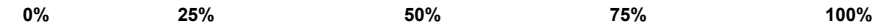
Jun 2015 Target %

100



Comments:

Asset Management Action Plan delivered.



6.1.1.2 Asset Management

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

2.2. Annual stocktake on portable and attractive asset register

3.3. Provision of ongoing training and support to internal customers

Due Date

30/06/2015

30/06/2015

30/06/2015

Responsible Officer

Chief Finance Officer

Start Date

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

90

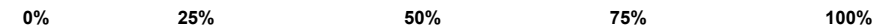
Jun 2015 Target %

100



Comments:

Key deliverables have commenced in accordance with end of year statutory reporting requirements. Portable and attractive assets stocktake not undertaken in 2014-15.



Project or Program

6.1.1.2 Community Facility Management

Due Date

1.1. Libraries maintained, operated and upgrades undertaken as programmed	30/06/2015
2.10. Street lighting management	30/06/2015
3.2. Swimming pool maintained, operated and upgrades undertaken as programmed	30/06/2015
4.3. Community facilities maintained, operated and upgrades undertaken as programmed	30/06/2015
5.4. Visitor Information Centre maintained, operated and upgrades undertaken as programmed	30/06/2015
6.5. Memorial management	30/06/2015
7.6. Flood warning systems management	30/06/2015
8.7. Saleyards management	30/06/2015
9.8. Black-spot Television management	30/06/2015
10.9. Rental property management	30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2015 Target %

Manager Property and Operations

01/07/2014

30/06/2015

Ongoing

n/a

n/a

Comments:

Libraries maintained and operated as per agreed service levels with upgrades undertaken as programmed, Beaudesert, Boonah and Tamborine Mountain.  
 Swimming Pools maintained and operated as per agreed service levels with upgrades undertaken as programmed, Beaudesert.  
 Community Facilities maintained and operated as per agreed service levels with upgrades undertaken as programmed, Moriarty Park Community Centre and Cedar Creek Pony Club.  
 Visitor Information Centres maintained and operated as per agreed service levels.  
 Memorials maintained and operated as per agreed service levels.  
 Flood Warning Systems maintained and operated as per agreed service levels with additional sites installed.  
 Blackspot TV maintained and operated.  
 Rental properties maintained.  
 Street light management undertaken as required.

6.1.1.3 Floodways and Causeway Strategy

Due Date

1.1. Floodways and Causeway Strategy developed	31/07/2014
2.2. Report considered by Council	31/03/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Jun 2015 Target %

Manager Works

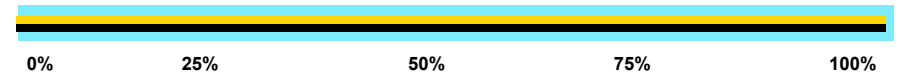
01/07/2014

30/06/2015

Completed

100

100



Comments:

Council adopted the Floodway and Causeway Strategy in May.

Project or Program

6.1.1.3 Cemetery Operations

- 1.1. Cemetery maintenance delivered as per Council service level
- 2.2. Grave digging services delivered
- 3.3. Cemetery reservations and interments managed
- 4.4. Grave maintenance services delivered

**Due Date**  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015

<b>Responsible Officer</b> Manager Property and Operations	<b>Start Date</b> 01/07/2014	<b>End Date</b> 30/06/2015	<b>Status</b> Ongoing	<b>% Complete</b> n/a	<b>Target %</b> n/a
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**Comments:**

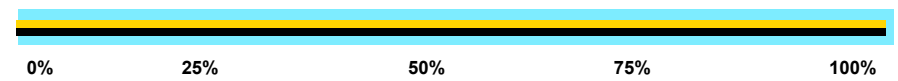
Cemetery and grave maintenance services are being delivered to required service levels.  
The grave digging services delivered.  
Cemetery reservations and interments delivered.

6.1.1.4 Bridge Strategy

- 1.1. Develop Bridge Strategy
- 2.2. Report considered by Council
- 3.3. Implement Bridge Strategy plan

**Due Date**  
30/12/2014  
31/03/2015  
31/05/2015

<b>Responsible Officer</b> Manager Works	<b>Start Date</b> 01/07/2014	<b>End Date</b> 31/05/2015	<b>Status</b> Completed	<b>% Complete</b> 100	<b>Jun 2015 Target %</b> 100	
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**Comments:**

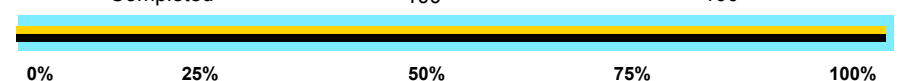
The Bridge Strategy was adopted by Council in May.

6.1.1.5 Unconstructed Roads Management

- 1.1. Identify and establish listing of unconstructed roads
- 2.2. Develop and establish risk approach to unconstructed roads
- 3.3. Develop Planning / Operational Guidelines for the management of unconstructed roads

**Due Date**  
30/03/2015  
31/03/2015  
30/06/2015

<b>Responsible Officer</b> Manager Works	<b>Start Date</b> 01/07/2014	<b>End Date</b> 30/06/2015	<b>Status</b> Completed	<b>% Complete</b> 100	<b>Jun 2015 Target %</b> 100	
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**Comments:**

Update provided to Council and Executive Meeting in April. Flow chart for handling the process has been developed..

Project or Program

6.1.1.6 Private Infrastructure in Road Reserves

Due Date

1.1. Undertake risk assessment and establish level of risk associated with private infrastructure in road reserves

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

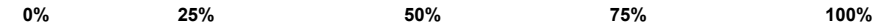
Jun 2015 Target %

100



Comments:

List containing the majority of Private Infrastructure within the Road Reserve has been developed identifying the associated Risks. Process review has highlighted one item (Building awnings in high pedestrian areas) requiring further investigation. All other infrastructure items only need minor update.



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

6.1.2.1 Footpaths and Bikeways Strategy

Due Date

1.1. Footpaths and Bikeways Strategy Reviewed and Updated

30/03/2015

2.2. Report considered by Council

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Updated Footpath and Bikeway Strategy Document was adopted by Council in June.



6.1.2.1 Stormwater Network Analysis

Due Date

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

31/03/2015

2.2. Report considered by Council

10/02/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/04/2015

Status

Completed

% Complete

100

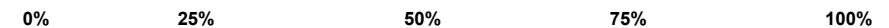
Jun 2015 Target %

100



Comments:

Stormwater system assessment and improvement plan has been completed for the Beaudesert and Boonah Study Areas. Project overview, including report, presented to Council in February 2015.





Project or Program

6.1.2.2 Design and Construction Manual and Standard Drawings

- 1.1. Design and Construction Manual and the Standard Drawings reviewed and updated
- 2.2. Approved by Chief Executive Officer

Due Date  
29/05/2015  
30/06/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

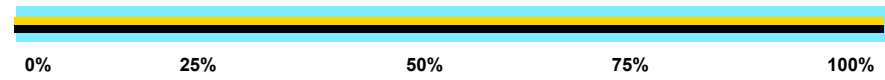
Jun 2015 Target %

100



Comments:

Design and Construction Manual and Standard Drawings reviewed and presented to CEO for approval



6.1.2.2 Infrastructure Flood Recovery

- 1.1. Landslips and major erosion
- 2.2. Bridges and major culverts
- 3.3. Sealed roads and minor culverts
- 4.4. Unsealed roads
- 5.5. Emergent works

Due Date  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

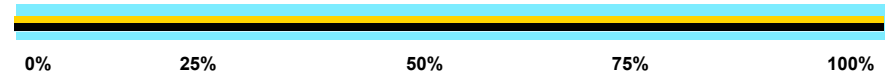
Jun 2015 Target %

100



Comments:

All landslip and major erosion projects are complete.  
Major Culvert and Bridge works are completed. (Including Murphy Bridge, Geiger Bridge and Sarabah Rd Floodways).  
All contracts for sealed roads and minor culverts are now completed.  
Unsealed Road works are complete.  
Awaiting finalisation of Close-outs from the QRA.



