

CORPORATE SERVICES HIGHLIGHTS AND SIGNIFICANT ISSUES REPORT – MONTH ENDING JUNE 2010

Author: DIRECTOR CORPORATE SERVICES

Purpose

To review the Corporate Services Department Highlights and Significant Issues for the month ending 30 June 2010.

Background and Discussion

Highlights and Significant Issues for period are as follows: -

DIRECTOR CORPORATE SERVICES

CORPORATE SERVICES MANAGEMENT

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| ▪ Adoption of 2010/11 Budget |
| ▪ Audit Committee Meeting |
| ▪ Long Term Financial Plan Review - Continuing |
| ▪ LGEG Meeting |
| ▪ WH&S Peak Committee Meeting |
| ▪ Solar Project - Lend Lease Meeting |
| ▪ WHAM Regional Planning Meeting |
| ▪ Various Project Meetings |

WORKPLACE CONSULTATIVE COMMITTEE

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| ▪ Health & Wellbeing Committee are progressing arrangements for Boot Camp, Tai Chi and Weight Watchers at Work Sessions for Staff. |
| ▪ Women in Local Government Committee have launched the Family Care Survey to all Staff and are hosting the first Women in Local Government Luncheon. |
| ▪ Reviewing Queensland Local Government Health Plan proposal. |

EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

GOVERNANCE

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| ▪ Local Laws Review ongoing. |
| ▪ New Operational Plan format adopted. |
| ▪ 1 st meeting of Enterprise Risk Management Committee. |
| ▪ Adoption of Budget 2010/2011. |
| ▪ Review of new Local Government legislation. |

ASSET MANAGEMENT

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| ▪ Asset Management Software Analysis nearing completion. |
| ▪ Audit 2010 preparation. |
| ▪ Asset Management Plan for Property Services Network completed. |
| ▪ Internal Operating Guideline for Portable & Attractive Assets completed. |

INTERNAL AUDIT

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| ▪ Audit Committee meeting held 18 June, 2010. |
| ▪ Internal Audit Program ongoing. |

FINANCIAL SERVICES

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| ▪ 2010/2011 Budget adopted |
| ▪ 2009/2010 Financial Statements being prepared |
| ▪ End of year roll for financial and property systems |
| ▪ Finalising of Long Term Financial Strategy towards borrowing application |
| ▪ Flood Damage claims reconciled and submitted |

EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES

ADMINISTRATION

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| ▪ A number of Council major project have developed during the month, with specific reports provided to Council's Corporate Projects committee |
| ▪ Information Privacy Act provision measures have been co-ordinated throughout Council for implementation to meet the 1 st July 2010 date. |
| ▪ <u>Grants applied for on behalf of Council –</u> <ul style="list-style-type: none">• Rio Tinto Hail Creek Mine - Community Development Fund - Application submitted for training program for local volunteers• Dept of Communities - <u>Local Sport & Recreation Jobs Plan</u> - Application submitted for funding towards a second Sport & Recreation Coordinator |
| ▪ <u>Grants advised as successful during month –</u> <ul style="list-style-type: none">• Queensland State Emergency Service - <u>Campwin Beach SES facility upgrade (from 2009/2010 application)</u> - application successful in 2010/2011 round.• Arts Queensland - <u>Junction 2010 Conference Funding – Fiona Bishop</u> - application successful.• Arts Queensland - <u>RADF Bid 2010/2011</u> – signed funding agreement returned.• Qld Government – Queensland Health ‘Stay on Your Feet’ Program - Let's Get Physical (funding for healthy active ageing initiatives). |

CUSTOMER SERVICE

▪ Customer Services has just finished its busiest period of the year, with dog and cat registration renewals, health licence renewals, pensioner rates, metered water accounts, and end of financial year being processed.
▪ A new process for registering cats by phone was developed to ease some of the pressure of the front counter staff. The process to be extended to dog registrations in future.
▪ All Council's Fact Sheets and Forms have been updated to reflect the new Fees & Charges. All of Council forms have been updated to include the Privacy Disclaimer and have now been uploaded onto MiSite
▪ A new privacy message has been recorded and is now being played to all callers through Council's call centres.
▪ A new process has been developed to ensure that for customers who make a third party payment for dog registrations (e.g., through B-Pay or Australia Post), have made the correct payment before the tags are mailed. If an incorrect payment has been made, this is followed up by Local Laws Officers.
▪ Separate EFTPOS lines have been installed in all cashiering cubicles at the front counter in Mackay, so that EFTPOS payments can be made concurrently at all cubicles.
▪ A cross-functional Pathway Customer Request Steering group is to be established to drive the strategic development and deployment of the module across Council.

