

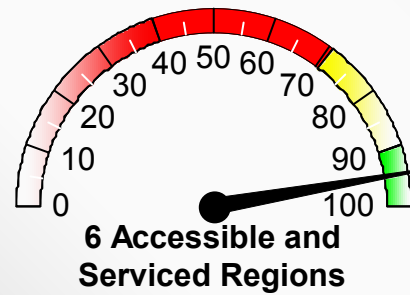
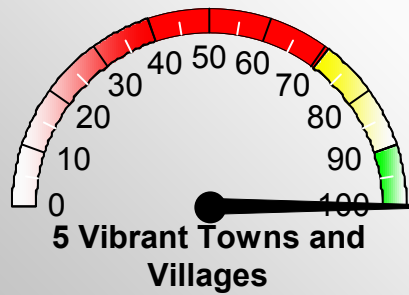
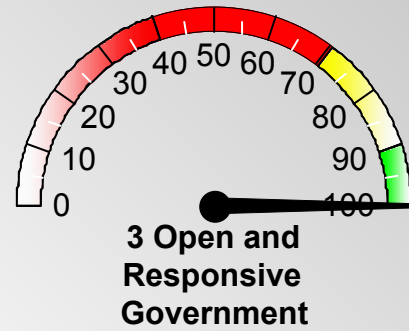
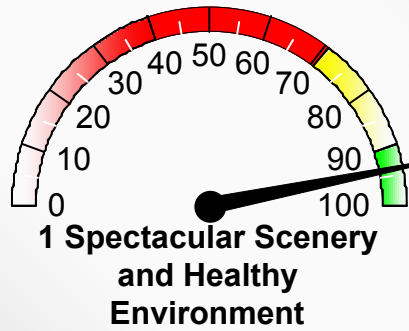


Scenic Rim Regional Council




Corporate Performance Report

January to March 2015

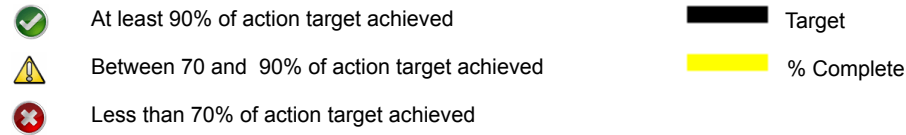
Action Progress Against Goals



Corporate Plan Performance Report - January to March 2015

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	7	0	0	11	2
4 Relaxed Living and Rural Lifestyle	16	4	1	1	9	1
5 Vibrant Towns and Villages	9	3	0	0	6	0
6 Accessible and Serviced Regions	21	13	0	1	6	1
7 Healthy, Engaged and Resourceful Communities	8	4	0	0	4	0
8 Organisational Sustainability	42	18	3	3	16	2
TOTAL	136	55	7	5	63	6

Project or Program Summary



Project or Program

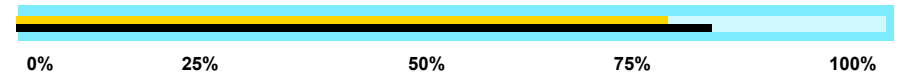
1.1.1 SHE1 Ensure environmental considerations and sustainability principles are integrated into key decision making processes, policies and procedures including future land use planning, and infrastructure and organisational service delivery.

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 <i>Manager Health Building and Environment</i>	Start Date 01/07/2014	End Date 30/06/2015	Status In Progress	% Complete 75	Mar 2015 Target % 80	
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Comments:
Draft flying fox strategy has been endorsed by the CEO and is being finalised for release to Councillors and Public.

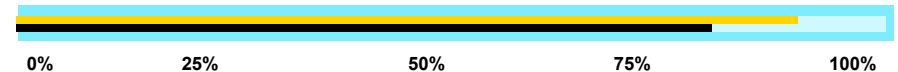
Management system will be implemented when strategy is adopted.

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 <i>Manager Property and Operations</i>	Start Date 01/07/2014	End Date 30/06/2015	Status In Progress	% Complete 90	Mar 2015 Target % 80	
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Comments:
Draft waste strategy completed and is currently under review.

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:

Kerbside recycling plus other recycling matters delivered as per defined service levels.
The education program has commenced and is ongoing for the next 12 months.
The annual monitoring program for Council's active landfill and the closed landfills has commenced.
The seven waste transfer stations are operating as per defined service levels.

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:

Project is within timelines and budget and due for completion by the end of April.

During Q3 the Weed team has been focusing on the inspection and treatment of all Council and State controlled roads with about 65% of all Council roads treated once and 90% of all Main Roads treated twice.

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:

During Q3, six new properties visited, plus eight 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.

Inspection have been carried out on approximately 40% of properties and arrangements have been made with 80% of properties for inspections before end of fiscal year.

One visit during Q3.

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 is being provided with 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

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:

Celtis treatment along Cunningham Hwy occurred .

Significant weed treatment of riparian weeds continue to occur in the upper Warril and Bremer catchment in partnership with SEQ Catchments.

Celtis and cats claw management in partnership with the River Improvement Trust occurred along upper Bremer river.

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

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:

During Q3 only complaint based work has occurred as full capacity has been focused on weed control of road sides.

Wet and stormy weather reduced the amount of on ground works that occurred in Q3 but 2015 project plan is still due to be completed by the end of the 2015 fiscal year.

Routine maintenance occurred during Q3.

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:

During Q3, the Environment Section in collaboration with council's Library delivered workshop program as part of their school holiday program, 2 events were delivered.

In partnership with Healthy waterways, the Bremer Catchment Association and SEQ Catchment delivered two "Connect to your Creek Week" workshops.

2014-15 Environmental Grants have been awarded and processing of payments has occurred.

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 efficiency audit being undertaken by Viloa is almost complete. This will provide direction to what energy upgrades should occur. But initial suggestion by the Viloa indicates that upgrades to capacitors will be required and quotes for there upgrades have been obtained by Asset ad Facilities in anticipation of the finding of the audit.

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:

Q3 property inspections and re inspections were conducted to ensure control measures have been taken for Declared Pest on private lands. Species targeted, though not limited to were groundsel bush, annual ragweed and giant ratstail grass. A contained outbreak of Pathenium Weed was identified and treated, with ongoing monitoring to occur.

For Q3, four landholders participated in baiting programs. Regional baiting program confirmed and participants notified for April 2015 program.

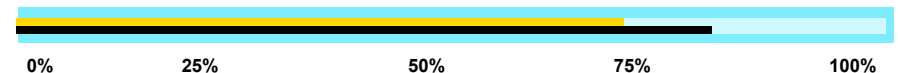
1.1.2 SHE2 Conserve, protect and enhance the region’s unique biodiversity, scenic vistas, natural resources and ecological processes. This will include taking steps to minimise the impact of pest species, improving degraded land and waterways, and protecting and enhancing environmental corridors.

1.1.2.1 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	Mar 2015 Target %
Manager Health Building and Environment	01/07/2014	30/06/2015	In Progress	70	80



Comments:

Change of State Government has significantly changed the implementation of this Act and the ability to draft a Plan in 2015. New regulations will be introduced in late 2015, this content though unknown at this stage will need to be considered prior to preparing the Biosecurity Plan. Changes to classes of declared pests and compliance issues will be a significant factor to any plan throughout Queensland.

Report will be submitted to the CEO in May 2015 outlining the uncertainty in legislative changes to the Biosecurity Act.

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

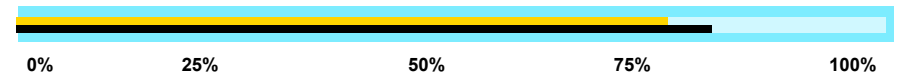
In Progress

% Complete

75

Mar 2015 Target %

80



Comments:

Council was successful in a grant application for eight Green Army crews. These crews will undertake plantings on council parklands and reserves.

Rural Trees round completed.

Officer have been developing a relationship Greening Australia for them to sponsor the Million tree program

Application made to the Commonwealth's 20 Million Trees program.

Preparation of a "pitch" to Commonwealth to partly fund the program.

update planned for end of Q4

Project report planned for end of Q4

Project or Program

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

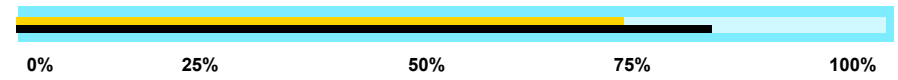
In Progress

% Complete

70

Mar 2015 Target %

80



Comments:

Change of State Government has significantly changed the implementation of the Biosecurity Act and how we may deal with declared Pest including Wild Dogs. New regulations will be introduced in late 2015, this content though unknown at this stage will need to be considered prior to preparing the Biosecurity Plan. Changes to classes of declared pests and compliance issues will be a significant factor to any plan throughout Queensland.

