



# Organisational Services

Monthly Review

> November 2016

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# 1. EXECUTIVE SUMMARY

This month we welcomed our new Manager People & Culture, Rod Francisco. In addition we have recruited a Chief Information Officer, Stuart Hildred, who will commence with Council in early December. I'm delighted that my Organisational Services Management Team is now complete and look forward to the impact this will have on our Directorate.

We are starting see the benefits of extensive landscaping work undertaken during the winter closure at the Bluewater Lagoon. Feedback from users is very positive and the enhanced natural shade and greater parental supervision opportunities have been supported by both community and contracted parties.

Council's overall financial results are continuing along the same trends as October, with a watching brief on revenue in place. Water consumption revenue should return to budget over the coming months, given current weather trends and forecasts. This month we have also shown the financial result for Organisational Services program. Our results are slightly below budget, in line with Council wide savings in expenditure to compensate for revenue shortfalls.

Despite increased activity due to water billing and the commencement of library calls, our KPIs for external customer services are only slightly in the amber range.

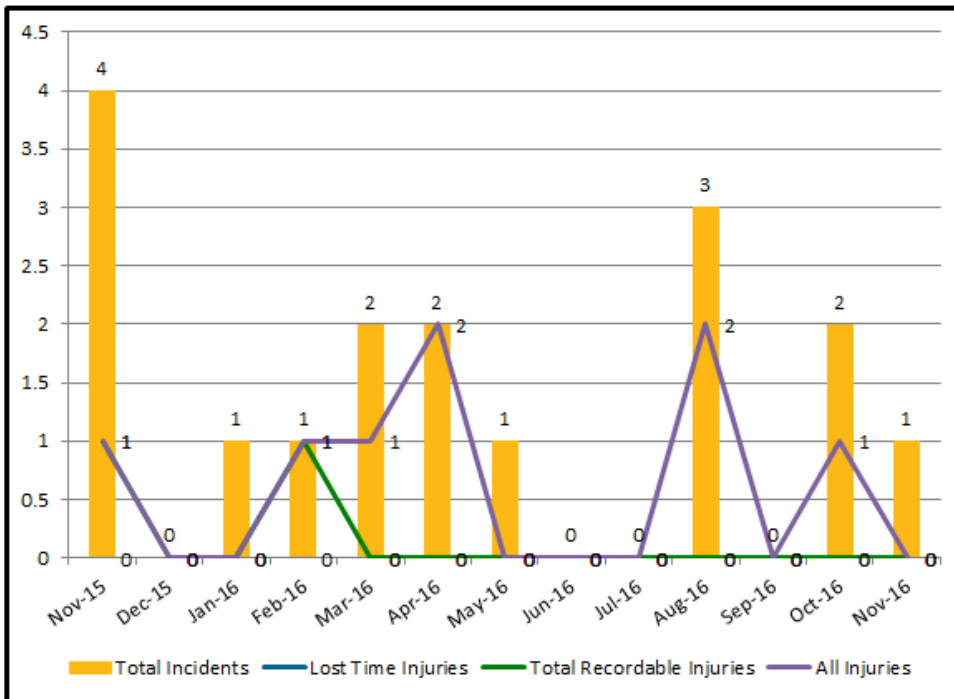


Andrew Knight  
Director Organisational Services



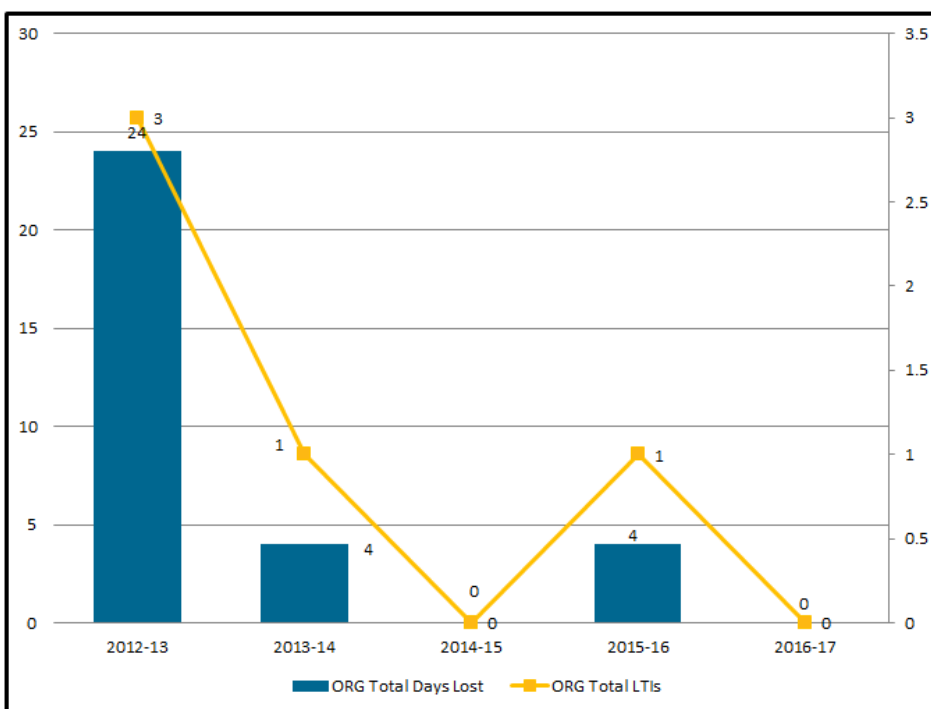
# 2. SAFETY

## 2.1 Incidents and Injuries



The one incident recorded was a near miss:  
The ladder rail on a vehicle was damaged during a workshop hoist operation.

## 2.2 Lost Time Injuries & Days Lost



There have been no LTI's recorded in 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										
<b>Organisational Services</b>	<b>3</b>	<b>24</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>

**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

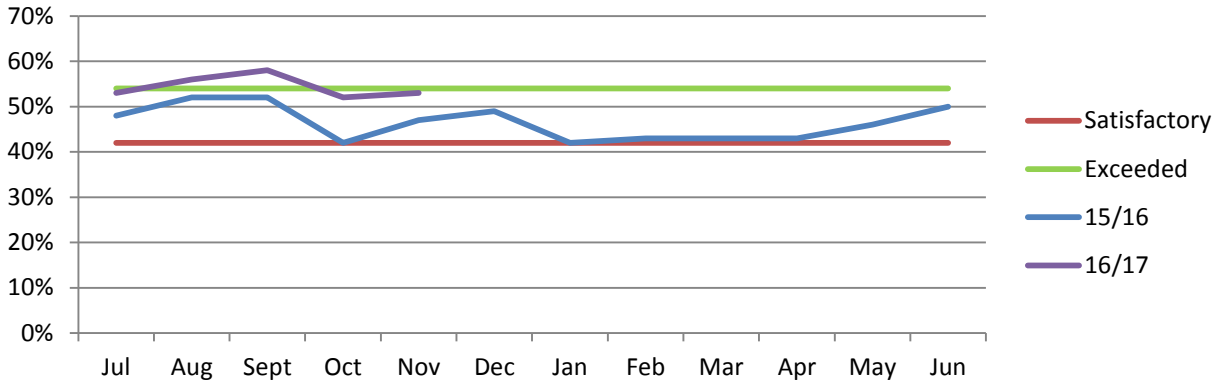
## 3.1 External Customer Services

KPI	KPI Description	Target			Result
		Red (Under KPI)	Amber (Met KPI)	Green (Exceed KPI)	
<b>First Contact Resolution (FCR)</b>	The percentage of external customer enquiries that are resolved at the first point of contact.	< 42%	42-54%	< 54%	<b>53%</b>
<b>Grade of Service (GOS)</b>	The percentage of customer calls that are answered within 60 seconds across the NAS team.	< 80%	80-85%	> 85%	<b>82%</b>
<b>Abandoned Calls</b>	The percentage of customers that abandon their call before being served.	> 5%	3-5%	< 3%	<b>4.04%</b>
<b>External Customer Satisfaction</b>	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	<b>95%</b>
<b>Customer Request Completion</b>	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	<b>91%</b>

