

Disclaimer

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SOUTH BURNETT
REGIONAL COUNCIL

Minutes

Of The

General Council Meeting

Held in the Warren Truss Chamber, 45 Glendon Street Kingaroy

on Monday, 20 April 2015

Chief Executive Officer: Gary Wall

SOUTH BURNETT REGIONAL COUNCIL MINUTES

Monday, 20 April 2015

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Minutes of the meeting of the South Burnett Regional Council, held in the Warren Truss Chamber, 45 Glendon Street Kingaroy on Monday 20 April 2015 at 9.00am

PRESENT:

Councillors:

Cr DW Kratzmann (Mayor), Cr KM Campbell, Cr KA Duff, Cr BL Green, Cr DJ Palmer, Cr DP Tessmann, Cr RLA Heit

Council Officers:

Gary Wall (Chief Executive Officer), Lester Schumacher (General Manager Finance), Stan Taylor (General Manager Corporate Services), Russell Hood (General Manager Infrastructure)

1. Leave Of Absence

Nil.

2. Prayers

A representative of the Kingaroy District Ministers Association, Pastor Lyle Slinger, offered prayers for Council and for the conduct of the Council meeting.

3. Confirmation of Minutes of Previous Meeting

3.1 South Burnett Regional Council Minutes

Officer's Recommendation

That the minutes of the previous meeting held on Wednesday 1 April 2015 as recorded be confirmed.

Resolution:

Moved Cr RLA Heit, seconded Cr DP Tessmann.

That the minutes of the previous meeting held on Wednesday 1 April 2015 as recorded be confirmed.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

CONSIDERATION OF BUSINESS SECTIONS INCLUDING BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETINGS

See Business Function Headings

4.0 Portfolio - Governance & Economic Development

4.0.1 G&ED - 1441019 - Economic Development & Tourism Portfolio Report

Summary

Economic Development & Tourism Portfolio Report to Council.

Officer's Recommendation

That the Economic Development & Tourism Portfolio Report to Council be received.

Resolution:

Moved Cr DW Kratzmann, seconded Cr DJ Palmer.

That the Economic Development & Tourism Portfolio Report to Council be received.

I present my portfolio report for the period ending 16 April 2015.

Digital Connectivity

Expressions of Interest submitted to Federal Blackspot program for mobile phone and broadband coverage at:

- *Bunya Mountains*
- *Durong*
- *Gordonbrook*
- *Tingoora*
- *Wattlecamp*
- *Windersa*

Outcome expected May/June 2015

Discussions held with Vodafone regarding their initial high level analysis of Black Spot locations within the South Burnett. Three locations have been identified at Boyneside, Wattlecamp to Burnett Highway and Kumbia that meet VHA objectives and require further investigation.

An App has been purchased that measures mobile phone and broadband signal strength and speed capacity. This will be used to regularly monitor digital connectivity across the region.

Business Excellence Awards and Training Workshops

progressing well:

- *Application form revised*
- *Budget prepared*
- *Business Workshops and mentoring program will be part of the awards program.*
- *The third business development workshops commenced on Wednesday 15 April 2015.*
- *A business needs analysis/health check is currently being developed to assist with understanding local business training and mentoring needs. This is to ensure the right business development programs are delivered throughout the South Burnett and to identify the businesses with the capability to generate growth and increase employment through innovation.*

Tourism Reference Group

The inaugural meeting of the Tourism Reference Group was held in February where the group agreed the focus should be on high level outcomes rather than engaging with the smaller operators. This engagement can happen through the VICs, SBTA and as applicable SQCT. Economic Development is reviewing the previous State Government's camping options guidelines with the view to make recommendation for a consistent approach throughout the South Burnett.

Economic Development has represented the South Burnett together with SQCT at the Eat Street Festival on Friday 17 and Saturday 18 April.

Economic Development through REDAC is organising the South Burnett's presence at the Regional Showcase in Brisbane in June 2015

Budgeted for funds to support the planned Cycling events.

Agriculture Reference Group

Scope of the project is to:

- Investigate the supply and efficient use of water for farming
- Support Hope Dairies establish the state of the art dairy in the South Burnett and facilitate new supply chain opportunities.
- Facilitate the growth of agriculture export trade.

Export Trade

Had positive discussions with Australia's Trade Commissioner to China regarding a South Burnett Trade mission to China in the near future. Opportunities include facilitating export growth and foreign investment.

South Burnett Private Hospital

A stand was taken at the Medical Conference held in Kingaroy during March along with a temporary shop front for 2 weeks in Kingaroy Shopping World. Services provided at the hospital are promoted on the back of drink coasters at Kingaroy RSL. The GM of the hospital along with SBRC staff met with local GPs to promote the services provided at the hospital and also distributed a flyer.

Patient numbers improved during mid to late March to a break even position. However April numbers are back down to an average of 5 bed nights per day. This is thought to be due to No flu season patients in yet, or chest issue patients. Have only had a few Dr Eadie and Dr Tellam patients lately, not many from other GP's.

Surgery numbers will be high during the next 2 months due to a one off contract with Qld Health to undertake 55 additional operations.

South Burnett Directions (SBD)

In accordance with the terms of reference established during SBD's set up phase, its operating structure is under review. This includes having stronger working relationships with the North Burnett, Toowoomba Surat Basin Enterprise (TSBE) and the Community Economic Development Australia (CEDA), together with determining the business relationship for 2015/16 with Southern Queensland Country Tourism (SQCT) and WBBROC's Regional Economic Development Advisory Committee is (REDAC). In addition SBD would move towards a membership based organisation.

Budget

The 2015/16 Budget is being prepared for review by all Councillors.

Pound Street

Local Government Services (LGIS) have been engaged to develop options for the sale and use of the old Council depot site located on Pound Street Kingaroy.

Carried 7/0

FOR VOTE - Councillors voted unanimously

4.1 Governance

Officer's Report

4.1.1 G - 1377764 - Operational Plan Update and Review Report

Summary

The Annual Operational Plan details the projects, services and initiatives that Council has planned to deliver for the 2014/15 financial year. Pursuant to section 174(3) of the *Local Government Regulation 2012* a report must be presented to Council detailing the progress towards the implementation of the Annual Operational Plan.

Officer's Recommendation

That the six monthly update & review of KPI's for the Operational Plan 2014/15 be adopted.

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SOUTH BURNETT
REGIONAL COUNCIL

Design & Technical Services Operational Plan 2014/15

Mission: To provide efficient infrastructure planning and design services to the organisation
Officer Responsible: Manager Design & Technical Services
Responsibilities: Infrastructure Planning, Design Services and Materials Laboratory



ACTIVITY INFRASTRUCTURE PLANNING AND DESIGN SERVICES

Mission: To provide efficient infrastructure planning and design services to the organisation

| Activities and Services | | | | | | Performance Measurement | |
|---|--|--|------------------------|---------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update | |
| Infrastructure Planning | Assist with strategic planning for future infrastructure | Internal Departments | SD2 | Internal | Concept planning, design and indicative costs provided in advance of construction need | Forward program being developed with detailed concept scoping of high priority projects | |
| Asset Management | Asset Management Plan implementation | Internal Departments | SD2 | Internal | Asset Management Plans implemented into Infrastructure operations and management | No progress | |
| Design | Provision of design services for the organisation | Internal Departments | SD2 | Internal | Designs services completed to meet work programming timeframes | Working towards having designs completed at least 6 months in advance of works | |
| Surveying | Provision of surveying services for the organisation | Internal Departments | SD2 | Internal | Surveying services completed to meet programmed works | Meeting service levels required | |
| Quality Assurance | Quality assurance of infrastructure design and operations | Infrastructure Department, Council and TMR | EXC4 | Internal & External | Third party certification of ISO9001 QA system provided by September 2014 and audits completed successfully | Certification achieved in July 2014 and December surveillance audit satisfactory | |
| Development Application Assessment Advice | Advise of infrastructure requirements for Development Applications | Community, Internal Departments | GO3 & SD2 | Internal | Timely and professional engineering advice on Development Applications within SPA timeframes | Meeting service levels required | |

ACTIVITY MATERIALS LABORATORY

Mission: To provide timely and efficient materials laboratory services to internal departments and external customers

| Activities and Services | | | | Performance Measurement | | |
|-------------------------|--|----------------------|------------------------|-------------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update |
| NATA Certification | Maintain NATA certification for soil laboratory activities | NATA | SD1 & 2 | Internal | NATA audits completed successfully and certification maintained | No audit in this quarter – Certification remains |
| Materials testing | Tests undertaken for Council | Internal Departments | SD2 | Internal | Tests analysed and reports provided to departments | Meeting service levels required |
| Private Works | Tests undertaken for client purposes | Customers | SD1 | Internal & External | Tests analysed and reports provided to customers | Continuing to provide service to the private sector |



SOUTH BURNETT
REGIONAL COUNCIL

Economic Development Branch Operational Plan 2014/15

Mission: To promote and support the economic development of the South Burnett region.

Officer Responsible: Manager Economic Development

Responsibilities: Economic Development and Tourism, Airports, Dips, Saleyards, Yallakool Park on BP Dam and Boondooma Dam.



ACTIVITY ECONOMIC AND TOURISM DEVELOPMENT

Mission: To promote and support the economic and tourism development of the South Burnett region.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|------------------|-----------------|
| Precinct master planning for vibrant townships | | | | June 2016 |
| Blackbutt Supermarket/Community Hall | | | | June 2016 |
| Involvement in the Rail Trail – Murgon to Kingaroy | | | | June 2016 |
| | | | | |
| | | | | |

| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|------------------|-----------------|
| New cabins for Yallakool Tourist Park & Lake Boondooma Dam | | | | June 2015 |
| Saleyards capital improvements | | | | June 2015 |
| Weather Forecasting Station at the Kingaroy Aerodrome | | | | June 2015 |

| Operating activities and services | | | | | | Performance Measurement | |
|--|---|------------------------|------------------------|--|--|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Regional Economic Development Advisory Committee (REDAC) | Work with community and business leaders to deliver key economic development projects | Business community | | Community Plan and Draft Economic Development Strategy | Attend the bi-monthly REDAC meetings Attend scheduled working group meeting | 1 REDAC meeting scheduled for the September quarter – was not able to attend due to SBRC strategic project meeting 2 working groups meeting day attend in the September quarter. November 2014 and January 2015 meetings attended | |
| Economic Development Strategy | Implementation of the Economic Development Strategy | Business community | | | Deliver the first six (6) months of year one (1) of the Implementation Plan by June 2015 | Currently out to public consultation. Strategy adopted by Council January 2015 | |
| Yallakool Park | Provision of pristine competitive facilities | Tourists and locals | | Inform - Advertising | Improvement from previous year for patronage and return on investment | On going | |
| Lake Boondooma | Provision of pristine competitive facilities | Tourists and locals | | Inform - Advertising | Improvement from previous year for patronage and return on investment | Ongoing | |
| Airports | Provision of airport facilities and runway safety | Aviation Community | | | Airport runway maintained to safety requirements | Ongoing | |
| Dips | Provision of dip facilities | Rural Cattle Community | | | Dip facilities adequately service rural community | Ongoing | |
| Saleyards | Provision of saleyard | Rural Cattle Community | | | Saleyards adequately service rural community. | Ongoing | |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|-------------|-------------|------------------------|------------------|--|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| | | | | | Facilities provide satisfactory animal welfare | Ongoing |

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SOUTH BURNETT
REGIONAL COUNCIL

Environment and Waste Branch Operational Plan 2014/15

Mission: To serve the community by the provision of services which protect and enhance public and environmental health.
Officer Responsible: Manager Environment and Waste
Responsibilities: Public Health, Local Law Compliance, Waste Management and Environmental Protection.



ACTIVITY PUBLIC HEALTH

Mission: To ensure public health issues are effectively managed in accordance with the relevant legislation.

| Operating activities and services | | | | Performance Measurement | | |
|--|--|---|-------------------------|-------------------------|---|--|
| Title | Description | Customer(s) | Corporate Plan Linkages | Engagement Level | Key performance Indicator | December Quarter Update |
| Licence applications approved under relevant legislation | Licences and Approvals under: <ul style="list-style-type: none"> • Food Act 2006 • Local Laws • Higher Risk Personal Appearance Services • Residential Services Accommodation Act | Food shop proprietors, Accommodation Premise Operators, Higher Risk Personal Appearance Service Operators, General public | | Internal, External | 85% of applications approved within 20 business days and 30 business days in accordance with the Food Act 2006. | 9 licence applications submitted and 90 % approved within the set number of business days during the first quarter. 32 Licence applications submitted during second quarter & 90 % actioned within timeframes. |
| Routine inspections of licensed premises | Inspections of premises as per inspection program | Food shop proprietors, Accommodation Premises Operators, Higher Risk Personal Appearance Service Operators | | Internal, External | 85% of licensed premises inspected/audited at least once per financial year. | 222 licensed premises existing and 182 premises inspected in the first quarter. Total percentage of licensed premises inspected/audited once this year to date is 82%. There has been approximately 25 inspections undertaken during the second quarter. |

| Operating activities and services | | | Performance Measurement |
|-----------------------------------|---|--|---|
| Complaints management | Inspections and visits in response to Complainants/customer service requests | General public Councillors | Internal, External |
| Education | Workshops for community and industry to explain and educate in relation to legislative responsibilities eg food safety/hygiene training | Community, Private Enterprise / Industry Councillors, Council Staff, Schools | Internal, External |
| School based immunisation clinics | Partnership program with Queensland Health | Community, Queensland Health | Internal, External |
| | | | <p>85% of Customer Service Requests (CSR) actioned within six (6) working days</p> <p>85% of urgent CSR's actioned within forty-eight (48) hours</p> <p>37 public health customer service requests received. 80% of these were actioned within their required time frame.</p> <p>19 Waste complaints General received.</p> <p>427 JJ Richards Waste Complaints received.</p> <p>A total of 483 customer requests received for this quarter period and 483 to date for this year.</p> <p>For the second quarter there where:</p> <p>13 Public Health CRMs</p> <p>37 Env Health CRMs</p> <p>21 Waste General CRMs</p> <p>154 JJ Richard Waste CRMs</p> <p>75% of all requests for educational sessions are conducted</p> <p>There were no requests received for community education and therefore no education sessions conducted for the quarter.</p> <p>95% vaccination rate of those who present for immunisation at school based clinics</p> <p>No school clinics were conducted during this first quarter.</p> |

ACTIVITY LOCAL LAWS COMPLIANCE

Mission: To provide regulation of Council's Local Laws and relevant legislation

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|--------------------------------|-------------------------|------------------|--|--|
| Title | Description | Customer(s) | Corporate Plan Linkages | Engagement Level | Key performance Indicator | December Quarter Update |
| Approvals(Permits/Licences) | Commercial Use of Footpaths Keeping of Animals Animal Management Caravan Parks | Community, Business / Industry | | | 85% applications approved within 20 business days 85% of inspection programs conducted annually for each category | 20 new applications were submitted and 89% approved within 20 business days (18 Temporary Footpath permits & 2 Excess Dog permits). The second quarter received 12 Short Term Footpath applications and 2 Excess Dog applications. 4 current Kennel/Cattery Permits 6 current Caravan/Camping Ground Permits 119 Current Annual Footpath Permits. 129 existing permits/licences. No inspection conducted during this first or second quarter. |

| Operating activities and services | | | Performance Measurement | | | |
|-----------------------------------|--|--------------------------------|-------------------------|------------------|--|--|
| Title | Description | Customer(s) | Corporate Plan Linkages | Engagement Level | Key performance Indicator | December Quarter Update |
| Complaint management | Complaints and inspections to be actioned in required time frame | Community, Business / Industry | | | <p>85% of CSR's actioned within six (6) working days</p> <p>85% of urgent CSR's actioned within forty-eight (48) hours</p> | <p>A total of 326 customer service requests received during the quarter. This relates to an accumulative number of 326 for the year.</p> <p><u>Total of 331 Customer Requests during 2nd Qtr. Cum. total of 657 for the year.</u></p> <p>Of the total customer requests received 28 were urgent and all of these were actioned within the forty-eight (48) hours timeframe. <u>187 of these requests were listed as 'High' Priority. Of those which were actually 'Urgent', all were actioned within 48 hrs.</u></p> <p>298 customer requests of the total were to be actioned within the six (6) working days timeframe. Tech1 is still not able to provide us with level of detail. However, Compliance confirms that not all of these complaints were able to be actioned within time. An estimate would be that 85% have been actioned in accordance with the time requirement for the quarter.</p> |

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|--|-------------------------------|-------------------------|-------------------------|---|--|
| Title | Description | Customer(s) | Corporate Plan Linkages | Engagement Level | Key performance Indicator | December Quarter Update |
| Education/Public Awareness | To educate community including schools relating to all local laws legislative responsibilities | Community, Residents, Schools | | | 75% of PetPEP presentations on responsible pet ownership provided to all schools (and students) that permit and/or request Council to attend. | 5 responsible pet ownership presentations were requested and a total of 5 educational sessions conducted for the quarter. 2 nd Qtr – Council did not renew the PetPEP subscription. No further presentations planned. |
| Abandoned Vehicles | Impound abandoned vehicles where necessary | Community | | | 85% identified abandoned vehicles to be removed/impound within 10 business days | No abandoned vehicles impounded. No breaches of the 10 business day KPI timeframe. 2 nd Qtr – 1 vehicle impounded. |
| Animal Housing (Pound) Operations | Maintain and operate animal housing facilities for impounded animals | Community, Residents | | | 100% of Animals held for the prescribed impound period For registered animals or the owner is known – impound for 5 days For unregistered or unknown owner – impound for 3 days | 171 Number of animals impounded. 2 nd Qtr: 113 50 animals with "known owners" were held for the minimum required five (5) days during this quarter. 2 nd Qtr: 32 121 animals with "unknown owners" were held for the minimum required three (3) days during this period. 2 nd Qtr: 81 |

ACTIVITY **WASTE MANAGEMENT**

Mission: To provide cost effective, efficient and sustainable Waste Management Services

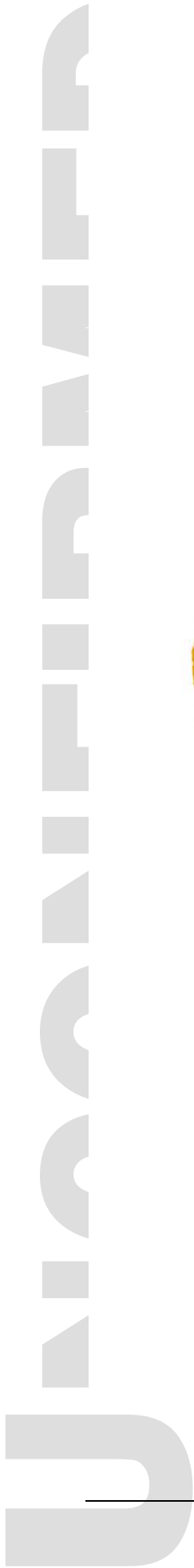
| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date | | | | | | | | |
|---|---------------------------------------|---|------------------|-----------------|-------------|-----|----------------|---|--|--|--|-----------|
| <p>Draft Waste Management Plan – 45% complete</p> | | | | December 2014 | | | | | | | | |
| <p>Participate in the drumMUSTER program</p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>NUMBER OF AGRICULTURAL DRUMS RECYCLED</th> </tr> </thead> <tbody> <tr> <td>July 2014</td> <td>973</td> </tr> <tr> <td>August 2014</td> <td>375</td> </tr> <tr> <td>September 2014</td> <td>0</td> </tr> </tbody> </table> <p>There was a total of 1,348 drums reclaimed during this first quarter of the financial year.</p> | MONTH | NUMBER OF AGRICULTURAL DRUMS RECYCLED | July 2014 | 973 | August 2014 | 375 | September 2014 | 0 | | | | June 2015 |
| MONTH | NUMBER OF AGRICULTURAL DRUMS RECYCLED | | | | | | | | | | | |
| July 2014 | 973 | | | | | | | | | | | |
| August 2014 | 375 | | | | | | | | | | | |
| September 2014 | 0 | | | | | | | | | | | |
| <p>Participate in the mobileMUSTER program</p> <p>Council's regional offices were open to receive old mobile phones and their associated accessories during this first quarter of the financial year.</p> | | | | June 2015 | | | | | | | | |

| Operating activities and services | | | | Performance Measurement | | |
|------------------------------------|--|--|-------------------------|-------------------------|--|--|
| Title | Description | Customer(s) | Corporate Plan Linkages | Engagement Level | Key performance Indicator | December Quarter Update |
| Waste Collection Services | Provision of regular and efficient waste collection services | Customers | | | 99.5% domestic general refuse bins serviced at least once weekly | 99.5% of domestic general refuse wheelie bins were serviced at least once weekly during the first quarter and 99.53% serviced in second quarter 160 wheelie bins were missed for the first period and 63 missed for second quarter. |
| Waste Disposal Facility Operations | Facility operations managed in accordance with contracts. | Facility contractors, community, business and industry | | | 99% of all facilities are opened at the advertised times; | Kingaroy, Nanango, Blackbutt and Wattlecamp were opened as scheduled for the first and second quarter. Wondai and Murgon waste facilities were only open ~ 84% of the time for this period due to contractor issues. There are presently 21 existing contracts which were all monitored on a monthly basis during this first & second quarter. |

ACTIVITY ENVIRONMENTAL PROTECTION

Mission: To ensure that activities which could affect the environment are effectively managed in accordance with the relevant legislation.