Report will be submitted to ET in May 2015 outlining the uncertainty in legislative changes to the Biosecurity Act. These changes will impact on declared pest animal plans.

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

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

Due Date

31/12/2014

30/06/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/06/2015

Status

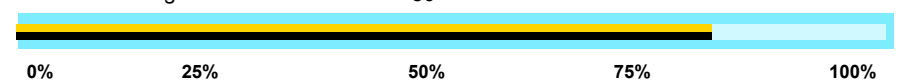
In Progress

% Complete

80

Mar 2015 Target %

80



Comments:

Fuel Reduction Strategy reviewed.
Action Plan delivered accordingly.

Project or Program

2.1.1 SPE1 Encourage local investment and sustainable business practices and provide appropriate tools, opportunities, incentives and support to our business sector to build capacity, expertise, broaden the region's economic base and enhance innovation.

2.1.1.1 Investment Ready Projects

Due Date

- 1.1. Consult with Council and Trade and Investment Queensland on identifying investment projects in the Scenic Rim
- 2.2. Make an application to have those projects classified as "investment ready" by Trade and Investment Queensland

31/12/2014

30/06/2015

Responsible Officer

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

70

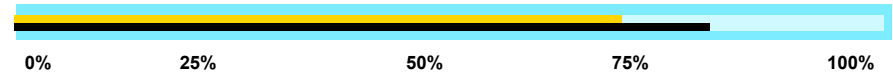
Mar 2015 Target %

80



Comments:

Awaiting feedback from Trade & Investment Queensland. Bromelton intermodal hub, Beaudesert by-pass and Beaudesert town centre redevelopment included on COMSEQ prospectus for the G20 summit. Joint approach to T&IQ by Mirvac and SRRC has restarted the conversation. The content, layout and design for all three proposals is finished.



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

30/06/2015

30/06/2015

Responsible Officer

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

80

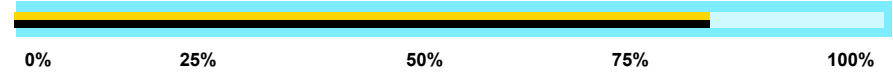
Mar 2015 Target %

80



Comments:

Work progresses on redevelopment of the Visit Scenic Rim website. Preparation of 2015/2016 marketing plan underway. Discussions on the Greater Brisbane 2015/2016 cooperative campaign continue



Project or Program

2.1.1.3 Economic Development

Due Date

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

30/06/2015

Local Week

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:

Four Scenic Rim Welcomes the World stakeholder workshops held to confirm the content for this pilot project being funded by Tourism and Events Queensland and delivered by Brisbane Marketing.

Eat Local Week and Winter Harvest Festival Planning continues.

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

2.1.2.1 Visitor Information Centres

Due Date

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

30/06/2015

2.Coordinate the operation of accredited Visitor Information Centres at Beaudesert Boonah Canungra Rathdowney and Tamborine Mountain

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:

VICs continue to operate normally.

Project or Program

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

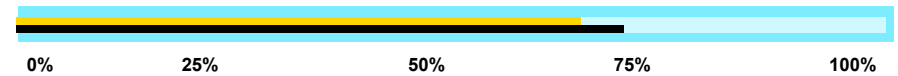
Responsible Officer
Manager Works

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

Status
In Progress

% Complete
65

Mar 2015 Target %
70



Comments:

Routine Maintenance Performance Contract (RMPC) is in line with budget expectation and forecast.
More works than expected performed for other Councils to date and currently ahead of budget forecast.
Only small amount of private works have been undertaken to date. Currently behind the budget forecast.
The Department of Transport and Main Roads have deferred other works until later in the year.

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

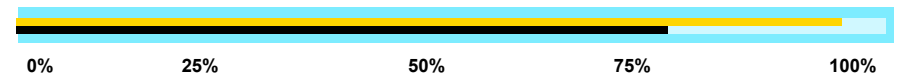
Responsible Officer
Coordinator Governance & Corporate Policy

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

Status
In Progress

% Complete
95

Mar 2015 Target %
75



Comments:

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

Project or Program

3.1.1.2 Community Connectivity

Due Date

1.1. Provide community engagement advisory function and ensure activities are consistent with Community Engagement Policy

30/06/2015

2.2. Utilise social media and other communication channels to connect with Scenic Rim community

30/06/2015

3.3. Provide a communication channel to the community in disaster situations for the Local Disaster Management Group through the Emergency Operations Centre

30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Mar 2015 Target %

Communications and Engagement Coordinator

01/07/2014

30/06/2015

Ongoing

n/a

n/a

Comments:

Engaged with community through social media and website to promote Council activities.

Website activity:

19,431 visits and 12,276 unique browsers

(February 22,559 visits and 14,375 unique browsers)

Summary of activity attached

Social media

Note: Facebook has changed its analytics methodology and has also deleted the accounts of its inactive users which has affected the statistics below in terms of reach, and has reduced the number of page likes across Council's various pages.

Organisational Facebook page at 1987 likes, as at 31 March (February likes 1998)

March total audience reach was 10,854 (February reach 33,245)

Twitter feed has 381 followers (up from 373 in January)

Disaster management Facebook page has 5808 likes (Down from 5905 likes in February)

Blumbergville Clock Facebook page has 214 likes (up from 214 in January)

Facebook Favourites

24/03/2015 News and announcements from today's scenic rim council available on website (930 reach) 03/03/2015 Council's Environmental Grants Program open for applications (945 reach)

02/03/2015 Edward O'Neill Bridge on Kilmoylar Road opened to traffic (999 reach)

Enewsletter

Number of direct email subscribers to News@ScenicRim enewsletter is 269. Online click throughs 38.

Project or Program

3.1.1.2 Information Access and Privacy

Due Date

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

30/06/2015

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

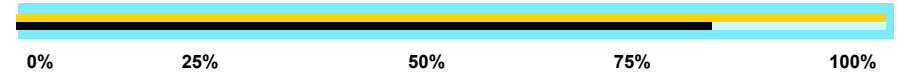
Completed

% Complete

100

Mar 2015 Target %

80



Comments:

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

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

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

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 timeframes.

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

Target %

n/a

Comments:

9 media enquiries actioned within agreed timeframes
18 media releases issued.

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:

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 timeframes, however service standards are presently below KPI targets and this program remains a priority as a result.

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

Communications and Engagement Coordinator

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Website updated in accordance with requests from internal departments.

Briefed Council on outcomes of national benchmarking survey of local government websites.

Graphic design and multimedia support delivered within agreed timeframes.

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

Communications and Engagement Coordinator

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 2015 Target %

n/a

Comments:

Inter-governmental correspondence and tasks actioned.

Facilitated media opportunity with SEQ Mayors regarding Mayoral delegation to Canberra.

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
- 2.2. Acquisitions and resumptions of land and easements managed, as required
- 3.3. Council's Agistment program managed
- 4.4. Signing and sealing of survey plans administered, as required
- 5.5. Purchasing and sale of Council land
- 6.6. Council's Legal Document Register managed

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

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

Comments:

- 1. Leases being managed in accordance with adopted Council policies.
- 2. Acquisitions and resumptions of land being managed as necessary.
- 3. 2014 Agistment program finalised September 2014.
- 4. 100% of signing and sealing of survey plans administered within statutory timeframes.
- 5.1 One sale at Teviot Rise Estate, Boonah, 10 lots continue to be listed for sale;
- 6. Legal Document Register is up to date.

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
- 2.2. Coordinate external audit and delivery of requirements in accordance with the external audit timetable
- 3.3. Information required for Community Financial Report provided in accordance with required timeframes for inclusion in the Annual Report

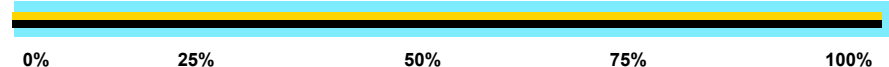
Due Date
 30/06/2015
 30/06/2015
 30/06/2015

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



Comments:

The financial statements have been completed and an unqualified audit report was received. This will be 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

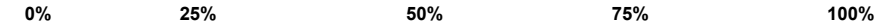
Mar 2015 Target %

80



Comments:

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



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

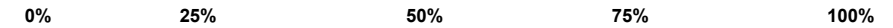
Mar 2015 Target %

80



Comments:

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



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

In Progress

% Complete

50

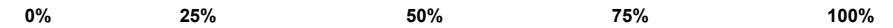
Mar 2015 Target %

40



Comments:

The Caretaker Period Protocol is currently under review and is expected to be completed by the due date.



