



ORDINARY MEETING

AGENDA

22 AUGUST 2017

Your attendance is required at an Ordinary meeting of Council to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 22 August 2017 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be the initials "CR" followed by a long horizontal stroke.

CHIEF EXECUTIVE OFFICER
17 August 2017

Next Meeting Date: 12.09.17

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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1 OPENING

2 PRESENT

Members Present:

Acting Mayor, Councillor C R Rutherford (Chairperson)
Councillor C E Smith
Councillor M D Wickerson
Councillor S J Schwarten
Councillor A P Williams
Councillor R A Swadling
Councillor N K Fisher

In Attendance:

Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

The Mayor, Councillor Strelow has been granted leave of absence to participate in a trade mission to Singapore.

4 CONFIRMATION OF MINUTES

Minutes of the Ordinary Meeting held 8 August 2017

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 PRESENTATION OF PETITIONS

Nil

9 COMMITTEE REPORTS

9.1 PLANNING AND REGULATORY COMMITTEE MEETING - 15 AUGUST 2017

RECOMMENDATION

THAT the Minutes of the Planning and Regulatory Committee meeting, held on 15 August 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(Note: The complete minutes are contained in the separate Minutes document)

Recommendation of the Planning and Regulatory Committee, 15 August 2017**9.1.1 BUSINESS OUTSTANDING TABLE FOR PLANNING AND REGULATORY COMMITTEE**

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Planning and Regulatory Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Planning and Regulatory Committee be received.

Recommendation of the Planning and Regulatory Committee, 15 August 2017**9.1.2 D/30-2017 - DEPUTATION REPORT FOR A DEVELOPMENT APPLICATION FOR A MATERIAL CHANGE OF USE FOR A SERVICE STATION, FOOD AND DRINK OUTLET AND SHOPS**

File No: D/30-2017
Attachments: Nil
Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Amanda O'Mara - Senior Planning Officer

SUMMARY

Council is in receipt of a Development Application for a Material Change of Use for a Service Station, Food and Drink Outlet and Shops, made by Ravcorp Developments Pty Ltd ATF Bluewater Property Trust c/ Adams + Sparkes Town Planning, on land described as Lot 2 on RP619938, Parish of Murchison, located at 353 Moores Creek Road, Norman Gardens.

The application is to be presented to the Planning and Regulatory Committee meeting on 15 August 2017.

Ravi Setu from Bluewater Property Trust (Applicant) has requested the opportunity to have a deputation with the Council at the Planning and Regulatory Committee meeting to provide further information regarding the proposed development.

COMMITTEE RECOMMENDATION

THAT the deputation by Ravi Setu be 'received'.

Recommendation of the Planning and Regulatory Committee, 15 August 2017**9.1.3 MONTHLY OPERATIONS REPORT FOR PLANNING AND REGULATORY SERVICES FOR JULY 2017****File No:** 1464**Attachments:**

1. Monthly Operations Report for July 2017
2. Traffic Light Report for July 2017

Authorising Officer: Michael Rowe - General Manager Community Services**Author:** Steven Gatt - Manager Planning & Regulatory Services

SUMMARY

The Monthly Operations Report for Planning and Regulatory Services Section for July 2017 is presented for Councillor's information.

COMMITTEE RECOMMENDATION

THAT the Planning and Regulatory Services Monthly Operations Report for July 2017 be 'received'.

Recommendation of the Planning and Regulatory Committee, 15 August 2017
9.1.4 D/30-2017 - DEVELOPMENT APPLICATION FOR A MATERIAL CHANGE OF USE FOR A SERVICE STATION, FOOD AND DRINK OUTLET AND SHOPS

File No: D/30-2017

Attachments:

1. Locality Plan
2. Site Plan
3. Elevation 1
4. Elevation 2

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services

Author: Amanda O'Mara - Senior Planning Officer

SUMMARY

Development Application Number: D/30-2017

Applicant: Ravcorp Developments Pty Ltd ATF Bluewater Property Trust c/ Adams + Sparkes Town Planning

Real Property Address: Lot 2 on RP619938, Parish of Murchison

Common Property Address: 353 Moores Creek Road, Norman Gardens

Area of Site: 3,758 square metres

Planning Scheme: Rockhampton Region Planning Scheme 2015

Planning Scheme Zone: Low Density Residential Zone

Planning Scheme Overlays: Steep Land Overlay

Existing Development: Vacant Land

Existing Approvals: Nil

Approval Sought: Development Permit for a Material Change of Use for a Service Station, Food and Drink Outlet and Shops

Level of Assessment: Impact Assessable

Submissions: Sixty-one (61) Submissions

Referral Agency(s): NIL

Infrastructure Charges Area: Charge Area 1

Application Progress:

<i>Application Lodged:</i>	16 March 2017
<i>Acknowledgment Notice issued:</i>	20 March 2017
<i>Request for Further Information sent:</i>	30 March 2017
<i>Request for Further Information responded to:</i>	26 April 2017
<i>Submission period commenced:</i>	4 May 2017

<i>Submission period end:</i>	<i>26 May 2017</i>
<i>Council request for additional time:</i>	<i>26 June 2017</i>
<i>Last receipt of information from applicant:</i>	<i>12 July 2017</i>
<i>Statutory due determination date:</i>	<i>11 August 2017</i>

COMMITTEE RECOMMENDATION

RECOMMENDATION A

THAT in relation to the application for a Development Permit for a Material Change of Use for a Service Station, Food and Drink Outlet and Shops, made by Ravcorp Developments Pty Ltd ATF Bluewater Property Trust, on Lot 2 on RP619938, Parish of Murchison, located at 353 Moores Creek Road, Norman Gardens, Council resolves to approve the application and provides the following grounds to justify the decision:

- a) The development has been designed to ensure it can operate with no adverse impacts on nearby residential character, through the appropriate siting and design of buildings, landscaping and acoustic fencing;
- b) The proposal provides a convenience function only and will not impact on or compromise the role of existing centres;
- c) The subject site is ideally suited to the proposed development, given its highly accessible and visible location fronting Moores Creek Road;
- d) The proposed use does not compromise the strategic framework in the *Rockhampton Region Planning Scheme 2015*;
- e) Assessment of the development against the relevant zone purpose, planning scheme codes and planning scheme policies demonstrates that the proposed development will not cause significant adverse impacts on the surrounding natural environment, built environment and infrastructure, community facilities, or local character and amenity; and
- f) The proposed development does not compromise the relevant State Planning Policy.

RECOMMENDATION B

That in relation to the application for a Development Permit for a Material Change of Use for a Service Station, Food and Drink Outlet and Shops, made by Ravcorp Developments Pty Ltd ATF Bluewater Property Trust, on Lot 2 on RP619938, Parish of Murchison, located at 353 Moores Creek Road, Norman Gardens, Council resolves to Approve the application subject to the following conditions:

1.0 ADMINISTRATION

- 1.1 The Developer and his employee, agent, contractor or invitee is responsible for ensuring compliance with the conditions of this development approval.
- 1.2 Where these Conditions refer to "Council" in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.1 All conditions, works, or requirements of this development approval must be undertaken, completed, and be accompanied by a Compliance Certificate for any operational works required by this development approval:
 - 1.1.1 to Council's satisfaction;
 - 1.1.2 at no cost to Council; and
 - 1.1.3 prior to the commencement of the use

unless otherwise stated.

- 1.2 Infrastructure requirements of this development approval must be contributed to the relevant authorities, where applicable, at no cost to Council, prior to the commencement of the use, unless otherwise stated.
- 1.3 The following further Development Permits must be obtained prior to the commencement of any works associated with their purposes:
- 1.3.1 Operational Works:
- (i) Road Works;
 - (ii) Access and Parking Works;
 - (iii) Sewerage Works;
 - (iv) Water Works;
 - (v) Stormwater Works;
 - (vi) Site Works; and
 - (vii) Landscaping Works.
- 1.4 All Development Permits for Operational Works and Plumbing and Drainage Works must be obtained prior to the issue of a Development Permit for Building Works.
- 1.3 All works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards, unless otherwise stated.
- 1.4 All engineering drawings/specifications, design and construction works must be in accordance with the requirements of the relevant *Australian Standards* and must be approved, supervised and certified by a Registered Professional Engineer of Queensland.

2.0 APPROVED PLANS AND DOCUMENTS

- 2.1 The approved development must be completed and maintained generally in accordance with the approved plans and documents, except where amended by any condition of this development approval:

<u>Plan/Document Name</u>	<u>Plan/Document Reference</u>	<u>Dated</u>
Site Plan	01C	15 June 2017
Traffic Impact Assessment Report	16-002904 Rev B	19 April 2017
Intersection Details Plan	16-002904 Rev C	June 2017
Site Stormwater Management Plan	103 Rev C	5 June 2017
Proposed Water Layout	SK103 Rev B	April 2017
Proposed Sewer Layout Plan	16-002904 Rev B	June 2017
Noise Assessment Report	1082R1-R0	20 February 2017
Unit 2 Elevations	17	7 March 2017
Unit 1 Elevations	14	7 March 2017

- 2.2 Where there is any conflict between the conditions of this development approval and the details shown on the approved plans and documents, the conditions of this development approval must prevail.
- 2.3 Where conditions require the above plans or documents to be amended, the revised document(s) must be submitted for approval by Council prior to the submission of an application for a Development Permit for Operational Works.

3.0 ROAD WORKS

- 3.1 A Development Permit for Operational Works (road works) must be obtained prior to the commencement of any road works required by this development approval.
- 3.2 All road works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, <and> relevant *Australian Standards* and *Austrroads Guidelines* and the provisions of a Development Permit for Operational Works (road works).
- 3.3 A 100 metre long and 3.5 metre wide deceleration lane as shown on the approved plans (refer to condition 2.1), must comply with the requirements of the *Capricorn Municipal Development Guidelines*, relevant *Australian Standards*, *Austrroads Guidelines* and the provisions of a Development Permit for Operational Works (road works).
- 3.4 Traffic signs and pavement markings must be provided in accordance with the *Manual of Uniform Traffic Control Devices – Queensland*. Where necessary, existing traffic signs and pavement markings must be modified in accordance with the *Manual of Uniform Traffic Control Devices – Queensland*.

4.0 ACCESS AND PARKING WORKS

- 4.1 A Development Permit for Operational Works (access and parking works) must be obtained prior to the commencement of any access and parking works on the development site.
- 4.2 All access and parking works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, *Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).
- 4.3 All car parking and access areas must be paved or sealed to Council's satisfaction. Design and construction must be in accordance with the provisions of a Development Permit for Operational Works (access and parking works).
- 4.4 Access to the site must be limited to 'left in, left out' only.
- 4.5 All vehicles must ingress and egress the development in a forward gear.
- 4.6 Universal access parking spaces must be provided on-site in accordance with *Australian Standard AS2890.6 "Parking facilities - Off-street parking for people with disabilities"*.
- 4.7 Parking spaces must be line-marked in accordance with the approved Site Plan (refer to condition 2.1) and in accordance with the *Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).
- 4.8 Any application for a Development Permit for Operational Works (access and parking works) must be accompanied by detailed and scaled plans, which demonstrate the turning movements/swept paths of the largest vehicle to access the development site including refuse collection vehicles.
- 4.9 All vehicle operations associated with the development must be directed by suitable directional, informative, regulatory or warning signs in accordance with *Australian Standard AS1742.1 "Manual of uniform traffic control devices"* and *Australian Standard AS2890.1 "Parking facilities – Off-street car parking"*.
- 4.10 Road signage and pavement markings must be installed in accordance with *Australian Standard AS1742.1 "Manual of uniform traffic control devices"*.
- 4.11 All vehicle operation areas must be illuminated in accordance with the requirements of *Australian Standard AS1158 "Lighting for roads and public spaces"*.
- 4.12 All internal pedestrian pathways must be designed and constructed in accordance with *Australian Standard AS1428 "Design for access and mobility"*.
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4.13 Bicycle parking facilities must be provided in accordance with *AUSTROADS Guide to Traffic Engineering Practice, Part 14 – Bicycles*.

5.0 SEWERAGE WORKS

5.1 A Development Permit for Operational Works (sewerage works) must be obtained prior to the commencement of any sewerage works on the development site.

5.2 All sewerage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines, Water Supply (Safety and Reliability) Act 2008, Plumbing and Drainage Act 2002* and the provisions of a Development Permit for Operational Works (sewerage works).

5.3 The development must be connected to Council's reticulated sewerage network.

5.4 A new sewerage rising main of a fifty (50) millimetre diameter is to be provided along McColl Street and an on-site package pump station must be constructed as proposed in 'Proposed Sewer Layout Plan Rev. B dated 06/2017'. The discharge location will be determined at Operational Works stage.

5.5 Sewerage trade waste permits must be obtained for the discharge of any non-domestic waste into Council's reticulated sewerage network. Arrestor traps must be provided where commercial or non-domestic waste is proposed to be discharged into the sewer system.

6.0 WATER WORKS

6.1 A Development Permit for Operational Works (water works) must be obtained prior to the commencement of any water works required by this development approval.

6.2 All water works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines, Water Supply (Safety and Reliability) Act 2008, Plumbing and Drainage Act 2002* and the provisions of a Development Permit for Operational Works (water works).

6.3 The development must be connected to Council's reticulated water network in the existing 100 millimetre water main along McColl Street in accordance with the approved plans (refer to condition 2.1). A new 150 millimetre diameter water main must be constructed along Moores Creek Road from Feez Steet to Hassell Street in accordance with the approved plans (refer to condition 2.1). This non-trunk infrastructure is conditioned under section 665 of the *Sustainable Planning Act 2009*

6.4 All proposed services in the park area owned by council must be installed underground, shade trees must be retained and pathways, bollards, grassed areas must be returned to a serviceable standard after the works.

6.5 A new water connection point must be provided for the proposed use. A hydraulic engineer or other suitably qualified person must determine the size of connection required.

6.6 Adequate domestic and firefighting protection must be provided to the development, and must be certified by a hydraulic engineer or other suitably qualified person.

6.7 Water meter boxes located within trafficable areas must be raised or lowered to suit the finished surface levels and must be provided with heavy duty trafficable lids.

7.0 STORMWATER WORKS

7.1 A Development Permit for Operational Works (stormwater works) must be obtained prior to the commencement of any stormwater works required by this development approval.

7.2 All stormwater drainage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Queensland Urban Drainage Manual, Capricorn Municipal Development Guidelines*, and sound engineering practice and the provisions of a Development Permit for Operational Works (stormwater works).

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- 7.3 All stormwater must drain to a demonstrated lawful point of discharge and must not adversely affect surrounding land or infrastructure in comparison to the pre-development conditions, including but not limited to blocking, altering or diverting existing stormwater runoff patterns or having the potential to cause damage to other infrastructure.
- 7.4 The proposed catch drains (concrete invert) surrounding the site collecting flows from 355 Moores Creek Road must be sufficiently sized to convey the upstream one (1) per cent Annual Exceedance Probability flows.
- 7.5 Any application for a Development Permit for Operational Works (stormwater works) must be accompanied by engineering plans with detailed calculations of the capacity of stormwater pits and pipes to take major and minor storm flows.
- 7.6 Capacity of table drain to take the additional flow in a one (1) per cent Annual exceedance probability storm event must be determined at Operational Works stage and if not sufficient, improvements in table drain must be proposed. Proposed location of High flow discharge outlet must be revised at Operational Works Stage to discharge stormwater towards the table drain without affecting surrounding land or infrastructure.
- 8.0 SITE WORKS
- 8.1 A Development Permit for Operational Works (site works) must be obtained prior to the commencement of any site works on the development site.
- 8.2 Any application for a Development Permit for Operational Works (site works) must be accompanied by an earthworks plan that clearly identifies the following:
- 8.2.1 the location of cut and/or fill;
 - 8.2.2 the type of fill to be used and the manner in which it is to be compacted;
 - 8.2.3 the quantum of fill to be deposited or removed and finished cut and/or fill levels;
 - 8.2.4 details of any proposed access routes that are intended to be used to transport fill to or from the development site; and
 - 8.2.5 the maintenance of access roads to and from the development site so that they are free of all cut and/or fill material and cleaned as necessary.
- 8.3 All earthworks must be undertaken in accordance with *Australian Standard AS3798 "Guidelines on earthworks for commercial and residential developments"*.
- 8.4 Site works must be constructed such that they do not, at any time, in any way restrict, impair or change the natural flow of runoff water, or cause a nuisance or worsening to surrounding land or infrastructure.
- 8.5 Retaining structures above one (1) metre in height that are not incidental works to a Development Permit for Building Works, must not be constructed unless separately and specifically certified by a Registered Professional Engineer of Queensland and must be approved as part of a Development Permit for Operational Works (site works).
- 8.6 Retaining structures close to or crossing sewerage infrastructure must comply with *Queensland Development Code, Mandatory Part 1.4 "Building over or near relevant infrastructure."* The structure must be self-supporting and no additional load must be applied to Council's sewerage infrastructure.
- 8.7 Details of vegetation proposed to be cleared must be provided as part of the Environmental Management Plan.
- 8.8 Large trees must not be planted within one (1) metre of the centreline of any sewerage and/or water infrastructure; small shrubs and groundcover are acceptable.
- 8.9 All site works must be undertaken to ensure that there is:
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- 8.9.1 no increase in upstream or downstream flood levels for all levels of immunity up to a one per cent (1%) Annual exceedance probability flood event;
- 8.9.2 no increase in velocity profiles, for which no remedy exists to prevent erosion and/or scouring. In the event that modelling shows non-compliance with the above, works must be undertaken within the system to satisfy the above criteria for development; and
- 8.9.3 a lawful point of discharge to which the approved works drain during construction phase.

Easements will be required over any other land to accommodate the flows.

9.0 BUILDING WORKS

- 9.1 Any lighting devices associated with the development, such as sensory lighting, must be positioned on the development site and shielded so as not to cause glare or other nuisance to nearby residents and motorists. Night lighting must be designed, constructed and operated in accordance with *Australian Standard AS4282 "Control of the obtrusive effects of outdoor lighting"*.
- 9.2 All external elements, such as air conditioners and associated equipment, must be adequately screened from public view, to Council's satisfaction.
- 9.3 The development site must be fenced in accordance with the approved plans (refer to condition 2.1). All fencing must be constructed of materials and finishes that are aesthetically pleasing and commensurate with the surrounding residential area.
- 9.4 Impervious paved waste storage area/s must be provided in accordance with the approved plans (refer to condition 2.1) and the *Environmental Protection Regulation 2008* and must be:
 - 9.4.1 designed and located so as not to cause a nuisance to neighbouring properties;
 - 9.4.2 screened so as not to be visible from a public space;
 - 9.4.3 of a sufficient size to accommodate commercial type bins that will be serviced by a commercial contractor plus clearances around the bins for manoeuvring and cleaning;
 - 9.4.4 setback a minimum of two (2) metres from any road frontage; and
 - 9.4.5 provided with a suitable hosecock and hoses at the refuse container area, and washdown must be drained to the sewer and fitted with an approved stormwater diversion valve arrangement in accordance with the Sewerage Trade Waste provisions and the *Plumbing and Drainage Act 2002*.

As an alternative to a washdown facility, a fully contained commercial bin cleaning service is acceptable provided no wastewater is discharged from the site to the sewer.

10.0 LANDSCAPING WORKS

- 10.1 A Development Permit for Operational Works (landscaping works) must be obtained prior to the commencement of any landscaping works required by this development approval.

A Landscaping Plan must be submitted with the first application for a Development Permit for Operational Works. The landscaping must be constructed and/or established prior to the commencement of the use and the landscape areas must predominantly contain plant species that are locally native to the Central Queensland region due to their low water dependency.
- 10.2 All landscaping must be constructed and/or established, in accordance with the requirements of the Development Permit for Operational Works (landscaping works), prior to the commencement of the use.

- 10.3 Any application for a Development Permit for Operational Works (landscaping works) must be generally in accordance with the approved plans (refer to condition 2.1) and must include, but is not limited to, the following:
- 10.3.1 A plan documenting the “Extent of Works” and supporting documentation that includes:
- (i) location and name of existing trees, including those to be retained (the location of the trees must be overlaid or be easily compared with the proposed development design);
 - (ii) the extent of soft and hard landscape proposed;
 - (iii) important spot levels and/or contours. The levels of the trees to be retained must be provided in relation to the finished levels of the proposed buildings and works;
 - (iv) underground and overhead services;
 - (v) typical details of critical design elements (stabilisation of batters, retaining walls, trees in car park areas, fences);
 - (vi) details of landscape structures including areas of deep planting; and
 - (vii) specification notes on mulching and soil preparation.
- 10.3.2 A “Planting Plan” and supporting documentation that includes:
- (i) landscape areas predominantly containing plant species that are locally native to the Central Queensland region due to their low water dependency;
 - (ii) trees, shrubs and groundcovers to all areas to be landscaped;
 - (iii) position and canopy spread of all trees and shrubs;
 - (iv) the extent and type of works (including but not limited to paving, fences and garden bed edging). Edging must be provided for all garden beds;
 - (v) a plant schedule with the botanic and common names, total plant numbers and pot sizes at the time of planting; and
 - (vi) mature screen planting to the rear and side boundaries.
- 10.4 Large trees must not be planted within one (1) metre of the centreline of any sewerage and/or water infrastructure; small shrubs and groundcover are acceptable.
- 10.5 Landscaping, or any part thereof, upon reaching full maturity, must not:
- (i) obstruct sight visibility zones as defined in the *Austroads ‘Guide to Traffic Engineering Practice’* series of publications;
 - (ii) adversely affect any road lighting or public space lighting; or
 - (iii) adversely affect any Council infrastructure, or public utility plant.
- 10.6 The landscaped areas must be subject to:
- 10.6.1 a watering and maintenance plan during the establishment moment; and
- 10.6.2 an ongoing maintenance and replanting programme.
- 11.0 ELECTRICITY
- 11.1 Underground electricity services must be provided to the development in accordance with the approved Operational Works Plans and the standards and requirements of the relevant service provider.
- 11.2 Evidence of acceptance of the works from the relevant service provider must be provided to Council, prior to the commencement of the use.

12.0 TELECOMMUNICATIONS

- 12.1 Underground telecommunications services must be provided to the development in accordance with the approved Operational Works Plans and the standards and requirements of the relevant service provider.
- 12.2 Evidence of acceptance of the works from the relevant service provider must be provided to Council, prior to the commencement of the use.

13.0 ASSET MANAGEMENT

- 13.1 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken and completed at no cost to Council.
- 13.2 Any damage to existing stormwater, water supply and sewerage infrastructure, kerb and channel, pathway or roadway (including removal of concrete slurry from public land and Council infrastructure), that occurs while any works are being carried out in association with this development approval must be repaired at full cost to the developer. This includes the reinstatement of any existing traffic signs or pavement markings that may have been removed or damaged.

14.0 ENVIRONMENTAL

- 14.1 Any application for a Development Permit for Operational Works must be accompanied by a detailed Environmental Management Plan that addresses, but is not limited to, the following:
- (i) water quality and drainage;
 - (ii) erosion and silt/sedimentation management;
 - (iii) acid sulfate soils;
 - (iv) fauna management;
 - (v) vegetation management and clearing;
 - (vi) top soil management;
 - (vii) interim drainage plan during construction;
 - (viii) construction programme;
 - (ix) geotechnical issues;
 - (x) weed control;
 - (xi) bushfire management;
 - (xii) emergency vehicle access;
 - (xiii) noise and dust suppression; and
 - (xiv) waste management.
- 14.2 Any application for a Development Permit for Operational Works must be accompanied by an Erosion and Sediment Control Plan that addresses, but is not limited to, the following:
- (i) objectives;
 - (ii) site location and topography;
 - (iii) vegetation;
 - (iv) site drainage;
 - (v) soils;
 - (vi) erosion susceptibility;
 - (vii) erosion risk;
-

- (viii) concept;
- (ix) design; and
- (x) implementation,

for the construction and post-construction phases of work.

- 14.3 The Environmental Management Plan approved as part of a Development Permit for Operational Works must be part of the contract documentation for the development works.
- 14.4 The Erosion Control and Stormwater Control Management Plan prepared by a Registered Professional Engineer of Queensland in accordance with the *Capricorn Municipal Design Guidelines*, must be implemented, monitored and maintained for the duration of the development works, and until all exposed soil areas are permanently stabilised (for example, turfed, hydromulched, concreted, landscaped). The plan must be available on-site for inspection by Council Officers whilst all works are being carried out.

15.0 ENVIRONMENTAL HEALTH

- 15.1 Noise emitted from the activity must not cause an environmental nuisance.
- 15.2 When requested by Council, noise monitoring must be undertaken and recorded within three (3) months, to investigate any genuine complaint of nuisance caused by noise. The monitoring data, an analysis of the data and a report, including noise mitigation measures, must be provided to Council within fourteen (14) days of the completion of the investigation. Council may require any noise mitigation measures identified in the assessment to be implemented within appropriate timeframes. Noise measurements must be compared with the acoustic quality objectives specified in the most recent edition of the *Environmental Protection (Noise) Policy 2008*.
- 15.3 Operations on the development site must have no significant impact on the amenity of adjoining premises or the surrounding area due to the emission of light, noise or dust.
- 15.4 Noise mitigation measures must be constructed and implemented in accordance with the recommendations in the report titled Noise Assessment Report (refer to condition 2.1).
- 15.5 When requested by Council, nuisance monitoring must be undertaken and recorded within three (3) months, to investigate any genuine complaint of nuisance caused by noise, light or dust. An analysis of the monitoring data and a report, including nuisance mitigation measures, must be provided to Council within fourteen (14) days of the completion of the investigation.
- 15.6 No contaminants are permitted to be released to land or water, including soil, silt, oils, detergents, etcetera. Any wash-down areas used for the maintenance or cleaning of equipment (including vehicles) must be appropriately bunded and drained to the sewer network in accordance with a trade waste permit.
- 15.7 All chemicals and/or environmentally hazardous liquids must be contained within a covered, bunded storage area that has a volume of at least that of the largest container in the bund plus twenty-five percent (25%) of the total storage capacity.
- 15.8 An appropriate spill kit must be kept on-site for neutralising or decontaminating spills. The spill kit must be clearly identifiable, maintained regularly and stored in a central location that is easily accessible to employees. Staff must be adequately trained in the use of these materials. The spill kit may consist of:
- 15.8.1 a bin with a tight-fitting lid, partially filled with non-combustible absorbent material such as vermiculite;
 - 15.8.2 a broom, shovel, face shield, chemically-resistant boots and gloves; and
 - 15.8.3 waste bags and ties.

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- 15.9 All fuel dispensing areas must be drained to a holding tank or the sewer through a trade waste approved oil interceptor/separation system.
- 16.0 OPERATING PROCEDURES
- 16.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the development site. Storage of materials or parking of construction machinery or contractors' vehicles must not occur within Moores Creek Road or McColl Street.
- 16.2 The hours of operations for the Food and Drink Outlet must be limited to:
- (i) 0600 hours to 2100 hours on Sunday to Thursday, and
 - (ii) 0600 hours to 2200 hours on Friday and Saturday.
- 16.3 The hours of operations for the shops must be limited to:
- (i) 0600 hours to 2100 hours on Monday to Sunday.
- 16.4 The hours of operations for the Service Station must be limited to:
- (i) 0600 hours to 2200 hours on Monday to Sunday.
- 16.5 Access to, and use of, the loading area must be limited to between 0800 and 1700 hours, Monday to Friday (inclusive) only. Access to, and use of, the loading dock area must not occur on Saturday or Sunday or any public holiday.

ADVISORY NOTES

NOTE 1. Aboriginal Cultural Heritage

It is advised that under section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander and Partnerships website www.datsip.qld.gov.au.

NOTE 2. General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the development site during all stages of the development including earthworks, construction and operation.

NOTE 3. Licensable Activities

Should an activity licensable by Rockhampton Regional Council be proposed for the development site, Council's Environment and Public Health Unit must be consulted to determine whether any approvals are required. Such activities may include food preparation, storage of dangerous goods or environmentally relevant activities. Approval for such activities is required before 'fit out' and operation.

NOTE 4. General Safety Of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 5. Infrastructure Charges Notice

This application is subject to infrastructure charges in accordance with Council policies. The charges are presented on an Infrastructure Charges Notice.

RECOMMENDATION C

That in relation to the application for a Development Permit for a Material Change of Use for a Service Station, Food and Drink Outlet and Shops, made by Ravcorp Developments Pty Ltd ATF Bluewater Property Trust, on Lot 2 on RP619938, Parish of Murchison, located at 353 Moores Creek Road, Norman Gardens, Council resolves to issue an Infrastructure Charges Notice for the amount of \$117,672.14.

Recommendation of the Planning and Regulatory Committee, 15 August 2017
9.1.5 D/48-2017 - DEVELOPMENT APPLICATION FOR A MATERIAL CHANGE OF USE FOR A COMMUNITY USE

File No: D/48-2017

Attachments:

1. Locality Plan
2. Site Plan, [Concept Site Master Plan /1194-1 CON01]
3. Floor Plan, [Concept Site Master Plan /1194-1 CON02]

Authorising Officer: Tarnya Fitzgibbon - Coordinator Development Assessment
Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services

Author: Bevan Koelmeyer - Planning Officer

SUMMARY

Development Application Number: D/48-2017

Applicant: Bauhinia Architects Pty Ltd

Real Property Address: Lot 12 on SP227126, Parish of Rockhampton

Common Property Address: 13 Cavell Street, Wandal

Area of Site: 2,558 square metres

Planning Scheme: Rockhampton Region Planning Scheme 2015

Planning Scheme Zone: Low Density Residential zone

Planning Scheme Overlays: Nil Applicable

Existing Development: Office of Not for Profit Organisation (Home Support Association Inc.) with an ancillary community garden

Existing Approvals: D-R/2009-949: Development Permit for a Material Change of Use for a Community Facility (Community Garden) and an Educational Establishment

Approval Sought: Development Permit for a Material Change of Use for a Community Use

Level of Assessment: Impact

Submissions: Nil

Referral Agency(s): Department of Infrastructure, Local Government and Planning

Infrastructure Charges Area: Charge Area 1

Application Progress:

<i>Application Lodged:</i>	28 April 2017
<i>Acknowledgment Notice issued:</i>	15 May 2017

<i>Request for Further Information sent:</i>	<i>Not Applicable</i>
<i>Request for Further Information responded to:</i>	<i>Not Applicable</i>
<i>Submission period commenced:</i>	<i>12 June 2017</i>
<i>Submission period end:</i>	<i>3 July 2017</i>
<i>Council request for additional time:</i>	<i>26 July 2017</i>
<i>Government Agency request for additional time:</i>	<i>Not Applicable</i>
<i>Government Agency Response:</i>	<i>26 June 2017</i>
<i>Last receipt of information from applicant:</i>	<i>4 July 2017</i>
<i>Statutory due determination date:</i>	<i>29 August 2017</i>

COMMITTEE RECOMMENDATION

RECOMMENDATION A

THAT in relation to the application for a Development Permit for a Material Change of Use for a Community Use, made by Bauhinia Architects Pty Ltd on behalf of Home Support Association Inc., located at 13 Cavell Street, Wandal, described as Lot 12 on SP227126, Parish of Rockhampton, Council resolves to Approve the application subject to the following conditions:

1.0 ADMINISTRATION

- 1.1 The Developer and his employee, agent, contractor or invitee is responsible for ensuring compliance with the conditions of this development approval.
- 1.2 Where these Conditions refer to "Council" in relation to requiring Council to approve or to be satisfied as to any matter, or conferring on the Council a function, power or discretion, that role may be fulfilled in whole or in part by a delegate appointed for that purpose by the Council.
- 1.3 All conditions, works, or requirements of this development approval must be undertaken, completed, and be accompanied by a Compliance Certificate for any operational works required by this development approval:
 - 1.3.1 to Council's satisfaction;
 - 1.3.2 at no cost to Council; and
 - 1.3.3 prior to the commencement of the use, unless otherwise stated.
- 1.4 Infrastructure requirements of this development approval must be contributed to the relevant authorities, where applicable, at no cost to Council, prior to the commencement of the use, unless otherwise stated.
- 1.5 The following further Development Permits must be obtained prior to the commencement of any works associated with their purposes:
 - 1.5.1 Operational Works:
 - (i) Stormwater Works.
 - 1.5.2 Plumbing and Drainage Works; and
 - 1.5.3 Building Works:
- 1.6 All Development Permits for Operational Works and Plumbing and Drainage Works must be obtained prior to the issue of a Development Permit for Building Works.

