

# CORPORATE SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – MONTH ENDING MARCH 2010

Author: DIRECTOR CORPORATE SERVICES

## Purpose

To review the Corporate Services Department Highlights and Significant Issues for the month ending 31 March 2010.

## Background and Discussion

Highlights and Significant Issues for period are as follows: -

### DIRECTOR CORPORATE SERVICES

#### CORPORATE SERVICES MANAGEMENT

▪ Progress 2010/11 Budget
▪ Alliance issues and meetings
▪ Rating Sub-Committee
▪ Long Term Financial Plan Reviews - Continuing
▪ Further discussion with David Spearritt re: Corporate Services Reviews
▪ Sustainable Futures Meeting
▪ Workplace Consultative Team
▪ Finalise Vehicle Policies
▪ Various Project Meetings

#### WORKPLACE CONSULTATIVE COMMITTEE

▪ API Review - Availability of Wish / Gift Cards at Depots
▪ Review of Mole Scan providers and services around the Mackay region
▪ Initiatives outlined for Women in Local Government sub-Committee

### EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

#### GOVERNANCE

▪ Interim Community Planning Working Group established to draft scope of works for Council review.
▪ Right to Information applications remain steady.
▪ Local Laws review project ongoing.
▪ New format of Operational Plan being completed by Management Team.
▪ Insurance impacts from Cyclone Ului being assessed.
▪ Insurance renewal for 2010/2011 underway.

## **ASSET MANAGEMENT**

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| ▪ Asset Management Steering Committee meeting on the 19 <sup>th</sup> of April regarding AM software tool |
| ▪ Preliminary steps underway for 2010 audit   |
| ▪ BIT: Asset Information Process Review – endorsed by Director of Corporate Services                      |
| ▪ Preliminary steps underway for 2010 audit   |

## **INTERNAL AUDIT**

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| ▪ Audit Committee meeting held in March. |
| ▪ Audit program ongoing.                 |

## **FINANCIAL SERVICES**

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| ▪ Water meter reading underway                                   |
| ▪ 2010/2011 Annual Budget preparations continuing                |
| ▪ Long Term Financial Strategy continuing                        |
| ▪ March Budget Review preparations commenced                     |
| ▪ Reconciliation and submission of Flood Damage claims continues |
| ▪ Review of Major Projects                                       |
| ▪ Collation of 2010/2011 Fees & Charges commenced                |

## **EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES**

### **ADMINISTRATION**

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| ▪ Grant - Australian Govt Natural Resource Management – Caring for Our Country 2010-2011 – significant work undertaken by Grants officer during March in preparation of a submission.   |
| ▪ Grant - Dept of Communities – Closing Date - Sport and Recreation Infrastructure Program – preparation works undertaken to enable submissions to be made for funding associated with –<br><br>a) Installation of lighting in sections of Gooseponds walkways; and<br>b) Construction of Stage 2 of the Mirani Skatebowl project.<br><br>Funding available is 60% funding, 40% Council. Council's contribution to come from existing Parks Capital Budget. |
| ▪ Meetings held with ULDA regarding detail of JV proposal for Bedford Rd project.   |
| ▪ Time spent on finalizing land settlement issues associated with the Paget Depot Project.  |
| ▪ Of note amongst a number of staff resignations during March was Manager Information Services, Mrs Alex Evans. Steps are underway to seek a replacement for this vital Council role.   |
| ▪ March also saw the resignation, after only a few months appointment for personal purposes of the Executive Officer of the Mackay Regional Housing Company. The Company is considering a replacement strategy.   |

## **CUSTOMER SERVICE**

▪ It has been agreed to continue the outsourcing arrangements with Brisbane City Council with respect to the provision of Council's after hours service. Negotiations for a 3-year contract are being finalised.
▪ There was a 79.26% increase in the number of calls to Council during March, due to the twin impacts of the half-yearly rating period and Cyclone Ului.
▪ There was a 12% increase in the number of Customer Requests lodged during the month.
▪ The call centre upgrade has been scheduled for the week beginning 10 May 2010. In preparation for the implementation of the new system, the Customer Service program will undergo a change-readiness change program delivered by Innovation Training.
▪ The program will shortly be conducting a trial of electronic lodgement via e-mail of Private Certification Applications in conjunction with local firm Mackay Whitsunday Building Certification.

## **INFORMATION SERVICES**

▪ Rollout of Blackberry 9700 handsets
▪ Minute Manager – main issues resolved, report preparation from templates crucial. Given number of new staff a 2 day training session is being scheduled.
▪ MILIS v3 prototype displays Pathway Requests live in real time. Was used for tree clearing requests in the aftermath of cyclone Ului.
▪ Finalisation of ICT Strategic Plan with presentation to Council in April 2010.