Project or Program

**6.1.2.3 Bridge Management**

- 1.1. Planning and design
- 2.2. Bridge maintenance
- 3.3. Bridge capital works

**Due Date**  
 30/06/2015  
 30/06/2015  
 30/06/2015

**Responsible Officer**  
 Manager Works

**Start Date**      **End Date**  
 01/07/2014      30/06/2015

**Status**  
 Ongoing

**% Complete**  
 n/a

**Jun 2015 Target %**  
 n/a

**Comments:**

All designs complete, with scoping briefs provided as appropriate for projects identified for 2015/16.  
 Bridge maintenance expenditure is within budget tolerances. (Note: Final Budget figures unavailable until mid July).  
 Rehabilitation works on Sharp Bridge and Lambert Bridge are complete. The Kriederman Bridge project is complete and open to traffic. The replacements of Edward O'Neill Bridge and Newman Bridge are complete. Works have commenced on the replacement of Lamington Bridge and Foxley Bridge.

**6.1.2.4 Road and Street Management**

- 1.1. Road and Street Planning and design
- 2.2. Road and street maintenance
- 3.3. Aesthetic works
- 4.4. Road and Street capital works
- 5.5. Road and street furniture
- 6.6. Unsealed shoulder and pavement re-sheeting
- 7.7. Sealing and resealing
- 8.8. Floodways and causeways

**Due Date**  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015

**Responsible Officer**  
 Manager Works

**Start Date**      **End Date**  
 01/07/2014      30/06/2015

**Status**  
 Ongoing

**% Complete**  
 n/a

**Target %**  
 n/a

**Comments:**

Designs being provided to meet the Works Program.  
 Road Maintenance expenditure is within budget tolerance.  
 Aesthetic expenditure is under the budget allocation. This was due to the increased identified need in road maintenance as a result of several heavy rainfall events affecting the maintenance program.  
 Road and Street capital works is in line with budget expectation and forecast works program with the exception of Gould Hill Rd and Veresdale Scrub Rd Stage 1.  
 The Road and Street Furniture expenditure is currently \$110,000.  
 Unsealed Shoulder and Pavement Resheeting expenditure is currently \$2,153,000 which is 98% of the total available budget.  
 Reseal program expenditure is currently \$3,080,000 which is 91% of the budget amount. This is under the total budget amount as a portion was set aside to cover additional flood damage pavement repairs if deemed ineligible within reseal areas.

Project or Program

**6.1.2.5 Drainage Management**

- 1.1. Drainage Planning and design
- 2.2. Drainage maintenance
- 3.3. Drainage capital works

**Due Date**  
 30/06/2015  
 30/06/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Works</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Drainage maintenance carried out as required to provide an appropriate level of service.  
 Drainage capital works were not all completed due to a number of issues, some beyond the control of Council. Most delays relate to the complexity of the final Scope of Works upon completion of the related project designs.

**6.1.2.6 Footpath Management**

- 1.1. Footpath Planning and design
- 2.2. Footpath maintenance
- 3.3. Footpath capital works

**Due Date**  
 30/06/2015  
 30/06/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Target %</b>
<i>Manager Works</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Footpath Maintenance expenditure is tracking behind the budget allocation with footpath works programmed as required when maintenance works are identified.  
 High Street Boonah has commenced with Canungra link Completed. With one major project not started.

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 Library Services Strategic Plan Review**

**Due Date**

1.1. Undertake review of Strategic Plan

31/03/2015

2.2. Draft Library Services Strategic Plan presented to Council for consideration

30/04/2015

3.3. Adoption of final Library Services Strategic Plan

30/06/2015

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Jun 2015 Target %**



Manager Community and Culture

01/07/2014

30/06/2015

Completed

100

100



**Comments:**

Library Services Strategic Plan 2015-2019 was adopted by Council Committee meeting 23 June 2015

0% 25% 50% 75% 100%

**7.1.3.2 Libraries**

**Due Date**

1.1. Operate library branches and mobile library service

30/06/2015

2.2. Hold community "book buying" sessions in each full-time static library creating a regular event in the library / cultural life of the region

30/06/2015

3.3. Provide events, activities and services to engage children, adults and people with special needs

30/06/2015

**Responsible Officer**

**Start Date**

**End Date**

**Status**

**% Complete**

**Target %**

Manager Community and Culture

01/07/2014

30/06/2015

Ongoing

n/a

n/a

**Comments:**

Libraries catered to 52,488 visits in the April to June quarter with almost 63,000 loans and 444 new members.

Boonah refurbishment is progressing very well and should be completed by mid July.

Beaudesert continues to have the highest loans figures for the region while Tamborine Mountain has the highest visitor numbers. All branches however, continue to be very busy and very well supported by their respective communities.

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 Disaster Management**

**1.1. Disaster Management Policy developed and Considered by Council**

**Due Date**

**30/11/2014**

**2.2. SES Support management plan developed and considered by Council**

**30/11/2014**

**3.3. Disaster Management Strategy and Implementation Plan developed and considered by Council**

**30/05/2015**

**Responsible Officer**

*Director Infrastructure Services*

**Start Date**

01/07/2014

**End Date**

30/05/2015

**Status**

Completed

**% Complete**

100

**Jun 2015 Target %**

100

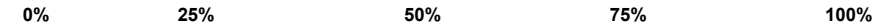


**Comments:**

Disaster Management Policy developed, with Council adopting the Policy in September 2014.

SES Support Management Plan developed in consultation with SES Local Controller, and considered by Council in June 2015.

Disaster Management Strategy and Implementation Plan has been developed, and was adopted by Council in September 2014.



**7.1.5.2 Disaster Management**

**1.1. Disaster Management Plan reviewed and considered by Local Disaster Management Group**

**Due Date**

**30/06/2015**

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

**30/06/2015**

**3.3. Local Disaster Coordination Centre maintained**

**30/06/2015**

**Responsible Officer**

*Director Infrastructure Services*

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Jun 2015 Target %**

n/a

**Comments:**

Following a review of the Scenic Rim Regional Disaster Management Plan, the revised document, which includes the introduction of a Evacuation Sub Plan and a Recovery Sub Plan, was presented to and adopted by Council in March 2015.

Council continues to support SES operations through requests for maintenance, equipment and stationery support have been carried out.

The Disaster Coordination Centre is equipped and ready for use in an emergency event if required. Regular checks of equipment have been made and technical issues rectified as they occur.

Project or Program

7.1.5.2 Schools Immunisation Program Review

- 1.1. Undertake a review of the school based immunisation program
- 2.2. Present outcomes of the review to Council

Due Date  
30/12/2014  
31/03/2015

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2014

End Date

31/03/2015

Status

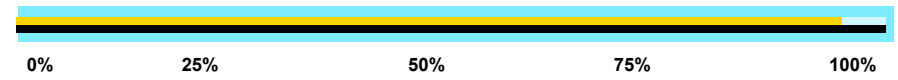
In Progress

% Complete

95

Jun 2015 Target %

100



Comments:

A report on the School Based Immunisation Program was presented to the CEO this quarter. In principle support was given to the continuation of the program subject to a satisfactory Service Level Agreement being offered by QLD Health. Discussions have taken place with QLD Health in relation to this. Once agreement has been officially offered a recommendation will be put to Council for consideration and endorsement.

