



Organisational Services

Monthly Review

> April 2017

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1. EXECUTIVE SUMMARY

Organisational Services operations in April were dominated by the immediate and delayed impact of TC Debbie.

Committee members will note that a number of the Shared Services Centre's KPI targets were not met during April, however given the spike in call volumes and activity, and the fact that our staff were dealing with the same issues that the entire community was confronted with, I am very satisfied with the performance for the month.

Across the board, all Organisational Services staff went above and beyond during the crisis, in facets too numerous and varied to single out examples. I continue to be amazed and impressed by their dedication, passion and skills.

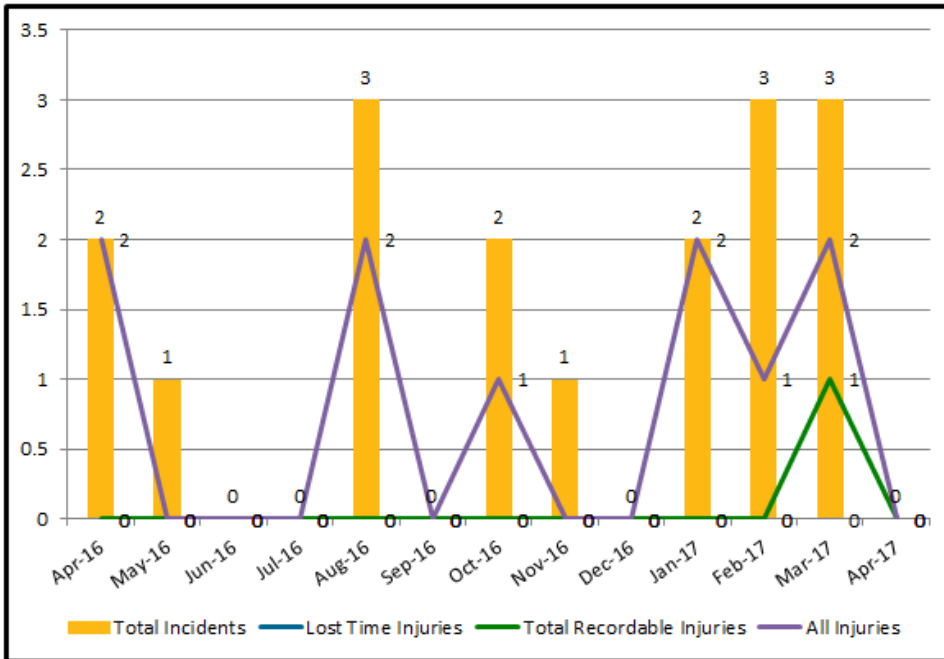
The 3rd Quarter Budget Review was also undertaken during the month, and the results will be presented to the Ordinary Council meeting in May. Further significant savings have been made and Managers Council wide have undertaken extensive reviews of their program to address the previously highlighted revenue decline. The preparations for the 2017/18 Council Budget are also advanced.



Andrew Knight
Director Organisational Services

2. SAFETY

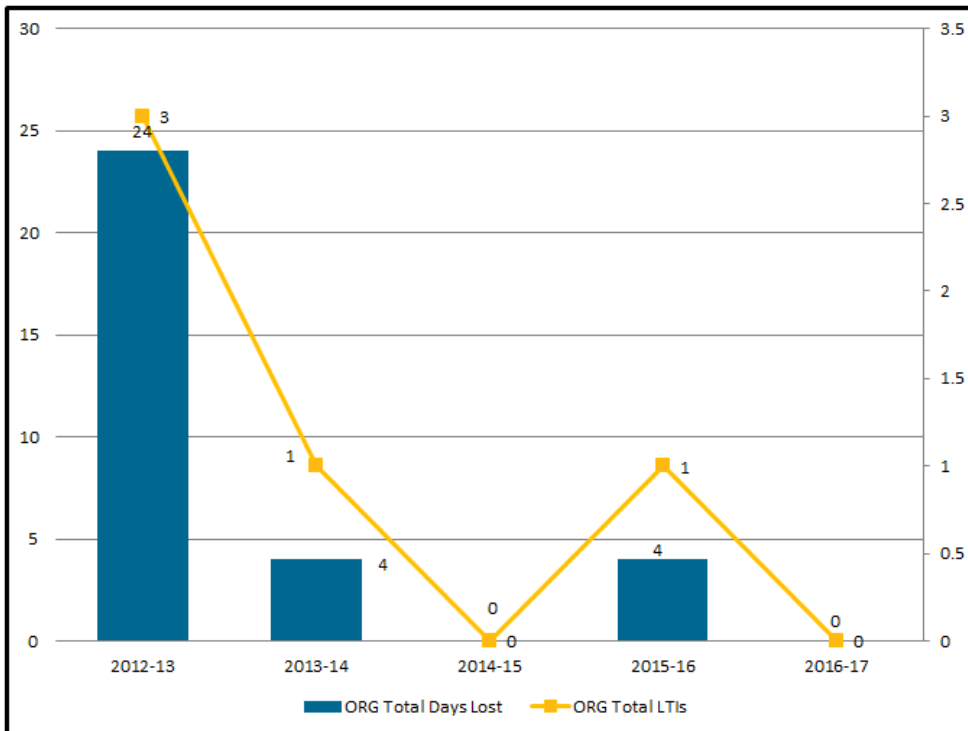
2.1 Incidents and Injuries



There were no incidents recorded during April.

For 2016-17 year to date, there have been no lost time injuries, which is a very positive result.

2.2 Lost Time Injuries & Days Lost



There have been no LTI's recorded so far for the 2016-17 financial year.

Department	2012-13		2013-14		2014-15		2015-16		2016-17	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Assets										
Finance	1	19	1	4						
NAS							1	4		
Procurement & Plant	2	5								
Property Services										
Governance & Safety										
Office of the Mayor & CEO										
Organisational Services	3	24	1	4	0	0	1	4	0	0

Glossary

Incident	Any unplanned event resulting in, or having a potential for injury or ill health.
Lost Time Injury (LTI)	Incidents that resulted in a fatality, permanent disability or time lost from work of one day / part of a day or more
Total Recordable Injuries (TRI)	Incidents that result in a Lost Time Injury (LTI), Suitable Duties Injury (SDI) and Medical Treatment Injury (MTI)

3. CUSTOMER SERVICE

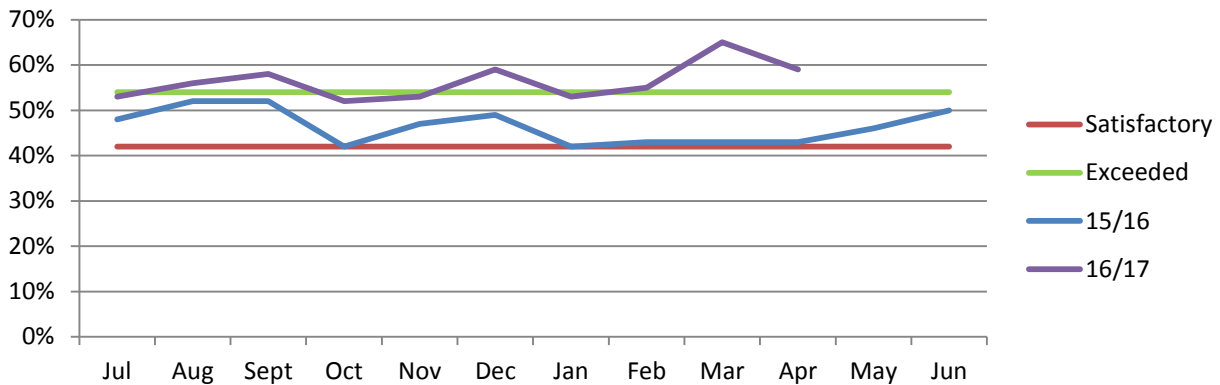
3.1 External Customer Services

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
First Contact Resolution (FCR)	The percentage of external customer enquiries that are resolved at the first point of contact.	< 42%	42-54%	< 54%	59%
Grade of Service (GOS)	The percentage of customer calls that are answered within 60 seconds across the NAS team.	< 80%	80-85%	> 85%	66%
Abandoned Calls	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	6.72%
External Customer Satisfaction	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	96%
Customer Request Completion	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	94%

KPI Graphs and Commentary

First Contact Resolution: FCR results remain high, with 59% of customer queries resolved at first contact in April.