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|--|---------------|-------------------------|-------------------------|--|--|
| Title | Description | Customer(s) | Corporate Plan Linkages | Engagement Level | Key performance Indicator | December Quarter Update |
| Environmental Licence Compliance | Compliance with DEHP's licence conditions for Council's licensable facilities (e.g. ERA's) | DEHP, Council | | | Develop an internal environmental licence compliance standard within the 2014-15 financial year. | 0% of internal environmental licence compliance standard complete. |



SOUTH BURNETT
REGIONAL COUNCIL

Executive Services Operational Plan 2014/15

Mission: To provide effective administrative and internal audit services to the organisation
Officer Responsible: Chief Executive Officer
Responsibilities: Branch Administration, Internal Audit, Audit Committee and Risk Management.



ACTIVITY INTERNAL AUDIT

Mission: To assist Council in continuous improvement by conducting internal audit engagements for significant strategic and operational risk.

| Operating activities and services | | | | | Performance Measurement | | December Quarter Update |
|-----------------------------------|---|---|------------------------|------------------|---|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Audit Plan | 3 Year Audit Plan | Internal Departments, Council, Audit Committee, External Auditors | | | Audit activities completed as per the schedule. 100% complete for the financial year 2014-15 activities | | Audit activities 50% completed as of the 2 nd Quarter of 2014-15 |
| Review Audit Plan | Annual review to ensure Audit Plan meets organisational requirements and addressing new and emerging risks. | Internal Departments, Council, Audit Committee, External Auditors | | | Audit Plan meets organisational requirements Review completed by June 2015 | | On-going |

ACTIVITY **AUDIT COMMITTEE**

Mission: To assist Council in obtaining assurance that internal control and risk management functions are operating effectively by reviewing the integrity of financial documents, monitoring internal audit and risk management functions and overseeing the effectiveness and objectivity of internal audit and risk management.

| Operating activities and services | | | | | | Performance Measurement | December Quarter Update |
|-----------------------------------|---|-----------------------------------|------------------------|------------------|--|-------------------------|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Audit Committee | Oversight function over internal audit and risk management. At least four meetings per year | CEO, Councillors, Audit Committee | | | Self evaluation of Audit Committee Performance – Completion of appraisal/survey of committee members of satisfaction with meeting conduct and content. Target: 75% satisfaction for FY 2013-2014 | Completed | Self –assessment completed for FY 2013-2014. Overall rating of 89%. |
| Internal Audit Plan Review | Review the internal audit for the current financial year | CEO, Councillors, Audit Committee | | | Audit Plan reviewed and approved by Audit Committee. Completed by June 2015 | On-going | |
| Internal Audit Progress Review | Review the internal audit progress report for the internal audit for the preceding financial year including the recommendations in the report and the actions to which the recommendations relate | CEO, Councillors, Audit Committee | | | Quarterly progress reports reviewed by Audit Committee | | 1 st Quarter Progress report presented in December 2014 2 nd Quarter Progress report to be presented in May 2015 |

| Operating activities and services | | | | | | Performance Measurement | December Quarter Update |
|--|--|---|------------------------|------------------|--|-------------------------|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Draft Financial Statements reviewed by Audit Committee | Review draft Financial Statements prior to certification by Mayor and CEO under section 161(2) and given to the auditor-general for auditing. | Finance & Information Services Department, External Auditors (QAO), CEO, Council, Audit Committee | | | Financial Statements reviewed by October 2014 prior to certification by Mayor and CEO | | Financial Statements still subject to external audit. |
| Auditor General's report reviewed by Audit Committee | Review of Auditor General's report about the financial statements for 2012-13 | Finance & Information Services Department, External Auditors (QAO), CEO, Council, Audit Committee | | | Auditor General's report reviewed in a timely manner to meet statutory requirement of adopting Annual Report by 31 December 2014 | | Financial Statements still subject to external audit. |
| Minutes of Meeting | As soon as practicable after a meeting of the committee, give the Council a written report about the matters reviewed and the committee's recommendations about the matters. | CEO, Councillors, Audit Committee, External Auditors (QAO) | | | Report to Council including minutes of meeting in the monthly meeting immediately after the Audit Committee Meeting | | Completed. 18 August 2014 minutes of Audit Committee meeting presented in the 24 September 2014 Council meeting 19 December 2014 minutes of Audit Committee meeting presented in |

ACTIVITY **RISK MANAGEMENT**

Mission: To assist Council in the implementation and management of Enterprise Risk Management through the identification, assessment and treatment of Council's strategic, operational and new project risks.

| Initiatives/Special Projects | Link to Corporate Plan | Link to Associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|------------------|-----------------|
| Risk Register developed for Operational Plan 2014-2015 | | | Internal | December 2014 |

| Operating activities and services | | | | Performance Measurement | December Quarter Update |
|--------------------------------------|--|--|------------------------|-------------------------|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator |
| Operational Risk Register Monitoring | Continuous updates on operational risk treatment plans. (Including special projects) | Councillors, GM's, Managers, CEO and all Council employees | | | Completed. Update of risk treatment plans conducted in July 2014 and signed-off by the CEO in August 2014 Update of risk treatment plans conducted in December 2014 and signed off by the CEO in February 2015 |

| Operating activities and services | | | | | | Performance Measurement | December Quarter Update |
|------------------------------------|---|--|------------------------|------------------|--|--|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Strategic Risk Register Monitoring | Continuous updates on strategic risk treatment plan | Councillors, GM's CEO | | | All departments update their risk treatment plans biannually. Present to Council. | Completed. Strategic risk treatment plans reviewed and updated in September 2014. | |
| Risk Register Tools | Review Consequences/Impact Matrix | Councillors, GM's, Managers, CEO and all Council employees | | | A revised Consequences/Impact Matrix completed by June 2015 and approved by the CEO | On-going | |

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SOUTH BURNETT
REGIONAL COUNCIL

**Flood Restoration Program
Operational Plan
2014/15**

Mission: To undertake a program of reconstruction works to repair infrastructure damaged by the declared rainfall and flooding disaster events in early 2013
Officer Responsible: General Manager Infrastructure
Responsibilities: Flood Restoration Program



ACTIVITY FLOOD RESTORATION PROGRAM

Mission: To undertake a program of reconstruction works to repair infrastructure damaged by the declared rainfall and flooding disaster events in early 2013

| Activities and Services | | | | Performance Measurement | | |
|-------------------------|--|---|------------------------|-------------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Program Controls | Deliver a prioritised works program that meets time expectations of the affected community and Council | Council, Internal Departments and Queensland Reconstruction Authority | SD2 | Internal and External | Flood restoration program delivered within required timeframes | 2011 program 100% completed & 100% acquitted 2013 program 98% completed & 33% acquitted |
| Value for Money | Deliver to a defined value-for-money framework that considers lifecycle costs, timing, auditing and QRA requirements | Council, Internal Departments and Queensland Reconstruction Authority | SD2 | Internal and External | Value for money demonstrated and accepted by QRA | Minimal reductions by QRA on actual expenditure indicates satisfaction with value for money criteria |
| Quality Management | Deliver appropriate standards of restoration | Council, Internal Departments and Queensland Reconstruction Authority | SD2 | Internal and External | Asset restoration delivered to quality requirements of the asset owner | Comprehensive as-constructed drawings, quality documents and test results progressively handed over to asset owners verifying conformance |

| Activities and Services | | | | | | Performance Measurement | |
|------------------------------------|--|---|------------------------|-----------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Financial and Procurement Strategy | Deliver a financial and procurement strategy that balances achieving certainty of cost and lowest whole of life cost in line with Council's procurement policy | Council, Internal Departments and Queensland Reconstruction Authority | SD2 | Internal and External | Assets constructed will not burden Council financially in the future from increased depreciation costs | Assets restored generally to Council standards to achieve whole of life costs. Some assets reconstructed to a higher standard funded by either complimentary or betterment funding | |



SOUTH BURNETT
REGIONAL COUNCIL

Governance Branch Operational Plan 2014/15

Mission: To provide effective administrative and governance services to the organisation

Officer Responsible: Manager Governance

Responsibilities: Branch Administration, Mayor and Councillors, Strategic Planning and Performance, Legal Services, Media, Communications, Community Engagement, Marketing, Promotions, Civic Receptions, Corporate Events.



ACTIVITY **BRANCH ADMINISTRATION**

Mission: To provide management and administration support to promote and support governance branch activities.

| Operating activities and services | | | | Performance Measurement | | | |
|---|--|--|------------------------|-------------------------|---|-------------------------|-------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Production of Council Meeting agendas and minutes | Preparation of agendas and minutes for Council meetings. | Councillors, Departments and the Community | | | Publication of agenda on the morning of the Council meeting Publication of the minutes within 10 working days of the meeting | Date of Council mtg | No. of days |
| | | | | | | July | 1 |
| | | | | | | Aug | 2 |
| | | | | | | Sept | 1 |
| | | | | | | Oct | 4 |
| | | | | | | Nov | 2 |
| | | | | | | Dec | 1 |

| Operating activities and services | | | | Performance Measurement | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------------|------------------------|-------------------------|---|---|---------------------|---------------------|-------------|------|----------|---|-----|----------|---|------|----------|---|-----|----------|---|-----|----------|---|-----|----------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | | | | | | | | | | | | | | | | | | | | | | |
| Council minutes and resolution notifications | Completion of minutes and issuing of notices to staff regarding resolutions requiring action | GM's, Managers and branches | | | Notices issued within 7 days. | <table border="1"> <thead> <tr> <th>Date of Council mtg</th> <th>Date notices issued</th> <th>No. of days</th> </tr> </thead> <tbody> <tr> <td>July</td> <td>30/07/14</td> <td>7</td> </tr> <tr> <td>Aug</td> <td>29/08/14</td> <td>2</td> </tr> <tr> <td>Sept</td> <td>26/09/14</td> <td>2</td> </tr> <tr> <td>Oct</td> <td>29/10/14</td> <td>7</td> </tr> <tr> <td>Nov</td> <td>28/11/14</td> <td>2</td> </tr> <tr> <td>Dec</td> <td>17/12/14</td> <td>-</td> </tr> </tbody> </table> | Date of Council mtg | Date notices issued | No. of days | July | 30/07/14 | 7 | Aug | 29/08/14 | 2 | Sept | 26/09/14 | 2 | Oct | 29/10/14 | 7 | Nov | 28/11/14 | 2 | Dec | 17/12/14 | - | |
| Date of Council mtg | Date notices issued | No. of days | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July | 30/07/14 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug | 29/08/14 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sept | 26/09/14 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct | 29/10/14 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov | 28/11/14 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec | 17/12/14 | - | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Administrative Action Complaints | Coordination of administrative action complaint processing | CEO | | | Notice acknowledging receipt of complaint issued within 5 working days | No of admin complaints received = 0 Average number of days that notice was acknowledged = 0 | | | | | | | | | | | | | | | | | | | | | | |
| Register of Interests | Coordinate and maintain register of interests | Councils, Senior Staff, Community | | | Councillor Register of Interests reviewed and updated bi-annually | Email reminder to be sent October 2014 Review to be conducted by December 2014 | | | | | | | | | | | | | | | | | | | | | | |
| Policy Register | Maintenance of policy register | Council, Community | | | Develop a draft policy procedure for maintaining policy register by June 2015 | Not started | | | | | | | | | | | | | | | | | | | | | | |

ACTIVITY **MAYOR AND COUNCILLORS**

Mission: To provide resources and support to the Mayor and Councillors to enable them to fulfil their responsibilities.

| Operating activities and services | | | | | | Performance Measurement | December Quarter Update |
|---|--|-----------------------|------------------------|------------------|---|--|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Remuneration | Mayor and Councillors remuneration as per Remuneration Tribunal Levels | Mayor and Councillors | | | Mayor and Councillors remuneration as per Remuneration Tribunal Level implemented by 1 July 2014 | Completed. Local Government Remuneration Schedule implemented by 1 July 2014 | |
| Mayoral Administration Support Services | Provide administrative support to Mayor | Mayor | | | Develop and implement by May 2015 an assessment tool to measure quality of administrative support provided | On-going | |
| Training & Development | Professional development provided to Councillors to support their role | Mayor and Councillors | | | To draft a training and development monitoring spread sheet by November 2014 To review the spread sheet bi-annually and report to the CEO. First review by December 2014 | Commenced In progress not completed | |

ACTIVITY **STRATEGIC PLANNING AND PERFORMANCE**

Mission: To assist Council in planning the future direction of the organisation and in monitoring organisational performance against plan outcomes, outputs and actions.

| Operating activities and services | | | | Performance Measurement | December Quarter Update |
|-----------------------------------|--|-------------------|------------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Key Performance Indicator | |
| Corporate Plan | To coordinate corporate plan annual progress report | External/internal | | Adopted by December 2014 Compliance with legislative requirements: Local Government Act and Regulations | Draft Corporate Plan completed in August 2014. Awaiting internal consultation with LMT March 2015. |
| Operational Plan | To coordinate organisational reporting on a quarterly basis. | External/internal | | All branches and departments complete an Operational Plan quarterly report. Present to CEO. Report to Council | Completed. 1 st Quarter Review for presentation to Council in November 2014 2 nd Quarter Review for presentation to Council in March 2015 |
| Annual Report | To manage organisational reporting on an annual basis. | External/internal | | Annual Organisational Reporting – Annual Report 2013/14 adopted by 31 December 2014 | On-track, information gathering process commenced |

ACTIVITY LEGAL SERVICES

Mission: Compliance with relevant legislative requirements and coordinate legal services within budget allocations.

| Operating activities and services | | | | | Performance Measurement | December Quarter Update |
|---|---|-------------------|------------------------|------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | |
| Review of Delegations Register | Review the Delegations Registered monthly to ensure compliance with current legislation | External/Internal | | | Update the delegations register with the current changes from MacDonnells Law as at September 2014 by June 2015 | Commenced |
| Responses to subpoenas, orders for non party disclosure | Provision of documents as required | External/Internal | | | Information compliance by required or otherwise agreed date | No. of requests received=0 Dates received - 0 Dates issued -0 |

| Operating activities and services | | | | | | Performance Measurement | December Quarter Update |
|-----------------------------------|--|-------------------|------------------------|------------------|---|---|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Right to Information | Processing of Right to Information applications. | External/Internal | | | Compliance with RTI Act Less than 5% of applications require extension of time | Number of RTIs received Sept Review – 2 Dec Review - 5 Number of RTIs released without extension of time: Sept - 2 and 100% to total Dec - 5 and 100% to total Number of RTIs released with extension of time (0) and 100% to total | |
| Information Privacy | Compliance with privacy principles | External/Internal | | | Less than 5 privacy complaints per annum | Number of privacy complaints received in the 1 st Quarter – 1 2 nd Quarter - 1 | |
| Delegations from Council meetings | Delegations register complete and up to date. | Internal | | | Delegations register reviewed after each Council meeting and updated on a quarterly basis | Sept - Completed. Delegations register reviewed and updated in September 2014 Dec – Delegation updates noted and tables being reviewed by Managers | |

| Operating activities and services | | | | | | Performance Measurement | December Quarter Update |
|-----------------------------------|---|-------------|------------------------|------------------|---|--|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Identification Cards | ID cards issued to all staff and councillors | Internal | | | Replacement of existing ID cards by May 2015 New and replacement ID cards prepared and issued upon HR notifications within 10 working days | Not Commenced Number of new ID cards issued for 1 st Qtr – 9 Number of new ID cards issued for 2 nd Qtr - 17 Number of replacement cards issued for 1 st Qtr – 12 Number of replacement cards issued for 2 nd Qtr - 16 | |
| Pool Passes | Print pool passes when asked by Properties branch | Internal | | | Print new pool passes within 7 days of receiving request from Properties Branch | 62 passes printed in the first quarter 51 passes printed in the second quarter 62 passes printed within the 7 days in the first quarter 51 passes printed within the 7 days in the second quarter | |

ACTIVITY MEDIA, COMMUNICATIONS, COMMUNITY ENGAGEMENT, MARKETING, PROMOTIONS, CIVIC RECEPTIONS & CORPORATE EVENTS

Mission: To deliver quality media, communication, community engagement, marketing, promotions, civic receptions and corporate events; to and behalf of Council.