Project or Program

3.1.3.5 Corporate Compliance Training and Development

Due Date
30/09/2014

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

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/09/2014

Status

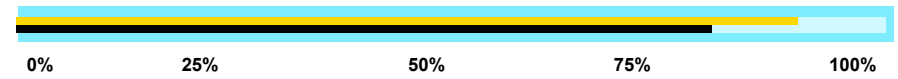
In Progress

% Complete

90

Mar 2015 Target %

80



Comments:

Mapping of training needs has been undertaken and drafting is substantially complete.

3.1.3.6 Policy Development and Review

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

1.1. Maintain register

2.2. Provide coordinated policy development and support services

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 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
30/06/2015
30/06/2015

1.1. Maintain compliant delegations processes and registers

2.2. Maintain compliant local government authorised persons and worker systems

Responsible Officer

Coordinator Governance & Corporate Policy

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 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

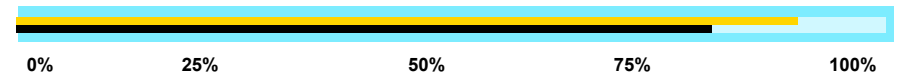
In Progress

% Complete

90

Mar 2015 Target %

80



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

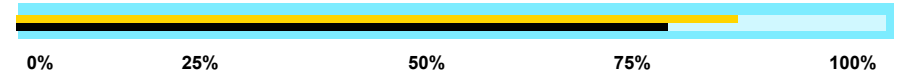
In Progress

% Complete

83

Mar 2015 Target %

75



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

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 2015 Target %

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.

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

Responsible Officer

Manager Planning

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 2015 Target %

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.

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)

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

- 1.1. Implement Arts and Culture Plan objectives including the development work for the War Stories theme for 2015
- 2.2. Operate Beaudesert and Boonah Cultural Centres
- 3.3. Heritage and Public Art program

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

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

Comments:

Attendances for the financial year to date for the cultural centres combined are 23,797. The number of events held in this financial year to date is 667. Both these statistics are higher than at the same time last financial year.

The War Stories and Our Town Program continues to be well received and key recent events include the Caring for Our Community Practitioners Forum and the commencement of craft and dance workshops. We were advised that applications for funding to both Arts Queensland and the Federal Department of Veterans Affairs were successful.

Project or Program

4.1.1.2 Community Development

1.1. Implement Social Plan including continuation of Scenic Rim Community Transport Initiative, community events and activities and Annual Review	Due Date 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	Start Date	End Date	Status	% Complete	Target %
Manager Community and Culture	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Council's highly successful Savvy Wise & Well events for Seniors were held in Boonah, Beaudesert and Tamborine Mountain on 19, 26 and 31 March respectively.

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

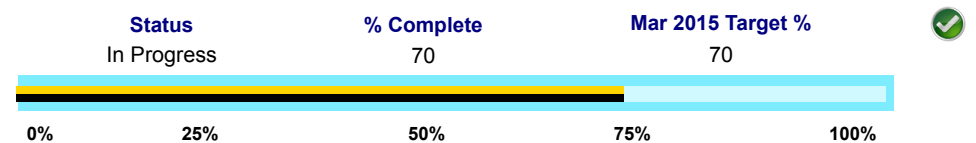
More than 80 guests attended International Women's Day Breakfast at the Centre on 6 March.

Council supporting RSL Sub Branches with preparations for ANZAC Day services on 25 April.

4.1.1.3 Social Plan and Sport and Recreation Plan Review

1.1. Review completed	Due Date 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	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Manager Community and Culture	01/07/2014	30/06/2015	In Progress	70	70



Comments:

On track to present Draft Plan to Councillors and Executive in May.
 Consultation workshops with internal and external stakeholders held in February and March.
 Preliminary Draft Plan will be reviewed by Project Team in April.

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

Mar 2015 Target %

n/a

Comments:

Camp grounds have been maintained and operated in line with agreed service levels.

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

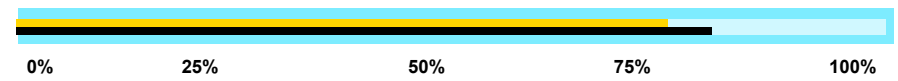
In Progress

% Complete

75

Mar 2015 Target %

80



Comments:

Report delivered to Cr and Executive workshop September 9. Outcome from the workshop is to review the proposed changes to the plumbing legislation and align with regulatory outcomes.

The Plumbing legislation review is currently on hold subject to change in Queensland Government. It is understood the review will continue in the near future after the new minister has been briefed.

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

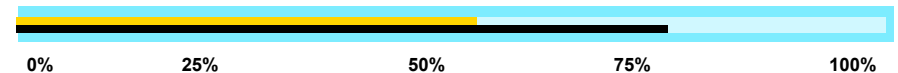
In Progress

% Complete

53

Mar 2015 Target %

75



Comments:

Proposed amendments to the 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.

A further conversion of the existing planning scheme zones into the zones proposed to be utilised under Council's new QPP Planning Scheme was undertaken. A desktop review of the proposed zoning of the Boonah statistical area having regard to constraint mapping was undertaken. Site inspections of the towns and villages of the Boonah statistical area to review the draft zone mapping was undertaken.

Drafting principles for the matters to be regulated under either Zone, Use and Development Codes were established. A draft Rural Zone Code was prepared for review by the review team.

A first draft of the Overlay Codes has been prepared for review by the review team.

4.1.3.2 Implement Boonah Planning Scheme Amendment No. 5.

- 1.Public consultation of Boonah Planning Scheme Amendment Package No. 5 (Lake Moogerah Reserve)
- 2.1. Boonah Planning Scheme Amendment No. 5 gazetted

Due Date

- 30/06/2014
- 30/06/2015

Responsible Officer

Manager Planning

Start Date

01/07/2014

End Date

30/06/2015

Status

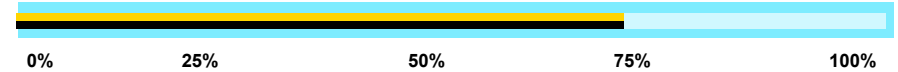
In Progress

% Complete

70

Mar 2015 Target %

70



Comments:

Council endorsed Draft Boonah Planning Scheme Amendment No. 5 (Lake Moogerah Caravan Park) at the June Ordinary meeting and sought the Minister for State Development, Infrastructure and Planning's approval to proceed to the public consultation stage of the plan making process.

Amendment No. 5 (Moogerah Caravan Park) has been placed on hold pending the outcome of other interrelated planning processes required to be undertaken by Council upon which progression of Amendment No. 5 relies.

Project or Program

4.1.4 RRL4 Develop a planning vision and supporting planning instruments for the region which promotes community aspirations and clearly articulates the unique qualities of our natural assets and the identity of our towns, villages and communities.

4.1.4.1 2014 Regional Plan Review

Due Date

1.1. Investigate opportunities presented for the region by the 2014 Regional Plan Review

30/06/2015

2.2. Report considered by Council

30/06/2015

Responsible Officer

Start Date

End Date

Status

% Complete

Mar 2015 Target %



Director Regional Services

01/07/2014

30/06/2015

Deferred

1

40



Comments:

0% 25% 50% 75% 100%

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.

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

Start Date

End Date

Status

% Complete

Mar 2015 Target %



Manager Information Services

01/07/2014

31/08/2014

In Progress

75

75



0% 25% 50% 75% 100%

Comments:

Project is progressing as per the endorsed project plan.

No change from previous month.

Project or Program

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

Mar 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.

Services provided as per Council policies and standards. Counter, email and phone services. Site inspections. Pre-lodgement meetings 1 hour in office or on-site or 15 minute counter time, and written meeting correspondence. Certificates prepared for delegated officer. Reports prepared for delegated officer and Council meetings. General planning advice about Schemes.

4.1.4.1 Operational Works

Due Date

1.1. Development Application Operational Works assessment services meet Integrated Development Assessment System (IDAS) timeframes

30/06/2015

2.2. Pre-lodgement and development advisory services

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:

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:

Eighty development applications for building work were lodged with Council for assessment in Q3. 99% of applications were assessed within the statutory time frames.

