



# Organisational Services

Monthly Review

> April 2019

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# 1. EXECUTIVE SUMMARY

This report is for the Organisational Services Department for the month of April 2019.

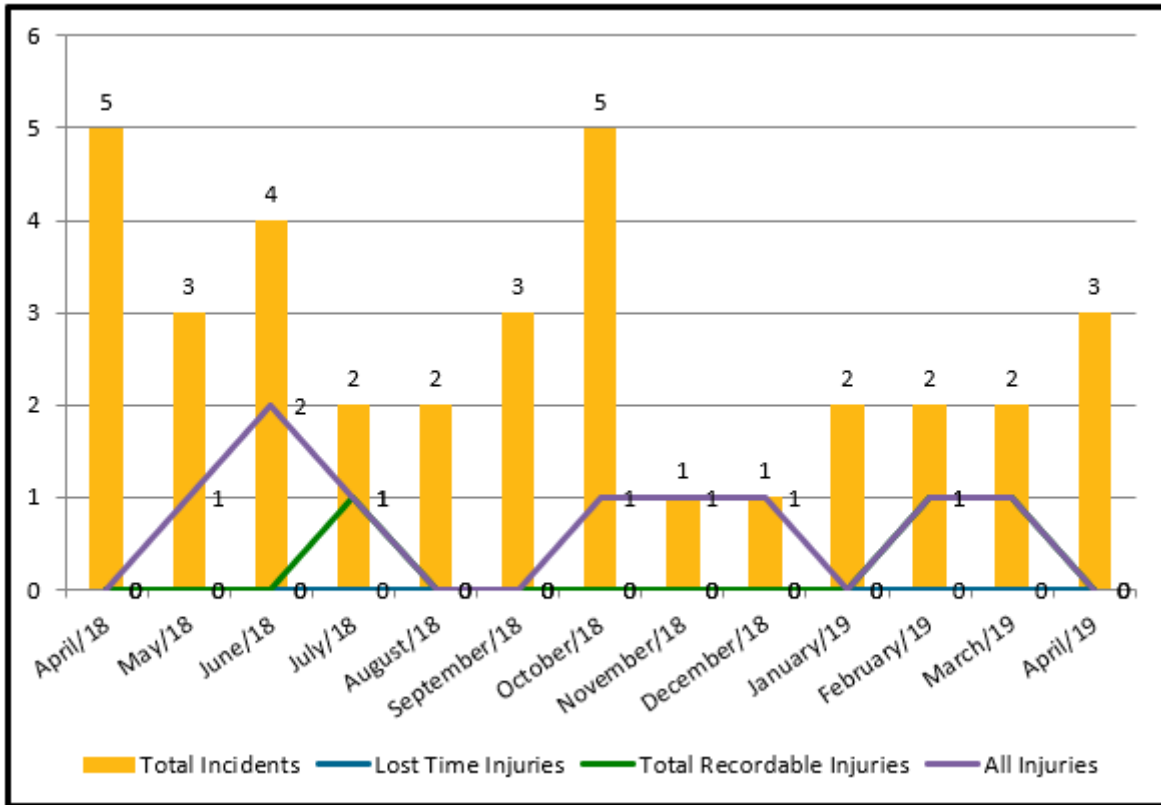
- Safety continues to be a focus, with no lost time injuries and one near miss reported for the month.
- MRC hosted the Regional Safety Exchange – a meeting of safety teams from other local authorities in our region resulting in increased networking opportunities and improvements to safety outcomes between Councils.
- Our customer service officers continued to exceed targets by receiving and responding to 8225 calls during the month.
- The Eat Safe Initiative Project was implemented ahead of schedule through the collaborative effects of Shared Services Centre, Health & Regulatory administration staff and the Health Compliance team.
- The Inclusive Leadership workshop series commenced in April with ~70 MRC leaders attending a full day training session on being an inclusive leader, what this meant for MRC, and how to make an impact as an inclusive leader.
- The draft *Volunteer Strategy* was briefed to Council on 17 April 2019.
- 128 members of the community participated in the Come and Try Promotion which was held at the MARC aquatic and athletic facility.



Kylie Lamb  
Director Organisational Services

# 2. SAFETY

## 2.1 Incidents and Injuries



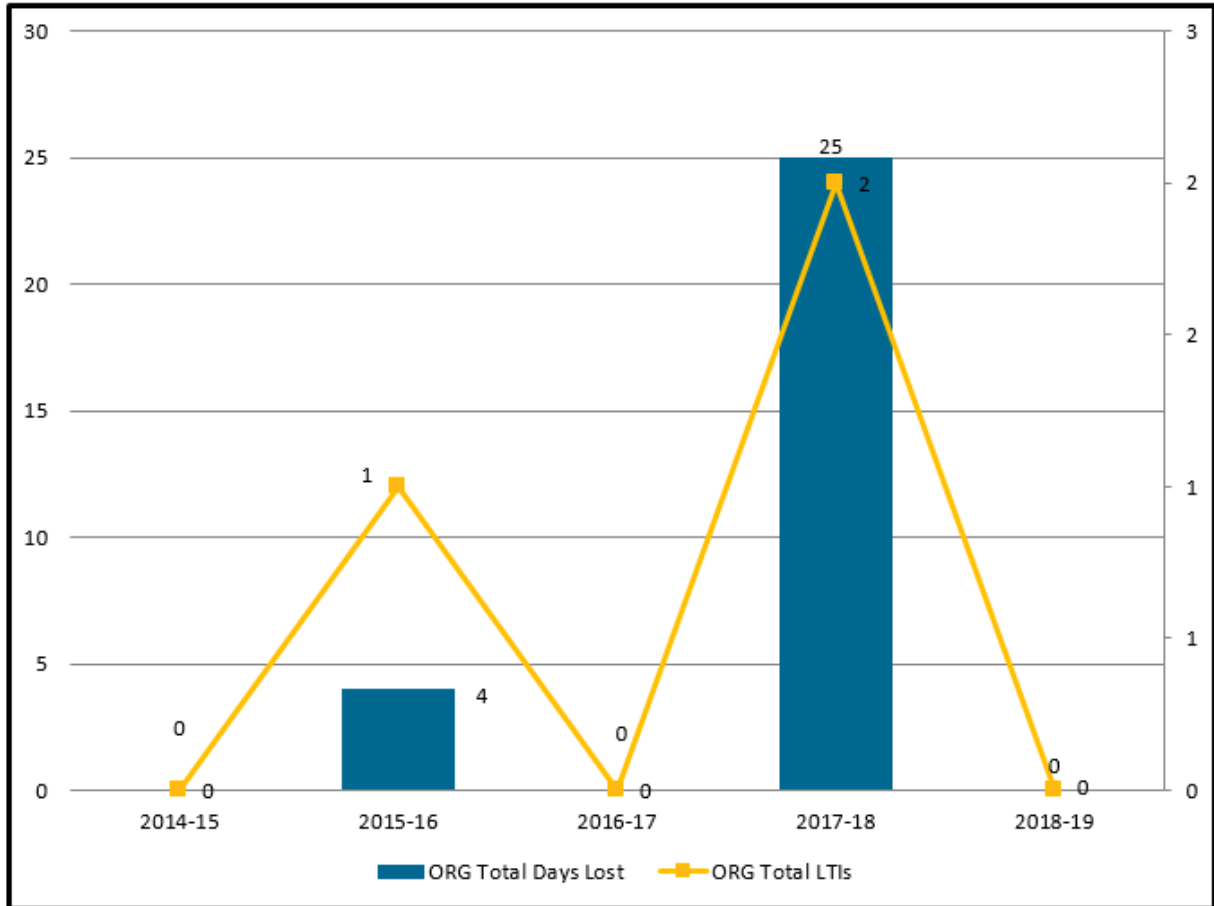
One near miss incident was reported in April:

- A member of the public became agitated towards a customer service officer when discussing the payment of rates.

Two incidents involving contractors were reported in April:

- A non-staff member observed a worker on a roof and questioned the adequacy of the working-at-height safety measures in place. Work was stopped immediately and investigated.
- A hose fitting at the end of a chemical line came loose, causing a chemical spill.

Each incident is investigated, and appropriate corrective measures implemented to reduce future risks.



Department	2014-15		2015-16		2016-17		2017-18		2018-19	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Assets										
Finance										
Shared Services Centre			1	4						
Procurement & Plant							1	17		
Property Services										
Governance & Safety							1	8		
Office of the Mayor & CEO										
<b>Organisational Services</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>25</b>	<b>0</b>	<b>0</b>

## 2.2 Key Activities

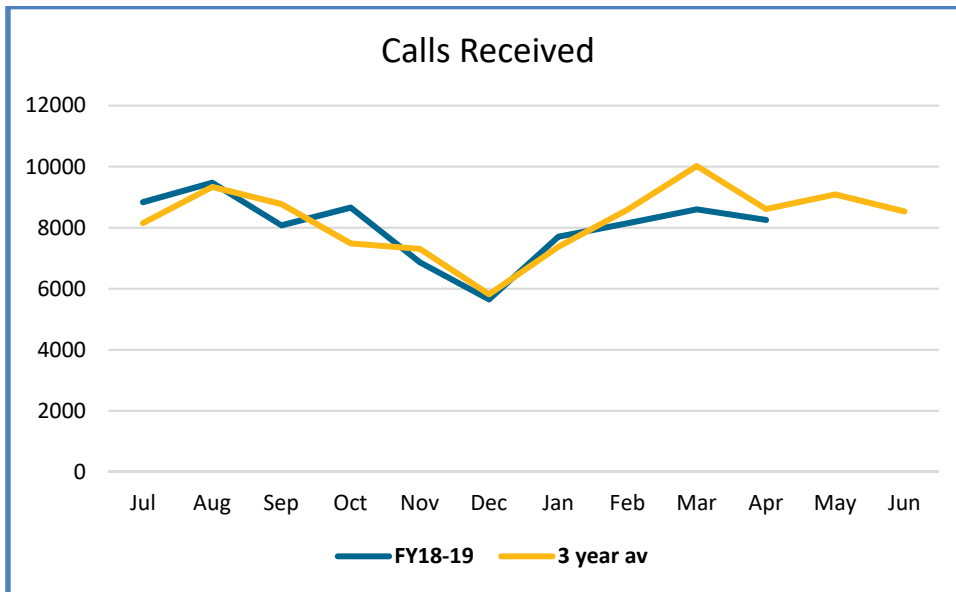
- Finalised an audit of all pool facilities in conjunction with WHS Queensland. Some minor improvements were identified in regard to signage and chemical handling, which MRC and the pool contractor are implementing. These audits were conducted as part of a Queensland-wide public pool compliance campaign.
- In conjunction with WHS Queensland, MRC facilitated a presentation from an occupational hygienist on respirable crystalline silica (RCS) which is a priority focus of the regulator. The focus is on crews who cut and / or grind concrete. MRC is implementing recommended control to address the associated risks from this work.
- Continued to review, along with key stakeholders, the safety aspects of contractor management.
- The review and amendment of WHS procedures is continuing, as part of 'THE HUB' project.
- Investigated and reported on critical incidents – including identifying appropriate corrective actions for implementation.
- MRC hosted the Regional Safety Exchange – a meeting of safety teams from other local authorities in our region. These meetings provide the opportunity to network and share learnings to improve safety outcomes in our organisations. The CEO opened the meeting and Tim Henderson (Mackay Operations Manager) from WHS Queensland provided an update on their recently introduced compliance and enforcement program.
- Provided a high level of support to injured workers – including accompanying on doctor visits.
- Other activities include procedure reviews, safety observations and interactions, and attendance at pre-start meetings and toolbox talks.