- 1.7 All works must be designed, constructed and maintained in accordance with the relevant Council policies, guidelines and standards, unless otherwise stated.
- 1.8 All engineering drawings/specifications, design and construction works must be in accordance with the requirements of the relevant *Australian Standards* and must be approved, supervised and certified by a Registered Professional Engineer of Queensland.

2.0 APPROVED PLANS AND DOCUMENTS

- 2.1 The approved development must be completed and maintained generally in accordance with the approved plans and documents, except where amended by any condition of this development approval:

<u>Plan/Document Name</u>	<u>Plan No / Rev</u>	<u>Dated</u>
Concept Site Master Plan	1194-1 CON01 / P3	13 March 2017
Concept Proposed Floor Plan	1194-1 CON02 / P3	13 March 2017
Engineering Infrastructure Report	17-000629 / Issue A	April 2017

- 2.2 Where there is any conflict between the conditions of this development approval and the details shown on the approved plans and documents, the conditions of this development approval must prevail.
- 2.3 Where conditions require the above plans or documents to be amended, the revised document(s) must be submitted for approval by Council prior to the submission of an application for a Development Permit for Operational Works.

3.0 PARKING WORKS

- 3.1 All parking works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, and *Australian Standard AS2890 "Parking facilities"*.
- 3.2 The existing two parking bays located towards the southern side of the concrete carpark off Haig Street must be relocated to the northern side to align with the existing aisle. Chevron must be provided on the bay closest to the existing gate with a removable bollard in accordance with *Australian Standard AS2890 "Parking facilities"* requirements.
- 3.3 Universal access parking spaces must be provided on-site in accordance with *Australian Standard AS2890.6 "Parking facilities - Off-street parking for people with disabilities"*.
- 3.4 Parking spaces must be line-marked in accordance with the approved Site Plan (refer to condition 2.1) and in accordance with the *Australian Standard AS2890 "Parking facilities"* and the provisions of a Development Permit for Operational Works (access and parking works).
- 3.5 All internal pedestrian pathways must be designed and constructed in accordance with *Australian Standard AS1428 "Design for access and mobility"*.

4.0 PLUMBING AND DRAINAGE WORKS

- 4.1 All internal plumbing and drainage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Capricorn Municipal Development Guidelines*, *Water Supply (Safety and Reliability) Act 2008*, *Plumbing and Drainage Act 2002*, Council's Plumbing and Drainage Policies and the provisions of a Development Permit for Plumbing and Drainage Works.
- 4.2 The development must be connected to Council's reticulated sewerage and water networks.

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- 4.3 The existing sewerage and water connection point(s) must be retained, and upgraded if necessary, to service the development.
- 4.4 Adequate domestic and fire-fighting protection must be provided to the development, and must be certified by a hydraulic engineer or other suitably qualified person.
- 4.5 Sewer connections and water meter boxes located within trafficable areas must be raised or lowered to suit the finished surface levels and must be provided with heavy duty trafficable lids.
- 4.6 Alteration, disconnection or relocation of internal plumbing and sanitary drainage works associated with the existing building must be in accordance with regulated work under the *Plumbing and Drainage Act 2002* and Council's Plumbing and Drainage Policies.
- 4.7 Sewerage trade waste permits must be obtained for the discharge of any non-domestic waste into Council's reticulated sewerage network. Arrestor traps must be provided where commercial or non-domestic waste is proposed to be discharged into the sewer system.
- 5.0 STORMWATER WORKS
- 5.1 A Development Permit for Operational Works (stormwater works) must be obtained prior to the commencement of any stormwater works required by this development approval.
- 5.2 All stormwater drainage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Queensland Urban Drainage Manual, Capricorn Municipal Development Guidelines*, sound engineering practice and the provisions of a Development Permit for Operational Works (stormwater works).
- 5.3 All stormwater must drain to a lawful point of discharge and must not adversely affect surrounding land or infrastructure in comparison to the pre-development conditions, including but not limited to blocking, altering or diverting existing stormwater runoff patterns or having the potential to cause damage to other infrastructure.
- 5.4 The development must not increase peak stormwater runoff for a selected range of storm events up to and including a one per cent (1%) Annual exceedance probability storm event, for the post-development conditions.
- 6.0 ROOF AND ALLOTMENT DRAINAGE WORKS
- 6.1 All roof and allotment drainage works must be designed and constructed in accordance with the approved plans (refer to condition 2.1), *Queensland Urban Drainage Manual, Capricorn Municipal Development Guidelines* and sound engineering.
- 6.2 All roof and allotment runoff from the development must be directed to a lawful point of discharge and must not restrict, impair or change the natural flow of runoff water or cause a nuisance to surrounding land or infrastructure.
- 7.0 SITE WORKS
- 7.1 All earthworks must be undertaken in accordance with *Australian Standard AS3798 "Guidelines on earthworks for commercial and residential developments"*.
- 7.2 Site works must be constructed such that they do not, at any time, in any way restrict, impair or change the natural flow of runoff water, or cause a nuisance or worsening to surrounding land or infrastructure.
- 7.3 Any vegetation cleared or removed must be:
- (i) mulched on-site and utilised on-site for landscaping purposes to Council's satisfaction, or in accordance with the approved landscaping plan; or
 - (ii) removed for disposal at a location approved by Council,
- within sixty (60) days of clearing. Any vegetation removed must not be burnt.
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8.0 BUILDING WORKS

- 8.1 All building works must be undertaken in accordance with *Queensland Development Code, Mandatory Part 1.4 "Building over or near relevant infrastructure."*
- 8.2 Impervious paved waste storage area/s must be provided in accordance with the *Environmental Protection Regulation 2008* and must be:
- 8.2.1 designed and located so as not to cause a nuisance to neighbouring properties;
 - 8.2.2 surrounded by at least a 1.8 metre high screen fence that obstructs from view the contents of the waste storage area by any member of the public from any public place;
 - 8.2.3 should the residential-type bins not be adequate for the development; commercial-type bins are required and must be serviced by a commercial contractor;
 - 8.2.4 of a sufficient size to accommodate bins and clearances around the bins for manoeuvring and cleaning;
 - 8.2.5 setback a minimum of two (2) metres from any road frontage; and
 - 8.2.6 provided with a suitable hosecock and hoses at the refuse container area, and washdown must be drained to the sewer and fitted with an approved stormwater diversion valve arrangement in accordance with the Sewerage Trade Waste provisions and the *Plumbing and Drainage Act 2002*.

As an alternative to a washdown facility, a fully contained commercial bin cleaning service is acceptable provided no wastewater is discharged from the site to the sewer.

9.0 ELECTRICITY

- 9.1 Electricity services must be provided to the development in accordance with the standards and requirements of the relevant service provider.
- 9.2 Evidence that the development is provided with electricity services from the relevant service provider must be provided to Council, prior to the commencement of the use.

10.0 TELECOMMUNICATIONS

- 10.1 Telecommunications services must be provided to the development in accordance with the standards and requirements of the relevant service provider.
- 10.2 Evidence that the development is provided with telecommunications services from the relevant service provider must be provided to Council, prior to the commencement of the use.

Note: The *Telecommunications Act 1997* (Cth) specifies where the deployment of optical fibre and the installation of fibre-ready facilities is required.

Note: For telecommunications services, written evidence must be in the form of either a "Telecommunications Infrastructure Provisioning Confirmation" where such services are provided by Telstra or a "Notice of Practical Completion" where such services are provided by the NBN.

11.0 ASSET MANAGEMENT

- 11.1 Any alteration necessary to electricity, telephone, water mains, sewerage mains, and/or public utility installations resulting from the development or in connection with the development, must be undertaken and completed at no cost to Council.
- 11.2 Any damage to existing stormwater, water supply and sewerage infrastructure, kerb and channel, pathway or roadway (including removal of concrete slurry from public land and Council infrastructure), that occurs while any works are being carried out in association with this development approval must be repaired at full cost to the

developer. This includes the reinstatement of any existing traffic signs or pavement markings that may have been removed or damaged.

12.0 ENVIRONMENTAL

- 12.1 An Erosion Control and Stormwater Control Management Plan in accordance with the *Capricorn Municipal Design Guidelines*, must be implemented, monitored and maintained for the duration of the works, and until all exposed soil areas are permanently stabilised (for example, turfed, hydromulched, concreted, landscaped). The plan must be available on-site for inspection by Council Officers whilst all works are being carried out.

13.0 ENVIRONMENTAL HEALTH

- 13.1 Any lighting devices associated with the development, such as sensory lighting, must be positioned on the development site and shielded so as not to cause glare or other nuisance to nearby residents and motorists. Night lighting must be designed, constructed and operated in accordance with *Australian Standard AS4282 "Control of the obtrusive effects of outdoor lighting"*.
- 13.2 Noise emitted from the activity must not cause an environmental nuisance.
- 13.3 Operations on the site must have no significant impact on the amenity of adjoining premises or the surrounding area due to the emission of light, noise or dust.
- 13.4 When requested by Council, nuisance monitoring must be undertaken and recorded within three (3) months, to investigate any genuine complaint of nuisance caused by noise, light or dust. An analysis of the monitoring data and a report, including nuisance mitigation measures, must be provided to Council within fourteen (14) days of the completion of the investigation.

14.0 OPERATING PROCEDURES

- 14.1 All construction materials, waste, waste skips, machinery and contractors' vehicles must be located and stored or parked within the development site. Storage of materials or parking of construction machinery or contractors' vehicles must not occur within Haig Street or Cavell Street.
- 14.2 The hours of operations for the development site must be limited to:
- (i) 0830 hours to 1630 hours on Monday to Saturday,
with no operations on Sundays or Public Holidays.

ADVISORY NOTES

NOTE 1. Aboriginal Cultural Heritage

It is advised that under section 23 of the *Aboriginal Cultural Heritage Act 2003*, a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not harm Aboriginal cultural heritage (the "cultural heritage duty of care"). Maximum penalties for breaching the duty of care are listed in the Aboriginal cultural heritage legislation. The information on Aboriginal cultural heritage is available on the Department of Aboriginal and Torres Strait Islander and Partnerships website www.datsip.qld.gov.au.

NOTE 2. Asbestos Removal

Any demolition and/or removal works involving asbestos materials must be undertaken in accordance with the requirements of the *Work Health and Safety Act 2011* and *Public Health Act 2005*.

NOTE 3. General Environmental Duty

General environmental duty under the *Environmental Protection Act 1994* prohibits unlawful environmental nuisance caused by noise, aerosols, particles, dust, ash, fumes, light, odour or smoke beyond the boundaries of the

development site during all stages of the development including earthworks, construction and operation.

NOTE 4. Licensable Activities

Should an activity licensable by Rockhampton Regional Council be proposed for the development site, Council's Environment and Public Health Unit must be consulted to determine whether any approvals are required. Such activities may include food preparation, storage of dangerous goods or environmentally relevant activities. Approval for such activities is required before 'fit out' and operation.

NOTE 5. General Safety Of Public During Construction

The *Work Health and Safety Act 2011* and *Manual of Uniform Traffic Control Devices* must be complied with in carrying out any construction works, and to ensure safe traffic control and safe public access in respect of works being constructed on a road.

NOTE 6. Infrastructure Charges Notice

This application is subject to infrastructure charges in accordance with Council policies. The charges are presented on an Infrastructure Charges Notice.

RECOMMENDATION B

THAT in relation to the application for a Development Permit for a Material Change of Use for a Community Use, made by Bauhinia Architects Pty Ltd on behalf of Home Support Association Inc., Parish of Rockhampton, located at 13 Cavell Street, Wandal at Lot 12 on SP227126, Council resolves to issue an Infrastructure Charges Notice for the amount of \$15,062.00.

Recommendation of the Planning and Regulatory Committee, 15 August 2017**9.1.6 COMMITTEE REPORT DELEGATIONS - JULY 2017**

File No: 7028
Attachments: Nil
Authorising Officer: Steven Gatt - Manager Planning & Regulatory Services
Michael Rowe - General Manager Community Services
Author: Tarnya Fitzgibbon - Coordinator Development Assessment

SUMMARY

This report outlines the development applications received in July 2017 and whether they will be decided under delegation or decided by Council.

COMMITTEE RECOMMENDATION

THAT the Committee Report Delegations – July 2017 be received.

Recommendation of the Planning and Regulatory Committee, 15 August 2017**9.1.7 DEVELOPMENT IMPACTS ON COUNCIL'S HUNTER STREET PROPERTY**

File No: D579-2013
Attachments: 1. Location Plan
Authorising Officer: Martin Crow - Manager Engineering Services
Peter Kofod - General Manager Regional Services
Author: Jamie McCaul - Coordinator Development Engineering

SUMMARY

Council Officers have undertaken an assessment of revised flood modelling undertaken for an earthworks development application on Hunter Street which may impact on a Council owned property. The impact on Council's property has been reduced based on a reduced fill platform.

COMMITTEE RECOMMENDATION

THAT Council as the property owner of 45 Hunter Street and as the road authority in control of Hunter Street consider the flood impacts identified in the operational works application for the filling of land (D/579-2013) are acceptable and support the approval of the development application with a reduced fill platform.

9.2 INFRASTRUCTURE COMMITTEE MEETING - 15 AUGUST 2017**RECOMMENDATION**

THAT the Minutes of the Infrastructure Committee meeting, held on 15 August 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(Note: The complete minutes are contained in the separate Minutes document)

Recommendation of the Infrastructure Committee, 15 August 2017**9.2.1 BUSINESS OUTSTANDING TABLE FOR INFRASTRUCTURE COMMITTEE**

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Infrastructure Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Infrastructure Committee be received.

Recommendation of the Infrastructure Committee, 15 August 2017**9.2.2 ARROW BOWEN PIPELINE PROJECT**

File No: 2083
Attachments: 1. PPL Amendment Application
2. P&S Committee Report
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Martin Crow - Manager Engineering Services

SUMMARY

Council Officers had been in discussions with Arrow Energy in relation to the road impacts of the proposed Arrow Bowen Pipeline Project. Discussions have not progressed since December 2015.

COMMITTEE RECOMMENDATION

THAT the Arrow Bowen Pipeline Project report be received.

Recommendation of the Infrastructure Committee, 15 August 2017**9.2.3 ENGINEERING SERVICES MONTHLY OPERATIONS REPORT – AUGUST 2017**

File No: 7028
Attachments: 1. Monthly Operations Report - Engineering Services - July 2017
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Martin Crow - Manager Engineering Services

SUMMARY

This report outlines Engineering Services Monthly Operations Report for the period to the end of July 2017.

COMMITTEE RECOMMENDATION

THAT the Engineering Services Monthly Operations Report for August 2017 report be received.

Recommendation of the Infrastructure Committee, 15 August 2017**9.2.4 CIVIL OPERATIONS MONTHLY OPERATIONS REPORT - AUGUST 2017****File No:** 7028**Attachments:**

1. Civil Operations Monthly Operations Report - August 2017
2. Works Program - August - September 2017

Authorising Officer: Peter Kofod - General Manager Regional Services**Author:** David Bremert - Manager Civil Operations

SUMMARY

This report outlines Civil Operations Monthly Operations Report 31 July 2017 (attachment 1), and also Works Program of planned projects for the months August - September 2017.

COMMITTEE RECOMMENDATION

THAT the Civil Operations Monthly Operations Report for August 2017 be received.

Recommendation of the Infrastructure Committee, 15 August 2017

9.2.5 GLADSTONE PORT CORPORATE UPDATE REQUEST

File No: 4165

Responsible Officer: Peter Kofod – General Manager Regional Services

SUMMARY

Rockhampton Regional Council request that Gladstone Port Corporation attend Council to update Councillors on a range of issues and strategic plan.

COMMITTEE RECOMMENDATION

THAT Council invites the Gladstone Port Corporation to address Council on a range of issues and strategic plan.

Recommendation of the Infrastructure Committee, 15 August 2017**9.2.6 POTENTIAL PURCHASE OF LOT 481 SOMERSET ROAD GRACEMERE**

File No:	12129
Attachments:	1. Gracemere Industrial Area East. Road reserve and water easement.
Authorising Officer:	Martin Crow - Manager Engineering Services Peter Kofod - General Manager Regional Services
Author:	Stuart Harvey - Coordinator Strategic Infrastructure Angus Russell - Senior Executive Strategic Projects

SUMMARY

This report discusses potential options to progress acquisition of this site and recommends a preferred option.

COMMITTEE RECOMMENDATION

THAT Council authorise the Chief Executive Officer to negotiate and complete the acquisition of this land or part thereof up to the value identified, subject to revised budget adoption.

Recommendation of the Infrastructure Committee, 15 August 2017**9.2.7 CBD CAR PARKING**

File No: 5252
Attachments: 1. Site Identification and Assessment
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Angus Russell - Senior Executive Strategic Projects

SUMMARY

The report recommends a number of actions in relation to CBD car parking.

COMMITTEE RECOMMENDATION

THAT the actions identified in Recommendation 1 be endorsed, subject to the upcoming budget review and that Council have a mini workshop discussing other possibilities.

9.3 AIRPORT, WATER AND WASTE COMMITTEE MEETING - 15 AUGUST 2017**RECOMMENDATION**

THAT the Minutes of the Airport, Water and Waste Committee meeting, held on 15 August 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(Note: The complete minutes are contained in the separate Minutes document)

Recommendation of the Airport, Water and Waste Committee, 15 August 2017**9.3.1 ROCKHAMPTON AIRPORT - MONTHLY OPERATIONS REPORT - PERIOD ENDING JULY 2017**

File No: 7927

Attachments: 1. Rockhampton Airport July 2017 Monthly Operations Report

Authorising Officer: Scott Waters - General Manager Regional Development and Aviation

Author: Tracey Baxter - Acting Manager Airport

SUMMARY

The monthly operations and annual performance plan report for the Rockhampton Airport for July 2017 is presented for Councillors information.

COMMITTEE RECOMMENDATION

THAT the Rockhampton Airport Operations and Annual Performance Plan Report for July 2017 be 'received'.

Recommendation of the Airport, Water and Waste Committee, 15 August 2017**9.3.2 ROCKHAMPTON REGIONAL WASTE AND RECYCLING MONTHLY OPERATIONS REPORT**

File No: 7927
Attachments: 1. Rockhampton Regional Waste and Recycling Operational Report July 2017
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Craig Dunglison - Manager RRWR

SUMMARY

The purpose of this report is to provide an overview of Rockhampton Regional Waste and Recycling (RRWR) Operations for the month of July 2017.

COMMITTEE RECOMMENDATION

THAT the RRWR Operations Report for the period July 2017 be received.

Recommendation of the Airport, Water and Waste Committee, 15 August 2017**9.3.3 FRW MONTHLY OPERATIONS REPORT - JULY 2017**

File No: 1466
Attachments: 1. FRW Monthly Operations Report - July 2017
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 31 July 2017.

COMMITTEE RECOMMENDATION

THAT the FRW Monthly Operations Report for July 2017 be received.

Recommendation of the Airport, Water and Waste Committee, 15 August 2017**9.3.4 SCADA UPGRADE AT FITZROY RIVER WATER FOR IMPROVED SECURITY AND FUNCTIONALITY**

File No: 1466

Attachments:

- 1. Security of Critical Water Infrastructure - Queensland Audit Office June 2017**
- 2. FRW SCADA Risk Assessment Summary Report**

Authorising Officer: Peter Kofod - General Manager Regional Services

Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

Fitzroy River Water is currently completing the renewal and upgrading of the SCADA system that is used to monitor and control its many water and sewerage assets and associated operations. The new system will provide a safe and reliable solution to meet the needs of both FRW and the community. The project has assessed the risks posed by cyber-attacks and other threats to the security of water and sewerage infrastructure. and it is expected that the new SCADA system will provide a high level of cybersecurity and increased functionality for the management of important water and sewerage assets and related services.

COMMITTEE RECOMMENDATION

THAT the information provided in this report be received and the importance of the SCADA system be noted.

Recommendation of the Airport, Water and Waste Committee, 15 August 2017**9.3.5 SOLAR FARM AT THE GLENMORE WATER TREATMENT PLANT FOR SOCIAL, ENVIRONMENTAL AND ECONOMIC OUTCOMES**

File No: 1466
Attachments: Nil
Authorising Officer: Peter Kofod - General Manager Regional Services
Author: Jason Plumb - Manager Fitzroy River Water

SUMMARY

Sources of renewable energy such as solar farms are increasingly being seen as the means by which private and public entities can secure cost-effective electricity supplies that provide clear environmental outcomes through the reduction in greenhouse gas emissions. Fitzroy River Water has identified that the Glenmore Water Treatment Plant is highly suited to the construction of a solar farm that has great potential to provide environmental, social and economic benefits for FRW and the community. This report provides information as to the details of this opportunity and seeks endorsement of a capital budget allocation towards completion of this project within the next couple of years.

COMMITTEE RECOMMENDATION

THAT the development of a solar farm at the Glenmore Water Treatment Plant be considered for inclusion in the 2018/19 capital program.

9.4 COMMUNITY SERVICES COMMITTEE MEETING - 16 AUGUST 2017**RECOMMENDATION**

THAT the Minutes of the Community Services Committee meeting, held on 16 August 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(Note: The complete minutes are contained in the separate Minutes document)

Recommendation of the Community Services Committee, 16 August 2017**9.4.1 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT****File No:** 1464**Attachments:** 1. **Monthly Operations Report - Communities and Facilities****Authorising Officer:** Michael Rowe - General Manager Community Services**Author:** Cheryl Haughton - Manager Communities and Facilities

SUMMARY

This report provides information on the activities of the Communities and Facilities section for July 2017.

COMMITTEE RECOMMENDATION

THAT the Monthly Operational Report on the activities of the Communities and Facilities section for July 2017 be received.

Recommendation of the Community Services Committee, 16 August 2017**9.4.2 ARTS AND HERITAGE MONTHLY OPERATIONAL REPORT FOR JULY 2017****File No:** 1464**Attachments:** 1. Arts and Heritage Monthly Operational Report for July 2017**Authorising Officer:** Michael Rowe - General Manager Community Services**Author:** Peter Owens - Manager Arts and Heritage

SUMMARY

The report provides information on the programs and activities of the Arts and Heritage section for July 2017.

COMMITTEE RECOMMENDATION

THAT the Arts and Heritage Monthly Operational Report for July 2017 be received.

Recommendation of the Community Services Committee, 16 August 2017**9.4.3 REGIONAL ARTS DEVELOPMENT FUND 16/17 ROUND 4 FUNDING RECOMMENDATIONS**

File No: 8944
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Peter Owens - Manager Arts and Heritage

SUMMARY

Applications received for round four of the 2016/17 Regional Arts Development Fund have been assessed by the RADF Committee and one is recommended for funding.

COMMITTEE RECOMMENDATION

THAT Council approves the following application for funding from the Regional Arts Development Fund:

Applicant	Purpose of Grant	Grant Recommended
Jodie Van de Wetering	Presenting a night of live radio plays with manual sound effects, with plays by known playwrights and locals, performed by a local cast.	\$2,226.00
	TOTAL	\$2,226.00

9.5 PARKS, RECREATION AND SPORT COMMITTEE MEETING - 16 AUGUST 2017

RECOMMENDATION

THAT the Minutes of the Parks, Recreation and Sport Committee meeting, held on 16 August 2017 as circulated, be received and that the recommendations contained within these minutes be adopted.

(Note: The complete minutes are contained in the separate Minutes document)

Recommendation of the Parks, Recreation and Sport Committee, 16 August 2017**9.5.1 BUSINESS OUTSTANDING TABLE FOR PARKS, RECREATION AND SPORT COMMITTEE**

File No: 10097
Attachments: 1. Business Outstanding Table
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Parks, Recreation and Sport Committee is presented for Councillors' information.

COMMITTEE RECOMMENDATION

THAT the Business Outstanding Table for the Parks, Recreation and Sport Committee be received.

Recommendation of the Parks, Recreation and Sport Committee, 16 August 2017

9.5.2 PARKS AND OPEN SPACE OPERATIONS REPORT - JULY 2017

File No: 1464
Attachments: 1. Parks Monthly Report July 2017
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Blake Hunton - Manager Parks

SUMMARY

This report provides information on the activities and services of Parks and Open Space Section for July 2017.

COMMITTEE RECOMMENDATION

THAT the report on the activities and services of Parks and Open Space Section for July 2017 be received.

Recommendation of the Parks, Recreation and Sport Committee, 16 August 2017**9.5.3 THE CATHEDRAL COLLEGE DEVELOPMENT OF KETTLE PARK**

File No:	374
Attachments:	1. Plans for the development of Kettle Park
Authorising Officer:	Blake Hunton - Manager Parks Michael Rowe - General Manager Community Services
Author:	Sophia Czarkowski - Sports and Education Supervisor
Previous Items:	9.5.4 - The Cathedral College request for support for development of Kettle Park - Parks, Recreation and Sport Committee - 16 Nov 2016 12.30 pm

SUMMARY

On 16 November 2016 the Parks, Recreation and Sport Committee considered a request from The Cathedral College Rockhampton (TCC), trading as Roman Catholic Trust Corporation Diocese of Rockhampton. Council committed to provide in principle approval to enter into a tenure agreement for 20 years over Kettle Park, 12 Elizabeth Street, Allenstown (being Lot 450 R2665).

COMMITTEE RECOMMENDATION

THAT this matter lay on the table pending further discussions.

Recommendation of the Parks, Recreation and Sport Committee, 16 August 2017**9.5.4 APPLICATION FOR WORKS IN PARKS AND PUBLIC AREAS: ROTARY CLUB OF ROCKHAMPTON**

File No:	11979
Attachments:	1. Report to Parks, Recreation and Sport Committee April 2017 2. Standard Conditions 3. Application: Rotary Club of Rockhampton 4. Location Map
Authorising Officer:	Michael Rowe - General Manager Community Services
Author:	Vincent Morrice - Coordinator Park and Visitor Services
Previous Items:	9.3.5 - Works in Parks and Public Areas (including "Adopt a Park") - Parks, Recreation and Sport Committee - 19 Apr 2017 12.30 pm

SUMMARY

The Rotary Club of Rockhampton has lodged a Works in Parks and Public Areas Application Form nominating proposed works and other undertakings in Rigardsford Park and Ollie Smith Park. Bill Crane Park is also mentioned as a "possible extension" to the proposal.

COMMITTEE RECOMMENDATION

THAT:

- I. the Works in Parks and Public Areas Application Form submitted by the Rotary Club of Rockhampton not be approved as it is not consistent with the intended scope of activities; and
- II. Council Officers continue to work with the club to frame an application aligned with the scope and intent of typical "Adopt a Park" activities outlined in the April 2017 report to Council.

Recommendation of the Parks, Recreation and Sport Committee, 16 August 2017**9.5.5 GRACEMERE CEMETERY - RESERVATION AND PRE-PURCHASE OF BURIAL PLOTS**

File No: 11979
Attachments: 1. Staging Gracemere - Lawn Cemetery
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Vincent Morrice - Coordinator Park and Visitor Services
Previous Items: 9.5.3 - Cemeteries Policy: Supplementary Report - Parks, Recreation and Sport Committee - 15 Mar 2017 12.30 pm

SUMMARY

Following the presentation of the "Cemeteries Policy: Supplementary Report" (March 2017) Council resolved that a further report be prepared in regard to the reservation of and pre-purchase of burial plots at Gracemere Cemetery. This report addresses that resolution.

COMMITTEE RECOMMENDATION

THAT Council makes provision for the reservation and pre-sale of plots at Gracemere Cemetery including required changes to the Cemeteries Policy and schedule of fees and charges, and such amended Policy be returned to Council for consideration. This policy will apply to Gracemere Cemetery only due to space constraints in other cemeteries.

Recommendation of the Parks, Recreation and Sport Committee, 16 August 2017

9.5.6 TRAINING AND ACTIVITIES AT SKATE PARKS

File No: 1464

Responsible Officer: Blake Hunton – Manager Parks

SUMMARY

Council is keen to see a bigger uptake and professional training for skaters in the Rockhampton Region.

COMMITTEE RECOMMENDATION

THAT a report detailing a number of options that would see training and activities at our skate parks, including costings, be brought back to the table.

Recommendation of the Parks, Recreation and Sport Committee, 16 August 2017**9.5.7 ADOPT-A-PARK WIDER ROLLOUT****File No:** 11979**Responsible Officer:** Vincent Morrice – Coordinator Parks and Visitor Services

SUMMARY

Council is keen to see Adopt-a-Park rolled out to a wider community and review previous schemes that have existed in Rockhampton.

COMMITTEE RECOMMENDATION

THAT documents on previous schemes that may have operated in the Rockhampton Region be included in a review to inform the wider Adopt-a-Park rollout.

10 COUNCILLOR/DELEGATE REPORTS

Nil

11 OFFICERS' REPORTS

11.1 REGIONAL ARTS DEVELOPMENT FUND 2016-2017 CATEGORY ONE APPLICATION

File No: 8944
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Peter Owens - Manager Arts and Heritage

SUMMARY

The Regional Arts Development Fund has received an application for a project to undertake professional development under category one of the program. The application has been considered by the RADF Assessment Committee and is recommended for funding.

OFFICER'S RECOMMENDATION

THAT Council approves the following application for funding from the Regional Arts Development Fund:

Applicant	Purpose of Grant	Grant Recommended
Emma Ward	To attend the Sydney Contemporary - currently the largest, and only contemporary art fair held in Australia. It is the pinnacle of industry exposure and knowledge in the country to date.	\$1,500
	TOTAL	\$1,500

COMMENTARY

The Regional Arts Development Fund is a joint program of the Queensland Government (administered by Arts Queensland) and the Rockhampton Regional Council, that focuses on the development of quality art and arts practice in our region. The RADF program Category One funding supports applications for professional development.

An application was received "out of round" (as is allowable for category one applications) for a total requested amount of \$1500. The application is from Ms Emma Ward, to attend the Sydney Art Contemporary – the only contemporary art fair held in Australia. The amount applied for is the maximum amount available for interstate activities.

As funds are still available in the 2016-17 financial agreement the RADF committee are encouraging individual artists to seek out professional development opportunities and explore options they may not have considered for financial reasons in the past.

Due to the nature of Council's funding agreement with Arts Queensland the total funds remaining of \$25,725 are available for distribution until 15 September, 2017.

Funds remaining past 15 September 2017 may be rolled over and deducted from the Queensland government's 17/18 funding allocation at the discretion of Arts Queensland.

11.2 OPPORTUNITY TO APPLY FOR ADDITIONAL FUNDS - REGIONAL JOBS AND INVESTMENT PACKAGE - BOWEN BASIN - FRASER PARK REDEVELOPMENT PROJECT

File No: 12534
Attachments: Nil
Authorising Officer: Evan Pardon - Chief Executive Officer
Author: Ross Cheesman - Deputy Chief Executive Officer

SUMMARY

An opportunity has arisen for Council to apply for additional funds under the Regional Jobs and Investment Package – Bowen Basin. Council support is being sought retrospectively for an additional application made under this package.

OFFICER'S RECOMMENDATION

THAT Fraser Park Redevelopment Project be submitted under the Regional Jobs and Investment Package – Bowen Basin as outlined in the body of the report.

COMMENTARY

Council has previously applied under the Regional Jobs and Investment Package – Bowen Basin to submit the following projects –

- Construction of Bruce Highway Vehicle Directional Signs.
- Tropic of Capricorn Spire Visitor Information Centre Upgrade.