7.1.5.4 Animal Disaster Planning

- 1.1. Develop an Animal Disaster Management sub plan
- 2.2. Present report to Chief Executive Officer

Due Date  
30/12/2014  
31/03/2015

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2014

End Date

31/03/2015

Status

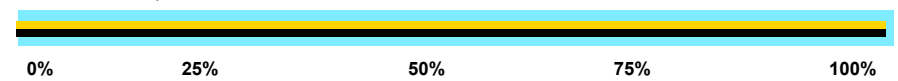
Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Disaster Management administrative procedure for Pest and Animal Management completed. As previously stated sub plan was reviewed in this quarter and it was identified that an independent sub plan would result in a duplication of certain activities and dramatically increase Council's responsibilities beyond current capabilities. Procedure endorsed by the Executive Team this quarter.

Project or Program

**7.1.5.5 Public Health**

1.1. School-based immunisation program

**Due Date**

30/06/2015

2.2. Public health regulatory services

30/06/2015

3.3. Food safety licensing and regulatory services

30/06/2015

4.4. Local law community response and approvals

30/06/2015

5.5. Mosquito Management

30/06/2015

6.6. Education and Awareness

30/06/2015

**Responsible Officer**

Manager Health Building and Environment

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Target %**

n/a

**Comments:**

Undertaken round two immunisation clinic activities in accordance with the school based immunisation program schedule.

6 public health complaints were investigated this quarter.

Officers from Environmental Health have been working with a number of community organisations to help local residents with an ongoing hoarding issue. Due to the mental health issues associated with such problems, Officers are required to take more tactful approach rather than the normal approach of regulation and enforcement.

By liaising with various community organisations, they were able to tackle the issue in a manner which resulted in direct help to the owners of the property and an improved visual amenity of the affected property for the first time in years.

5 complaints received regarding food safety issues received for this quarter.

27 new applications received this quarter.

The Environmental Health team were able to start conducting inspections on local licensed premises on a more regular basis this quarter. This included a high number of food licence inspections and a number of accommodation licence inspections.

14 complaints received under the local laws this quarter.

2 complaints received for mosquito management during the quarter. One of the complaints received by Council was from the Mt Alford Primary School who were concerned about the number of mosquito bites affecting the students. Council officers were able to find a number of potential breeding sources both on the school site and in neighbouring local residencies to reduce the impact to the community.

Ongoing education to customers via phone and requests.

Officers received training in Disaster Management and First Aid to further enhance their abilities in providing services to the community.

Project or Program

7.1.5.6 Animal Management

Due Date

1.1. Dog registration

30/06/2015

2.2. After hours response

30/06/2015

3.3. Community response

30/06/2015

4.4. Education and Awareness

30/06/2015

5.5. Stock control

30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2014

30/06/2015

Ongoing

n/a

n/a

Comments:

Outstanding 2014-2015 dog registration renewal survey completed. Identified dog owners with outstanding registration fees were issued with penalty infringement notices. Renewal process was reviewed and final preparations undertaken for the registration process for the 2015/16 financial year.

June quarter after hours animal issues responded to in accordance with Council's after hours procedure manual. For this period no livestock was impounded and identified issues were low risk

Three Hundred and ninety seven request management customer requests received in the June quarter. Council Rangers responded to all issues within time frames for this period.

For June quarter three weekend markets, one equine and one school based agriculture education meetings were attended.

For June quarter all reported livestock issues were investigated, no compliance notices were issued. no livestock impounded.



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 Organisational Culture**

1.1. Conduct a review and assessment of the organisational culture

**Due Date**

30/06/2015

2.2. Report findings and recommendations of the review to the Chief Executive Officer

30/06/2015

**Responsible Officer**

Manager Human Resources

**Start Date**

27/02/2015

**End Date**

30/06/2015

**Status**

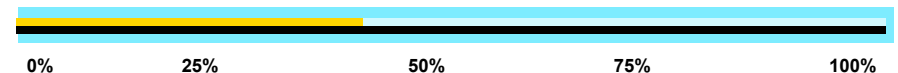
Deferred

**% Complete**

40

**Jun 2015 Target %**

100



**Comments:**

This has been transferred to and included in the 2015/16 Operational Plan as an ongoing Organisational Development Program through which Corporate Climate and Culture surveys will be conducted biannually. The first survey under this Program will be conducted during 2015/16.

Findings will be reported to the CEO once the above survey has been completed during the 2015/16 financial year.

**8.1.1.1 Administrative Buildings and Depots Management**

1.1. Scheduled maintenance as per service levels

**Due Date**

30/06/2015

2.2. Administration building and depot operations

30/06/2015

3.3. Administration building and depot maintenance

30/06/2015

4.4. Capital improvements

30/06/2015

**Responsible Officer**

Manager Property and Operations

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Jun 2015 Target %**

n/a

**Comments:**

Administration Buildings and Depots maintained and operated as required with upgrades undertaken as programmed.

Project or Program

<b>8.1.1.1 Development of processes and strategies to facilitate the alignment of the long term financial forecast, asset management plans and priority infrastructure plans</b>	<b>Due Date</b>
1.1. Development of process to extract long term financial forecast estimate requirements from the PIPs based on actual growth rates for new capital and developer contributed assets	31/08/2014
2.2. Refinement of assumptions, development of scenario analysis and suite of financial sustainability indicators	31/08/2014
3.3. Development of funding shortfall strategies for consideration by Chief Executive Officer and Council	31/10/2014
4.4. Financial sustainability strategy endorsed by Chief Executive Officer and Council and funding shortfall strategies considered	30/11/2014
5.5. Implementation of financial sustainability strategy into 2015-16 long term financial forecast and budget	28/02/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>	
Chief Finance Officer	01/07/2014	28/02/2015	Completed	100	100	



**Comments:**  
 The Financial Sustainability Strategy will be adopted by Council as part of the 2015-16 budget on 24 June 2015. A number of action items are identified in the strategy and have been included in both the 2014-15 and 2015-16 Operational Plan.

<b>8.1.1.1 2014 Regional Plan Review</b>	<b>Due Date</b>
1.1. Review in detail the regional and organisational effect of the Infrastructure Charges Review	31/12/2014
2.2. Report considered by Council	31/12/2014

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>	
Director Regional Services	01/07/2014	30/06/2015	Deferred	99	100	



**Comments:**  
 With the change in State Government, the State's position on the reformed planning legislation is unclear and it unlikely that this action will be delivered on in this financial year.

Project or Program

8.1.1.2 Delegations review

- 1.1. Conduct review of delegations in accordance with regulatory requirements
- 2.2. Review outcomes and recommendations considered by Council

**Due Date**  
31/12/2014  
31/03/2015

**Responsible Officer**

Coordinator Governance & Corporate Policy

**Start Date**

01/07/2014

**End Date**

31/03/2015

**Status**

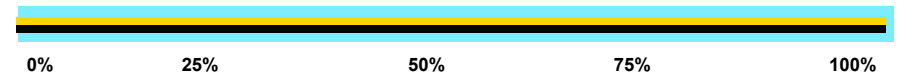
Completed

**% Complete**

100

**Jun 2015 Target %**

100



**Comments:**

Delegations review completed and considered by Council in December meetings.