A total of one hundred and fifteen private certifier application were lodged with Council bringing the total of building application for Q3 to two hundred and seventy eight, with ninety applications being for Class 1 dwellings and twenty for commercial buildings.

A total of thirty eight requests for compliance action related to building work were received in Q3. All requests were actioned within the required time frames. Twenty three compliance requests were resolved for the quarter. One of the request was received from another department within Council.

One hundred and fifteen plumbing applications were lodged with Council in Q3. 100% of applications were assessed within the statutory time frames.

Eleven request for compliance action related to plumbing were received for Q3. All requests were actioned within the required time frame. Two requests have been resolved.

Council undertook 9 audit inspection for Q3 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.

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

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:

Three High Risk Development assessments were undertaken in March. A total of three High Risk Development assessments were undertaken in Q3.

There were no customer requests related to High Risk Development received in March. In Q3 there was one customer request related to development that would fall into the High Risk Development category.

Environment and Development Compliance team received eighteen Customer Requests, and completed thirteen Customer Requests in March. In Q3 Environment and Development Compliance team received forty three customer requests.

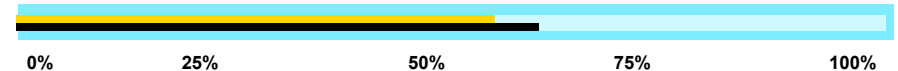
Six of the eighteen customer requests received in March were generated internally. In Q3, twelve of the forty three customer requests received by Environment and Development Compliance team were generated internally.

4.1.4.2 Identify Natural Hazard Areas (flood) in the Scenic Rim

- 1.1. Deliver ongoing flood hazard investigation and mapping of the catchments within the Scenic Rim local government area

Due Date
30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Manager Planning	01/07/2014	30/06/2015	In Progress	55	60



Comments:

Assessment of the fee proposal to undertake flood mapping of the Albert River catchment was undertaken and found to be satisfactory and compliant with procurement processes. The consultant is in the process of being engaged.

Project or Program

4.1.4.3 Planning Customer Service

1.1. Establishment of Customer Service Charter

Due Date

30/06/2015

2.2. Integrate Development Assessment into Council's Customer Satisfaction Survey process

30/06/2015

Responsible Officer

Manager Planning

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 2015 Target %

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.

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

Mar 2015 Target %

n/a

Comments:

No legislation or policy having implications for land use planning or development assessment matters commenced or required the lodgement of submissions in the January to March 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

Due Date

30/10/2014

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

30/06/2015

Responsible Officer

Director Regional Services

Start Date

01/07/2014

End Date

30/06/2015

Status

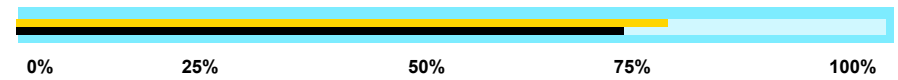
In Progress

% Complete

75

Mar 2015 Target %

70



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.

Project or Program

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 3 Community Grants formally presented to Committee and adopted by Council in March. All grant outcomes formally advised in writing.

Round 2 of the RADF program is underway, using the reviewed guidelines and application process.

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

Manager Property and Operations

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 2015 Target %

n/a

Comments:

Graffiti managed on a needs basis in accordance with identified service standards.

Project or Program

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 %
<i>Manager Property and Operations</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Program has commenced and being delivered as per defined service levels.
 Regular maintenance is occurring.

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

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

Comments:

First Tree Distribution program has commenced for the year.
 Standard maintenance occurring.

Project or Program

5.1.2.4 Public Amenity Facilities

Due Date

1.Public amenity facility maintenance

30/06/2014

2.1. Public amenity facilities maintained and operated

30/06/2015

3.2. Public amenity facility upgraded 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

Target %

n/a

Comments:

Maintenance program delivered as per agreed level of service.

Twelve month scheduled maintenance program: Facilities maintained and operated in accordance with agreed service levels.

Service contracts, reactive and scheduled maintenance programs have been implemented.

5.1.2.5 Park buildings and furniture

Due Date

1.1. Park buildings and furniture maintained and operated as programmed

30/06/2015

2.2. Park buildings upgraded as programmed

30/06/2015

3.3. Playground equipment maintained and operated as programmed

30/06/2015

4.4. Playground equipment 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

Target %

n/a

Comments:

1. Park Buildings and Furniture maintained and operated over a twelve month program.

Reactive, routine and scheduled maintenance undertaken.

2. Park building upgrades in progress.

3. Playground equipment is maintained and operated over a twelve month program.

Playground equipment inspected and managed as required. Reactive, routine and scheduled maintenance has been implemented.

4. Playground equipment upgrades undertaken over a twelve month program.

Project or Program

5.1.5 VTV5 Ensure the provision of parks, open spaces and community infrastructure is consistent with identified local and regional needs.

5.1.5.1 Parks and Amenities Strategy

Due Date

1.1. Park and Amenities Strategy developed and considered by Council

30/06/2015

Responsible Officer

Manager Property and Operations

Start Date

01/07/2014

End Date

30/06/2015

Status

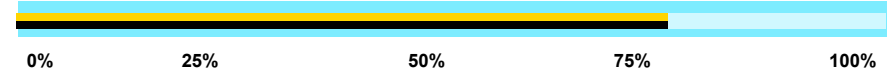
In Progress

% Complete

75

Mar 2015 Target %

75



Comments:

Project commenced, with drafting of strategy underway.

5.1.5.2 Park Management

Due Date

1.1. Park Management procedures developed, implemented and reported to Chief Executive Officer

31/12/2014

2.2. Park refuse management reviewed and actions implemented

30/06/2015

Responsible Officer

Manager Property and Operations

Start Date

01/07/2014

End Date

30/06/2015

Status

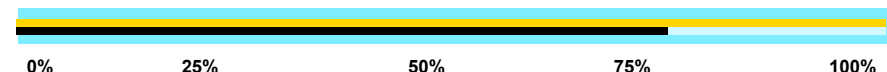
Completed

% Complete

100

Mar 2015 Target %

75



Comments:

Project completed.

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

Due Date

1.Revaluation including condition assessment of all asset classes

30/06/2014

2.1. Sealed road condition assessment to be incorporated into asset valuations for the year ended 30 June 2015

30/06/2015

Responsible Officer

Chief Finance Officer

Start Date

01/07/2014

End Date

30/06/2015

Status

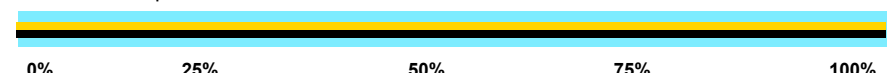
Completed

% Complete

100

Mar 2015 Target %

100



Comments:

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

Project or Program

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

In Progress

% Complete

95

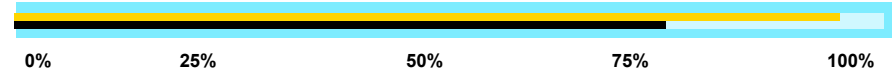
Mar 2015 Target %

75



Comments:

Project has commenced. Land bank is currently being reviewed through the establishment of an internal reference group.



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

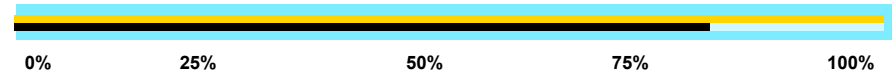
Mar 2015 Target %

80



Comments:

Asset Management Strategy presented to and considered by Council, March 2015.



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

In Progress

% Complete

70

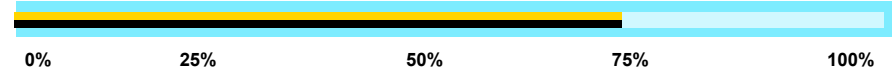
Mar 2015 Target %

70



Comments:

Review of issues identified in the Strategy has been undertaken. These issues have been listed within a draft Implementation Plan and is being reviewed.



Project or Program

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

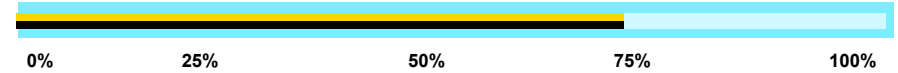
Responsible Officer
Manager Works

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

Status
In Progress

% Complete
70

Mar 2015 Target %
70



Comments:

Review of issues identified in the Strategy has been undertaken. These issues have been listed within a draft Implementation Plan and is being reviewed.