An opportunity has arisen to submit further applications. With the package closing on the 15th August, time was limited to just making one additional application. The Fraser Park Redevelopment has been submitted and Council approval is sought for this retrospectively. Should Council not endorse the project it will be simply withdrawn.

The project under consideration is another stage in the Mt Archer activation project. In particular it relates to facility improvements that will take place over a 2 year period for –

- The Nurim Circuit – an all abilities walking circuit incorporating an elevated boardwalk experience, enhanced lookouts, connecting pathways, wayfinding and interpretive design elements that celebrate the timeless stories whispered by the mountain; and
- The Munda-Gudda Path – an outdoor recreation area, enveloped by the Nurim Circuit and bushland, that provides a series of nature based play nodes, wayfinding and interpretive design elements and a multi-purpose open space for social gatherings, outdoor learning and an emergency helipad.

The total costs for this project	\$3,000,000
RRC Cash contribution (budget)	\$ 350,000
Qld Govt contribution (total)	\$1,150,000 **
Subsidy sought this application	\$1,500,000

** Works for Qld Round 1	\$ 300,000
Works for Qld Round 2	\$ 400,000
Qld Parks Sport & Racing	\$ 450,000
These funds qualify as co-contributions.	

At the time of submission the additional operational costs had not been estimated however the completed Mt Archer activation plan will have an operational budget implication. On the other side the economic benefit having Mt Archer as a tourism and recreation drawcard also needs to be considered.

CONCLUSION

It is recommended that Council endorse the submission of the Fraser Park Redevelopment Project under the Regional Jobs and Investment Package – Bowen Basin as outlined in this report.

11.3 SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 JULY 2017

File No: 8148
Attachments: 1. Income Statement- July 2017
2. Key Indicator Graphs- July 2017
Authorising Officer: Ross Cheesman - Deputy Chief Executive Officer
Author: Alicia Cutler - Chief Financial Officer

SUMMARY

The Chief Financial Officer presenting the Rockhampton Regional Council Summary Budget Management Report for the period ended 31 July 2017.

OFFICER'S RECOMMENDATION

THAT the Rockhampton Regional Council Summary Budget Management Report for the Period ended 31 July 2017 be 'received'.

COMMENTARY

The attached financial report and graphs have been compiled from information within Council's Finance One system. The reports presented are as follows:

1. Income Statement (Actuals and Budget for the period 1st July 2017 to 31 July 2017), Attachment 1.
2. Key Indicators Graphs, Attachment 2.

The attached financial statement provides Council's position after the first month of the 2017/18 financial year. After the first month results should be approximately 8.3% of the adopted budget.

The following commentary is provided in relation to the Income Statement:

Total Operating Revenue is reported at 33% of adopted budget. Key components of this result are:

- Net Rates and Utility Charges are at 44% of budget. Council's rates and utility charges for the first six months ending 31 December 2017 of the financial year have been raised and are due on 30 August 2017.
- All other revenue items are in proximity to the adopted budget. To date 6% of all other revenue budgeted to be received has been collected.

Total Operating Expenditure is at 14% of the adopted budget with committals, or 9% of budget without committals. Key components of this result are:

- Contractors & Consultants and Materials & Plant are both ahead of budget due to committals which have been raised as both areas are at 5% of adopted budget when committals aren't included. In both areas a number of annual committals have been raised for services and supply of materials.
- Asset Operational is ahead of the adopted budget 18% without committals or 28% including committals as a number of annual insurance premiums have been paid.
- Administrative Expenses are at 41% of adopted budget with committals or 15% without committals as some annual licences have been paid for the full year.
- All other expense items are in proximity to the adopted budget.

The following commentary is provided in relation to capital income and expenditure, as well as investments and loans:

Total Capital Income is at 3% of adopted budget. 89% of all capital revenue budgeted to be received in 2017/18 is from grants and subsidies and tied to performance obligation. As Council progresses through the year and meets those milestones grants will be received.

Total Capital Expenditure is at 6% of the adopted budget without committals. This represents an actual spent of \$6.5M for the first month of the financial year. To achieve the capital program of \$118M in 2017/18 an average monthly spent of \$9.8M is required. A large portion of capital projects are underway with \$55.7M of committals raised.

Total Investments are approximately \$86.3M as at 31 July 2017.

Total Loans are \$143.8M as at 31 July 2017.

CONCLUSION

At this early stage of the financial year, few financial trends have emerged. Operational Income is well ahead of budget due to the levying of the General Rates and Utility Charges for the six months ending 31 December 2017. Operational expenditure is on budget after the first month of the financial year with a number of annual payments already being made and the high number of committals being raised.

The capital program saw \$6.5M spent during the first month of the financial year and will gain momentum over the coming months to deliver the 2017/18 projects.

**SUMMARY BUDGET MANAGEMENT
REPORT FOR THE PERIOD ENDED
31 JULY 2017**

Income Statement- July 2017

Meeting Date: 22 August 2017

Attachment No: 1



Income Statement
For Period July 2017 to July 2017
8.3% of Year Gone

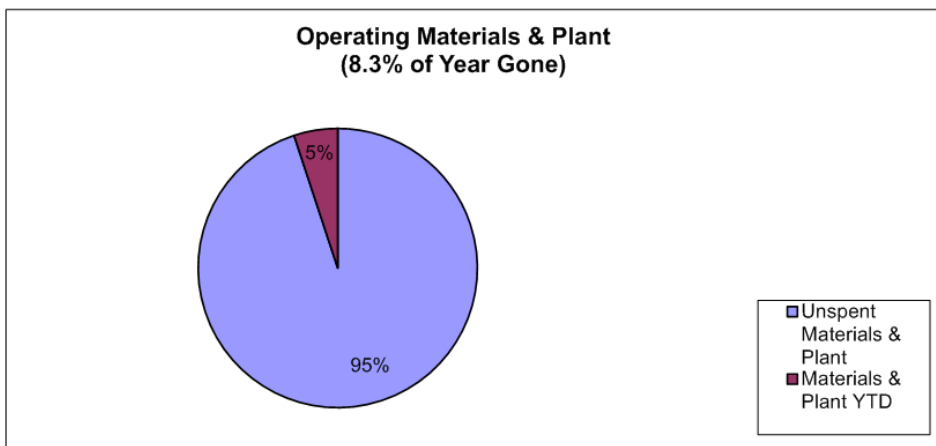
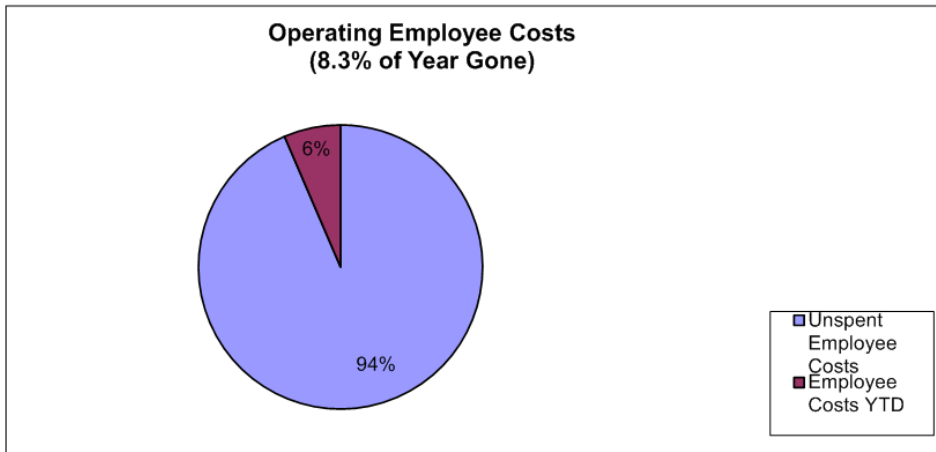
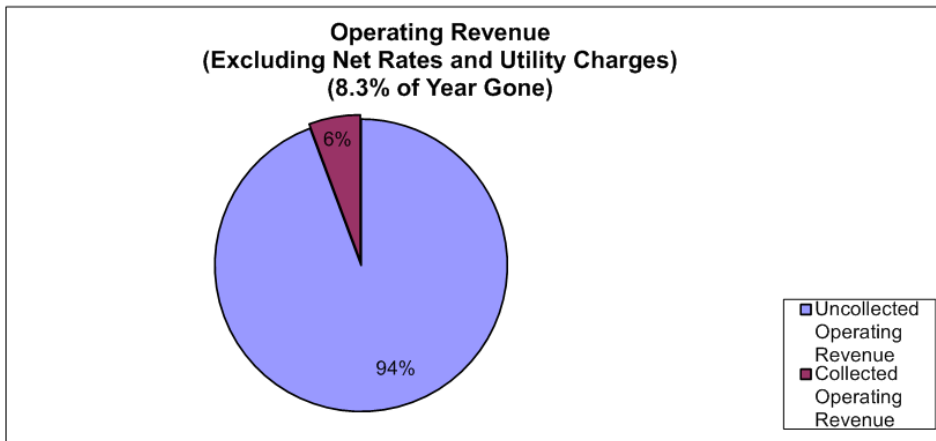
	Adopted Budget	Revised Budget	YTD Actual	Commitments	YTD Actuals (inc commitments)	% of Adopted Budget
	\$	\$	\$	\$	\$	%
OPERATING						
Revenues						
Net rates and utility charges	(138,867,139)	0	(60,579,496)	0	(60,579,496)	44%
Fees and Charges	(24,433,952)	0	(1,590,923)	0	(1,590,923)	7%
Private and recoverable works	(6,859,879)	0	(258,933)	0	(258,933)	4%
Rent/Lease Revenue	(3,029,760)	0	(113,404)	0	(113,404)	4%
Grants Subsidies & Contributions	(11,345,807)	0	(410,243)	0	(410,243)	4%
Interest revenue	(2,290,920)	0	(212,359)	0	(212,359)	9%
Other Income	(4,084,728)	0	(373,444)	327	(373,117)	9%
Total Revenues	(190,912,185)	0	(63,538,803)	327	(63,538,476)	33%
Expenses						
Employee Costs	75,800,127	0	4,895,819	258,065	5,153,884	7%
Contractors & Consultants	17,266,762	0	818,192	4,181,444	4,999,636	29%
Materials & Plant	11,369,796	0	576,167	1,614,780	2,190,947	19%
Asset Operational	19,083,885	0	3,491,426	1,857,878	5,349,304	28%
Administrative Expenses	12,932,949	0	1,951,806	3,298,942	5,250,748	41%
Depreciation	52,868,882	0	4,405,740	0	4,405,740	8%
Finance costs	7,942,283	0	676,859	0	676,859	9%
Other Expenses	1,138,777	0	59,654	66,688	126,342	11%
Total Expenses	198,403,461	0	16,875,664	11,277,796	28,153,460	14%
Transfer / Overhead Allocation						
Transfer/Overhead Allocation	(8,004,600)	0	(982,631)	288	(982,344)	12%
Total Transfer / Overhead Allocation	(8,004,600)	0	(982,631)	288	(982,344)	12%
TOTAL OPERATING POSITION (SURPLUS)/DEFICIT	(513,324)	0	(47,645,770)	11,278,411	(36,367,359)	7085%
CAPITAL						
Total Developers Contributions Received	(2,554,854)	0	(14,029)	0	(14,029)	1%
Total Capital Grants and Subsidies Received	(29,900,183)	0	(846,000)	0	(846,000)	3%
Total Proceeds from Sale of Assets	(1,000,000)	0	0	0	0	0%
Total Capital Income	(33,455,037)	0	(860,029)	0	(860,029)	3%
Total Capital Expenditure	118,039,150	0	6,539,686	55,726,978	62,266,664	53%
Net Capital Position	84,584,113	0	5,679,657	55,726,978	61,406,635	73%
TOTAL INVESTMENTS			86,369,759			
TOTAL BORROWINGS			143,879,790			

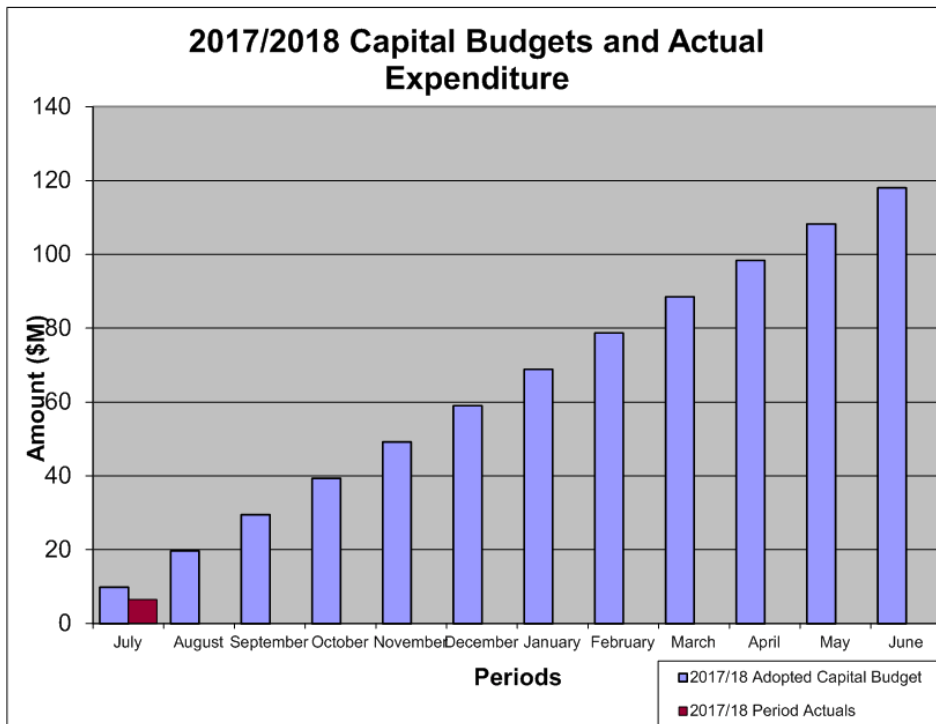
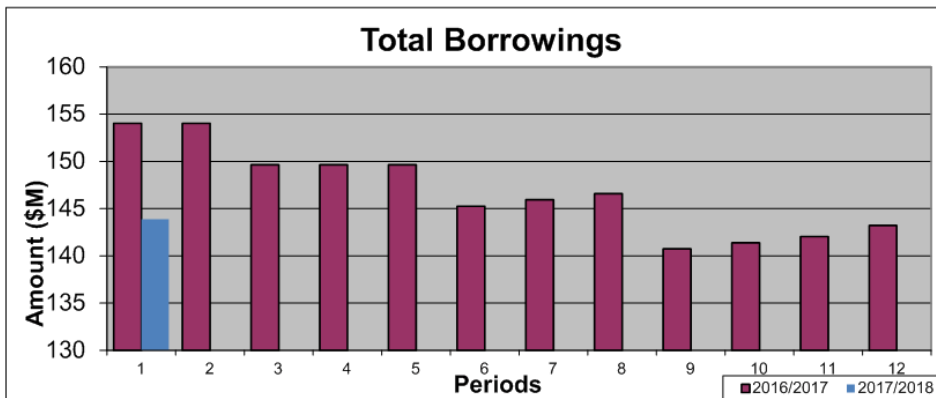
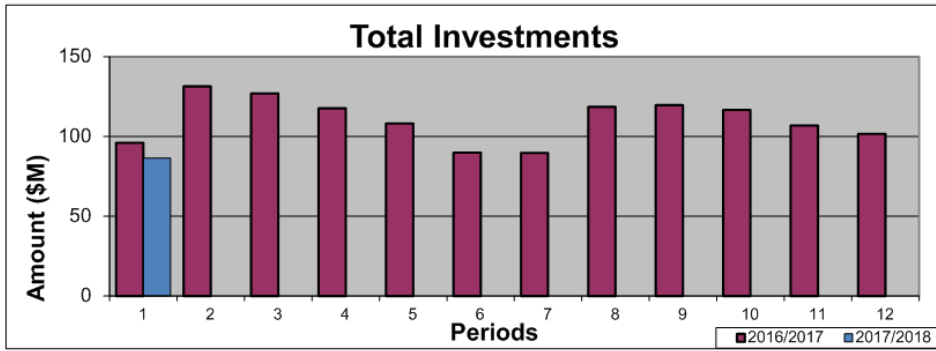
SUMMARY BUDGET MANAGEMENT REPORT FOR THE PERIOD ENDED 31 JULY 2017

Key Indicator Graphs- July 2017

Meeting Date: 22 August 2017

Attachment No: 2





**11.4 CORPORATE SERVICES DEPARTMENT - MONTHLY OPERATIONAL REPORT
JULY 2017**

File No: 1392

Attachments:

1. Workforce & Strategy Monthly Report - July 2017
2. CTS Monthly Report - July 2017
3. Finance Monthly Report - July 2017

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Ross Cheesman - Deputy Chief Executive Officer

SUMMARY

The monthly operations report for the Corporate Services department as at 31 July 2017 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Corporate Services Departmental Operations Report as at 31 July 2017 be "received".

COMMENTARY

It is recommended that the monthly operations report for Corporate Services Department as at 31 July 2017 be received.

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT JULY 2017**

**Workforce & Strategy Monthly Report -
July 2017**

Meeting Date: 22 August 2017

Attachment No: 1



Monthly Operations Report

Workforce and Strategy Section

Period Ended July 2017

1. Highlights

A Pulse Survey was provided to all Council staff for completion in May. 576 surveys were completed giving an overall completion percentage of approximately 66%

The results below were considered by Leadership team on 28 July and a summary follows:

Self-Awareness

- 93% of all staff are aware of the Values
- 94% of all staff understand the Values
- 93% are committed to culture and Values
- 89% are working towards aligning behaviour

Organisationally

- 61% agree that we are improving the culture
- 82% have participated in a culture activity

Awareness of others

- 58% have observed leaders aligning their behaviour
- 57% have observed others aligning their behaviour

The following actions were endorsed

- All employees to undertake awareness sessions on the culture journey facilitated by our Culture Champions.
- Introduction of Our Plan in 2018 to allow external teams to discuss objectives and behaviours aligned to Values.
- CEO/GMs/Managers to visit three toolbox talks/meetings in another area each year - called 'Val-You' interactions.
- Continued reinforcement of Accountability.
- CEO and GMs to provide information each month to be communicated at toolbox talks/meetings.
- CEO message presentation will be played at toolbox talks and meetings throughout the year.
- Staff will be invited to comment on what the Values mean to them. This will then be communicated across Council.
- Next CEO forum will be on leadership and communication.
- Units will be encouraged to combine leadership levels at meetings e.g. Coordinators and Supervisors attend the one meeting to reduce meetings and improve communication.
- Continuation of bureaucracy breakthroughs.
- Cultural Leadership program will continue through 2017.
- Investigate feasibility of LED signs at depots to display corporate and cultural messages.

- Look into restarting computer pops up messages to communicate corporate and cultural messages as well as highlighting any special occasions/events

2. Innovations, Improvements and Variations

(Operational Plan Ref:

5.3.2.1 Identify at least one operational saving per section of responsibility

5.4.26. Identify at least two improved processes per section of responsibility)

Operational Savings	Action
Workforce & Strategy Directorate	
Human Resources & Payroll	
Safety & Training	
Industrial Relations & Investigations	
Corporate Improvement & Strategy	
The cost of the documentation design being outsourced	Council's Corporate and Operational Plans were designed inhouse.
Improved Process	Action
Workforce & Strategy Directorate	
Communications Committee	Establishment of committee to identify and implement initiatives to improve communication across all of Council
Human Resources & Payroll	
MYPlan Performance Review	MYPlan implemented for 17/18 year to replace current Performance Review Form. Focus of new form is to encourage regular conversations; discuss value based behaviours and encourage professional and personal development.
Safety & Training	
Industrial Relations & Investigations	
Corporate Improvement & Strategy	
Corporate Delegations	Human Resource Delegations Policy replaced Corporate Delegation Bands with delegation levels now included in relevant policy document/s.

3. Customer Service Requests

(Operational Plan Ref: 4.1.1.1 Provide timely and accurate response to requests)

Response times for completing customer requests in this reporting period for July are within the set timeframes.

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Administrative Action Complaints	0	0	0	0	0	0	36	● 0.00	● 0.00	● 0.00	0.00
W&S - Complaints Management Process (NOT CSO USE)	7	1	10	4	12	0	30	● 5.50	● 4.46	● 7.56	8.35

It should be noted that of the 12 incomplete customer requests 11 were regarding the same matter which is currently under investigation.

4. Service Delivery

(Operational Plan Ref: 4.1.1.2 Provide effective delivery of Council Services)

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
Corporate Improvement and Strategy			
Policies reviewed within 10 working days	100%	100%	Operational
Industrial Relations and Investigations			
Assess and initiate action of corrupt conduct matters, public interest disclosures and administrative action complaints within 3 business days upon receipt of a complaint.	100%	100%	Operational
Human Resources and Payroll			
Employee pays processed and paid within 3 working days after the period end date	100%	100%	Operational
Payroll accuracy	100%	97.57%	Operational
Acknowledge job applications within 2 working days of the advertising close date. (as per policy/procedure)	100%	100%	Operational
		July 2017	YTD
Number of job applications processed for current reporting period		200	200
Number of positions advertised for current reporting period		18	18

5. Legislative Compliance and Standards (including Risk and Safety)

(Operational Plan Ref: 5.2.1.1 Comply with legislative requirements)

Legislative Compliance and Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Corporate Reporting			
2016/17 Operational Plan report as at 30 June 2017	August 2017	75%	The annual (Quarter 4) assessment as at 30 June 2017 will be presented at the Ordinary Council meeting in August 2017.
2017/18 Operational Plan quarterly status report	October 2017	0%	The report template is being finalised. The 1 st quarter report as at 30 September 2017 will be presented at the Ordinary Council meeting in October 2017.

Legislative Compliance Matter	Due Date	% Completed	Comments
2018/19 Operational Plan	30 June 2018	0%	Plan to be prepared and adopted with the 2018/19 budget. Planning to commence late January 2018.
Safety			
Update of Workplace Health & Safety documents to meet the new legislative requirements		Ongoing	Updates to documents are ongoing in accordance with legislative changes. Currently working on changes to 8 elements.
Report breaches of the Workplace Health & Safety Act and Regulation as necessary to the division within specified legislative timeframes	Immediately after becoming aware that a notifiable incident has occurred	100%	Council has been compliant for the current reporting period.
Workplace Health and Safety Audit (WHSQ External Audit)	2017	40%	Preparation has commenced for the Workplace Health and Safety Queensland Audit scheduled for 11-13 October 2017. Council is required to provide evidence for 64 criteria which is required to be submitted to the Auditor by 25 August 2017.
WHS Infringement Notices issued to Council are remedied within required timeframes	As per notice	100%	Improvement Notice issued by WHSQ in relation to the risk of a fall at a pump station. Notice remedied 21 July 2017.

Risk Management Summary

(excludes risks accepted/ALARP):

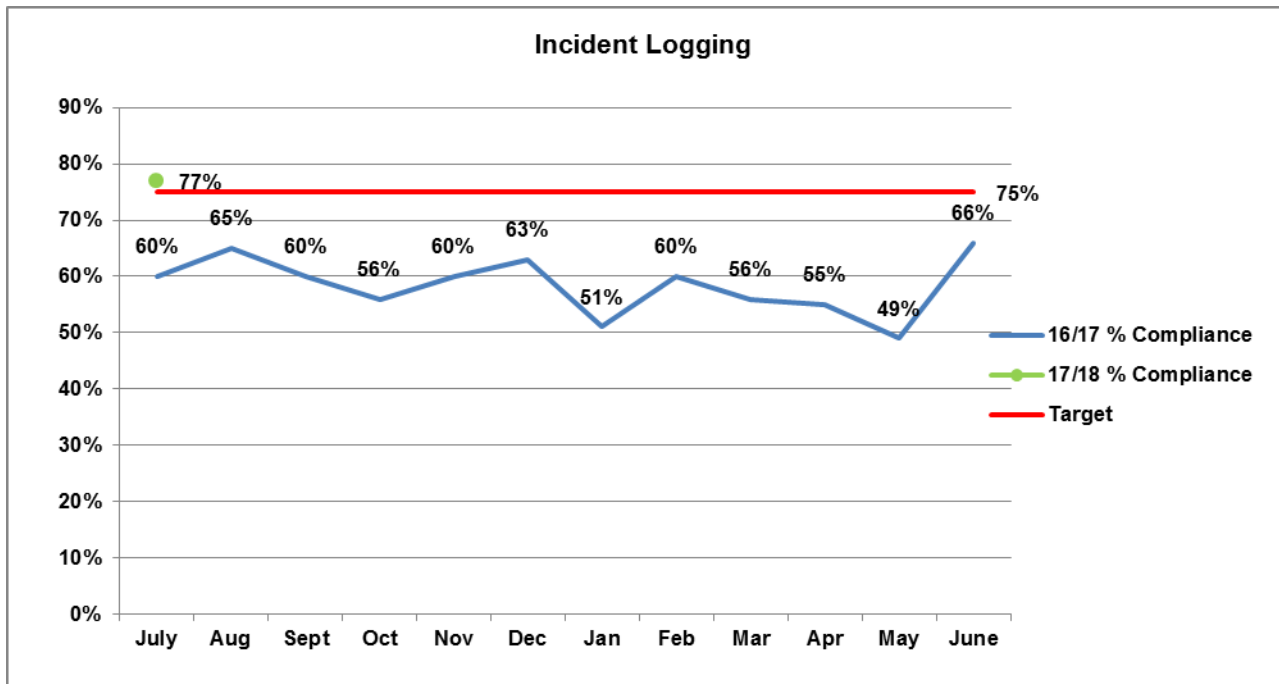
Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Comp	Comments
Corporate Risks					

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Comp	Comments
<p>A legislatively compliant SafePlan is not implemented, monitored and reviewed effectively, for the whole of council, its workers and contractors, to achieve the acceptable compliance level with annual WH&S audits resulting in: increased worker injuries, legislative breaches/legal action, reputational damage, reduced service levels, increased costs and non-compliance with a key council objective.</p>	<p>Low</p>	<p>Work has commenced to rectify the actions from the 2016 Safety Audit.</p> <p>Rectifications resulting from the Workplace Health & Safety system audit will be addressed and assessed in the annual internal audit of the Workplace Health & Safety systems.</p>	<p>Recommendations due for completion by December 2017</p>	<p>85%</p>	<p>53 recommendations from the LGW 2016 Audit.</p> <p>21 actions have now been completed with 22 currently in progress.</p>

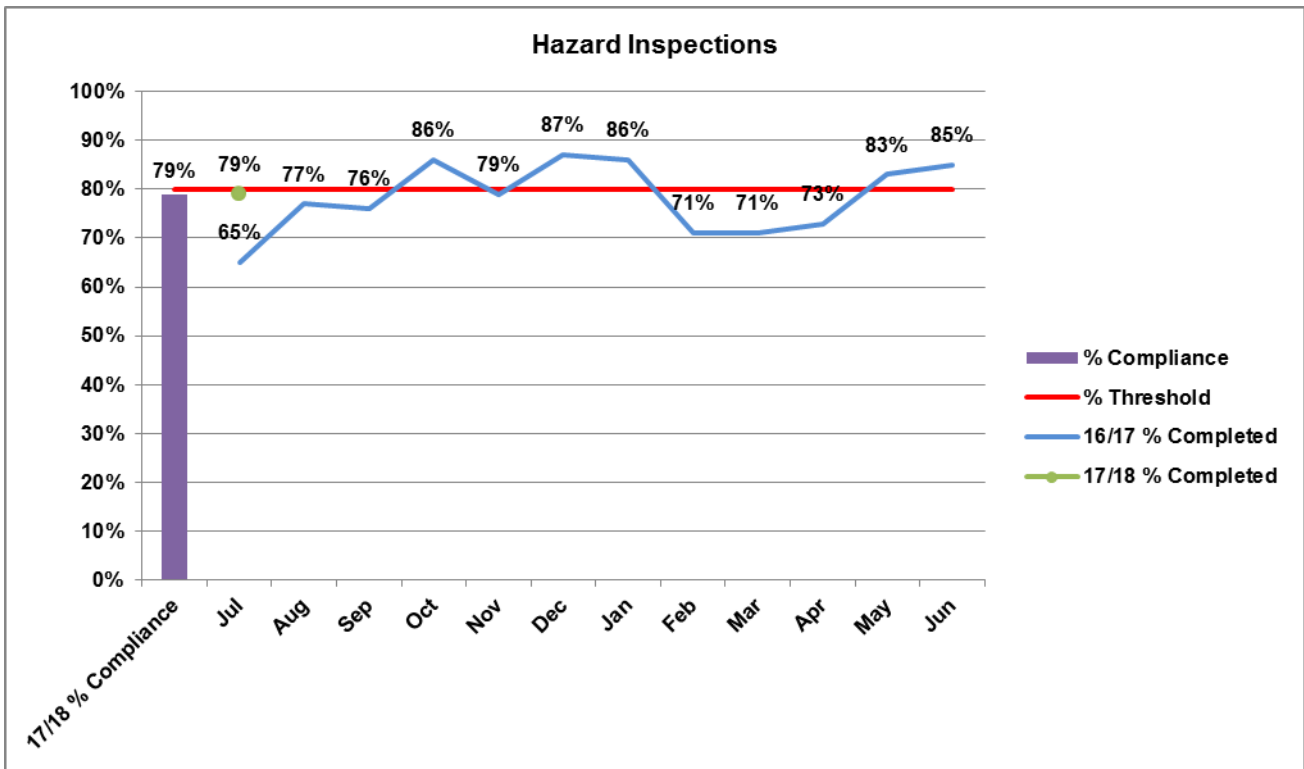
6. Operational Plan Targets by Section

The following Operational Plan actions and targets are required to be reported to Council on a monthly basis. This data will also form part of the Operational Plan quarterly report to Council:

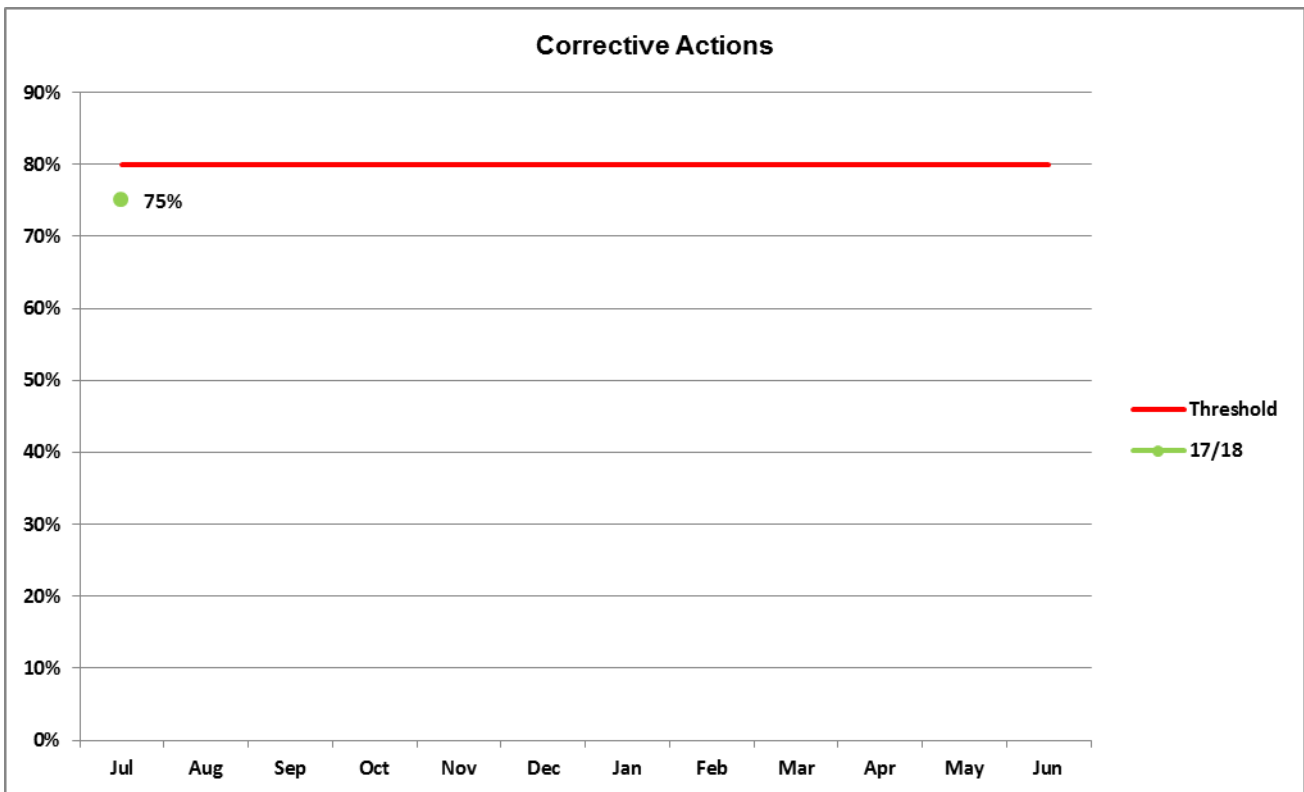
Operational Plan Ref	Action	Target	Status		
1.3.4.1	Provide a safety management system that minimises the risk to all people and property	Achievement of KPIs in accordance with the Workplace Health & Safety Management System Plan	Specific KPI targets and actual performance detailed below and shown in graphical form		
KPI	Incidents logged in Riskware by end of next business day	17/18 Target	75%	Actual	71%