# 3. CUSTOMER SERVICE

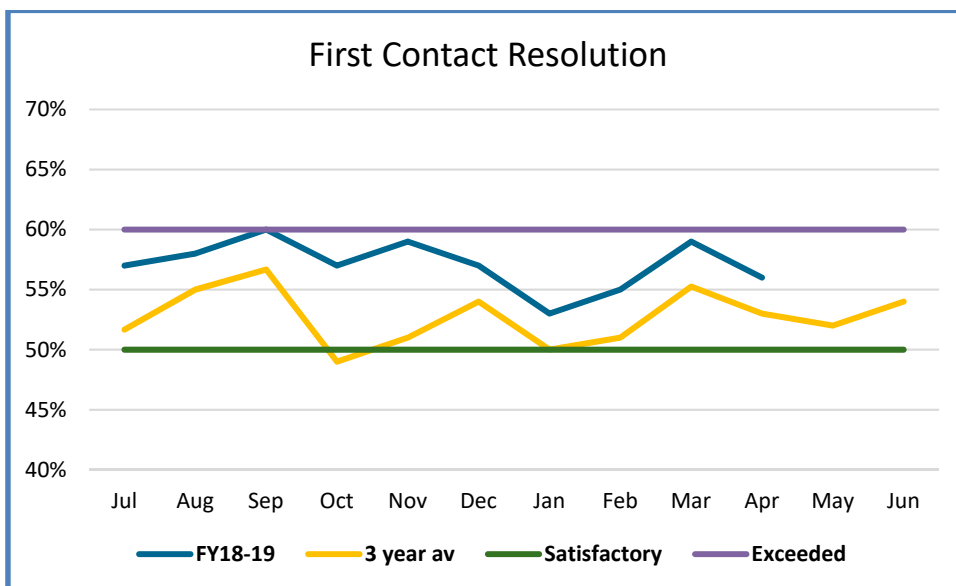
## 3.1 External Customer Services

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
<b>First Contact Resolution (FCR)</b>	The percentage of external customer enquiries that are resolved at the first point of contact.	< 50%	50-60%	> 60%	<b>56%</b>
<b>Grade of Service (GOS)</b>	The percentage of customer calls that are answered within 60 seconds across the SSC team.	< 80%	80-85%	> 85%	<b>80%</b>
<b>Abandoned Calls</b>	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	<b>3%</b>
<b>External Customer Satisfaction</b>	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	<b>96%</b>
<b>Customer Request Completion</b>	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	<b>86%</b>

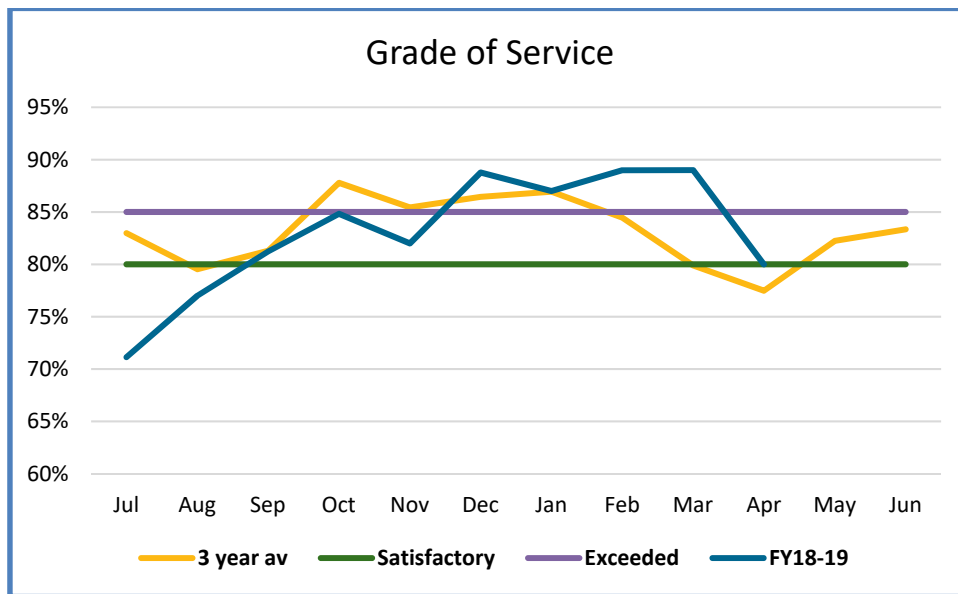
**KPI Graphs and Commentary**



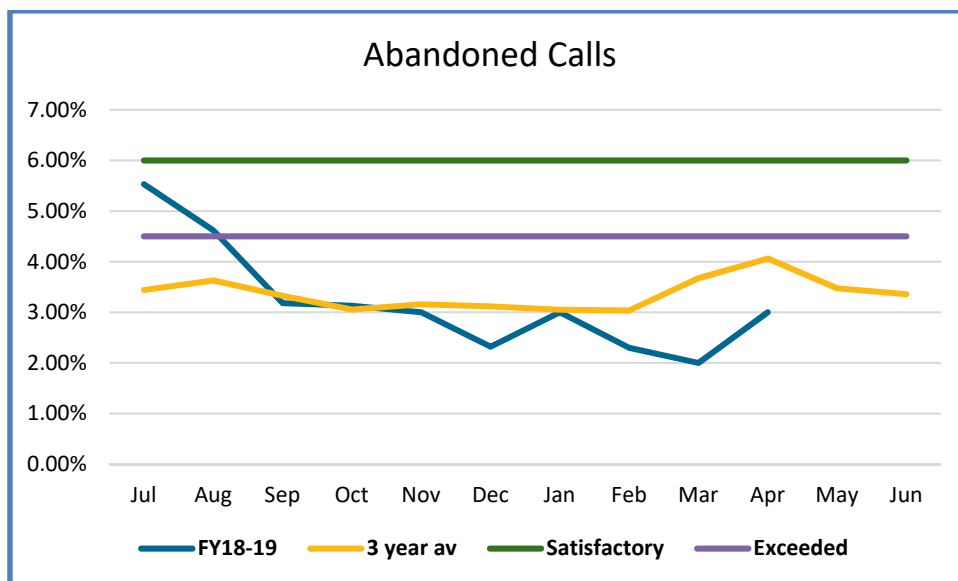
**Calls Received:** A total of 8225 calls were received in April reporting period, averaging 431 calls per day, a slight increase from March's average of 430 per day.



**First Contact Resolution:** FCR results decreased to 56% of customer queries resolved at first contact in April, as compared to 59% in March. This is a result of requiring additional assistance from the Billing Services team relative to the SMS initiative on outstanding rates.

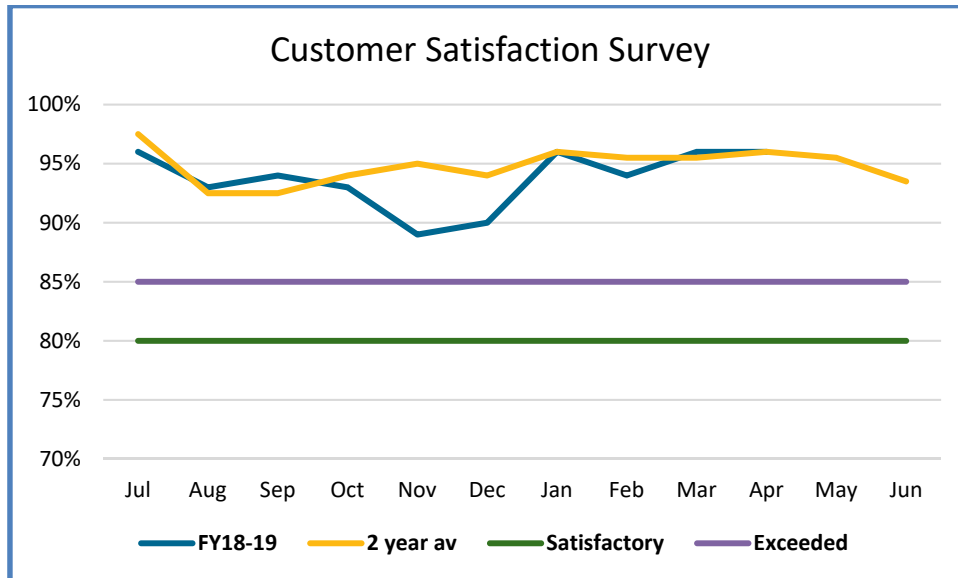


**Grade of Service:** Grade of service decreased from 89% in March to 80% in April. While average, daily call volumes were similar to March, over 40% of the calls received for April occurred from 15<sup>th</sup>-26<sup>th</sup> April. This is correlated with the rates reminder SMS initiative, which saw over 2,600 text messages sent to rate payers over a three day period.



**Abandoned Calls:** Abandoned calls increased from 2% in March to 3% (295 calls) in April across the combined queues. For the main MRC queue, the abandoned call rate was 1.2% (110 calls). The call back take-up rate continues to remain low at 1.2% (101 calls).





**External Customer Satisfaction:** Survey volumes represent 9.6% of the overall contact centre calls received for the month of April (341 surveys).

**Customer Request Completion:**

	Lodged	Resolved within SLA
<b>MRC Total</b>	3,564	69%
<b>SSC</b>	571	86%

Note:

- Lodged requests for SSC remain consistent averaging 27 per day and resolve times continue to exceed targets at 86% resolved within standard timeframes. Lodged requests for MRC have decreased from 193 in March to 170 in April and with on-time resolution remained consistent at 72% in March and 69% in the April reporting period.

MRC Top 5 Pathway requests Lodged February 2019	Volume	% of total requests
Replace Wheelie Bin	260	6.4%
Change of mailing address	240	5.9%
Water Meter - AMR	225	5.5%
Debt Collections Enquiries	142	3.5%
Repair Wheelie Bin	139	3.4%

### 3.2 Aquatic Facilities

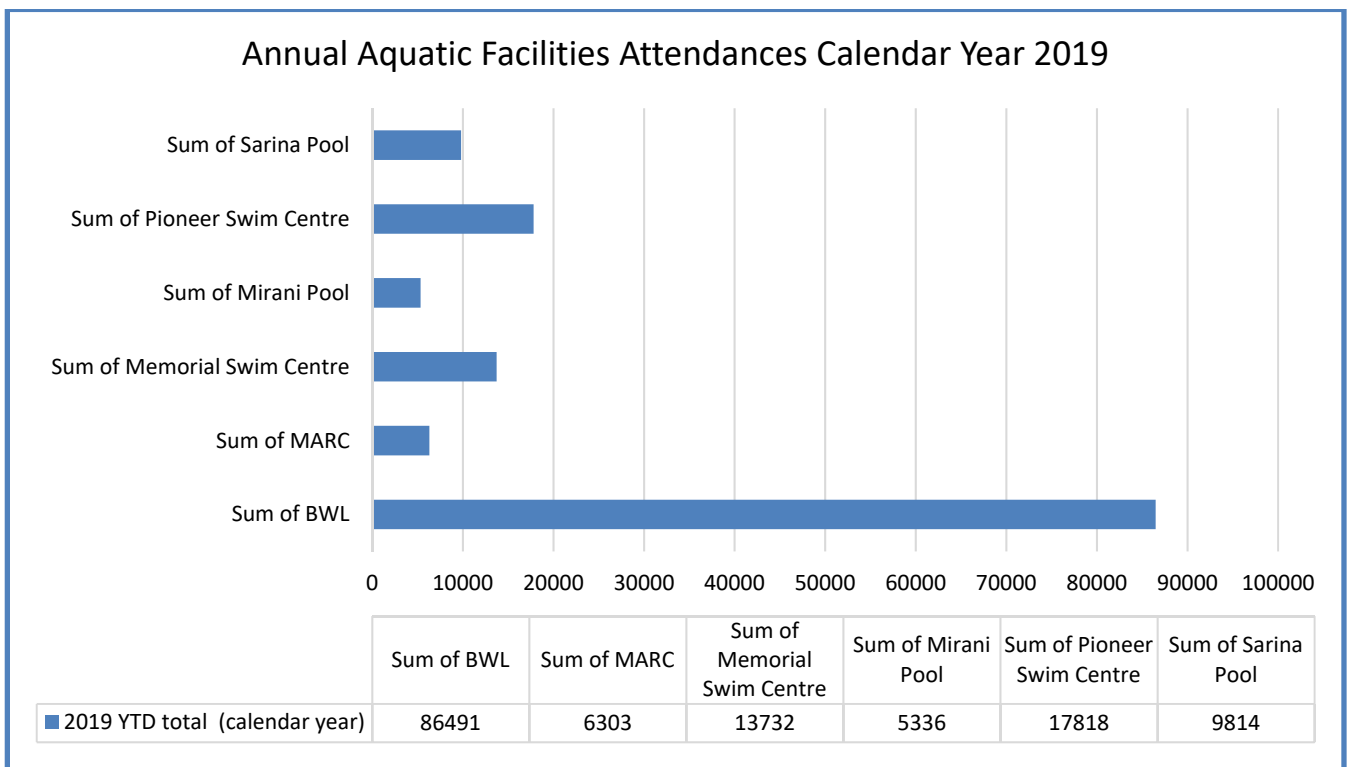
**Attendance Figures:**

Facility	March 2019	April 2019
Bluewater Lagoon	27,605	24,035
Mackay Aquatic Recreation Complex	6,303*	2,853
Memorial Pool	5,428	898
Pioneer Pool	7,481	1,169
Mirani Pool	3,785	128
Sarina Pool	3,412	532