8.1.1.2 Long Term Financial Forecast including Annual Budget

- 1.1. Deliver annual budget in accordance with statutory timeframes and Council's endorsed budget timetable
- 2.2. Information required for Community Budget Report provided in accordance with required timeframes

**Due Date**  
30/06/2015  
30/06/2015

**Responsible Officer**

Chief Finance Officer

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

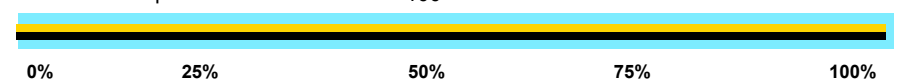
Completed

**% Complete**

100

**Jun 2015 Target %**

100



**Comments:**

Draft 2015-16 budget and long term financial forecast has been finalised in consultation with Council and is due to be adopted by Council on 24 June 2015.

8.1.1.3 Corporate Budget Management

- 1.1. Perform quarterly budget reviews
- 2.2. Report actual performance against budget to Council monthly
- 3.3. Provision of ongoing budgeting tools, training and support to internal customers

**Due Date**  
30/06/2015  
30/06/2015  
30/06/2015

**Responsible Officer**

Chief Finance Officer

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

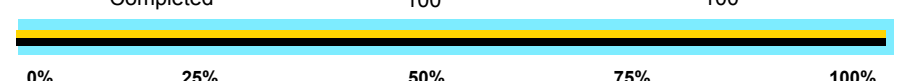
Completed

**% Complete**

100

**Jun 2015 Target %**

100



**Comments:**

Monthly reporting is provided to Council in accordance with required timeframes.

Project or Program

8.1.1.4 Treasury Management

- 1.1. Invest funds surplus to requirements in accordance with legislation and Council's Investment Policy
- 2.2. Management of forecast cash flows ensuring sufficient liquidity to support Council's operations
- 3.3. Preparation of monthly bank and investment reconciliations and reports
- 4.4. Provision of ongoing training and support to internal customers

Due Date

- 30/06/2015
- 30/06/2015
- 30/06/2015
- 30/06/2015

**Responsible Officer**  
Chief Finance Officer

**Start Date** 01/07/2014  
**End Date** 30/06/2015

**Status**  
Completed

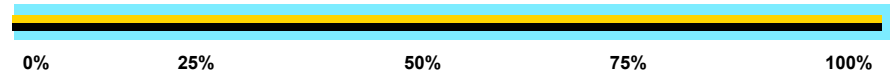
**% Complete**  
100

**Jun 2015 Target %**  
100



**Comments:**

Investments are managed in accordance with the Investment Policy.



8.1.1.5 Payables Management

- 1.1. Management of staff and Councillor payments in accordance with required timeframes
- 2.2. Management of supplier payments in accordance with established timeframes
- 3.3. Prepare and submit monthly Goods & Services Tax returns in accordance with statutory timeframes
- 4.4. Provision of ongoing advice, training and support to internal customers

Due Date

- 30/06/2015
- 30/06/2015
- 30/06/2015
- 30/06/2015

**Responsible Officer**  
Chief Finance Officer

**Start Date** 01/07/2014  
**End Date** 30/06/2015

**Status**  
Completed

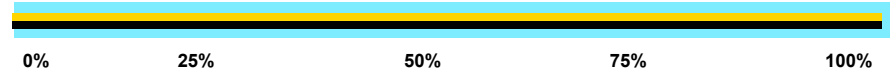
**% Complete**  
100

**Jun 2015 Target %**  
100



**Comments:**

Suppliers and employees are paid in accordance with required timeframes.



Project or Program

8.1.2 OS2 Deliver quality customer-focused services while recognising the impact on the capacity of ratepayers to pay, and contain rate increases as much as practicable.

8.1.2.1 Customer Contact Strategy

1.1. Draft Customer Contact Strategy

2.2. Draft Contact Strategy considered by The Chief Executive Officer

3.3. Customer Contact Strategy considered by Council

Due Date

28/02/2015

31/03/2015

30/06/2015

Responsible Officer

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

Jun 2015 Target %

100



Comments:

The Customer Contact Strategy has now been completed.



8.1.2.1 Staffing and Administration

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

2.2. An organisational structure that reflects appropriate relativities

3.3. Accurate and legally compliant personal records and administration

Due Date

30/06/2015

30/06/2015

30/06/2015

Responsible Officer

Manager Human Resources

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Jun 2015 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 Qld State Archives Retention and Disposal Schedule.

Project or Program

8.1.2.1 Corporate Procurement Management

- 1.1. Management of centralised procurement function
- 2.2. Management of stores inventory in accordance with operational requirements
- 3.3. Conduct annual stocktake of stores inventory
- 4.4. Coordinate equipment safety inspections in accordance with required timeframes
- 5.5. Provision of ongoing procurement training, materials and support to internal customers

Due Date

30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015

**Responsible Officer**  
Chief Finance Officer

**Start Date**      **End Date**  
01/07/2014      30/06/2015

**Status**  
Completed

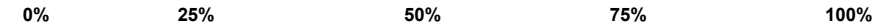
**% Complete**  
100

**Jun 2015 Target %**  
100



**Comments:**

Stock management and equipment safety inspections are occurring in accordance with required timeframes. Stocktake for 2015 has occurred with only minor exceptions reported.



8.1.2.2 Training and Development

- 1.1. Deliver contemporary training and development activities that enhance workforce capability
- 2.2. Deliver Management and Leadership Development that contributes to ethical and highly competent Management and Leadership across the organisation
- 3.3. Deliver a Corporate Citizenship Program that ensures that all staff are familiar with behavioural expectations based on employment legislation, Code of Conduct and Corporate Values

Due Date

30/06/2015  
30/06/2015  
30/06/2015

**Responsible Officer**  
Manager Human Resources

**Start Date**      **End Date**  
01/07/2014      30/06/2015

**Status**  
Ongoing

**% Complete**  
n/a

**Jun 2015 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 have been conducted including Presentation Skills, Dealing with Conflict and Aggression, Time Management and First Aid.

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

This has been incorporated into and delivered through the Effective Workplace Behaviour Training.

Project or Program

**8.1.2.2 Customer Service**

**Due Date**

1.1. Counter-based Customer Service Centres

30/06/2015

2.2. Telephone contact service

30/06/2015

3.3. After hours emergency contact service

30/06/2015

**Responsible Officer**

Manager Community and Culture

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Target %**

n/a

**Comments:**

Counter based, phone and after-hours services operated normally for June.

**8.1.2.3 Workplace Health and Safety**

**Due Date**

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

30/06/2015

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

30/06/2015

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

30/06/2015

**Responsible Officer**

Manager Human Resources

**Start Date**

01/07/2014

**End Date**

30/06/2015

**Status**

Ongoing

**% Complete**

n/a

**Jun 2015 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.

The employee wellbeing activities for 2014-2015 were a part of the completed Safe Work campaign.

Project or Program

**8.1.2.4 Employee Relations**

- 1.1. Employee Relations practices that enhance productivity through prompt and effective resolution of all staff disciplinary and performance related matters.
- 2.2. An Employee Engagement Framework that is representative of staff across the organisation

**Due Date**  
30/06/2015  
  
30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
Manager Human Resources	01/07/2014	30/06/2015	Ongoing	n/a	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.

An Employee Engagement Framework that is representative of staff across the organisation has been established for the negotiation of a new Certified Agreement.