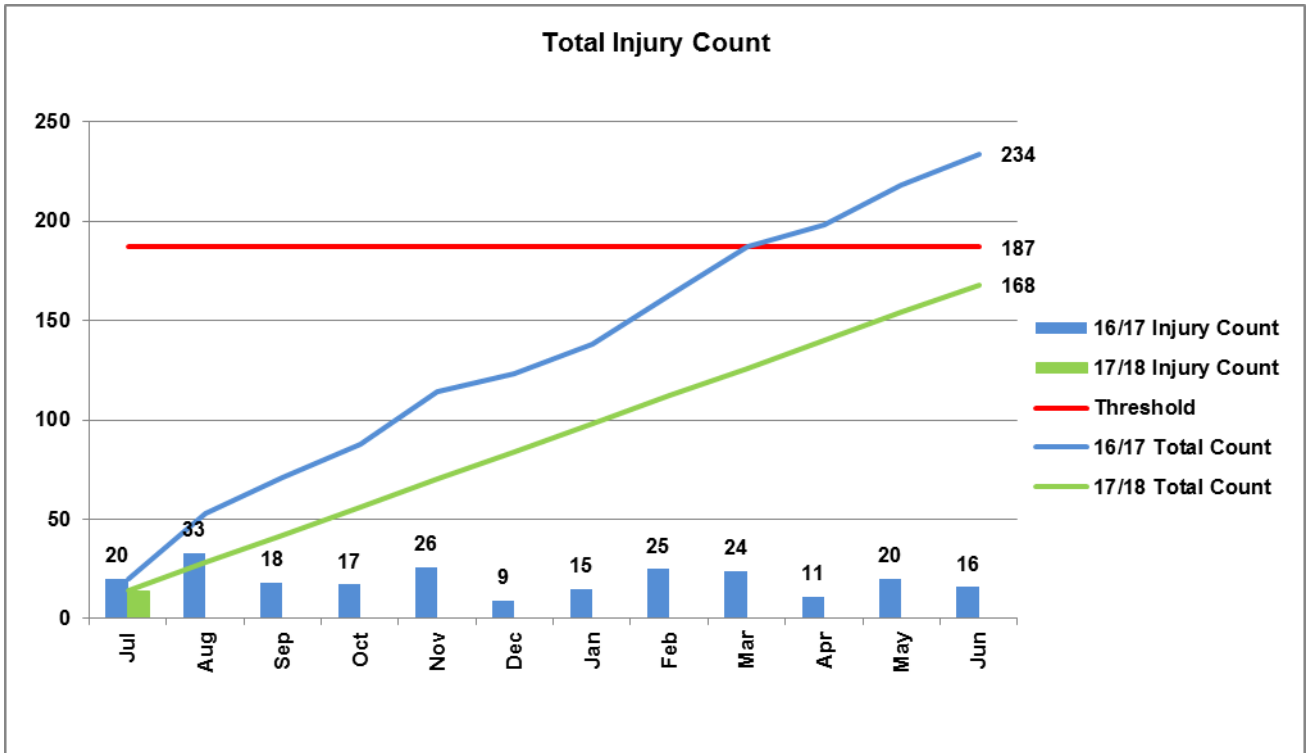
KPI	Completion of scheduled hazard inspections	17/18 Target	80%	Actual	79%
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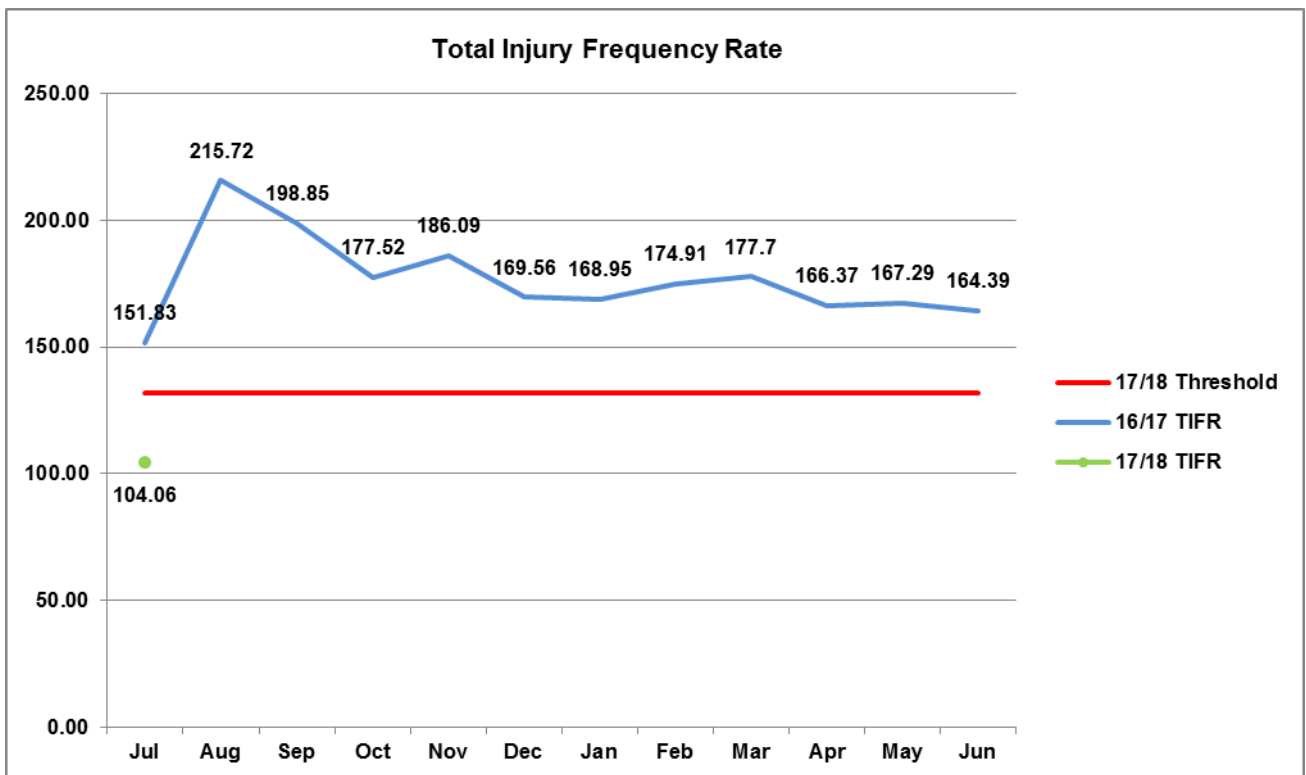
KPI	Completion of corrective actions by nominated due date	17/18 Target	80%	Actual	75%
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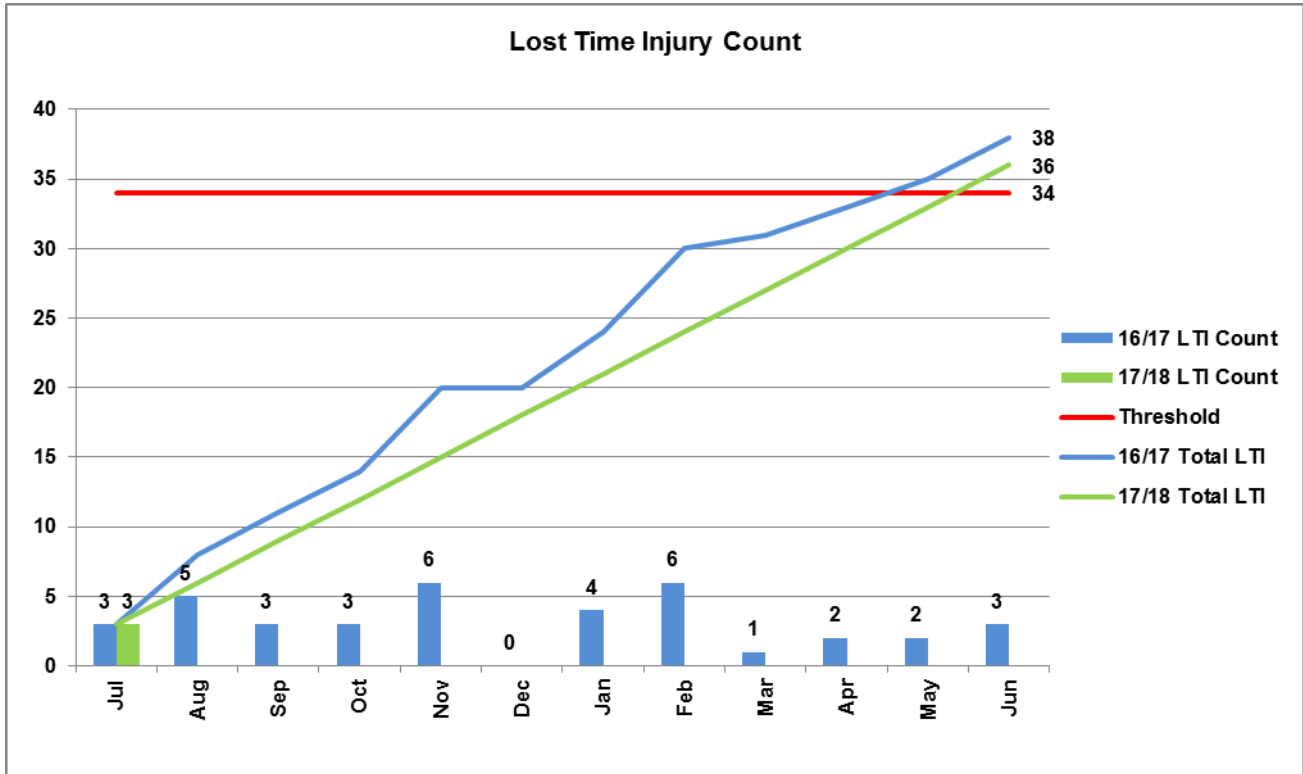
KPI	Total Injury Count	17/18 Target	187	Actual	14
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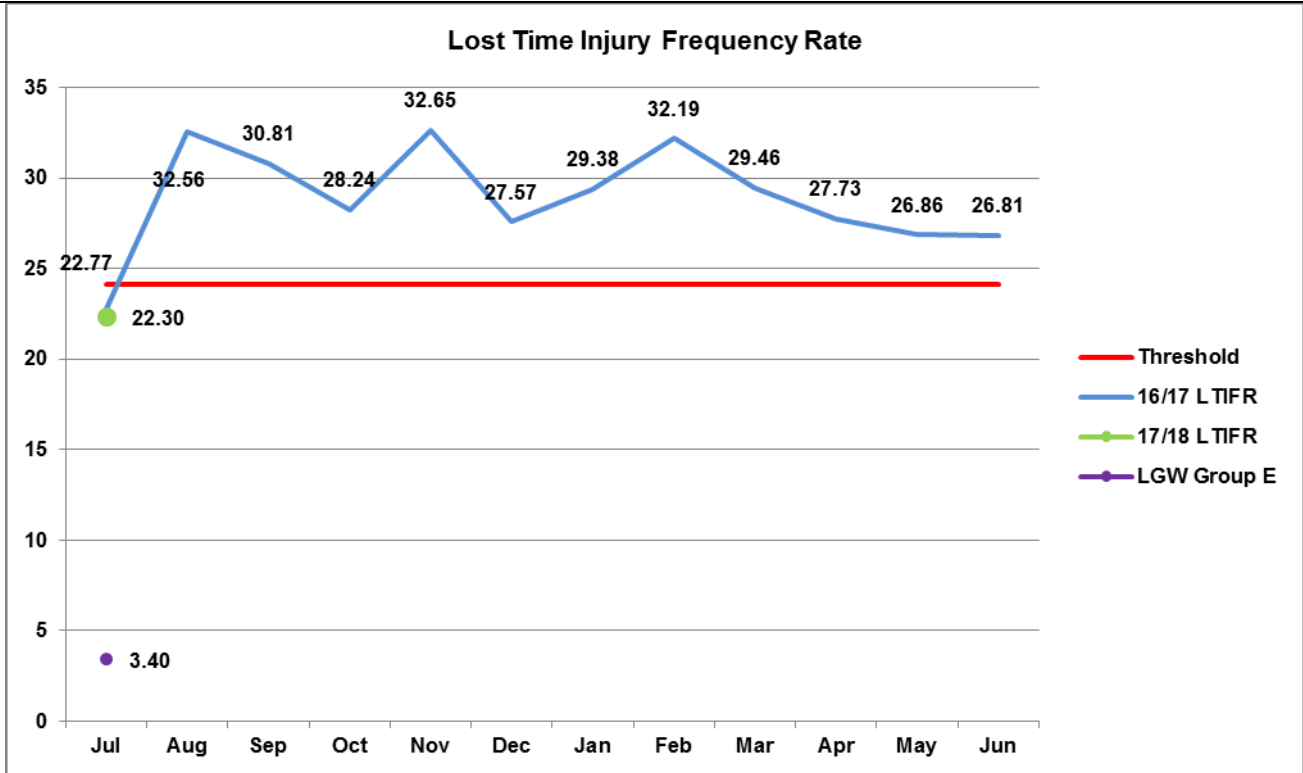
KPI	Total Injury Frequency Rate	17/18 Target	24.13	Actual	22.3
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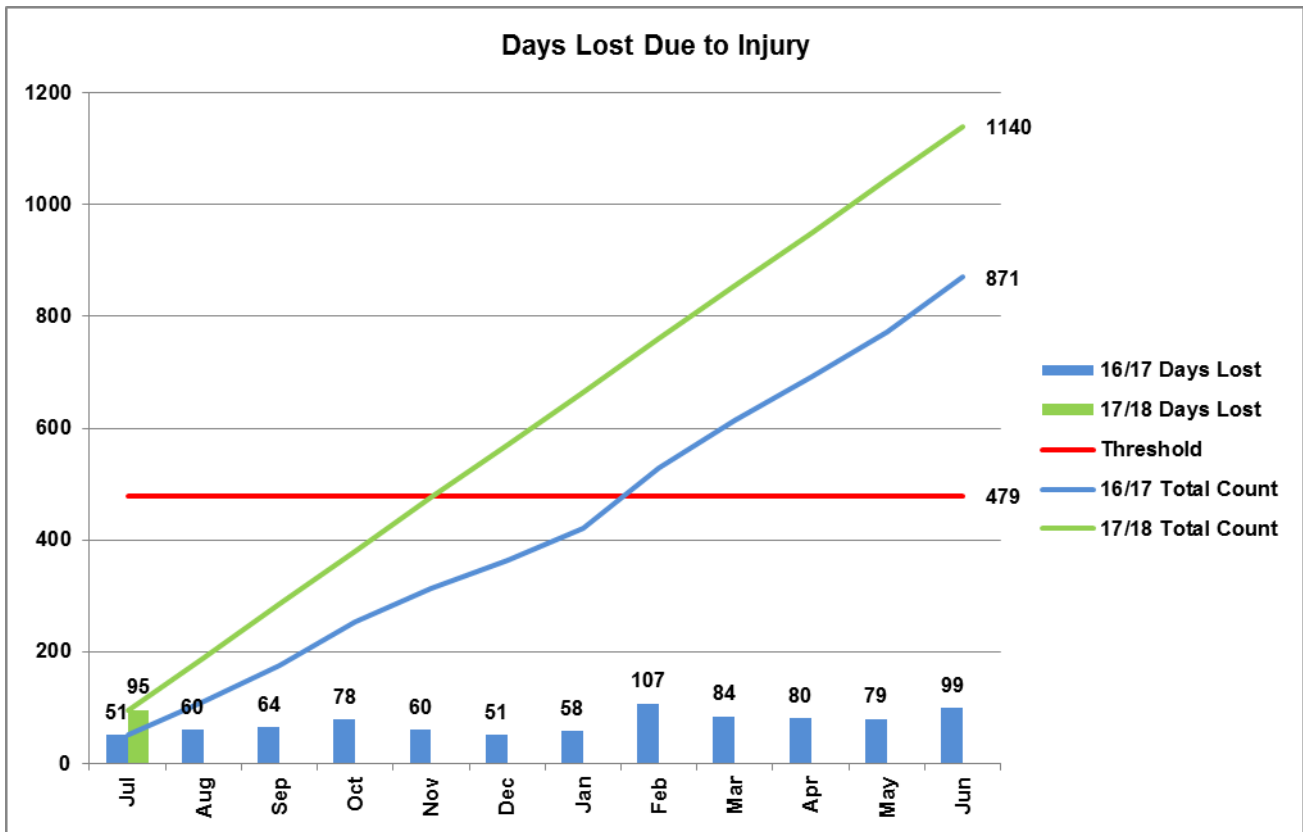
KPI	Lost Time Injury Count	17/18 Target	34	Actual	3
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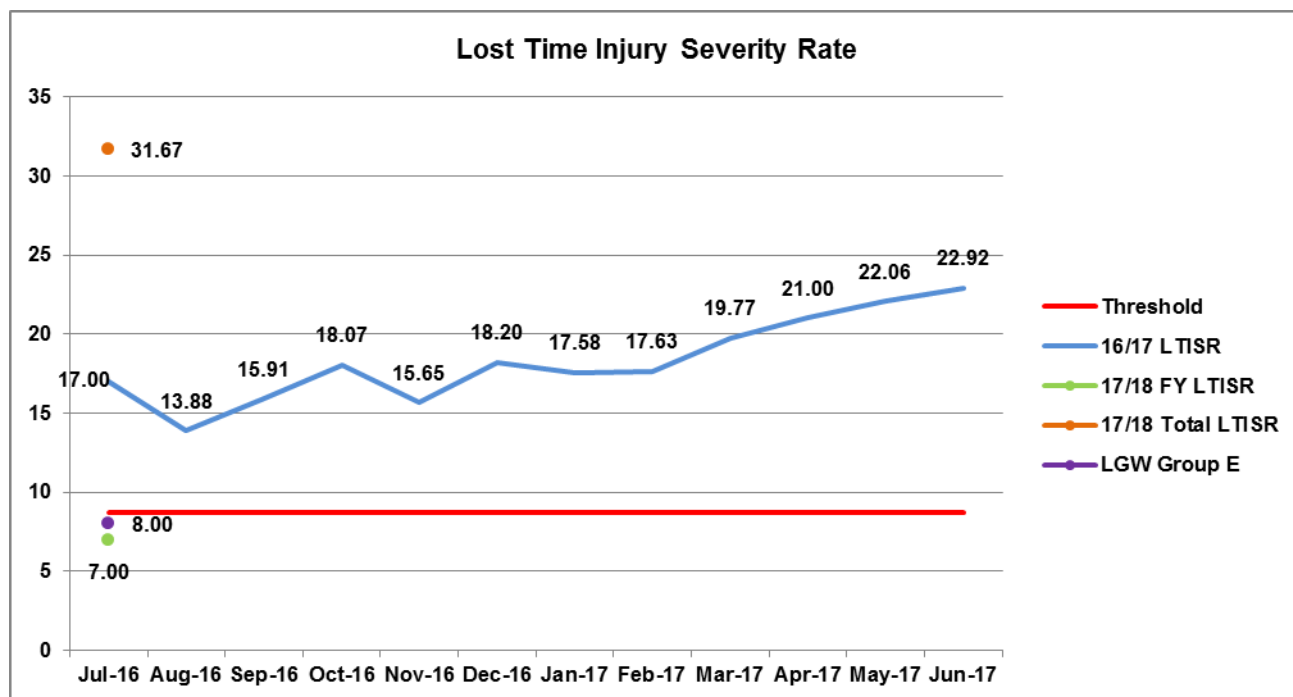
KPI	Lost Time Injury Frequency Rate	17/18 Target	22.77	Actual	22.3
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KPI	Days Lost due to Injury	17/18 Target	479	Actual	95
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KPI	Lost Time Injury Severity Rate	17/18 Target	8.71	Actual	31.67
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Operational Plan Ref	Action	Target	Status
4.3.3.1	Implement a rehabilitation fitness for work program	90% of workers on fit for work programs are placed within their own department	Progressing at 100%
5.2.1.5	Manage employee complaints and grievances in accordance with legislation and policy requirements.	100% actioned in accordance with Council policy and procedure	All complaints received within the reporting period have been assessed and actioned pursuant to applicable statutory and policy obligations.
5.4.4.2	Implement Improved internal communication strategies to ensure all staff are informed.	Staff newsletter is distributed to all staff on a monthly basis	

7. Capital Projects

No capital projects are relevant to the Workforce and Strategy Section.

8. Operational Projects section

As at period ended July – 8.3% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Corporate Improvement and Strategy					
Create a system to automate the delegation and authorisation process (5.4.2.3)	July 2017	30 June 2018	Data has been entered into a master spreadsheet. The automated process within external and internal registers has been designed and is yet to be implemented.	Labour Only	Labour Only for W&S
Simplify and streamline the approval process - Develop a Delegations Policy, incorporating Corporate Delegation Bands. (5.4.2.4)	July 2017	30 December 2017	Corporate Delegation Bands are being relocated from the Corporate Delegations Reference Table and incorporated into relevant policy document/s. Approximately 45% of delegated authority / powers have been processed.	Labour Only	Labour Only for W&S
Strategic Framework Project (5.2.1.2)	July 2017	30 June 2018	Currently researching the framework of other Councils.	Labour Only	Labour Only for W&S
Ensure legislative updates are communicated and implemented in areas on responsibility - Undertake a legislative compliance review project (4.2.2.2)	July 2017	30 June 2018	A scope is being developed for leadership endorsement.	Not known at this stage	
Industrial Relations and Investigations					
Undertake Certified Agreement negotiations that consider the application of the new Queensland Local Government Industry Award – State 2017 and the <i>Industrial Relations Act 2017</i> (5.4.2.2)		30 June 2018	Industrial Relations Project: Management meetings have commenced, the CEO has endorsed membership of the negotiating team and various working groups. Initial drafting of management's preferred certified agreement position and costing models are progressing. A proposed negotiating schedule has been formulated.	Labour Only	Labour Only for W&S
Human Resources and Payroll					
Aurion Project (5.4.3.1)		31 December 2017	Aurion being engaged in August to commence work on building Web Recruitment component Council later in the year.	Funded by IT	W&S Labour only when supporting testing processes & installation
Implement programs that support leadership development (4.3.2.1) - Development and implement		30 June 2018	My Plan for officers award employees launched in July for	Labour Only	Labour Only for W&S

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
mentoring program and performance review system by 30 June 2018			use in 17/18 year. Our Plan for external staff to be implemented in 2018		
Safety and Training					
WHS Data Management System (1.3.4.1)			V2.14.6 has been applied to the test environment. No issues that will hold off application to production – waiting on a date from IT to complete this upgrade. Still currently operating at V2.11 until this occurs (been in place since 22.06.2016).	Funded by IT	W&S Labour only when supporting testing processes & installation
Implement programs that support leadership development (4.3.2.1) - Deliver leadership program every six months			Program has recently been updated to ensure currency of information delivered. The next round of the program is scheduled for delivery in February 2018	Labour Only	Labour only for W&S

9. Budget

Financial performance as expected for the reporting period

End of Month Job Costing Ledger - (Operating Only) - CORPORATE SERVICES



As At End Of July

Report Run: 01-Aug-2017 09:33:53 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 8.3% of Year Gone
CORPORATE SERVICES							
WORKFORCE & STRATEGY							
<u>Human Resources and Payroll</u>							
Expenses	1,431,756	0	138	85,342	85,480	6%	✓
Transfer / Overhead Allocation	11,126	0	7	320	327	3%	✓
Total Unit: Human Resources and Payroll	1,442,882	0	145	85,663	85,808	6%	✓
<u>Safety & Training</u>							
Revenues	(42,500)	0	0	(923)	(923)	2%	✗
Expenses	1,167,500	0	116,230	64,388	180,618	15%	✗
Transfer / Overhead Allocation	(20,410)	0	44	3,476	3,520	-17%	✗
Total Unit: Safety & Training	1,104,590	0	116,274	66,941	183,215	17%	✗
<u>Corporate Improvement & Strategy</u>							
Revenues	0	0	0	(231)	(231)	0%	✓
Expenses	376,640	0	12,000	29,308	41,308	11%	✗
Total Unit: Corporate Improvement & Strategy	376,640	0	12,000	29,077	41,077	11%	✗
<u>Workforce & Strategy Management</u>							
Expenses	785,243	0	36,066	14,622	50,688	6%	✓
Total Unit: Workforce & Strategy Management	785,243	0	36,066	14,622	50,688	6%	✓
<u>Investigations and Industrial Relations</u>							
Expenses	304,945	0	0	13,294	13,294	4%	✓
Total Unit: Investigations and Industrial Relations	304,945	0	0	13,294	13,294	4%	✓
Total Section: WORKFORCE & STRATEGY	4,014,301	0	164,484	209,597	374,081	9%	✗
Total Department: CORPORATE SERVICES	4,014,301	0	164,484	209,597	374,081	9%	✗
Grand Total:	4,014,301	0	164,484	209,597	374,081	9%	✗

10. Section Statistics

Establishment – Workforce and Strategy

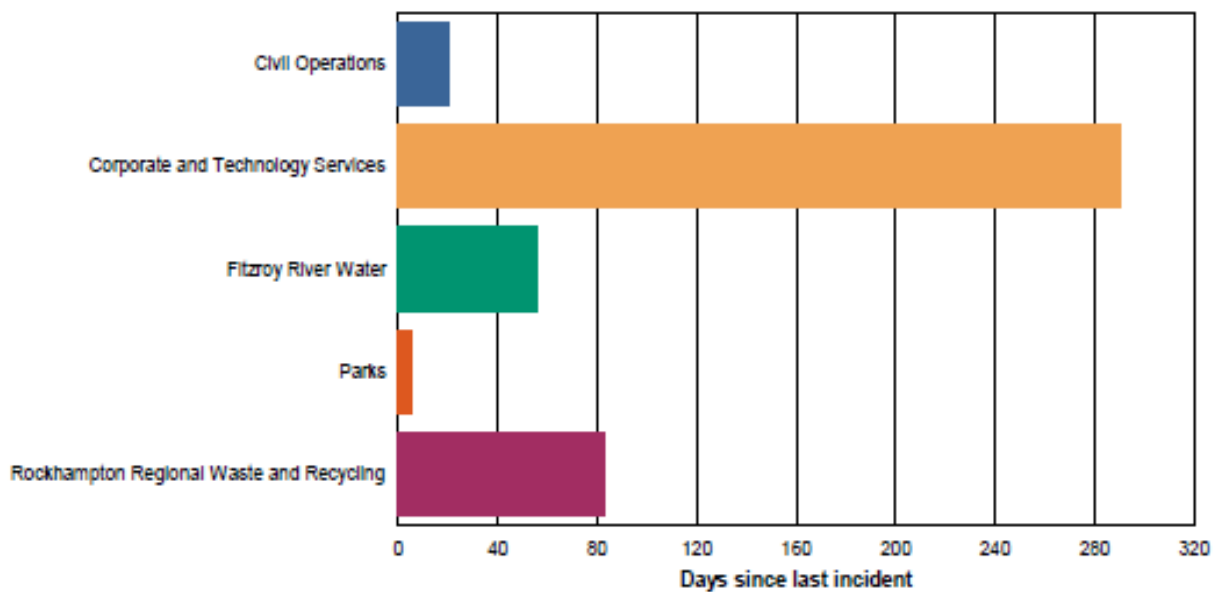
FTE Positions	Period	Workforce & Strategy
Starting Point	1 January 2014	30.05
Same Time Previous Year	31 July 2016	36
Previous Month	30 June 2017	34
Current Month	31 July 2017	34

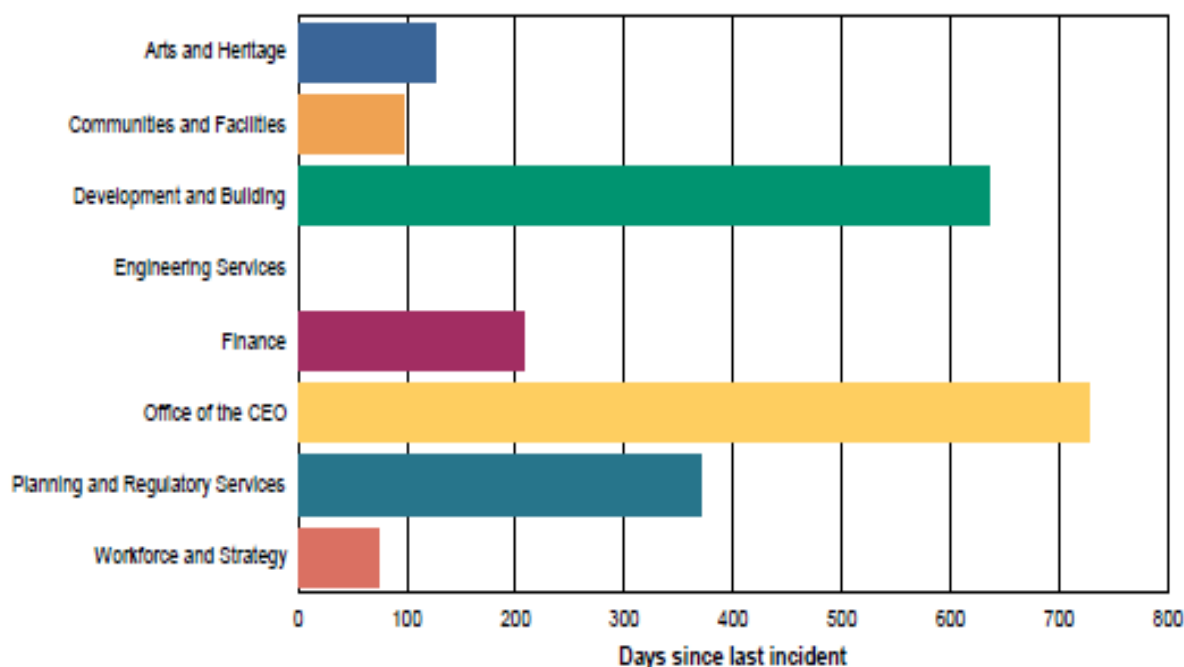
11. Whole of Council Statistics

Safety Statistics

The following graphs show the number of lost time injury free days since the last workplace incident by section. These results reflect our employee’s commitment to safety and recognise the organisations effort in the implementation of safe work practices.