| Initiatives/Special Projects | Link to Corporate Plan | Link to Associated Plans and Strategies | Engagement Level | Completion Date |
|---------------------------------------|------------------------|---|-------------------|-----------------|
| Corporate Communication Plan 2014/15 | | | Internal | June 2015 |
| Implementation of New Council Website | | | Internal/External | April 2015 |

| Operational activities and services | | | | Performance Measurement | December Quarter Update |
|-------------------------------------|--|---|------------------------|-------------------------|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator |
| Media Releases | Coordination and release of Governance approved media releases | Community, Councillors, Internal Departments, CEO | | | Media releases sent to media contacts within 24 hours following Mayor and CEO approval |
| | | | | | Number of media releases - Jul - 0 Aug - 5 Sept - 7 Oct - 10 Nov - 15 Dec - 17 |

| Operational activities and services | | | | Performance Measurement | December Quarter Update |
|-------------------------------------|--|---|------------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Key Performance Indicator | |
| Advertising | Coordination, booking and placement of classified and display advertising in print, radio and online | Community, Councillors, Internal Departments, CEO, Council Committees | | Monitor Statutory advertising on a quarterly basis to ensure governance budget is not exceeded for FY 2014-2015 | <p>Number of advertisements 1st Qtr = 186 Paper - 13 Special Requests - 14 Printed (6 CF & 3 MM) - 9 Radio – 30 ad / 5 Stations (150ads) Online (SB online) –</p> <p>Number of advertisements 2nd Qtr = 187 Paper - 12 Special Requests - 16 Printed (6 CF & 3 MM) - 9 Radio – 30 ad / 5 Stations (150ads) Online (SB online) –</p> <p>Actual cost = \$ 70,045.57 Paper \$ 15,057.01 Special Request \$ 14,130.79 Printed (CF & 3 MM) \$ 3,960 Radio \$ 13,468.80 Online (SB Online) \$ 1,760.00 Budget for the year = \$150,000 SB Touring Guide - \$5,499.98</p> |

| Operational activities and services | | | | Performance Measurement | December Quarter Update |
|-------------------------------------|---------------------------------------|---|------------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Key Performance Indicator | |
| Facebook | Monitor and promote Council's FB Page | Community, Councillors, Internal Departments, CEO, Council Committees | | 25 posts on facebook on a quarterly basis during the 2014-15 financial year | <p>No of page likes for the 1st quarter 4,418</p> <p>July 14 - Posts 8 Reach 10,920 Shares 65</p> <p>Aug 14 – Posts 8 Reach 6,288 Shares 13</p> <p>Sept 14 - Posts 20 Reach 17,664 Shares 57</p> <p>Total for the 1st quarter: 36 posts/ 34,872 reach / 135 shares</p> <p>No of page likes for the 2nd quarter</p> <p>Oct 14 - Posts 8 Reach 6,789 Shares 12</p> |

| Operational activities and services | | | | | Performance Measurement | December Quarter Update |
|-------------------------------------|---|---|------------------------|------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | |
| Community Engagement | Resources available for internal departments | Community, Councillors, Internal Departments, CEO, Council Committees | | | | Nov 14 – Posts 7 Reach 4,888 Shares 9 Dec 14 - Posts 13 Reach 22,113 Shares 108 Total for the 2 nd quarter 28 posts/ 33,790 reach / 129 shares |
| Corporate Image | Monitor adherence to prescribed corporate style guidelines. | Internal Departments, CEO, | | | Respond to logo usage requests within 5 business days | Not commenced Number of Logo requests received - Jul - 3 Aug - 4 Sept - |

| Operational activities and services | | | | | Performance Measurement | December Quarter Update |
|-------------------------------------|--|---|------------------------|------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | |
| Corporate Publications | Coordinate design and production of corporate publications including Corporate Plan, Annual Report | Community, Councillors, Internal Departments, CEO, Council Committees | | | Publication of the Corporate Plan by Jun 2015 To conduct a workshop with the Councillors by Nov 2014 | Oct - Nov - Dec - Number of logos issued within 5 business days - Jul - 3 Aug - 4 Sept - Oct - Nov - Dec - Draft completed |
| Staff Newsletter | Staff newsletter distributed to all staff | Employees, CEO | | | Bi-monthly staff newsletter distributed to all staff | Completed. Newsletter published : June - 18 June 2014 August - 13 August 2014 October - 21 October 2014 December - 17 December 2014 |

| Operational activities and services | | | | | | Performance Measurement | December Quarter Update |
|---------------------------------------|--|--|------------------------|------------------|---|---|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| eNewsletter | eNewsletter distributed to community members on email list | Community | | | eNewsletter distributed to community monthly | Completed. eNewsletter published : August - 1 August 2014 October - 10 October 2014 November - 18 November 2014 December - 12 December 2014 | |
| Australia Day Awards and celebrations | Deliver or partner in a range of events to celebrate Australia Day | Councillors, VIPs, dignitaries, invited guests, community, Council employees | | | Nomination forms to be released by September 2014. Organise the judging panel by October 2014. Send out sponsorship forms to community groups by Oct 2014 Organise judging panel meeting by Dec 2014 Arrange advertising for event by Dec 2014 Advise nominees by early Jan 2015 | Nomination forms completed Finalised Commenced Finalised | |
| Anzac Day | Work with community | Council officers, | | | Coordinate annual celebration | Preparations commenced for 2015 | |

| Operational activities and services | | | | Performance Measurement | December Quarter Update |
|-------------------------------------|--|--|------------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Key Performance Indicator | |
| | through Council officers at Nanango, Kingaroy, Wondai and Murgon offices to contribute to Anzac Day celebrations | Community, RSL's, Councillors | | of Anzac Day | ANZAC day ceremonies including road closures, wreaths etc |
| Citizenship Ceremonies | Deliver Citizenship Ceremonies | Councillors, VIPs, dignitaries, invited guests, community, | | 95% Citizenship ceremony attendance rate | No. of attendees notified = ? July - 5 Aug - 0 Sept - 0 Oct - 6 Nov - Dec - Actual attendance =? July - 5 Aug - 0 Sept - 0 Oct - 6 Nov - Dec - |

| Operational activities and services | | | | | | Performance Measurement | December Quarter Update |
|-------------------------------------|--|---|------------------------|------------------|--|-------------------------|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | | |
| Mayoral Events | Mayoral events to raise funds for Mayor's Community Benefit Fund | Business Community, Mayor and Councillors | | | Provide administrative/design/event management support for Mayoral Charity Gala Ball within FY 2014-2015 | | Currently seeking costing for artists/entertainment. |
| | | | | | Provide administrative/design/event management support for Mayoral Charity Breakfast within FY 2014-2015 | | Mayor's Community Breakfast held in August 2014. Mayor's Community Breakfast held in November 2014. Mayor's Community Christmas Luncheon held in December 2014 |
| Staff Service Recognition Awards | Annual Award Night – provide design support | Staff, CEO and Councillors | | | Design the invitation, certificates and programs by Jul 2014 | | Completed |



SOUTH BURNETT
REGIONAL COUNCIL

Human Resources Branch Operational Plan 2014/15

Mission: To provide human resource services and promote a safety first environment across the organisation.

Officer Responsible: Manager Human Resources

Responsibilities: Employee Administration and Support Services, Workplace Health & Safety, Workplace Relations, Payroll and Organisational Development.



ACTIVITY EMPLOYEE ADMINISTRATION AND SUPPORT SERVICES

Mission: To provide human resource services, consultancy and support by working in partnership with the organisation, to engage, value and retain our people.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|------------------|------------------------|
| Workforce Planning Framework to be developed | | | Internal | Ongoing review 2014/15 |
| Human Resource Policy and Procedures Manual to be developed | | | Internal | Rollout June 2015 |
| Implement Human Resource Management Standards | | | Internal | Completed |
| Participate in Tech One – New Business System Implementation | | | Internal | December 2014 |

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|---|---|------------------------|-------------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Learning & Development | Learning and development support, coordination and delivery in line with Learning and Development Plan and budget allocation. | General Managers, Branch Managers, Supervisors, and Employees | | Internal - Engage | 100% of Learning and Development requests processed within 14 days of receiving | Processing 100% of requests that are coming in |

| Operating activities and services | | | | Performance Measurement | | |
|--|--|--|------------------------|-------------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Trainees & Apprentices | Manage traineeship and apprenticeship contracts and ensure trainees and apprentices are skilled to seek permanent employment on completion. | Trainees, Apprentices, Supervisors, Managers, General Managers | | | 100% successful completion of Apprentice and Trainees employment contracts within required timeframes and view to reduce to nil | Currently all apprentices and trainees are tracking successfully towards the completion of their training |
| Employee recruitment, selection and retention services | Implement the recruitment, selection and retention policy. | General Managers, Branch Managers, Supervisors, and Employees | | | 100% of advertised positions have candidate appointed or status of selection reported. Convenors of all panels to accredited in R&S by June 2015 | Currently meeting the criteria R&S training course has been developed and will be rolled out with pot of gold programs November through to June 2015 |
| Human resources systems, support and administration services | An information system to develop, analyse and report on human resource measures that will assist and support effective management of labour resources. | General Managers, Branch Managers, Supervisors, and Employees | | | 50% of the identified metrics rolled out by 30 June 2015 (number of reports currently reduced against proposed) | Approx 25% of HR metric reporting has been established, investigation is continuing into the development of further reports |

ACTIVITY **WORKPLACE HEALTH & SAFETY**

Mission: To achieve a 'zero harm' workplace supported by appropriate Workplace Health and Safety (WH&S) and rehabilitation advice, systems, processes and procedures.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|-------------------|---|
| Implement the Health & Safety Strategic Plan | | | Internal - Inform | 30 September 2014 (consultation undertaken with L&T, CEO signed) |
| | | | | Not commenced |

| Operating activities and services | | | | | | Performance Measurement | | |
|-----------------------------------|---|---|------------------------|------------------|--|---|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | | |
| WH&S Training | Training delivered in line with Council's Safety System; including external providers. | Employees, GM's, Managers, Councilors, Training Providers | | Internal | 100% of all new employees' to attend Corporate WH&S Induction within one month of commencement 100% of new employee's to have site specific induction at time of commencement. 100% coverage of GM's and Managers to receive their role and responsibilities for WH&S. | Compliant Compliant Completed workshop undertaken | | |
| WH&S System | Effective support, advice, policies, procedures and assistance in meeting all legislative requirements in relation to WH&S. | Employees, Managers, GM's, Councilors | | Internal | Internal: Compliance with Safeplan system - Audit 80% Compliance by June 30 2015 | ongoing | | |

| | | | | | | |
|-----------------------|---|---------------------------|--|----------|---|-----------|
| Rehabilitation System | Effective consultancy, support, policies, procedures and assistance in meeting all legislative requirements in relation to Rehabilitation / Return to Work. | Employees, Managers, GM's | | Internal | 100% compliance with legislative standards by 30 June 2015. | Compliant |
|-----------------------|---|---------------------------|--|----------|---|-----------|

ACTIVITY EMPLOYEE RELATIONS

Mission: To provide employee relations, advice and support services.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|---|------------------------|---|-------------------|-----------------|
| Planning for Enterprise Bargaining Agreement 2014 | | | Internal - Engage | Ongoing |

| Operating activities and services | | | | | Performance Measurement | |
|--|--|------------------------|------------------------|------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Employee relations, advice and support | Employee / industrial relations support. | Employees, CEO, Unions | | | 100% compliance with Council's dispute resolution procedure. | No issues have been currently lodged against the dispute resolution procedure |

ACTIVITY PAYROLL

Mission: To provide employees with payroll services and benefits and entitlements in accordance with legislation, relevant awards and Councils enterprise bargaining agreements (i.e. Certified Agreement Field Staff 2011 and Certified Agreement Officers 2011).

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|---|--|------------------------|-------------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Payroll services | Provide an efficient fortnightly payroll to Council employees and Councilors. Process all leave requests and timesheets. | Councillors, General Managers, Branch Managers, Supervisors, and Employees | | | Accuracy of payments processed measured against the data provided to payroll. Maximum 6% error rate. 100% Payments made into employees accounts on pay Wednesdays. | Indications are currently below 3% 100% Payments made into employees accounts on pay Wednesdays. |

UNCONFIRMED



SOUTH BURNETT
REGIONAL COUNCIL

Infrastructure Department Operational Plan 2014/15

Mission: To effectively plan, manage and deliver the region's Infrastructure to meet the needs of the community
Officer Responsible: General Manager Infrastructure
Responsibilities: Department Management, Roads & Drainage, Design & Technical Services, Water & Wastewater, Flood Restoration Program



ACTIVITY DEPARTMENT MANAGEMENT

Mission: To provide strategic management and administration support to promote the activities of the department

| Activities and Services | | | | | Performance Measurement | |
|--|--|----------------------|------------------------|------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update |
| Organisational Structure for Infrastructure Department | Maintain Organisational Structure to meet current and future needs | Internal Departments | EXC3 | Internal | Positions within approved structure appropriately resources to deliver programs | Vacancy rate below 5% for the period |
| Department Procedures and Standards | Consolidated documentation of department procedures and standards | Internal Departments | EXC4 | Internal | Department Procedures and Standards documented | Certification to ISO9001 maintained during period with one (1) external audit undertaken in December 2014 |
| Asset Management Plans | Implement Asset Management Plans | Internal Departments | SD2 | Internal | Asset Management Plans implemented into Infrastructure Department operations and management | On-ground asset data collection in progress to revise these plans |
| 10 Year Capital Expenditure Planning | Ongoing review & update | Internal Departments | SD2 | Internal | 10 Year Capital Works Program prepared for Budget considerations in March 2015 | Inspections and Workshops held in October and December to finalise the program ready for budget adoption |
| Operational Planning | Ongoing review & update | Internal Departments | SD2 | Internal | Operations and maintenance of infrastructure within budget | Expenditure reviews done routinely and decisions made on changes necessary taking this into account |



SOUTH BURNETT
REGIONAL COUNCIL

NRM and Parks Branch Operational Plan 2014/15

Mission: To preserve, promote and protect the natural and cultural resources under the management of the South Burnett, with the provision of well maintained and appropriate recreational and service infrastructure for a diverse range of environmental experience, education, opportunity and lifestyle choices.

Officer Responsible: Manager NRM and Parks

Responsibilities: Branch Administration, Natural Resources Management, Parks and Gardens and Cemeteries.



ACTIVITY **BRANCH ADMINISTRATION**

Mission: To provide management and administration support to promote the activities of the branch.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|---|------------------------|---|------------------|-----------------|
| Participate in Towns Transformation Project | SD2, GO3.3 | Community Plan 1.4.2(a) | Engage | Ongoing |
| Drayton Street Transformation Project | SD2, GO3.3 | Community Plan 1.4.2(a) | Engage | |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|---|------------------------|------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Wandering Livestock | Management of public safety on roads due to wandering livestock | Community, Landholders | | | 95% of wandering livestock situations attended to within the 48hrs | 100% completion 80 situations attended – June - July - August – On track 60 situations attended at approx. rate 5/week |
| Landscape Design Services | Assess landscape plans associated with development applications | Developers, Internal Departments, Community | | | 95% of assessments completed and comment on plans and return to customer within 10 business days. | 100% completion 1 assessment completed within the specified timeframe. |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|-------------|-------------|------------------------|------------------|---------------------------|---------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| | | | | | | On track; nit for Dec qtr |

ACTIVITY NATURAL RESOURCE MANAGEMENT

Mission: To implement programs which focus on the restoration and protection of natural landscapes by involving and engaging landowners, community and government agencies.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|------------------|---|
| Biodiversity Strategy | | | Engage | June 2015 not started |
| Biodiversity & Carbon Management Grant – Stage One/Six including work with Fire and Biodiversity Consortium in developing carbon reduction methodologies through fire management (funded by grant) | | | Engage | Stage3 – June 2015 On track, milestone report submitted and accepted |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|---|--|------------------------|------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Pest Plant Management | Ensure landholders comply with legislation | Landholders | | | 100% inspections of Class 1 & 2 pests completed bi-annually | Scheduled for Sept-Dec 2014 and Jan – Mar 2015 | Severe drought conditions have not been conducive to weed germination with the majority of land barren and devoid of any ground cover. Mother of Millions inspections have been undertaken which is not effected significantly by normal drought conditions which equals approximately 5 -10% of our scheduled inspection program. |
| Pest Plant Management | Undertake pest weed eradication programs on Council controlled land and reserves for Class 1 (manage Class 2) | Council, Internal Departments, Community | | | 100% completion of the eradication program on Council controlled land within the 2014-15 financial year | 20% of eradication completed and corresponding budget spent within the Jun-Sept 2014 quarter | On track 55% completed |
| Pest Plant Management | Partner with landholders to eradicate pest weeds | Landholders | | | 100% completion of the Partnership Programs within the 2014-15 financial year | 5% of partnership program completed and corresponding budget spent within the Jun-Sept 2014 quarter | |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|---|----------------------|------------------------|------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Pest Plant Management | Field Workshops | Landholders | | | Conduct at least two (2) field workshops annually for the 2014-15 financial year | On track 45% completed 1 chinese celitis field workshop completed in first quarter On track, nil for Dec qtr | |
| Pest Animal Management | Management of declared pest | Landholders | | | Coordinate at least two (2) wild dog baiting programs within the 2014-15 financial year | 1 wild dog baiting program completed. 1 scheduled for May 2015 on track, nil completed in Dec qtr | |
| Fire Management | Undertake controlled burns as per planned burns operation (depending on weather conditions) | Landholders, Council | | | Develop the Fire Management Program by July 2014 Report on number of controlled burns quarterly | Completed 5 burns completed | |
| Fire Management | Manage preapproval system and assess special permits | Landholders | | | Maintain database | On track, nil planned or undertaken Dec qtr On track, 6 permits issued to landholders for Dec qtr | |
| Stock route maintenance | Manage stock route facilities, weeds, permits and assets | Community | | | Expenditure on maintenance within budget | On track, within budget | |
| Biodiversity | | | | | | Not started | |

| Operating activities and services | | | | | | Performance Measurement | |
|--|---|-------------|------------------------|------------------|---------------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Strategy | | | | | | | |
| Climate Change Strategy | | | | | | Not started | |
| Biodiversity & Carbon Management Grant – Stage One/Six | Work with Fire and Biodiversity Consortium in developing carbon reduction methodologies through fire management (funded by grant) | | | | | On track. achievable outcome may change due to available science and data | |
| Carbon Management Plan | | | | | | completed | |

ACTIVITY **PARKS & GARDENS**

Mission: To provide and maintain public parks, amenities and open spaces that meets the community's needs within resource allocations.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|------------------------------|------------------------|---|------------------|-----------------|
| | | | | |
| | | | | |
| | | | | |

| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|------------------|-----------------------|
| Complete Capital Projects as per Budget Allocation | | | | June 2014 On track |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|---------------------|------------------------|------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Parks & Open Spaces | Maintain parks and open spaces to a standard that reflects public usage | Community, Visitors | | | Expenditure on park maintenance within budget | Tracking 3 – 5% above at midyear review |

| Operating activities and services | | | | | | Performance Measurement | |
|--|--|---------------------|------------------------|------------------|---|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Parks & Open Spaces | Mowing of parks and open spaces | Community, Visitors | | | 90% of grass in high profile areas maintained at 150mm intervention level | On track up until major rain event over Xmas closure. Received +15 complaints about level of grass and untidiness amenity value. | |
| Public Amenities | Public amenities kept clean and to a high standard of hygiene | Community, Visitors | | | Less than 5 complaints per quarter per work area | On track up until major rain event over Xmas closure. Received +15 complaints about level of grass and untidiness amenity value | |
| Landscaping Maintenance | Annual Plant Planting Program | Community, Visitors | | | One program per work unit per annum within budget allocations | Completed 1 in Nanango and 1 in Kingaroy. Remainder scheduled in next qtr | |
| Landscaping Maintenance | Pruning of amenity trees to Australian Standard AS4373:2007 | Community, Visitors | | | Pruning's conducted annually | 1 pruning program completed in all major centres | |
| Playground Equipment Safety | Compliance with AS/NZS4360:2004 | Community, Visitors | | | One inspection program annually | Scheduled last qtr (April – June) | |
| Playgrounds & Playground Equipment Maintenance | Maintained in accordance with AS/NZS4486.1:1997 | Community, Visitors | | | One audit conducted per annum | Scheduled last qtr (April – June) | |
| Vandalism | Rectify vandalism as soon as reasonably possible after reporting | Community, Visitors | | | Report vandalism to proper authorities with 24 hours of notification | On track, all instances attended within timeframe and information passed on to QPS where applicable. | |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|---------------------|------------------------|------------------|--|-----------------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Park Furniture | Undertake minor repairs on park furniture as required | Community, Visitors | | | 100% Maintenance to be undertaken as required to maintain park furniture at an acceptable level | On track, nil complaints Dec qtr. |

ACTIVITY **CEMETERIES**

Mission: To provide a dignified, efficient and safe burial service to the community.

| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|------------------|------------------------|---|------------------|-----------------|
| | | | | |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|------------------------------|------------------------|------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Cemetery Services | Provision of services - interment in grave or columbarium wall. | Community, Funeral Directors | | | Complete booking applications processed within 2 working days. | On track, all completed well within timeframe. Nil complaints |
| Burial Data | Management of cemeteries database and provision of data as required | Community, Funeral Directors | | | Records kept up to date | On track however since implementation of Tech 1, records kept manually for last 18mths. Mapping and Data Base solution to be provided in 15/16 budget considerations. |
| Cemetery grounds maintenance | Cemetery areas are well-kept and maintained to a | Community, Funeral Directors | | | Less than 5 complaints per year | On track up until major rain event over Xmas closure. Received +15 complaints about level of grass and untidiness |

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|---------------|-------------|------------------------|-------------------------|---------------------------|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| | high standard | | | | | amenity value. |

ACTIVITY RAIL TRAILS

Mission: Utilise the rail corridor to improve health and fitness, increase tourism and business opportunities.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|------------------------------|------------------------|---|------------------|-----------------|
| | | | | |

| Operating activities and services | | | | Performance Measurement | | |
|---|--|---|------------------------|-------------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Brisbane Valley Rail Trail (BVRT) | Continued partnerships with key stakeholders to promote BVRT | Community, Key Stakeholders, BVRT | | | 4 e-newsletter prepared and distributed annually BVRT promoted as per Promotional Plan and within budget allocation | |
| Nukki to Linville section of Rail Trail | Work with Brisbane Valley Rail Trail Steering committee to develop and | Community, Brisbane Valley Rail Trail Steering Committee, Key | | | Nukku to Linville section of rail trail maintained and operational | On track, ambassadors maintaining facility and scheduled payments to this |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|-------------------------------------|------------------------|------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Brisbane Valley Rail Trail | maintain trail Support ambassadors and the agreement for maintenance | Stakeholders, Ambassadors, internal | | | Maintain relationship with rail trail operational. | group occurring. Regular contact by phone and email, assistance has been provided for camera surveillance at request of ambassadors and data passed on to Blackbutt QPS. |

ACTIVITY **STREETSCAPE PROJECT**

Mission:

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Community Engagement Level | Completion Date |
|--|------------------------|---|----------------------------|---|
| Towns Transformation Project - Henry Street and Drayton Street Nanango Streetscape project completed. | | | | 30 June 2014 Completed |
| Town Transformation Project - design of entry statements completed and project plan developed showing progressive installation as funding is available | | | | 28 Feb 2014 On hold, awaiting further direction. |



SOUTH BURNETT
REGIONAL COUNCIL

Planning and Environment Department Operational Plan 2014/15

Mission: To support balanced development that preserves and enhances our region.