**KPI Graphs and Commentary**

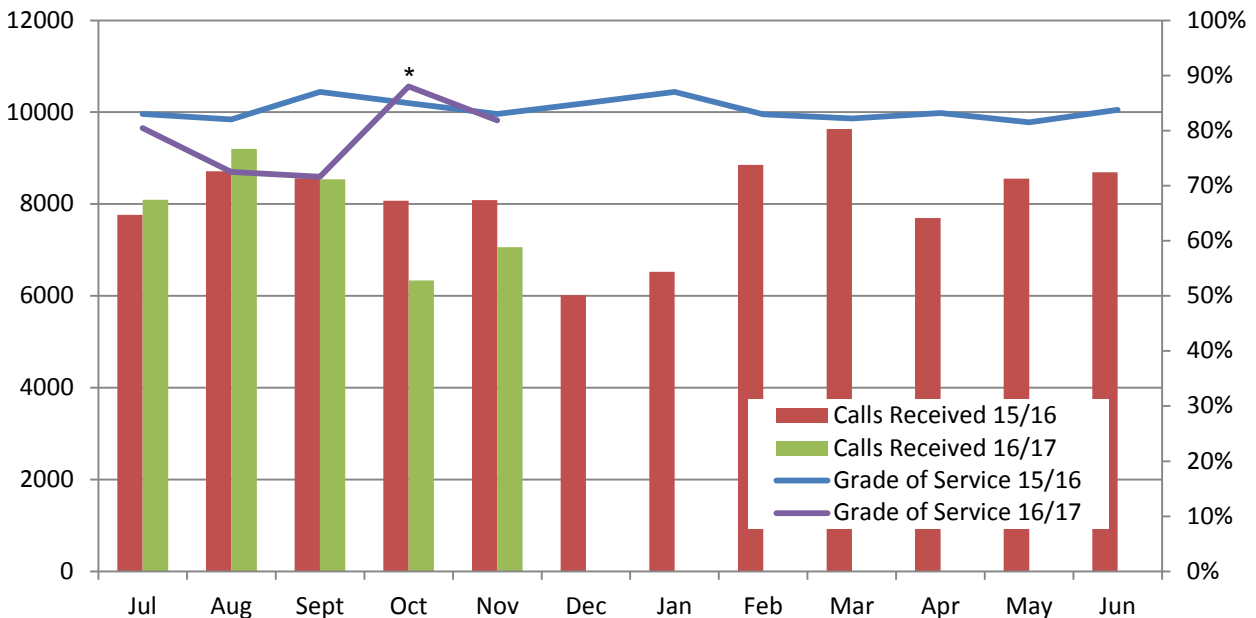
**First Contact Resolution:** Holding steady at 53% (52% in October).

**First Contact Resolution**



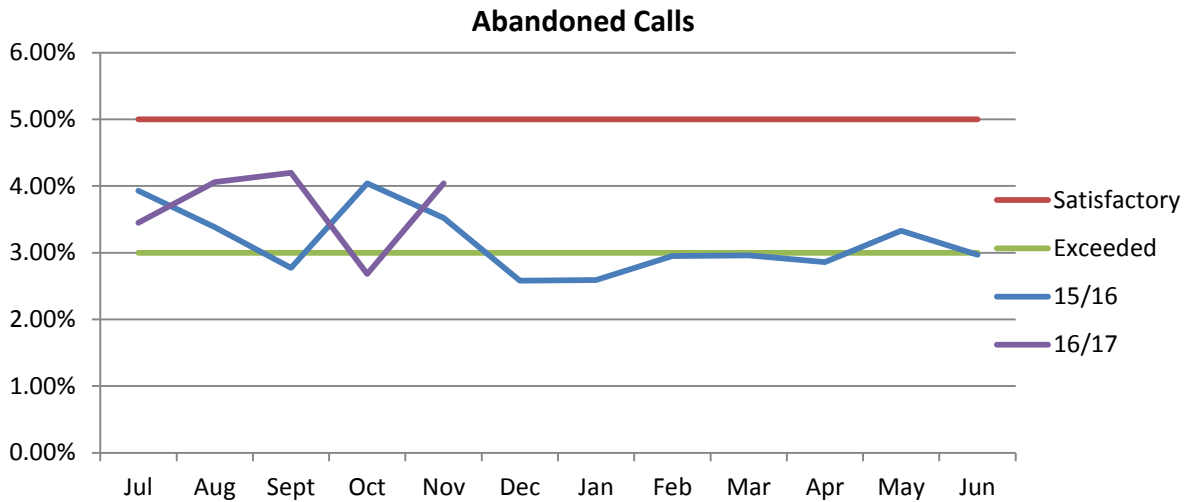
**Grade of Service:** A total of 7063 calls received in November (from 1<sup>st</sup> to 25<sup>th</sup> November), an increase of 1478 so far, up 72 calls per day on the month of October. This is due to the water bill issue on the 7<sup>th</sup> November and most recently the library call centralisation on the 22<sup>nd</sup> November.