Lost time injury free days as at 31 July 2017 (sections identified as High Risk)



Lost time injury free days as at 31 July 2017 (Sections identified as Low Risk)**Establishment****Establishment – Whole of Council**

FTE Positions	Period	Council
Starting Point	1 January 2014	838.9
Same Time Previous Year	31 July 2016	882.07
Previous Month	30 June 2017	901.17
Current Month	31 July 2017	898.47

FTE Positions is the total full time equivalent positions approved and recorded in Aurion excluding casual positions and including approved vacancies.

FTE positions include 43.37 supplementary positions which have been created for a number of reasons including: short term projects, co-op students and funded positions. All of these positions have an end date and will reduce the FTE once the tenure has been completed.

The FTE positions also include the following apprentices and trainees across Council:

Apprentices	Trainees
13	17

Changes to Council Establishment

- Two permanent part time Library Assistant positions created for new Gracemere Library.
- Temporary Administration Officer at Home Assist Secure abolished.
- Coordinator Natural Resource Management created in accordance with structure proposal endorsed by Council on 25 July.

- Community Engagement Officer transferred from Office of the CEO to Regional Development and Aviation, Strategic Planning Section in accordance with structure proposal endorsed by Council on 25 July.
- Administration Officer transferred from Regional Development and Aviation to Regional Services, Program Delivery in accordance with structure proposal endorsed by Council on 25 July.
- Five temporary Labourer positions within Regional Services abolished.

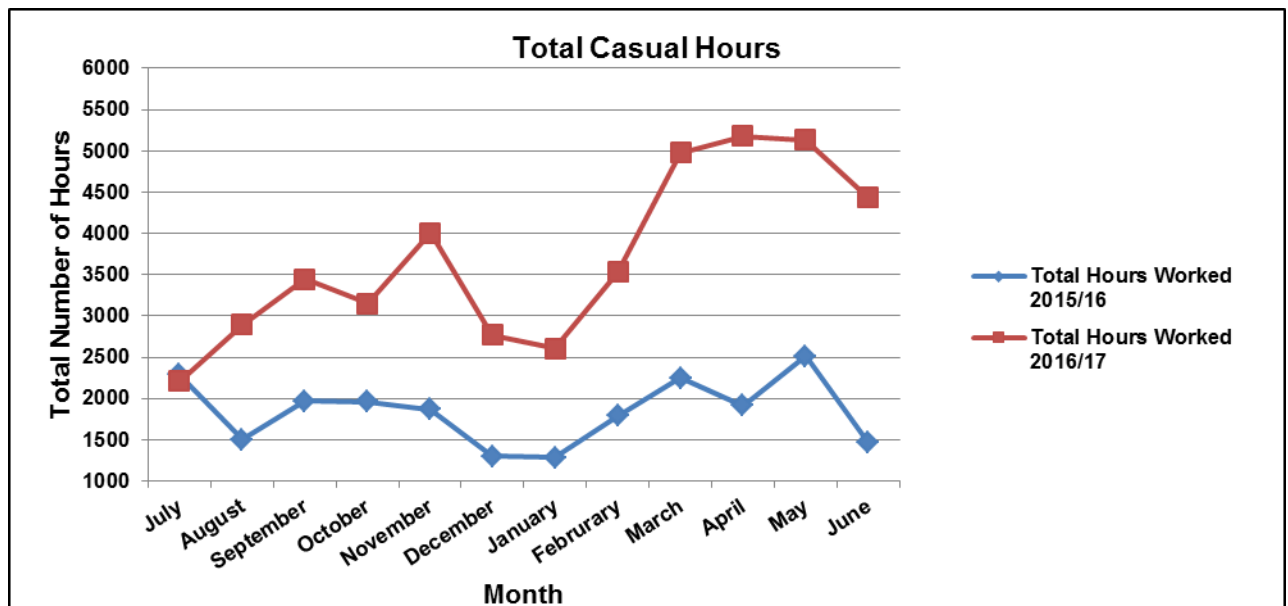
FTE Positions Internal / External Split

The percentage split for approved full time equivalent positions excluding casual positions and including approved vacancies currently sits at 59% (527.73) internal and 41% (370.74) external. The internal definition is based on staff who are appointed in accordance with RRC’s Internal Certified Agreement and it should be noted that there are a number of supervisors and technical staff on this award that work predominately in the field.

	Feb 14	June 2017	Jul 2017
External	371.91	376.74	370.74
Internal	465.68	524.43	527.73
TOTAL	837.44	901.17	898.47

Casual Hours – June 2017 (reported one month in arrears)

All casual hours worked will now be reported one month in arrears so that actual hours worked can be accurately reported. There are currently a total of 68 casuals actively employed by Council of which 62 were engaged during the reporting period. The engaged casual employees collectively have worked the total number of 4436.29 hours during the month of June 2017.



Casual Hours by Section – June 2017 (reported one month in arrears)

The following list shows the total number of hours worked by casual employees by Section and Unit in the reporting period as provided by the responsible operational area. A significant increase in casual hours is a result of the development of casual pools for labourers and gardeners. This initiative has been implemented to provide access to trained resources during periods of staff shortages or high work demands as well as reduce the use of external labour hire.

Section	Unit	Commentary	No. of hours	Percentage of cost recovery
Arts and Heritage	Art Gallery	To assist with the delivery of ongoing programs. Expenditure is in some cases offset by earned income but not directly recovered	268	0%
Arts and Heritage	Heritage Services	Assist in Food and Beverage roles for catered functions - all wages costs are generally recovered as a fee for service operation	204.75	100%
Arts and Heritage	Major Venues	Casual staff used by hirers, wages costs in box office and production departments are fully recovered. Across this period casual staff have been engaged to backfill a vacant full-time position and a business critical position where the employee is on annual leave	477.01	52.9%
Communities and Facilities	City Child Care Centre	Backfilling for staff leave, RDOS and during periods of recruitment to maintain required child to staff ratios	230.67	
Communities and Facilities	Client Services	Backfilling for RDOs and staff leave, with some weekend rostered hours. 790% of hours during June was to cover for Annual leave	356	
Communities and Facilities	Facilities	Backfilling for RDOs, leave and cleaning of the Library on a Saturday, as well as HERO hours for staff on extended sick leave	189.3	
Parks	Parks and Visitor Services	Backfill during a period of recruitment, backfill for employees attending training and during periods of sick leave.	275.9	
Parks	Parks Operations	Backfilling for long term leave, backfilling for employee on suitable duties plan and longer periods of sick/personal leave	476.61	
Planning and Regulatory Services	Local Laws	Covering for employee during period of extended leave	154.25	
Corporate Services	Workforce and Strategy	Backfilling vacancies	33	
Regional Development and Aviation	Regional Development and Promotions	Assisting with content writing required for Council's website and relating to major Council projects occurring across the region, and marketing publications across events and regional development	22	

Section	Unit	Commentary	No. of hours	Percentage of cost recovery
Office of the CEO	Governance Support	To cover for staff annual leave and provide assistance with Citizenship ceremony and Council meetings	56.5	
Corporate Services	Directorate	Assisting with coordinating the damage assessments and claim process (NDRRA and Council insurance) from recent flood event	81.5	
Civil Operations	Urban Operations	Assisting on various projects including a blackspot project, Pilbeam Drive project and Campbell Street project (all funded). Backfilling for long term illnesses and assisting with operating the third pot hole patching truck.	535.65	
Civil Operations	Rural Operations	Assisting with completion of Nine Mile Road Project which is grant funded	294.03	
FRW	Mechanical, Electrical and General Maintenance	Backfilling for employee on suitable duties plan	304.7	
FRW	Network Operations	Backfilling for long term sick leave	340.85	
RRWR	Collections	Backfilling for unexpected absences, annual leave periods and employee off due to work cover	135.57	
TOTAL			4436.29	

It should be noted that labour hire is also utilised in addition to casual labour in some areas of the organisation to support staff shortages and special project requirements or events and also to avoid increasing the FTE.

Volunteer Hours by Section – July 2017

The following list shows the total number of hours worked by volunteers by Section and Unit in the reporting period as provided by the responsible operational area.

Section	Unit	No. of Hours
Arts & Heritage	Art Gallery	425.70
Arts & Heritage	Heritage Village	4863
Arts & Heritage	Pilbeam Theatre	413.75
Communities & Facilities	Libraries	147
Parks	Rockhampton Zoo	159
TOTAL		6008.45

Work Experience Placements – July 2017

Work Experience Applications Received During the Month of July 2017		6
Placement Type	Section	Placed
Horticulture	Parks	No
Library	Library	Yes
Administration	Various locations	No
Horticulture	Parks	No
Horticulture	Parks	No
Information Technology	IT Services	Yes
Work Experience Placements Occurring During the Month of July 2017		1
Placement Type	Section	Dates
Electrical	Facilities	3-7 July 17

**CORPORATE SERVICES
DEPARTMENT - MONTHLY
OPERATIONAL REPORT JULY 2017**

CTS Monthly Report - July 2017

Meeting Date: 22 August 2017

Attachment No: 2



Monthly Operations Report

Corporate and Technology Services

July 2017

1. Highlights

Date Claimer: Upcoming Smart Hub Event

Chief Entrepreneur and HotDesQ Events (Rockhampton/Yeppoon) - 17 and 18 August 2017

We have been working with the Advance QLD HotDesQ team, Office of the Chief Entrepreneur, Startup Capricorn, CQUniversity and Livingstone Shire Council to put together a number of events over two day (17 and 18 August) involving the Chief Entrepreneur and HotDesQ Round 1 recipients.

The main events are:

1. Startup Capricorn Meetup at Callaghan Park on Thursday 17 August (5.30pm to 7pm). Special guest presenter will be Mark Sowerby, Chief Entrepreneur. This will be a free event, organised by Startup Capricorn, and supported by RRC, CQU and Office of the Chief Entrepreneur.
2. Breakfast in Yeppoon, Friday 18 August. Keppel Coast Sailing Club. Organised by LSC and Capricorn Chamber of Commerce (supported by Office of the Chief Entrepreneur). Times and logistics to be confirmed.
3. HotDesQ – Hot Entrepreneurs – Lunch & Learn. Friday 18 August, Headricks Lane (upstairs) 11.30am to 2pm. Panel style presentation with the HotDesQ Rd 1 Hot Entrepreneurs. This is a free event, organised by RRC and HotDesQ.

The Lunch and Learn details are as follows:

- **HotDesQ - Hot Entrepreneurs - Lunch & Learn**
- Date/time – Friday 18 August, 11.30am to 2pm
- Venue – Headricks Lane upstairs function room
- Free lunch, open to the public, ticketing through Rockhampton Tickets
- Theme – panel style Q&A forum – *'Take the next step in your startup journey'*
- Run Sheet:
 - Elize Hattin, Smart Hub Business Manager to MC.
 - Welcome to Country – 1130 to 1135
 - Event opening address – Member for Keppel – Brittany Lauga – 1135 to 1145.
 - Mayor Strelow – brief statement regarding our Region's commitment to developing and supporting the startup ecosystem – 1145 to 1155.
 - Chief Entrepreneur, Mark Sowerby, - brief insight into the startup movement and the HotDesQ program and current successes – 1155 to 12pm.
 - Networking Lunch – finger food – about 30 minutes – 1200 to 1230.
 - Theatre style seating for Hot Entrepreneur Panel forum – 1230 to 2pm.
 - Brief synopsis from each Hot Entrepreneur about their startup and HotDesQ experience. Panel may include Mark Sowerby depending on flight itinerary returning to Brisbane.
 - Elize to facilitate a Q & A style presentation with the Hot Entrepreneurs.
 - Maybe last 10 to 15 minutes for open questions.
 - Public event concludes at 2pm.
- 2.30 to 5pm – one-on-one startup mentoring sessions with Hot Entrepreneurs in the Smart Hub Board Room. Scheduled by appointment. First preference to Smart Hub startups, clubbers and stars. Then other interested parties.

Prior to the Lunch & Learn, Elize will meet Mark and the Hot Entrepreneurs at the Smart Hub around 1045 to take them on a tour through the Smart Hub and Customs House.

2. Innovations, Improvements and Variations

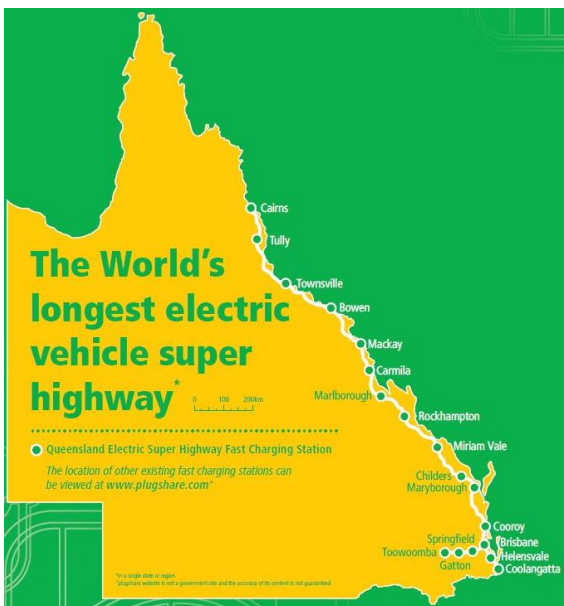
Rockhampton Electric Vehicle Charging Stations Update

The QLD State Government Minister for Main Roads, Road Safety and Ports recently announced the planned development of an Electric Super Highway to be fully operational in six months.

Rockhampton is included in the first three electric vehicle (EV) charging station installations along with Cairns and the Gold Coast. Rockhampton’s EV charging stations will be installed in the Rockhampton Library carpark adjacent to the disabled parking bays and Ergon substation.

The installation of the Rockhampton EV charging station infrastructure is a three-way partnership with the State Government Economic Development QLD (EDQ), Ergon and Rockhampton Regional Council. Local electrical contractor, Mark Bull Electrical, has been contracted by Ergon to install the Rockhampton vehicle charging equipment.

Mark Bull Electrical contractors will be on-site from Monday 7 August 2017 to install the charging infrastructure. Ergon staff will commence their portion of the work from 16 to 18 August. This work will impact the footpath adjacent the Ergon substation on Alma Street and approximately six to eight parking bays for set-down of plant and equipment. Work is expected to be completed before the end of August.



EV Superhighway



Rockhampton EV Charging Stations & Work Site

3. Customer Service Requests

(Operational Plan Ref: 4.1.1.1 Provide timely and accurate responses to requests)

Response times for completing customer requests in this reporting period for July:

	Balance B/F	Completed in Current Mth	Current Month NEW Request		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Accounts Payable Enquiry	1	1	0	1	0	0	2	0.00	3.25	2.14	0.67
Bookings Enquiry	0	0	0	0	0	0	5	0.00	3.25	2.60	0.64
Insurance: Mower / Slasher / Whipper / Snipper	1	1	0	0	0	0	90	0.00	8.27	9.32	11.82
Insurance: Personal Accident / Injury	1	1	2	1	0	1	120	0.00	32.00	51.00	47.81
Insurance: Public Liability / Property Damage Public Property	4	4	7	3	0	4	90	1.00	9.13	10.94	17.24
Leased Premises - General Enquiry	0	0	1	1	0	0	5	0.00	1.50	1.00	1.00
Rates Searches	10	10	122	108	14	0	4	3.31	2.74	2.03	1.91

4. Service Delivery

(Operational Plan Ref: 4.1.1.2 Provide effective delivery of Council services)

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
IT support services provided within service levels outlined in the IT Service Catalogue.	95%	93%	Operational
Ensure availability of system up-time during core business hours (excluding planned outages).	99%	100%	Operational
Maintain the ratio of customer queries satisfied by Customer Service Officers, without referral to departments.	80%	85%	Operational
Customer Service Call Centre answering 75% of incoming calls within 45 seconds.	75%	79%	Adopted
Process records on the day of receipt as per Recordkeeping Charter.	95%	100%	Operational
Ensure supplier payments are made within stated trading terms.	90%	78%	Operational
Ensure top 100 suppliers by dollar value under formal purchasing agreements (contracts).	90%	92%	Operational
Maximise Council property occupancy rates.	98%	100%	Operational
Ensure tenanted properties in any month, have current lease agreements and public liability insurance.	80%	81%	Operational
Process insurance claims within procedural timeframes.	100%	100%	Operational

5. Compliance

(Operational Plan Ref: 5.2.1.1 Comply with legislative requirements)

Legislative Compliance	Legislative Reference	Compliance %
Process Right to Information/Information Privacy (RTI/IP) applications within legislative timeframes (Op Plan Ref - 5.2.1.7.)	RTI Act (2009) IP Act (2009)	100%
Manage centralised tendering and contracting functions in accordance with legislative requirements and Council policy.	LG Reg (2012) Pt 3 & 4	100%
Ensure staff purchasing activity is compliant with legislation and policy.	LG Reg (2012) Pt 3 & 4	100%

Safety Statistics

The safety statistics for the reporting period are:

	First Quarter		
	July	Aug	Sep
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	0	0
Number of Incomplete Hazard Inspections	0	0	0

Risk Management Summary

Section Risk Register (excludes risks accepted/ALARP)

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Operational degradation or failure of Council's Two-way radio communications system resulting in failed regional communications for daily operations and emergency disaster management.	High	Commence planning and implement a replacement RRC regional two-way radio communications system. Two stage plan- 1. Replace the Rockhampton City Two-way system. 2. Integrated regional solution taking in the Gracemere infrastructure.	(1) Jun 16 (2) Jun 18	100% 65%	Contract awarded to a local company – Beaney's Communications Stage 1 completed. Stage 2 delayed for land tenure issues with Mt Pinnacle communications tower.

6. Operational Plan Targets by Section

The following Operational Plan actions and targets are required to be reported to Council on a monthly basis. This data will also form part of the Operational Plan quarterly report to Council:

Operational Plan Ref	Action	Target	Status
2.2.4.1	Council purchases are in line with the Local Preference Policy guiding tender/quote evaluations.	Annual local goods/services spend analysis $\geq 70\%$ local.	Annual review due November 2017 Review period 1 Nov 16 to 31 Oct 17.
2.4.1.1	Implement Council's Smart Way Forward Strategy Action Plan	Complete installation of smart technology (lighting, CCTV, parking, digital banners and free public wi-fi) by 31 May 2018	Stages 1 a, b, f & g completed Stages 1 c & d under construction Stage 2 – under construction Stage 3 a – contract awarded and technology ordered Stage 3 b, c & d – detailed design in progress.
2.5.5.1	Design and fitout the Customs House Smart Hub	Construction completed and Smart Hub opened by 30 Nov 17.	Design completed Tenders closed 28 Jul 17 – six submissions. Expect work to commence late August.
2.5.5.2	Implement the annual Smart Hub Operational Plan	Facilitate three smart hub programs: 1. Learn to Earn, Connect and Grow 2. Startup Club 3. Startup Stars	Startup programs progressing on schedule. Startup Club # 1 – final pitch mid-Aug Startup Club # 2 – commences Sep. Startup Stars – commenced Jul, end date Dec 17.
4.3.1.1	Implement ICT Strategic Plan 2015/20, including the eServices Strategy and IT Mobility	Achievement of 2017 - 18 targets as detailed in the ICT Strategic Plan	Strategy actions implementation progressing as scheduled.

7. Capital Projects

As at period ended **July** – 8.3% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Adopted Budget	YTD actual (incl committals)
CORPORATE & TECHNOLOGY CAPITAL WORKS PROGRAM					
Fleet Asset Renewal Program (CP440)	1 Jul 17	30 Jun 18	Asset renewal program progressing on schedule	\$6,682,000	\$3,658,601
IT Asset Renewal & Upgrade Program (CP230)	1 Jul 17	30 Jun 18	IT Asset capital program progressing as directed by ISSG	\$1,250,000	\$86,835
Smart Hub – Customs House - Fitout	Jan 17	Dec 17	Detailed design completed, awaiting EHP approval Tenders closed 28 July, six submissions received and currently being assessed.	\$508,000	\$80,594
Contract award on schedule for mid-August, with work expected to commence late August/early September. BOR funding grant = \$250K					
CBD & Riverfront Smart Technology	Dec 16	Jun 18	Stage 1B completed Stage 1 C&D – work in progress Stage 2 (lower bank) – work in progress Stage 3A (East St – Fitzroy to William St) – contract awarded Stages 3 B, C & D – detailed design in progress	\$4,235,000	\$2,446,527
BOR funding grant = \$2.02M					

8. Operational Projects

As at period ended **July** – 8.3% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Startup Club programs (1 and 2)	Jun 17	Nov 17	First Startup Club program cohort on schedule for completion mid-Aug 17 (\$15,325 Federal grant funding).	\$30,650	\$7,727
Startup Stars	Jul 17	Dec 17	Program commenced in July, with Seven startup teams (\$17,237 Advance QLD grant funding).	\$34,474	\$14,500

9. Budget

Financial performance as expected for the reporting period

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Var %	On target 8.3% of Year Gone
CORPORATE AND TECHNOLOGY							
Fleet							
Revenues	(263,000)	0	0	(33,097)	(33,097)	13%	✓
Expenses	11,703,938	0	854,327	1,584,146	2,438,472	21%	✗
Transfer / Overhead Allocation	(17,419,500)	0	(15,822)	(1,766,726)	(1,782,547)	10%	✓
Total Unit: Fleet	(5,978,562)	0	838,505	(215,677)	622,828	-10%	✗
Property & Insurance							
Revenues	(421,782)	0	0	85,428	85,428	-20%	✗
Expenses	3,129,686	0	41,144	2,038,211	2,079,356	66%	✗
Transfer / Overhead Allocation	9,000	0	9	509	517	6%	✓
Total	2,716,904	0	41,153	2,124,148	2,165,301	80%	✗
Corporate & Technology Management							
Expenses	913,341	0	21,423	34,504	55,927	6%	✓
Transfer / Overhead Allocation	0	0	0	277	277	0%	✗
Total	913,341	0	21,423	34,781	56,204	6%	✓
Information Systems							
Revenues	(25,000)	0	0	(1,095)	(1,095)	4%	✗
Expenses	6,831,822	0	304,838	1,694,460	1,999,299	29%	✗
Transfer / Overhead Allocation	19,399	0	20	1,161	1,181	6%	✓
Total	6,826,221	0	304,859	1,694,526	1,999,385	29%	✗
Procurement & Logistics							
Expenses	1,781,875	0	56,053	116,045	172,098	10%	✗
Transfer / Overhead Allocation	(14,244)	0	51	(7,320)	(7,269)	51%	✓
Total	1,767,631	0	56,104	108,725	164,829	9%	✗
Customer Service							
Revenues	(201,000)	0	0	(6,436)	(6,436)	3%	✗
Expenses	1,680,435	0	7,965	104,192	112,156	7%	✓
Total	1,479,435	0	7,965	97,756	105,721	7%	✓
Smart Regional Centre							
Revenues	(18,000)	0	0	(455)	(455)	3%	✗
Expenses	315,856	0	25,204	12,083	37,287	12%	✗
Total	297,856	0	25,204	11,629	36,833	12%	✗
Total Corporate & Technology	8,022,826	0	1,295,213	3,855,888	5,151,101	64%	✗

10. Section Statistics

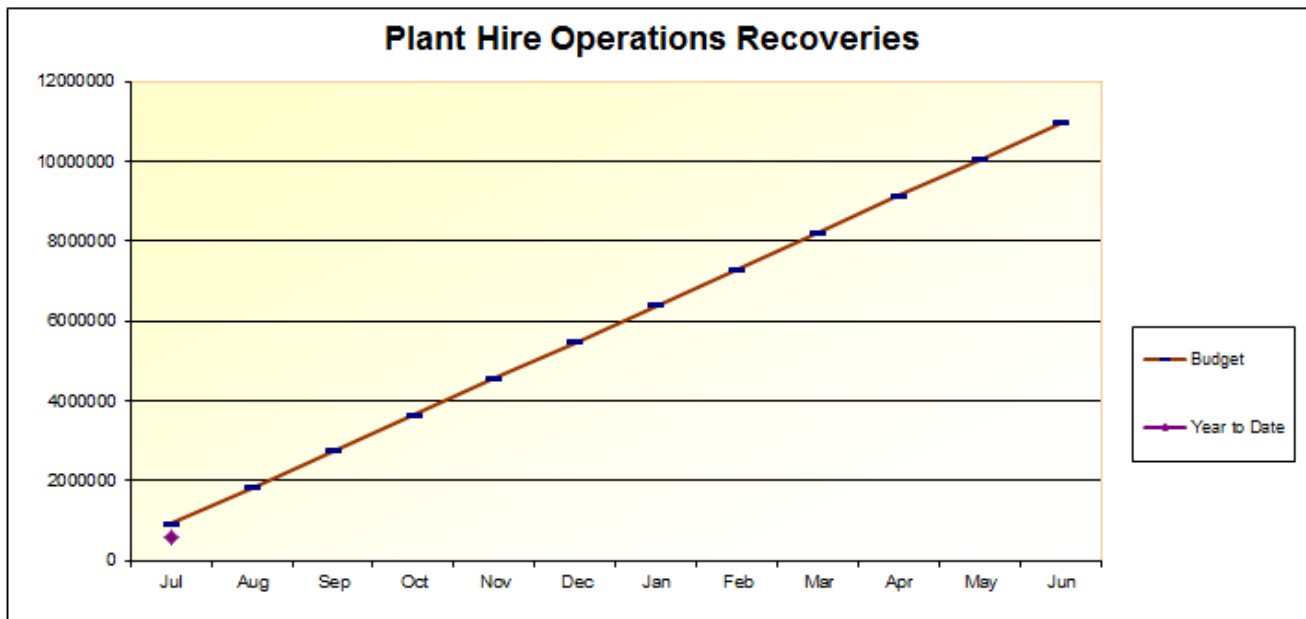
The following programs and activities were undertaken during this month:

Program/Activity	Date(s) Held	Visitor/Participation Numbers	Comments
GOVHACK 2017	28 to 29 July 2017	24 participants 3 teams submitted entries for judging in the QLD cohort of entries.	International event staged in the temp Smart Hub (212 Quay) GovHack 2017 was run in partnership with Startup Capricorn, CQUni, RRC and LSC.

11. Whole of Council Statistics

Fleet Services

Ensure internal plant hire operations deliver budgeted net surplus.



Plant Hire Operations Budget (Surplus)	\$ 10,947,538
Year to Date (Surplus)	\$ 603,239

Procurement & LogisticsContracts Awarded for July – **8**

TEN12577 - Employee Counselling Services - Converge International Pty Ltd - \$15,500 per annum
QUO12599 - Irrigation Network Control Design Botanic Gardens - Parkland Australia Pty Ltd - \$4,920
TEN12626 - Construction of Front Deck for Peoples Bar - Rockhampton Showgrounds - Warner Building Group Pty Ltd - \$196,033
QUO12637 - Construction of a New Aerator Walkway Bridge at the North Rockhampton Sewage Treatment Plant - Alertvale Pty Ltd T/A SMW Group - \$39,700
TEN12639 - Supply and Delivery of Clay to Lakes Creek Landfill - JRT Civil Pty Ltd - SOR
QUO12642 - Smart Technology Stage 3A - Stankey Electrics Contracting Pty Ltd - \$760,840
QUO12649 - Cleaning Services for LCRWTS Offices - Biniris (Aust) Pty Ltd - SOR
QUO12664 - Concept Design for Glenmore Water Treatment Plant Electrical Upgrade – Welcon Technologies Pty Ltd - \$133,700

Tenders / quotes in progress: **30**

Customer Requests Completed Monthly & Top 5 Customer Requests												
	August	September	October	November	December	January	February	March	April	May	June	July
Requests Logged	4155	3429	3163	3011	2565	3241	3235	3912	2884	2742	3521	3429
Same month Completed	3337	2903	2604	2449	1839	2525	2564	2929	2180	2914	2870	2671
% completed same month	80%	84%	82%	81%	71%	77%	79%	75%	75%	77%	81%	77%
Completed Total for Month	4175	4029	3169	3041	2383	2973	3121	3379	2194	3742	3656	3417
Total Pending	2183	1572	1607	1195	1419	1704	1844	2331	2107	2158	1992	
Top 5 Requests for Month	An/Dogr D/Plan T/Trim W/Leak W/Ani	An/Dogr P/Gen W/Leak D/Plan M/Mtce	An/Dogr T/Trim Bin RRC W/Leak D/Plan	An/Dogr W/Leak D/Plan P/Gen W/Ani	W/Leak An/Dogr T/Trim W/Animal D/Plan	W/Leak An/Dogr P/Gen T/Trim W/Animal	W/Leak D/Plan T/Trim An/Dogr P/Gen	T/Trim W/Leak S/Blockage Bin RRC Misc Road	W/Leak P/Gen Misc Road O/Grown An/Dogr	P/Gen Food Eng W/Leak An/Dogr W/Animal	Food Eng W/Leak An/Dogr Wan Ani Pk Gen	An/Dogr Food Eng W/Animal W/Leak P/Gen

Total uncompleted customer requests up to 3 months old:	3079
Total uncompleted customer requests between 3 to 6 months old:	268
Total uncompleted customer requests greater than 6 months old:	82

Conquest Work Order & Investigation Long Term up to 3 months	469
Conquest Work Order & Investigation Long Term between 3 to 6 months old:	234
Conquest Work Order & Investigation Long Term greater than 6 months old:	250

Request Completed: Requested task or action has been completed (not just work order raised), or complaint has been investigated, action taken and correspondence finalised.

Conquest Work Order: A Work Order has been raised for maintenance, repair or future planned action.

Investigation Long Term: Requested task, action or complaint assigned to internal or external investigation, may include, but not limited to: Insurance, Planning, Legal, Civil or Domestic matter

Key:	T/Trim - Tree Trimming	Pk Gen - Parks General Request	An/Dogr - Dog Registration Enquiry
	D/Plan - Duty Planner	Food Eng - Food Enquiry	W/Leak - Water Leak
	Bin RRC - Replace Bin RRC	D/Plan - Duty Planner (New Eng)	S/Blockage - Reactive Sewerage Block

**CORPORATE SERVICES DEPARTMENT -
MONTHLY OPERATIONAL REPORT JULY
2017**

Finance Monthly Report - July 2017

Meeting Date: 22 August 2017

Attachment No: 3



Monthly Operations Report

Finance Section

July 2017

1. Highlights

Include any highlights or achievements that have occurred during the month.

July sees a change in focus from Budget work to the preparation of the Annual Financial Statements. During the month, the asset valuation for Buildings has been processed. The draft Financial Statements will be discussed at a meeting of the Audit committee on the 25th August 2017.

2. Innovations, Improvements and Variations

*(Operational Plan Ref: 5.3.2.1 Identify at least one operational saving per section of responsibility.
5.4.2.6 Identify at least two improved processes per section of responsibility)*

As part of the Asset Management System review a review of 'Cloud' capability will also be undertaken to look for savings in Capital outlays.

3. Customer Service Requests

(Operational Plan Ref: 4.1.1.1 Provide timely and accurate responses to requests)

Response times for completing customer requests in this reporting period for July are within set timeframes.