6.1.1.2 Asset Management Maturity

- 1.1. Asset Management Improvement Plan Actions delivered

Due Date
30/06/2015

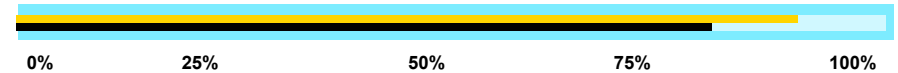
Responsible Officer
Director Infrastructure Services

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

Status
In Progress

% Complete
90

Mar 2015 Target %
80



Comments:

Asset Management Action Plan delivery progressing

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

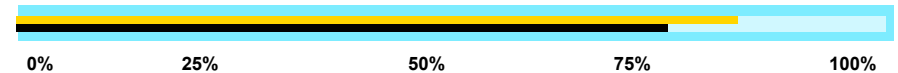
Responsible Officer
Chief Finance Officer

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

Status
In Progress

% Complete
83

Mar 2015 Target %
75



Comments:

Key deliverables are not yet due to commence although ongoing support and advice is provided.

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	Mar 2015 Target %
<i>Manager Property and Operations</i>	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

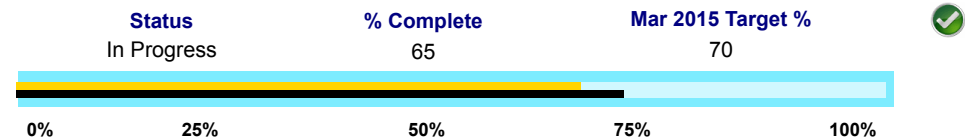
Visitor Information Centres are operated and maintained over the 12 month period.
 No memorial maintenance required to date.
 Black spot TV is operated and maintained over a twelve month period.
 Swimming pools operated and maintained over a twelve month program.
 Street lights operated over a twelve month period. Street lights maintained by Energex.
 Flood warning systems inspected annually. Reactive maintenance completed as required.
 Rental properties maintained over a twelve month period.
 Libraries operated and maintained over a twelve month program.
 Community Facilities operated and maintained over a twelve month program.

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	Mar 2015 Target %
<i>Manager Works</i>	01/07/2014	30/06/2015	In Progress	65	70



Comments:

A Draft Strategy Document is currently receiving peer review.

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

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:

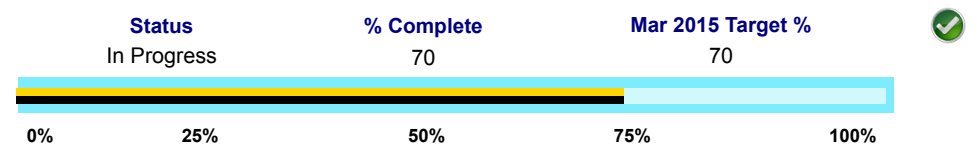
Service delivered as per identified program. Cemetery and interments services provided as required.
 Program progressing as per schedule. Service delivered effectively where required.
 Administration services delivered.
 Digging contractual requirements met.
 New installations inspected for compliance and Councils obligations for maintenance met.
 Cemetery mowing services are being delivered to required service levels.
 The grave digging contractual requirements are being met and monitored via the monthly check-list.
 The cemetery administration services are being delivered.
 New installations are being inspected for compliance and Council's obligations for maintenance are being met.

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

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Manager Works	01/07/2014	31/05/2015	In Progress	70	70



Comments:

A Draft Strategy Document is currently receiving peer review.

Project or Program

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

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

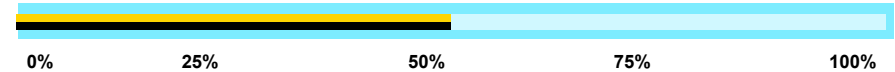
In Progress

% Complete

50

Mar 2015 Target %

50



Comments:

Initial identification of unconstructed roads has been undertaken.

Developing Planning/Operational Guidelines for the management of unconstructed roads has commenced.

Update is being provided to Council and Executive Meeting in April.

6.1.1.6 Private Infrastructure in Road Reserves

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

Due Date

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

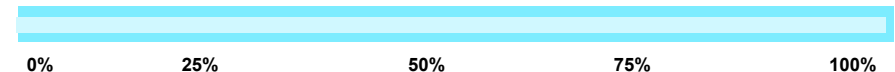
Not Started

% Complete

0

Mar 2015 Target %

0



Comments:

This project is not yet due to start.

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

6.1.2.1 Footpaths and Bikeways Strategy

1.1. Footpaths and Bikeways Strategy Reviewed and Updated

2.2. Report considered by Council

Due Date

30/03/2015

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

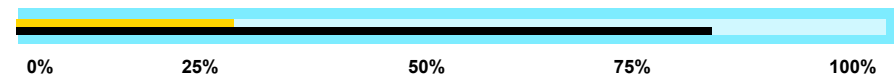
In Progress

% Complete

25

Mar 2015 Target %

80



Comments:

Current Strategy Document has been reviewed. Reformating and changing content of Strategy underway.

Project or Program

6.1.2.1 Stormwater Network Analysis

- 1.1. Hydraulic capacity of stormwater networks analysed and improvement projects identified
- 2.2. Report considered by Council

Due Date
31/03/2015
10/02/2015

Responsible Officer

Director Infrastructure Services

Start Date

01/07/2014

End Date

30/04/2015

Status

Completed

% Complete

100

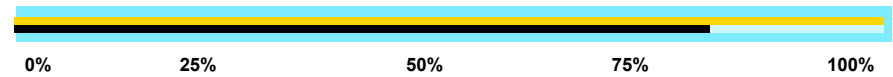
Mar 2015 Target %

80



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.



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

In Progress

% Complete

60

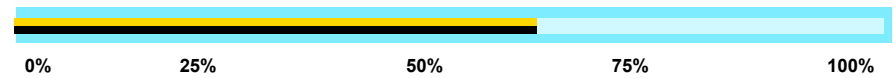
Mar 2015 Target %

60



Comments:

Review of Design and Construction Manual and Standard Drawings has commenced



Project or Program

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

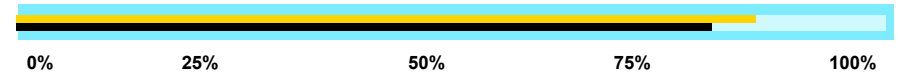
In Progress

% Complete

85

Mar 2015 Target %

80



Comments:

The landslip projects are complete apart from Cawley Lane that is expected to commence late January 2015.

Major Culvert works are completed. Major bridge replacements: Geiger & Murphy Bridges tender has been awarded with works expected to start late January 2015. Minor bridge works repair works are nearing completion.

All contracts for sealed roads and minor culverts have now been let. Council delivered projects are continuing.

Unsealed Roads: All works complete except for one betterment related project that will be programmed with other works in the vicinity.

All emergent works are completed, and claimable payment received. Council still in discussion on the assessed non eligible work.

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

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 2015 Target %

n/a

Comments:

Planning and Design is complete on Lamington Bridge and Foxley Bridge. Tenders for these bridges have closed and are currently being assessed.

Bridge maintenance expenditure is slightly below forecast which is favourable heading into the wet season.

Bridge capital works. Sharp Bridge rehabilitation is in progress. Kriederman Bridge structure is complete, approach works have commenced. Other bridge rehabilitation projects have been delayed to complete flood restoration works. There is some expenditure on Minor Bridge Rehabilitation as triggered by inspections from 2013/14 including concrete pile restoration works at Dinner Camp Bridge.

Project or Program

6.1.2.4 Road and Street Management

Due Date

1.1. Road and Street Planning and design

30/06/2015

2.2. Road and street maintenance

30/06/2015

3.3. Aesthetic works

30/06/2015

4.4. Road and Street capital works

30/06/2015

5.5. Road and street furniture

30/06/2015

6.6. Unsealed shoulder and pavement re-sheeting

30/06/2015

7.7. Sealing and resealing

30/06/2015

8.8. Floodways and causeways

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Road and Street Planning and Design is in line with budget expectation and forecast works program.

Road Maintenance expenditure is slightly under the budget allocation with 50% of year elapsed.

Aesthetic expenditure is tracking behind the budget allocation with 50% of year elapsed to date. This can be contributed to the dry weather prior to Christmas.

Road and Street Capital Works is in line with budget expectation and forecast works program.

The Road and Street Furniture expenditure is approximately 37% of the total revised budget available with 50% of the year currently elapsed.