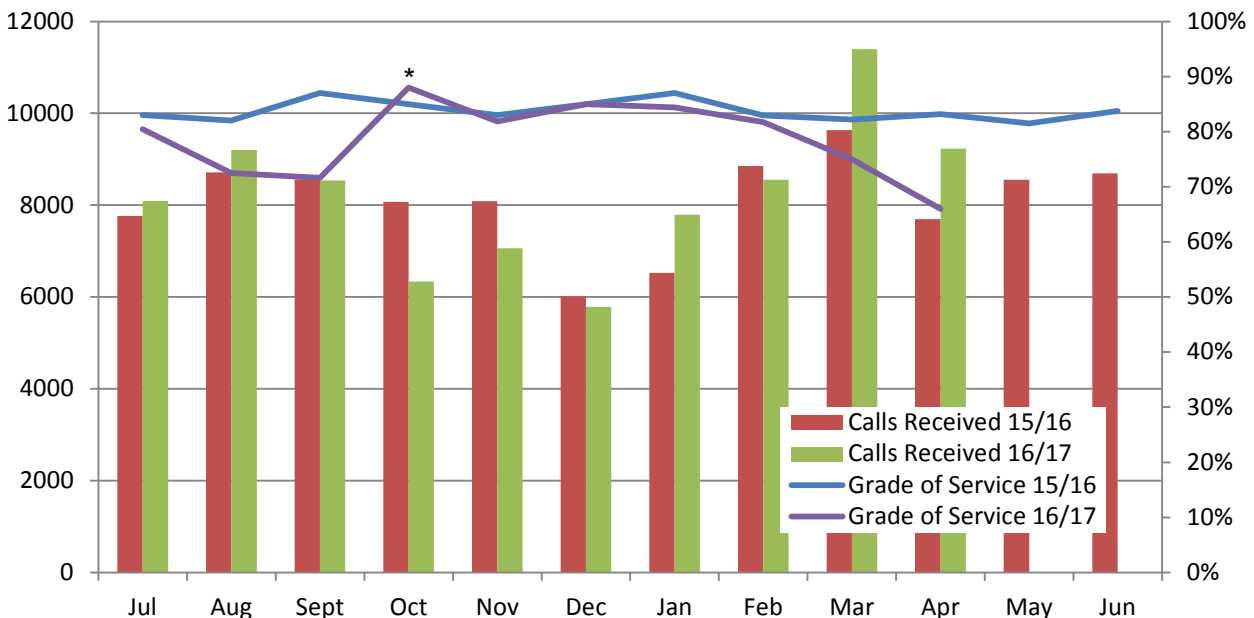
First Contact Resolution



Grade of Service: A total of 9,226 calls were received in April, averaging 542 per day (compared to 519 per day in March). The overall volume of calls during the month decreased by a total of 2,168 despite the increase experienced daily, due to the number of public holidays within the month.

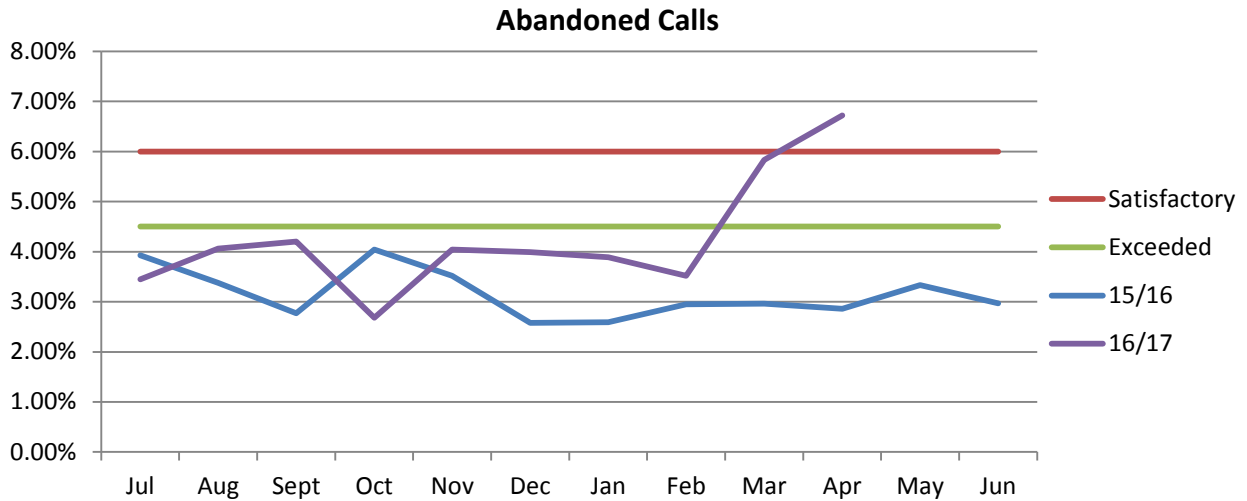
The high daily call volumes were heavily influenced by TC Debbie clean-up through week commencing 3rd April, and were later compounded by SMS notifications for water leaks and defaults on payment arrangements. The four day weeks as a result of public holidays also impacted on maintaining GOS throughout this time.

Grade of Service

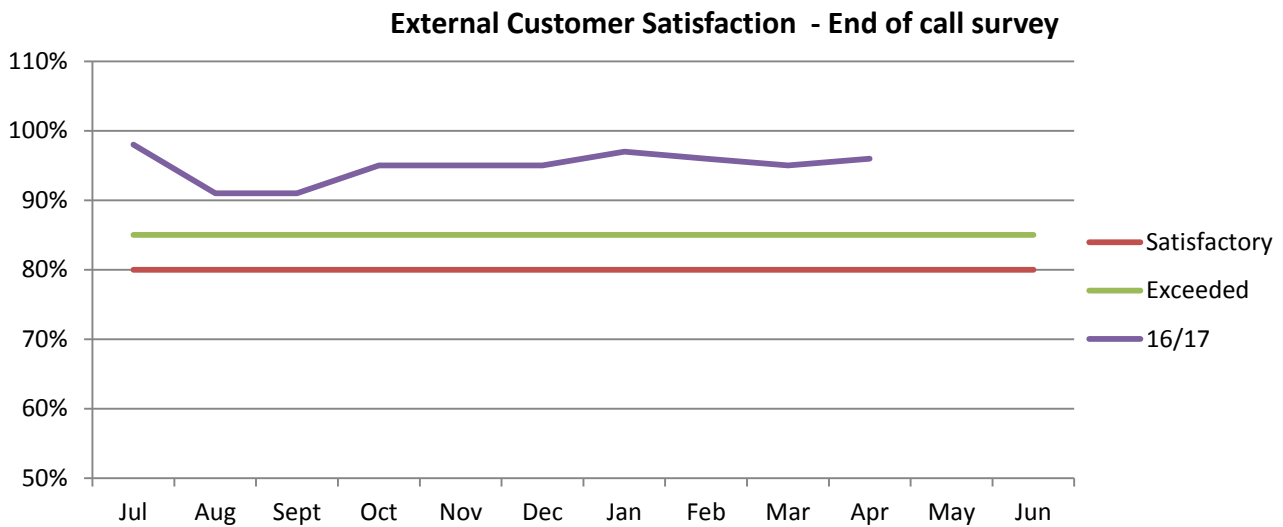


* Note: The measure changed in October 2016 to % of calls answered within **60** seconds. The months prior represent the past measure of % of calls answered within 20 seconds.

Abandoned Calls: The volume of overall abandoned calls increased in line with the increase in calls per day, with 620 calls abandoned, representing 6.72 % of all calls. This was an increase from 5.83% of calls in March. The call back rate rose in line with this increase, with 3.21% of callers requesting a call back in April, compared to 1.7% in March.



External Customer Satisfaction: The volume of surveys decreased in April with a total of 337 completed, compared to 711 completed in March. To ensure focus remains around seeking this valuable feedback from our customers, a KPI on volume of monthly surveys completed will be introduced for individual call centre officers from 1 July 2017.



Customer Request Completion: Shared Service Centre (SSC) request volumes averaged 21 per day in April, consistent with daily volumes in March (20 per day). Resolve times remaining consistent at 94% for April (96% in March). MRC request volumes also remained quite consistent (overall decrease of only 26 requests from March) with resolve times reducing to 74% (83% in March).

	Lodged	Resolved within SLA
MRC Total	3592	74%
SSC	365	94%

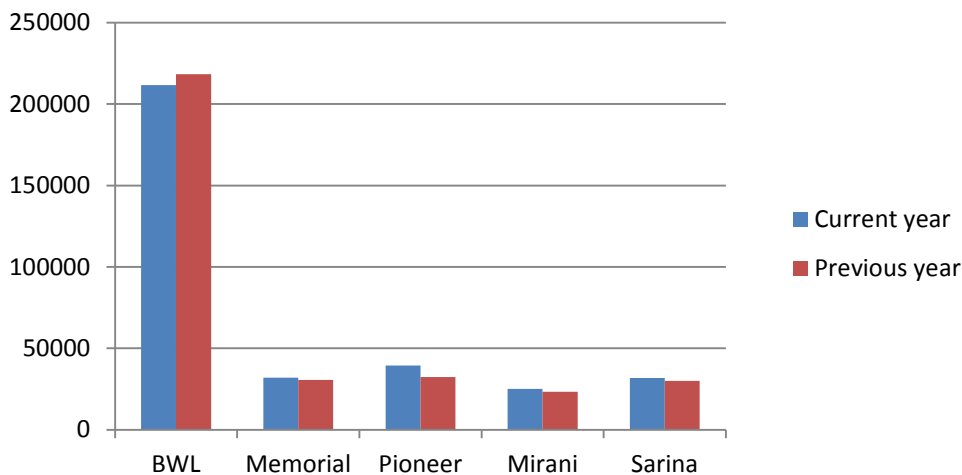
Requests where a SCC officer is responsible for actioning the request made up 10% of all requests in April.

MRC Top 5 Pathway requests Lodged April 2017	Volume	% of total requests
Replace wheelie bin	313	8.7%
Roads - General	254	7.1%
Water - Leak (Public Area)	199	5.5%
Tree Maintenance	169	4.7%
Repair wheelie bin	159	4.4%

The top 5 request types lodged in April remain consistent with prior months.