**Grade of Service**

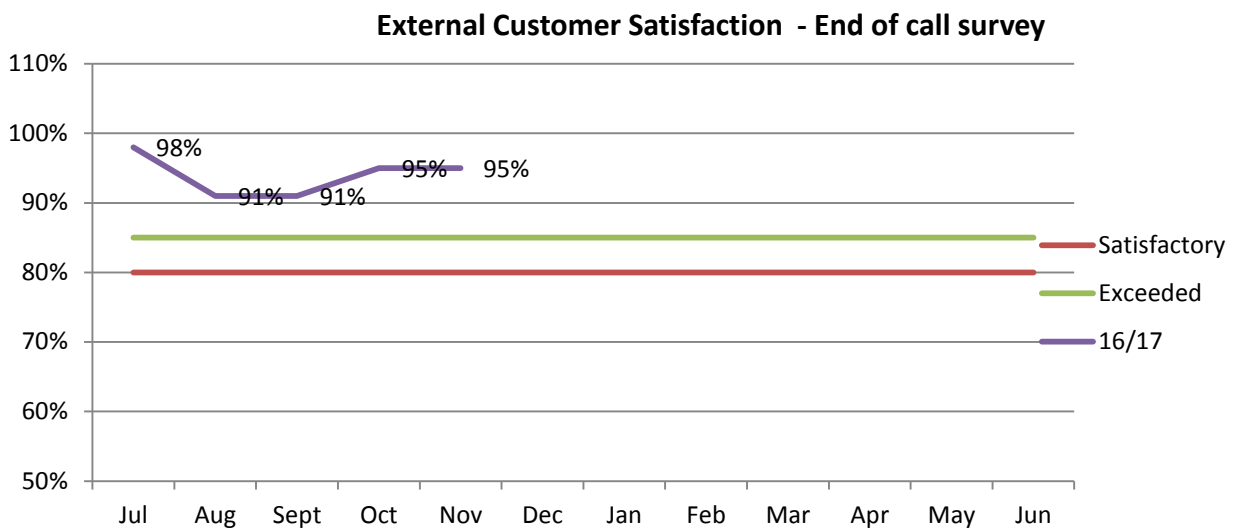


*\* Note: The measure changed in October to % of calls answered within 60 seconds. The months prior represent the past measure of % of calls answered within 20 seconds.*

**Abandoned Calls:** 285 calls were abandoned this month. This was an increase from last month and reflects the increase in call volumes experienced.



**External Customer Satisfaction:** Satisfaction rates remain consistent with previous months whilst our response rate has increased fourfold.



**Customer Request Completion:** A slight uplift in requests received per day for the month of November which is expected in line with the water notice cycle. For NAS there was a movement from 21 requests per day in October to 26 requests per day in November, for MRC as a whole this moved from 144 to 153 per day.

	Lodged	Resolved within SLA
<b>MRC Total</b>	2900	82%
<b>NAS</b>	498	98%

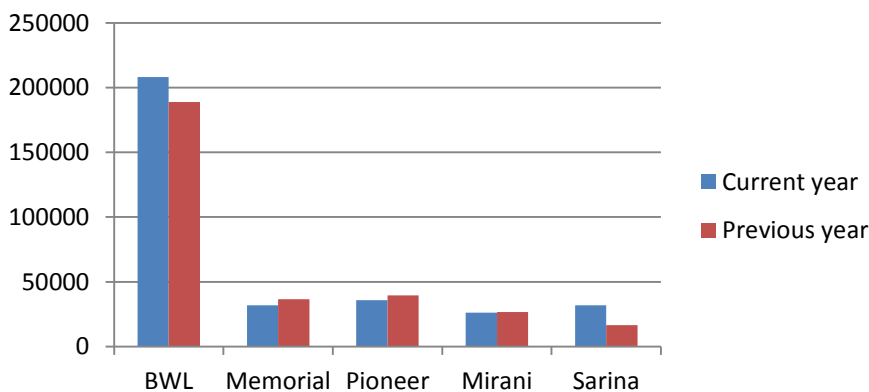
Requests where a NAS officer is responsible for actioning the request made up 17% of all requests in November

MRC Top 5 Pathway requests Lodged November 2016	Volume	% of total requests
Replace wheelie bin	190	7.64%
Change of mailing address	168	6.75%
Repair wheelie bin	149	5.99%
Water - Leak (Public Area)	129	5.18%
Planning Advice Enquiries	119	4.78%

The top 5 request types now excludes phone messages, of which 412 were lodged in November, representing 17% of all requests.

### 3.2 Aquatic Facilities

Attendance Figures



Sarina Pool has produced another record 12 month attendance period for the facility. In addition, the programs and activities provided at the facility have seen the facility experience the highest patronage of all MRC (Standard pool not lagoon style) pools.