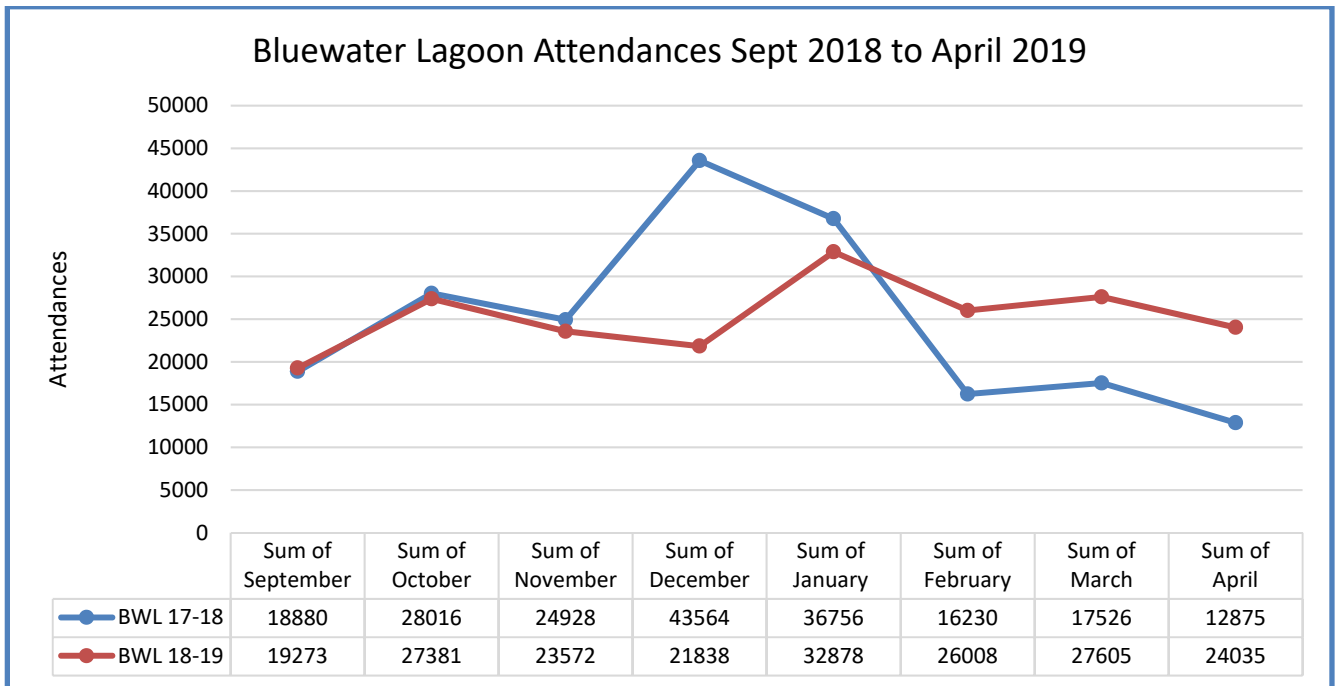
Note:

- Variation of previously provided March figures for Mackay Aquatic and Recreation Complex result from operator reporting system review conducted in April.

**Annual Attendances (Calendar Year) by Facility:**

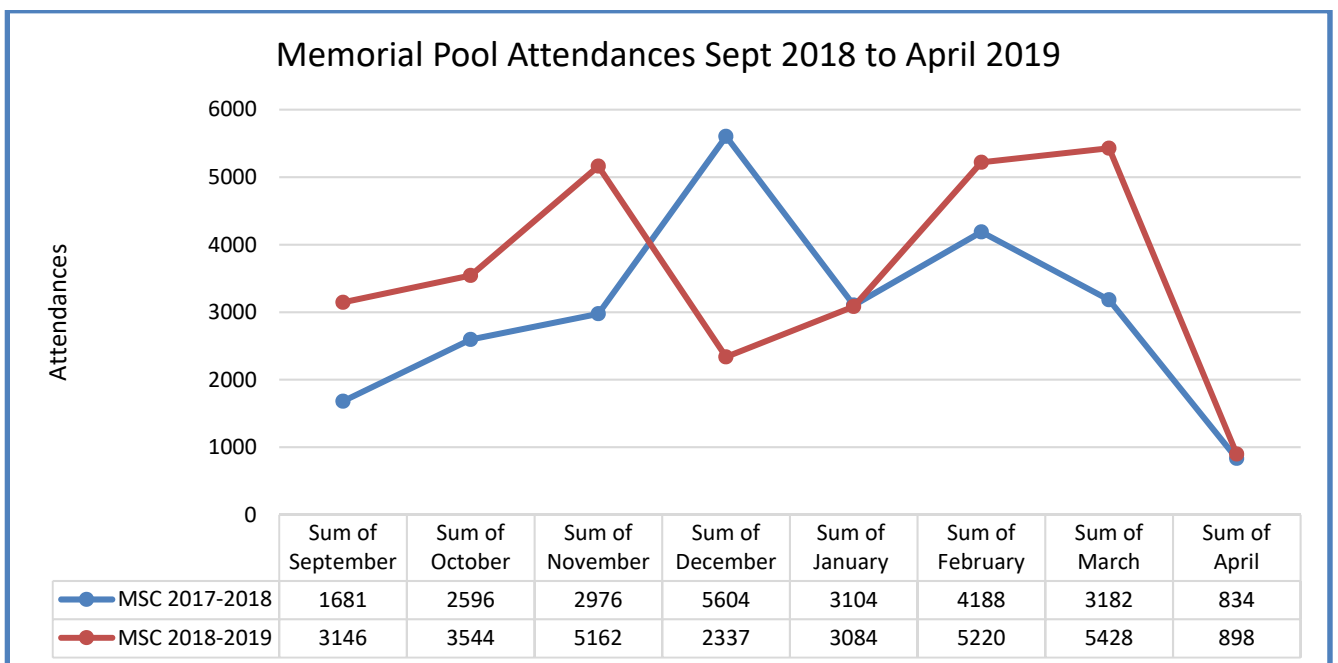


**Attendances September to April - Monthly and Yearly Attendance Comparison**



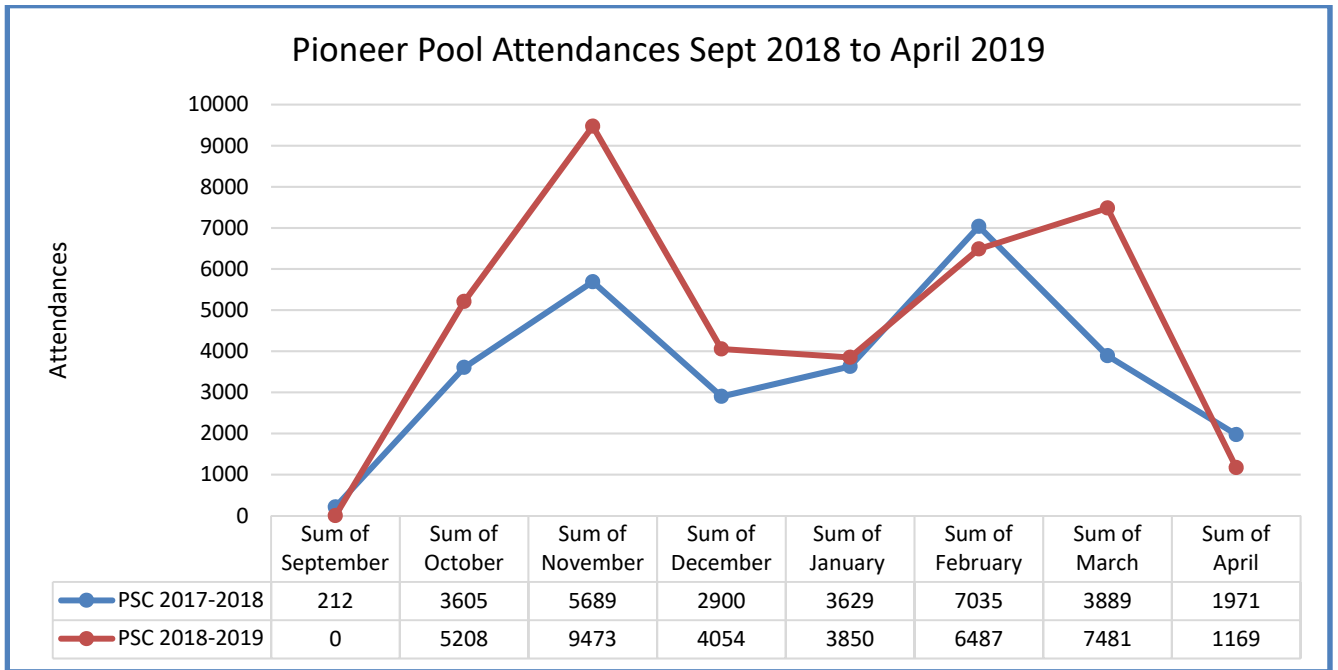
Note:

- Attendances from February 2019 onwards are taken from the people counter (entry figures only)



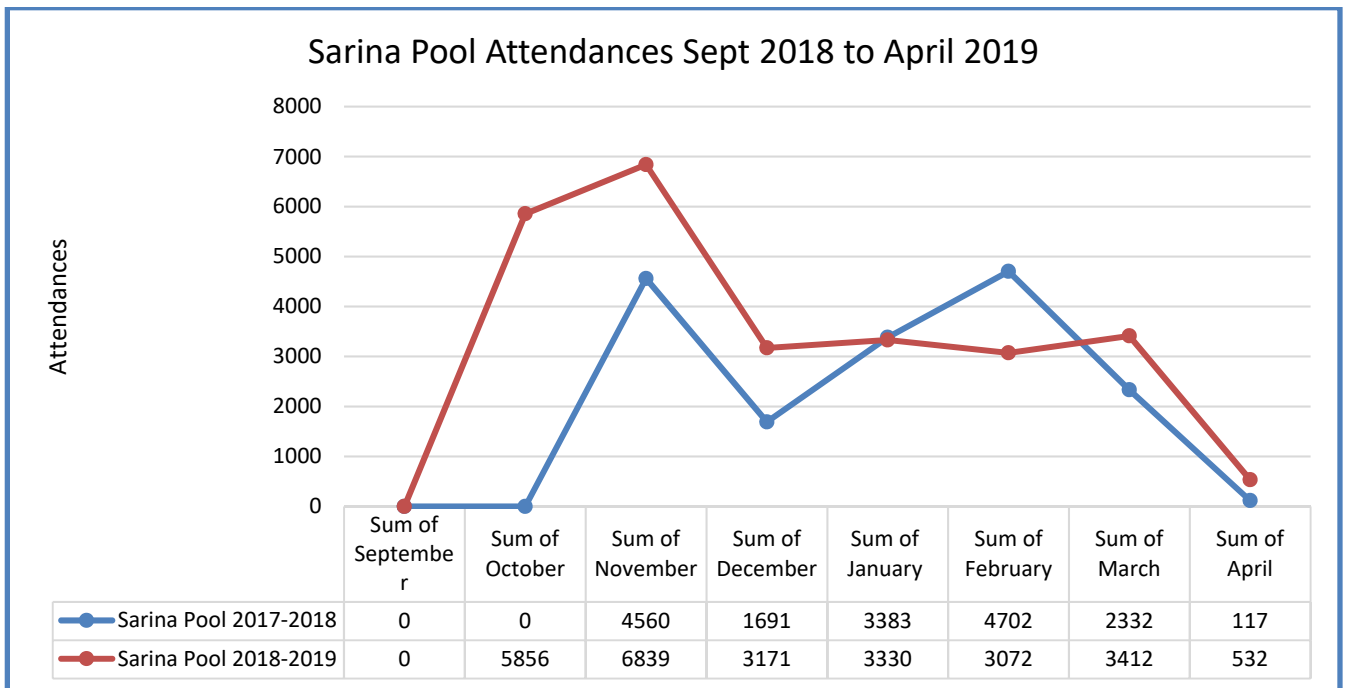
Note:

- Memorial Swim Centre was open for the duration of April, scheduled closure did not commence until 1 May 2019.