3.2 Aquatic Facilities

Attendance Figures



Slight decrease in patronage at the Bluewater Lagoon, however modest increases across all other facilities were experienced. Sarina Pool continues to prove a valuable community asset and competes very well against the larger facilities of Mirani, Memorial and Pioneer Swim Centres.

3.3 IT Support

Internal Service Metrics

KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Incident Resolution	Percentage of incidents resolved within corporate standard timeframes	80%	80-85%	85%	76%
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	80%	80-85%	85%	80%
Internal Customer Satisfaction Survey	IT email survey - % of customers whose experience met or exceeded expectations	75%	75-84%	85%	86%

Applications Availability

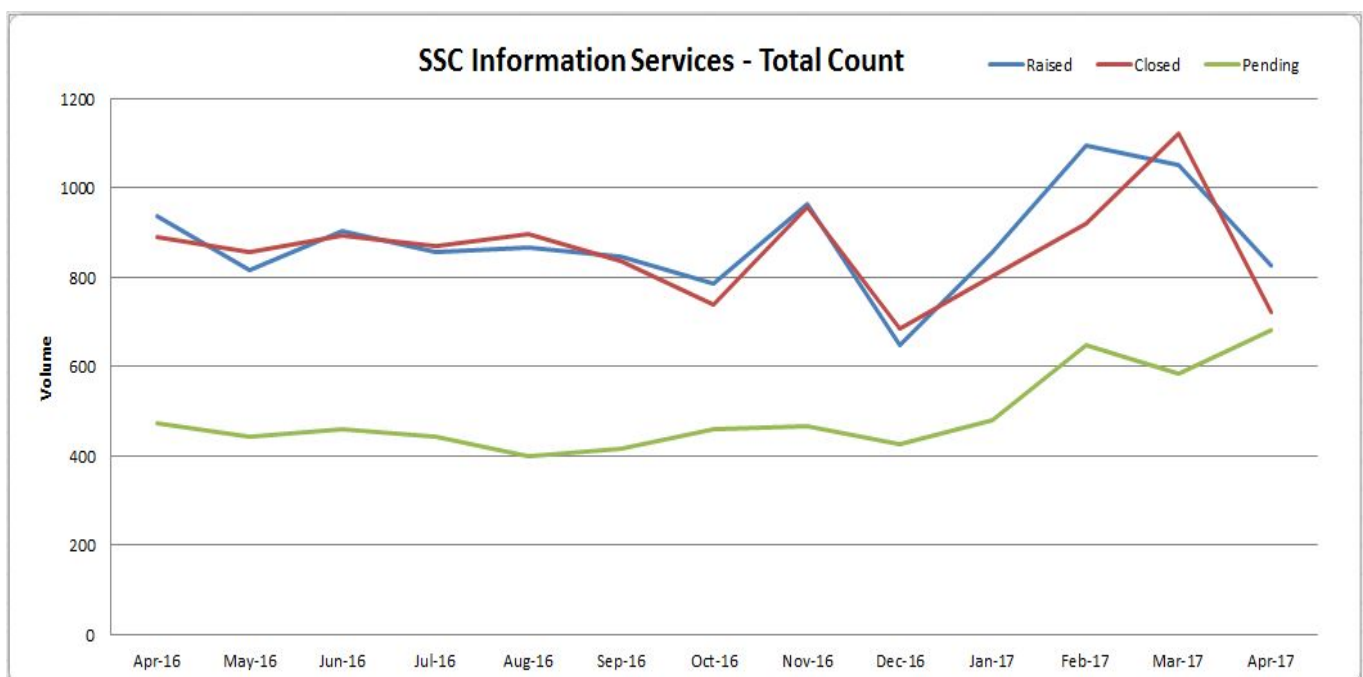
KPI	KPI Description	Target			Result
		Red (Under KPI)	Green (Met KPI)	Blue (Exceed KPI)	
Tier 1 Systems – Applications Availability	Refer to the table under 'KPI Commentary' section below for detail on which systems are included in each tier.	< 95%	95-98%	≥ 98%	99.58%
Tier 2 Systems – Applications Availability		< 95%	95-98%	≥ 98%	100%
Tier 3 Systems – Applications Availability		< 95%	95-98%	≥ 98%	100%

KPI Commentary

Incident and Service Request Metrics: Incidents and to a lesser degree, Services resolution KPIs, have continued to be lower than usual, due to the following:

- Continued focus to aligning with revised Capital Program of Works for current FY and achieving delivery. This is a priority assignment of resources as these projects are key enablers to delivering a higher quality product/service, which will result in a reduction in incidents in the long term.
- The focus on delivering the Capital Program of works has created an increased number of internally raised service requests for infrastructure involvement.
- Individual performance issues (being actively addressed) and skill level/understanding in managing a service environment. Support across these is being provided to ensure movement towards improving service outcomes is achieved.

The below chart identifies the Raised Vs Closed and Pending requests. Both the volume of requests received and the volume able to be actioned were lower than usual due to the number of available working days during the month. The factors highlighted above, as contributing to the results for incidents and services, also influenced these outcomes.



Internal Customer Satisfaction: During the month of April, 389 survey responses were received, which represents 53% of the requests and incidents lodged.

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.

<i>Tier 1</i>	<i>Tier 2</i>	<i>Tier 3</i>
ECM Email Finance One GIS Internet Kiosk_Chris21 Pathway	Aurora Bruce Mandalay	Manage Engine

3.4 Key Activities

Activity	Program	Timeframe	Comments
Business Support at Paget	SSC	☀	Parks, Civil Operations and Waste Services programs were heavily impacted following TC Debbie with increased activity as the cyclone clean up continued. The SSC Business Support team provided increased assistance to accommodate the kerbside clean up (email monitoring, map maintenance and data entry) and collating information and job numbers to manage the clean-up of fallen trees, stump grinding etc.
Licence Renewals	SSC	☀	656 food licence renewals were issued on the 28/4/17 to comply with legislative requirements and the remainder scheduled for issue at the end of May.
New Team Leader Development Support	SSC	☀	The new leader of the SSC Development Support team commenced mid-month, and has brought the team together, with staff from the former Plumbing & Trade Waste and Planning Advice & Admin teams now sitting together and working as one team.
Water Notices	SSC	☀	Water meter reading was completed on schedule during April, with notices to be issued on 8 May 2017.
Trade Waste Notices	SSC	☀	Trade Waste notices were also completed on schedule during April, with notices to be issued on 8 May 2017.

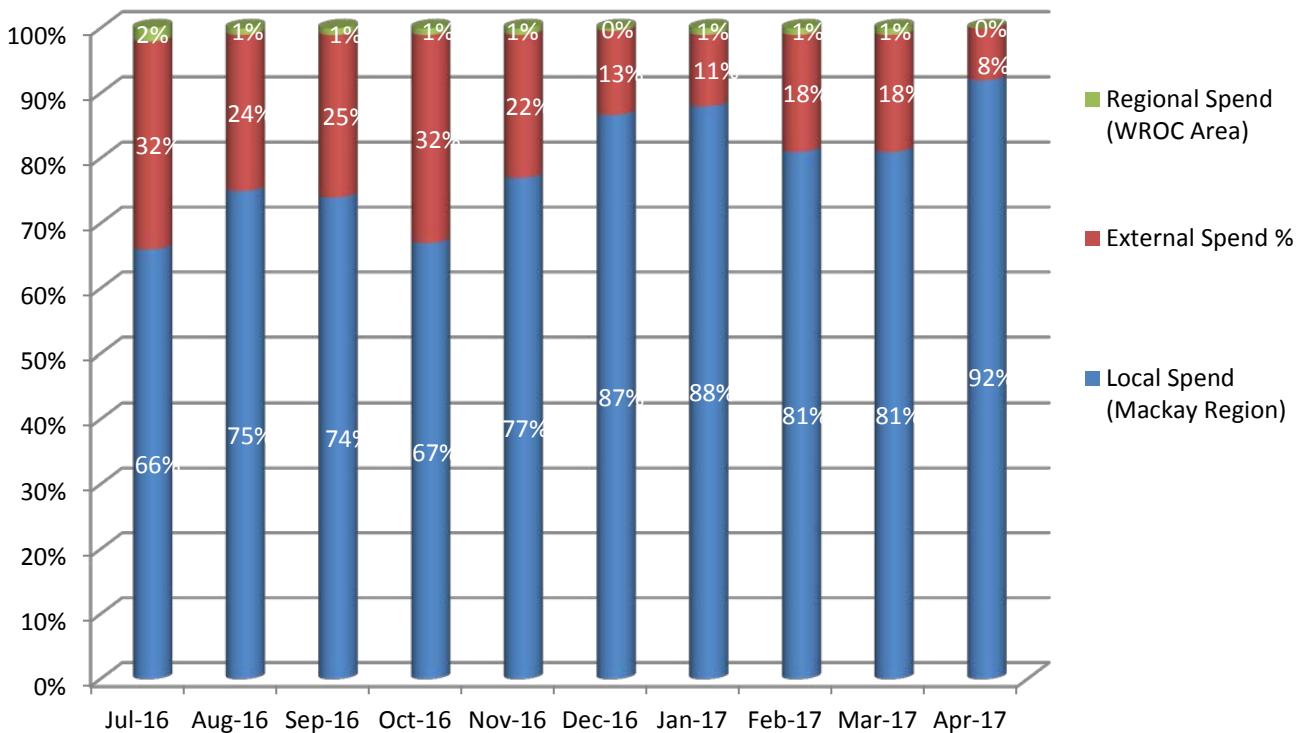
3.5 Procurement Services

Activity	April 2016	April 2017
Purchase Orders (PO) Raised	769	493
Line Items in POs	2019	1318
POs Received	950	68
Line Items in POs Received	3353	2366
Invoices Processed	2908	2129