Unsealed Shoulder and Pavement Resheeting expenditure is currently 75% of the total available budget with 50% of the year elapsed. This is over the current budgeted amount, but focus will be on reseal preparation works over the next few months which will decrease the expenditure against the resheeting budget.

Reseal works are behind schedule due to the complexity of the ongoing flood damage works. Reseal works will accelerate over the coming months with reseal packages released to contractors.

6.1.2.5 Drainage Management

Due Date

1.1. Drainage Planning and design

30/06/2015

2.2. Drainage maintenance

30/06/2015

3.3. Drainage capital works

30/06/2015

Responsible Officer

Manager Works

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Drainage Planning and Design are being provided to meet the Works Program.

Drainage maintenance carried out as required.

Drainage Capital Works is progressing as per program.

Project or Program

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

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

Comments:

Footpath program and design are being provided to meet the Works Program.
 Footpath Maintenance expenditure is tracking behind the budget allocation with 50% of year elapsed with footpath works programmed as required when works are identified.
 Footpath capital works have not yet started, but is programmed to commence within the next month.

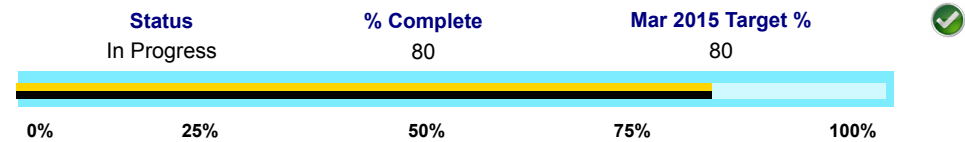
7.1.3 HER3 Provide a contemporary and independent library service throughout the region and partner state government agencies to ensure services reflect agreed State standards.

7.1.3.1 Library Services Strategic Plan Review

- 1.1. Undertake review of Strategic Plan
- 2.2. Draft Library Services Strategic Plan presented to Council for consideration
- 3.3. Adoption of final Library Services Strategic Plan

Due Date
 31/03/2015
 30/04/2015
 30/06/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Manager Community and Culture	01/07/2014	30/06/2015	In Progress	80	80



Comments:

Draft Strategic Plan will be presented to Councillor & Executive Workshop on 14th April.

Project or Program

7.1.3.2 Libraries

1.1. Operate library branches and mobile library service

Due Date

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

Manager Community and Culture

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

All branches operated normally for the quarter - 50,652 visits and 65,112 physical loans - this is an increase in visits and a decrease in loans.

Digital resource usage has already surpassed last year's annual total.

Beaudesert library workroom refurbishment has been completed and plans are well progressed for the refurbishment of the counter area at Boonah library.

The War Stories and our Town (WSAOT) project has featured prominently in adult activities.

Baby rhyme times have commenced at Beaudesert library and will also commence in the near future at the other branches. This is the first of an expanded range of services related to developing early literacy.

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

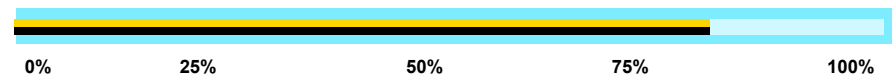
In Progress

% Complete

80

Mar 2015 Target %

80



Comments:

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

SES Support Management Plan continuing to developed in consultation with SES Local Controller..

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

Project or Program

7.1.5.2 Disaster Management

- 1.1. Disaster Management Plan reviewed and considered by Local Disaster Management Group
- 2.2. State Emergency Service (SES) operations supported as required by Legislation
- 3.3. Local Disaster Coordination Centre maintained

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

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Director Infrastructure Services	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

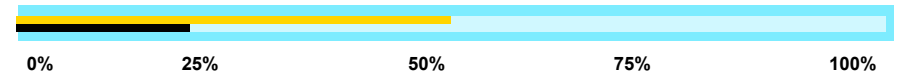
Following a review of the Scenic Rim Regional Disaster Management Plan, the revised document, which includes the introduction of a Evacuation Sub Plan and a Recovery Sub Plan, were presented to and adopted by Council in March 2015.
Council continues to support SES operations through requests for maintenance, 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.

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	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Manager Health Building and Environment	01/07/2014	31/03/2015	In Progress	50	20



Comments:

Commenced preparations regarding review of School Immunisation Program post 2015. Draft report document created however awaiting further correspondence detailing particulars such as funding models etc. from Queensland Health.

Will be presented when report in finalised.

Project or Program

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

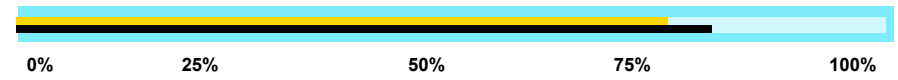
In Progress

% Complete

75

Mar 2015 Target %

80



Comments:

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. The intent is to include minor adjustments to the Disaster Management Plan inline with other Regional Councils emergency practices.

Report to be submitted on completion of sub plan.

Project or Program

7.1.5.5 Public Health

Due Date

1.1. School-based immunisation program

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 one immunisation clinic activities in accordance with the school immunisation program schedule.

Three public health complaint was investigated this month. Seven for Q3.

Six new applications received this month .Fourteen for Q3.

One complaint received regarding food safety issues. Three for Q3.

Six complaints received under the local laws Fifteen for Q3.

Three complaint investigated. Eight for Q1.

Council officers responded to an increase in mosquito complaints due to recent rainfall. Officers conducted a number of activities over the past few months including inspections, surveys and mosquito collection and identification.

A mosquito media release was submitted to the papers to advise the public about the increased mosquito presence and how to manage mosquitoes around the homes.

Ongoing education to customers via phone and requests.

Council participated in a Queensland wide Salmonella health and awareness update and notification for businesses. This was in response to a recent rise in Salmonella outbreaks within the state.

Project or Program

7.1.5.6 Animal Management

- 1.1. Dog registration
- 2.2. After hours response
- 3.3. Community response
- 4.4. Education and Awareness
- 5.5. Stock control

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

Responsible Officer	Start Date	End Date	Status	% Complete	Target %
<i>Manager Health Building and Environment</i>	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.

Third quarter after hours animal issues responded to in accordance with Council's after hours procedure manual. For this period identified issues were low risk.

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

For this quarter two weekend markets and one equine meeting were attended.

For this third quarter all reported livestock issues were investigated, identified livestock owners were issued with advice or a direction.
 Six Goats impounded for the quarter.

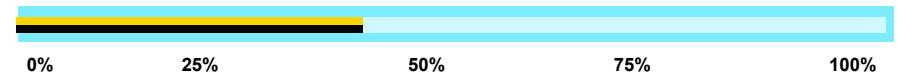
8.1.1 OS1 Implement and maintain an integrated strategic planning framework across Council, which embeds performance, financial and asset management principles.

8.1.1.1 Organisational Culture

- 1.1. Conduct a review and assessment of the organisational culture
- 2.2. Report findings and recommendations of the review to the Chief Executive Officer

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

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
<i>Manager Human Resources</i>	27/02/2015	30/06/2015	In Progress	40	40



Comments:

Project has commenced with the consideration of survey design and provider.

Findings to be reported to the CEO by 30 June 2015.

Project or Program

- 8.1.1.1 Administrative Buildings and Depots Management**
- 1.1. Scheduled maintenance as per service levels
 - 2.2. Administration building and depot operations
 - 3.3. Administration building and depot maintenance
 - 4.4. Capital improvements

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

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

Comments:

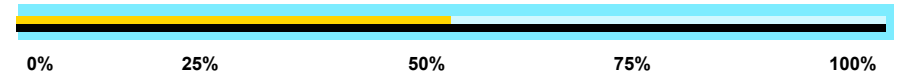
Administration Buildings and Depots maintained as per agreed service levels.
 Administration Buildings and Depots are operated as per agreed service levels.
 Scheduled maintenance is undertaken over a twelve month program.

- 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**

Due Date
 31/08/2014
 31/08/2014
 31/10/2014
 30/11/2014
 28/02/2015

- 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
- 2.2. Refinement of assumptions, development of scenario analysis and suite of financial sustainability indicators
- 3.3. Development of funding shortfall strategies for consideration by Chief Executive Officer and Council
- 4.4. Financial sustainability strategy endorsed by Chief Executive Officer and Council and funding shortfall strategies considered
- 5.5. Implementation of financial sustainability strategy into 2015-16 long term financial forecast and budget

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Chief Finance Officer	01/07/2014	28/02/2015	In Progress	50	100



Comments:


The Financial Sustainability Strategy will be provided to Council at the May Cr & Exec Workshop. A number of action items are identified in the strategy and have been included in both the 2014-15 and 2015-16 Operational Plan.