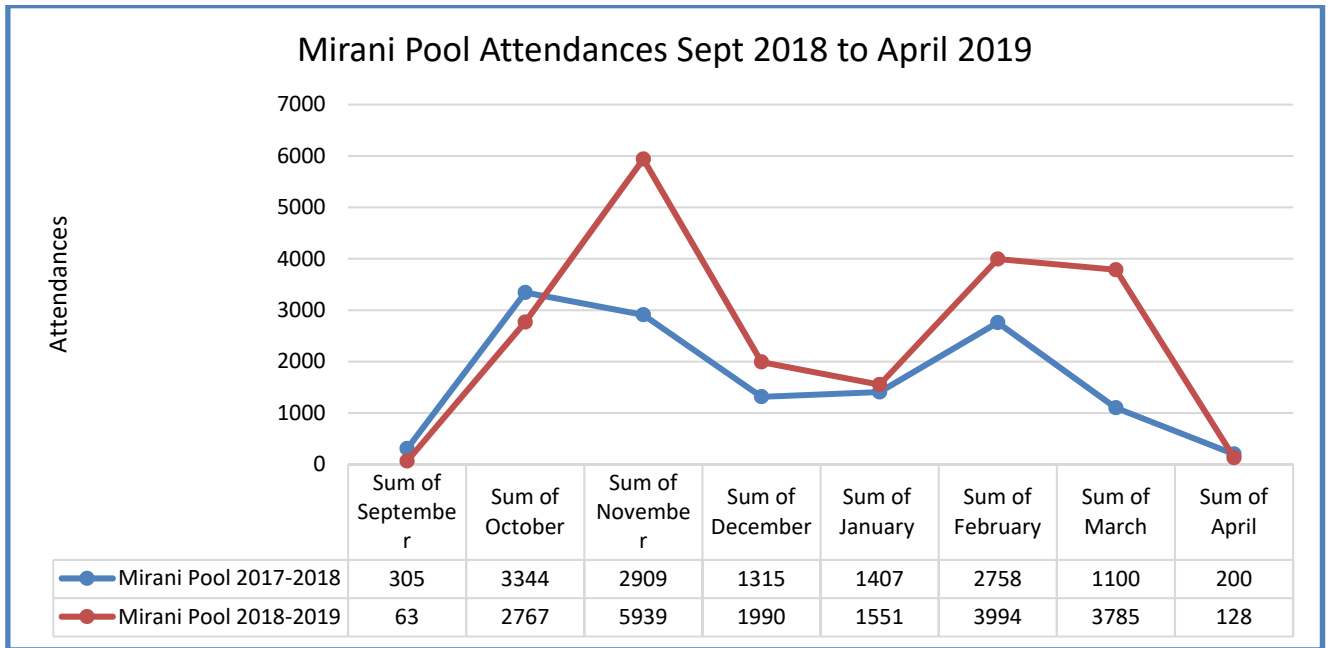
Note:

- Pioneer Pool was open for the duration of April, scheduled closure not due until 1 June 2019.



Note:

- Sarina Pool closed on Thursday 18 April 2019.



Note:

- Mirani Pool closed Thursday 18 April 2019.

#### Mackay Aquatic and Recreational Complex (MARC) Attendance figures

	March 2019	April 2019
MARC Aquatic Attendances	6303*	2853
MARC Athletic Attendances	381	719
Come and Try Promotion 13 April 2019		128
<b>MARC Total Attendances (Aquatics and Athletics)</b>	<b>6623</b>	<b>3572</b>

Note:

- Variation of previously provided March figures result from Operator reporting system review conducted in April.
- Come and Try promotion participants had full facility access and therefore are counted separately to the individual Aquatic and Athletic attendance figures.

#### Number of Wet Days per Month

	October	November	December	January	February	March	April
<b>2017-2018</b>	10	8	5	6	11	11	10
<b>2018-2019</b>	0	0	23	6	12	8	14

### 3.3 IT Support

#### Internal Service Metrics

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
<b>Incident Resolution</b>	Percentage of incidents resolved within corporate standard timeframes	80%	80-85%	85%	<b>78%</b>
<b>Service Request Resolution</b>	Percentage of service requests resolved within corporate standard timeframes	80%	80-85%	85%	<b>78%</b>
<b>Internal Customer Satisfaction Survey</b>	IT email survey - % of customers whose experience met or exceeded expectations	75%	75-84%	85%	<b>98%</b>

Note:

- *Current resourcing levels within Information Services in support of service and incident requests are short of key resources in application and service desk skill sets due to natural attrition. These resourcing levels have now been in existence for a number of months and the effects are continuing to show on the KPI's. Recruitment has been achieved for these roles now internally and externally (1 role) from within IS. This fulfillment therefore passes recruitment pressures to other areas of IS. Obtaining skilled resource within the Mackay region is a continuing challenge and one that we need to explore further on recruitment techniques to attract skilled resource to permanently locate themselves in Mackay.*

#### Information Services Satisfaction Survey – April 2019

March 2019 Survey		Rating %
1	How would you rate the level of customer service received? (Timely updates, follow through, helpfulness, communication skills)	88%
2	Was your request completed within a reasonable timeframe? (If not please state expectation in comments section please.)	87%
3	Was your support request completed to your satisfaction?	87%













April 2019 Survey Results	Below Expectations	Met Expectations	Exceeded Expectations	Not Assigned*	Totals
# of Responses	8	130	248	0	386
Overall Rating	2.1%	33.7%	64.2%	N/A	97.9%

\* Not assigned excluded

**Applications Availability**

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Tier 1 Systems	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 98%	98-99%	> 99%	99.7%
Tier 2 Systems		< 98%	98-99%	> 99%	100%
Tier 3 Systems		< 98%	98-99%	> 99%	100%

**Applications Availability:** The below table shows which corporate applications are considered tier 1 and 2. All other systems not specifically noted are considered tier 3.

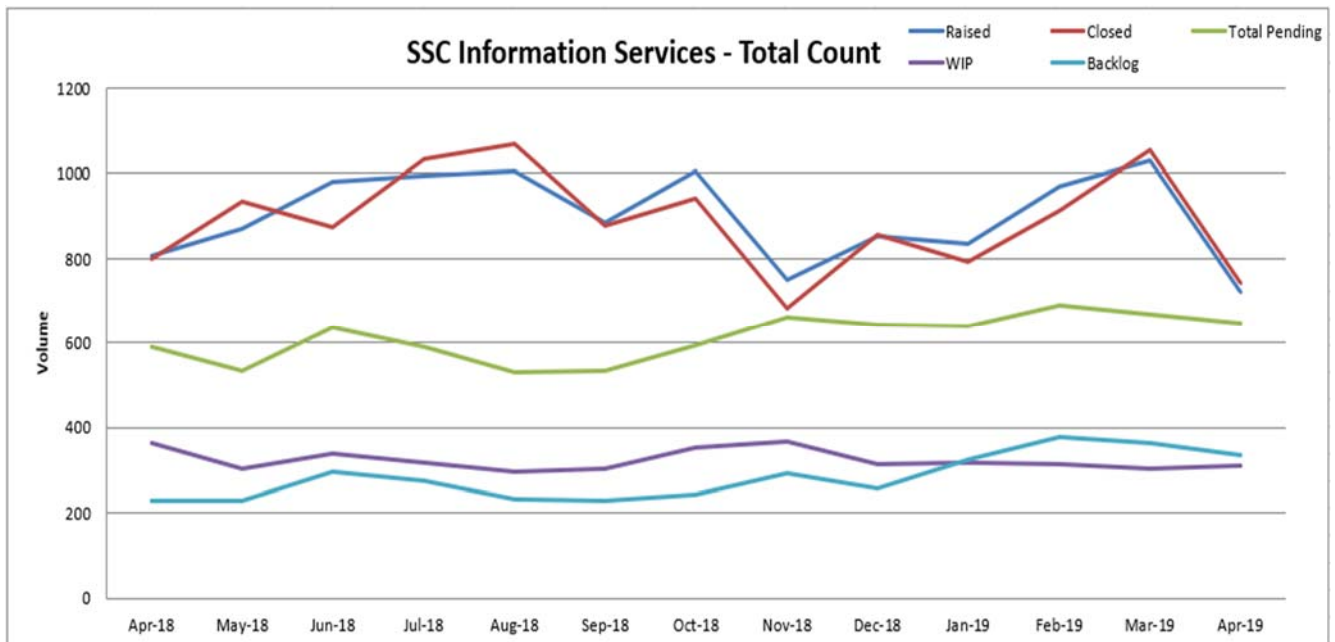
	Tier 1	Tier 2	Tier 3
	ECM	 Aurora	 Manage Engine
	Finance One	 Bruce	
	Email		
	GIS	 Mandalay	
	Internet		
	Kiosk_Chris21		
	Pathway		
	Assetic		

**KPI Commentary**

**Incident and Service Request Metrics:** The volume of incidents decreased slightly this month, from 895 in March to 722 in April.

The ICT Operations team continue to achieve good closure rates with 97% of service requests closed in April. Working days this month were shorter with a late Easter period and school holidays resulting in a reduced number of service requests being raised. The team took the opportunity to resolve backlog items which as noted in previous months does impact the % met resolved as they are already in a breach state to be classified as backlog.

The below graph identifies the Raised Vs Closed and Pending requests, along with WIP and backlog.



Definitions:

*WIP – complex support requests that are within service level agreements and simple support requests open on day of raising.*

*Backlog – complex support requests that have exceeded service level agreements and simple support requests remaining unresolved after day of raising.*

### 3.4 Key Activities

Activity	Program	Comments
<b>Eat Safe Initiative</b>	SSC/H&R	Project was implemented almost two weeks ahead of schedule and is a great testament to the collaborative effects of SSC Health & Regulatory administration staff and the Health Compliance team.
<b>Food business licences</b>	SSC	663 Food business licences generated.
<b>Rates Notices</b>	SSC	4950 reminder notices issued, and 2,301 payment arrangements processed.