Officer Responsible: General Manager Planning and Environment

Responsibilities: Environment and Waste Branch, Natural Resource Management and Parks and Gardens Branch, Planning and Land Management Branch, Disaster Management, Libraries and Customer Contact.



ACTIVITY DISASTER MANAGEMENT

Mission: To provide the South Burnett community with an effective and coordinated response in the event of a disaster event, and to facilitate a speedy return to a safe and secure environment as soon as possible after that event.

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|--|---|------------------------|----------------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Community Engagement Level | Key Performance Indicator | December Quarter Update |
| Disaster Management | An effective Disaster Management Framework for the South Burnett Community | Community, South Burnett Local Disaster Management Group, Emergency Management Queensland (EMQ) | | External, Internal | Bi-annually South Burnett Local Disaster Management Group Meeting to maintain disaster management readiness in accordance with the responsibilities of the Group as detailed in the Disaster Management Plan Review and update the evacuate & resupply subplans by December 2014 Conduct one (1) Disaster Management exercise in conjunction with key stakeholders within the 2014-15 financial year | Meeting to be scheduled March 2014 Proposed to start draft subplans by March 2014 Currently preparing for in conjunction with disaster season. |
| State Emergency Service | Provision of SES operations and equipment maintenance | Community, SES Groups, Emergency Management Queensland (EMQ) | | External, Internal | State Emergency Services across region operational within budget allocations for financial year 2014-15 | Monitoring SES expenses on a monthly basis to ensure compliance with budget |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|---|--|------------------------|----------------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Community Engagement Level | Key Performance Indicator | December Quarter Update | |
| Disaster Management | Coordinate Training for disaster management group members and other Council employees to ensure adequate knowledge of roles is maintained | Local Disaster Management Group (LDMG), Recovery Resilience Group (RRG), Volunteers, Emergency Management Queensland (EMQ) | | Internal, External | To ensure that all Disaster Management group members and relevant Council employees undertake the required training in conjunction with the Emergency Management Queensland (EMQ) 2014-15 training schedule | No courses scheduled for December quarter | |

SECTION
CUSTOMER CONTACT

Mission: To provide a high standard of customer service at the counter and call centre, that meets the expectations of the organisation and our community.

ACTIVITY
SERVICE CENTRES AND CALL CENTRE

Mission: To provide efficient *point of contact* service delivery across five Customer Service Centres to the community and the organisation.

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|---|--|------------------------|--------------------|---|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Customer Contact Training | Adequate training for team | Customer Contact Team | | Internal | 100% of permanent customer service employees complete required training within the 2014-15 yearly training schedule | Training schedule currently being reviewed and monthly quizzes are being developed and linked with HARRY | |
| Call Centre | Council's general incoming calls answered | Community, Internal Departments, Councillors | | Internal | 80% of calls answered by Customer Contact and less than 3% of the unanswered calls are abandoned by the first quarter of the 2014-15 financial year | Monthly statics monitored and currently 95% of calls are answered less than 1% are abandoned | |
| Customer Requests | Correctly profile customer concerns and requests for council services | Community, Internal Departments | | Internal, External | 100% of customer requests forward to correct officer within 1 hour of receipt by the first quarter | 100% of customer requests complied | |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|--|--|------------------------|---------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Receiving | Processing of payments to Council | Community, Internal Departments | | Internal, External | Decrease the number of cancelled receipts recorded on the monthly monitoring report of cancellations by 25% within the first quarter of 2014-15 financial year | Cancelled receipts 90% efficiency | |
| Information for the Public | Information regarding Council operations/service communicated to customers. | Customer, Stakeholders, Businesses, Internal Departments | | Internal, External, | Develop a monthly complaints data sheet to indicate nature of complaint area to be addressed by December 2014 Reduce the number of complaints identified on the monthly data sheet by 20% in the 2014-15 financial year | Currently developing complaints monthly data sheet | |
| Inter-Office Mail Coordination | Coordination of inter office mail collection and delivery between customer service centres | Internal Departments, | | Internal, | Coordination and preparation of the daily mail bags and delivery of inter office mail between customer service centres in accordance with the 2014-15 internal mail schedule | Customer Contact personnel at each centre meeting the 2014-15 mail schedule | |
| Outgoing mail coordination | Coordination of outgoing mail from five service centres | Internal Departments, Community | | | Coordination of outgoing daily external mail from customer service centres by 2pm | Customer Contact personnel at each centre meeting the outgoing daily external mail service | |
| Support services to Libraries | Support services provided to Libraries at Blackburn and Preston customer service centres | Community | | Internal | Assist in the general library functions including borrowing and returning books on a daily basis, participating in community library activities as programmed in accordance with 2014-15 library standard | Currently meeting the 2014-15 library standard | |

ACTIVITY QUEENSLAND GOVERNMENT AGENT PROGRAM (QGAP)

Mission: To provide a broad cross-section of government services, including processing transactions and providing information through the Queensland Government Agent Program (QGAP) at the Blackbutt Customer Service Centre.

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|-----------------------------|------------------------|------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| QGAP Shared Services Agreement | Provision of other government services | Community, State Government | | | 100% of Services delivered in accordance with 2014-15 QGAP shared service agreement | Meeting standard and delivery of 2014-15 agreement |
| Business and Marketing Plan | Funding as per QGAP Lead Agency Subsidy Agreement | Community, State Government | | | 100% of Funding expended in accordance with the 2014-15 Business and Marketing Plan as approved by Smart Service Qld | Meeting standard and delivery of 2014-15 plan |

ACTIVITY CENTRELINK AGENCY FUNCTION

Mission: To provide the community with self service facilities and agent functions for Centrelink at the Blackbutt Customer Service Centre.

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|---|-------------------------------|------------------------|-------------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Centrelink Agent Agreement | Provision of self service centre and agency functions | Community, Federal Government | | Internal, External | 100% of Services delivered in accordance with 2014-15 Centrelink agent agreement | Meeting standard and delivery of 2014-15 agreement |

ACTIVITY LIBRARIES

Mission: To enhance and promote the quality of life of our community and the unique environment of our area through leadership and engagement.

| Operating activities and services | | | | | Performance Measurement | |
|--------------------------------------|--|---|------------------------|------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Library Services and Facilities | Libraries providing library services across the region to meet community needs | Community/Visitors | | | Identify the target groups for 2014-15 financial year and the relevant programs for implementation | 29 programs completed |
| Support services to Customer Service | Support services provided to Libraries at Blackburn and Proston customer service centres | Community | | | Provide assistance to customer service counter as a backup during peak periods i.e. rate periods, dog registration etc in accordance with 2014-15 customer service standards | Currently meeting the 2014-15 Customer service standard |
| Library Collections | Library Collections developed to meet community needs | Community/Visitors | | | Ensure library collections are rotated and new purchases through the annual state library grant meet community needs as well as gaps in collection being sourced externally | Currently meets requirements |
| Annual Book Grant | Management and acquittal of the State Library of Queensland (SLQ) annual book grant to Council for the purchase Library stock. | SLQ, Council, Employees, Library Members and Visitors | | | State Library of Queensland (SLQ) Service Level Agreement (SLA) compliance Performance assessed and reported to SLQ annually within the first quarter | Completed |

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|--|--------------------|------------------------|-------------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Family and Early Literacy Program | Resource family and early literacy programs | Community/Visitors | | Internal, external | Conduct at least one (1) partnership program with a community organisation by June 2015 Early and family literacy collections developed by the first quarter review | Summer Reading Club run in partnership with State Library of Queensland and Taabinga State School Best start program to be initiated in January 2015 |
| Outreach Program | Providing community groups access to library facilities | Community | | | Kingaroy and Nanango Libraries to provide at least one (1) outreach program by June 2015 | Outreach programs have been provided and are ongoing |
| Self-Check Out Machine | Self-serve technology enabling customers to issue their own loans and other transactions | Library members | | | Commence recording number of transactions using self-check out with in the Kingaroy library; 17.76% increased usage over time by first quarter review | Completed |



SOUTH BURNETT
REGIONAL COUNCIL

Planning and Land Management Branch Operational Plan 2014/15

Mission: To support balanced development that preserves and enhances our region.

Officer Responsible: Manager Planning and Land Management

Responsibilities: Planning, Building and Plumbing Services, Community Grants and Donations Program, Heritage and Museums, Visitor Information Centres, and Arts



ACTIVITY **PLANNING SERVICES**

Mission: To assess development applications in a timely manner in accordance with the legislation in order to achieve long term sustainable development for the South Burnett region.

| New Initiatives | Link to Corporate Plan | Link to associated Plans and Strategies | Community Engagement Level | Completion Date | December Quarter Update |
|---|-------------------------------|--|-----------------------------------|---|--|
| New Planning Scheme for the South Burnett region. | | Community Plan Goal 4.1.1 & 4.4.1 | Consult | Preparation of draft Scheme completed by Aug 2013 Public consultation of Scheme commenced by March 2015 Adoption of Scheme by June 2015 | Draft Scheme completed Draft Scheme submitted for State Interest Review |
| Review Infrastructure Charges Resolution | | Community Plan Goal 4.1.1 & 4.4.1 | Inform | Review resolution by July 2015 for updating of the charges | Not commenced |
| Priority Infrastructure Plan | | Community Plan Goal 4.1.1 & 4.4.1 | Consult | Draft PIP prepared and included in Planning Scheme by Aug 2013 PIP adopted as part of Planning Scheme adoption by June 2015 | Completed |

| | | | | |
|--|-----------------------------------|---------|--|---|
| Monitor implementation of new Planning Scheme to correct administrative errors and other omissions | Community Plan Goal 4.1.1 & 4.4.1 | Consult | Monitor implementation of new Scheme and draft list of possible amendments by Sep 2015. Draft amendment by Dec 2015. Amendment adopted by June 2016. | To commence once new Scheme is adopted. |
|--|-----------------------------------|---------|--|---|

| Operating activities and services | | | | | Performance Measurement | |
|--------------------------------------|--|---|------------------------|----------------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Community Engagement Level | Key performance Indicator | December Quarter Update |
| Development Applications (MCU & ROL) | To manage the assessment of development applications across the South Burnett area | Developers, building industry, commercial operators, ratepayers | | N/A | 100% of delegated applications processed within statutory timeframes set by Sustainable Planning Act (SPA) | 24 Applications received for the September quarter. 100% of applications processed with timeframes. 30 Applications received for the December quarter. |
| Planning Compliance | Undertake compliance assessments | Developers, building industry, commercial operators, ratepayers | | N/A | 100% of compliance assessments processed to within 20 business days from receipt of application | Ten (10) requests for assessments received for the September quarter. 90% of compliance assessments processed within 10 business days. Four (4) requests for assessments received for the September quarter. |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|--|---|------------------------|----------------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Community Engagement Level | Key performance Indicator | December Quarter Update | |
| Planning Enforcement | Investigate possible breaches of Planning Scheme | Developers, building industry, commercial operators, ratepayers | | N/A | 100% of Customer Requests responded to within 10 business days | No Customer Requests were received No change. | |

ACTIVITY BUILDING SERVICES

Mission: To provide building regulatory services to meet legislative requirements.

| Operating activities and services | | | | | | Performance Measurement | |
|--|--|--|------------------------|------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key performance Indicator | December Quarter Update | |
| Development permits for building works | Applications processed for new structures, additions, alterations and undertake compliance inspections | Building industry, commercial operators ratepayers | | N/A | 100% applications processed within 20 business days from receipt of application | 59 applications processed for the December quarter | |
| Building Searches | Process search requests | Community, building public and other government agencies | | N/A | 95% urgent applications processed within 2 business days from receipt of application 90% normal applications processed within 5 business days from receipt of application | 74 applications processed for the September quarter 95% of applications processed within 5 business days for the September quarter 67 applications processed for the December quarter 18 urgent applications processed for the December quarter | |

| Operating activities and services | | | | | | Performance Measurement | |
|--|---|---|------------------------|------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key performance Indicator | December Quarter Update | |
| Building Enforcement | Undertake enforcement activities when potential breaches are identified | Building industry, commercial operators, ratepayers | GO3.3 | N/A | 100% of Customer Requests responded to within 10 business days from receipt of application | Five (5) Customer Requests responded to within 10 business days for the September quarter 90% of Customer Requests responded to within 10 business days for the September quarter No customer request received for the December quarter. | |
| Pool Safety | Swimming pool safety certificates | Building industry, commercial operators, ratepayers | GO3.3 | N/A | 100% applications process within 5 business days from receipt of application | Four (4) applications processed for the September quarter 100% applications processed within 5 business days for the September quarter Four (4) applications processed for the December quarter | |
| Boondooma Homestead Building Sub Committee – Advisory Role | | | | Inform | 100% Attendance of scheduled sub-committee meeting | One (1) meeting scheduled and attended for the September quarter. One (1) meeting scheduled for December quarter | |

ACTIVITY **PLUMBING AND DRAINAGE SERVICES**

Mission: To provide plumbing and drainage regulatory services to meet legislative requirements.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date | December Quarter Update |
|--|------------------------|---|------------------|-----------------|--|
| Provide resource support to Infrastructure Department regarding implementation of Trade Waste Policy subject to Council approval | | | Inform | June 2015 | Implementation to commence December quarter pending outcome of policy decision by Council Approved inspection program under LGA commenced in December quarter |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|-------------|-------------|------------------------|------------------|---------------------------|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| | | | | | | |

| Operating activities and services | | | | | | Performance Measurement | |
|---|---|-------------------------------|------------------------|------------------|---|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Compliance permits and certificates for plumbing and drainage works | Assessment of application, issue of permits and certificates and undertake compliance inspections | Building Industry, ratepayers | | N/A | 100% applications processed within 20 business days from receipt of application | 46 applications processed for the September quarter 100% applications processed within 20 business days for the September quarter 34 applications processed for the September quarter 100% applications processed within 20 business days for the September quarter | |
| Plumbing Enforcement | Undertake enforcement activities when potential breaches are identified | Building Industry, ratepayers | | N/A | 100% of Customer Requests responded to within 10 business days from receipt of request | No Customer Requests received. | |
| Audit of notifiable works | Undertake audit program to check compliance of notified works | Building Industry, ratepayers | | N/A | Notifiable works inspected for compliance within 20 business days from receipt of list provided by State – Plumbing Application Service (PAS) | Four (4) request for inspections received within the September quarter 100% of inspections completed within 20 business days Three (3) request for inspections received within the September quarter 100% of inspections completed within 20 business days | |

| Operating activities and services | | | | Performance Measurement | | |
|--|--|-------------------------------|------------------------|-------------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Administer register for HSTP and backflow prevention devices | Maintain register, forward notices and review of annual inspection reports by private plumbers | Building Industry, ratepayers | | N/A | Annual Inspection Program Completed by June 2015 100% of Service documents received are entered into the HSTP register within 20 days from receipt of service document | 31 service documents entered within 20 business days 100% of service documents entered within 20 business days 200 service documents received in December quarter |

ACTIVITY **COMMUNITY GRANTS & DONATION PROGRAM**

Mission: To enhance and promote the quality of life of our community and the unique environment of our area through leadership and engagement.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date | December Quarter Update |
|--|------------------------|---|---------------------------------------|-----------------|-------------------------|
| Community Grants and Donations Policy Review (reviewed annually) | EC1.1 | Corporate Plan | Inform Community of outcome of review | September 2014 | Ongoing. |

| Operating activities and services | | | | Performance Measurement | | |
|---|--|--|------------------------|-------------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Annual Community Grants & Donations Program | Provide assistance to not-for-profit organisations that meet cultural, community, educational, sporting or recreational needs through the provision of events or projects that benefit the South Burnett community | Not for profit community organisations | EC1.1 | Engage | Donations made in accordance with Policy and budget allocation | Annualised and Round 1 funding completed. Elite performance applications assessed as needed. Delivery on target with budget allocation. |

ACTIVITY HERITAGE AND MUSEUMS

Mission: To enhance and promote the quality of life of our community and the unique environment of our area through leadership and engagement.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date | December Quarter Update |
|--|------------------------|---|------------------|-----------------|---|
| Local Heritage Register | EC1.2 | | Engage | June 2015 | Ongoing. List of Council owned properties prepared. |
| Investigate the options for combining the South Burnett Heritage Collection Records electronically | EC1.2 | | Inform | June 2015 | Ongoing. Ongoing |

| Operating activities and services | | | | Performance Measurement | |
|-----------------------------------|---|----------------------|------------------------|-------------------------|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator |
| Museum Services | Enhance displays and stock lines to support the identified point difference | Community / Visitors | EXC1.2 | Inform/Engage | Individual points of difference enhanced for each Museum Service. 1 annual partnership display with external museum or collection. |
| | | | | | Boisen's book of account relocated to Wondai museum for display. Ongoing |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|--|--|------------------------|------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Boondooma Homestead | Continue support through bi monthly meetings to support Boondooma Homestead Incorporated body. | Community, Councillors, Internal Departments | EXC1.2 | Consult | 100% Attendance of scheduled committee meeting | Two (2) meetings scheduled for the September quarter 100 % of meeting attended for the September quarter One (1) meetings scheduled for the December quarter | |
| Heritage Collections | Record and dispose of collection in accordance with collection policy | Community / Visitor | EXC1.2 | Inform | All items included on Mosaic | Ongoing, approximately 500 items recorded in Mosaic program. Ongoing | |