INFORMATION SERVICES

▪ VMware training undertaken by key staff
▪ Successful recruitment of two(2) Business Analysts for vacant positions
▪ Continuation of the Server Virtualisation installation
▪ Michael Wolfenden, Systems and Network Administrator, attended a fully funded Cyber Security Course in the USA.
▪ Video conferencing equipment has been installed within meeting room in Administration Building as a trial of this technology.
▪ HAF eDA infomaster on-site, continuing development. Electronic signature system audit.

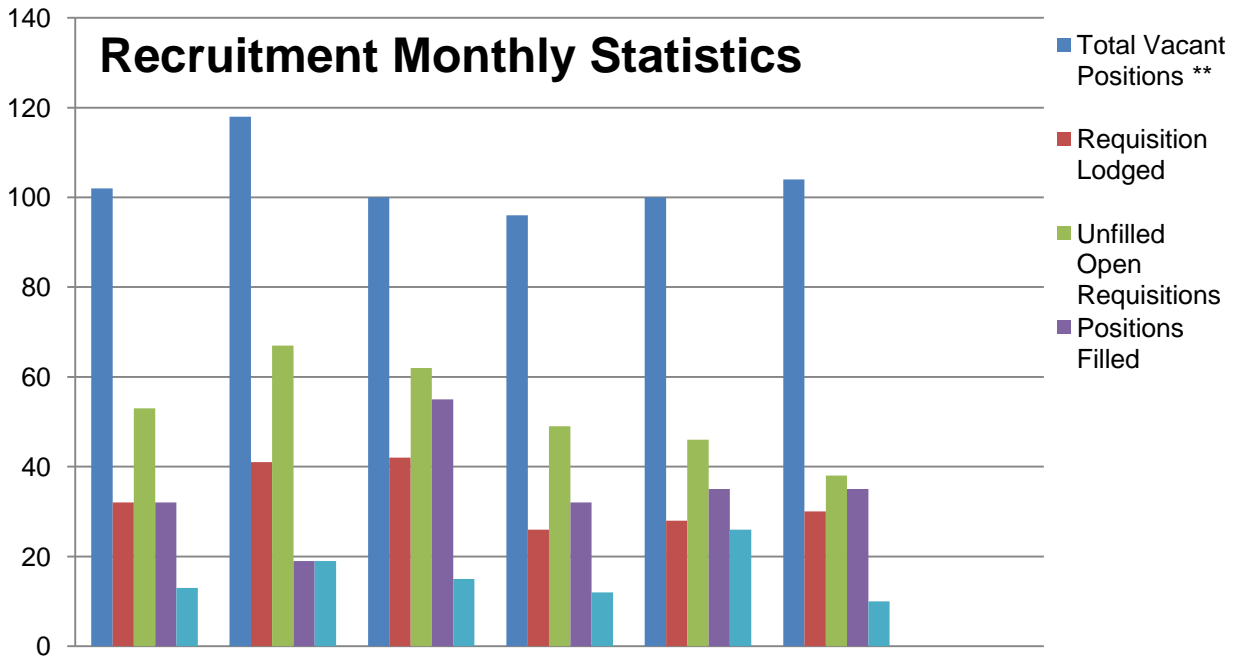
PROCUREMENT & PLANT

▪ Six SOA tenders called and assessed for awarding in July 2010.
▪ Seven new tenders called during June with nine closing in evaluation. Sixty-six contract progress claims were issued.
▪ Final deliveries of 2009/2010 replacement program arrived.
▪ Manager participated in evaluating State tender for Local Buy (LGAQ Business Unit).

HUMAN RESOURCES

Recruitment

Monthly Statistics		
Total Vacant Positions **		104
Requisition Lodged		30
Unfilled Open Requisitions		38
Positions Filled		35
Terminations		10



** Total vacant positions includes positions vacant due to leave such as Maternity Leave

Learning and Development

General Training

- 27 attendances at various conferences including:
 - Water Industry Operations Workshop and Exhibition
 - Building Seminar
 - VM Ware Training
 - QBC Seminar (Building)
 - Dealing with Difficult Discussions
 - Competitive Strokes
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- Computer Training – 17 attendees
- Dataworks Training – 4 attendees
- WH&S and Corporate Inductions – 20 attendees
- Harassment and Discrimination – 20 attendees
- Finance One Training – 3 attendees
- WH&S Supervisor Training – 16 attendees
- WH&S Representative and PINs Training – 2 attendees