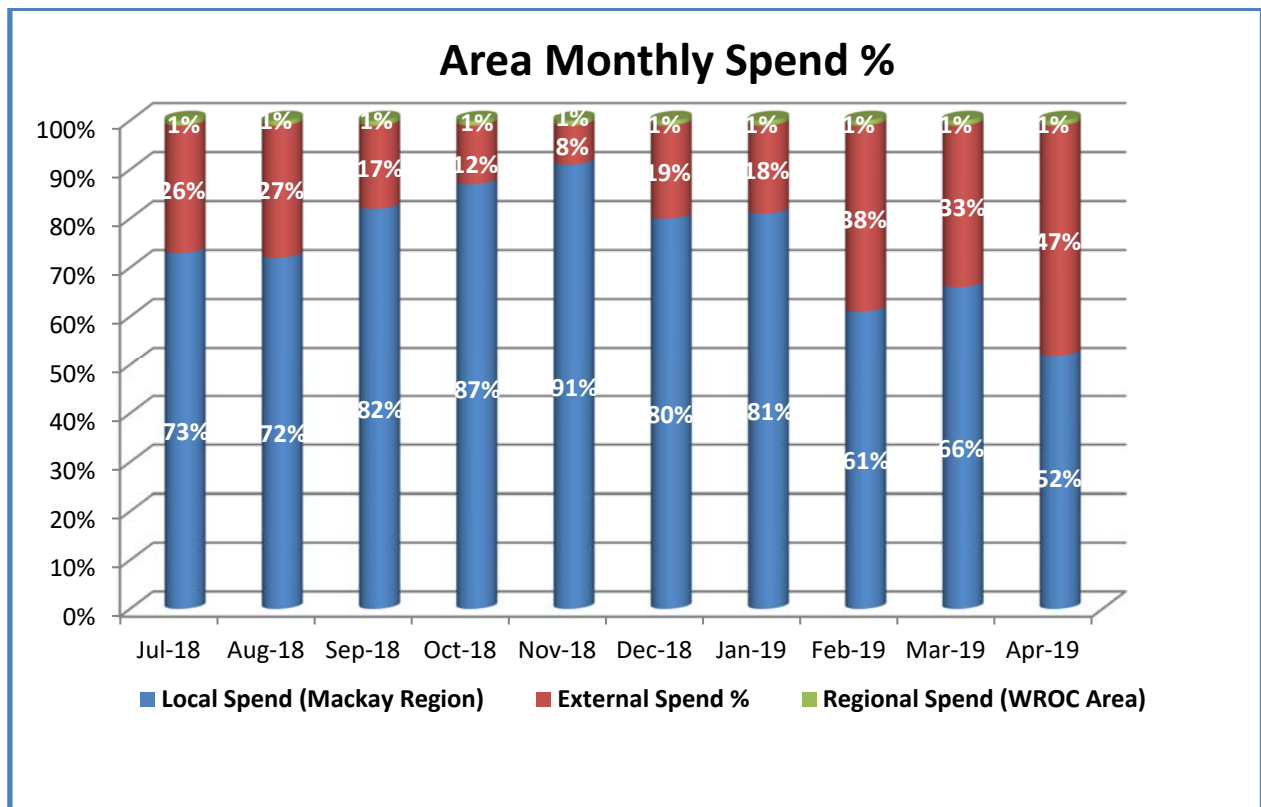


### 3.5 Procurement Services

Activity	April 2018	April 2019
Purchase Orders (PO) Raised	619	871
Line Items in POs	1698	2109
POs Received	910	1172
Line Items in POs Received	3129	4620
Invoices Processed	3262	3469

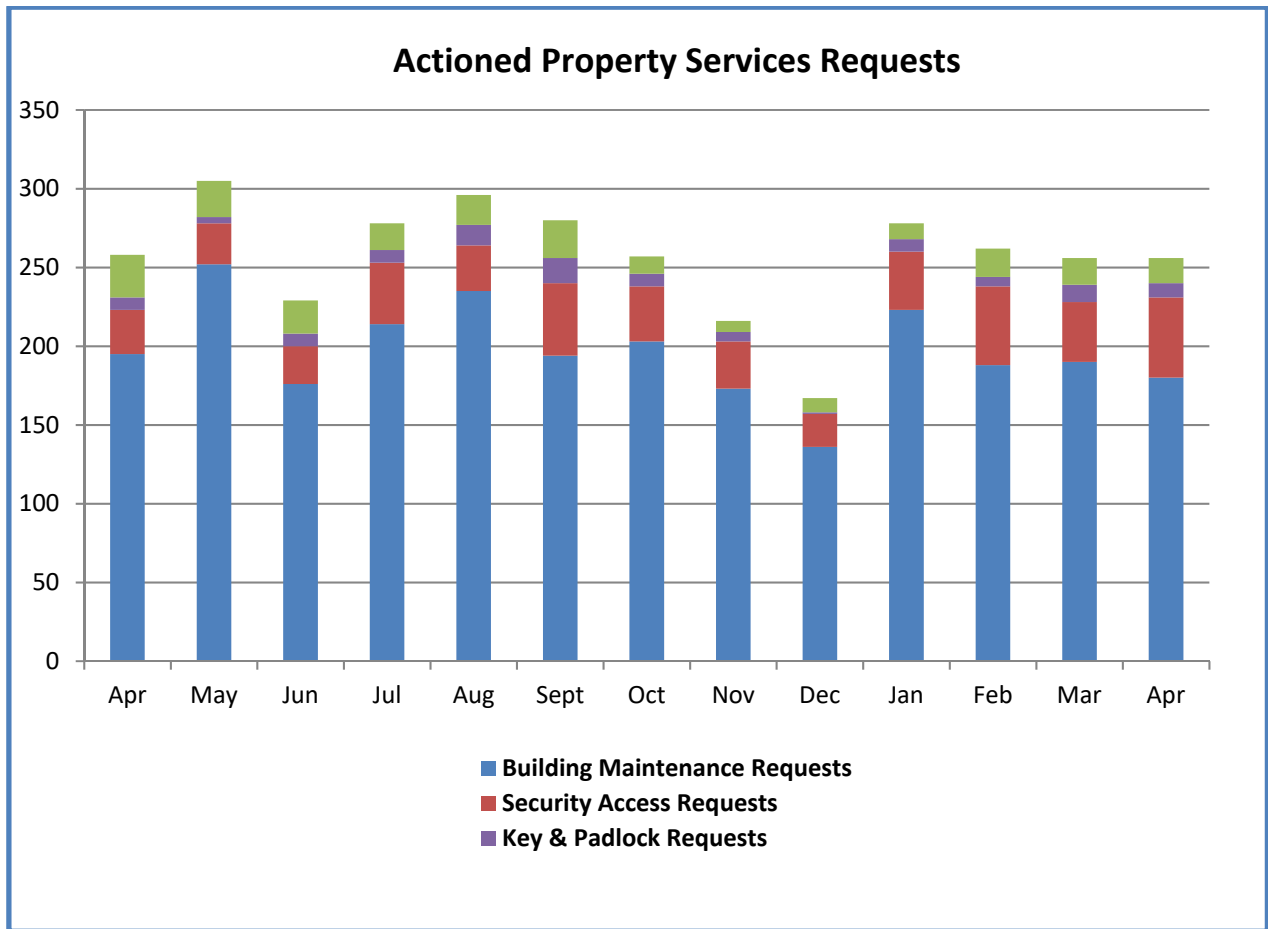
Request for Quotes Issued	18	11
Request for Tenders Issued	3	4
Tenders Awarded	4	2
Quotes Awarded	20	13

Area	Monthly Amount April 2019	Monthly % April 2019	FYTD Amount	FYTD %
Local Spend (Mackay region)	4,951,748	52%	131,070,747	78%
Regional Spend (WROC area)	24,563	1%	327,440	1%
External Spend	4,496,702	47%	36,743,379	21%



Note: The decrease in local spend this month is attributed to a large contractor payment (associated with water and sewerage) who were previously considered local. Also, there are two large payments for telecommunications and MECC entertainment which are attributing to the non-local spend.

### 3.6 Property Services



Breakdown of Building Maintenance Requests Actioned – March 2019	Volume	% of total requests
Miscellaneous	62	34.44%
Repairs	35	19.44%
Electrical	32	17.78%
Plumbing	26	14.44%
Air Conditioning	13	7.22%
Safety & Legislation	12	6.67%

Of the total number of Building Maintenance Requests received for the month of April (180), the top 3 requests related to:

- Miscellaneous (majority including cleaning, consumables, security)
- Repairs (including doors / locks / hardware, fixtures and fittings)
- Electrical

# 4. PEOPLE AND CULTURE

## 4.1 Key Activities

Activity	Comments
<p><b>Organisational Culture</b></p>	<ul style="list-style-type: none"> <li>Employee Engagement Survey briefings have been conducted with program-level action plans due by the end of April 2019. There a few outstanding plans from some of the larger programs which had longer briefing and reviewing time periods with larger numbers of employees.</li> </ul>
<p><b>Health and Wellbeing</b></p>	<ul style="list-style-type: none"> <li><i>Zest 4 Life</i> is the MRC logo for the health and wellbeing strategy initiatives. The four displayed parts of the citrus fruit (hence the zest) are the four themes of the strategy: mental, physical, social and financial.</li> </ul> <div data-bbox="724 752 1102 1115" data-label="Image"> </div> <ul style="list-style-type: none"> <li><i>Fitness Passport</i> has a good uptake amongst employees.</li> <li>Mental Health First Aiders were presented with the <i>ALGEE</i> koala. <i>ALGEE</i> is the acronym used for mental health first aid responses, like the <i>DRSABC</i>. The koala is used a talking point to allow affected employees to approach a first aider in a non-judgemental or stigma-free context.</li> </ul> <div data-bbox="392 1359 1442 1973" data-label="Image"> </div>

<p><b>Diversity and Inclusion</b></p>	<ul style="list-style-type: none"> <li>The Inclusive Leadership workshop series commenced on 11 April 2019 with ~70 MRC leaders attending a full day of robust discussion on being an inclusive leader, what this meant for MRC, and how to make an impact as an inclusive leader. The workshop was supported by three very diverse facilitators who challenged attendees on how to be a more inclusive workshop.</li> </ul>  <ul style="list-style-type: none"> <li>The month of May has several DFV awareness training activities including specific workshops for senior staff on creating safe work plans for affected employees.</li> </ul>
<p><b>Workforce Relations</b></p>	<ul style="list-style-type: none"> <li>The Verification of Competency initial concept is being presented to SLPT in May for approval.</li> <li>Planning has commenced for the renewal of the 2017 Certified Agreement.</li> </ul>
<p><b>Learning and Development</b></p>	<ul style="list-style-type: none"> <li>The Training Needs Analysis project continues with further work being completed in identifying data and recording gaps in the current HRIS. The first gap report is expected to be completed in June 2019.</li> <li>The new process for updating the learning aspect of rolling out new policies to ensure that all employees are aware and understand the changes before the policy is effective commenced in April with briefings to the management team on key policy rewrites (<i>Education Assistance</i> and <i>Flexible Working</i>).</li> </ul>
<p><b>Leadership Development</b></p>	<ul style="list-style-type: none"> <li><i>Elev8 Leadership Series</i> has commenced with:             <ul style="list-style-type: none"> <li>✓ <i>Fundamental</i> module being rolled out to Coordinators with the first face to face sessions conducted in early May.</li> <li>✓ The <i>Empowering</i> module to senior leaders continuing with the <i>coaching leader</i> and <i>high performing team workshops</i>.</li> <li>✓ The <i>Operational</i> module will be rolled out to Program Managers from July 2019 with a new provider.</li> </ul> </li> </ul>
<p><b>Workforce Capability</b></p>	<ul style="list-style-type: none"> <li>Workforce planning has commenced across all Programs within MRC. Positive results and feedback are being received as each part of the process is completed.</li> <li>A DRAFT revised Position Description format is being finalised for SLPT approval as one of the planned outcomes from the implementation of the capability framework.</li> </ul>
<p><b>Volunteers</b></p>	<ul style="list-style-type: none"> <li>The DRAFT <i>Volunteer Strategy</i> was briefed to Council on 17 April 2019. The FINAL DRAFT for approval and implementation will be briefed in mid-June.</li> </ul>