ACTIVITY VISITOR INFORMATION CENTRES

Mission: To enhance and promote the quality of life of our community and the unique environment of our area through leadership and engagement.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date | December Quarter Update |
|---|------------------------|---|-------------------------|-----------------|-------------------------|
| Strategic Workshop on Visitor Information Centres | EXC1.1, EXC4.1, EXC4.2 | | Internal/Consult/Engage | June 2014 | Ongoing. |

| Operating activities and services | | | | Performance Measurement | | |
|--|---|----------------------|------------------------|-------------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Visitor Information Centre (VIC) services & facilities | VIC's providing information services to community and visitors | Community / Visitors | | Inform | Continue to increase accumulation and awareness of relevant and accurate information | Ongoing. |
| Visitor Information Centre (VIC) services & facilities | Displays and stock lines to support the identified point difference | Community / Visitors | | Inform | Further enhance VIC service delivery based on the individual 'points of difference'. | Ongoing. VIC Connect pilot programme commenced. Waiting on service providers to participate in pilot. |

ACTIVITY **ARTS**

Mission: To enhance and promote the quality of life of our community and the unique environment of our area through leadership and engagement.

| Operating activities and services | | | | | | Performance Measurement | |
|---|---|---|------------------------|------------------|--|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update | |
| Administration of arts funding through the Art Culture and Heritage Management Advisory Committee | Work in partnership with community organisations to deliver cultural activities | Community, Community Organisations | | Inform/Engage | ACH funded project delivered | Ongoing. Rounds 1 and 2 funding rounds completed. Round 3 advertise during quarter. | |
| Regional Arts Development Fund (RADF) Program | Continue support for RADF Program | Community, Community Organisations, Government Agencies | | Inform/Engage | Annual bid completed for 13-14 Annual Report for 12-13 lodged by September 2013 | Annual bid due March 2014. Annual Report completed and lodged. | |
| RADF Administration | Administration of art funding in accordance with RADF guidelines | Community, Community Organisations, Government Agencies | | Engage/Inform | RADF funded programs delivered | Ongoing. | |
| Kingaroy Regional Art Gallery | Maintain varied and inclusive exhibition program | Community, Artists | | Inform | Minimum 10 exhibitions per year | Ongoing meeting target. | |

| Operating activities and services | | | Performance Measurement | | | |
|-----------------------------------|---|--|-------------------------|------------------|---|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Update |
| Wondai Regional Art Gallery | Financial support for the operations of the Wondai Regional Art Gallery (WRAG) in accordance with the Memorandum of Understanding with the WRAG Association | Wondai Regional Art Gallery Association Committee, Community | | Inform | Financial support provided to committee to support the operations of the Wondai Regional Art Gallery pending permit to occupy and facilities review | Ongoing. |

ACTIVITY **SPORT & RECREATION**

Mission: To enhance and promote the quality of life of our community and the unique environment of our area through leadership and engagement. (excludes Sport and Recreation facility management)

| Operating activities and services | | | | Performance Measurement | | |
|---|-------------------------------------|---|------------------------|----------------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Community Engagement Level | Key Performance Indicator | December Quarter Update |
| Wide Bay Burnett Regional Recreation and Sport Steering Committee | Council representation on committee | Wide Bay Burnett Regional Recreation and Sport Steering Committee, Councillors, Community | | Engage | Provide regional update to the steering committee | One (1) update provided for the September quarter. No meeting scheduled for December quarter |

UNCONFIRMED



SOUTH BURNETT
REGIONAL COUNCIL

Roads & Drainage Operational Plan 2014/15

Mission: To provide safe, adequate, effective and efficient road and drainage network
Officer Responsible: Manager Roads & Drainage
Responsibilities: Roads & Drainage Administration, Construction, Maintenance, Contracts



ACTIVITY **ROADS & DRAINAGE ADMINISTRATION**

Mission: To provide leadership, administration and support services to the roads and drainage branch

| Activities and Services | | | | | Performance Measurement | |
|---------------------------------|---|----------------------------------|------------------------|-----------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update |
| Customer Service | Responses to customer enquires | Community and Council | SD1 | Internal and External | Customer Request Response System (CRRS) implemented and operational 80% requests acknowledged in 10 days and received formal response as per the CRRS | Feedback has shown it is best to determine our proposed action before responding to the customer rather than focusing on a set time frame |
| Budget Management | Ongoing preparation, monitoring and reviewing of budget (operational and capital expenditure) | Internal Department | EXC1 | Internal | Annual Budget Preparations Ongoing Monitoring of Operational and Capital Expenditure Quarterly Budget Reviews | Completed site inspections and meetings with all Councilors to prioritise the future capital works program. Expenditure reported monthly |
| Program Planning & Coordination | Continuous planning and coordination of works programs to align resources | Internal Departments and Council | SD2 | Internal and External | Works programs developed to ensure effective utilisation of resources and delivery of budget | There is a master program for all projects which is updated monthly and have Gantt charts for all larger individual projects |
| Branch Meetings | Regular Coordinator and Supervisor meetings | Internal Department | SD2 | Internal | Coordinators and Supervisors monthly Branch 6 monthly | Meeting are held monthly and minutes kept. Not practical |
| Asset Management | Asset Management Plan implementation | Internal Departments and Council | SD2 | Internal | Asset Management Plans implemented into infrastructure operations and management | We are working with other sections of council to upgrade the asset register |

ACTIVITY CONSTRUCTION

Mission: To deliver a construction program of new works, upgrading and renewals across the road and drainage networks

| Activities and Services | | | Performance Measurement | | | |
|---|---|-----------------------------------|-------------------------|-----------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update |
| Transport Infrastructure Development Scheme | Completion of Capital Works Program funded by the Council and TMR | Queensland Government and Council | SD2 | Internal and External | Capital works program completed as scheduled and within budget | The TIDS program is complete for both 14/15 and substantially completed in advance for 15/16 |
| Roads to Recovery Program | Completion of Capital Works Program funded by the Australian Government Roads to Recovery Program | Federal Government and Council | SD2 | Internal and External | Capital works program completed as scheduled and within budget | The construction program is currently behind schedule but work has commenced and this funding is a rolling five (5) year program so expenditure before 30 June is not critical |
| Roads & Drainage Program | Completion of Capital Works funded by General Revenue | Council | SD2 | Internal | Capital works program completed as scheduled and within budget | The construction program is currently behind schedule but the rate of delivery is increasing |

ACTIVITY **MAINTENANCE**

Mission: To maintain safe, adequate and effective road and drainage networks in the region

| Activities and Services | | | | | Performance Measurement | |
|-----------------------------|---|-------------|------------------------|------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator Result Target | December Quarterly update |
| General Maintenance Program | Deliver general maintenance program across the region | Council | SD2 | Internal | Delivery of the general maintenance program through efficient and effective use of materials and resources | The expenditure is slightly above target but the costs are being brought back by a reduced expenditure rate on non-critical activities |
| Heavy Maintenance Program | Deliver heavy maintenance program across the region | Council | SD2 | Internal | Delivery of the heavy maintenance program through efficient and effective use of materials and resources | The work methods and process has been reviewed to further improve efficiency |

ACTIVITY **CONTRACTS**

Mission: To provide maintenance services across the State Controlled road network within the region on behalf of the Department of Transport and Main Roads.

| Activities and Services | | | | Performance Measurement | | |
|---|---|-----------------------|------------------------|-------------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator Result Target | December Quarterly update |
| Road Maintenance Performance Contract (RMPC) | Undertake maintenance activities on the State road network for the Queensland Government Department of Transport and Main Roads | Queensland Government | SD2 | External | Completion of works to specification and in accordance with the RMPC contract | The contract is progressing well with minimal non-conformances |
| Queensland Transport and Roads Investment Program (QTRIP) | Completion of capital works funded by the Queensland Government Department of Transport and Main Roads | Queensland Government | SD2 | External | Completion of works to specification, in accordance with contracts and within budget | The program is on target |

UNCONFIRMED



SOUTH BURNETT
REGIONAL COUNCIL

Water and Wastewater Operational Plan 2014/15

Mission: To deliver quality and reliable water and wastewater services that meet the needs of our community
Officer Responsible: Manager Water and Wastewater
Responsibilities: Water and Wastewater Administration, Services and Projects, Treatment and Quality



ACTIVITY WATER AND WASTEWATER ADMINISTRATION

Mission: To provide management and administration support to promote the activities of the branch

| Activities and Services | | | | | Performance Measurement | |
|-------------------------|--|----------------------------------|------------------------|-----------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update |
| Administration Support | Administration support services to branch | Customers, Internal Departments | SD1 | Internal and External | Level of satisfaction with service to meet 95% continuous to 30 June 2015 | 0% complaints received - 100% compliant |
| Asset Management | Asset Management Plan implementation | Internal Departments and Council | EXC1 | Internal | Asset Management Plans implemented into infrastructure operations and management | Registers have been updated as works completed and investigating asset capture of plant components into T1 |
| Infrastructure Planning | Planning to determine future needs of water and wastewater systems | Internal Departments and Council | SD2 | Internal | Future works and needs assessed and budgeted in the 10 year capital works | Capex work on track Rising Main commissioned in October 2014 |
| Budget Management | Ongoing monitoring and reviewing of budget (operational and capital expenditure) | Internal Department | EXC1 | Internal | Annual Budget Preparations Ongoing Monitoring of Operational and Capital Expenditure Quarterly Budget Reviews | 100% - September review undertaken December review undertaken and compliant overall |
| Branch Meetings | Regular Coordinator and Supervisor meetings | Team Members | SD2 | Internal | Coordinators and Supervisors monthly Branch 6 monthly | Meetings held August and October 2014 and full branch meeting held in July 2014 |
| Customer Service | Responses to enquiries | Customers and Council | SD1 | Internal and External | Responses to enquiries and requests for service within Customer Service Standards for Water and Wastewater | On target for 100% completion. Data collation procedures are still being refined in T1 |

ACTIVITY SERVICES AND PROJECTS

Mission: To provide water and wastewater networks which meet customer and Council expectations through a planned and proactive approach

| Activities and Services | | | | | | Performance Measurement | |
|---|---|----------------------------------|------------------------|-----------------------|--|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update | |
| Programmed Maintenance | Delivery of programmed maintenance as per budget | Internal Departments and Council | SD2 | Internal and External | Decrease in reactive maintenance | Reactive maintenance decreasing due to mains replacement works | |
| Reactive Maintenance | Service sewer blockages and water main breaks | Internal Departments and Council | SD2 | Internal and External | Customer Service Standards met – 95% compliance | Achieved | |
| Capital Works | Completion of Capital Works Program | Internal Departments and Council | SD2 | Internal and External | Capital works program completed as scheduled and within budget | On target for 100% completion | |
| Program Planning, Design and Coordination | Construction Design Coordination | Internal Departments and Council | SD2 | Internal and External | Construction program developed within one month of budget adoption Designs completed 3 months in advance of project commencement Coordination – projects delivered in accordance with program and budget | Achieved Still 1-2 months lead time Achieved | |
| New Connections | Service delivery of new connections | Applicants | SD2 | External | All connections in accordance with Customer Service timeframes | Achieved | |
| Minor Works | Internal support to Treatment & Quality section and Property Branch | Internal Departments | SD2 | Internal and External | Internal assistance provided to other sections when resources available to reduce external contractor use | No internal requests received | |

ACTIVITY TREATMENT AND QUALITY

Mission: To maximise and optimise the performance of all treatment plant systems through proactive improvements and preventative maintenance

| Activities and Services | | | | | | Performance Measurement | |
|--|---|--|------------------------|-----------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarterly update | |
| Capital Works Program | Completion of Capital Works Program | Internal Departments and Council | SD2 | Internal and External | Capital works program completed as scheduled and within budget | On target for 100% completion | |
| Legislative Compliance and Monitoring | Statutory reports of results and compliance | Queensland Government and Federal Government | SD2 | External | Statutory timeframes for reporting achieved | Reports submitted on time and no notices or compliance responses required | |
| Treatment Plants, Reservoirs and Chlorine Facilities | Operate and manage facilities | Internal Departments | SD2 | Internal | Compliance with licence conditions 95% water quality targets met | Achieved | |
| Dams and Weirs | Operate and manage dam and weir facilities within Regulations | Queensland Government and Council | SD2 | Internal and External | Compliance with Dam Safety Regulations | 100% Compliant EAP is being updated as required by licence conditions | |
| Recycled Water | Supply of recycled water to community and sporting groups | Community and sporting groups and Council | SD2 | Internal and External | Recycled water available within climatic restraints | Continuing unchanged | |
| Water Quality | Maintain water quality in accordance with relevant guidelines | Customers and Council | SD2 | Internal and External | Compliance with public health requirements and requests responded to within Customer Service Standards timeframes | Achieved | |



SOUTH BURNETT
REGIONAL COUNCIL

Finance Branch Operational Plan 2014/15

Mission: To provide excellent financial services and professional advice to enable our organisation to achieve its goals.

Officer Responsible: Manager Finance

Responsibilities: Branch Administration, Property and Rating, Procurement and Stores, Financial Planning and Sustainability, Asset Management, Plant and Fleet Management.



ACTIVITY **BRANCH ADMINISTRATION**

Mission: To provide management and administration support to the branch.

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|---|------------------------|------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Cash Management | Effectively manage Council's Cash Assets and Debt portfolio by maximising returns and minimising financial risk | Council | | Engage, Inform | Cash managed in accordance with 2014-15 Investment Policy including \$ QTC Debt portfolio in accordance with 2014-15 Debt Policy to be able to secure long term financial funding | Funds invested as required by Policy. QTC long term financial model reviewed to facilitate Credit Review and borrowings for 2014-15 financial year |
| Trust Fund Management | Effectively manage monies held in trust | Community, Council | | | To ensure annual debt service payment is made by 15 September 2014 Monies held in trust reconciled monthly | Payment made Ongoing |
| Insurance services | Annual insurance renewal and management of claims | Insurance brokers and Council Departments | | | Ensure that the brokers are appointed by May 2015 Appropriate levels of insurance by 1 July 2014. 80% of claims actioned and referred to internal departments within days/weeks | Tenders to be release March 2015 Completed All claims received and actioned |

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|--|--|------------------------|-------------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Regulatory Returns | Preparation of various statutory returns. Some examples include Annual FBT, Monthly BAS Returns, Payroll Tax and ASIC Returns | Regulatory Bodies, Departmental Agencies | | | Completed in accordance with following statutory timeframes Annual 2014-15 FBT – April 2015 Monthly BAS Returns 20 month for the 2014-15 financial year Payroll Tax 7 month for the 2014-15 financial year ASIC returns lodged annually for the 2013-14 financial year Castra and KPH return State for the 2013-14 financial year | BAS completed to February 2015 Payroll Tax completed to February Submitted Submitted |

ACTIVITY **PROPERTY & RATING**

Mission: To levy rates in accordance with Council policy.

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|--|---|------------------------|------------------|---|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| Rates Notices | Rates notices levied quarterly by Council | Ratepayers | | | Rates (including supplementary rates) and associated charges levied on a quarterly basis | Quarterly rates issued | |
| Accounts Receivable | Management of accounts receivable, and control of the effective recovery of outstanding debts | Community | | | Percentage of sundry debtors overdue, which are greater than 90 days at the end of the 2014-15 financial year Percentage of rates debtors outstanding at the end of the 2014-15 financial year | Techone consultant required to assist with reconciliation and set up. To be compiled. | |
| Rescue & Evacuation Levy | Distribute funds received for the purpose of sponsoring the airborne emergency rescue & evacuation transport providers that service the South Burnett Region | Airborne emergency rescue & evacuation transport providers, Community | | | Funds collected distributed to sponsor the airborne emergency rescue & evacuation transport providers by date | Ongoing. | |

ACTIVITY **PROCUREMENT & STORES**

Mission: To maintain efficient stores operations to meet organisational needs and ensure Council's procurement practices comply with Local Government Act and Regulation.

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|--|---------------------------------|------------------------|------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| Procurement | Coordinate tendering processes | | | | Report on non-conforming tenders processes bi annually | Ongoing | |
| Accounts Payable | Management of accounts payable | Creditors, Internal Departments | | | 90% of invoices paid within payment terms | Invoices paid within contract and trading terms. | |
| Stores | To provide inventory items which have been efficiently procured and ensuring items are available as required. Purchasing arrangements ensure that best value for money is obtained. | Internal Departments | | | 95% of standard stock items available or accessible on a quarterly basis Ensure 3 quotes are obtained when bulk purchasing is carried out Stock Turnover ratio, Percentage of obsolescence annually | Stock items current to suit organisational requirements. Quotes obtained as required or use of Local Buy Contracts. Interim stocktake to be undertaken up to June 2015. | |

ACTIVITY FINANCIAL PLANNING, COMPLIANCE AND SUSTAINABILITY

Mission: To provide excellent financial services and professional advice to enable our organisation to achieve its goals.

| Operating activities and services | | | | | Performance Measurement | |
|--------------------------------------|--|---|------------------------|------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Budget Planning | Budget 2014 - 2015 finalised within statutory timeframes | Councillors, General Managers, Managers and Community. | | Inform, engage | 2014-15 Budget prepared and adopted by Council within statutory and organisational timeframes | Completed |
| Budget Management | Ongoing monitoring of operational and capital budgets | Councillors, General Managers, Managers, Council branches and Community | | | Monthly reporting to Council | Complete for each Council Meeting with 6 monthly review completed and considered by Council. |
| Long Term Financial Forecast | Long Term Financial Forecast 2014-15 as per LG Regulation 2012 | Councillors, General Managers, Managers, Council branches and Community | | | Long Term Financial Forecast 2014-15 adopted by Council within statutory timeframes | Completed |
| Financial Statements for 2013 - 2014 | Annual Financial Statements for 2013-14 prepared, with unqualified audit report by Queensland Audit Office | Council, Audit Committee, QAC, Department of Local Government | | | Unqualified Audit Certificate from Queensland Audit Office | Yet to be completed. |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|---|--|------------------------|------------------|--|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| External Audit | Ensure adequate planning and coordination of, and timely finalisation of the external audit | Council, Audit Committee, QAO, Department of Local Government | | | Statements presented to QAO by 30 November 2014 | Ongoing | |
| Financial Assistance Grant Return | Financial Assistance Grant Return completed and forwarded to Queensland Local Government Grants Commission | Council, Audit Committee, QAO, Department of Local Government, Queensland Local Government Grants Commission | | | FAG Return accurately completed by 21 November 2014 | Completed with extension of time granted to 19 December 2014. | |
| Maintain Finance Registers | Investment Register Bonds and Guarantees Register Expressions of Interest, Quotes and Tenders Register Fees and Charges Register | | | | Completed in accordance with following timeframes:- Investment Register – within 7 days of investing surplus funds Bonds and Guarantees Register – within 7 days of a bond or guarantee being released or received Expressions of Interest, Quotes and Tenders Register – updated monthly Fees and Charges Register – adopted by 1 July 2014 | Ongoing Ongoing Ongoing Completed | |

ACTIVITY ASSET MANAGEMENT

Mission: To implement a program for improving Council's operational effectiveness and efficiency in terms of asset management

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|--|------------------------|---|------------------|-----------------|
| Participate in NDRRA Flood Restoration Program Project | SD2.4, SD2.1 | Community Plan 4.3.2(c) | Inform | 31 March 2015 |
| Strategic Asset Management Planning | SD2.4, SD2.3, EXC1.1 | Community Plan 4.4.1(a) | N/A | 30 June 2015 |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|---|---|------------------------|------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| Asset Management Plans | Develop asset management plans | Councillors, General Managers, Council branches | | | Asset Management Plans reviewed and communicated to the organisation by 30 June 2015 | Not commenced | |
| Annual Asset Valuations | Undertake a review of asset values in all asset classes | Councillors, General Managers, Council branches | | | Valuations in place by 31 October 2014 | Valuations completed by External Valuer - APV | |
| Asset Register | Ongoing maintenance of asset register including depreciation, WIP, asset take up, sales and revaluations. | Councillors, General Managers, Council branches | | | Asset Register up to date at 30 June 2015 | Commenced | |
| Annual CapEx Budget | Capital works budget 2014-15 developed for budget planning | Councillors, General Managers, Council branches | | | CapEx Budget 2014-15 prepared and adopted by Council within statutory and organisational timeframes | Completed | |

ACTIVITY PLANT AND FLEET MANAGEMENT

Mission: To provide functional and cost effective plant and fleet services to the organisation.

| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|----------------------------------|------------------------|---|------------------|-----------------|
| Annual Plant and Fleet Purchases | EXC4.1 | N/A | Inform | June 2014 |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|--|----------------------|------------------------|------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Workshops | Maintenance of Council Plant & Fleet | Internal Departments | | | 20% Council fleet serviced within 2 weeks of receiving plant | Plant and Fleet items repaired as required within resources. Hold ups due to parts supply. |
| Plant & Fleet | Management of Council's fleet including purchases and disposals. Ensure that surplus plant and fleet are forwarded to auction for sale | Internal Departments | | | Develop a fleet replacement program by 30 June 2015 Report # of surplus fleet items sold at auction | Commenced All fleet items sold at auction. |

| Operating activities and services | | | | Performance Measurement | | |
|-----------------------------------|-----------------------------|---|------------------------|-------------------------|---|-------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Plant & Fleet Hire Rates | Hire rates updated annually | Internal Departments, Private Works Contracts | | | Review 2014-15 hire rates by 30 June 2014 | Completed |



Information Services Branch Operational Plan 2014/15

Mission: To provide, develop and deliver information management business improvements services to the organisation and customers.