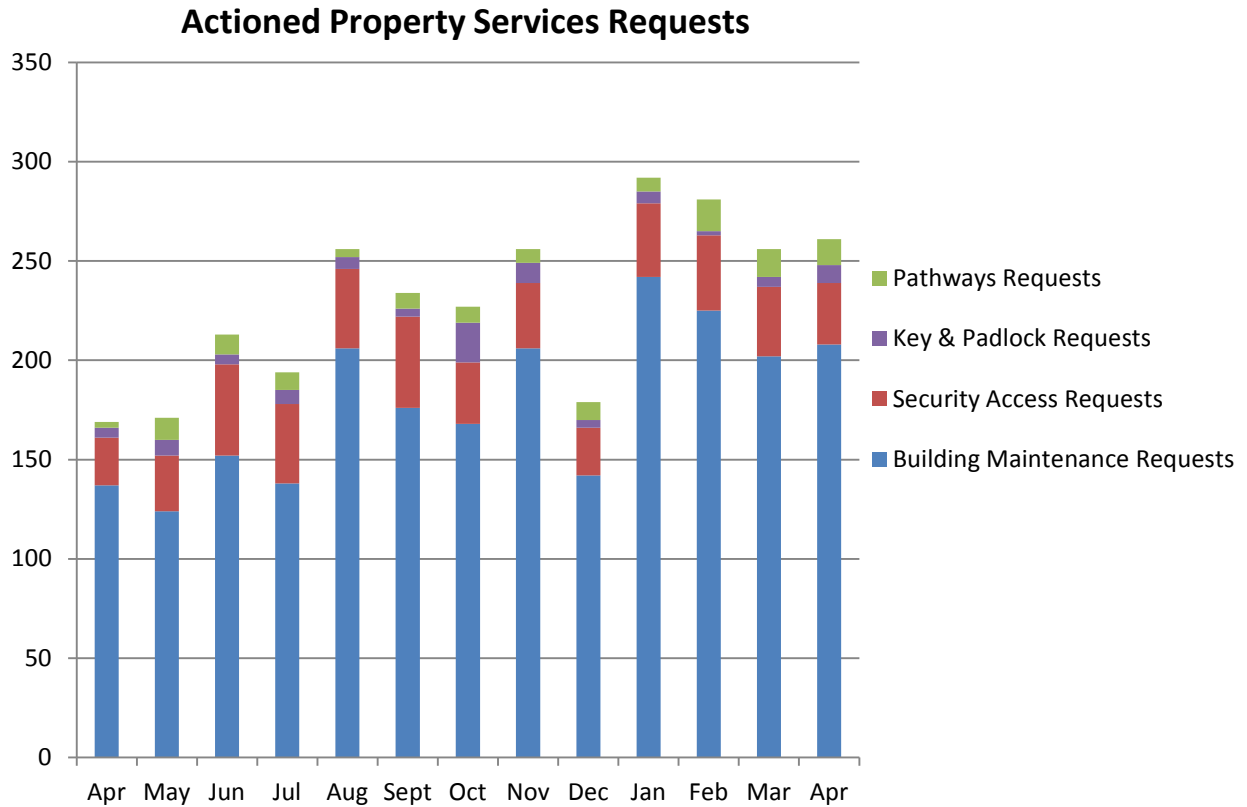
Request for Quotes Issued	-	18
Tenders Issued	-	3
Tenders Awarded	-	4
Quotes Awarded	-	20

Area	Monthly Amount April 2017	Monthly %	FYTD Amount	FYTD %
Local Spend (Mackay region)	\$8,023,037	91.9	\$239,769,938	79.39
Regional Spend (WROC area)	\$29,812	.4	\$1,229,531	.41
External Spend	\$675,118	7.7	\$61,012,412	20.20

Area Monthly Spend %



3.6 Property Services








Breakdown of Building Maintenance Requests Actioned - March 2017	Volume	% of total requests
Electrical	54	25.96%
Miscellaneous	52	25.00%
Repairs	46	22.12%
Plumbing	32	15.38%
Air conditioning	18	8.65%
Safety & Legislation	6	2.88%

Of the total number of Building Maintenance Requests received for the month of April (208), the top 3 requests related to Electrical, Miscellaneous (including cleaning, consumables, furniture, security) and Repairs (including doors, locks, fixtures, fittings, fencing).

4. PEOPLE AND CULTURE

4.1 Key Activities

Activity	Program	Timeframe	Comments
EBA Negotiations	P&C		<p>The most recent SBU was conducted 3-4 May.</p> <p>There is no expected delay in completing the new agreement for an effective date of 1 July 2017.</p>
Training	P&C		<p>The Apprentice and Trainee Program will be increasing the opportunities for people with barriers to employment as well as having a more focused outcome on delivering specific opportunities within Council. The review outcomes are planned to change the process for the 2018 intake which commences with advertising in July 2017.</p> <p>P&C staff met with State Government Dept. Aboriginal & Torres Strait Islander Partnerships (DATSIP) staff to discuss employment and training actions that might be considered in the review of the MRC Reconciliation Action Plan for 8 May.</p>
Cultural Development Plan	P&C		<p>The Organisational Culture Strategy was approved by SLPT.</p> <p>This strategy will also link with several other P&C strategies such as leadership development, learning and development, diversity and inclusion, and health and wellbeing.</p> <p>All P&C strategies will be finalised in detail by 31 May for implementation from 1 July.</p>
HR Strategy	P&C		<p>A People and Culture Strategy was approved by SLPT on 18 April 2017 for 2017-2020.</p> <p>From 2020 onwards the P&C Strategy will cover all of the current individual strategies within the P&C team.</p>
Health and Wellbeing Strategy	P&C		<p>The Safety and Wellbeing Strategy and Action Plan were released with Part 3 being the Health and Wellbeing elements, predominantly accountabilities for P&C.</p> <p>The Health and Wellbeing Strategy was approved by SLPT on 21 March 2017.</p>

4.2 Staff Contingent

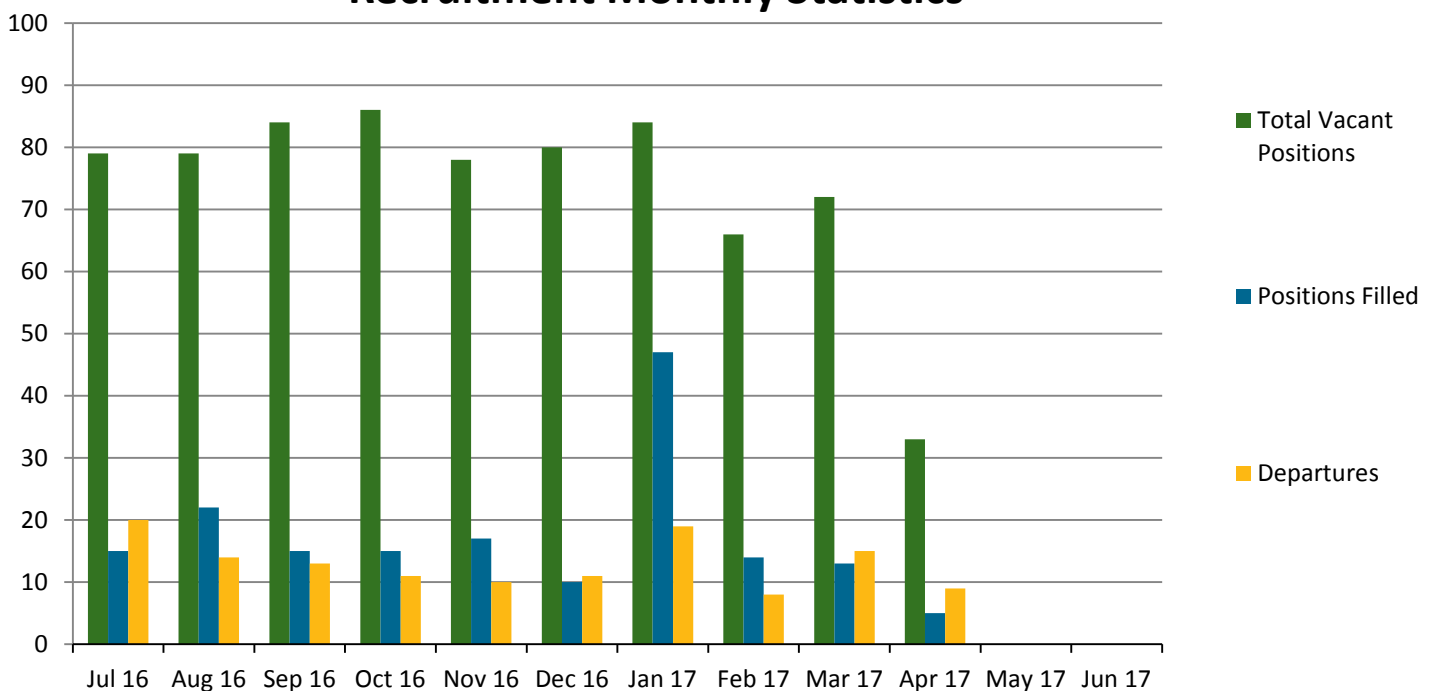
Status	OMC	ECI	DS	CCS	OS	TOTAL	Prev. Mth.
Full Time	7	366	165	112	180	830	829
Part Time	1	9	7	27	29	73	73
Apprentice/Trainees	0	6	12	7	11	36	36
Temp	0	3	7	7	11	28	26
Casual	0	5	13	86	4	108	100
TOTAL EMPLOYED	8	389	204	239	235	1075	1064
Vacant	0	32	11	14	8	65	69
TOTAL	8	421	215	253	243	1140	1133

Vacancy Reporting.