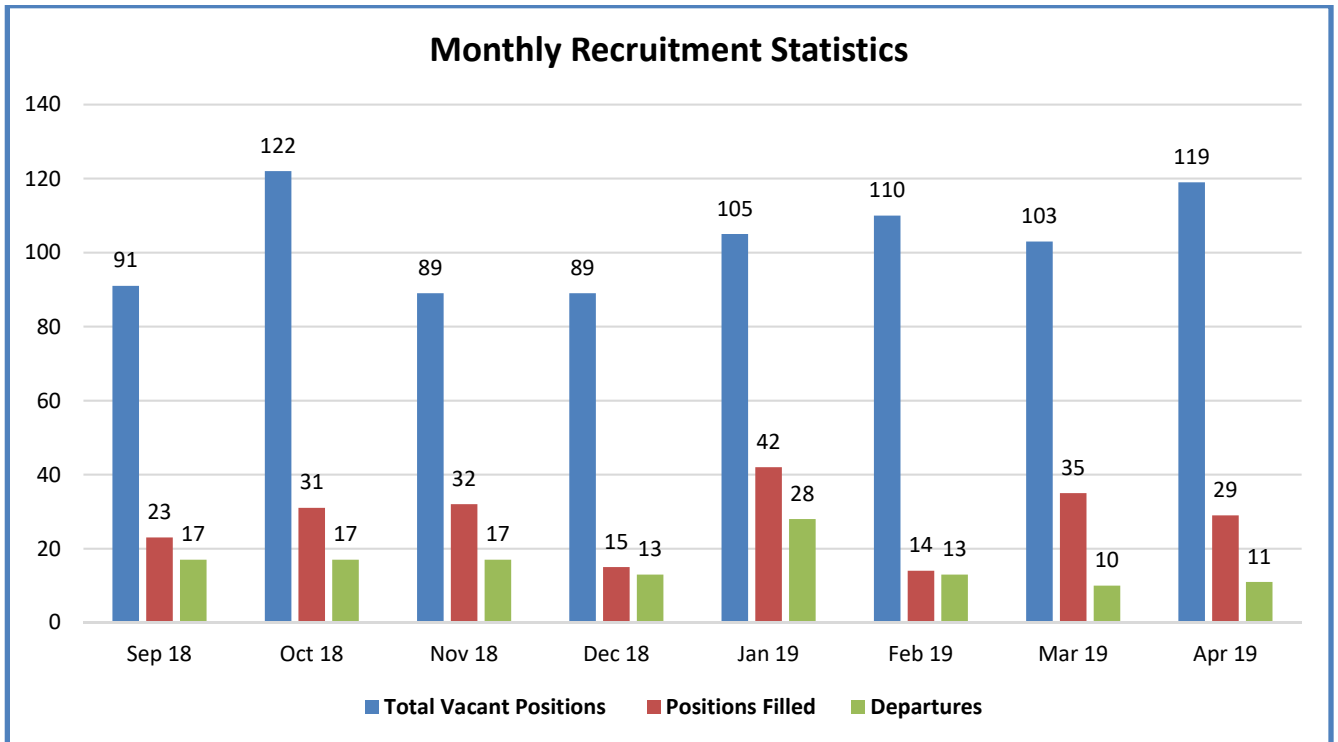
<b>PROJECT: Mackay Regional Skills Investment Strategy</b>	<p><b>Training/Skills Needs Identified:</b></p> <ul style="list-style-type: none"> <li>• Micro credentials preferable to businesses over completion of full qualifications – echoed across all industries.</li> <li>• Entry level transferable micro skills in             <ul style="list-style-type: none"> <li>✓ Work ready skills (for school leavers).</li> <li>✓ Resilience</li> <li>✓ Safety – manual handling, chemical safety,</li> </ul> </li> <li>• Leadership / HR for business owners (ways to build points of difference in organisational culture, benefits and attraction when base salary is low).</li> <li>• TAE – lack of trainers and assessors in the region. TAE qualification is difficult to obtain, and not contextualised for industry trainers over RTO trainers.</li> </ul> <p><b>Training Solutions:</b></p> <ul style="list-style-type: none"> <li>• Nil formal business cases raised or approved by State Government to date.</li> <li>• The following concepts are works in progress (WIP) undergoing further investigation. Most have not yet been raised with RSIS due to the preliminary nature of the concepts being investigated:             <ul style="list-style-type: none"> <li>✓ <b>SMARTCANE Best Management Practices Funding and Course</b>                The business case was declined as funding was being supported by DAF. Since then DAF has withdrawn funding and the identified RTO has also gone into administration. This concept is now pending further review and potentially may resubmit to RSIS for funding.</li> <li>✓ <b>Tyre/wheel Alignment Skill Set</b>                One small employer has raised a need for light and heavy vehicle wheel alignment skill sets for the region. Currently working with industry on identifying if there is a consistent need across industry.                 Investigating:               <ul style="list-style-type: none"> <li>▪ Funding for skill set AURLTJ002 - Remove, inspect, repair and refit light vehicle tyres and tubes</li> <li>▪ Funding for skill set AURLTJ013 - Remove, inspect and refit light vehicle wheel and tyre assemblies</li> </ul> </li> <li>✓ <b>Forklift Skill Set</b>                Multiple industries and employers raised forklift skill sets as a skill shortage.                 Identified that the skill set lost during downturn (migration of workforce out of region), Business are now needing to upskill again for competency.                 Investigating:               <ul style="list-style-type: none"> <li>▪ Funding for skill set TLILIC2001 – Licence to Operate a Forklift Truck</li> <li>▪ Support for Licencing costs (Worksafe QLD)</li> </ul> </li> <li>✓ <b>Solar (grid connect and battery) Skill Set</b>                Fairly small industry presence in renewable energy. Due to this, there is no local RTO providing skill development in these areas. Seeking industry coordination to gain student numbers to encourage a RTO to deliver in region.                 Investigating:               <ul style="list-style-type: none"> <li>▪ Funding for skill set UEENEEK148A - Install, configure and commission LV grid connected photovoltaic power systems.</li> <li>▪ Funding for skill set UEENEEK125A - Solve basic problems in photovoltaic energy apparatus and systems.</li> </ul> </li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>▪ One employer has facilities to host an RTO to deliver package, liaising with RTO on delivery in region for a one-off session (pending coordination of students across employers).</li> </ul> <p>✓ <b>Coaching and Mentoring Skill Set</b></p> <p>Identified small business is reluctant to take on Apprentices because their supervisors are fearful of or unskilled in coaching (= hoarding of knowledge and skill). At this stage their interest is in a non-accredited solution. CQU is currently developing a non-accredited package that may meet industry need.</p> <p>Investigating:</p> <ul style="list-style-type: none"> <li>▪ Funding or support for delivery of a non-accredited coaching package</li> </ul> <p>✓ <b>Medical Administration career pathway</b></p> <p>Identified that there is a gap in career pathway between medical administration and registered nurse in general practice. Tailored package and RTO to be developed and business case will be formed. Potential solution will transfer across to Allied Health Assistants and Indigenous Health Officers.</p> <p>Investigating:</p> <ul style="list-style-type: none"> <li>▪ Tailored package.</li> </ul> <p>✓ <b>Underground coal mining</b></p> <p>METS sector heavily requests the funding of a cleanskin underground operations package.</p> <p>A number of RTOs offer a combined Standard 11 with underground operations to create tailored versions.</p> <p>Investigating:</p> <ul style="list-style-type: none"> <li>▪ Funding for underground operations</li> </ul> <p><b>Planned Promotional Activities:</b></p> <ul style="list-style-type: none"> <li>• Greater Whitsunday Food Network Meeting</li> </ul>
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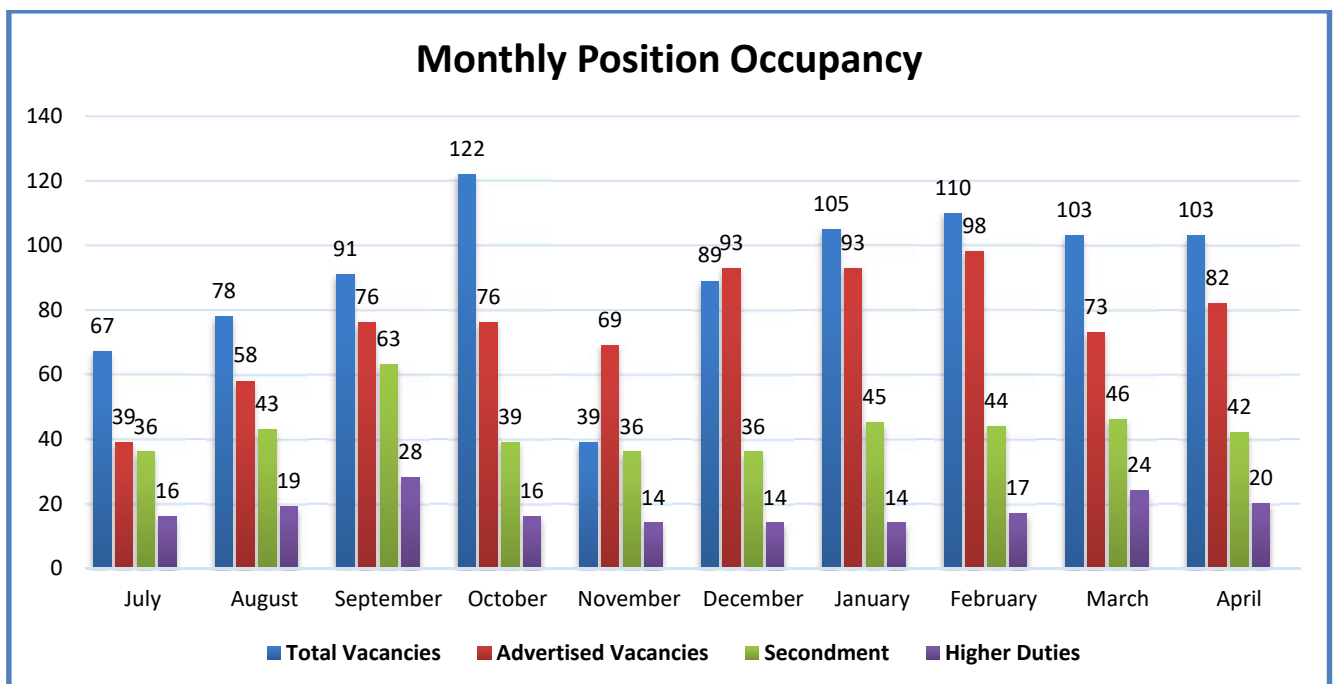
## 4.2 Staff Contingent

Status	OMC	ECI	DS	CCS	OS	CW	TOTAL	Prev. Mth.
Full Time	8	290	165	111	169	86	829	826
Part Time	0	9	5	38	37	0	89	86
Apprentice/Trainees	1	2	9	4	11	1	28	28
Temp	0	10	8	15	15	10	58	58
Casual	1	3	12	83	3	3	105	105
<b>TOTAL EMPLOYED</b>	<b>10</b>	<b>314</b>	<b>199</b>	<b>251</b>	<b>235</b>	<b>100</b>	<b>1109</b>	<b>1103</b>
Active Vacant	0	19	20	14	15	14	98	98
<b>TOTAL</b>	<b>10</b>	<b>333</b>	<b>219</b>	<b>265</b>	<b>250</b>	<b>114</b>	<b>1207</b>	<b>1201</b>