Officer Responsible: Manager Information Services

Responsibilities: Information and Communication Technology and Records Management and Geographic Information Systems (GIS).



ACTIVITY INFORMATION & COMMUNICATION TECHNOLOGY

Mission: To provide, develop and deliver information and communication technology improvements to the organisation and customers.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|---|------------------------|---|------------------|-----------------|
| Develop a new website with mobile capability features | | | | June 2014 |

| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|---|------------------------|---|------------------|---|
| Complete stage 3 of Disaster Recovery Plan | | | | Funds reallocated to increase microwave network bandwidth to achieve data replication |
| PC Replacement Program | | | | Purchased and approx. 65% through replacement schedule |
| Two Way Radio and GPS | | | | 3 out of 5 sites installed |
| Update Kingaroy Council Depot Link Connection | | | | Quote received awaiting scheduling |

| Operating activities and services | | | | | Performance Measurement | |
|---|---|---------------------------------|------------------------|------------------|--|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| ICT Support Services | Helpdesk - provide monitoring and resolution of ICT system related problems | Internal Departments | | | 100% of helpdesk requests responded to within 48 hours | 100% achieved 376 requests resolved |
| Computer systems replacement and allocation | Provision of computer hardware and software – User level | Internal Departments | | | 95% of computer hardware replaced on a 4 year cycle annually 75 units | Order placed for 50 desk top replacements |
| Web Presence – Internal and External | Intranet and council website | Community, Internal Departments | | | 100% of monitoring weekly of content posted by delegated officers to ensure represents council's best interest by 30 June 2015 100% Content requests for approval responded to within 24 hours. | 100% achieved – weekly checks undertaken and 0% content removed Average No. of posts checked on a weekly basis 6-10 60 requests responded. |
| Communications | Mobile phones, Internet Desktop handsets VoIP Phone system Email | Internal Departments | | | 100% of fault and functionality requests responded to within 24 hours providing a solution. | 80% achieved. 25 requests responded |
| IT Infrastructure Network | Wan network switches, routing and firewall | Internal Departments | | | 90% uptime achieved of seamless operation of the WAN network by 30 June 2015 | 100% achieved. 1 in 10 network outage |

| Operating activities and services | | | | | Performance Measurement | |
|---|---|----------------------|------------------------|------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| | | | | | 100% faults responded to within 4 hours of fault logged. | 100% achieved 1x phone system outage |
| Infrastructure Server Storage | Updates, upgrades, lifetime cycles and capacities | Internal Departments | | | 100% of updates downloaded and applied to server storage within 24 hours of receipt of notification. | 100% achieved. 89 updates downloaded and applied |
| External Security | Antivirus, firewall security threats | Internal Departments | | | 100% of updates downloaded and applied to system maintenance within 24 hours of receipt of notification. 100% Threat management notifications addressed within 15minutes of notification. | 100% achieved 85 updates downloaded and applied 100% achieve 3x Incidents recorded. |
| Corporate application support and licensing | System uptime, fault recovery and monitoring Application Licensing | Internal Departments | | | 90% uptime achieved for seamless operation of core corporate systems by 30 June 2015 100% yearly updating of license agreements by 30 June 2015 | 100% achieved 1 in 10 network outage 1x phone system outage related to external Telco |

ACTIVITY RECORDS MANAGEMENT & GEOTECHNICAL INFORMATION SYSTEMS (GIS)

Mission: To ensure record keeping is compliant with the Public Records Act 2002 and effectively captures all incoming correspondence for the organisation.
 To ensure Geotechnical Information Systems (GIS) meet the needs of the organisations.

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|--|------------------------|------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Record Keeping | Ensure council inward correspondence is recorded into Council electronic data management system | Community, Government agencies, Internal Departments | | | 100% compliant with Public Records Act for the Record Keeping – IS40 continuous to 30 June 2015 | 100% complaint 7048 total received (hard copy) of correspondence recorded into Council's electronic data management system Email stats to be provided next quarter |
| Incoming Mail | Incoming mail opened, sorted and scanned and distributed via Dataworks | Community, Government agencies, Internal Departments | | | 100% of incoming mail is opened on a daily basis of operation. 75% of incoming mail distributed via tasks in Dataworks to the organisation within 30 hours turn around on average to 30 June 2015 | 100% achieved. 9010 – Items received this qtr. 7048 (73%) – Items received and distributed 1962 (27%) – Due to absent staff within the qtr. |

| Operating activities and services | | | | | Performance Measurement | |
|--|---|--|------------------------|------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Email correspondence | Register and distribute email correspondence via Dataworks to the organisation | Community, Government agencies, Internal Departments | | | 75% of priority one emails are distributed within 3 working days on average to 30 June 2015 | Missing total email received figures. Establish plan to obtain these stats within next quarter |
| Storage & archival management | Ensure council storage and archival management practices meet business and legislative requirements | Community, Government agencies, Internal Departments | | | 100% of management practices in compliance with Public Records Act for the Retention and disposal - IS31 continuous to 30 June 2015 | 100% achieved 250 documents removed from Records and placed in archive storage. |
| Continue to develop and enhance the current GIS datasets | Data accuracy and integrity. Layer creation and development. | Internal Departments | | | 100% of current inaccuracies identified within 48 hours | 50 Resolved |
| GIS Support desk | Helpdesk | Internal Departments | | | 100% of support requests are responded to within 24 hours | 32 via helpdesk 12 via email |

| Operating activities and services | | | | | Performance Measurement | |
|--|---|---------------------------------|------------------------|------------------|---|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Development of GIS solutions for data accumulation and usability | GBM mobile, custom forms and investigation of mobile solutions. | Internal Departments | | | 100% suitable solutions that effectively accumulates new information continuous to 30 June 2015. | Configuration custom forms developed for use 2 x MapInfo 3 x PDA |
| Web presence and development | Stratus – SBRC GIS data available to the public. | Community, Internal Departments | | | 100% data accuracy and maintenance continuous to 30 June 2015 | Awaiting department project finalisation and data to be provided |
| Enhanced Software usability and upgrades | Exponare, MapInfo Suite. | Internal Departments | | | 11 guides developed and made easily accessible to enable acceptable end user experience to 30 June 2015 | 100% completed 11x Guide listed on intranet under MapInfo In application help guide created with Exponare |



SOUTH BURNETT
REGIONAL COUNCIL

Property Branch Operational Plan 2014/15

Mission: To manage Councils property to ensure the facilities are operational and safe for community and Council use.
Officer Responsible: Manager Property
Responsibilities: Property Management - Community Facilities, Council Facilities and Swimming Pools, and Business Units



ACTIVITY PROPERTY MANAGEMENT – COMMUNITY FACILITIES

Mission: To manage sportsgrounds, sport facilities, showgrounds, and halls, to meet the needs of the community.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|---|------------------------|---|------------------|-----------------|
| | | | | |
| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
| Complete Capital Projects in accordance with Budget Allocations | | | | June 2015 |

| Operating activities and services | | | | | Performance Measurement | |
|-------------------------------------|---|-------------|------------------------|------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Sports Grounds and Sport Facilities | Negotiate new leases for community organisations | Community | | | 60% of all community groups managing sports grounds are in lease with Council by 30 June 2015 | Progressing negotiations with 8 of the 10 leases – on schedule for completion 30 June 2015 |
| Sports Grounds and Sport Facilities | Identify and develop maintenance and capital works program for community facilities | Community | | | 60% Maintenance and Capital works program in place for all Council owned and community run sports grounds by 30 June 2015 | Progressing 2 capital works projects in 2014/15 – on target to be 100% completed. |
| Sports Grounds and Sport Facilities | Identify and support joint funding applications with | Community | | | One (1) grant program sourced to provide the community organisations upon request for assistance by 30 | Grant program sourced and provided to Kingaroy Swim club |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|---|-------------|------------------------|------------------|---|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| | community organisations | | | | June 2015 | 100% completed | |
| Showgrounds | Negotiate new leases with community groups | Community | | | Determine if new leases are required with all community organisations managing showgrounds by 30 June 2015 | 100% completed | |
| Halls | Identify options for community organisations to manage halls | Community | | | Conduct workshop to identify Halls that can be managed by community groups where appropriate | Workshop held July 2014 after which Council made a decision that no halls are suitable at this time to be managed by community organisations Completed 100% | |
| | | | | | 2 'Moth balled' halls to be reviewed after community consultation by 30 June 2015 | 1 hall currently under review - community consultation completed 1 hall community consultation to be initiated. | |
| Halls | Manage hall bookings, hall waivers, hall utilisations, streamline hall hirers agreements, | Community | | | 100% Hall bookings and fees complaints responded by within 48 hours. Streamline hall hirers agreement by 30 September 2014 | Ongoing 100% Completed | |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|---|-------------|------------------------|------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Halls | Review Hall fees and charges to reflect new uses and changes in management | Community | | | 100 % of fees and charges review completed for adoption in the 2015-16 budget. | Workshop conducted in August 2014 to develop a new fees and charges – Second workshop scheduled for March 2015 |
| Halls | Implementation of Hall facilities maintenance (hall cleaning, security, pest control, fire safety etc) and capital works programs | Internal | | | 100% of maintenance tasks implemented within budget allocations by 30 June 2015 100% of maintenance programs implemented within budget allocations by 30 June 2015 | On target for completion by 30 June 2015 |
| Halls | Implementation of Hall safety requirements i.e. lights working within fire exits | Internal | | | 100% of maintenance faults identified have been addressed to meet workplace health and safety requirements within 7 days. | On target for completion by 30 June 2015 |

ACTIVITY PROPERTY MANAGEMENT – COUNCIL FACILITIES

Mission: To manage Council Admin buildings (includes Admin offices, IT, VICs, Libraries, Museums, Art Galleries, Energy Centres) and Depots (includes Stores, Workshops, Rec Rooms, Sheds, Storage Sheds, Plant Parking zones, Washdowns)

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|---|------------------------|---|------------------|-----------------|
| | | | | |
| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
| Complete Capital Projects in accordance with Budget Allocations | | | | June 2014 |

| Operating activities and services | | | | Performance Measurement | |
|-----------------------------------|---|-------------|------------------------|-------------------------|---|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | December Quarter Review |
| Admin Buildings | Manage maintenance and capital works programs | Internal | | | 50% completed On target for completion by 30 June 2015 1 project- design completed 1 project scope completed 10% completion |

| Operating activities and services | | | | | | Performance Measurement | |
|-----------------------------------|--|-------------|------------------------|------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| Admin Buildings | Manage office relocations, staff furniture and seating arrangements | Internal | | | Nanango WWW reconfiguration floor and seating plans in by 30 June 2015 100% completion of floor plans and nominated areas identified Kingaroy and Wondai offices | 50% completion – staff consultation completed 100% completed | |
| Contracts | Manage Councils contracts for Cleaning, Security, Hygiene Bins, Pest Control, Fire Extinguishers, Fire Alarms, Building First Aid Kits, Backflow preventative devices, grease trap cleaning, | Internal | | | 100% Contracts in place and performance monitored quarterly and feedback provided to supplier by 30 June 2015 | Total No. of contracts 15 Fire Extinguishers and First Aid Kits with WHS 15 contracts reviewed for performance in October 2014 and feedback provided. | |
| Depots | Manage depot internal tenants, allocation of work areas, storage, | Internal | | | 100% of resource requests responded to within 48 hours of receipt. | 2 received and 2 responded within 48hours | |
| Depots | Implementation of Depots maintenance and capital works programs | Internal | | | 100% completion of maintenance programs implemented within budget by 30 June 2015 100% of completion of capital works | 50% completed 1 new project has been identified and currently being | |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|--|-------------|------------------------|------------------|---|---------------------------|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Depots | Implementation of Depot safety requirements i.e RAPS | Internal | | | programs implemented within budget by 30 June 2015 | scoped. 100% completed |
| | | | | | 100% maintenance programs meet workplace health and safety requirements by 30 June 2015 | 50% completed |

ACTIVITY PROPERTY MANAGEMENT - SWIMMING POOLS

Mission: To provide a range of swimming pool facilities that meets the needs of the community.

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|------------------------------|------------------------|---|------------------|-----------------|
| | | | | |

| Capital Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|---|------------------------|---|------------------|-----------------|
| Complete Capital Projects in accordance with Budget Allocations | | | | June 2014 |

| Operating activities and services | | | | | Performance Measurement | |
|-----------------------------------|--|---|------------------------|------------------|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Council owned Swimming Pools | Implementation of Maintenance and Capital Works programs | Swimming, education, health and fitness communities | | | 100% completion of maintenance programs implemented within budget by 30 June 2015 100% of completion of capital works programs implemented within budget | 50% completed 1 project completed. |
| Council owned Swimming Pools | Pool Manager Contract reviews and performance | Pool Managers | | | 6 Pool Manager Contracts reviewed and feedback provided by 30 June 2015 | 5 contracts reviewed and feedback provided - completed |

| Operating activities and services | | | | | | Performance Measurement | |
|---|--|-------------------------|------------------------|------------------|---|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| | management | | | | | | |
| Council owned Swimming Pools | Implementation of Swimming Pool safety requirements | Internal | | | Complete 4 safety audits as per Queensland Royal Lifesaving | 4 safety audits completed | |
| Council and Department of Education Partnership Pools (Proston and Blackbutt) | Pool Manager Contract reviews and performance management | Pool Managers | | | 2 pool manager contracts reviewed and feedback provided by June 30 2015 | 1 reviewed and feedback provided | |
| Council and Department of Education Partnership Pools (Proston and Blackbutt) | Implementation of Swimming Pool safety requirements | Internal | | | Implement 2 safety audits by engaging QLD Rural Lifesaving | Not yet commenced | |
| Council and Department of Education Partnership Pools (Proston and Blackbutt) | Coordinate Pool Committee Mtg | Department of Education | | | Quarterly meetings to discuss management and maintenance issues at Pool | Current quarterly meeting has been held. Items actioned prior to opening pool | |

ACTIVITY BUSINESS UNITS

Mission:

| Initiatives/Special Projects | Link to Corporate Plan | Link to associated Plans and Strategies | Engagement Level | Completion Date |
|------------------------------|------------------------|---|------------------|-----------------|
| | | | | |
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| Operating activities and services | | | | | Performance Measurement | |
|------------------------------------|--|-------------|------------------------|------------------|--|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review |
| Sale of Land | Coordinate Land purchases and land sales | | | | 6 parcels of land sold | 1 commercial property sold, LJ Hooker appointed Councils exclusive agent, Boondooma Dam Land Auction booked for March |
| Commercial Shops Murgon and Wondai | Lease Agreements | | | | 100% tenancy agreements in place for occupied shops | 100% tenancy agreements in place for occupied shops |
| Community Housing – Murgon | Manage tenants | | | | Murgon Community housing handed back to Department of Community Housing by June 2015 | Negotiations are progressing with the Department of Communities and Housing to hand back housing asset's and land. (These negotiations |
| Community Housing – Murgon | Maintenance programs | | | | | |

| Operating activities and services | | | | | | Performance Measurement | |
|---|---|-------------|------------------------|------------------|--|---|--|
| Title | Description | Customer(s) | Link to Corporate Plan | Engagement Level | Key Performance Indicator | December Quarter Review | |
| Community Housing – Murgon | Quarterly and Annual Financial Returns | | | | | commenced May 2014) | |
| Residential Houses and Units – Murgon and Nanango | Tenancy Agreements Tenants Inspections Maintenance Programs | | | | 75% of Council owned rental properties rented to tenants | 50% of Council owned rental properties rented | |
| Communication Towers | Leases | | | | 100% Communication leases in place by June 30 2015 | 100% Communication leases in place | |

Resolution:

Moved Cr DP Tessmann, seconded Cr DJ Palmer.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

4.2 Economic Development***Officer's Report***

No Report.

5.0 Portfolio - Roads & Drainage**5.0.1 R&D - 1441046 - Roads & Drainage Portfolio Report****Summary**

Roads & Drainage Portfolio Report to Council.

Officer's Recommendation

That the Roads & Drainage Portfolio Report to Council be received.

Resolution:

Moved Cr DP Tessmann, seconded Cr KA Duff.

That the Roads & Drainage Portfolio Report to Council be received.

Capital Works

- **Brights Road, Nanango**
 - This rural road sealing and minor realignment job is almost complete and will receive the final seal this week.
- **Venman Street, Kingaroy**
 - This project involving a full reconstruction of the pavement and kerb and channelling has been completed.
- **Bunya Highway – Overtaking Lanes at Wooroolin**
 - The second stage of this project has commenced.
- **Drayton Street Streetscape**
 - The works continue in Drayton Street after having completed the pedestrian crossings in Fitzroy Street – the works will start from the bottom of the hill and work upwards.

- **Markwell Street**
 - The works have started on the Pound Street end of Markwell Street. Business owners have been contacted and whilst Council acknowledges the impact it will have on businesses in the street we are doing our best to mitigate these disruptions.
- **Semgreens Road**
 - The work has started clearing the site acquired from the Kapernick property. The community has agreed to having the road closed whilst the work is undertaken which save multiple thousands of dollars in not having traffic control or placing a side track in – this option is not viable in any case due to the wetness of the area. This process will allow the road to be completed very quickly.

Maintenance

The following roads were given grader maintenance attention:

- Bullcamp & Runnymede area – Southern Grader crew
- Chelmsford & Wondai area – Northern Grader crew
- Chahpingah & Ironpot area – Central Grader crew
- Nanango township – Southern General crew
- Hivesville Main Street job, Gayndah-Hivesville Rd (culvert installation & maintenance) and Scott Street Wondai job – Northern General crew
- Kingaroy township – Central General crew

Roadside Slashing

Currently there are six slashers and one boom slasher busily working across the region.

