

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

**Author: DIRECTOR CORPORATE SERVICES**

## Purpose

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

## Background and Discussion

Highlights and Significant Issues for period are as follows: -

### DIRECTOR CORPORATE SERVICES

#### CORPORATE SERVICES MANAGEMENT

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| ▪ Progress 2010/11 Budget - Various Meetings                                 |
| ▪ Alliance issues and meetings   |
| ▪ Long Term Financial Plan Review - Continuing                               |
| ▪ Sustainable Futures Advisory Committee discussions including Solar Project |
| ▪ Manager Information Services Interviews                                    |
| ▪ 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 will be launching a Family Care Survey to all Staff to be able to provide a snapshot of organisational care needs both now and in the future, and will assist Council in identifying ways in which assistance may be provided. |
| ▪ Reviewing Queensland Local Government Health Plan proposal.  |

### EXECUTIVE MANAGEMENT- GOVERNANCE GROUP

#### GOVERNANCE

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| ▪ Interim Community Planning Working Group established to draft scope of works for Council review. |
| ▪ Local Laws review project ongoing.   |
| ▪ New format of Operational Plan being completed by Management Team.                               |
| ▪ Implementation of Risk Management Framework commenced  |
| ▪ Insurance renewal for 2010/2011 underway.  |

### ASSET MANAGEMENT

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| ▪ Preparation for the 2010 audit is well underway   |
| ▪ Interim Audit starts on the 15 <sup>th</sup> of June finishing on the 25 <sup>th</sup> of June 2010   |
| ▪ The coordinator of the PIP's program indicated his appreciation for the work undertaken by the asset management team at the last AM team meeting. |
| ▪ Scoping project for new Asset Management System ongoing.  |

### INTERNAL AUDIT

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| ▪ Heavy involvement with the Corporate Services Business Improvement Team. |
| ▪ Audit program ongoing.   |

### FINANCIAL SERVICES

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| ▪ 10/11 annual budget preparation continuing |
| ▪ Long Term Financial Strategy continuing    |
| ▪ Fees & Charges collated for 10/11          |
| ▪ Water meter reading completed              |
| ▪ March Budget Review completed              |

## **EXECUTIVE MANAGEMENT – ADMINISTRATION SERVICES**

### ADMINISTRATION

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| ▪ Sod turning ceremony attended on 4 <sup>th</sup> May for Caneland Central expansion project.   |
| ▪ Interviews conducted during May for vacant Manager Information Services position.  |
| ▪ ULDA visit to Mackay hosted regarding Andergrove development, including discussion with relevant Council staff.  |
| ▪ Grants applied for during April on behalf of Council – <ul style="list-style-type: none"><li>▪ National Libraries of Australia<br/>Funding for 4 significance assessments for museums in Mackay region – Greenmount Homestead, Mackay Museum, Mirani Museum &amp; Sarina Museum.</li><li>▪ Queensland Country Credit Union<br/>Funding for parenting education workshops in Walkerston.</li><li>▪ Arts Queensland<br/>Funding for assistance for delegates to attend the Regional Arts and Culture Conference Junction 2010 held in Launceston, Tasmania August 26–29.</li><li>▪ State Council of River Trusts Queensland<br/>Funding for PRIT Annual Works Program 2007/08 &amp; 2008/09.</li></ul> |

**CUSTOMER SERVICE**

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| ▪ Pathway audit of the Customer Request Module and training held during week of 17 May 2010. An Audit Report is currently being finalised, for consideration by a cross-functional team.  |
| ▪ Council's call centre upgrade is scheduled for week beginning 26 July 2010.   |
| ▪ All Council forms have been updated with an Information Privacy clause in preparation for the new legislation, which comes into effect on 1 July 2010. A new greeting message outlining Council's commitment to information privacy principles has been recorded in readiness for the implementation date.                        |
| ▪ A second meeting of the Business Improvement Reference Group was held. The primary focus will be on conversion of Council forms into interactive e-forms, to coincide with the privacy review. The Group is also progressing storage of forms on MiSite, which reduces the risk of having multiple versions of forms on the site. |
| ▪ Customer Services undertaking a comprehensive review of the Parks Booking process in consultation with the Parks & Environment program. A set of Standard Conditions is being developed, together with new template documents.  |