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Rates Enquiry	0	0	52	46	6	0	3	● 1.07	● 1.30	● 1.53	1.01

4. Service Delivery

(Operational Plan Ref: 4.1.1.2 Provide effective delivery of Council services)

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
Unpaid rates and charges are managed in accordance with the Revenue Management Policy, achieving an overdue balance of less than 3% at its lowest point.	<3%	4.11% achieved in July	Operational
Rates are levied within one week of dates stipulated in the Revenue Statement.	100%	100%	Operational

5. Legislative Compliance and Standards (including Risk and Safety)

(Operational Plan Ref: 5.2.1.1 Comply with legislative requirements)

Legislative timeframes

Item	Due Date	Compliant?	Status
Updates to be presented to Council in sectional monthly reports.	Ongoing	100%	
Council's annual financial statements are "unqualified"	31/10/17		
There are no internal controls as rated by the QAO deemed "ineffective".	31/10/17		
There are no internal controls as rated by the QAO deemed "ineffective".	31/10/17		
The timelines of the annual financial statements as rated by the QAO is not "untimely"	31/10/17	30%	
The quality of financial statements is not rated "below average" by the QAO	31/10/17		
Long Term Financial Forecast updated at each budget and budget revision.	Ongoing	100%	Undertaken at 17-18 Budget Adoption
Annual Operating Surplus Ratio	Ongoing	100%	Compliant at 17-18 Budget

Item	Due Date	Compliant?	Status
between 0% & 10%			Adoption
Annual Net Financial Asset/Liability Ratio not greater than 60%	31/10/17		
Annual Interest Cover Ratio between 0% & 5%	31/10/17		
Annual Debt Service Cover Ratio greater than two times	31/10/17		
Annual Review of asset management plans by 30 June 2018.	30/06/18		
Annual asset sustainability ratio is greater than 90%	31/10/17		

6. Operational Plan Targets by Section

The following Operational Plan actions and targets are required to be reported to Council on a monthly basis. This data will also form part of the Operational Plan quarterly report to Council:

Operational Plan Ref	Action	Target	Status
5.2.1.8	Monitor and review non-compliance of legislative requirements	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis.	Nothing to report
5.3.2.4	Financial systems and processes are managed to meet the appropriate audit requirements and community expectation	The required asset revaluations are completed by 28 February 2018 and integrated into asset management and relevant financial plans.	0%
5.3.4.1	Conduct review of viability in keeping Rockhampton Region Waste and Recycling commercialised	Review undertaken and options presented to Council by 30 June 2018.	5%

7. Capital Projects

N/A

8. Operational Projects

N/A

9. Budget

Financial performance as expected for the reporting period.

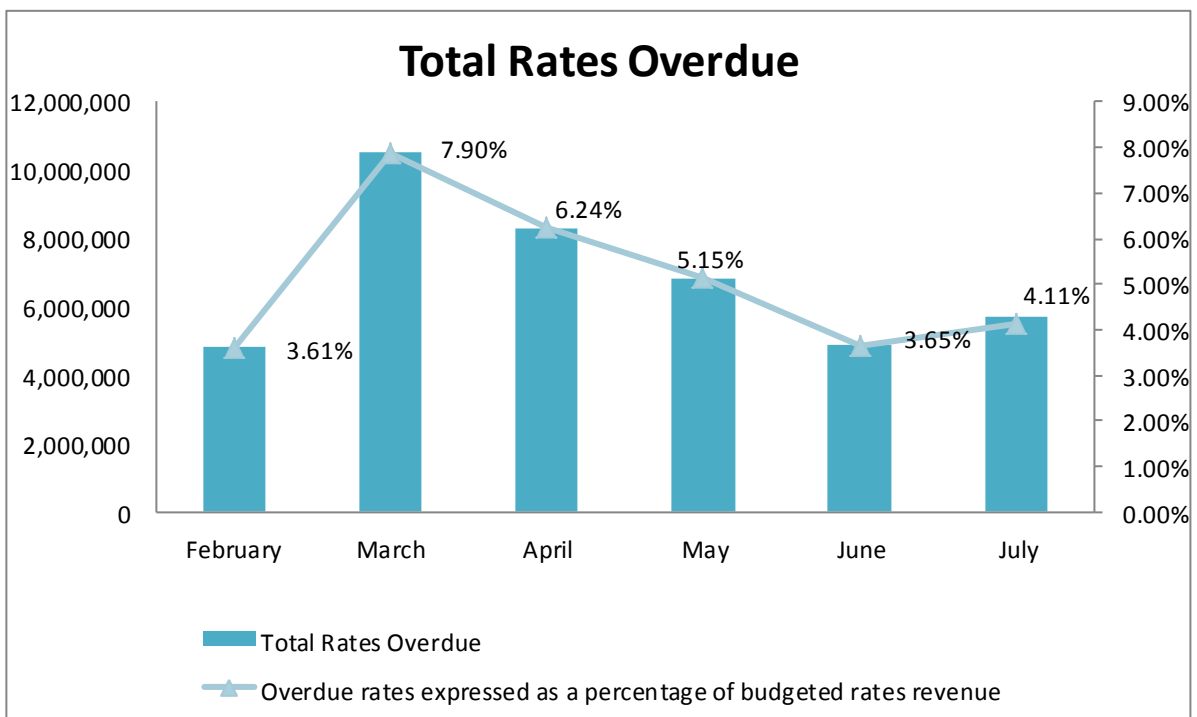
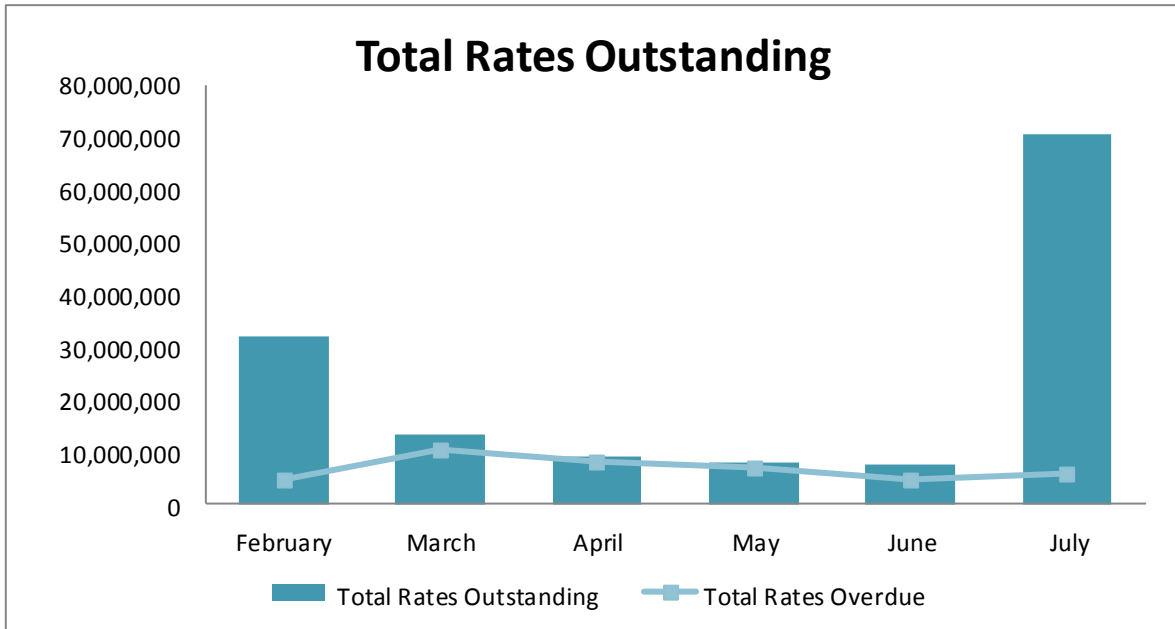


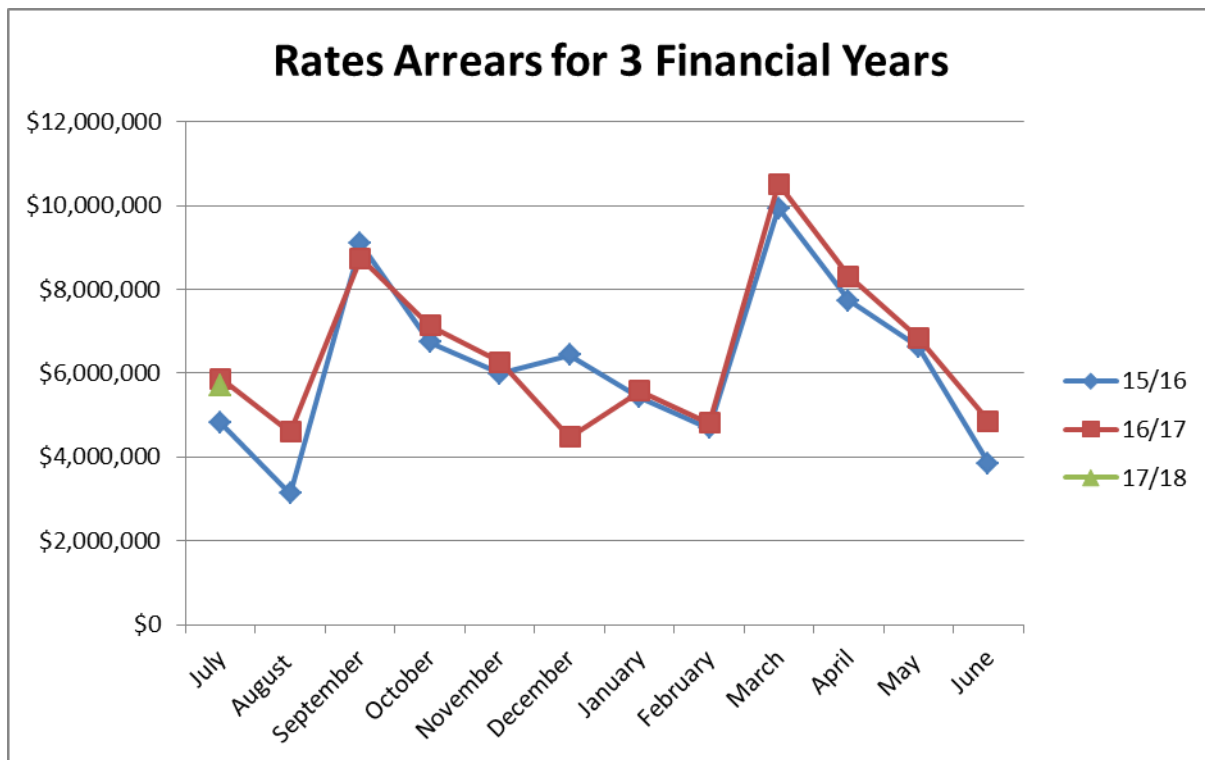
As At End Of July

Report Run: 08-Aug-2017 10:45:33 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 8.3% of Year Gone
CORPORATE SERVICES							
FINANCE							
<i>Finance Management</i>							
Expenses	562,938	0	98,432	39,305	137,737	24%	✘
Transfer / Overhead Allocation	0	0	0	277	277	0%	✘
Total Unit: Finance Management	562,938	0	98,432	39,582	138,014	25%	✘
<i>Accounting Services</i>							
Expenses	1,255,726	0	0	77,640	77,640	6%	✓
Total Unit: Accounting Services	1,255,726	0	0	77,640	77,640	6%	✓
<i>Financial Systems</i>							
Expenses	380,690	0	0	23,909	23,909	6%	✓
Transfer / Overhead Allocation	600	0	0	0	0	0%	✓
Total Unit: Financial Systems	381,290	0	0	23,909	23,909	6%	✓
<i>Assets & GIS</i>							
Revenues	0	0	0	(462)	(462)	0%	✓
Expenses	1,967,851	0	47,147	144,203	191,350	10%	✘
Transfer / Overhead Allocation	37,251	0	37	4,932	4,969	13%	✘
Total Unit: Assets & GIS	2,005,102	0	47,184	148,672	195,856	10%	✘
<i>Rates & Revenue</i>							
Revenues	(446,132)	0	0	(3,141)	(3,141)	1%	✘
Expenses	1,809,043	0	406,923	88,235	495,158	27%	✘
Transfer / Overhead Allocation	750	0	0	0	0	0%	✓
Total Unit: Rates & Revenue	1,363,661	0	406,923	85,094	492,017	36%	✘
Total Section: FINANCE	5,568,717	0	552,539	374,897	927,436	17%	✘
Total Department: CORPORATE SERVICES	5,568,717	0	552,539	374,897	927,436	17%	✘
Grand Total:	5,568,717	0	552,539	374,897	927,436	17%	✘

10. Section Statistics





11. Whole of Council Statistics

Safety Statistics

The safety statistics for the reporting period are:

	Injury Summary		
	May	June	July
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	0	0
Number of Incomplete Hazard Inspections	0	0	0

Risk Management Summary

All Finance's Risks are now ALARP.

11.5 2018 ROCKHAMPTON RIVER FESTIVAL DATES

File No: 6097
Attachments: Nil
Authorising Officer: Chris Ireland - Manager Regional Development and Promotions
Scott Waters - General Manager Regional Development and Aviation
Author: Aimee Bartlett - Acting Coordinator Regional Promotions and Tourism

SUMMARY

The Rockhampton River Festival has cemented its place as regional Queensland's premier winter festival with more than 40,000 people flocking to the three-day event in 2017. To ensure effective planning for 2018 the suggested dates put forward are 13 to 15 July 2018.

OFFICER'S RECOMMENDATION

THAT Council approves the dates of 13 to 15 July 2018 for the Rockhampton River Festival.

COMMENTARY

The 2017 Rockhampton River Festival was a major success. With more than 40,000 people flocking to the three-day event, Quay Street was alive with music, performances, art, food and markets.

2018 dates have been identified as 13 to 15 July 2018.

Queensland School Holidays run from 1 July until 15 July 2018. Boarding schools in the area have an additional week following.

At this stage no other events are booked in across the Region.

CONCLUSION

Scheduling of 2018 event dates early will allow effective planning with TEQ, stall holders and performers.

11.6 REGIONAL DEVELOPMENT - OPERATIONAL REPORT JULY 2017

File No: 12614
Attachments: 1. Regional Development Units - July 2017
Authorising Officer: Scott Waters - General Manager Regional Development and Aviation
Author: Chris Ireland - Manager Regional Development and Promotions

SUMMARY

The monthly operations report for the Regional Development Unit over the month of July 2017 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Regional Development Operational Report for July 2017 be received.

COMMENTARY

The attached report provides details of the core areas of activity during July 2017 by the Regional Development and Promotions Unit and the Strategic Planning Unit. These activities are continuation of tasks that have been allocated as a result of priorities driven throughout the Council and also regional economy.

Leading into a new financial year, budget, corporate and operational plan, the activities and deliverables of the unit will now become more targeted through KPI's that align with the following:

- Corporate and Operational Plan
- Budget
- Economic Development Action Plan

These areas of alignment now provide clear direction from the resolution of Council to the deliverables that officers will work towards and be measured against.

BACKGROUND

Council's Regional Development and Promotions Unit, and Strategic Planning Unit, provide monthly reporting to Council. The following report and attachment provides details of actions undertaken and deliverables during July.

CONCLUSION

It is recommended that Council receive the attached report.

REGIONAL DEVELOPMENT - OPERATIONAL REPORT JULY 2017

Regional Development Units – July 2017

Meeting Date: 22 August 2017

Attachment No: 1



Monthly Operations Report

Regional Development & Promotions, and Strategic Planning
July 2017

1. Highlights

Strategic Planning

- Council adopted the CBD Redevelopment Framework and CBD Streetscape Design Manual on 25 July.

Regional Development and Promotions

- Delivery of River Festival 2017. Presentation to follow.
- Delivery of first months Gear Up Rocky campaign.
- Carbon Farming Workshop held with over 40 local participant

2. Innovations, Improvements and Variations

Regional Development and Promotions & Strategic Planning

Operational Plan Ref	Operational Action	Target	Department	Action
5.3.2.1	Continually review operational expenditure	Identify at least one operational saving per section of responsibility	RDA	Reduction of promotional items
5.4.2.6	Pursue improved processes through all levels of Council	Identify at least two improved processes per section of responsibility	RDA	<ul style="list-style-type: none"> • New marketing procedure • New corporate gift procedure

3. Customer Service Requests



Response times for completing customer requests in this reporting period for July 2017

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days)		Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	6 Months		
Community Engagement	1	0	0	0	1	0	3	● 0.00	● 18.00	● 8.00	26.33
Marketing Enquiries	1	1	0	0	0	0	1	● 0.00	● 35.00	● 35.00	35.00

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days)		Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	6 Months		
Strategic Planning Development Certificates	1	1	26	23	2	1	3	● 1.70	● 1.38	● 1.49	1.16
Strategic Planning Enquiry	0	0	3	3	0	0	3	● 2.33	● 2.50	● 1.79	1.00

4. Service Delivery

Regional Development and Promotions & Strategic Planning

Operational Plan Ref	Operational Action	Target	Current Performance	Service Level Type
4.1.1.1	Provide timely and accurate responses to requests	In accordance with unit's customer service standards or adopted service levels		
4.1.1.2	Provide effective delivery of Council services	In accordance with unit's customer service standards and service levels		

5. Legislative Compliance and Standards (including Risk and Safety)

Strategic Planning notes

The commencement of the new Planning Act 2016 required Council to complete an Alignment Amendment of the current Rockhampton Regional Planning Scheme (RRPS) so that the development industry locally could proceed with no loss of certainty. As well Council has been working for some time to complete the additional processes now required to prepare a Local Government Infrastructure Plan (LGIP). The Alignment Amendment and compliant LGIP commenced on 3 July with the new Planning Act. This makes all Council's major planning instruments statutorily compliant.

Regional Development and Promotions & Strategic Planning Operational Plan Targets

Operational Plan Ref	Operational Action	Target	Item	Due Date	Status
5.2.1.1	Comply with legislative requirements	Updates to be presented to Council in sectional monthly reports	Expired licences	31/8/17	1 x expired licence already actioned and completed
			RRPS Alignment Amendment	03/07/17	Complete
			RRPS Local Government Infrastructure Plan (LGIP)	2018	Complete; subject to a major review being required within 5 years
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Risk registers are presented to Council on a quarterly basis	Risk Register	25/8/17	Monitoring of risks on an ongoing basis
5.2.1.8	Monitor and review non-compliance of legislative requirements	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis	Certification	31/8/17	Nil to report

6. Section Statistics / Updates

Regional Development

Completion Status	Deliverables
In Progress	<p>Adani: “Gear Up Rocky” Initiative</p> <ul style="list-style-type: none"> • Finalised front line elements of the “Gear Up Rocky” initiative to help business prepare for supply chain opportunities associated with the Adani / Carmichael Mine project: • The engaged contractor developed final format and content of the “Gear Up Rocky” Business Readiness Seminars to be conducted in August 2017. • With Small Business Solutions finalised a planned delivery schedule of exclusively customised Certificate IV in Small Business Management in Rockhampton. • With Regional Promotions team finalised and implemented branding and marketing of “Gear Up Rocky” elements as an Advance Rockhampton initiative. • Public introduction and promotion of “Gear Up Rocky” initiative in major public forums including the DSD Growth Seminar and Adani Regional Content Briefing. • Adani Regional Content Manager publicly strongly endorsed the “Gear Up Rocky” campaign and Advance Rockhampton economic development initiative. • Further development of a FIFO workforce engagement plan to prepare local workforce and engage with new arrivals to secure them as Rockhampton residents. A range of strategies and incentives have been scoped out. Confirmation and implementation of strategies and incentives will be subject to FIFO arrangements (yet to be announced by Adani) and further cost analysis and prioritisation. • Ongoing engagement with Adani officers including the Regional Content Manager and Indigenous Engagement Manager to ensure our strategies are aligned with Adani timelines, portals (EconomX and uWorkIn) and processes. • Further engagement with Dept. of State Development (DSD) to identify opportunities to align “Gear Up Rocky” strategies with their supply chain specialists and seminars (e.g. Supply Chain Opportunities workshops and Growth Seminars).
In Progress	<p>Advance Rockhampton</p> <ul style="list-style-type: none"> • Advance Rockhampton brand and associated “Gear Up Rocky” jointly promoted through major forums (as above), online, brochures and media campaigns to raise awareness of Advance Rockhampton as our economic development entity.

Completion Status	Deliverables
In Progress	<p>Carbine Resources Mount Morgan Gold and Copper Project</p> <ul style="list-style-type: none"> • Council’s recommendation of approval and conditioning of Carbine Resources DA (relating to the Priority Living Area under the Regional Planning Interests Act) was approved by DILGP on 27 July 2017. • Along with Senior Executive Trade & Investment continued to identify opportunities to link potential international investors with Carbine Resources. • Ongoing liaison with Carbine Resources and other stakeholders to progress the project.
In Progress	<p>Capricornia Business Awards 2017</p> <ul style="list-style-type: none"> • Planning for 2017 awards progressing with the event to be conducted on Friday 3 November 2017 at Rockhampton Leagues Club.
Completed	<p>Carbon Farming Workshop</p> <ul style="list-style-type: none"> • Council partnered with QANTAS to deliver Queensland’s first QANTAS Carbon Farming Workshop in Rockhampton on 5 July 2017. • More than 25 local landholders attended along with reps from QANTAS, CSIRO, and GreenCollar to discuss how carbon credits are earned and the scope for local landholders to earn them to offset emissions.
In Progress	<p>Aquaculture Development</p> <ul style="list-style-type: none"> • Commenced work with DAF to identify potential aquaculture development area sites in Rockhampton Region. • Further work will be undertaken to refine identification of potential sites against DAF specifications.
In Progress	<p>Development Incentives Policy</p> <ul style="list-style-type: none"> • Drafted report for 8 August 2017 Council meeting
In Progress	<p>Rockhampton Region METS servicing businesses</p> <ul style="list-style-type: none"> • Added a further 70 businesses to database • Added improved contact details
In Progress	<p>Capricorn Highway and other east-west roads</p> <ul style="list-style-type: none"> • Discuss possibilities with CHRC & Isaac RC • Attended IQRAP meeting in Emerald • Attended IQRAP teleconference • Advice to IQ-RAP about new cattle transport route through Rockhampton • Arranged meeting with CQ DTMR Regional Director
In Progress	<p>Bowen Basin Mining Club</p> <ul style="list-style-type: none"> • Attended lunch in Mackay on 28 July 2017 • Further discussions about 21 September 2017 lunch

Completion Status	Deliverables
In Progress	Defence activities <ul style="list-style-type: none"> • Liaised with contractor about Defence KPIs • Attended Senate Standing Committee on Defence hearing on 12 July 2017
In Progress	NBL Clash – Cairns Taipans v Brisbane Bullets <ul style="list-style-type: none"> • Organised two businesses to take corporate boxes • Discussed further possibilities with CQU • Took part in two overseeing committee meetings
In Progress	Drive Inland Promotions Association <ul style="list-style-type: none"> • Completed minutes for two meetings held on 28 June 2017 of LHPA and DIPA • Drafted five returns under Corporations Act • Liaised with consultant about website
Completed	Department of State Development <ul style="list-style-type: none"> • I attended the Regional Growth Seminar on 5 July 2017.
In progress	Ag Investment Ready Projects <ul style="list-style-type: none"> • This has now two streams: Ag investment ready project development and water irrigation. For ag investment project, the team had a meeting with senior management to clarify on deliverables. • Since then four consulting firms were invited to submit a proposal. • Regarding land suitability and water irrigation Council's internal team is working on it and will provide the final information by the end of August. • The team has also been working with DAF on aquaculture and identified over 2,000 ha in the region.
In progress	Northern Australia Ag Trade and Investment Conference <ul style="list-style-type: none"> • Northern Australia Ag Trade and Investment Conference The final proposal was submitted to the following offices: Matt Canavan, Steven Ciobo, Curtis Pitt and Bill Byrne in order to gain both government's support. • Staff have been working on a grant submission to the Australian Federal Govt and a report to Council. • ED Team has been trying to secure a meeting with Curtis Pitt and Bill Byrne and is currently in negotiation on the date. • Through the Singaporean trade mission, Mayor and staff will present the submission to Steven Ciobo to secure his support. • Singapore/China/Japan/Korea: Staff visited Canberra on 28 July to secure the support from the above foreign government. The feedback was positive.
In progress	Carbine Resources <ul style="list-style-type: none"> • Connected with a company for potential investment
In progress	Study Cluster <ul style="list-style-type: none"> • In order to increase the aware of international education in Rockhampton and profile Rockhampton as the destination for study on an international context, there has been a need for funding. • A grant submission was made on 18 July and ED Team is now invited to a pitch. • Four stages of development plan has been identified to work both ends: regional basis and international basis.

Completion Status	Deliverables
In progress	<p>International Study Tours</p> <ul style="list-style-type: none"> • Two groups from Korea will start training in Rockhampton this year. • Both groups are funded by the Korean Government. • One group of 8 students will be trained at Rockhampton Jockey Club for horse racing training. A delegation for this program will visit Rockhampton on 14 August to sign a MOU with Council and Jockey Club. • Second group of 10 students will be based at Teys Australia for Certificate II in Meat Processing. Currently negotiating on a time to sign a MOU with Teys and Council and the second week of September has been proposed.
Continuation	<p>Zhenjiang</p> <ul style="list-style-type: none"> • Zhenjiang confirmed their delegation to Rockhampton in October to discuss education cooperation and art exchange program.
In progress	<p>College Visit</p> <ul style="list-style-type: none"> • A private English College in BNE, currently delivering high school prep programs for public and private schools, visited Rockhampton in July.
In progress	<p>Airport Investment</p> <ul style="list-style-type: none"> • ED Team has been in close discussion with an investor for the airport. • This delegation made a second visit to Rockhampton in July and met with staff during the visit.
Completed	<p>SuperAlgae</p> <ul style="list-style-type: none"> • This is a Malaysian research company for super algae. • Since Port Alma area was identified as suitable for their initial project they visited us on 18 July. • After some negotiation they chose Lockyer Valley for their initial project area and the main reason was due to the proximity to Brisbane Port. They indicated that their infrastructure is expensive so prefer to be in that location. • However, the indication was that they will expand into Rockhampton within the next two years. • This delegation was introduced to CQUniversity and local farmers and both parties confirmed their keen interest in being involved in this project when they move up. • The overall project scale is known as \$37M.
In progress	<p>Korean Restaurant Investors</p> <ul style="list-style-type: none"> • There was a visit made by a Korean investor in July regarding potential investment in the Rockhampton Region.

Strategic Planning

- Work on most Catalyst Projects is being project managed by other sections and reported as appropriate. A more detailed program of activities generated by the balance of the Framework with approximately a 3 year planning horizon is being developed.
- The Strategic Planning organisation has been reviewed and reformed to provide greater support for urban renewal and place making. The new structure will be implemented as quickly as recruitment outcomes permit.
- The Rockhampton Region Planning Scheme Alignment Amendment and fully compliant Local Government Infrastructure Plan commenced operation on 3 July, concurrent with the new Planning Act 2016.
- Strategic Planning staff made a significant contribution to the River Festival through the design, construction and operation of the Pallet Village on the riverbank. We would like to acknowledge the invaluable support from other departments, in particular Council Parks and Community Facilities crews.

Marketing and Events

- Laneways – 1st event
- Marketing Team
- Edition 7 of My Rockhampton distributed on time.
- Developing Northern Australia conference production of Live, Advance and Explore booklets, display items etc.
- Corporate Plan and Operational Plan designed.
- Gear Up Marketing Campaign started.
- Spring Garden Spectacular Opened, marketing commenced.
- Pets in the Park Day, event and marketing.
- Start of website integration for external council unit websites into Open cities.
- Collateral development for Pest, Health and Vector site at Rockhampton Show.
- Annual marketing plans for Libraries, Gardens, Zoo, Local Laws, Communities and Sports and Rec implemented.

7. Operational Plan Targets by Section














The following Operational Plan actions and targets are required to be reported to Council on a monthly basis. This data will also form part of the Operational Plan quarterly report to Council:










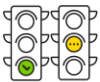


Strategic Planning













Operational Plan Ref	Action	Target	Status
1.4.2.2	Ensure the CBD Redevelopment Framework includes opportunities for pedestrians and cyclists	Complete and lodge the major amendment to the Rockhampton Region Planning Scheme by 31 March 2018	31/07/17: Will propose the preparation of a major amendment under the new planning act by 30 September, following the commencement of the alignment amendment to RRPS on 3 July. The scope will include elements already agreed with Council plus any additional matters raised more recently, some the subject of other plan actions.
		Achievements of actions within the CBD Redevelopment Framework	31/07/17: This action is effectively complete as the Framework was adopted on 25 July. The Short term action plan will be developed to project manage actions over a 3 year planning horizon. The framework advocates and plans for increased cycling and pedestrian use of the CBD in a number of ways.
Operational Plan Ref	Action	Target	Status
2.3.1.2	Provide incentives and strategies to support economic activity and business confidence within the CBD	CBD Redevelopment Framework endorsed by Council by 31 July 2017	31/07/17: Completed. Framework and Streetscape Design Manual adopted by Council on 25 July.
		Develop a Place Making Strategy and Laneway Activation Plan for the CBD by 31 December 2017	31/07/17: Working in collaboration with the art gallery for a public art strategy for laneways. UAP engaged to complete substation plan and will be expanded to include all Quay Lane if successful.
2.3.3.1	Develop incentives and strategies to support economic activity and business confidence in centres outside of the CBD	Develop a Regional Centre Place Making Strategy by 31 December 2017	31/07/17: Initial draft strategy submitted in 2016. Will be reviewed and updated for consideration by the new Strategic Planning Manager. Successful recruitment of the entire revised structure will determine viability and timing of this work.
2.6.2.1	Ensure statutory land use instruments protect good agricultural land and do not unnecessarily constrain development	Review rural land use provisions as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	31/07/17: Current RRPS provisions protect identified good quality agricultural lands from inappropriate development. It may be worth reviewing aquaculture provisions and including some mapping of preferred areas in the major amendment based on some recent location evaluation by the State.


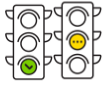






Operational Plan Ref	Action	Target	Status
3.1.1.1	Ensure the Planning Scheme protects and enhances places of value	Review state mapping changes and SPARC review outcomes as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	31/07/17: All new state mapping and SPP will be incorporated as relevant as part of the scope of the major amendment.
3.2.2.1	Ensure the planning scheme supports the development of major renewable energy projects at suitable locations	Review renewable energy provision as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	31/07/17: The RRPS currently supports renewable energy development in rural areas where off site impacts are properly dealt with. A quick review to ensure provisions remain adequate will be conducted as part of the major amendment.
3.2.2.2	Ensure the planning scheme responds properly to State Planning Policy or climate change advice and best science	Review updated advice, science and state planning policy on climate change adaptation and response as part of the Rockhampton Region Planning Scheme Major Amendment by 31 March 2018	31/07/17: Any changes necessary in response to the new SPP will be included in the scope of the major amendment. The NRM advisor will be contacted with regard to new science that should be considered.
Operational Plan Ref	Action	Target	Status
4.4.2.1	Ensure statutory land use instruments achieve policy objectives	Commence implementation of CBD Redevelopment Framework after endorsement 31 July 2017	31/07/17: Short term action plan with up to 3 year planning horizon under development for review by Manager Strategic Planning. A number of Catalyst Projects already being progressed. Scope of next stage of work for Village Well under development.
4.4.3.1	Ensure statutory land use instruments achieve policy objectives	Support Economic Development Queensland in completing the Inner City Living project by 30 June 2018	31/07/17: Project development transferred to regional Services. Final design for the development still being negotiated with EDQ.
4.4.4.1	Ensure statutory land use instruments achieve policy objectives	Review ground floor provisions for commercial/retail development in the CBD Quay Street Precinct as part of the Rockhampton Region Planning Scheme major amendment by 31 March 2018	31/07/17: Will be included in the scope of changes for the major amendment.