The P&C team in conjunction with the Shared Services Employee Services team have reviewed the vacancy reporting methodology. The current vacancy reporting, as detailed above, includes only those roles that are *absolutely* vacant. Some other roles within Council may be vacant but are filled by employees on higher duties or secondments, so whilst the role may not have a *permanent* incumbent, it is not vacant *per se*. The review of these vacant roles and whether they have a continued need to exist will continue, particularly those casual or temporary roles.

Separate reporting will be disseminated internally, on the management of recruitment, secondments, higher duties, and labour hire. All of these processes are being reviewed and will be brought under the direction of the P&C team and managed in conjunction with the Employee Services team.

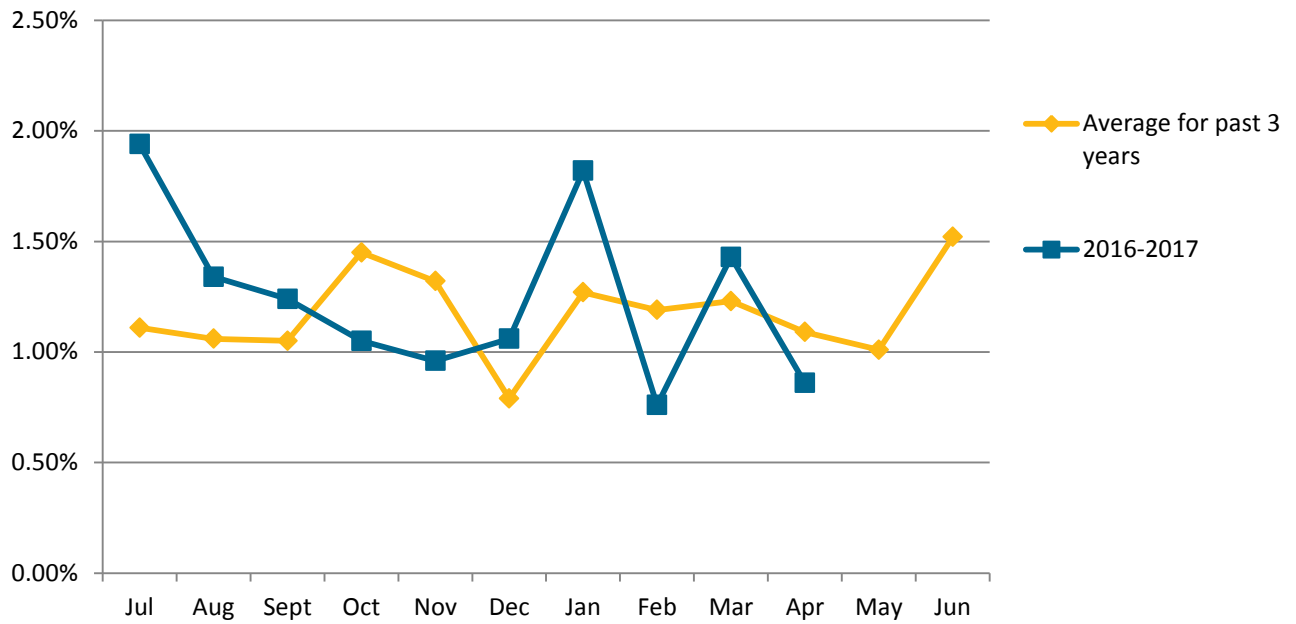
Recruitment Monthly Statistics



As of 30 April there are currently 33 positions across Council that are actively being recruited to either through external or internal recruitment and selection processes; however the total current vacant positions are 65.

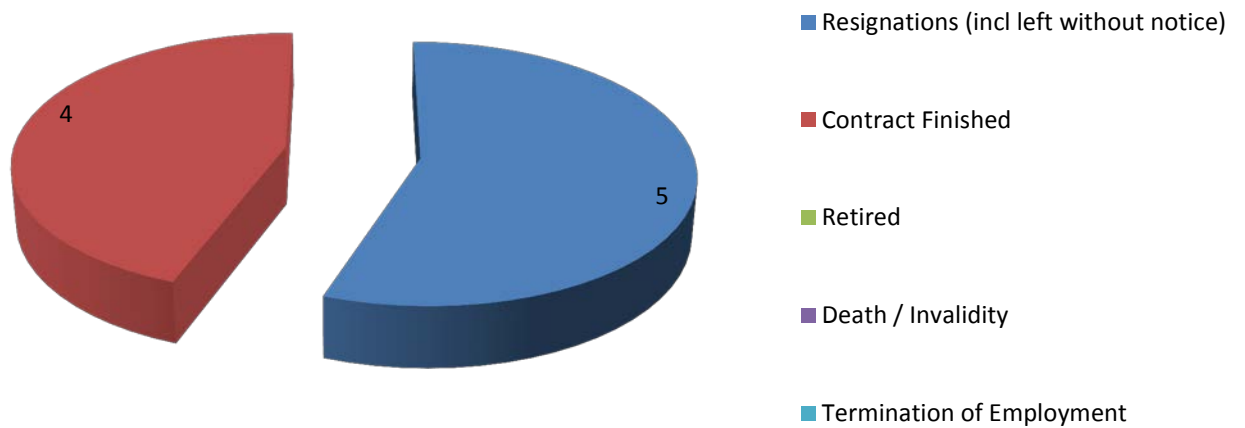
This part of the report is currently being redesigned for the future, and will include details of the other vacant positions such as ones that are being filled via higher duties or labour hire.

MRC Turnover



Turnover slightly below 3 years average. No anomalies to report.

April 2017



9 departures. No abnormalities to report.

5. FINANCIAL PERFORMANCE

5.1 Summary Financial Position

(in \$ '000)	YTD Budget	YTD Actual	Variance
Total Revenue	236,590	237,316	(726)
Total Expenses	133,406	126,642	(6,764)
Operating Surplus (BID)	103,184	110,674	7,490
Depreciation	61,072	61,072	0
Interest	8,859	8,853	(6)
Net Operating Surplus	33,253	40,749	7,496

Operating revenue is currently slightly ahead of YTD budget predominantly in relation to funds received for the Works for Queensland program that were not anticipated at the time of budget preparation. This is in addition to operating expenses being lower than anticipated, which have been examined as part of the March budget review.


5.2 Financial Ratios


	YTD	Target
Operating Surplus %	17.2%	0% - 10%
Interest coverage %	2.5%	0% - 5%
Net financial liabilities %	-0.5%	< 60%
Current ratio	4.9	Between 1 and 4
Asset sustainability %	38.3%	> 90%
Capital expenditure ratio	0.78	> 1.1 times


During the financial year the ratios are distorted due to the timing of payments and the recognition of revenue. These ratios will adjust during the year to better reflect targets.


The asset sustainability ratio is not forecast to reach target due to council's relatively new asset base, resulting in a low risk of requiring significant spends on renewals.