**8.1.2.5 Organisational Development**

- 1.1. An Organisational Culture that is conducive to an innovative and high performing organisation
- 2.2. Employer Branding that is conducive to Scenic Rim Regional Council being viewed as an Employer of Choice
- 3.3. A contemporary Workforce Planning Framework
- 4.4. A Staff Reward and Recognition Framework
- 5.5. A Continuous Improvement Framework

**Due Date**  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015  
30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
Manager Human Resources	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

Work is continuously being done to promote a culture that is conducive to an innovative and high performing organisation.

Council's branding as an employer is continuously evaluated to ensure that it is done in a sensitive and effective manner with a view to Council being regarded as an Employer of Choice.

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 and the various service recognition awards have been presented at the annual end of year staff function.

Continuous Improvement approaches are continuously followed with activities across the organisation.



Project or Program

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

8.1.3.1 Fleet Business Plan

1.1. Fleet Business Plan reviewed

2.2. Fleet Business Plan Actions completed

Due Date

31/12/2014

30/06/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/06/2015

Status

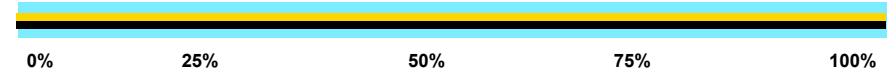
Completed

% Complete

100

Jun 2015 Target %

100



Comments:

Fleet Business Plan reviewed and updated. Actions delivered in accordance with Plan's Continuous Improvement Plan.

8.1.3.1 Implementation of recommendations from the Information Services Review

1.1. Develop Project Plan for implementation of recommendations

2.2. Project Plan considered by Chief Executive Officer

3.3. Implementation of recommendations in accordance with approved Project Plan

Due Date

31/07/2014

31/08/2014

30/06/2015

Responsible Officer

Chief Finance Officer

Start Date

01/07/2014

End Date

30/06/2015

Status

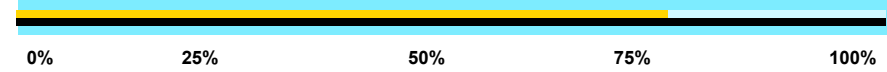
In Progress

% Complete

75

Jun 2015 Target %

100



Comments:

The project plan is currently being developed and key actions have been undertaken including development of ICT Strategic Plan, establishment of ICT Steering Committee and implementation of revised ICT staffing structure.

8.1.3.2 Fleet Management

1.1. Fleet available for operations with minimal downtime.

2.2. Fleet Capital purchases

Due Date

30/06/2015

30/06/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Utilisation of fleet monitored on fortnightly basis, with downtime issues investigated.

Fleet items procured, as per agreed program.

Project or Program

8.1.3.2 Modern Award and Enterprise Bargaining

Due Date

1.1. Ensure payroll processes and systems are ready for implementation of Modern Award and new Enterprise Bargaining from 1 January 2015

31/01/2015

Responsible Officer

Chief Finance Officer

Start Date

01/07/2014

End Date

31/01/2015

Status

Completed

% Complete

100

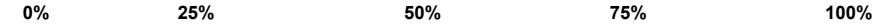
Jun 2015 Target %

100



Comments:

Modern Award released which does not present any wholesale changes to the payroll system therefore only standard changes and setup are required.



8.1.3.2 Hardware Upgrades

Due Date

1.1. PC refresh

30/06/2015

2.2. Mobile device refresh

30/06/2015

3.3. Server/Network infrastructure refresh

30/06/2015

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Completed

% Complete

100

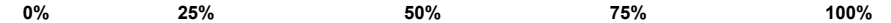
Jun 2015 Target %

100



Comments:

Hardware upgrades are practically complete with final roll-outs occurring no later than 30 June.



8.1.3.3 Fabrication

Due Date

1.1. Fabricated items delivered

30/06/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Jun 2015 Target %

n/a

Comments:

Fabrication items delivered, as requested by (internal) customers .

Project or Program

8.1.3.3 Software Upgrades

1.1. ECM upgrade

Due Date

30/06/2015

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

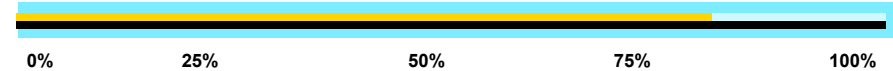
In Progress

% Complete

80

Jun 2015 Target %

100



Comments:

The ECM Upgrade project is progressing with a final Production Go-Live currently scheduled for September 2015. This schedule will be dependent on the availability of IT and TechOne resources, and the allocation of servers and storage.

8.1.3.3 Review business processes and systems utilising Lean principles to identify process improvements in Supply section

Due Date

1.1. Ensure all processes in Supply section are documented

31/07/2014

2.2. Undertake a review of business processes and systems in Supply section with the aim of identifying process improvement

31/12/2014

3.3. For any process improvements beyond budgeted resources prepare a business case outlining the costs and benefits for consideration by Chief Executive Officer

31/01/2015

Responsible Officer

Chief Finance Officer

Start Date

01/07/2014

End Date

31/01/2015

Status

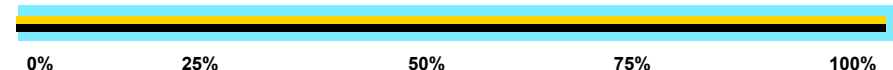
Completed

% Complete

100

Jun 2015 Target %

100



Comments:

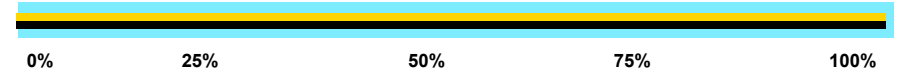
A trial of a laptop is occurring in Supply to reduce double handling of paperwork and improve efficiency. The Supply section has taken on additional ordering responsibilities from the Works area and this is working well.

Project or Program

8.1.3.4 Financial Management

1.1. Ensure general ledger structure supports new and emerging business information requirements	<b>Due Date</b>
2.2. Prepare and submit annual Fringe Benefits Tax return in accordance with statutory timeframes	30/06/2015
3.3. Management of Council's loan program	30/06/2015
4.4. Financial administration of the Natural Disaster Relief and Recovery Arrangements flood restoration program	30/06/2015
5.5. Provision of ongoing advice, training and support to internal customers	30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>	
Chief Finance Officer	01/07/2014	30/06/2015	Completed	100	100	

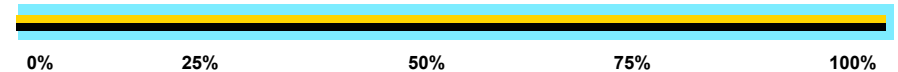


**Comments:** Financial administration of the NDRRA program ongoing and other key actions occurring within required timeframes. Loans were drawn down in June as per 2015-16 budget.

8.1.3.4 Back Scanning

1.1. Develop Back Scanning project timetable	<b>Due Date</b>
2.2. Undertake Back Scanning in line with project timetable (year 1 of 4 year project)	31/07/2014
	30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>	
Manager Information Services	01/07/2014	30/06/2015	Completed	100	100	

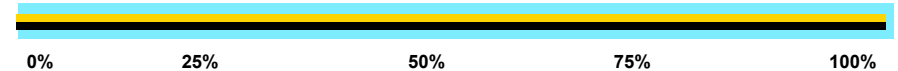


**Comments:** This project has been shelved due to an inability to adequately determine Council's requirements for back scanning.