Regional Development & Promotions









Operational Plan Ref	Action	Target	Status
1.5.2.1	Implement the Wayfinding Strategy across the Region	Update reports on implemented staged levels presented to Council on a quarterly basis	
1.5.3.1	Implement two-way conversation opportunities with the community	Update reports on facilitating departmental client community engagement strategies and marketing strategies presented to Council on a quarterly basis	
1.5.3.3	Position Council and My Rockhampton website event calendars as the go-to place for the Region	All Council and key local events listed on the website	
1.5.3.5	Implement data collection tactics for direct communication with residents	Electronic direct mail out messages increase of 10%	
1.5.3.6	Implement and deliver the My Rockhampton magazine and associated platforms	Three magazines designed and distributed per annum	
1.6.1.1	Inclusiveness in key projects and events	Report on programs undertaken and present to Council on a quarterly basis	
1.6.3.2	Deliver and support major Regional events	Deliver the Rockhampton River Festival with a 10% increase in attendance numbers from 2016, drawing a 5% increased number of out of Region visitors	
		Deliver Wholly Cow Month with a 10% increase in attendance numbers from 2017, drawing a 5% increased number of out of Region visitors	
1.6.3.3	Encourage and facilitate community capacity to deliver a large variety of events	Develop an Event How to Guide, which incorporates venue hire information, by 31 December 2017	
		Conduct two information sessions for the public on organising and running events, one in 2017 and the other in first half of 2018	
		Review current approval requirements/ processes and implement improvements by 31 December 2017	
1.6.4.4	Develop and implement a strong arts program as part of the Rockhampton River Festival	Three arts programs incorporated into the annual River Festival	
		Ensure art developed as part of the Rockhampton River Festival is designed to be long lasting and integrated as public art in line with Council policy and	

		procedures	
1.6.5.1	Implement key local resident stories and achievements into Council publications and platforms	My Rockhampton magazines incorporate profiles including Who's New in the Zoo, Why Rockhampton, Who to Follow, What are they doing now?	
Operational Plan Ref	Action	Target	Status
2.1.1.1	Engage with stakeholders to develop and implement a Destination Management Plan for the Rockhampton Region	Finalise development of the Destination Management Plan by 30 September 2017	
		Implement Destination Management Plan in accordance with timeframes detailed in the Plan	
2.1.1.2	Develop and implement strategies and initiatives to promote and improve Regional tourism opportunities	Scope work to be conducted to develop a holistic Regional tourism attraction with results being endorsed by Council by 31 March 2018	
		Develop a new tourism product 'History Tour of Rockhampton' by 31 March 2018	
		Review current regional branding and present findings to Council by 30 September 2017	
		Review and implement a regional visitor app by 31 December 2017	
2.1.2.1	Undertake a feasibility study for the development of a multipurpose sport and entertainment precinct	Study to be finalised and endorsed by Council by 30 June 2018	
2.1.2.2	Deliver or support the staging of national, state, regional and local sporting events	Develop a Capabilities Statement by 31 December 2017 which includes incentives for events linked to the Commonwealth Games	
2.1.3.1	Review current multilayered marketing plans for Advance, Explore and Live Rockhampton	Implement marketing plans by 30 June 2018	
2.1.4.2	Identify and implement business development opportunities for the Airport	Conduct a micro analysis of performance of airlines by 30 September 2017	
		Update reports on partner airline performance presented to Council on a quarterly basis	


		Six monthly passenger surveys	
2.2.1.1	Work with key industry stakeholders to develop investment profile opportunities for national and international investors	Industry stakeholder engagement and opportunities as per the Economic Development Action Plan update reports presented to Council on a quarterly basis	
2.2.2.1	Work with educational providers to position Rockhampton as a leading study destination	Deliver two international education focused delegations to the Region	
		Update reports on research capabilities and potential markets for health and aged care training presented to Council on a quarterly basis	
		Study Rockhampton initiative completed by 31 December 2017	
2.2.2.2	Support community training programs/ education workshops held in the Region	Finalise Industry Capability Network (ICN) training and business development courses and annual schedule by 30 September 2017	
2.2.3.1	Support programs that encourage residents to transition away from social support options	Finalise the National Disability Insurance Scheme (NDIS) Strategy by 31 March 2018	
2.4.2.1	Encourage further development of industrial estates to support future growth of a wide range of industries both within and outside of the Region	Update reports on industrial areas within the Rockhampton Region and present to Council on a quarterly basis	
2.5.1.1	Deliver Newsmodo campaign 'Rockhampton is Open for Business'	Council to adopt report by 31 October 2017 and recommendations implemented in accordance with the report	
2.5.1.2	Deliver Advance Rockhampton forums	Deliver at least four sessions	
2.5.2.1	Expand engagement with Asian market for business development opportunities	Deliver one inbound delegation from Asia and one outbound Council delegation to Asia per annum	
2.5.3.1	Prepare a strategy for a FIFO hub development within the Region	Strategy presented to Council by 30 September 2017	


2.5.4.1	Provide a mechanism through the My Rockhampton to promote local businesses	Include in website consolidation by 30 September 2017	
2.5.4.2	Support local business to build capacity and encourage growth	Complete Local Supply Chain Analysis by 30 June 2018	
2.5.5.3	Deliver capacity building workshops and small business/entrepreneurial training through key stakeholders	Deliver four workshops and training courses per year	
2.6.1.2	Explore further commercial opportunities by building Rockhampton's role and capacity as a logistics and forward deployment base	Update reports to be presented to Council on a quarterly basis	
2.6.3.1	Maximise opportunities from the Adani Carmichael mining project	Regular updates provided to Council with a formal report presented to Council on a quarterly basis	
2.6.3.2	Engage with the Resource Sector to identify and implement opportunities for the Region	Report to Council on opportunities on a quarterly basis	
Operational Plan Ref	Action	Target	Status
3.2.3.1	Industry engagement and the provision of support for new energy generation options	Update reports presented to Council on a quarterly basis	
Operational Plan Ref	Action	Target	Status
4.4.1.1	Update the Economic Development Action Plan to include engagement initiatives with this sector	Economic Development Action Plan updated by 30 June 2018	

Directorate

Operational Plan Ref	Action	Target	Status
2.1.1.2	Develop and implement strategies and initiatives to promote and improve Regional tourism opportunities	Redevelop My Rockhampton Website to go live by 30 September 2017	
2.1.4.1	Promote the Airport as the "Gateway to Northern Australia"	Masterplan to be completed by 30 September 2017	
2.6.1.1	Strengthen relationship with Singapore	Successfully deliver Wallaby 17 by 30 November 2017	
2.6.1.3	Actively engage with the ADF/DOD to maintain current levels of military engagement and exercises and advocate for an increase in exercise activity	Update reports to be presented to Council on a quarterly basis	
2.6.2.2	Support the delivery of Beef Australia 2018	Completed by 30 May 2018	
2.6.2.3	Undertake a feasibility study of water services in the Region including irrigated small cropping	Present findings of the feasibility study to Council by 30 June 2018	
Operational Plan Ref	Action	Target	Status
5.1.1.1	Review and audit existing organisations and advocacy groups where Council is represented. Identify any groups where inclusion is considered appropriate and report to Council accordingly	Review undertaken and report to Council by 31 December 2017	
5.1.2.1	Actively source grants, funding and other business opportunities	Update report presented to Council on a monthly basis	

All units of Council

Operational Plan Ref	Action	Target	Status
2.2.3.1	Support programs that encourage residents to transition away from social support options	Consider options in budget planning to support employment programs in 2018/19	

Operational Plan Ref	Action	Target	Status
5.3.1.1	Workforce planning is reviewed to ensure that resourcing levels meet business needs in accordance with budget allocations	Review workforce requirements in accordance with budget schedule	

8. Capital Projects

Nil

9. Operational Projects

As at period ended **July** – 8.333% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
CBD Redevelopment Framework & CBD Streetscape Design Manual Preparation	Feb 2016	Dec 2016	Complete	\$488,383	~\$488,000
Complete Alignment Amendment	Jan 2017	June 2017	Complete	N/A	

10. Budget

Financial performance as expected for the reporting period July 2017.

		As At End Of July					Variance	On target 8.3% of Year Gone
		Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual		
		\$	\$	\$	\$	\$	%	
REGIONAL DEVELOPMENT & AVIATION								
GM REGIONAL DEVELOPMENT & AVIATION								
<u>GM Regional Development & Aviation</u>								
Expenses		576,961	0	0	32,629	32,629	6% ✓	
Total Unit: GM Regional Development & Aviation		576,961	0	0	32,629	32,629	6% ✓	
Total Section: GM REGIONAL DEVELOPMENT &		576,961	0	0	32,629	32,629	6% ✓	
ECONOMIC DEVELOPMENT								
<u>Economic Development</u>								
Expenses		1,199,983	0	103,219	48,714	151,933	13% ✗	
Total Unit: Economic Development		1,199,983	0	103,219	48,714	151,933	13% ✗	
Total Section: ECONOMIC DEVELOPMENT		1,199,983	0	103,219	48,714	151,933	13% ✗	
REGIONAL PROMOTIONS & TOURISM								
<u>Regional Promotions</u>								
Revenues		(147,380)	0	0	(88,636)	(88,636)	60% ✓	
Expenses		1,200,787	0	141,645	252,051	393,696	33% ✗	
Transfer / Overhead Allocation		0	0	16	15,595	15,612	0% ✗	
Total Unit: Regional Promotions		1,053,407	0	141,662	179,010	320,671	30% ✗	
<u>Marketing</u>								
Revenues		(5,065)	0	0	0	0	0% ✗	
Expenses		717,388	0	35,482	37,903	73,385	10% ✗	
Transfer / Overhead Allocation		10,350	0	0	75	75	1% ✓	
Total Unit: Marketing		722,673	0	35,482	37,978	73,461	10% ✗	
<u>Tourism</u>								
Expenses		177,288	0	9,846	7,165	17,010	10% ✗	
Total Unit: Tourism		177,288	0	9,846	7,165	17,010	10% ✗	
Total Section: REGIONAL PROMOTIONS & TOUI		1,953,368	0	186,989	224,153	411,142	21% ✗	
STRATEGIC PLANNING								
<u>Strategic Planning</u>								
Revenues		(512)	0	0	0	0	0% ✗	
Expenses		1,124,959	0	421	31,949	32,370	3% ✓	
Transfer / Overhead Allocation		6,249	0	11	552	564	9% ✗	
Total Unit: Strategic Planning		1,130,695	0	432	32,501	32,933	3% ✓	
Total Section: STRATEGIC PLANNING		1,130,695	0	432	32,501	32,933	3% ✓	
Total Department: REGIONAL DEVELOPMENT &		4,861,007	0	290,640	337,997	628,637	13% ✗	
Grand Total:		4,861,007	0	290,640	337,997	628,637	13% ✗	

11.7 ANNUAL 2016/17 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT**File No:** 8320

- Attachments:**
1. **Operational Plan Qtr 4 progress report – Office of the CEO**
 2. **Operational Plan Qtr 4 progress report – Community Services**
 3. **Operational Plan Qtr 4 progress report – Corporate Services**
 4. **Operational Plan Qtr 4 progress report – Regional Development and Aviation**
 5. **Operational Plan Qtr 4 progress report – Regional Services**

Authorising Officer: Tracy Sweeney - Manager Workforce and Strategy**Author:** Allysya Brennan - Coordinator Corporate Improvement and Strategy

SUMMARY

The 2016/17 Operational Plan annual review and fourth quarter progress report as at 30 June 2017 is presented, pursuant to s174(3) Local Government Regulation 2012.

OFFICER'S RECOMMENDATION

THAT the 2016/17 Operational Plan annual review and fourth quarter progress report as at 30 June 2017 be received.

COMMENTARY

The 2016/17 Operational Plan annual review and fourth quarter progress reports as at 30 June 2017 are presented for Council's consideration.

The performance reports display actual performance against quarterly targets. In addition, the report includes progress comments as determined appropriate by the responsible manager. Actual year to date expenditure and revenue has been included for comparison to the adopted 2016/17 operational budget.

To ensure performance of the 2016/17 Operational Plan KPI's, standardised monthly departmental reports are now presented to Committees. This ensures that the performance of each unit is consistent with Council's strategic direction.

Overall the majority of Corporate Plan activities have been achieved for the 2016/17 year and fourth quarter. There are some individual Operational Plan KPI's that have not been met and comments have been provided in the attachment against those items.

PREVIOUS DECISIONS

The 2016/17 Operational Plan was adopted at the Special Council Meeting on 22 June 2016.

LEGISLATIVE CONTEXT

s174(3) of the Local Government Regulation 2012 states:

The Chief Executive Officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals of not more than 3 months.

CONCLUSION

The fourth quarter assessment and year-end position of the Rockhampton Regional Council 2016/17 Operational Plan as at 30 June 2017 has been prepared in accordance with legislation and is presented to Council for consideration.

**ANNUAL 2016/17 OPERATIONAL PLAN
REVIEW AND QUARTER FOUR
PROGRESS REPORT**

**Operational Plan Qtr 4 progress report
– Office of the CEO**

Meeting Date: 22 August 2017

Attachment No: 1

Chief Executive Officer Summary
Operational Plan Report
4th Quarter

This quarter has seen significant highlights achieved by the organisation, building on our existing momentum to create a Region that our community values and others admire.

While this Council run event was held just outside of this reporting period the majority of effort in bringing the Rockhampton River Festival to fruition was undertaken within it. This event was hugely successful with over 40,000 in attendance over the course of the weekend.

This event was conducted largely on the finished first stage of the \$35m riverfront upgrade. Funding from all levels of Government has brought this area to life and is a credit to all those involved in its completion. Stage 2 is now well underway.

This quarter also saw the adoption of a new Corporate Plan for Council that clearly emulates the themes of:

- Community
- Economy
- Environment
- Service Excellence
- Local Government Leader

In addition, the Operational Plan format was revised in line with this new Corporate Plan. The Operational Plan has clear links to the Corporate Plan and sets the annual targets to achieve the corporate outcomes. Both these documents are found on Council website.

The annual budget, with a total spend of \$275m, has been adopted. The average rates increase (based on valuation) is 1.9%. Being in a surplus position allows Council to maintain the community's existing asset base and keeping the organisation financial sustainable.

Council anxiously awaits the decision from Adani regarding the base for their FIFO hub for their Carmichael mine. A very competitive proposal has been put forward and the economic impact of this cannot be understated.

In summary, the key activities to be undertaken throughout the reporting year as part of the 2016/17 Operational Plan were largely achieved in the Office of the CEO with each General Manager reporting separately on their areas of responsibility.



2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE

CEO DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	-\$53,622
Operating Expenses	\$664,663	\$563,228
Capital Revenue	\$0	\$0
Capital Expenses	\$321,250	\$139,700

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

CEO Directorate - The Office of the CEO directorate is led by Council's Chief Executive Officer who is responsible for managing the Council in a way that promotes the effective, efficient and economical management of public resources, excellence in service delivery, continual improvement, responsiveness to the Council's policies and priorities and establishing and implementing goals and practices in accordance with the policies and priorities of the Council. The directorate consists of four units; Office of the Mayor, Communications & Events, Internal Audit and Regional Development.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to the CEO Directorate.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE

OFFICE OF THE MAYOR

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$441,085	\$456,239
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Work collaboratively with other Council departments to increase awareness of Council's services
2. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation
3. Manage relevant civic events
4. Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour
5. Facilitate Councillor interactions with constituents

Office of the Mayor - Provides executive administrative support to the Mayor, Deputy Mayor including co-ordinating diaries, responding to correspondence, speech writing, report writing, managing customer service request input and follow up, scheduling meetings and appointments, obtaining information and or background material required for meetings or enquiries and facilitating travel arrangements in liaison with the Committee Support unit. Plan and co-ordinate civic events to ensure the expectations of Mayor, Deputy Mayor and CEO are met. Provides the appropriate channels for Mayor, Deputy Mayor communications through a variety of methods. The unit works closely with the Leadership Team, Council departments and media outlets to deliver external communication messages through the appropriate media options. Manages, monitors and seeks relevant content and responses for corporate social media channels. Develops marketing and communication plans to enhance project deliverables through timely, effective communications. Facilitate citizenship ceremonies in accordance with statutory requirements.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Office of the Mayor unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE

GOVERNANCE SUPPORT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$25,900	-\$20,305
Operating Expenses	\$2,193,612	\$2,183,160
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Work collaboratively with other Council departments to increase awareness of Council's services
2. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation
3. Increase staff familiarisation and compliance with the Community Engagement Policy, Framework and Procedure across Council
4. Work collaboratively with other Council departments to deliver campaigns which encourage responsible resident behaviour
5. Provide professional agenda management services
6. Manage relevant civic events
7. Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process
8. Facilitate Councillor interactions with constituents

***Executive Support** - provides executive administrative support to Councillors and CEO including co-ordinating diaries, responding to correspondence, speech writing, report writing, managing customer service request logging and follow up, arranging and scheduling meetings and appointments, obtaining information and or background material required for meetings or enquiries and facilitating travel arrangements in liaison with the Committee Support unit. Plan and co-ordinate civic events to ensure the expectations of Mayor, Councillors and CEO are met.*

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects for the Executive Support unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE

Committee Support - provides administrative support to the CEO including managing Council's committee meeting processes by collation of reports, creation of agendas for the Council and Committee meetings, providing a minute taking service for Council and Committee meetings, distribution of the meeting action sheets, process Councillor's discretionary funds in accordance with policy and statutory reporting requirements, manage corporate travel arrangements and facilitate citizenship ceremonies in accordance with statutory requirements.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Communications - provides Council's corporate communications through a variety of methods. The unit works closely with the Mayor, Councillors, Leadership Team, Council departments and media outlets to deliver Council's internal and external communication messages through the appropriate media options. Manages, monitors and seeks relevant content and responses for Council's corporate social media channels. Develops marketing and communication plans in partnership with Council units to enhance project deliverables through timely, effective communications. Facilitate Council's Community Engagement policy and framework by providing advice to Mayor, Councillors, CEO and management teams.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects for the Committee Support unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects for the Communications unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CEO'S OFFICE

INTERNAL AUDIT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$260,586	\$316,132
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Provide assurance, consulting and assigned investigation services
2. Provide independent reporting to an audit committee
3. Facilitate an audit advisory committee of Council
4. Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community

Internal Audit - undertakes risk-based review of all management operations, systems, activities and processes, independent and objective (unbiased) assessment and reviews based on professional internal audit (and other) standards, independent reporting directly to an audit committee of Council, protection of the public interest, professional consulting (non-audit activities) services, assurance (audit activities) services in-house, fraud related services and risk management related services.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
R	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
N/A	N/A	N/A	N/A	0%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	
N/A	N/A	N/A	N/A	0%	
50%	100%	100%	100%	88%	

ANNUAL 2016/17 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Operational Plan Qtr 4 progress report – Community Services

Meeting Date: 22 August 2017

Attachment No: 2

General Manager Community Services Summary

Operational Plan Report

4th Quarter

Directorate

Delivery of operational activities during the 2016/17 financial year has been maintained well within performance parameters as per the following:

- Customer service requests within delivery timeframes – 100%
- Actual Budget position – 18% under predicted budget
- Operational projects – 100% of milestones achieved.

The review of Local Laws has finalised the internal and subject expert consultation stage and it is anticipated that it will progress to drafting stage within the next quarter.

Parks

Management focus in Parks for the year has been on the following:

- Delivery of parks operational outcomes.
- Remediation and restoration activities at Kershaw Gardens
- Construction of significant parks assets
- Development of the Sports, Parks, Active Recreation and Community Strategy (SPARC)

The operational outcome measures have been met or exceeded for the year with the utilisation of park spaces tracked by bookings showing an increase of 50% over the previous year, maintenance schedules meeting programmed targets and facility patronage (pools, zoos, sporting facilities) reflecting slight increases over the previous year when adjusted for seasonal fluctuations. The efficacy of this effort is highlighted by the actual budget expenditure being 7% under predicted budget – an enormous effort given the impact of Cyclone Debbie in March 2017.

Implementation of remedial action continues at Kershaw Gardens with approximately 70% open to the public and the final stage remedial and civil works tenders being awarded in June 2017.

The construction of significant parks assets, a mixture of both budgeted works and Works for Queensland projects, has generally tracked in accordance with budget and scheduling with the most notable being:

- Cedric Archer Reserve/Touch of Paradise works
- 42nd Battalion Memorial Swimming Pool Redevelopment
- Mount Morgan Streetscape Improvements
- Rockhampton Botanic Gardens and Zoo Improvements

The SPARC, an integrated planning strategy for the region, is 97% complete and is anticipated to be released in the coming fiscal year.

The response time for all request types has been able to be met in all categories with statutory and regulatory compliance being maintained well within organisational tolerance limits.

Community and Facilities

Performance across the section was generally in line with the annual operational targets, with customer service request response times continuing to be within the standard timelines for completion.

Operational projects were delivered in accordance with, or exceeding service standards with:

- Home Assist program service deliveries exceeding the annual outputs of service to eligible clients required by the Service Level Agreements with funding bodies.
- Libraries delivered a range of successful programs throughout the year including the highly successful CapriCon event which alone attracted 6500 participants on the day.
- Child Care recorded high utilisation targets throughout the year
- The annual Homeless Connect event was successfully delivered with 1134 services provided to the over 120 clients who participated. 38 agencies were represented on the day.

Financial outcome showed the section finishing the year within budget.

Planning & Regulatory

Although coming in at 19% over budget, 2016/17 has seen the amalgamation of the former Community Compliance and Development Planning functions into Planning and Regulatory Services with enhanced performance in both areas being realised following office and personnel relocations.

Customer service standards have continued to be met with the following notable achievements:

- Health and Environment – 100% completion rate for all approvals
- Building, plumbing and compliance – 100% completion rate
- Development assessment – 98% completion rate

Pest and Vector management programs have been delivered in accordance with the operational strategy with the most notable achievement being the successful containment and treatment of a declared outbreak of the Zika virus.

Local Law operations have operated at a heightened level with multiple systematic surveys being conducted and a 40% increase in customer service requests being dealt with over the year and while public awareness remains the focus to better inform the public and reduce adverse community impacts, animal control alone has seen 15829 dogs registered and 954 infringements issued for the year.

Arts and Heritage

Programming and education activities held during the year at Rockhampton Art Gallery continue to be a highlight of the broadening community engagement at the gallery. This all bodes well for the development of the new CBD cultural precinct for which planning is now well underway with grant funding of \$2M towards design development announced by the Queensland state government.

The Rockhampton Heritage Village continues to attract a wide range of visitors to the site with school groups and tourist alike commenting favourable on the historical collection on display. The site hosted a highly successful Heritage Festival and this event is now set to become a regular annual offering on site.

The Major Venues unit has hosted a variety of Council presented, community and commercial shows during the year with the highlight being the music theatre production of WICKED which was attended by over 6,600 patrons and has become the highest grossing production in the 38 year history of the Pilbeam Theatre.

As a whole Arts and Heritage finished the year with an actual expenditure 5% under predicted budget but across the financial year those externally focused commercial areas of the section have struggled to maintain previous levels of earned income.



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

COMMUNITY SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$28,000	-\$92,648
Operating Expenses	\$958,507	\$981,006
Capital Revenue	\$0	\$0
Capital Expenses	\$7,267	\$2,000

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Community Services Directorate - provides overall corporate management and coordination of the service delivery and strategic direction of the Arts and Heritage, Communities and Facilities, Parks and Planning and Regulatory Services sections.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Community Services Directorate.
100%	100%	100%	100%	100%	Major community festive event in the Region delivered. Animal Management Strategy implementation goals set for the quarter met.
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

ARTS & HERITAGE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$4,341,470	-\$3,710,993
Operating Expenses	\$7,230,506	\$6,438,564
Capital Revenue	\$0	-\$293,406
Capital Expenses	\$383,862	\$366,512

CORPORATE PLAN ACTIVITIES

1. Develop and deliver targeted arts and heritage programs
2. Deliver and facilitate community events and celebrations

Venue Operations - manages the Council's major venues including the Pilbeam Theatre, Walter Reid Cultural Centre and the Rockhampton Showgrounds while also providing auxiliary services such as food and beverage, ticketing and production services. The unit also delivers the See it Live Theatre program.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Heritage Services - manages the Rockhampton Heritage Village, presenting and preserving the region's historical collections.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Art Gallery - manages the Rockhampton Art Gallery to meet community expectations through art collection, management and development, local and visiting exhibition presentation and inclusive and developmental public programs.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	No outstanding customer requests.
100%	90%	100%	90%	95%	Artifax build not completed - now expected to be completed by end of Q1 17/18
100%	100%	100%	100%	100%	All projects completed
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Venue Operations unit.
100%	100%	100%	100%	100%	Performance against operational standard is displayed as no formal service levels have been adopted by Council at this time.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
99%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Heritage Services unit.
100%	90%	90%	80%	90%	Food and Beverage operation continues to under perform. Financial performance below budget expectation.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
99%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Art Gallery unit.
100%	100%	100%	100%	100%	Performance against operational standard is displayed as no formal service levels have been adopted by Council at this time.



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

COMMUNITIES & FACILITIES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$4,167,252	-\$3,926,991
Operating Expenses	\$19,997,582	\$19,268,370
Capital Revenue	\$0	-\$582,811
Capital Expenses	\$4,535,681	\$2,762,239

CORPORATE PLAN ACTIVITIES

1. Deliver a range of individual and organisational development services and programmes
2. Provide and maintain regional library services
3. Deliver targeted social programs relating to child care, youth and aged services
4. Facilitate community safety
5. Deliver facilities maintenance programs and projects

Library Unit (Client Services, Collections and Systems) - provides the community with access to community hubs of resources, services, programs and spaces for recreation, information, literacy (including digital literacy) development, learning and social connection.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Facilities - responsible for the delivery of minor capital projects, maintenance, cleaning and security services for Council's building assets.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	No outstanding customer requests
100%	100%	100%	100%	100%	
0%	0%	0%	100%	25%	Commencement of Gracemere Library project delayed until staff were relocated
100%	100%	100%	100%	100%	First Five Forever program delivered within budget
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	97%	100%	100%	99%	500 requests completed.
100%	90%	100%	98%	97%	2 hazard inspections outstanding
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

Home Assist - delivers the CQ Home Assist Program to provide safety related information and referral to home owners, tenants with a disability or aged over 60 years, and subsidised assistance with home maintenance, modifications and repairs for eligible clients to assist them to remain living in their homes.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Home Assist unit.
100%	100%	100%	100%	100%	
100%	100%	93%	100%	98%	Delivery in accordance with agreements applicable to state and federal government funding received.

City Child Care Centre - provides quality long day and occasional care for children from six weeks to school age in accordance with the Early Years Learning Framework and National Quality Standard.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
N/A	N/A	N/A	N/A	0%	
100%	92%	100%	100%	98%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the City Child Care Centre unit.
100%	100%	100%	100%	100%	
100%	100%	97%	96%	98%	Average of 99.95% for Long Day care and 44.17% for occasional care places.

Communities and Facilities Management - provides overall workplace administrative for the Communities and Facilities section, and has responsibility for Council's grants and sponsorship program, CCTV network and Cardax system, community halls, and community development programs.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	Capital projects not funded in revised budget.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

PARKS

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$554,920	-\$2,285,043
Operating Expenses	\$20,226,690	\$19,847,514
Capital Revenue	-\$1,855,732	-\$5,936,507
Capital Expenses	\$15,291,467	\$7,282,279

CORPORATE PLAN ACTIVITIES

1. Plan for appropriate open space within the Region
2. Ensure botanical collections are maintained and developed
3. Provide a well maintained and managed zoological collection
4. Provide developmental programs for sporting and recreational groups
5. Maintain the Region's sports fields, parks, gardens, playgrounds and open spaces
6. Deliver regional cemetery and associated services that meet current and future burial and remembrance needs

***Parks and Visitor Services** - manages the presentation, heritage conservation and maintenance of the Rockhampton Botanic Gardens and Zoo, Kershaw Gardens, and burial and memorial services at the Region's cemeteries.*

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	I
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	I
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
90%	100%	90%	90%	93%	Some delays with commencement of remaining Tropical Cyclone Marcia restoration works in Botanic Gardens.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

Parks Operations - manages the maintenance of local parks, street trees and landscape. Amenity and cleansing activities in the high use urban areas of the Region are also the responsibility of this unit.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	98%	100%	
100%	100%	100%	100%	100%	
100%	100%	95%	98%	98%	
100%	100%	100%	100%	100%	
100%	100%	100%	95%	99%	Some shortfalls in sports field services.

Parks Planning and Projects - manages the forward planning for the various aspects of Parks and Open Space activities; definition and delivery of small to medium capital projects and assets renewal and maintenance programmes. This unit is the liaison between Council and the various groups of Council's parks, sport and recreation facilities to assist in building active and healthy communities.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
85%	85%	90%	90%	88%	Some delays in completion of reactive maintenance work orders due to project demands.
100%	100%	100%	100%	100%	
100%	50%	80%	90%	80%	Some delays experienced; however, significant ground gained in final quarter.
100%	100%	100%	100%	100%	
90%	85%	90%	90%	89%	Tenure renewal target set for the financial year may not be met (based on progress to date); all other services and activities are on track for this unit

Parks Administration - coordinates the workplace administration, allocation of customer work requests, park bookings, procurement and financial management for the Parks section.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Parks Administration unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

PLANNING AND REGULATORY SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$3,029,200	-\$2,959,514
Operating Expenses	\$8,598,034	\$6,668,148
Capital Revenue	\$0	-\$718
Capital Expenses	\$0	\$63,862

CORPORATE PLAN ACTIVITIES

1. Provide regulatory and compliance services in line with statutory requirements and best practice
2. Plan and deliver programmes, partnerships, regulation and education relevant to Environment and Public Health
3. Implement Pest Management Plan actions to control declared pests
4. Implement Vector Management Plan actions to establish vector control measures
5. Provide compliance and regulatory services in line with legislative and community standards
6. Plan and deliver Local Laws programmes, partnerships, regulation and education
7. Contribute to the fair, orderly and sustainable use and development of the Region's resources
8. Assist in the implementation of a growth management framework which facilitates economic growth whilst preserving the region's character
9. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with town planning and operational works
10. Plan and deliver programmes, partnerships, regulation and education relevant to activities associated with building, plumbing and drainage and general planning compliance

Building Compliance - undertakes three primary functions including inspections and certification for building and plumbing, and ensuring compliance of all land use and development activities.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
81%	83%	86%	92%	86%	Improved resolution of requests is incrementally occurring due to improvements in operational activities.
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Building Compliance unit.
N/A	N/A	100%	100%	50%	New protocols adopted for the Building Compliance unit in the third quarter incorporating new functions and resources
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

Development Assessment - manages development applications for material changes of use, reconfigurations of lots, operational works and building works assessable against the planning scheme through the Integrated Development Assessment System under the Sustainable Planning Act 2009. The unit supports this primary role with ancillary services such as pre-lodgement meetings, negotiating decision notices, issuing infrastructure charges notices and managing development assessment matters in the Planning and Environment Court which involve Council as a party.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
96%	100%	97%	98%	98%	Duty Planner requests generally responded to within two days
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Development Assessment unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Development Assessment unit.
100%	100%	100%	100%	100%	An improvement of 50% on decision making timeframes achieved over the last 8 months

Planning Administration - coordinates the workplace administration, allocation of customer requests, procurement and financial management for the Building Compliance and Development Assessment units.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Planning Administration unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Planning Administration unit.
100%	100%	100%	100%	100%	

Health and Environment - the unit consists of Environmental Health, Pest Management and Vector Management. Environmental Health is responsible for licensing and inspecting activities particularly food businesses, environmentally relevant activities and higher risk personal appearance services as well as investigating complaints relating to environmental nuisance, public health risks and licensed activities and being a conduit for State based requirements. Pest Management is responsible for controlling declared pests, plants and animals on Council controlled land, inspecting and investigating declared pest activities and/or complaints and being a conduit for State based requirements. Vector Management is responsible for the management of designated pests on Council controlled land, inspecting and investigating public health risk activities and/or complaints and being a conduit for State based requirements.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
92%	96%	97%	95%	95%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Health and Environment unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Health and Environment unit.
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN COMMUNITY SERVICES

Local Laws - enforces State Government Acts and Council's Local Laws in relation to environmental nuisances, animals, overgrown land, signage, parking and illegal use of Council land.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
94%	97%	96%	100%	97%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	
N/A	N/A	100%	100%	50%	Operational capacity increased in the last quarter and changes incorporated in line with the Animal Management review. Pound Site sourced and approved. Finalisation of the appropriate application and decision underway.
100%	100%	100%	100%	100%	

Support Services - coordinates the workplace administration, allocation of customer requests, procurement and financial management for the Health and Environment and Local Laws units, and assessment and decision making on relevant applications

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
99%	100%	98%	100%	99%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Support Services unit.
N/A	N/A	100%	100%	50%	New structure and resources implemented in third quarter. Operational improvements introduced to bring projects back on target.
80%	95%	100%	100%	94%	

ANNUAL 2016/17 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Operational Plan Qtr 4 progress report – Corporate Services

Meeting Date: 22 August 2017

Attachment No: 3

General Manager Corporate Services Summary

Operational Plan Report

4th Quarter

Workforce & Strategy

In August 2016, following a cultural values survey of all staff and focus groups of around 200 employees, representative of all areas, the new values and behaviours were launched.