Design & Technical Services

Survey and design for the following projects are in the process of being completed and on the program for construction:

- **Proston Boondooma Rd** – Department of Transport & Main Roads (TMR) are currently coordinating the contract documentation which is to be forwarded through to Council in advance of construction.
- **Fisher St/Moore St Intersection, Kingaroy** – The roundabout has been designed and is currently being internally reviewed prior to certification. The water mains, sewer and telecommunications are currently being realigned to suit the new layout.
- **Pring St, Wondai** – The water main design has been reviewed and is currently being internally reviewed prior to certification.
- **Booth St, Kingaroy** - The water main is being designed for the section between Roberta St and Railway Tce.
- **Hodges Rd, Kingaroy** - This design is still being completed adjacent to the new Kingaroy Wastewater Treatment Plant.

- **Dalby St, Nanango** – Design has been finalised and is programmed in for construction.
- **Ironpot Rd** – Design has been finalised and is programmed in for construction.
- **Minmore Rd** – Design has commenced to improve the section of road adjacent to the western leg of the Wattlegrove Rd intersection.
- **Nanango Lions Park** – Design has commenced to improve the drainage of the carpark adjacent to the D'Aguilar Highway and BP service station.
- **Sandy Creek Footbridge** – GHD have been commissioned to review the hydraulic efficiency of the creek and reduce the chance of inundation of the D'Aguilar Highway.
- **Glendon St Carpark (Circular PI), Kingaroy** – The site has been surveyed and is in the programme to be designed.
- **Campbells Rd Bridge** – The site has been surveyed and is ready for inclusion in the proposed bridge tender.
- Survey has commenced on the preliminary construction program for 2015/16.

Footpaths

- **Albert St, Kingaroy** – This footpath is still under construction.
- **Burnett St, Nanango** – Completed.
- **Gore St, Murgon** - Completed.
- **Blake St, Proston** – This complex design has since been completed and is in the request for quotation phase.

Bridges

- Timber bridges – The Level 3 structural assessments have been received with the majority of structures remaining at their current load limit or not needing to be limited. The status of the load limited structures are:
 - Stonelands Rd (Bob Morgan) – closed to heavy vehicles with light vehicles utilising the existing sidetrack.
 - Campbells Rd – closed, but the structural assessment determined that it only could carry 1.5T. This bridge is proposed to be replaced as part of next year's program.
 - Mondure Rd (Hansens Gully) – 35T load limit. This bridge is proposed to be replaced as part of next year's program.
 - Home Creek Loop Rd – 10T, remains as is.
 - Gayndah Hivesville Rd (Horse Gully) – 35T load limit. This structure is in reasonable condition but has a number of undersize components in it that limits the capacity of the bridge.
 - Kings Rd – 15T, remains as is.
 - Webbers Bridge Rd – 20T, remains as is.
 - Stumckes Rd & Ironpot Rd (Boughyard Ck) – Both are on the verge of requiring load limiting due to the condition of critical load bearing components, but are not required at this point in time.

- Geotechnical – RMA Soils have completed the geotechnical investigations for Campbells Rd, Weens Rd & Mondure Rd bridges. These will be used as appendices for the upcoming bridge tender.
- 15/16 Bridge Tender – Documentation has commenced on developing a functional specification to go to tender for the 15/16 Bridge program. The tender period will commence in late May with the intention to award contract in July.

Projects Of Interests

- **Blackbutt Town Development** - GHD has been commissioned to undertake the detail design of this roads and drainage project. This is currently out to tender for the procurement of the concrete components associated with the stormwater infrastructure. The tender period is from 30 March through to the 22 April, with intention to report on this to Council in May.

The scope includes drainage systems on both sides of Coulson St and a separate system to the south that encompasses Hart St, George St, Margaret St, John St & Sutton St's. This will be completed in conjunction with a number of road construction projects to compliment the underground works.

- **Streetlighting Studies** – The assessments for Nanango and Blackbutt have been completed. The same consultants have been commissioned to undertake the assessment of Murgon and Proston, which are the last towns in the region yet to be assessed.

Carried 7/0

FOR VOTE - Councillors voted unanimously

5.1 Roads & Drainage (R&D)

Officer's Reports

5.1.1 R&D - 1442836 - Minutes of the Traffic Advisory Committee Meeting held on Tuesday 10 March 2015

Summary

The Minutes of the Traffic Advisory Committee Meeting held in the Warren Truss Chamber of South Burnett Regional Council on Tuesday 10 March 2015 are provided for Council to note and consider.

Officer's Recommendation

That Council:

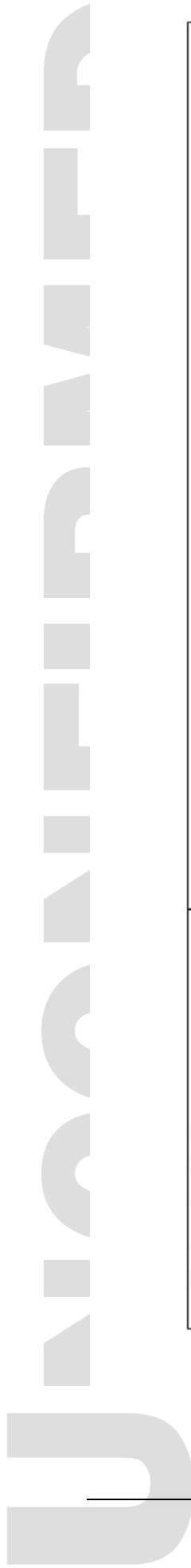
- Endorse the attached Minutes of the Traffic Advisory Committee held on Tuesday 10 March 2015;
- Proceed with the installation of a taxi bay in Avoca Street adjacent to IGA in Kingaroy;
- Request the Department of Transport and Main Roads to consider formally renaming both Barambah and Redgate Roads as they are locally known and signposted; and

- Extend the 80km/h speed zone on Nanango Brooklands Road from G.S. Wilson Drive to the eastern side of McNamara Road.

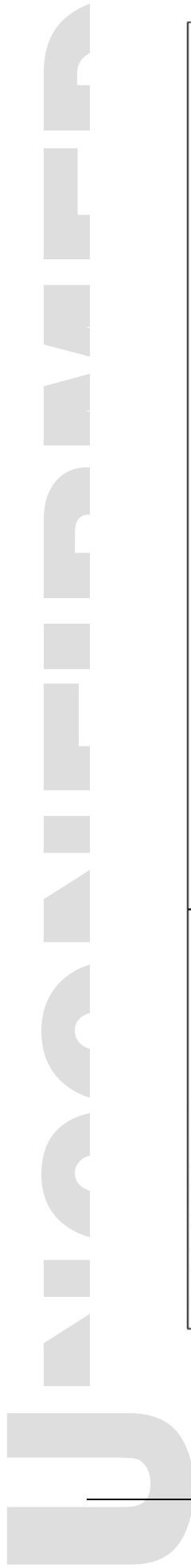
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|  <p>South Burnett Regional Council</p> | <p>MINUTES</p> <p>Traffic Advisory Committee</p> |
|--|---|

Purpose: Meeting of Traffic Advisory Committee (TAC)
Venue: Warren Truss Chamber, SBRC Kingaroy Office
Date: 10 March 2015
Attendance: Cr Wayne Kratzmann, Cr Damien Tessmann, Cr Kathy Duff, TMR Maryborough), Russell Hood (General Manager Infrastructure), James D'Arcy (Manager Design & Technical Services), Russell Rogers (Snr Advisor Traffic & Road Safety, TMR Bundaberg), Maree Shepherd (Road Safety Officer, TMR Bundaberg), Desley Shailer (Snr Operations Officer), Paul Duck (Manager Passenger Transport Operations), Alan Dixon (Manager Road Safety), Acting Snr Sgt Jason Newton (QPS Nanango), Snr Sgt Lance Gutteridge (QPS Murgon), Snr Constable Adam Entwistle (QPS Kumbia), Sgt Brett Stevenson, Colleen Brownsey QAS, Kay Dove (Infrastructure Support Officer).
Apologies: Colin Goodsel RACQ Representative, Sgt Alan Gerrard (QPS Blackbutt), Snr Sgt Duane Frank (OIC QPS Kingaroy), Peter Van Eysden (Principal Engineer TMR Bundaberg).

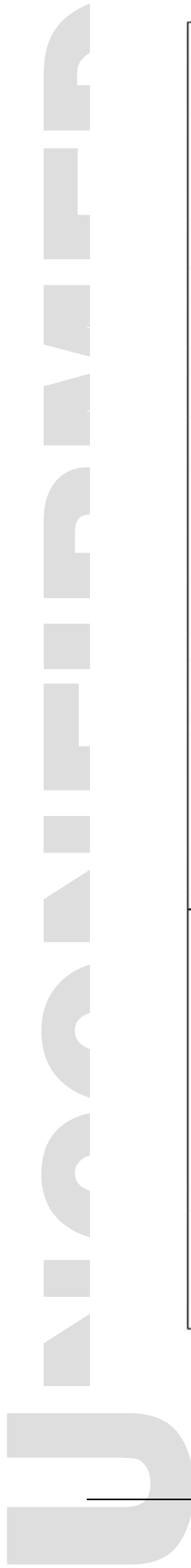
| AGENDA ITEM | OUTCOME |
|---|--|
| OPENING | Mayor Wayne Kratzmann welcomed all present especially the newcomers Alan Dixon and Paul Duck. |
| CONFIRMATION OF PREVIOUS MINUTES | Moved by Cr Tessmann, seconded Cr Duff, that the Minutes of the previous Traffic Advisory Committee held 9 December 2014 as recorded be confirmed. |
| BUSINESS ARISING FROM 9 DECEMBER MEETING | <p>(a) Taxi bay at Kingaroy IGA update James D'Arcy reported on the ability to designate two taxi bays and this will not impede the driveway. ACTION: Recommend to Council this proceed.</p> <p>(b) Position of 100 kph sign outbound Bunya Hwy at Kingaroy Industrial Estate Russell Rogers reinstated signage. QPS reviewed and are satisfied they can now enforce. CLOSED</p> <p>(c) Kumbia Brooklands Rd – investigating a blind corner to improve line of sight. Drawings have been done. When in that area Council will install advisory speed signage and also slash any long grass. Snr Constable Adam Entwistle was pleased with the outcome. CLOSED</p> |



| | |
|--|---|
| <p>(d) Redgate Rd., Murgon (Redgate Rd is listed on Google Maps, Navman etc as Kilocoy Murgon Rd & known locally as Redgate Rd - reference maps have State names.)</p> <p>(e) Community bus shelter Perkins St., Murgon intersection on Bunya Hwy.</p> <p>(f) Kingaroy Cooyar Rd and Industrial Ave, Kingaroy</p> <p>(g) Nanango Bus stop from the Antler Motel to Scott car park</p> <p>(h) Cr Tessmann tabled an email from Craig Lucas requesting a Give Way sign where Boole Crawford Rd meets Bunya Hwy.</p> <p>(i) Update on Kingaroy Police requests for tree removal from previous meetings - all are causing visibility issues.</p> | <p>ACTION: GM Russell Hood will write to the District Director Transport and Main Roads, Scott Whittaker regarding both Barambah and Redgate Roads being renamed and this will flow on with mapping as well.</p> <p>Cr Kratzmann and Cr Duff have met with Cherbourg Aboriginal Council and received no support from them to have this moved. No further action. CLOSED</p> <p>Russell Rogers reported that the target boards have been installed on both sides of the road, inbound. These changes were approved by all in attendance. CLOSED.</p> <p>Relocated bus bay to Scott Car Park. Positive comments. This was briefly discussed at a recent Streetscape Meeting in Nanango and a suggestion about installing a shelter for wet days was raised. Mayor believes this is a drop-off point not a pick-up point and with mobile phones people can alert family members etc if anything changes. No further action. CLOSED</p> <p>It was agreed signage would not change on Boole Crawford Road where it meets the Bunya Highway. Russell Rogers found there was ample line of sight. Cr Tessmann also advised that he had met with Craig Lucas who believes there is vegetation obscuring vision.</p> <p>ACTION: Cr Tessmann requested that a road inspector check the vegetation and if found to be a visibility issue suggested SBRC write to the owners of the private property to clear.</p> <p>(1) Cnr of Carinya and Moonya Street - trees have been removed. (2) 17 Doonkuna / Norman Street corner - trees have been removed. (3) Moonya and Carroll Street corner in Kingaroy. SBRC sent a letter to owners advising large conifers need to be trimmed along fence-line. They were given one month (to 7 April) to complete this otherwise Council would trim and also remove offending 5 trees on the footpath..</p> |
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|--|---|
| <p>GENERAL BUSINESS</p> <p>(a) Email from Cr Tessmann on behalf of Ian Rankin - requesting signage change Cnr Fisher and Coral Sts, Kingaroy</p> <p>(b) Request from a member of the public for a Speed Review Nanango Brooklands Rd</p> <p>REPORTS</p> <p>Kingaroy Police (Acting Snr Sgt Jason Newton)</p> <p>Nanango Police</p> <p>Kumbia Police</p> | <p>James D'Arcy advised that after investigation they would not be recommending any change of signage. Meeting agreed to leave as it is.</p> <p>ACTION: A customer request to be set-up to trim the frangipani tree at Cnr Fisher and Coral St, Kingaroy.</p> <p>James D'Arcy reported that this is on the Western side of Nanango and an extension of Appin Street West. The request is to move 80 kph sign from GS Wilson Rd further west.</p> <p>ACTION: James D'Arcy recommended that because of the acreage development the 80 kph sign should be moved west to McNamara Rd and will mean approx 3 km of change from 100 kph to 80 kph.</p> <p>The speed limit at Memerambi at the school bus pick-up/drop-off (near the shop) is the 80 kph zone was raised with police.</p> <p>James D'Arcy advised the intention was to keep the highway speed at 80 kph. Russell Hood said there is ample area to pull off the highway</p> <p>ACTION: Desley Shailer will inspect after today's meeting and bring back to next meeting.</p> <p>Another accident on the D'Aguilar Hwy between George Green Dye and Nanango Tarong Rd. Acting Snr Sgt Newton has attended 3 or 4 fatigue related crashes in the last 12 months. There have been 14 crashes from 1 Jan 2014 to 10 March 2015.</p> <p>Sgt Brett Stevenson commented that the audible strip down the center line is considered dangerous.</p> <p>Trivia signage proved successful in other areas to help prevent fatigue, so this could be a possibility. Alan Dixon said these have been successful in Southern Region and also had flip signs to change questions etc. These are still available so may be useful or this project and he suggested Community Road Safety Grants.</p> <p>ACTION: Russell Rogers to inspect and report back to next meeting. Sgt Entwistle reported that there has been a fatality a few weeks ago on a straight stretch of road (near Hancock's Road) and this is still being investigated. The turning area for buses has been improved at the Kumbia State School.</p> |
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| <p>Murgon Police Snr Sgt Lance Gutteridge</p> <p>Dept. Transport & Main Roads</p> <p>(a) Haly St and Glendon St zebra crossing, Kingaroy</p> <p>(b) McDonalds Kingaroy, exit issue</p> <p>Qld Transport</p> | <p>Ongoing problem at Krebs St intersection where vehicles turn right coming from IGA across intersection north toward Cherbourg. Request for advisory sign that turning vehicles must give way. Police have spoken to the local driving school to educate new drivers. The Mayor suggested that a Stop sign may be in order.</p> <p>ACTION: Russell Rogers to inspect and report back to next meeting.</p> <p>DTMR want to make Silverleaf Rd the main through road and proposing that the Give Way signage be placed on Lancaster Rd (Byee Rd). The meeting supported this.</p> <p>ACTION: DTMR will organise.</p> <p>Council does not support any changes however local member is supporting change. Manager Roads & Drainage Jeff Stephan has been liaising with Peter Van Eysden.</p> <p>Russell Rogers had received a complaint regarding a near miss outside McDonalds in Haly St. There is currently 15 metres of 2 lanes. DTMR want to change to 45 metres of two lanes and this would mean removing the parking near McDonalds entrance in Haly St.</p> <p>ACTION: SBRC will investigate and bring back to next meeting.</p> <p>A meeting has been held at St John's Lutheran School James, Damien and reps from the school community. It was noted that this is a very busy area especially with a daycare facility in close proximity.</p> <p>ACTION: Maree Shepherd and Design & Technical Services will gathering data and report back.</p> <p>Meeting Closed at 11.45 am</p> <p>Next Meeting 16 June 2015</p> |
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Resolution:

Moved Cr DP Tessmann, seconded Cr BL Green.

That the Officer's Recommendation be adopted.

Carried 7/0

FOR VOTE - Councillors voted unanimously

5.1.2 R&D - 1444251 - Tenders for Bridge Replacement Program 2015/16**Summary**

As part of Council's forward budget projections for 2015/16 an allocation of \$2,200,000 has been estimated for Council's bridge replacement program. The revised program included the replacement of "Weens Bridge" for \$750,000 and "Mondure Bridge" for \$750,000, the replacement of "Stonelands Bridge" with culverts for \$350,000 and timber rehabilitation on "Webbers Creek Bridge" and "Kings Bridge East" for \$350,000.

Late in 2014 Council was forced to close "Campbells Bridge" due to safety concerns. Since that time discussions have been held on the various options for the possible replacement of the bridge. As a result the replacement of "Campbells Bridge" has tentatively been included in the 2015/2016 program pending an assessment of Council's financial capacity to fund the proposed program.

Accordingly tenders will be called for the replacement of "Weens Bridge", "Mondure Bridge" and "Campbells Bridge" allowing for various options so that a final assessment can be made.

Officer's Recommendation

That

1. tenders be called for the design and construction of "Weens Bridge", "Mondure Bridge" and "Campbells Bridge".
2. the tender documents to include the following:
 - Ability for alternative methods of design and construction to be submitted
 - The submissions to include alternative costing provisions for
 - a combined tender for all three (3) bridges or
 - a provision for each bridge individually

Resolution:

Moved Cr DP Tessmann, seconded Cr KA Duff.

That the Officer's Recommendation be adopted.

Carried 7/0

FOR VOTE - Councillors voted unanimously

5.2 Design & Technical Services (D&TS)

Officer's Reports

5.2.1 D&TS - 1430302 - Requesting comments in relation to the Proposal to formally name ten geographical features in the South Burnett Regional Council area

Summary

A proposal has been received by the Department of Natural Resources & Mines (DNRM) to formally name below ten geographic features in South Burnett Regional Council

1. Brights Waterhole (Nooganida): Brights Waterhole is located at Pioneer Park, Nanango within a reserve for Park and Gardens. This reserve adjoins the western boundary of Nanango State School.
2. Coomba Falls: Coomba Falls is located on Tanduringie Creek on the upstream side of Coomba Waterhole and is accessible from the east via Coomba Falls Road, Maidenwell.
3. Horse Gully or Creek: Horse Gully rises in Hodgeleigh and flows in an easterly direction for over five kilometres crossing the D'Aguilar Highway until its confluence with Barker Creek.
4. Nuremberg Creek: Nuremberg Creek rises in the hills of Stonelands and flows in an easterly direction for approximately five kilometres until its confluence with Twelve Mile Creek.
5. Rose Creek: Rose Creek rises in the hills of Cobbs Hill and generally flows in a north westerly direction and then northerly direction for approximately seven kilometres until its confluence with Cloyna Creek.
6. The Long Waterhole: The Long Waterhole is located between Templeton Road and Lanes Road about two kilometres south of Nanango Township.
7. Wondai State Forest Features: Honeysuckle Gully is located within Wondai State Forest.
8. Wondai State Forest Features: Masons Gully is located within Wondai State Forest.
9. Wondai State Forest Features: Saw Pit Gully is located within Wondai State Forest.
10. Wondai State Forest Features: Well Dam is located within Wondai State Forest.

It is recommended Council to respond to DNRM advising that Council has no objection with respect to this proposal.

Officer's Recommendation

That Council reply to the Department of Natural Resources and Mines offering no comment or objection to the proposal to formally name ten geographic features in South Burnett Regional Council.