8.1.3.5 Printer Lease Renewal

1.1. Undertake evaluation of leased printer program	<b>Due Date</b>
2.2. Call expressions of interest for printer lease program	31/07/2014
	30/09/2014

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>	
Manager Information Services	01/07/2014	30/09/2014	Completed	100	100	



**Comments:** Printer lease has been renewed with contractor for a period of 12 months whilst other higher priority tasks are completed. The contract will be reviewed in 2016 and market tested at that time.

Project or Program

8.1.3.5 Property and Land Record Management

- 1.1. Ensure name and address records and land and property records are updated in accordance with required timeframes
- 2.2. Provision of ongoing advice, training and support to internal customers

Due Date  
30/06/2015

30/06/2015

Responsible Officer  
Chief Finance Officer

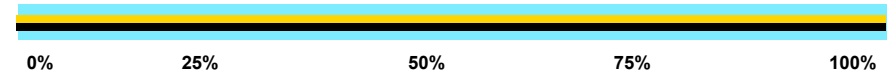
Start Date  
01/07/2014

End Date  
30/06/2015

Status  
Completed

% Complete  
100

Jun 2015 Target %  
100



Comments:

Ongoing services are progressing in accordance with required timeframes.

8.1.3.6 Digitisation Policy

- 1.1. Develop draft Digitisation Policy
- 2.2. Draft Digitisation Policy considered by Chief Executive Officer

Due Date  
31/03/2015

31/05/2015

Responsible Officer  
Manager Information Services

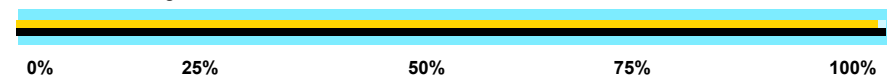
Start Date  
01/07/2014

End Date  
31/05/2015

Status  
In Progress

% Complete  
99

Jun 2015 Target %  
100



Comments:

Digitisation Policy has been presented to ET. Craig has requested a review by State Archives before final sign-off. State Archives don't provide reviews; approached Glentworth to perform a review. Glentworth conducted a review and minor changes to the policy and associated procedures have been made. Latest amendments still need to be presented to ET for approval.

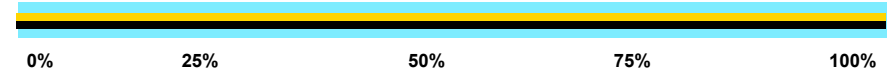
Project or Program

8.1.3.7 Shared Network Drive Cleansing

- 1.1. Develop Network Drive Cleansing project timetable
- 2.2. Define Information Archiving Strategy
- 3.3. Undertake Network Drive Cleansing in line with project timetable

**Due Date**  
 31/07/2014  
 31/08/2014  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>	
Manager Information Services	01/07/2014	30/06/2015	Completed	100	100	



**Comments:**

Some static data has been transferred to NAS drive and more is being targeted by the IT team in consultation with various work departments.

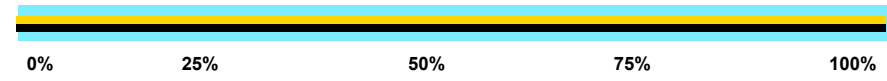
The cleansing has been completed as far as practicable to a point where it can be more completely sanitized prior to moving to cloud storage.

8.1.3.8 Review of Helpdesk System

- 1.1. Development of an ICT Services Catalogue
- 2.2. Implement Vendor Management model to maximise value from external services
- 3.3. Revise service delivery models to support Services Catalogue including mix of in-house vs external services
- 4.4. Review suitability and configuration of Helpdesk system
- 5.5. Development of Helpdesk reporting and KPI's

**Due Date**  
 31/08/2014  
 30/09/2014  
 31/10/2014  
 31/03/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>	
Manager Information Services	01/07/2014	30/06/2015	Completed	100	100	



**Comments:**

The Helpdesk review is complete and modifications of the existing system is now being undertaken as part of the staffing review and will be expected to take several months to implement fully.

Project or Program

8.1.3.9 ICT Service Management Framework

Due Date

1.1. Development of IT Policy Framework covering: ICT Planning, Service Delivery, Service Utilisation, Information Management

30/06/2015

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

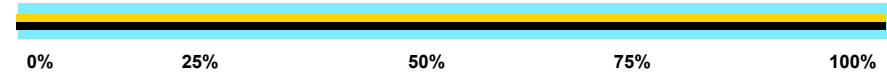
Completed

% Complete

100

Jun 2015 Target %

100



Comments:

The development of an ICT Service Management Framework is complete and has been formally published as part of the staffing review undertaken recently. Details of the service elements will now be worked on throughout Council to create an ICT Services Catalogue.

8.1.3.10 Hardware Management

Due Date

1.1. Management of hardware lease program

30/06/2015

2.2. Management of network hardware infrastructure

30/06/2015

3.3. Management and support of mobile phones

30/06/2015

4.4. Annual hardware disposal program

30/06/2015

5.5. Annual stocktake on IT asset register

30/06/2015

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Jun 2015 Target %

n/a

Comments:

Key actions and ongoing programs are being progressed in accordance with required time frames.

8.1.3.11 Software Management

Due Date

1.1. Management of software licences and support agreements

30/06/2015

2.2. Maintenance and support of business systems

30/06/2015

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Jun 2015 Target %

n/a

Comments:

Key actions and ongoing programs are being progressed in accordance with required time frames.

Project or Program

8.1.3.12 Geographical Information Systems (GIS)

	Due Date
1.1. Maintain internal mapping system and integration with core property and rating system	30/06/2015
2.2. Assist external customers with property mapping enquiries	30/06/2015
3.3. Maintain and update mapping component of online property enquiry system	30/06/2015
4.4. Update mobile devices for Council's weed spraying program	30/06/2015
5.5. Maintain street and rural road numbering in conjunction with relevant Departments	30/06/2015
6.6. Assist with mapping requirements for new Planning Scheme	30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Manager Information Services	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Open source GIS software is being well received in various sections of Council to avoid the costly product licensing. Mapping services have been progressing as expected.

8.1.3.13 Helpdesk System of Information Technology

	Due Date
1.1. Delivery of helpdesk services	30/06/2015
2.2. Povision of ongoing training and support on information technology to internal customers	30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Manager Information Services	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Helpdesk services have been provided in accordance with required timeframes.



Project or Program

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

8.1.4.1 Risk Management

- 1.1. Administer Risk Management documents
- 2.2. Maintenance and review of organisational risk registers
- 3.3. Provide advice and support on risk management to Council service areas
- 4.4. Administer internal audit function
- 5.5. Audit and Risk Committee

**Due Date**  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015  
 30/06/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
<i>Coordinator Governance &amp; Corporate Policy</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

**Comments:**

An Internal Audit review on Information Technology and Systems was completed in the fourth quarter.

The Audit and Risk Committee was held on 17 June 2015 and a three year internal audit plan was finalised and adopted.

The Risk Reference Group has held its quarterly meeting and actions from that meeting are currently being undertaken.

Risk register reviews have been undertaken through the Risk Reference Group forum and remain current.

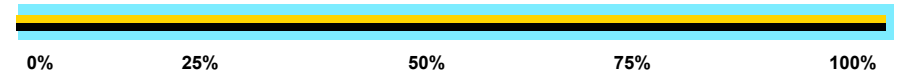
Risk has been updated in agenda item reports to include a risk assessment table with CEO approval.

8.1.4.1 Insurance Tender

- 1.1. Undertake tendering of Council's public liability and property insurance services
- 2.2. Evaluate tender submissions and recommend a preferred tenderer ensuring best value for money and appropriate insurance coverage obtained

**Due Date**  
 31/03/2015  
 31/05/2015

<b>Responsible Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Status</b>	<b>% Complete</b>	<b>Jun 2015 Target %</b>
<i>Chief Finance Officer</i>	01/07/2014	31/05/2015	Completed	100	100



**Comments:**

Insurance Tender was finalised on 9 June 2015.