Some achievements throughout the year have been:

- Around 130 Managers, Coordinators and Supervisors have attended a series of workshops on topics such as Bringing Culture to Life, Leading with Accountability, and Leading Change, with further workshops planned for the remainder of 2107.
- A network of 20 Culture Champions were trained and established from within the workforce to promote the values of Council.
- A 360 degree feedback process has been held with all Managers and Coordinators.
- A council wide competition was held to design a new values symbol won by an external employee Gareth Langford.
- A page had been devoted in the monthly staff newsletter to promote the cultural journey.
- A site on the intranet was established with cultural activities and information on the cultural journey.
- A staff survey was conducted in May 2017 with a 66% response rate – some of the results are as follows:
 - 93% of all staff are aware of the values.
 - 94% of all staff understand the values.
 - 93% are committed to working towards the desired values and culture.
 - 61% agree that we are making progress to improving the culture.

This program continues throughout the next financial year.

Council has continued to contribute to youth employment and development by employing 13 apprentices and 17 trainees. Council is also fortunate to be able to attract volunteers to assist the community. In June 2017 alone 4859 hours of volunteer time was contributed.

During this year Council has consulted with the Community on its new Corporate Plan which was formerly adopted in June. Along with a new Operational Plan these can be found on Council's website. The Corporate Plan consists of five key themes; Community, Economy, Environment, Service Excellence and Local Government Leader. Each theme has a number of expectations that the community desires for the Region, connected by outcomes that Council will strive towards to satisfy community expectations. The 2017-2022 Corporate Plan (including the 2017/18 Operational Plan Activities) has been published to enable the identification of linkages between both documents and to demonstrate how the Corporate Outcomes will be achieved next financial year.

Due to management's commitment and success in working with our employees who have experienced a lost time injury to get them back in the workplace on suitable duties has seen a reduced contribution rate for the next financial year. This will be 1.292% and is the first time that the contribution rate for Council has been lower than the scheme rate which has been reduced from 1.35% to 1.3%.

An audit of Council's Safety Management System was conducted by auditors from Local Government Workcare during this period to assess Council's level of compliance against an industry benchmark which is set at 70%. A positive result for Council was achieved with a final score of **82%** compliance rate. This result confirms Council's Safety Management System is meeting National requirements.

Corporate & Technology Services

During the financial year Council continued to implement the actions from its Smart Way Forward Strategy. These actions have been progressing as planned. This Strategy was awarded the Economic Development Australia 2016 Award for Excellence in the Digital Entrepreneurs Category. This Strategy included the installation of the smart poles as part of the Riverbank redevelopment which is now complete.

Another part of this strategy is the establishment of a smart hub. This hub is currently housed in a temporary location awaiting the completion of the works in the Customs House for its permanent home. Even in the temporary location this hub has gone from strength to strength with 16 resident startups. In addition many positive programs have commenced here such as the Startup Club and Startup Stars as well as the participation in events such as Startup Capricorn - Startup Weekend, CQUniversity 3DS and GovHack.

77% of Council's materials or \$59.6M has been spent on local suppliers. Council has adopted its Purchasing Policy again with a strong focus on buying local.

From a customer service perspective 42000 customer service requests were logged during the financial year. In addition over 80,000 phone calls were received with 85% being dealt with at the first point of call.

Finance

The 2017-18 Budget was adopted on 6 July 2017 ensuring long term financial sustainability for the Rockhampton Region. The Budget was aligned with Council's Long Term Financial forecast, Asset Management Plans and Operational Plan which continues a strong focus on economic development.

Budget Snapshot:

- Surplus of \$500,000
- Total budget expenditure of \$255 million
- \$118 million Capital Works Program
- Bottom line rate increase for the average ratepayer (based on valuation) is 1.9%.



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

CORPORATE SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$614,772	\$522,219
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Corporate Services Directorate - provides the oversight of the Corporate Services department. Corporate Services department contains the financial functions of Council as well as procurement and supply, information technology, workforce and strategy, fleet management, property management and customer service. In addition to this airport operations are also included.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Corporate Services Directorate.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Corporate Services Directorate.
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

CORPORATE AND TECHNOLOGY SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$1,156,600	-\$1,116,536
Operating Expenses	\$9,999,850	\$9,411,693
Capital Revenue	\$0	-\$460,140
Capital Expenses	\$8,513,479	\$8,875,463

CORPORATE PLAN ACTIVITIES

1. Champion a customer service culture that complies with Council's statutory obligations and Customer Service Charter
2. Deliver fleet and plant asset management in an efficient operating environment
3. Efficiently manage and optimise use of Council's property portfolio
4. Manage and effectively administer Council's contract and tendering, inventory and purchasing processes in accordance with relevant legislative requirements and organisational needs
5. Strategically plan and actively manage Council's information systems to meet Council's needs
6. Ensure Council's recordkeeping practices are in accordance with legislative, policy obligations and Council's Recordkeeping Charter
7. Ensure Council operations are performed considering and addressing all potential risk occurrences to Council and the community

Customer Service Centre - the first point of contact for customers with front-counter services in Rockhampton, Gracemere and Mount Morgan, and a call centre based in Rockhampton. Customer service also provides QGAP (QLD Government Agency Program) services and facilitates, park events and hall bookings.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Procurement and Logistics - ensures well governed and disciplined procurement activities and inventory management practices which comply with legislative and policy requirements whilst meeting organisational needs now and into the future. The unit consists of four interrelated sub-units: Purchasing Compliance, Accounts Payable, Contracts and Tenders and Logistics (3 x stores) undertaking centralised purchasing for Fitzroy River Water, Civil Operations and Rockhampton Regional Waste and Recycling.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Customer Service unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Procurement and Logistics unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

Information Systems - a combined unit responsible for information technology and records management services. Information Technology Services' role is to acquire, manage and support information and communication technology related equipment and services for the organisation. Records Management oversees and assists with the management of Council records and is responsible for ensuring that Council's official records are captured and managed in a way that improves business processes and fulfils legislative requirements. Records also coordinates the right to information and information privacy processes.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	IT projects progressing as planned. Expecting some carried forward capital allocation for ongoing IT Projects.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Property and Insurance - manages Council owned and controlled properties by ensuring Council's and the community's interests are appropriately risk managed through the negotiation and establishment of formal lease arrangements. Also responsible for the effective and efficient management of the day-to-day insurance claims processing (including liaising with Council's insurers, assessors, repair agents and claimants), land resumptions, acquisitions and sales and enterprise risk management.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Property sales and acquisition processes progressing as planned.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Fleet Services - custodianship and management responsibility of all fleet vehicles, plant and equipment assets above the \$5,000 capitalisation threshold and/or all assets requiring registration with Queensland Transport. This includes capital and recurrent budgeting, renewal and maintenance planning and disposal ensuring fit for purpose, safe, reliable and cost effective fleet, plant and equipment, enabling Council to deliver an optimum level of service. Council has a fleet asset base comprising just over 800 assets with a replacement value of approximately \$52.8M.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Fleet renewal program progressing as planned. Expecting some carried forward capital allocation for plant & equip on order.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

FINANCE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$419,500	-\$584,664
Resourcing Revenue	-\$73,775,473	-\$81,267,480
Operating Expenses	\$6,175,220	\$5,688,885
Resourcing Expenses	-\$25,745,648	-\$24,821,497
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0
Resourcing Capital Revenue	-\$565,075	\$0
Resourcing Capital Expenses	\$510,900	\$0

CORPORATE PLAN ACTIVITIES

1. Provide an Asset Services Section focusing on a clear communicative process and accurate data
2. Provide professional accounting and financial management functions and ensure statutory compliance is met.
3. Manage the Council rating function in aspects of maintenance, levying and collection of rate revenue for Council.
4. Manage the treasury functions of Council to ensure effective and optimised cash management as well as compliance with taxation.
5. Provide accurate Geographical Information System (GIS) and spacial data information

Assets and GIS - manages, supports and develops Council's corporate GIS system ensuring records are accurately maintained and users' needs are supported. In addition, the systems are continually developed for optimisation. Provides an interface to custodians of non-current assets to ensure asset registers and asset management plans are maintained. The information is used for future investment decisions and legislative compliance.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Assets and GIS unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Assets and GIS unit.
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

Financial Systems - manages, supports and develops Council's corporate financial system ensuring financial records are accurately maintained and users' needs are supported. In addition, the systems are continually developed for optimisation.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Financial Systems unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Financial Systems unit.
100%	100%	100%	100%	100%	

Revenue and Accounting - provides the oversight of the financial governance of Council including long term financial forecasting, budget preparation and financial reporting within legislative requirements whilst meeting the organisational needs in this regard. The four interrelated sub-units related are Financial Accounting, Commercial Accounting, Treasury and Rates.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Revenue and Accounting unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Revenue and Accounting unit.
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

WORKFORCE AND STRATEGY

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$74,250	-\$262,059
Operating Expenses	\$4,295,844	\$3,828,442
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Implement and oversee a compliant safety management system
2. Provide rehabilitation and injury management support services
3. Manage Council's training and development programs
4. Provide human resource and industrial relations advisory support services
5. Provide payroll services to all of Council
6. Manage Council's strategic business planning function
7. Administer an appropriate corporate governance program
8. Manage investigations as authorised by the CEO in accordance with legislation and Council's Complaints Management Process

Safety and Training - provides specialist advisory services to all Council departments for the functions of Workplace Health & Safety, Training and Injury Management.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Safety and Training unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN CORPORATE SERVICES

Human Resources and Payroll - provides human resources and payroll services across the organisation. The Human Resources sub-unit is focused on delivering quality consultancy services to all Council departments enabling the achievement of objectives, while maintaining compliance with relevant legislation, policies and procedures and upholding the Council's values. The Payroll sub-unit is responsible for the provision of an accurate and timely payroll service.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Human Resources and Payroll unit.
100%	100%	100%	100%	100%	
90%	90%	88%	80%	87%	51 positions were recruited in the reporting quarter. Of these 31 were completed within 30 days, however 20 exceeded the 30 days timeframe. This was due to delays with panels undertaking shortlisting and third party providers to complete pre-employment screening checks (Criminal History Checks and Functional Capacity Evaluations). The average recruitment timeframe for this quarter was 29 days, an increase over last quarter's figure of 22 days. From an annual reporting position 216 positions were recruited of these 137 were completed within 30 days. Average recruitment timeframe for all positions 27.1 days.

Industrial Relations and Investigations - provides internal investigation services, award/agreement interpretation and industrial relations advice, while managing the relationship between Council, the Crime and Corruption Commission and the Queensland Ombudsman for matters of a more serious nature.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Industrial Relations and Investigations unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Industrial Relations and Investigations unit.
100%	100%	100%	100%	100%	

Corporate Improvement and Strategy - provides corporate policy evaluation, delegation instrumentation, strategic organisational planning, local government law advice and general corporate governance.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Corporate Improvement and Strategy unit.
100%	100%	100%	100%	100%	2017-2022 Corporate Plan adopted by Council on 27 June 2017. 2017-2018 Operational Plan adopted by Council on 11 July 2017. Operational Plan 4th Quarter and end of year report to be presented to Council in August 2017.
100%	100%	100%	100%	100%	Policy reviews all completed within agreed timeframes.

ANNUAL 2016/17 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Operational Plan Qtr 4 progress report – Regional Development and Aviation

Meeting Date: 22 August 2017

Attachment No: 4

General Manager Regional Development and Aviation Summary

Operational Plan Report

4th Quarter

The Regional Development and Aviation Department was formed in late January 2017. The Department's formation was deemed necessary by Council to focus on a broader range of Regional Development functions as well as encapsulate the operations, development and growth of the Rockhampton Airport, the largest local government owned and operated airport in Australia.

Key functions of the Department include; Economic Development, Strategic Planning, Grants and Advocacy, Tourism, Events, Marketing, General Management of the Airport and overall management of the directorate. These functions are grouped from various departments within Council to create synergies in the strategic growth and promotion of the Rockhampton Region. The Economic Development unit is broken into the areas of Industry Engagement, Business Development, International Trade and Commercial Support, as well as the side functions of Tourism, Events and the overall Marketing of Council and the broader region. The Strategic Planning as well as Grants and Advocacy components, provide over the horizon planning advice and strategic external engagement for the benefit of the region.

The Department currently employs in excess of 45 FTE's and is primarily responsible for the delivery of the Advance Rockhampton – Economic Development Action Plan, the Rockhampton Economic Development Strategy, the Rockhampton CBD Framework and Streetscape, Rockhampton Region Way Finding and the Rockhampton Airport Masterplan. All documents provide a strategic framework to enable the business community and the region to achieve growth via support and broader engagement. This support and engagement is provided directly through policy development, incentivisation, delivery of projects, forward planning and overall stimulus. There are numerous key achievements for the department since its inception, the leading of the Adani FIFO Hub negotiations, delivery of the Rockhampton River Festival and Wholly Cow Month events, realignment of Council's marketing and collateral as well as the redevelopment of the Advance Rockhampton web platform. The completion of the CBD Framework and Streetscape document is the culmination of nearly two years' worth of consultation and development that will change the face of the city centre of Rockhampton. The Rockhampton Airport has successfully reached practical completion of the \$8m runway lighting project and delivered high level support for the Australia Defence Force, US Military, Japanese Marines, New Zealand Armed Forces and the Canadian Army during the multi-disciplinary Talisman Saber Military exercise.

As the new department was formed the Mayor and General Manager attended the Premier's delegation to India, visiting 4 cities in 5 days to gain a deeper understanding of the importance and operations of Adani Enterprises. Upon return the region was threatened by major tropical weather system – TC Debbie. While there were limited tropical effects felt within the region, the subsequent flooding was highly disruptive. The flooding as a result of TC Debbie closed the Airport for 11 days and disrupted the day to day of the department on an overall basis for nearly 3 weeks, lead up to the event, the event itself and then clean up. During this time the Gladstone solution was implemented, whereby Council through the Regional Development and Aviation Department, facilitated free bus services between Rockhampton and the Gladstone Airport. This allowed for the continual operation of expanded flight services from Gladstone while also demonstrating that the region was open for business. On an overall basis the Regional Development and Aviation Department is served by dedicated Council Officers focused upon the delivery of Council's vision for the growth and development of the region through robust planning, policy and assistance across the community to enable the and create an environment that is primed for future growth.



2016 - 2017 OPERATIONAL PLAN REGIONAL DEVELOPMENT AND AVIATION

REGIONAL DEVELOPMENT AND AVIATION DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$0	\$317,992
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Regional Development and Aviation Directorate - provides overall corporate management and coordination of the service delivery and strategic direction of the Rockhampton Regional Airport, Economic Development, Regional Promotions and Tourism and Strategic Planning sections.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant to the Regional Development and Aviation Directorate.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL DEVELOPMENT AND AVIATION

ROCKHAMPTON REGIONAL AIRPORT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$15,843,655	-\$14,973,421
Operating Expenses	\$15,843,655	\$14,508,132
Capital Revenue	\$0	-\$116,893
Capital Expenses	\$3,626,159	\$1,476,015

CORPORATE PLAN ACTIVITIES

1. Operate and maintain the Rockhampton Airport to meet the transport needs of the regional community and in a manner that provides a commercial return.

Rockhampton Airport - is a commercialised business unit with the key objective to operate a profitable and financially sustainable airport business that is resilient and progressive through ever changing times. The airport's main activities are aeronautical and landside. Aeronautical involves managing the airside of the airport including the runways, taxiways and aprons in a safe and efficient manner. The landside component of the business involves the commercial activities related to management of the terminal precinct including the terminal and car parking operations as well as property leases on airport.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
AT	AT	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	All requests have been completed within 4 days during this quarter.
100%	100%	100%	100%	100%	
100%	82%	90%	75%	87%	Work is largely complete, however suspended during the current military exercise activity.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

COMMERCIAL BUSINESS UNIT

Airport Annual Performance Plan updates are presented monthly to the Airport, Water and Waste Committee Meeting. This plan is a requirement of s175 *Local Government Regulation 2012*.



2016 - 2017 OPERATIONAL PLAN REGIONAL DEVELOPMENT AND AVIATION

ECONOMIC DEVELOPMENT

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	-\$288
Operating Expenses	\$1,852,258	\$1,580,962
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Act as a Council ambassador to support development of key projects across the Region, in line with Council's strategic direction.
2. Assist industry and developers with business expansion within the Region and advocate associated benefits
3. Collaborate with government agencies to identify and foster the development of new industries in the Region
4. Collaborate with Capricorn Enterprise to ensure the delivery of services to promote the tourist potential and economic development of our Region
5. Assist developers through the development application process to facilitate economic growth

Economic Development - increase economic development within the Rockhampton Regional Council area.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	Nil Capital projects in Economic Development
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL DEVELOPMENT AND AVIATION

REGIONAL PROMOTIONS AND TOURISM

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$150,000	-\$65,787
Operating Expenses	\$2,713,209	\$2,181,771
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Deliver and facilitate community events and celebrations
2. Manage relevant civic events
3. Increase the reach and consistency of key branding and associated taglines for the Rockhampton Region
4. Use a variety of communication channels to regularly and accurately deliver Council messages and maintain a positive reputation

***Regional Promotions** - facilitates and manages community events, develops strategic plans for the promotion of the Rockhampton Region, implements the promotion action plan for Rockhampton as an ideal location to live and work, works with other Council departments to improve the liveability of the Rockhampton region and develops event strategies.*

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Wayfinding strategy capital project
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL DEVELOPMENT AND AVIATION

STRATEGIC PLANNING

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$73,900	-\$55,288
Operating Expenses	\$1,358,094	\$1,008,752
Capital Revenue	\$0	\$0
Capital Expenses	\$0	\$0

CORPORATE PLAN ACTIVITIES

1. Implement a growth management framework which facilitates economic growth whilst preserving the Region's character
2. Manage the Region's growth framework to compliment state legislation and policy
3. Promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity
4. Promote the sharing of responsibility for resource management and planning between the different spheres of government, the community and industry

Strategic Planning - provides strategic planning services to cater for future growth demands and changing demographics as well as optimising quality of life and economic development opportunities for the region's residents and businesses by planning for the provision of essential infrastructure, appropriately zoned land, services and community amenities. All planning products will manifest principally in the main statutory planning instrument, the Planning Scheme (Town Plan).

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Minor outstanding licence renewal documentation required.
N/A	N/A	N/A	NA	0%	No capital projects for the Strategic Planning unit.
75%	75%	75%	75%	75%	Awaiting adoption of CBD Framework
100%	100%	100%	100%	100%	

ANNUAL 2016/17 OPERATIONAL PLAN REVIEW AND QUARTER FOUR PROGRESS REPORT

Operational Plan Qtr 4 progress report – Regional Services

Meeting Date: 22 August 2017

Attachment No: 5

General Manager Regional Services Summary

Operational Plan Report

4th Quarter

Regional Services achieved the capital and maintenance programs meeting its targets across all functions. Operational services were delivered effectively achieving the majority of performance targets.

Civil Operations

Civil Operations have completed all projects under the disaster grant funded program with a capital expenditure of \$15.8M for the year. Council's capital works program was delivered in the year with a total Council capital expenditure of \$32M being achieved. Additional street sweeping and pothole patching crews have allowed Council to proactively improve the streets in Rockhampton.

Engineering Services

Engineering Services have commenced designs for the 2017/18 financial year and are developing the design program for the remainder of the year and subsequent forward capital program. Floodplain management and stormwater studies are continuing which will allow Council to more accurately determine flood risks and appropriate flood mitigation strategies. A small working group has also been initiated across several Council units to look at Council's processes and standards with regards to stormwater quality. Assessment and inspections of developments are continuing as required. Planning for a number of disaster awareness community education programs has been undertaken and a review of the Local Disaster Management Plan and associated documentation will commence in the next quarter.

Program Delivery

Program Delivery completed the North Rockhampton Pool and the Airport Lighting project. Major projects continuing include the Riverbank Revitalisation Project, Cultural Precinct and the W4Q projects.

Rockhampton Regional Waste & Recycling

RRWR continued to implement its Waste Reduction and Recycling Plan focusing on the key initiatives of Waste Avoidance and Reduction through education programs in schools and major community events, and Waste Infrastructure Planning with the design of the landfill extension at Lands Creek Road. A number of other improvements / initiatives were also implemented such as the 'Paintback' collection scheme for architectural and decorative paint, and specialist landfill tarps to cover the active landfill face overnight.

Fitzroy River Water

FRW achieved strong performance for the year with results overall against customer service standards and other key reporting metrics continuing at a high standard. There has been continued improvement in key metrics such as water mains breaks, real water losses and sewer overflows. The quality of the drinking water supplied has been of a very high standard throughout this year. Overall, total water production remains lower than the previous financial year due largely to the unseasonal winter rainfall received in July 2016 but also due to reasonably regular rainfall since then, although FRW is expected to meet its annual revenue target. FRW completed approximately \$16 million (>90%) of capital works with a number of important network and treatment plant renewals and upgrade projects completed or in progress. This outcome was despite the major river flooding event which impacted FRW's normal operations and capital project delivery activities during most of April. The majority of FRW's operational activities recovered quickly from this event with no long term impacts identified.



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

REGIONAL SERVICES DIRECTORATE

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	\$0	\$0
Operating Expenses	\$636,781	\$724,760
Capital Revenue	-\$10,877,227	-\$8,988,902
Capital Expenses	\$17,108,678	\$13,160,356

CORPORATE PLAN ACTIVITIES

1. Provide leadership, corporate oversight and strategic direction

Regional Services Directorate - overall corporate management and coordination of the service delivery and strategic direction of Civil Operations, Engineering, Fitzroy River Water and Rockhampton Regional Waste & Recycling.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Special Projects - provides the specialised project management and contractual oversight of identified cross-functional projects and activities within Council.

KEY PERFORMANCE INDICATORS

	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	99%	100%	Customer service response times exceeded slightly.
100%	95%	80%	100%	94%	
100%	95%	100%	100%	99%	
100%	100%	100%	100%	100%	
100%	97%	100%	100%	99%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	95%	99%	Based on Traffic Light Report.
100%	100%	95%	95%	98%	
100%	90%	95%	100%	96%	Flooding in the third quarter has had time impacts on some capital projects.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

CIVIL OPERATIONS

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$2,281,125	-\$1,539,612
Operating Expenses	\$30,636,058	\$33,721,057
Capital Revenue	-\$15,187,933	-\$19,230,865
Capital Expenses	\$37,304,013	\$41,512,873

CORPORATE PLAN ACTIVITIES

1. Provide value for money construction, maintenance and community response services for transport and drainage assets

Urban Operations - manages the construction and maintenance of road pavements and surfacings, bridges, kerb and channel, footpaths and cycle ways, stormwater drainage systems, guardrail, street signs, linemarking and traffic signals that are not on State controlled roads, and road lighting for the urban areas of Rockhampton, Parkhurst, Gracemere and Mt Morgan.

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Rural Operations - manages the construction and maintenance of sealed and unsealed road pavements, bridges, stormwater drainage systems, guardrail, road signs and linemarking in the rural towns and areas of the Region.

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Support Services - responsible for the provision of administrative support to the Engineering Services and Civil Operations sections.

KEY PERFORMANCE INDICATORS

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
95%	97%	95%	95%	96%	Responses were affected due to Cyclone Debbie and flood.
95%	99%	100%	99%	98%	Environmental management for projects under review. Minor outstanding statutory licence renewal documentation required.
95%	98%	97%	98%	97%	Delivery program nearly completed with a small carryover.
100%	100%	100%	100%	100%	
100%	100%	98%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	96%	96%	98%	Responses were affected due to Cyclone Debbie and flood.
100%	100%	100%	97%	99%	Incident with Environmental protective species occurred. No action from DEH on the matter.
100%	100%	97%	98%	99%	Delivery program nearly completed with a small carryover.
100%	100%	100%	90%	98%	
100%	100%	98%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	96%	98%	99%	Responses were affected due to Cyclone Debbie and flood.
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Support Services unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Support Services unit.
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

ENGINEERING SERVICES

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$106,574	-\$161,920
Operating Expenses	\$3,944,931	\$3,162,449
Capital Revenue	-\$2,053,200	-\$150,000
Capital Expenses	\$595,100	\$928,704

CORPORATE PLAN ACTIVITIES

1. Provide engineering, infrastructure planning and project management services to meet the current and future needs of the community and organisation
2. Maintain a disaster management response capacity able to meet the community's needs when required.

Infrastructure Operations - responsible for the provision of engineering advice, assessment of development applications and compliance inspections involving reconfiguration of lots, material change of use and operational works as they relate to traffic, transport, stormwater, water supply and sewerage reticulation networks.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Civil Design - responsible for the engineering survey and design of civil works principally undertaken by the Regional Services department, or other Council departments undertaking various projects when required.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
R	R	R	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	Based on Traffic Light Report.
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Infrastructure Operations unit.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Infrastructure Operations unit.
100%	84%	92%	95%	93%	Results based on DA assessment service level timelines.

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	Based on Traffic Light Report.
100%	100%	100%	100%	100%	
90%	90%	100%	100%	95%	
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Civil Design unit.
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

Strategic Infrastructure - responsible for the investigation and planning of new and upgraded infrastructure within the roads, pathways, cyclepaths, public transport, stormwater, floodplain management, reticulated water supply and sewerage networks within the Region. The unit is also responsible for the development and implementation of traffic and road safety initiatives.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Disaster Management - responsible for the planning, preparation, mitigation and operational response strategies required to ensure Council has the appropriate response capability and processes in place to assist the local community to be prepared for, respond to and recover from disaster events. The unit also provides support to the State Emergency Service through the provision of a SES Local Controller.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	Based on Traffic Light Report.
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Strategic Infrastructure unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	95%	100%	99%	Based on Traffic Light Report.
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No capital projects relevant for the Disaster Management unit.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

FITZROY RIVER WATER

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$61,797,114	-\$61,621,655
Operating Expenses	\$56,611,993	\$56,220,037
Capital Revenue	-\$3,596,146	-\$4,818,011
Capital Expenses	\$18,107,413	\$16,058,652

CORPORATE PLAN ACTIVITIES

- Operate water supplies and networks to ensure future regional water demand (potable water) is sustainable
- Operate and maintain sewerage network and treatment assets including re-use schemes

Treatment and Supply - manages the planning, construction, operations and maintenance of water and sewage treatment plants, water and sewage pump stations, water reservoirs, and water storages enabling the delivery of high quality, safe, reliable and cost effective water and sewerage services to our customers. The unit also manages trade waste licensing, drinking water and environmental compliance reporting for FRW.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Network Services - manages the construction and maintenance of trunk and reticulation water and sewerage pipe network, water and sewage treatment plants, water and sewage pump stations, water reservoirs, and water storages enabling the delivery of high quality, safe, reliable and cost effective water and sewerage services to our customers. The unit also conducts water meter reads, new water and sewerage connections and administers irrigator contracts for FRW.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND	
R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
95%	95%	95%	90%	94%	Some delays have occurred due to heavy rainfall and major flooding event which extended into April and also due to contractor delays.
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	98%	97%	99%	Some delays have occurred due to heavy rainfall and major flooding event which extended into April.
100%	100%	100%	100%	100%	
97%	97%	97%	95%	97%	A number of Customer Service Standards reporting targets were not met during this quarter.

COMMERCIAL BUSINESS UNIT

The FRW Performance Plan was adopted by Council in February 2017. This plan is a requirement of s175 Local Government Regulation 2012.



2016 - 2017 OPERATIONAL PLAN REGIONAL SERVICES

ROCKHAMPTON REGIONAL WASTE & RECYCLING

Section Budget Summary

Budget	Adopted	Actual YTD
Operating Revenue	-\$18,691,943	-\$16,992,937
Operating Expenses	\$15,958,726	\$13,912,410
Capital Revenue	\$0	-\$54,024
Capital Expenses	\$5,449,266	\$3,457,360

CORPORATE PLAN ACTIVITIES

1. Provide waste management facilities and services which meet the community's needs through the development and implementation of a Strategic Waste Management Plan

Collections - provision of a reliable kerbside collection service for waste and recyclables from domestic and some commercial premises from within declared waste areas across the Regional Council area. Administration of kerbside recycling collections contract.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

Waste Operations - provision and management of waste and recycling transfer and disposal facilities that are accessible and provided in a sustainable manner.

KEY PERFORMANCE INDICATORS	TARGET	TIMEFRAME
Compliance with Customer Service Requests	100%	QTR
Compliance with statutory and regulatory requirements including safety, risk and other legislative matters	100%	QTR
Achievement of Capital Projects within adopted budget and approved timeframes	100%	QTR
Achievement of Operational Projects within adopted budget and approved timeframes	100%	QTR
Delivery of services and activities in accordance with Council's adopted Service Levels	100%	QTR

ACTIVITIES LEGEND

R	Risk of Incompletion / Delay
OK	On Target
AT	Ahead of Target
C	Complete
I	Incomplete (Q4 only)

Q1	Q1-Q2	Q1-Q3	Q1-Q4
OK	OK	OK	C

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	99%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Collections unit.
100%	100%	84%	100%	96%	

Q1	Q2	Q3	Q4	ANNUAL	COMMENTS
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	
100%	100%	100%	100%	100%	Revised budget has been proposed to reduce capital requirement for 2016/17.
N/A	N/A	N/A	N/A	0%	No operational projects relevant for the Waste Operations unit.
100%	100%	100%	100%	100%	

COMMERCIAL BUSINESS UNIT

The Rockhampton Regional Waste & Recycling Performance Plan was adopted by Council in February 2017. This plan is a requirement of s175 Local Government Regulation 2012.

12 NOTICES OF MOTION

Nil

13 QUESTIONS ON NOTICE

Nil

14 URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.

15 CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation 2012*, for the reasons indicated.

16.1 Legal Matters Report - 31 July 2017

This report is considered confidential in accordance with section 275(1)(f), of the *Local Government Regulation 2012*, as it contains information relating to starting or defending legal proceedings involving the local government.

16.2 Considerations to Rates Concession Policy

This report is considered confidential in accordance with section 275(1)(d), of the *Local Government Regulation 2012*, as it contains information relating to rating concessions.

16.3 Events 2018

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

16 CONFIDENTIAL REPORTS

16.1 LEGAL MATTERS REPORT - 31 JULY 2017

File No: 1392

Attachments: 1. Legal Matters Report 1 July 2017 to 31 July 2017

Authorising Officer: Tracy Sweeney - Manager Workforce and Strategy

Author: Allysa Brennan - Coordinator Corporate Improvement and Strategy

This report is considered confidential in accordance with section 275(1)(f), of the *Local Government Regulation 2012*, as it contains information relating to starting or defending legal proceedings involving the local government.

SUMMARY

Presenting an update of current legal matters that Council is involved in as at 31 July 2017.

16.2 CONSIDERATIONS TO RATES CONCESSION POLICY**File No:** 11979**Attachments:** 1. Email to Cr Williams**Authorising Officer:** Evan Pardon - Chief Executive Officer**Author:** Ross Cheesman - Deputy Chief Executive Officer

This report is considered confidential in accordance with section 275(1)(d), of the *Local Government Regulation 2012*, as it contains information relating to rating concessions.

SUMMARY

Deputy CEO providing a report considering Council's Rates Concession Policy.

16.3 EVENTS 2018**File No:** 6097**Attachments:**

1. Scope 1
2. Scope 2

Authorising Officer: Scott Waters - General Manager Regional Development and Aviation**Author:** Chris Ireland - Manager Regional Development and Promotions

This report is considered confidential in accordance with section 275(1)(c), of the *Local Government Regulation 2012*, as it contains information relating to the local government's budget.

SUMMARY

The purpose of this report is to outline a possible event in the 2018/19 financial year.

17 CLOSURE OF MEETING