Resolution:

Moved Cr DP Tessmann, seconded Cr DJ Palmer.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

6. Portfolio - Communities, Communication & Arts**6.1 C - 1441037 - Communities, Communications & Arts Portfolio Report****Summary**

Communities, Communications & Arts Portfolio Report to Council.

Officer's Recommendation

That the Communities, Communications & Arts Portfolio Report to Council be received.

Resolution:

Moved Cr RLA Heit, seconded Cr KA Duff.

That the Communities, Communications & Arts Portfolio Report to Council be received.

Communication:

The South Burnett Regional Council (SBRC) two way radio network is currently being updated across the South Burnett which provides Council's workforce with more effective communications within areas including those with poor Telstra coverage and also enable GPS tracking on vehicles/radios. In times of emergency this is an essential communications channel throughout the region.

Communities:

The inaugural Maidenwell Marathon was a resounding success and I congratulate all those involved. They have already decided to hold it again next year and have plans to make it bigger and better!

As reported last month SBRC was successful in securing \$18,800 for the 'get out get active' funding. The grant focus is to get women into exercise and activities. The plans for this are progressing well. The health expo in Kingaroy on 9 May will include champion netballer Vicki Wilson as guest speaker.

Local rural groups have been delighted with the \$65,000 SBRC received in drought support funding from the department of Communities. The rural localities selected for this funding are all working on their specific function and strategies to target those who may be isolated by the challenges in the rural sector in recent years. This funding is designed to strengthen the resilience of drought affected Queenslanders by revitalising the community support mechanisms. We are looking forward to seeing their events come to fruition in the months ahead.

Anzac day is this Saturday and services throughout the South Burnett are sure to be well attended and respectful in acknowledging the centenary of the Gallipoli campaign.

On Anzac Day eve 24 April the database of Great war veterans from the South Burnett will be launched at Nanango RSL. The work involved in compiling this work has been immense, so huge congratulations to Robyn and Daun for their dedication.

Art:

The South Burnett Acquisitive art show held 11 April had a wonderful display of artworks with the theme of The Australian Light Horse. Congratulations to Robyn Dower whose painting "The Left flank" was a worthy winner. This painting also won the people choice award so certainly a popular choice.

The final round for this financial year for Regional Arts Development Fund (RADF) closed and was assessed recently. The results will be announced soon. It's great to see groups throughout the region developing and sharing skills in their respective artistic endeavours.

Libraries:

More activities at the South Burnett libraries this month:

A number of libraries have been doing Anzac poppies and wreaths ready for the centenary. Many of the libraries have Gallipoli displays.

Australian author Thea Hayes is coming to Kingaroy Library on Thursday 23 April 2015 at 10am.

Thea will be very happy to sign her book.

Carried 7/0

FOR VOTE - Councillors voted unanimously

Officer's Reports

No Report.

7.0 Portfolio - Property (P)**7.0.1 P - 1441045 - Property Portfolio Report****Summary**

Property Portfolio Report to Council.

Officer's Recommendation

That the Property Portfolio Report to Council be received.

Resolution:

Moved Cr DJ Palmer, seconded Cr BL Green.

That the Property Portfolio Report to Council be received.

Land Sales

The land sales at Boondooma Dam are progressing with Council's focus on clearing the lots from the Environmental Management Register.

Leases

Council is in ongoing lease negotiations with the following:

- *Ringsfield House,*
- *Kingaroy Sporting Clubs,*
- *Kingaroy Netball,*
- *Kingaroy Youth Park,*
- *Wondai Sports Association,*
- *Communication House at Wondai.*

Swimming Pools

The Property Branch is currently reviewing the swimming pool contracts.

Property Maintenance

Several projects are in various stages of completion with the following items of note:

- The Murgon PCYC Roof.
 - Council is working on preparing the specifications and tender documents, for the reroofing of squash courts and Stadium buildings.
- The Murgon Showgrounds.
 - Repairs to the grandstand have been completed. The repainting quote has been accepted and purchase order issued. Currently Council is waiting for the contractor to start.
- Wondai Sports Ground.
 - The scoreboard has been measured up and quotations have been requested.
- Maidenwell RV Dump Point
 - An Engineer was engaged to design the system to be located at the Maidenwell Sportsground. Quotations have been received for the materials, plant and labour. Council is seeking clarification from the Maidenwell community regarding some of the materials which are understood to be held within that community, as to their availability and suitability to be used per the Engineers design.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

Officer's Reports

No Report.

ATTENDANCE:

General Manager Stan Taylor left the meeting at 9.42am
General Manager Stan Taylor returned to the meeting at 9.44am

8.0 Portfolio - Water & Wastewater / Sport & Recreation

8.0.1 Water & Wastewater Portfolio Report

Summary

Water & Wastewater Portfolio Report to Council.

Officer's Recommendation

That the Water & Wastewater Portfolio Report to Council be received.

Resolution:

Moved Cr BL Green, seconded Cr KM Campbell.

That the Water & Wastewater Portfolio Report to Council be received.

Kingaroy Wastewater Treatment Plant upgrade

80% design milestone has been completed. Also investing a lot of internal resources in the project as well, for example in March there was around 200 hours spent by internal staff on assessing the design and ensuring workability of the final plant. Construction is progressing with some concrete structures being commenced including the inlet and outlet works and the balance tank.

R4R funding Milestone 2 submission has been completed and assessed - \$640k will be refunded to Council in the next 2 weeks.

Discussions need to be held with DEHP urgently regarding commissioning/decommissioning plan to enable any issues to be worked through well before any changes to the normal operation of the existing plant are made.

Gordonbrook Water Treatment Plant upgrade

The DAFF units are progressing well with pre-fabrication occurring at Aquatec's workshop in Ipswich. A progress claim for the remaining funding of \$500,000 will be lodged in April. General site establishment has been completed at the plant and Aquatec is progressing with some general construction work including earthworks and service location. Significant internal commitment to the project with around 150 hours spent on the project in March

Aquatec is also progressing with the procurement of mechanical and electrical equipment with fabrication and storage occurring in Ipswich.

Murgon Water Treatment Plant

The inlet pumps have been repaired and were installed last week.

Water Supplies

- *Dam levels*
 - *Gordonbrook – 83%*
 - *Boondooma – 72%*
 - *BP Dam – 48%*

Water Supplies

Approval received from SunWater for the conversion of the medium priority allocation to 620ML of High priority water to be used to supply Kingaroy. The inlet pumps at Gordonbrook Dam have also been repaired.

Reticulation Systems

Some mains breaks have been occurring around the region due to the change in season and some ground movement.

Carried 7/0

FOR VOTE - Councillors voted unanimously

8.1 Water & Wastewater (W&W)***Officer's Reports***

No Report.

8.2 Sport & Recreation (S&R)***Officer's Reports***

No Report.

9.0 Portfolio - Waste, Natural Resource Management, Parks & Environment, Indigenous Affairs**9.0.1 Waste, Natural Resource Management, Parks & Environment and Indigenous Affairs Portfolio Report****Summary**

Waste, Natural Resource Management, Parks & Environment and Indigenous Affairs Portfolio Report to Council.

Officer's Recommendation

That the Waste, Natural Resource Management, Parks & Environment and Indigenous Affairs Portfolio Report to Council be received.

Resolution:

Moved Cr KA Duff, seconded Cr DJ Palmer.

That the Waste, Natural Resource Management, Parks & Environment and Indigenous Affairs Portfolio Report to Council be received.

Waste:***Update on the Transfer Station Construction Program***

Initial construction work on the Cloyna, Hivesville, Dulong and Brigooda transfer stations has been completed. Total completion will depend on when the Council's workshop is able to fabricate and install the necessary safety rails, shoots and guide rails. As this work is rather time consuming all of the transfer stations may not be completed in this financial year.

Waste Education

There will be a community composting workshop on the 27 and 29 April 2015 in Kingaroy to explain how residents can minimise organic waste going to landfill by composting and worm farming. The workshop will provide practical advice about how to establish and maintain your compost or worm farm. This will hopefully be the first in a series of workshops to be run throughout the South Burnett.

Draft Waste Management Plan

Public consultation has recently closed. A total of five (5) responses have been received. A report addressing these is planned to be presented to the May Council Meeting.

NRM:**Feral Animal Control**

The trapping registrations have closed and the project commences on 27 April. We have a total of 66 landholders who have registered which is an extremely good response.

We will be meeting with the trappers on Friday 24 April to finalise the details of the project. We have also sent flyers out for another wild dog and pig baiting program for mid-May.

Rural Fire Brigades

I attended the AGM of the Mondure Rural Fire Brigade. There were concerns expressed about the large fuel loads and potential fire hazards. There will be extensive hazard reduction burns by rural fire brigades and individual landholders in an attempt to reduce fire hazards over the next period. Our Maryborough Area Director, Warren Edwards, was in attendance. Warren was able to provide some good news that there will be an area office moving to Kingaroy. This should be up and running sometime around the middle of this year.

Parks and Gardens:**Anzac Day**

The major focus is preparing for the very special Centenary Anzac Day Services that will be held around the region. This is a very important day and we are hoping that we see large crowds attending services around our region.

Capital Works

In Kingaroy Memorial Park Installation of the statue is complete.

Installation of the new pavers through the park has been completed.

In Wondai work has completed on the toilet block. The Parks and Gardens staff have done an exceptional job in completing the turfing around the new building.

Carried 7/0

FOR VOTE - Councillors voted unanimously

Officer's Reports

No Report.

9.1

Waste (W)**Officer's Reports**

No Report.

9.2 Natural Resource Management (NRM)

Officer's Reports

No Report.

9.3 Parks & Environment (P&E)

Officer's Reports

No Report.

9.4 Indigenous Affairs (I)

Officer's Reports

No Report.

10.0 Portfolio - Finance / Planning

10.0.1 Finance and Planning Portfolio Report

Summary

Finance and Planning Portfolio Report to Council.

Officer's Recommendation

That the Finance and Planning Portfolio Report to Council be received.

Resolution:

Moved Cr KM Campbell, seconded Cr KA Duff.

That the Finance and Planning Portfolio Report to Council be received.

Finance

Financial Report to 23 March 2015.

The Financial Ratios, particularly Cash and Operating Cash, are as expected for this time. The fourth quarter rates are scheduled to be posted on the 12th of May with 15th of June as the discount date. The Operating Cash and Funded Long Term Liabilities results are influenced by the estimated Restricted Cash as at 30 June 2014. Restricted cash relates to funds like unspent grants at year end, unspent loan funds and developer contributions. These funds are used during the year as the particular funded projects progress. The funds earmarked as restricted cash are to be reviewed to ensure that the correct levels are being reported at current day.

With regard to the Comprehensive Income Statement the items to note are:

For Recurrent Revenue

- *As noted at the last meeting of Council, Rates, levies and charges reflect the third quarter levy and,*

- *The budget for Grants, subsidies, contributions and donations is to be reviewed as part of the third quarter budget review which will be presented to the next meeting of Council.*

For Capital Revenue

- *The budget for Grants, subsidies, contributions and donations will also be reviewed as part of the third quarter budget review to ensure that the timing of the receipt of funds has been correctly estimated.*

For Recurrent Expenditure

- *The Materials Services budget was developed to reflect expenditure on the Flood Damage Projects as well as Council's normal operations. The level of Flood Damage Expenditure included in this line item also influences the recurrent revenue for Grants, subsidies, contributions and donations. This expenditure budget will be reviewed to reflect the current status of those projects including the associated funding as mentioned earlier.*
- *Finance Costs are as of 31 December with the March quarter costs taken up after the preparation of this report. Those costs will show in the next report to Council.*

Capital Program

- *The Capital Program is progressing well with that budget also to be reviewed.*

Rates Outstanding for more than 3 Years

A list of properties falling into the category of having rates outstanding for more than three years has been compiled for Council consideration. The list of properties and any subsequent action will be discussed as part of the Portfolio Meetings scheduled for late April.

2015 - 2016 Budget Development

A draft Operating Budget for 2015 - 2016 has been reviewed by the Mayor and Deputy Mayor with a presentation to Council scheduled for later this month. Council has all but finalised the Roads and Drainage Capital budget, with a further review of the Buildings/Property Capital Budget yet to be scheduled.

Interim Audit 2015 Financial Year

Discussions have been held with Council's external auditors regarding their audit plan for the 2015 Financial Year. The auditors will be commencing their preliminary audit in mid-May.

Planning

Memerambi

The Planning and Land Management Section are currently collating responses to infrastructure agreements with regard to benefitted area to construct road works etc and recouping cost through special rates charges.

The matter will be referred to 3 June Council meeting for final decision.

New Planning Scheme

The matter is still with the Minister for Planning for his decision to allow the draft planning scheme to be put on public display seeking comments from the community.

Local Heritage Plan

Under the provisions of the Sustainable Planning Act 2009, Council is required to undertake a Local Heritage Plan for the South Burnett Regional Council area.

Initial discussions have been held with heritage consultants to establish the best way to undertake this project and estimated costs of project work. The consultants are currently undertaking a more detailed brief.

Planning and Land Management Section will provide a report to Council in the near future.

Glendon Street Car Park

Council's Planning staff has provided Councillors with a draft conceptual upgrade design for the Glendon Street Car Park, incorporating:

- Upgrade to landscaping areas
- Better block walls along the frontage to Glendon Street to match the forecourt
- Upgrade to playground area to include tables and seating to match the forecourt, as well as incorporation of children's play area and a concrete pathway through this area to the toilets
- Concrete pathway around Council's IT building
- IT Building rendered and painted externally
- Upgrading seating at bus stop to bench seating to match the forecourt.

In addition to the above, the revamp will involve the removal of existing trees and a new tree planting program will be instigated.

Preliminary costing is in the order of \$170,000.

Statistics

March 2015

| | | | | | |
|----------|----------------|---------------|----------------|-----------------|------------|
| Building | Sheds - 6 | Dwellings - 1 | Commercial - 1 | Other -1 | Total - 9 |
| Plumbing | | Domestic - 9 | Commercial - 2 | | Total - 11 |
| Planning | Fast Track - 4 | MCU - 1 | ROL - 5 | Plan Sealed - 1 | Total - 11 |

Carried 7/0
FOR VOTE - Councillors voted unanimously

10.1 Finance (F)

Officer's Reports

10.1.1 F - 1444059 - Monthly Financial Statements

Summary

The following information provides a snapshot of Council's Financial Position as at 13 April 2015.

Officer's Recommendation

That the Monthly Financial Report as at 13 April 2015 be received and noted.

Key Financial Ratios

SOUTH BURNETT REGIONAL COUNCIL

FINANCIAL SCORECARD

| | | SBRC RATING | INDUSTRY GUIDE |
|--|----------|-------------|----------------|
| 1. CASH | | | |
| Number of months operating expenditure covered by total cash held | 6.9 mths | | |
| 2. OPERATING CASH | | | |
| Number of months operating expenditure covered by working cash held | 1.9 mths | | |
| Working Cash = Cash less Restricted Cash | | | |
| 3. Working Capital Ratio | | | |
| Current Assets / Current Liabilities | 3.54 | | |
| 4. Funded Long Term Liabilities | | | |
| Percentage of Restricted Cash and Long Term Liabilities backed by Cash | 62% | | |

| | |
|--|--------|
| | Good |
| | Ok |
| | Review |

Statement of Comprehensive Income

Statement of Comprehensive Income
As at 13 April 2015
83% of Year Complete

| | 2015 | Amended Budget | Variance |
|--|-------------------|-------------------|----------|
| | \$ | \$ | % |
| Income | | | |
| Revenue | | | |
| Recurrent Revenue | | | |
| Rates, levies and charges | 31,278,411 | 40,830,385 | 77% |
| Fees and charges | 1,997,749 | 1,941,895 | 103% |
| Rental Income | 398,210 | 459,580 | 87% |
| Interest received | 1,183,010 | 1,657,190 | 71% |
| Sales revenue | 7,002,764 | 7,522,540 | 93% |
| Other Income | 418,732 | 766,960 | 55% |
| Grants, subsidies, contributions and donations | 9,306,603 | 21,341,929 | 44% |
| | <u>51,585,478</u> | <u>74,520,479</u> | |
| Capital Revenue | | | |
| Grants, Subsidies, Contributions & Donations | 1,622,955 | 3,808,477 | 43% |
| Total Revenue | <u>53,208,433</u> | <u>78,328,956</u> | |
| Total Income | <u>53,208,433</u> | <u>78,328,956</u> | |
| Expenses | | | |
| Recurrent Expenses | | | |
| Employee benefits | 18,834,118 | 25,693,270 | 73% |
| Materials and services | 20,521,083 | 35,335,742 | 58% |
| Finance costs | 946,653 | 2,542,355 | 37% |
| Depreciation and amortisation | 9,475,521 | 12,634,005 | 75% |
| | <u>49,777,375</u> | <u>76,205,373</u> | |
| Capital Expenses | | | |
| | (623,392) | (1,444,130) | 43% |
| Total Expense | <u>49,153,983</u> | <u>74,761,243</u> | |
| Net Result | <u>4,054,450</u> | <u>3,567,713</u> | |

Statement of Financial Position

Statement of Financial Position
As at 13 April 2015

| | 2015 \$ | Original Budget \$ |
|--------------------------------------|--------------------|-----------------------|
| Current Assets | | |
| Cash and Cash Equivalents | 36,267,185 | 50,632,230 |
| Trade and Other Receivables | 11,534,227 | 9,669,729 |
| Inventories | 998,662 | 824,044 |
| Investments | - | 10,000 |
| Total Current Assets | 48,800,073 | 61,136,004 |
| Non-Current Assets | | |
| Trade and other receivables | 20,242 | 20,242 |
| Investment Property | | |
| Property, Plant and Equipment | 844,588,929 | 813,269,163 |
| Intangible Assets | 6,234,639 | 6,234,639 |
| Total Non-Current Assets | 850,843,810 | 819,524,044 |
| TOTAL ASSETS | 899,643,883 | 880,660,047 |
| Current Liabilities | | |
| Trade and other payables | 8,925,024 | 6,548,909 |
| Borrowings | 1,687,761 | 1,687,761 |
| Provisions | 3,186,187 | 3,184,739 |
| Total Current Liabilities | 13,798,972 | 11,421,410 |
| Non-Current Liabilities | | |
| Borrowings | 32,146,005 | 34,674,093 |
| Provisions | 10,616,231 | 10,616,231 |
| Total Non-Current Liabilities | 42,762,236 | 45,290,324 |
| TOTAL LIABILITIES | 56,561,208 | 56,711,733 |
| NET COMMUNITY ASSETS | 843,082,675 | 823,948,314 |
| Community Equity | | |
| Asset Revaluation Surplus | 417,687,851 | 402,909,686 |
| Retained Surplus/(Deficiency) | 425,394,825 | 421,038,628 |
| TOTAL COMMUNITY EQUITY | 843,082,675 | 823,948,314 |

Resolution:

Moved Cr KM Campbell, seconded Cr KA Duff.

That the Monthly Financial Report as at 13 April 2015 be received and noted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

10.2 Planning (P&LM)

Officer's Reports

No Report.

11. Information Section (IS)

11.1 IS - 1441066 - Reports for the Information of Council

Summary

Listing of correspondence pending completion of assessment report
Delegated Authority Report
Workplace Health & Safety Report for April 2015
Road Maintenance Expenditure Report

Officer's Recommendation

That the reports be received.

Resolution:

Moved Cr KA Duff, seconded Cr DJ Palmer.

That the reports be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

12. General Section

No Report.

13. Confidential Section

No Report.

There being no further business the meeting was declared closed at 10.01am.

Confirmed before me this day of2015

..... **MAYOR**

UNCONFIRMED