Project or Program

8.1.4.1 Business Continuity for Information Technology

Due Date  
30/06/2015

1.1. Annual test of Information Technology disaster recovery procedures

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Manager Information Services	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Revised DR plans and methodologies will be implemented along with a cloud-hosted server infrastructure that will include a High Availability (HA) concept.

8.1.4.2 Insurance Risk Management

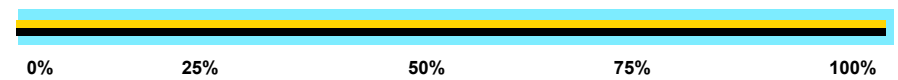
Due Date  
30/06/2015  
30/06/2015  
30/06/2015

1.1. Ensure Council is adequately insured

2.2. Management of insurance claims

3.3. Provision of ongoing advice, training and support to internal customers in relation to insurance and liability matters

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Chief Finance Officer	01/07/2014	30/06/2015	Completed	100	100



Comments:

Insurance claim management, support and training are being provided in accordance with required timeframes.

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

8.1.5.1 Internal Communication

Due Date  
30/06/2015












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

Responsible Officer	Start Date	End Date	Status	% Complete	Jun 2015 Target %
Communications and Engagement Coordinator	01/07/2014	30/06/2015	Ongoing	n/a	n/a













Comments:

Daily email bulletins distributed during June and internal staff newsletter distributed.



**8. Organisational Sustainability**

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Asset Management - Portable and attractive assets stocktake completed by 30 June 2015	1. Portable and attractive assets stocktake completed by 30 June 2015	%	100.00	0.00	 RED
Employee Management, Performance Training and Development - Corporate compliance with employee relations legislation	1. Corporate compliance with employee relations legislation.	%	100.00	100.00	 GREEN
Employee Management, Performance Training and Development - Deliver all activities nominated by the Training and Development Program within scheduled timeframes	2. Deliver all activities nominated by the Training and Development Program within scheduled timeframes.	%	100.00	100.00	 GREEN
Employee Management, Performance Training and Development - Induction of all new staff conducted within one month of commencement	3. Induction of all new staff conducted within one month of commencement.	%	100.00	100.00	 GREEN
Employee Management, Performance Training and Development - Personal Performance and Development program activities undertaken for all staff within scheduled timeframes	4. Personal Performance and Development program activities undertaken for all staff within scheduled timeframes.	%	90.00	100.00	 GREEN
Fabrication		%	90.00	95.00	 GREEN
Financial Performance - Annual rates outstanding less than 6% at 30 June 2015	1. Annual rates outstanding less than 6% at 30 June 2015	%	6.00	4.33	 GREEN
Financial Performance - 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 - 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 Performance - Levy rates six monthly by 31 July 2014 and 31 January 2015	2. Levy rates six monthly by 31 July 2014 and 31 January 2015	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - Annual budget adopted by 30 June 2015	1. Annual budget adopted by 30 June 2015	%	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>
Financial Planning, Measurement and Reporting - Fringe Benefits Tax return submitted by 21 May 2015	2. Fringe Benefits Tax return submitted by 21 May 2015	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - Insurance for the following financial year finalised by 30 June 2015	4. Insurance for the following financial year finalised by 30 June 2015	%	100.00	100.00	 GREEN
Financial Planning, Measurement and Reporting - 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
Fleet - Fleet availability	1. Fleet availability	%	90.00	90.00	 GREEN
Fleet - Fleet Capital Purchases completed	2. Fleet Capital Purchases completed	%	90.00	100.00	 GREEN
Information Management - Helpdesk requests resolved the same day	2. Helpdesk requests resolved the same day	%	90.00	95.00	 GREEN
Information Management - Helpdesk requests resolved within 30 days	3. Helpdesk requests resolved within 30 days	%	80.00	91.00	 GREEN
Information Management - Incoming correspondence registered and tasked the same day	1. Incoming correspondence registered and tasked the same day	%	90.00	95.00	 GREEN
Payables Management - 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
Payables Management - Staff and Councillors paid fortnightly	1. Staff and Councillors paid fortnightly in accordance with established pay periods	%	100.00	100.00	 GREEN
Procurement Management - Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months	1. Inventory turnover ratio to be greater than 2 times for Supply section for preceding 12 months  Calculated by 2013-14 stock issues divided by average inventory balance 30 June 2014/30 June 2013	%	100.00	100.00	 GREEN
Workplace Health and Safety - Deliver all training and awareness activities nominated by SafePlan2	1. Deliver all training and awareness activities nominated by SafePlan2	%	95.00	100.00	 GREEN


**8. Organisational Sustainability**

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Workplace Health and Safety - Ensure all Incident Reports are lodged within required timeframes	2. Ensure all Incident Reports are lodged within required timeframes.	%	100.00	100.00	 GREEN
Workplace Health and Safety - Ensure all recommendations arising from incident reporting process are implemented within the applicable timeframes	3. Ensure all recommendations arising from incident reporting process are implemented within the applicable timeframes.	%	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 - Requests for Action for animal attack responded to within 8 hours	1. Requests for Action for animal attack responded to within 8 hours	%	100.00	100.00	 GREEN
Animal Management - Requests for Action for roadside (wandering) stock responded to within 4 hours	2. Requests for Action for roadside (wandering) stock responded to within 4 hours	%	100.00	100.00	 GREEN
Public Health - Achieve minimum target vaccination rates in accordance with Queensland Health Service Level Agreement	1. Achieve minimum target vaccination rates in accordance with Queensland Health Service Level Agreement Results unknown until the end of the school calendar year.	%	0.00	0.00	 GREEN
Public Health - Assessment of Licenced Food Premises in line with the Food Safety Management Risk System	3. Assessment of Licenced Food Premises in line with the Food Safety Management Risk System	%	95.00	100.00	 GREEN
Public Health - Requests for Action for high risk matters are responded to within 48 hours	2. Requests for Action for high risk matters are responded to within 48 hours	%	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>
Alliance and Contract Works - Annual operating surplus	1. Annual operating surplus	%	20.00	26.80	 GREEN
Bridge Program - Load limits for timber bridges above acceptable load limit total	1. Load limits for timber bridges above acceptable load limit total	%	75.00	57.80	 RED
Camping Grounds - 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	%	100.00	100.00	 GREEN
Cemeteries - Process all applications for burials within 2 business days	2. Process all applications for burials within 2 business days	%	100.00	100.00	 GREEN
Cemeteries - 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	%	100.00	100.00	 GREEN
Footpaths - 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 - Fire extinguisher testing completed every 6 months	3. Fire extinguisher testing completed every 6 months	%	100.00	100.00	 GREEN
Manage Council Buildings and Depots - RCD testing completed 6 monthly	1. RCD testing completed 6 monthly	%	100.00	100.00	 GREEN
Manage Council Buildings and Depots - Test and tagging completed quarterly	2. Test and tagging completed quarterly	%	100.00	100.00	 GREEN
Property Management - Leases /agreements maintained within currency period	1. Leases /agreements maintained within currency period	%	95.00	95.00	 GREEN
Road and Street Program - Number of road surface and reliability complaints per one million trip kilometres, 5 valid complaints or less	1. Number of road surface and reliability complaints per one million trip kilometres  Target: 5 valid complaints or less	#	5.00	4.00	 GREEN
Waste Collection - Missed collection serviced within next business day	2. Missed collection serviced within next business day	%	100.00	100.00	 GREEN
Waste Collection - New Service: New bins delivered within 7 days	3. New Service: New bins delivered within 7 days	%	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 - New Service: New collection commenced within 15 business days	4. New Service: New collection commenced within 15 business days	%	100.00	100.00	 GREEN
Waste Collection - Replacement bins delivered within 3 business days	1. Replacement bins delivered within 3 business days	%	100.00	100.00	 GREEN