Project or Program

8.1.1.1 Infrastructure Charges Review

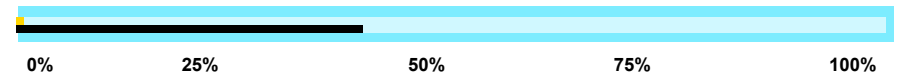
- 1.1. Review in detail the regional and organisational effect of the Infrastructure Charges Review
- 2.2. Report considered by Council

Due Date
31/12/2014
31/12/2014

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %	
Director Regional Services	01/07/2014	31/12/2014	Deferred	1	40	

Comments:

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



8.1.1.2 Delegations review

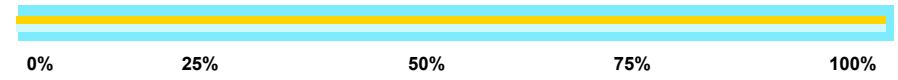
- 1.1. Conduct review of delegations in accordance with regulatory requirements
- 2.2. Review outcomes and recommendations considered by Council

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

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %	
Coordinator Governance & Corporate Policy	01/07/2014	31/03/2015	Completed	100	0	

Comments:

Delegations review completed and considered by Council in December meetings.



8.1.1.2 Long Term Financial Forecast including Annual Budget

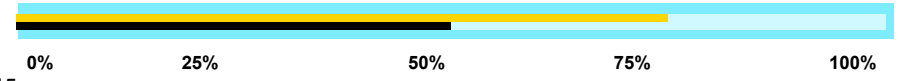
- 1.1. Deliver annual budget in accordance with statutory timeframes and Council's endorsed budget timetable
- 2.2. Information required for Community Budget Report provided in accordance with required timeframes

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

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %	
Chief Finance Officer	01/07/2014	30/06/2015	In Progress	75	50	

Comments:

Draft 2015-16 budget and long term financial forecast has been presented to Council on 29 and 30 April 2015.



Project or Program

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

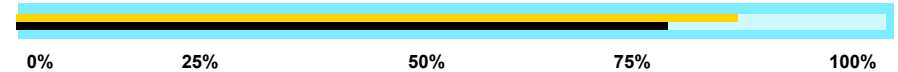
Responsible Officer
Chief Finance Officer

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

Status
In Progress

% Complete
83

Mar 2015 Target %
75



Comments:

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

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

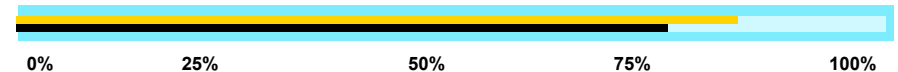
Responsible Officer
Chief Finance Officer

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

Status
In Progress

% Complete
83

Mar 2015 Target %
75



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

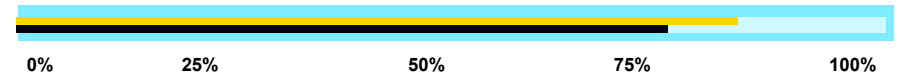
Responsible Officer
Chief Finance Officer

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

Status
In Progress

% Complete
83

Mar 2015 Target %
75



Comments:

Suppliers and employees are paid in accordance with required timeframes.

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

In Progress

% Complete

85

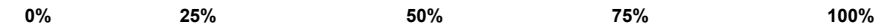
Mar 2015 Target %

80



Comments:

Executive Team has approved the draft Customer Contact Strategy and it is now scheduled to be presented at the May Councillor Executive Workshop.



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

Mar 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

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

83

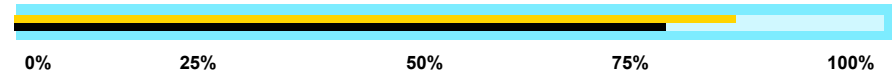
Mar 2015 Target %

75



Comments:

Stock management and equipment safety inspections are occurring in accordance with required timeframes.



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

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 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.

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

A Corporate Citizenship Program is being developed with a view to consolidating a number of activities that are currently being delivered through other avenues.

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 services for this quarter have been higher than last quarter due to the rating period.

Phone volumes were higher this quarter due to rates and rate reminder notices. The rates reminder notices issued in March generated a higher volume of calls compared with the regular rate notices issued in January 2015.

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

Mar 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

Due Date

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

30/06/2015

2.2. An Employee Engagement Framework that is representative of staff across the organisation

30/06/2015

Responsible Officer

Manager Human Resources

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

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

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

Due Date

1.1. An Organisational Culture that is conducive to an innovative and high performing organisation

30/06/2015

2.2. Employer Branding that is conducive to Scenic Rim Regional Council being viewed as an Employer of Choice

30/06/2015

3.3. A contemporary Workforce Planning Framework

30/06/2015

4.4. A Staff Reward and Recognition Framework

30/06/2015

5.5. A Continuous Improvement Framework

30/06/2015

Responsible Officer

Manager Human Resources

Start Date

01/07/2014

End Date

30/06/2015

Status

Ongoing

% Complete

n/a

Mar 2015 Target %

n/a

Comments:

Work is continuously being done to promote a culture that is conducive to an innovative and high performing organisation. A formal review of the Corporate Culture is scheduled to be undertaken during 2015.

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 activities are undertaken across the organisation with a formalised framework to be developed for consideration during 2015.

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

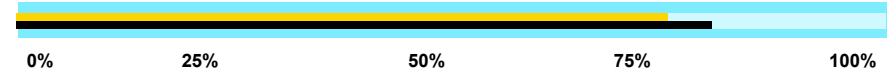
In Progress

% Complete

75

Mar 2015 Target %

80



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

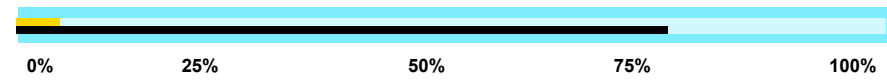
In Progress

% Complete

5

Mar 2015 Target %

75



Comments:

The project plan is still to be developed but key actions are being undertaken.

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 and downtime issues continue to be investigated.

Quotations are continuing to be called and fleet items procured.

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

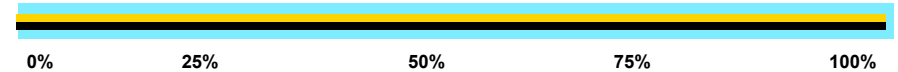
Completed

% Complete

100

Mar 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

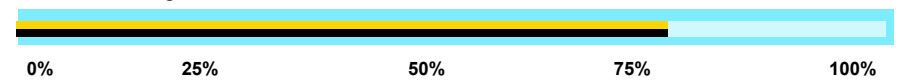
In Progress

% Complete

75

Mar 2015 Target %

75



Comments:

Hardware upgrades are occurring in accordance with required time frames.

New equipment is now being trialed.

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

Mar 2015 Target %

n/a

Comments:

Fabrication items continuing to be 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

20

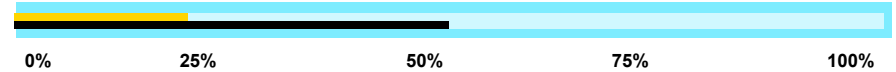
Mar 2015 Target %

50



Comments:

ECM Upgrade project now underway.



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

Mar 2015 Target %

75



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
- 2.2. Prepare and submit annual Fringe Benefits Tax return in accordance with statutory timeframes
- 3.3. Management of Council's loan program
- 4.4. Financial administration of the Natural Disaster Relief and Recovery Arrangements flood restoration program
- 5.5. Provision of ongoing advice, training 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

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

83

Mar 2015 Target %

75



Comments:

Financial administration of the NDRRA program ongoing and other key actions occurring within required timeframes.

0% 25% 50% 75% 100%



8.1.3.4 Back Scanning

- 1.1. Develop Back Scanning project timetable
- 2.2. Undertake Back Scanning in line with project timetable (year 1 of 4 year project)

Due Date

31/07/2014
30/06/2015

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

75

Mar 2015 Target %

75



Comments:

Occurring when time permits within available resources as the Level 2 position designated was removed during Council's restructure. Investigations proceeding into costs/benefits of the project.