% Variance from YTD Budget

Actuals more than 10% over YTD Budget 



















Actuals between 5% and 10% over YTD Budget 

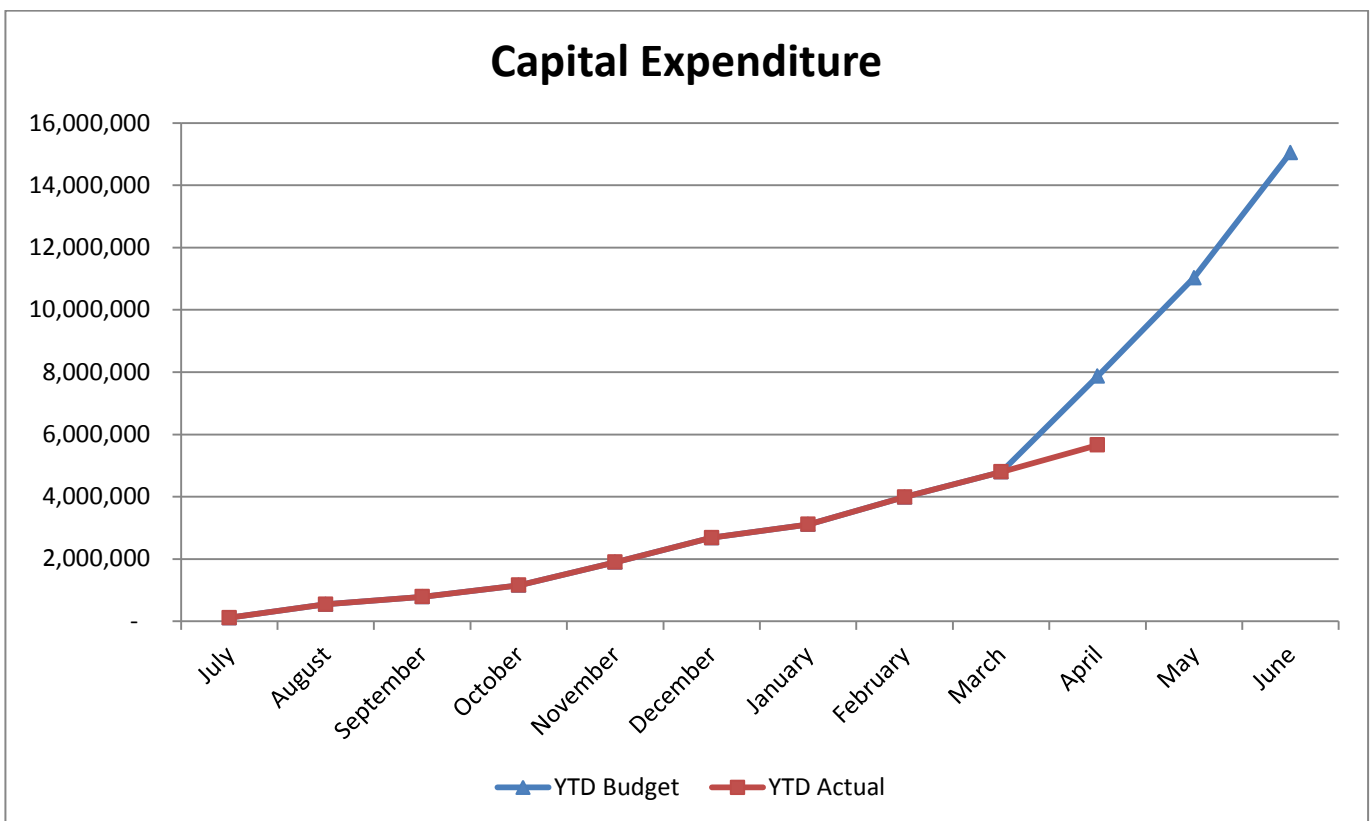
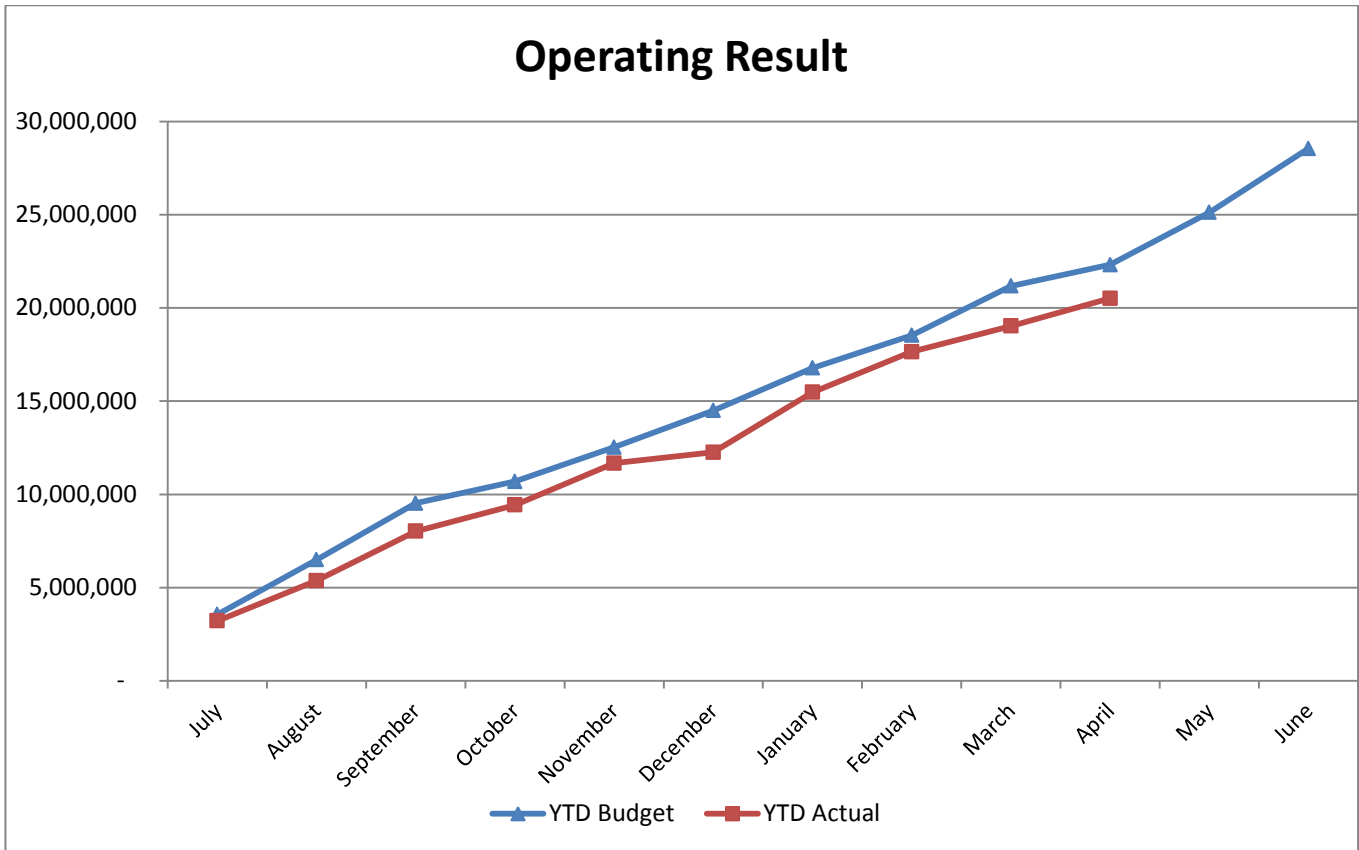
Actuals between 5% over and 10% under YTD Budget 

Actuals between 10% and 50% under YTD Budget 

Actuals more than 50% under YTD Budget 

5.3 Program Financial Position

Operating Result	AMD Budget	YTD Budget	YTD Actual	YTD Variance	%	Comments
3.01 - Organisational Services Management	543,858	388,836	290,432	(98,404)	75%	 Some savings in G&S spend. Budget reduced as part of the March budget review.
3.02 - People & Culture	1,708,823	1,269,136	1,096,758	(172,378)	86%	 There are some costs associated with IR contingency and investigations that are being held over to the end of June.
3.03 - Financial Services	2,735,297	1,776,443	1,667,307	(109,136)	94%	 Budget on schedule noting further savings in wages due to vacancies will be recognised as part of the March budget review.
3.04 - Procurement & Plant	(4,583,575)	(4,405,794)	(3,250,153)	1,155,641	74%	 Some savings seen in operational spend. Monies returned to Finance.
3.06 - Governance & Safety	3,340,292	2,899,633	2,816,722	(82,910)	97%	 On track.
3.07 - Asset Management	1,138,584	877,202	757,814	(119,388)	86%	 Predicted spend on asset valuations for financial statements less than anticipated. Further consultancy spend to come which should return program to budget.
3.11 - Property Services	8,167,484	6,690,897	6,057,860	(633,037)	91%	 Budget on schedule.
3.15 - Works For Queensland Funding Project	-	-	(757,840)	(757,840)		 Grant income for Works for Queensland and associated expense budget is being recognised as part of the March budget review.
7.01 - Shared Services Centre Management	2,040,834	1,287,426	2,187,894	900,468	170%	 Timing issue with payment of service charge and collection of resource fee.
7.02 - Shared Services Centre Employees	9,491,017	7,641,106	6,480,985	(1,160,121)	85%	 Efficiency savings per model.
7.03 - Shared Services Centre Information Services	4,553,094	3,892,612	3,166,282	(726,330)	81%	 \$465K has been given back through MBR process which improves this position to >90%
TOTAL OPERATIONAL	29,135,708	22,317,498	20,514,062	(1,803,436)	92%	 On track (post March budget review adjustments)
3.04 - Procurement & Plant	9,799,877	5,235,716	3,453,507	(1,782,209)	66%	 Awaiting delivery of a number of items of plant. Year end position expected to be below budget. Review and analysis of unit utilisation and operational requirements underway to determine optimal spend for current and next financial year.
3.07 - Asset Management	5,610	2,438	2,438	-	100%	 Project complete.
3.11 - Property Services	3,355,414	777,887	669,694	(108,193)	86%	 Design process associated with three of the larger projects in the programs schedule has delayed commencement of work.
3.15 - Works For Queensland Funding Project	-	55,895	150,505	94,611	269%	 Grant income for Works for Queensland and associated expense budget is being recognised as part of the March budget review.
7.03 - Shared Services Centre Information Services	3,031,130	1,798,191	1,383,767	(414,424)	77%	 An increase from 68% in March. We have returned \$200K as part of MBR which will further improve results. We are confident EOY results will be 'green'.
TOTAL CAPITAL	16,192,031	7,870,127	5,659,911	(2,210,216)	72%	 Excluding plant replacement, expect close to budget year end result.