- Time Management Training – 28 attendees
- Record Keeping Seminar Series – 2 attendees
- Professional Development for Women Working in Local Government – 44 attendees
- Pathway Customer Request Training – 3 attendees
- Northern Trade Waste Group – 3 attendees
- Backflow Prevention Training – 1 attendee
- Responsible Management of a Licensed Venue – 3 attendees
- Technology One System Administration Financial EOY – 1 attendee
- Speed Parameters and Extended Design Domain – 1 attendee
- Construction General Conditions of Contract Training – 24 attendees
- Supervisor Training – 1 attendee
- Taxation and Payroll Training – 2 attendees
- IPWEAQ Training Seminar – 16 attendees
- Avoid Hiring Duds Training – 2 attendees
- Deaf World Training – 11 attendees
- Mosquito Control Association of Australia General Meeting – 1 attendee
- End of Year Processing (CHRIS21) – 1 attendee
- Designing for Pedestrians and Cyclists – 1 attendee
- Alternate Solutions for Fire Related Process Guidelines – 1 attendee
- Telstra APL Refresher Training – 2 attendees
- Erosion and Sediment Control for Supervisors – 1 attendee

Mandatory Training

- Apply First Aid – 10 attendees
- CPR Training – 5 attendees
- Stop/Slow Traffic Controlling (MUTCD) – 10 attendees
- Roadside Signage (MUTCD) – 15 attendees
- Solar and Heat Pump Installation – 6 attendees
- Rigging Course – 1 attendee

Trainees and Apprentices

- One (1) Apprentice Diesel Fitter signed up with RTO
- Two (2) Apprentice Plumbers signed up with Apprenticeship Centre
- Three (3) Existing Workers signed-up to complete trade (one in fitting, two in plumbing)
- Two (2) Technical Trainees at the MECC signed up with RTO
- Eight (8) Existing Workers signed-up to complete Horticulture training
- One employee signed-up to complete a Diploma of Quality Auditing
- One employee signed-up to complete a Diploma of Local Government Library and Cultural Services

Other

- Training for Council's first ever internal Mentoring Program took place. This training was extremely well received by participants.

General Human Resources

- The purchase of e-Performance Software for Performance Reviews
- New Workplace Health Safety Officer Neale Spillman has commenced with HR, the extra coverage allows the Safety Office to increase its presence in the workplace and to focus on the Integrated Management System and Safeplan 2
- The Pre employment Policy has now been reviewed and has been implemented

Workplace Health & Safety

- Management of 26 workers compensation claims and non-work related return to work programs for staff, includes 3 new claims with 6 claims being finalised.
- 61 incident reports received, recorded and distributed for comment (38 staff, 23 non Staff).
- Undertook 5 notifications to WH&S Queensland regarding workplace incidents.
- Review and feedback on 1 contractor (construction) Safety Management Plan. Provided 83 Contractors with WH&S induction. Undertook 3 contractor worksite inspections.
- Participated in 8 Worksite Hazard inspections in the ES Maintenance, ES Construction, Community Services – Libraries and Recreation Services workgroups.

CORPORATE COMMUNICATIONS

- Infocus newsletter produced in June - delivered to households in early July
- Organised successful Fokker Friendship 50th commemorative ceremony – DVD provided to relatives
- Marketing Officer commenced duties
- Marketing campaign (radio & print) established to promote E-Newsletter initiative
- Citizenship Ceremonies conducted at EcoFest June 6 and Greenmount Homestead May 31
- Budget media documents – Fact Sheets and News Releases arranged for Budget Day
- Designed and arranged re-branding of new Council Chambers
- Liaised with Community Development about development of “Connecting Mackay” website for future surveying of community
- Website 1.49 million hits in June, staying an average of 6.6 minutes
- Employment, Library, Search and council news remain the most popular sites
- Some growth in e-Newsletters from previous month (table below)

Council representatives lay a wreath at Commemorative Ceremony – June 2010



E-Newsletter	Subscribers (June)	Last month
Council Connect (wkly)	106	65
Botanic Gardens	123	69
Library (monthly)	137	80
Creative Mackay	165	222
Planning E-News (qtr)	120	83
Community Develop	137	80
Artspace	44	0

CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH

- 30 June 2010 Financial Accounts Progress
- 30 June 2010 Annual Report Progress
- Ten Year Strategic Financial Plan Review
- Managers Remuneration Review
- Service Level Reviews - Begin Process

Consultation

Corporate Services Management Team.

Resource Implications

Nil.

Conclusion

Programs are largely in line with Operating Plans and Budgets for the twelve month period to 30 June 2010, subject to accruals.

Officer Recommendation

THAT this report be received.