0% 25% 50% 75% 100%



8.1.3.5 Printer Lease Renewal

- 1.1. Undertake evaluation of leased printer program
- 2.2. Call expressions of interest for printer lease program

Due Date

31/07/2014
30/09/2014

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/09/2014

Status

In Progress

% Complete

75

Mar 2015 Target %

100



Comments:

Initial discussions held with Canon. Likely to continue with existing maintenance until time is available to conduct a comprehensive review. Meeting to be conducted next month to review position.

0% 25% 50% 75% 100%



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

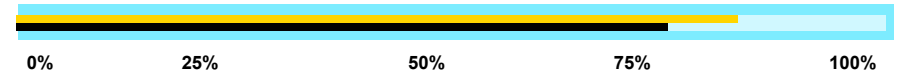
Start Date
01/07/2014

End Date
30/06/2015

Status
In Progress

% Complete
83

Mar 2015 Target %
75



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

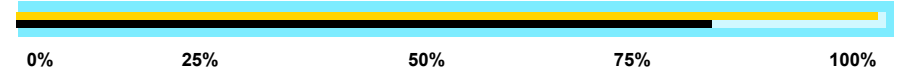
Start Date
01/07/2014

End Date
31/05/2015

Status
In Progress

% Complete
99

Mar 2015 Target %
80



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. Final review to be conducted.

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

Responsible Officer
Manager Information Services

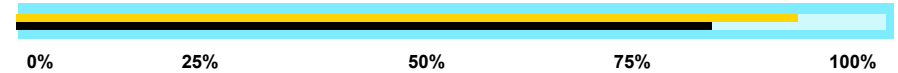
Start Date
01/07/2014

End Date
30/06/2015

Status
In Progress

% Complete
90

Mar 2015 Target %
80



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.

Project or Program

8.1.3.8 Review of Helpdesk System

Due Date

1.1. Development of an ICT Services Catalogue

31/08/2014

2.2. Implement Vendor Management model to maximise value from external services

30/09/2014

3.3. Revise service delivery models to support Services Catalogue including mix of in-house vs external services

31/10/2014

4.4. Review suitability and configuration of Helpdesk system

31/03/2015

5.5. Development of Helpdesk reporting and KPI's

30/06/2015

Responsible Officer

Manager Information Services

Start Date

01/07/2014

End Date

30/06/2015

Status

In Progress

% Complete

80

Mar 2015 Target %

100



0% 25% 50% 75% 100%

Comments:

Service delivery capabilities are being documented taking into account recent contracts for managed services (TechnologyOne and SureBridge). Short term Helpdesk system modifications are underway, with an upgrade of the Helpdesk software due to be undertaken in the coming months. Service Catalogue is still being drafted.

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

In Progress

% Complete

90

Mar 2015 Target %

100



0% 25% 50% 75% 100%

Comments:

The development of an ICT Service Management Framework is underway. With managed services contracts now in place (TechnologyOne and SureBridge), the service framework is approaching completion.

Project or Program

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

Mar 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

Mar 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	Mar 2015 Target %
Manager Information Services	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Key actions and ongoing programs are being progressed in accordance with required timeframes.
Open source GIS software is being trialled in various sections of Council to try to avoid the costly ESRI ArcGIS products.

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	Mar 2015 Target %
Manager Information Services	01/07/2014	30/06/2015	Ongoing	n/a	n/a

Comments:

Helpdesk services are provided in accordance with required timeframes. Services are currently under review in line with the Services Catalogue preparations.

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	Due Date
2.2. Maintenance and review of organisational risk registers	30/06/2015
3.3. Provide advice and support on risk management to Council service areas	30/06/2015
4.4. Administer internal audit function	30/06/2015
5.5. Audit and Risk Committee	30/06/2015

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

Comments:

Planning for the Contributed Assesst Internal Audit review was finalised and assessment commenced.

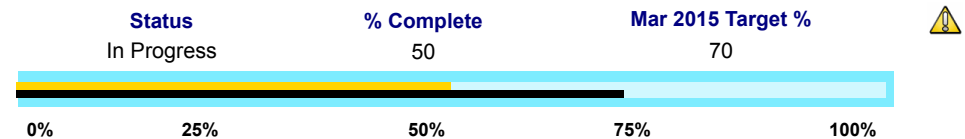
The Audit and Risk Committee was held on 11 March 2015.

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

8.1.4.1 Insurance Tender

1.1. Undertake tendering of Council's public liability and property insurance services	Due Date
2.2. Evaluate tender submissions and recommend a preferred tenderer ensuring best value for money and appropriate insurance coverage obtained	31/03/2015
	31/05/2015

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
<i>Chief Finance Officer</i>	01/07/2014	31/05/2015	In Progress	50	70



Comments:

Insurance Tender has been let on LG Tender Box and closed on 22 April 2015. Evaluation of tenders to occur in May 2015.

Project or Program

8.1.4.1 Business Continuity for Information Technology

1.1. Annual test of Information Technology disaster recovery procedures

Due Date
30/06/2015

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

Comments:

Key tasks are occurring in accordance with required timeframes.
Revised DR plans and methodologies are still being investigated, with a cloud-hosted server infrastructure being investigated that will include a High Availability (HA) concept.

8.1.4.2 Insurance Risk Management

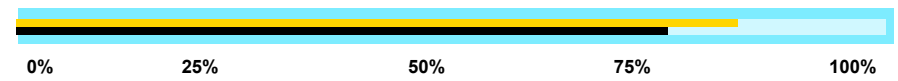
1.1. Ensure Council is adequately insured

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

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

Responsible Officer	Start Date	End Date	Status	% Complete	Mar 2015 Target %
Chief Finance Officer	01/07/2014	30/06/2015	In Progress	83	75



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

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











Due Date
30/06/2015

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








Comments:

Daily email bulletins distributed during March and internal staff newsletter distributed











Regional Services

<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
Building and Plumbing - Building applications approved within statutory timeframes	1. Building applications approved within statutory timeframes	%	100.00	99.00	 GREEN
Building and Plumbing - Plumbing applications approved within statutory timeframes	2. Plumbing application approved within statutory timeframes	%	100.00	100.00	 GREEN
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	100.00	 GREEN
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
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	95.00	 GREEN
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






Regional Services

KPI	Comments	Unit	Target	Actual	Progress
Customer Service Standards - Written Correspondence	<p>1. When you write or email Council, we aim to:</p> <p>-- Respond to you within 10 working days</p> <p>-- 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</p> <p>This acknowledgement can be in written form, by telephone, facsimile or email</p>	%	90.00	98.89	 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
Development Assessment - Development application assessed within statutory timeframes	Development application assessed within statutory timeframes	%	100.00	100.00	 GREEN
Development Assessment - Measurement of timeframes	<p>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:</p> <p>a) Total time from lodgement to Decision</p> <p>b) Average time to issue Acknowledgement Notice (if one required)</p> <p>c) Average time taken to complete information request (if requested)</p> <p>d) Time to contact applicant after lodgement</p> <p>e) Time for Application to be allocated to an Officer</p>	%	100.00	100.00	 GREEN
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












Regional Services

KPI	Comments	Unit	Target	Actual	Progress
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
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
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
Planning Certificates - Planning certificates issued within statutory timeframes	1. Planning certificates issued 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
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 - Programmed property inspections undertaken in accordance with Pest Management Plan	1. Programmed property inspections undertaken in accordance with Pest Management Plan	%	95.00	95.00	 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













Regional Services

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
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
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	91.00	 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	95.00	 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	95.00	 GREEN



8. Organisational Sustainability

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Asset Management - Portable and attractive assets stocktake completed by 30 June 2015	1. Portable and attractive assets stocktake completed by 30 June 2015	%	100.00	100.00	 GREEN
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	90.00	 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	0.00	 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	95.00	 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	93.00	 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	27.30	 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	55.00	 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	1.50	 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	86.00	 RED
Parks - Requests for action responded to within 5 business days	1. Requests for Action responded to within 5 business days	%	100.00	93.00	 RED
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






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	95.00	 GREEN
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	98.89	 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

KPI	Comments	Unit	Target	Actual	Progress
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

KPI	Comments	Unit	Target	Actual	Progress
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

KPI	Comments	Unit	Target	Actual	Progress
Climate Change - 0% increase in Scope 1 or 2 greenhouse gas emissions	<p>1. Kg CO2eq /per annum</p> <p>Target: No net increase in Scope 1 or 2 greenhouse gas emissions</p> <p>Target: 0% increase</p>	%	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	91.00	 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	95.00	 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	95.00	 GREEN