5.4 Key Activities

Activity	Program	Timeframe	Comments
Budgets & LTFF	Finance	★	The 2017/2018 budget is well underway. SLPT has spent significant time reviewing submitted budgets. This will continue in May.
Statutory Reporting	Finance	★	The monthly strategic financial report for March was presented to council in April.

6. BUSINESS IMPROVEMENT

6.1 Business Improvements

Description	Program	Timeframe	Comments
Enterprise Risk Management (ERM) Review	G&S	★	<p>This month Council was briefed on the project and the new Strategic Risk Register. Councillor feedback on the contents of the Register are due next month.</p> <p>A strategic risk report has been developed and target setting with all stakeholders is underway. The first new report will be presented to SLPT and the Audit Committee in June.</p> <p>Process development and compilation of the supporting framework documentation continues.</p> <p>Preliminary work with Information Services is also underway, assisting in the understanding of available technology to support ERM processes.</p>
Policy Review Project	G&S	★	Policy Review Project is continuing with aim to make all outstanding policies current by the end of the financial year.
Safety and Wellbeing Strategy	G&S	★	<p>The first quarterly report for the Safety & Wellbeing Action Plan which forms part of the 2017-19 Safety & Wellbeing Strategy showed that performance is generally tracking in accordance with targets.</p> <p>Key activities in the next quarter will be offering training for the management team on safety due diligence, and for coordinators on completing safety interactions.</p>
IMSWHS Rationalisation Project	G&S	★	This new project aims to streamline and rationalise safety information and processes across Council. With the Business Case endorsed this month, project planning is now underway.

7. PROJECTS





7.1 Internal Projects

OPEX Projects

Project	Program	Budget	Timeframe	Comments
Bridge and Culvert Audit	AM	★	★	The scope of this project is creeping. However, this is acceptable as it will provide a good outcome for Roads, and give a first introduction to the new Asset Register. No cost implications due to the change in scope.
Asset Valuation Planning	AM	★	★	The Buildings Asset Valuation is underway and will be delivered for the FY2017 financial statement.
Flood Mitigation and Stormwater Strategy	AM	★	★	After the successful completion of cleansing the Mackay North data drawings, work has commenced on Mackay South and West. All drawings to be complete by EOY.
Insurance Lists	AM	★	★	Insurance lists are complete and it has been identified that additional work is needed in this area. An action has been proposed for the FY2018 operational plan to address this.
Asset Management Plans	AM	★	★	Asset owners continue their training in Asset Management plan writing.
Holistic Asset Management	AM	★	★	Asset Management Gap Analysis has been awarded and is to commence in June.
Air Conditioning and Cleaning Tenders review	PS	★	★	Works will commence in May for air conditioning tender to be finalised by September. Cleaning tender has been released, submissions due mid May.
Entertainment Centre Capital Projects review	PS	★	★	Fire systems project – Consultant has been engaged to oversee all aspects of fire system upgrade works. Roof refurbishment project – currently out for tender.

7.2 Capital Projects

Project	Phase	Project % Completion	Budgeted Project Cost \$	Actual Spent \$	Time	Comments
Office refurbishments for 42 Wellington Street and Gordon Street	42 Wellington Street complete. Gordon Street offices to be constructed.	90%	\$339,428	\$283,428	🌟	Majority of works have been completed with the exception of frosting of office windows. Three (3) offices to be constructed in addition to kitchenette upgrade for top floor.
City Library re-development.	Old City Library Tender	25%	\$667,350	\$47,200	🌟	Quote process under way – submissions close 15 th May.
Council car parking	Design and consultation	80%	--	-	🌟	Waiting on vehicle commuter use policy finalisation. Vehicle stickers and signage templates ready to go.
Gordon White Library office refurbishment	Complete	100%	\$102,000	\$102,225	🌟	Works completed.
Artspace shop and gallery upgrade	Construction	95%	\$110,000	\$159,085	🌟	All works have been completed with the exception of the foyer carpets. Due to be installed week ending 19 May. Total cost of project to be shared between budgets held by Property Services and Community Lifestyle Programs. This overspend corresponds with a matching underspend in the Community & Lifestyle program which has been adjusted in the March budget review.
Senior Citizens Building Replace BOWS & recertification of building	Evaluation	10%	\$21,916	-	🌟	Quotes received - under evaluation.
SES Facility at Ness Street	Design / Tender	45%	\$586,010	\$84,800	🌟	Tender documentation received under review. Fuel tank removal awaiting appointment of preferred contractor.




Project	Phase	Project % Completion	Budgeted Project Cost \$	Actual Spent \$	Time	Comments
Heritage Asset Management Plan for the Greenmount Homestead	Construction	85%	\$27,000	\$17,010		Historical Management Plan recommendations reviewed with remaining funding allocated to priority work.
Sarina depot wash bay	Evaluation	30%	\$909,536	\$18,720		Five (5) tenders received. Evaluation undertaken 26 th April. Queries identified further information required. Available budget to be discussed for progressing project.
Mirani depot wash bay	Evaluation	30%	\$524,203	\$44,142		Five (5) tenders received. Evaluation undertaken 26 th April. Queries identified further information required. Available budget to be discussed for progressing project.
Removal of number 5 and 7 Goldsmith Street houses	Council approval	30%	\$24,000	\$109		Waiting reissuing of tender documentation.
Ness Street Depot dilapidation report	Complete	100%	\$16,000	\$9,600		Dilapidation report received.
MECC electrical boards	Construction	80%	\$50,500	\$32,736		Works ongoing. Waiting on materials and opportunity to complete the works.
Plant Replacement Program	Ongoing	66%	\$9,728,598	\$3,453,507		Awaiting delivery of a number of items of plant. Year end position expected to be below budget. Review and analysis of unit utilisation and operational requirements underway to determine optimal spend for current and next financial year.

Project	Phase	Project % Completion	Budgeted Project Cost \$	Actual Spent \$	Time	Comments
ECM / Finance 1 Ci Anywhere Enterprise content management system and financial system upgrades to enable functional improvements in integration and mobility.	Implementation	61%	\$901,080	\$494,232		User Acceptance Testing first cycle pass completed – 10 urgent/high issues identified and under resolution. Integration testing to tier 1 corporate applications underway. eLearning and classroom training underway with business representatives performing ongoing training function (train the trainer).
Firewall Phase 2	Implementation	95%	\$215,452	\$160,972		Project at a stage where issues discovery and investigation underway. New firewalls in production with file shares migrated and site virtual private network (VPN) migrated. Internet failover testing to GWL progressing with second cycle for completion week ending 12/05/2017.
Exchange Online Movement of email to industry standard provision, offering improved, secure mobile access.	Implementation	80%	\$376,383	\$255,803		Exchange Online environment has been built and configured with a production ready configuration. Test user accounts created replicating production use, testing completed. A pilot group of users has been migrated from the production on premise exchange 2010 environment to exchange online. Acceptance testing continuing. Bulk user migration to exchange online is scheduled to commence 7/06/17.
Windows 10 Standard Operating Environment / Internet Explorer 11 / Office 2016 Movement to industry standard provision and improvements in security and corporate application integration.	Implementation	Windows 10 50% IE11 95% Office 2016 85%	\$20,000	\$18,300		<u>Windows 10</u> Standard operating policies build completed <u>IE11</u> IE11 has undergone extensive testing, initial pilot group testing started with the IS team consisting of 15 users, this following with a pilot group consisting of 100 users and will follow with another 50 users as part of the O365 Pilot group scheduled for 12/05/17.

						<p>Testing has been conducted against all production websites and software platforms. Immediate fault discovery and resolution has been conducted on all issues to date.</p> <p>On migration to Exchange Online the current email archive application will no longer be required and will allow full production deployment of IE11.</p> <p><u>Office 2016 (O365 Click to Run)</u></p> <p>Pilot group of user operating in production - No issues reported with general use.</p> <p>Testing conducted in pre-production environment for complex files: Excel, Access, Word with all major business units - No issues reported, some configuration changes identified.</p> <p>Testing conducted in pre-production environment for tier1 corporate applications - No issues reported.</p>
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8. REGULATORY COMPLIANCE