**5. Vibrant Towns and Villages**











<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Community Facility Maintenance - Libraries available for use during nominated opening hours	3. Libraries available for use during nominated opening hours	%	100.00	100.00	 GREEN
Community Facility Maintenance - Swimming Pool water tested monthly during pool season	2. Swimming Pool water tested monthly during pool season	%	100.00	100.00	 GREEN
Community Facility Maintenance - Swimming Pools available for use during nominated opening hours	1. Swimming Pools available for use during nominated opening hours	%	100.00	100.00	 GREEN
Nurseries and Gardens - Plant stock available satisfy requests in accordance with Free Tree Program	2. Plant stock available satisfy requests in accordance with Free Tree Program	%	100.00	100.00	 GREEN
Nurseries and Gardens - Request for Action responded to within 5 business days	1. Request for Action responded to within 5 business days	%	100.00	100.00	 GREEN
Park Buildings and Furniture - Playground equipment inspected annually	2. Playground equipment inspected annually	%	100.00	100.00	 GREEN
Park Buildings and Furniture - Request for Action responded to within 5 business days	1. Request for Action responded to within 5 business days	%	100.00	100.00	 GREEN
Parks - Parks slashing schedule delivered in the month specified or in the month immediately after (excluding areas to be slashed monthly)	3. Parks slashing schedule delivered in the month specified or in the month immediately after (excluding areas to be slashed monthly)	%	90.00	90.00	 GREEN
Parks - 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	%	100.00	100.00	 GREEN
Parks - Requests for action responded to within 5 business days	1. Requests for Action responded to within 5 business days	%	100.00	100.00	 GREEN
Public Amenity Facilities - 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	%	100.00	100.00	 GREEN




#### 4. Relaxed Living and Rural Lifestyle

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Building and Plumbing - Building applications approved within statutory timeframes	1. Building applications approved within statutory timeframes	%	100.00	100.00	 GREEN
Building and Plumbing - Plumbing applications approved within statutory timeframes	2. Plumbing application approved within statutory timeframes	%	100.00	96.00	 YELLOW
Building and Plumbing - 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	93.00	 RED
Development Compliance - 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 - Deliver nominated activities in accordance with program schedule	1. Deliver nominated activities in accordance with program schedule	%	90.00	100.00	 GREEN
Land Use Planning - 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 - All Council sporting facilities available for scheduled fixtures	1. All Council sporting facilities available for scheduled fixtures	%	90.00	100.00	 GREEN






**3. Open and Responsive Government**

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Complaints Management - Customer acknowledgement of complaints within 10 business days	1. Customer acknowledgement of complaints within 10 business days	%	100.00	100.00	 GREEN
Complaints Management - Provide a written outcome response to the complainant within 10 business days of complaint finalisation	2. Provide a written outcome response to the complainant within 10 business days of complaint finalisation	%	100.00	100.00	 GREEN
Customer Service Standards - Requests for Action	1. Provide a response within the relevant service standard for the service you requested	%	90.00	83.00	 RED
Customer Service Standards - Telephone Based Services	1. Agreed services delivered and general information requests responded to at first contact resolution	%	80.00	80.00	 GREEN
Customer Service Standards - Written Correspondence	1. When you write or email Council, we aim to: -- Respond to you within 10 working days -- If we cannot complete your request within that time an expected completion date will be supplied with an acknowledgement of your correspondence within 10 working days This acknowledgement can be in written form, by telephone, facsimile or email	%	90.00	94.69	 GREEN
Delegations and Authorisations - Chief Executive Officer delegations processed within 10 business days	1. Chief Executive Officer delegation requests processed within 10 business days	%	100.00	100.00	 GREEN
Delegations and Authorisations - Updates to delegation register recorded within 5 business days	2. Updates to delegation register recorded within 5 business days	%	100.00	100.00	 GREEN
Information Access and Privacy - 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
Information Access and Privacy - 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
Policy Development and Review - Council policies reviewed within nominated review schedule	1. Council policies reviewed within nominated review schedule	%	100.00	100.00	 GREEN










**3. Open and Responsive Government**

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Statutory Financial Reporting - 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

**2. Sustainable and Prosperous Economy**

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Development Assessment - Development application assessed within statutory timeframes	Development application assessed within statutory timeframes	%	100.00	100.00	 GREEN
Development Assessment - Measurement of timeframes	1. Measurement of timeframes for assessment of Development Applications including negotiated decision notices, change to conditions and change to approvals against Council of Mayors targets: a) Total time from lodgement to Decision b) Average time to issue Acknowledgement Notice (if one required) c) Average time taken to complete information request (if requested) d) Time to contact applicant after lodgement e) Time for Application to be allocated to an Officer	%	100.00	100.00	 GREEN
Operational Works - Operational Works development application processing timeframes against Council of Mayors targets	1. Operational Works development application processing timeframes against Council of Mayors targets	%	100.00	100.00	 GREEN
Planning Certificates - Planning certificates issued within statutory timeframes	1. Planning certificates issued within statutory timeframes	%	100.00	100.00	 GREEN
Survey Plans - 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

**1. Spectacular Scenery & Healthy Environment**

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Climate Change - 0% increase in Scope 1 or 2 greenhouse gas emissions	1. Kg CO2eq /per annum  Target: No net increase in Scope 1 or 2 greenhouse gas emissions  Target: 0% increase	%	0.00	0.00	 GREEN
Nature Conservation - Site visits undertaken for all Land for Wildlife participating properties	1. Site visits undertaken for all Land for Wildlife participating properties	%	50.00	50.00	 GREEN
Nature Conservation - Site visits undertaken for all Voluntary Conservation Agreement participating properties	2. Site visits undertaken for all Voluntary Conservation Agreement participating properties	%	100.00	100.00	 GREEN
Private and Public Land Pest Management - Nominated roadside (local road) weed control activities undertaken in accordance with Pest Management Program	2. Nominated roadside (local road) weed control activities undertaken in accordance with Pest Management Program	%	95.00	95.00	 GREEN
Private and Public Land Pest Management - Programed property inspections undertaken in accordance with Pest Management Plan	1. Programed property inspections undertaken in accordance with Pest Management Plan	%	95.00	95.00	 GREEN
Regulatory services under Environmental Protection Act 1994 - Requests for Action for all other matters responded to within applicable service standards	2. Requests for Action for all other matters responded to within applicable service standards	%	95.00	93.00	 YELLOW
Regulatory services under Environmental Protection Act 1994 - Requests for Action for high risk matters responded to within 48 hours	1. Requests for Action for high risk matters responded to within 48 hours	%	100.00	100.00	 GREEN
Reserve Management - Undertake bushfire mitigation works in accordance with Management Plan	1. Undertake bushfire mitigation works in accordance with Management Plan	%	95.00	100.00	 GREEN
State Road Weed Control - Nominated weed control activities on State roads undertaken in accordance with treatment schedule	Nominated weed control activities on State roads undertaken in accordance with treatment schedule	%	95.00	100.00	 GREEN