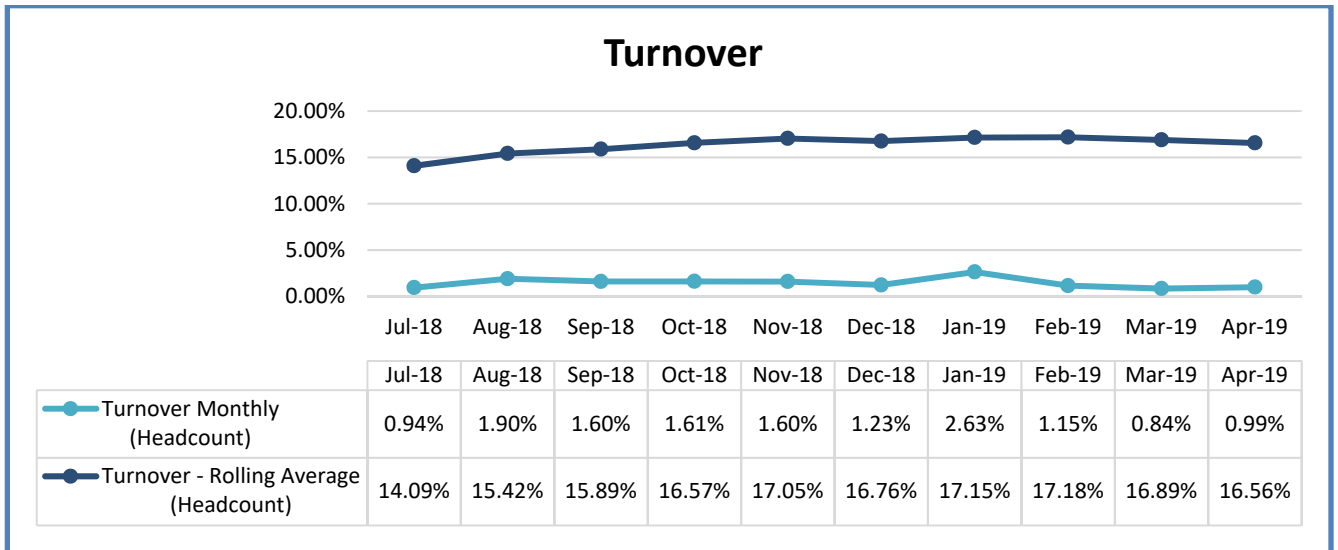
\*Stats current as of 30 April 2019



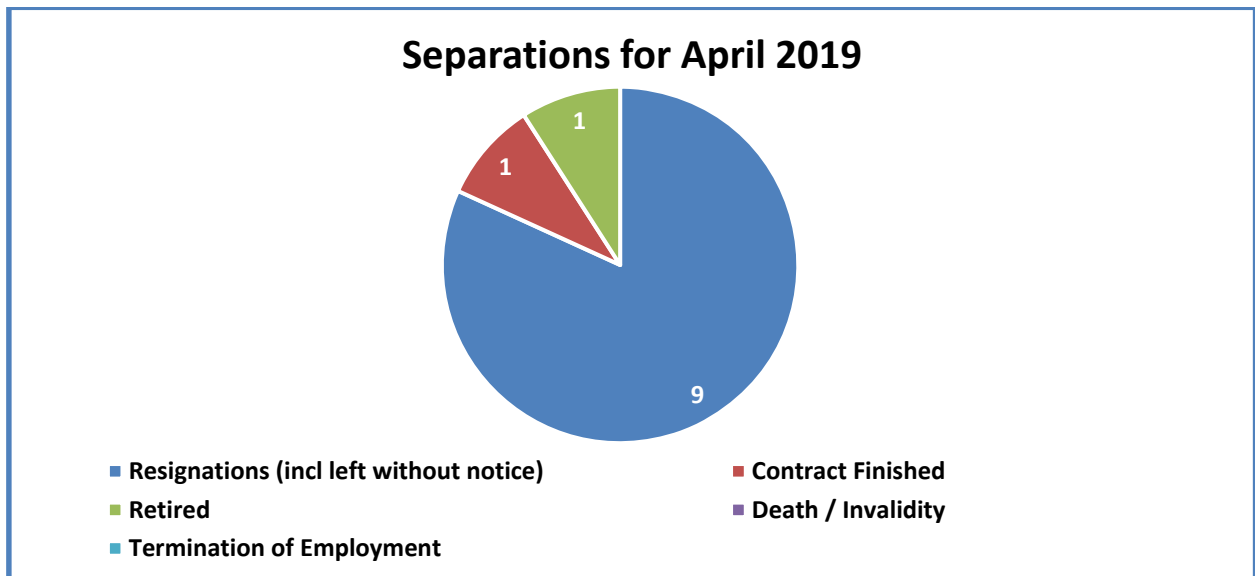
- Total vacant positions: 103
- Total number of positions filled in April: 29



- As of 30 April, there were 82 positions across Council that were actively being recruited to either through external or internal recruitment and selection processes. The total current vacant positions are 103. Total vacant positions may differ from active vacancies due to positions on hold, higher duties/secondments or requisitions yet to be received by Recruitment.



- 12 month moving average turnover was 16.56% as at 30 April 2019
- Monthly turnover 0.99% as at 30 April 2019



- A total of 11 employees departed MRC in the month of April 2019.

## 5. FINANCIAL PERFORMANCE

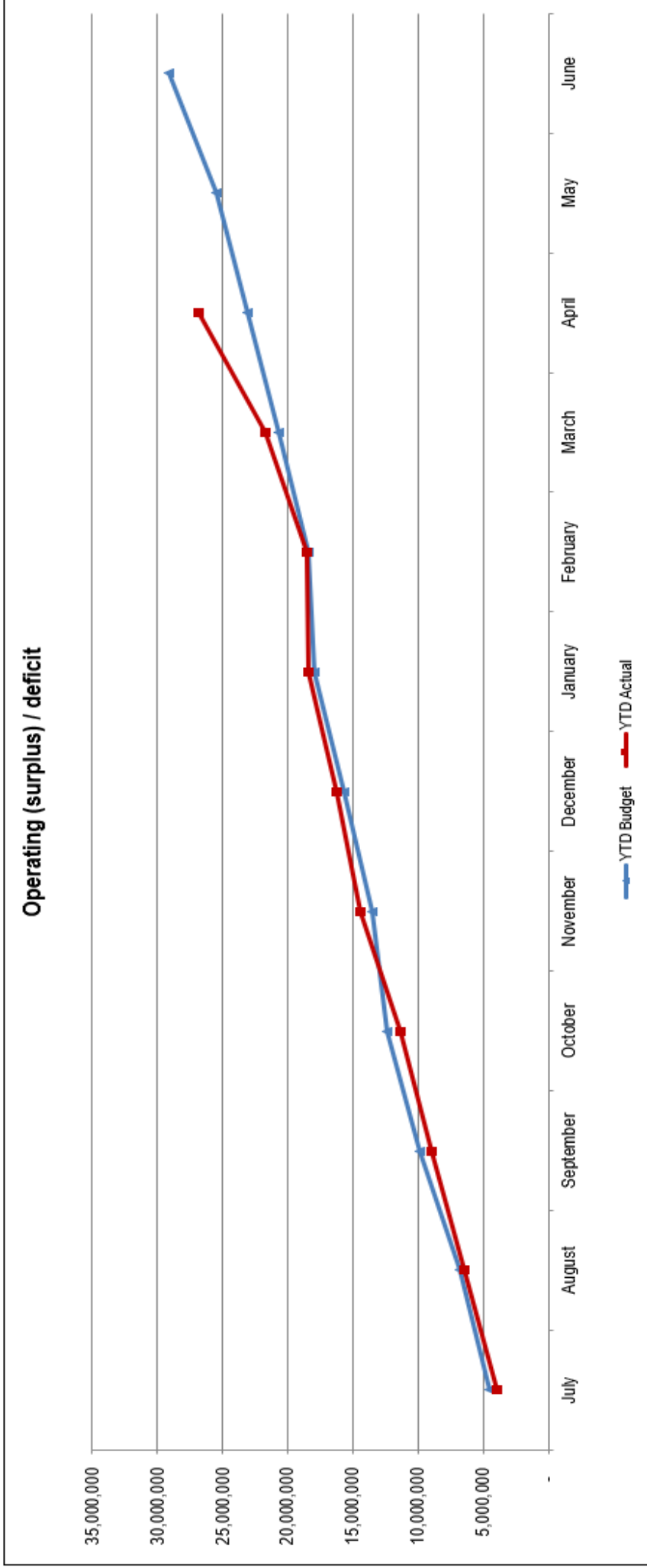
### 5.1 Key Activities

Activity	Program	Timeframe	Comments
<b>Budgets &amp; LTFF</b>	Finance	★	The 2019/20 budget and long term financial forecast processes are proceeding in accordance with planned timelines.
<b>Statutory Reporting</b>	Finance	★	The monthly Strategic Financial Report for March was presented to Council in April.



## 5.2 Program Financial Position

Financial Performance Report		Organisational Services				% YTD Variance of YTD Budget	
Period Covered: 1 July 2018 to 30 April 2019							
	Revised Budget	YTD Budget	YTD Actual	YTD Variance	Comments		
3.01 - Organisational Services Management	452,520	307,122	252,000	(55,123)	Savings in wages and consultant fees		
3.02 - People & Culture	2,705,331	2,016,811	1,634,144	(382,667)	YTD delivery of leadership programs has lagged. There is further training to be delivered in May for D&I, HWB and leadership.		
3.03 - Financial Services	2,702,072	1,718,103	1,601,177	(116,927)	Savings in wages and legal expenses associated with overdue rates		
3.04 - Procurement & Plant	(3,844,295)	(3,223,725)	(3,082,358)	141,367	Unplanned repairs being captured in this area, previously funded by responsible program		
3.06 - Governance & Safety	3,396,496	2,979,665	2,931,030	(48,635)	On track.		
3.11 - Property Services	8,330,184	6,633,965	6,847,817	213,852	Budget review will assist in bringing the budget back in line due to unplanned expenditure being incurred.		
3.16 - Works For Queensland Round 2 Funding Project	181,296	181,296	237,326	56,030	On track.		
7.01 - Shared Services Centre Management	2,938,361	2,286,187	6,173,184	3,886,996	Impact of once off contract payment		
7.02 - Shared Services Centre Employees	8,122,108	6,547,338	6,685,050	137,712	Wages tracking higher than budget through reduced vacancies		
7.03 - Shared Services Centre Information Services	4,125,747	3,668,915	3,510,813	(158,103)	YTD variance is as made up of a number of small variances against the many components making up the IS service provision. The total YTD variance is favourable to YTD budget.		
<b>Operating (surplus) / deficit</b>	<b>29,109,820</b>	<b>23,115,678</b>	<b>26,790,182</b>	<b>3,674,504</b>			






## 6. BUSINESS IMPROVEMENT

### 6.1 Business Improvements

Description	Program	Comments
<b>Safety Systems Streamlining Project</b>	G&S	Work continues to review safety procedures which are being migrated to the safety Hub. Work is underway to include the safety Hub as an application in the SharePoint Online Project
<b>Contractors' safety performance monitoring and reporting</b>	G&S	A project plan has been developed and a cross-discipline working group formed. The first meeting of the working group is scheduled for 13 May.
<b>Insurance Review Project</b>	G&S	The tender process for MRC insurances has failed to produce a tenderer capable of servicing MRC's needs. MRC will revert to the Queensland local government insurance pool for its insurance coverages for 2019/20
<b>Authorised Persons Project</b>	G&S	E-learning training has been drafted and is in the final stages of review and testing. Training will be rolled out to all Authorised Person Officers and Contractors. The project is expected to be finalised by the end of the year.