**INFORMATION SERVICES**

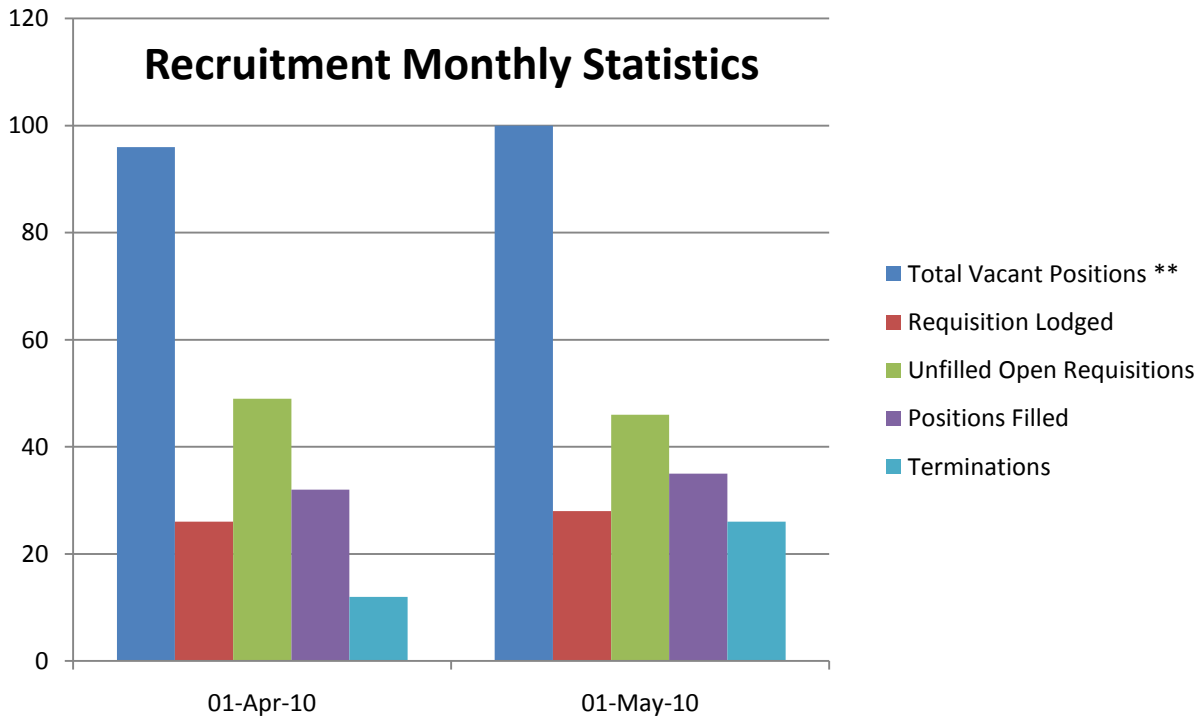
- |  |
|--|
| ▪ Corporate Software Upgrades for Pathway, OrgPlus and Aurora, undertaken during May.  |
| ▪ Development Initiatives: Apple iPads delivered for field testing and mobile development plan started.  |
| ▪ Backup Software and Hardware plan tested, with allowance for Virtual Server requirements.  |
| ▪ Server Virtualisation Plan created, resources and timetable to be proposed and comment from stakeholders gathered. Infrastructure in place and training scheduled for June 2010. |
| ▪ Archiving: Sarina Depot visited by Records Team – disposal and relocation of archive boxes in line with approved disposal schedule.  |

**PROCUREMENT & PLANT**

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| ▪ Contracts training held for 35 staff for Construction contracts and update on BCIPA legislation.                                |
| ▪ Seven new tenders issued in May, seventeen tenders closed and under evaluation/negotiation and a further fifteen being drafted. |
| ▪ Thirty nine contract payments for various projects were processed.  |
| ▪ Two ways linkage install completed with black spot issues rectified.  |
| ▪ High increase in uniform ordering and issue due to annual allowance period terminating.   |

**HUMAN RESOURCES**

Monthly Statistics	01-Apr-10	01-May-10
Total Vacant Positions **	96	100
Requisition Lodged	26	28
Unfilled Open Requisitions	49	46
Positions Filled	32	35
Terminations	12	26



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

- Mentoring Program – Currently now up and running, training to be held this coming week for Mentors and Mentees.
- Version 3 KIOSK now fully implemented and rolled out to staff, enabling on-line queries to be undertaken for payroll matters
- All HR staff undertook Privacy Policy Training this week, which comes into effect as of 1 July 2010.

**CORPORATE COMMUNICATIONS**

- New Senior Corporate Communication Officer commenced duties – internal promotion for Corporate Communications Officer position
- Advertised for Marketing Officer position
- Provided daily assistance to ULGA conference – printed daily newsletter for conference and helped with Business Breakfast
- Over \$1600 raised for Cancer Council through excellent work by Linda Mackenzie organising internal council raffle for staff – all gifts donated by local businesses

- Solid visitation of council website – 1.4 million hits
  - Low numbers for e-newsletters – most averaging around 100 subscribers at present. Have commenced radio and print marketing campaign to bolster subscriptions.
  - Implemented a weekly banner on website – this provides prime marketing position for initiatives or major news from council (alternates weekly)
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- Provided significant graphic design and media support to Greenmount Homestead Heritage Fair, including Citizenship ceremony
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- Finalised marketing-media campaigns for Litvids, Cat-pet registration, promotion of E-newsletters, Volunteer Week media promotion via Channel 7
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- Finalised all Festival of Arts media campaigns – Television and Radio scripts to be produced in June. Significant role in design of Festival program
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- Preparations finalised for Fokker Friendship 50<sup>th</sup> commemoration



**Print advertisement to promote council e-newsletters**

<b>CRITICAL ACTIVITIES PROPOSED FOR THE FOLLOWING MONTH</b>
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| <ul style="list-style-type: none"> <li>▪ 2010/2011 Budget</li> </ul>                         |
| <ul style="list-style-type: none"> <li>▪ Ten Year Strategic Financial Plan Review</li> </ul> |
| <ul style="list-style-type: none"> <li>▪ Managers Remuneration Review</li> </ul>             |

**Consultation**

Corporate Services Management Team.

**Resource Implications**

Nil.

**Conclusion**

Programs are largely in line with Operating Plans and Budgets for the eleven month period to 31 May 2010.

**Officer Recommendation**

THAT this report be received.