## **PROCUREMENT & PLANT**

▪ Procurement Manual Draft completed awaiting confirmation of new Regulations for the Local Government Act 2009.
▪ Annual plant replacement program fully completed with all items to be received prior to 30 June 2010.
▪ Contracts Management Software upgrade to integrate with Finance One and Dataworks.
▪ Draft Fleet Policy submitted to LGEG for comment.

## **HUMAN RESOURCES**

<b>Recruitment</b>
▪ Total number of staff requisitions – 32
▪ Total number of positions filled – 32
▪ Vacancies – 102

## Learning and Development

### General Training

- 40 attendances at various conferences, including:
  - FBT Conference
  - LGMA Management Challenge
  - 12d Conference
  - Central Queensland WH&SO Meeting
  - Northern Trade Waste Working Group
  - Right to Information
  - Introduction to Risk Management
  - HRIS User Group Meeting
  - Conduit Inspection and Evaluation Training
  - Advanced Contract Administration
  - Infrastructure Summit
  - Annual Australian Road Engineering and Maintenance Conference
- Computer Training – 14 attendees
- Dataworks Training – 5 attendees
- WH&S and Corporate Inductions – 37 attendees
- Harassment and Discrimination – 37 attendees
- The ABC of Hepatitis – 2 attendees
- Pathway Customer Requests General Training - 14 attendees
- MiSite Navigation Training – 8 attendees
- Finance One Training – 4 attendees

### Mandatory Training

- Apply First Aid – 5 attendees
- CPR Training – 5 attendees
- Defensive Driver Training – attendee
- MUTCD – 16 attendees
- Building Warden and Fire Extinguisher Training – 9 attendees

### Trainees and Apprentices

- Six (6) new trainees commenced with Council
- Seven (7) Trainees successfully completed their traineeships, four (4) of whom continued employment with Council.

## General Human Resources

### **Mentoring Program**

HR is currently in the process of setting up a Mentoring Programme. The Mentoring Program aims to support and guide individuals currently working within Mackay Regional Council to broaden their knowledge, leadership and skills within the Local Government sector. Participants will build internal networks, develop leadership skills and engage with leaders within the Organisation.

Mentees will have the opportunity to work with a Mentor who has experience acting in a supervisory or Management role either within Council or a previous organisation.

It would be encouraged that mentees volunteer to become mentors later on in their career with Council.

## **Workplace Health & Safety**

- Management of 24 workers compensation claims and non-work related return to work programs for staff includes 7 new claims with 8 claims being finalised.
- 59 incident reports received, recorded and distributed for comment (37 staff, 22 non Staff).
- Review and feedback on 3 contractor (construction) Safety Management Plans.
- Council undertook 4 notifications to WH&S Queensland regarding workplace injuries, related incident investigations were commenced.
- Participated in 10 Worksite Hazard inspections in the ES Maintenance, ES Parks & Environment, Customer Services, Water and Waste Services, Libraries, and Recreation Services workgroups.

## **CORPORATE COMMUNICATIONS**

- Ongoing liaison with RSL regarding Anzac Day commemorations
- Latest edition of Infocus finalised and issued to printers for May delivery
- E-newsletter subscription service established on website
- 1.9 million hits for council website in March, equating to about 43 792 visits.
- emergency updates re Cyclone Ului was one of most visited pages in March – it was a similar scenario in March 2009 when Cyclone Hamish threatened the coast
- There was a 35 per cent increase in website traffic from Feb 2010 (32,400 number of visits) to March 2010 (43,792), largely due to people's thirst for emergency information
- Crisis media management for Cyclone Ului – liaison with local, national and international media ( handled in excess of 50 enquiries over weekend)
- Coordinated "In the City" media campaign for April for Economic Development
- Sponsorship sourced for ULGA State conference – Two Platinum, eight Gold, 1 Silver and a Business breakfast sponsor
- Finalised Corporate Branding Sponsorship agreements with Cutters, Meteors and Miners

## **CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH**

- 2010/2011 Budget Progress
- Progress Long Term Strategic Financial Plan Progress
- 2010/2011 Operational Plan Progress
- Roll out Kiosk – (Human Resources)

### **Consultation**

Corporate Services Management Team.

### **Resource Implications**

Nil.

### **Conclusion**

Programs are largely in line with Operating Plans and Budgets for the nine month period to 31 March 2010 subject to the 31 March Quarter Budget Review.

### **Officer Recommendation**

THAT this report be received.