## 7. REGULATORY COMPLIANCE

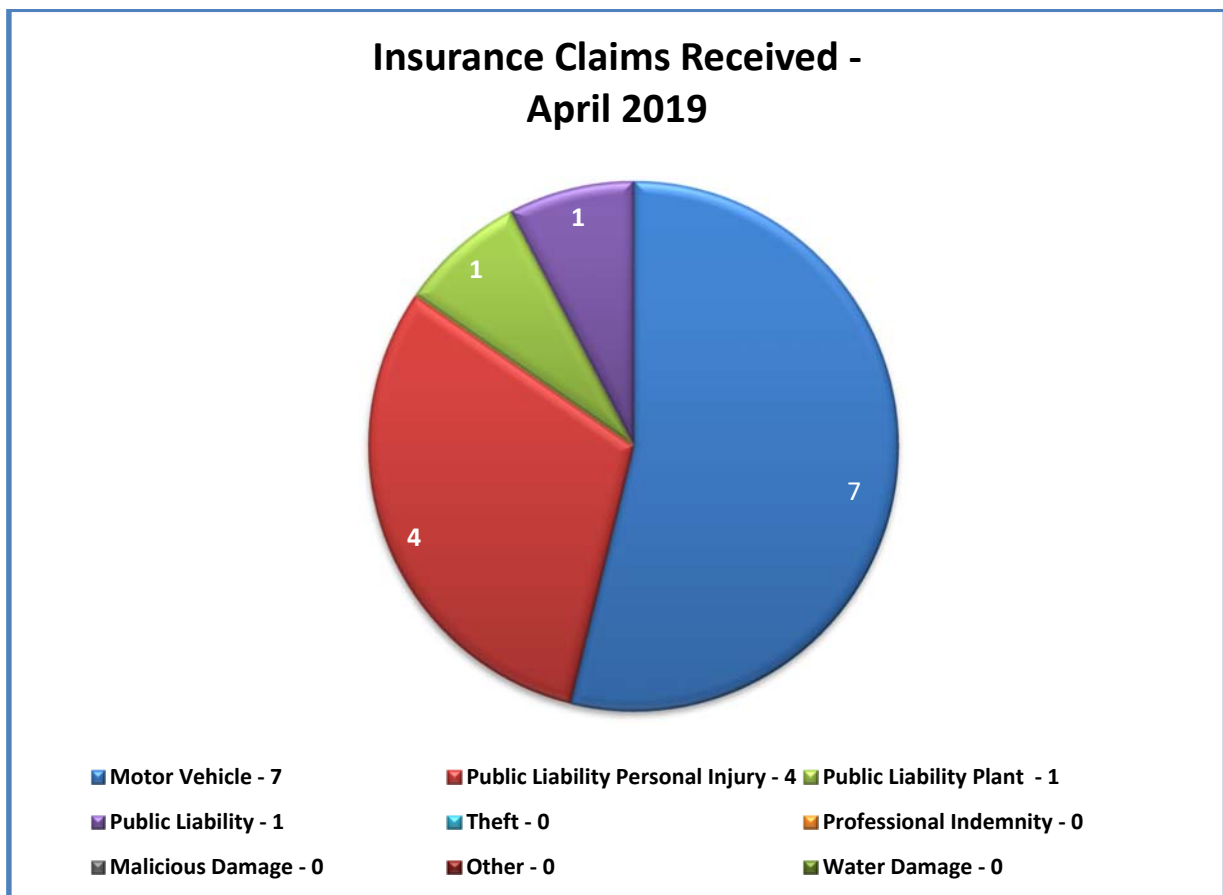
### 7.1 Financial Compliance

Description	Program	Timeframe
Manage capital and operational budgets to achieve the benchmark Local Government financial sustainability ratios, including the operating surplus, net financial liabilities, and asset sustainability ratios. Measure: Completion of Long Term Financial Forecast including applicable ratios	Finance	
Provide relevant and useful information to Council, stakeholders and clients. Measure: Production of monthly strategic financial reports	Finance	
Provide relevant and useful information to Council, stakeholders and clients. Measure: Number of high risk audit issues	Finance	

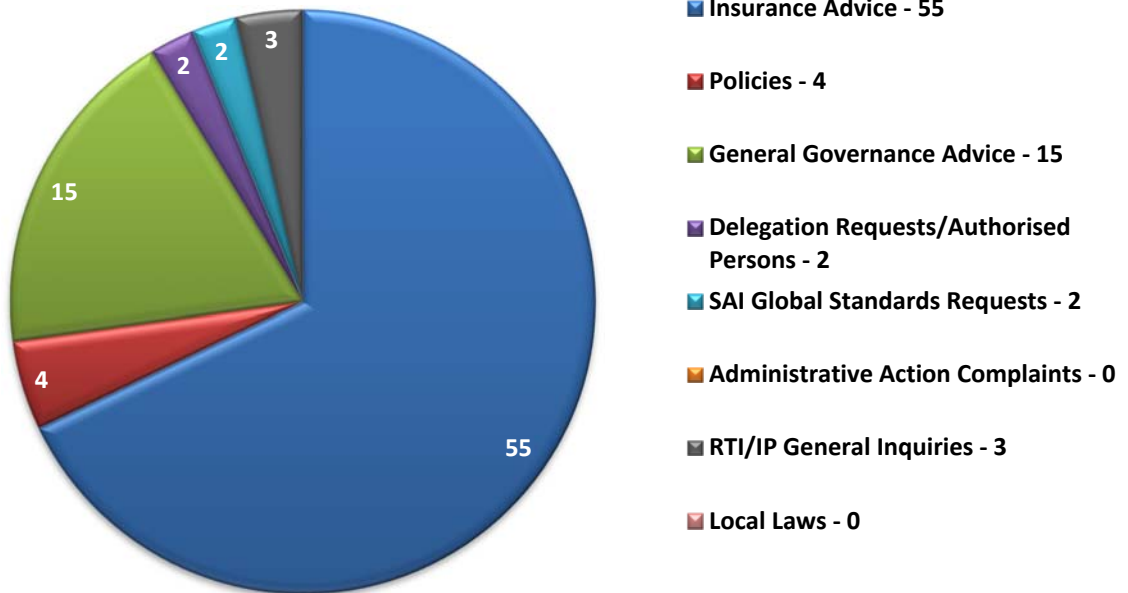
## 7.2 Corporate Governance

Activity	Program	Comments
<b>Corporate Governance Investigations</b>	G&S	6 administrative action complaints were received and forwarded to the relevant programs for investigation in April. 1 PIN review was received in April.

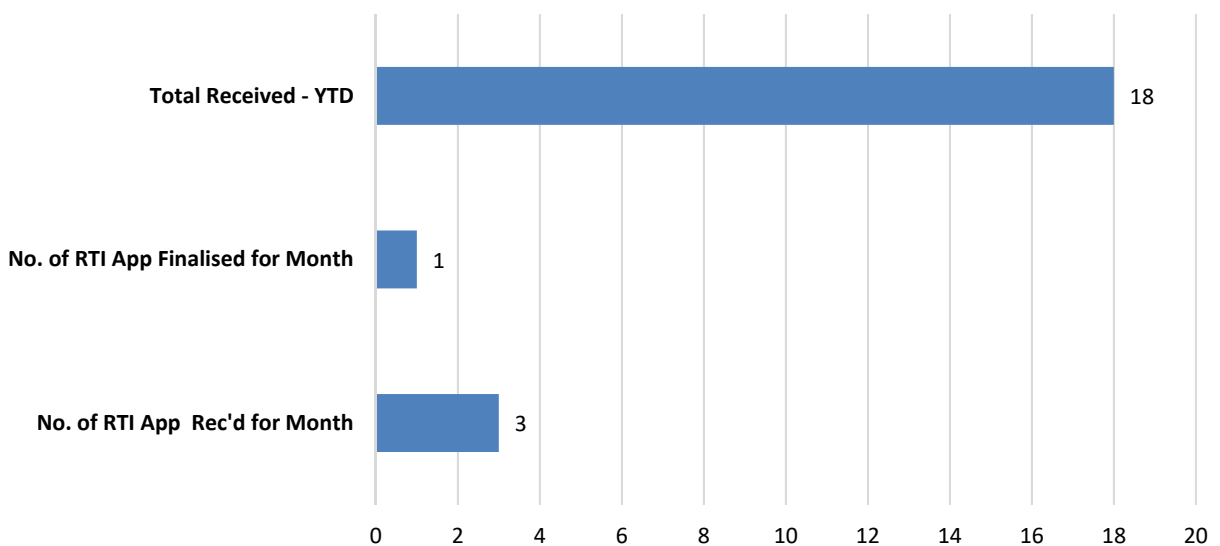
Policies	New Policy's Processed for April 2019	Existing Policies Reviewed and Processed for April 2019
<b>Council Policy</b> Policies will be presented to Council for Adoption in April.		102 - Standing Orders (Meetings) 2019 052 - Drinking Water Quality Policy
<b>Administrative Policies</b> No Policies were presented to SLPT during April.		



### Governance General Inquiries - April 2019



### Right to Information Applications - April 2019



## 7.3 Internal Audit

Internal Audit Reviews Underway	Status	Comments
Water Charges Concessions for Concealed Leaks	Finalised	
Cyber Security – Follow Up Review	In Progress	This review has been ongoing. Progress report submitted to Audit Committee as per the Audit Actions Register.
Electronic Signatures	In Progress	
Privacy	In Progress	This review was identified as one to be outsourced. The procurement for an internal audit service provider has been finalised. Fieldwork to commence pending scope finalisation.

Other Internal Audit Activity	Comments
Audit Committee	Audit Committee meeting held 11 April 2019.
Preparation of Internal Audit Plan for 2019/2020	The IA Plan 2019/2020 was submitted to the Audit Committee for consideration and endorsement subsequent to consultation with SLPT.

# 8. LAND & BUILDINGS

## 9.1 Building Maintenance

### Description

Replacement of faulty wall mounted zip auto boil unit in Councillors office, with new unit.



To prevent safety hazards, works were completed at Mirani Depot wash bay – secure lead for gerni up off ground to frame work and installation of plastic cover strip over sharp edge of flashing at shoulder height.



A new air hose reel installed at Mirani Depot machinery shed to replace a faulty reel.



Replace rusted cap flashing to parapet wall at Retravisio – MY105 tenancy.

New sensor flush installed to urinals in Paget Depot wash bay male toilets.

Repairs completed to burst poly water line and split poly pipe at Sarina Depot (Parks shed & Workshop).

Hearing loop at the MECC has been installed

Mothers Pantry at the Dome complex has had the ceiling completely replaced

Old pump station at the MECC has been removed with a cover being added and an electrical board installed on 2 posts for future functions outside.

## 9.2 Land & Tenure

Description
<p><b>Encroachments:</b></p> <p><b>Agreements currently being negotiated:</b></p> <ul style="list-style-type: none"> <li>• Ocean Avenue, Slade Point</li> <li>• Edmunds Avenue, Bucasia</li> <li>• Grasstree Beach Road, Grasstree Beach (nearing completion)</li> <li>• Investigation into several new encroachments identified in North Mackay, Erakala and Blacks Beach.</li> </ul>
<p><b>Freehold properties currently listed for sale, as a result of the freehold land investigations:</b></p> <ul style="list-style-type: none"> <li>• Lot 1 Vellas Road, Mirani - in negotiation</li> <li>• Lot 3 Vellas Road, Mirani - in negotiation</li> <li>• 1 Archibald Street, South Mackay - to go to auction</li> </ul>
<p><b>The Dome</b></p> <p><u>Current Status:</u></p> <p>Tenancies occupied – 2, 5, 6, 8, 11,12,13 and 14</p> <p>New lease agreement for tenancy 9&amp;10 is now fully executed.</p> <p>New agreement under negotiation for tenancy 6c.</p> <p>Tenancies vacant – 3, 4 and 7</p> <p>Temporary agreement in place for Tenancy 3</p> <p>Council has received some minor interest in Tenancy 7</p>
<p><b>The Land &amp; Road Use Committee</b></p> <ul style="list-style-type: none"> <li>• 1 x road issues</li> <li>• 0 x land issues</li> </ul>
<p><b>Property Matters</b></p> <ul style="list-style-type: none"> <li>• Native Title - assisting Legal Counsel with information required for a Claim – on going</li> </ul>

<p><b>Lease Matters</b></p> <ul style="list-style-type: none"> <li>• Property Services working together with Sport &amp; Recreation Development Officer and Contracts regarding the three properties that were advertised for lease via tender.</li> <li>• Tender was advertised for a grazing lease at Mt Ossa</li> <li>• Lease negotiations continuing with sporting lease in South Mackay</li> <li>• Telecommunication enquiries:                         <ul style="list-style-type: none"> <li>o 1 new enquiry, on-going negotiations with existing queries</li> </ul> </li> </ul>
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