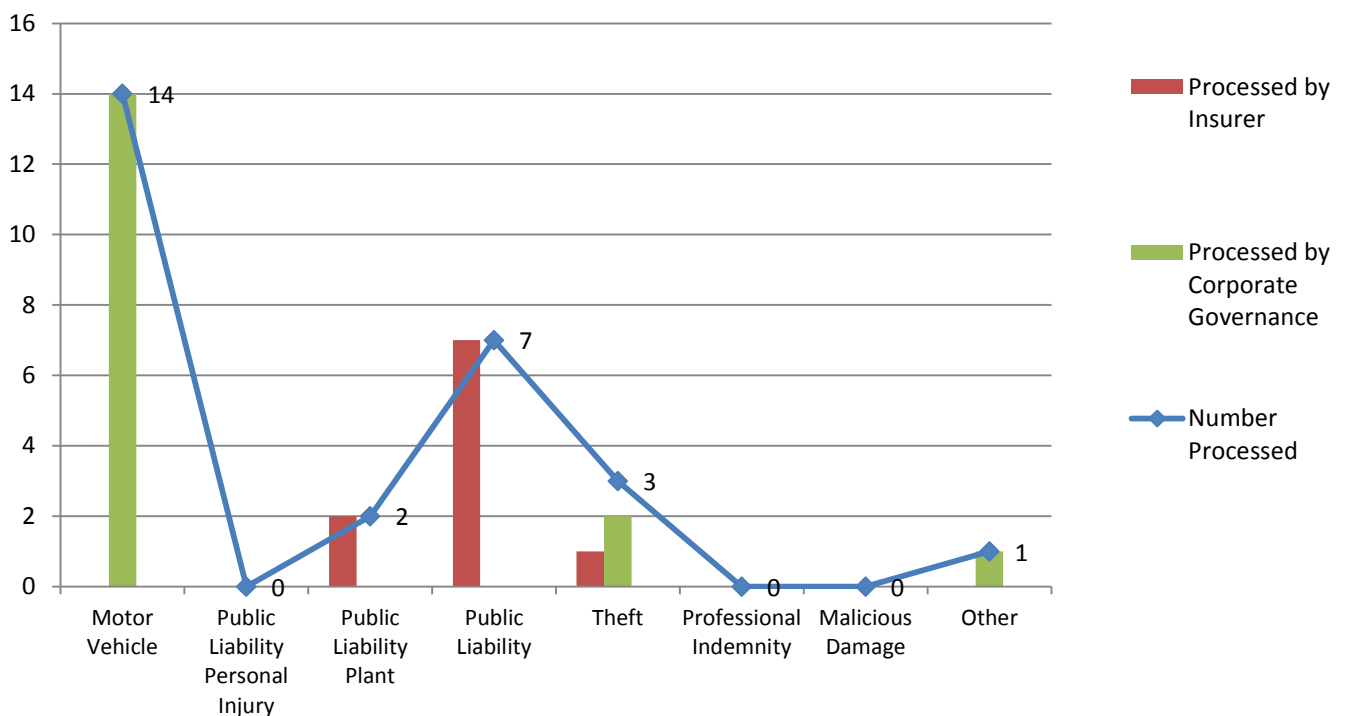
8.1 Financial Compliance

Description	Program	Timeframe
<p>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.</p> <p>Measure: Completion of Long Term Financial Forecast including applicable ratios</p>	Finance	
<p>Provide relevant and useful information to Council, stakeholders and clients.</p> <p>Measure: Production of monthly strategic financial reports</p>	Finance	
<p>Provide relevant and useful information to Council, stakeholders and clients.</p> <p>Measure: Number of high risk audit issues</p>	Finance	

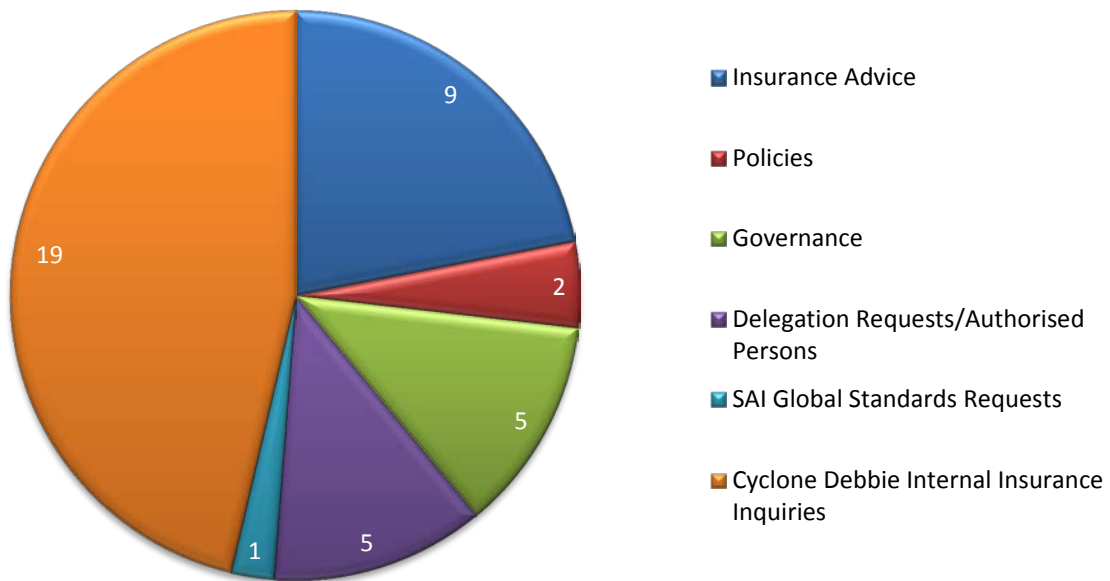
8.2 Corporate Governance

Activity	Program	Comments
Right to Information	G&S	<ul style="list-style-type: none"> Two RTI Applications were received during April. One Application in relation to property development in Sarina and one in relation to footpath maintenance in Sydney Street. One RTI Application in relation to a dog matter was finalised.
Policy reviews	G&S	<ul style="list-style-type: none"> Four Administrative Policies and one Council Policy were reviewed during April and will be presented to SLPT in May.
Corporate Governance Investigations	G&S	<ul style="list-style-type: none"> Four internal reviews received for investigation during April consisting of: <ul style="list-style-type: none"> 1 Qld Ombudsman Referral regarding a smoke nuisance; 1 PIN Review regarding illegal dumping; 2 Complaints regarding parking issues at Shoal Point. Three Internal reviews completed during April consisting of: <ul style="list-style-type: none"> 1 Information Privacy Complaint; 2 Complaints regarding parking issues at Shoal Point.
Cyclone Debbie Insurance Claim	G&S	<ul style="list-style-type: none"> Extensive data gathering and liaison with insurance loss adjusters on damage to Council assets caused by Cyclone Debbie was undertaken. This will be used to complete council's insurance claims and identify damage that could potentially be funded through NDRRA.

Claims Processed during April 2017



Governance Inquiries - April 2017



8.3 Internal Audit

Internal Audit Reviews Underway	Status	Time	Comments
Lease Management <ul style="list-style-type: none"> Review the management of leases to ensure compliance and identify potential inefficiencies 	In Progress	🌟	Fieldwork for this review almost complete.
Cyber Security <ul style="list-style-type: none"> Review adequacy of controls in place to identify, respond and recover from cyber security events. 	In Progress	🌟	A specialist IT auditor has been engaged to assist with this review. The initial on site visit has been completed to define the scope and determine and audit approach.
Major Venues <ul style="list-style-type: none"> Review of the systems and processes in place for the management of venues against better practice guidelines 	In Progress	🌟	The major venue selected for this review is the Sarina Sugar Shed. This review is in the initial scope stage.

Other Internal Audit Activity	Comments
2016-17 Internal Audit Plan	Other audits to be conducted in 2016/17 include: <ul style="list-style-type: none"> Legislative Compliance

9. LAND & BUILDINGS

9.1 Building Maintenance

Description	Program	Budget	Timeframe
Fencing at the Mackay Animal Pound has been improved to secure animals inside.	PS	★	★
Roof leaks at 42 Wellington Street have been rectified.	PS	★	★
Roof leaks at Mirani Lifeline building have been fixed.	PS	★	★
MECC ground floor dressing room lights have been upgraded to dimmable LED lights to provide a better environment for performers applying makeup prior to a show.	PS	★	★
Tree trimming at the Gordon White Library has been successfully completed. This will reduce damage to council infrastructure.	PS	★	★
Property Services maintenance staff have received a total of 145 Building Maintenance Requests resulting from Cyclone Debbie.	PS	★	★
Property Services staff ensured generator power was maintained to Mackay Admin Building (Disaster Management Centre) during and after the cyclone. Sarina and Mirani Admin buildings were run by generators for several days until mains power was restored.	PS	★	★

9.2 Land & Tenure

Description	Program
Licence Agreement with Department of Communities, Child Safety and Disability Services until 30 June 2017 to operate Community Recovery Information Centre within Tenancy 13 of the Dome.	PS
User Agreement with Qld Health with Mackay Hospital and Health Service. Child Youth & Family Health for space within Tommy Webster Hall in Walkerston to operate their health clinic.	PS
Freehold Land Sale – Investigations and compliance requirements are complete, with the below properties provided to real estate agents for marketing. Funding from the sales will be dedicated to the strategic land reserve. <ul style="list-style-type: none"> • 24 Heathwood Court, Hampden; and • Lot 2 Mapalo Road, The Leap 	PS
Investigations have commenced to identify and review all Reserve land where Council are trustees. The review will identify trustee land that is not required, nor needed by Council or the community both now and looking forward, with the outcome being to revoke all non-required land back to DNRM for them to deal with as they deem fit.	PS

The Land & Road Use Committee Agenda for April included:- <ul style="list-style-type: none"> • 1 x Road closure request; • 1 x Notice of Encroachment; and • 1 x Ergon easement consent request. 	PS
Dealing with several fallen fence issues since TC Debbie	PS
Land Tenure Workshop was held on Thursday 20 th April, with Council's attending from Cairns down to Gladstone.	PS
Meetings in process of being arranged with the Lessees of Brewers Park to discuss the expiry of their licence agreements at the end of 2017.	PS