Extensive landscaping undertaken during the winter closure at the Bluewater Lagoon continues to receive positive comment. Enhanced natural shade and greater parental supervision opportunities have been supported by both community and contracted parties.

### 3.3 IT Support

Internal Service Metrics

KPI	KPI Description	Target			Result
		Red (Under KPI)	Amber (Met KPI)	Green (Exceed KPI)	
Incident Resolution	Percentage of incidents resolved within corporate standard timeframes	80%	80-85%	85%	84%
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	80%	80-85%	85%	87%
Internal Customer Satisfaction Survey	IT email survey - % of customers whose experience met or exceeded expectations	75%	75-84%	85%	86%

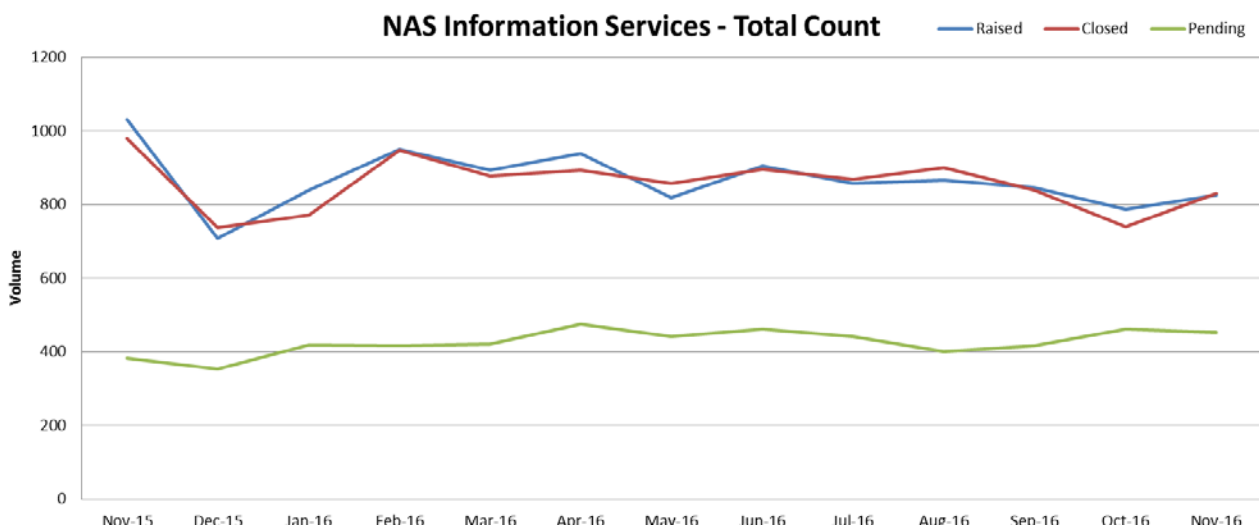


**Applications Availability**

KPI	KPI Description	Target			Result
		Red (Under KPI)	Amber (Met KPI)	Green (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%	99.99%
Tier 2 Systems – Applications Availability		< 95%	95-98%	≥ 98%	99.52%
Tier 3 Systems – Applications Availability		< 95%	95-98%	≥ 98%	100%

**KPI Commentary**

**Incident and Service Request Metrics:** The below chart identifies the Raised Vs Closed and Pending requests.



**Internal Customer Satisfaction:** During the month of November, 455 survey responses were received, which represents 63% 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.

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

### 3.4 Key Activities

Activity	Program	Timeframe	Comments
<b>NAS Future Operating Model Workshops</b>	NAS	★	In the first 2 weeks of November, NAS staff and key stakeholders have participated in workshops to identify opportunities for improvement and things that are working well. 14 workshops were held, with almost 500 pieces of feedback contributed, which has been categorised into structural changes, quick wins and projects.  A second round of workshops will be held from 28 Nov – 9 Dec to share the collective feedback and to seek input into any potential structure changes prior to moving forwards.
<b>Water Notice Production</b>	NAS	★	Meter reading and billing has been successfully completed with 41,364 notices issued on 7 <sup>th</sup> November. Payment due date is 7 <sup>th</sup> December. AMR (automated meter reader) data was uploaded to Pathway in 5 batches over the course of 9 weeks – future planning will see the number of uploads reduced to 1 by July 2019.
<b>Key Role Recruitment</b>	NAS	★	Recruitment activities have been completed for a Chief Information Officer for MRC. The successful candidate will be starting in the role from 5/12/2016.

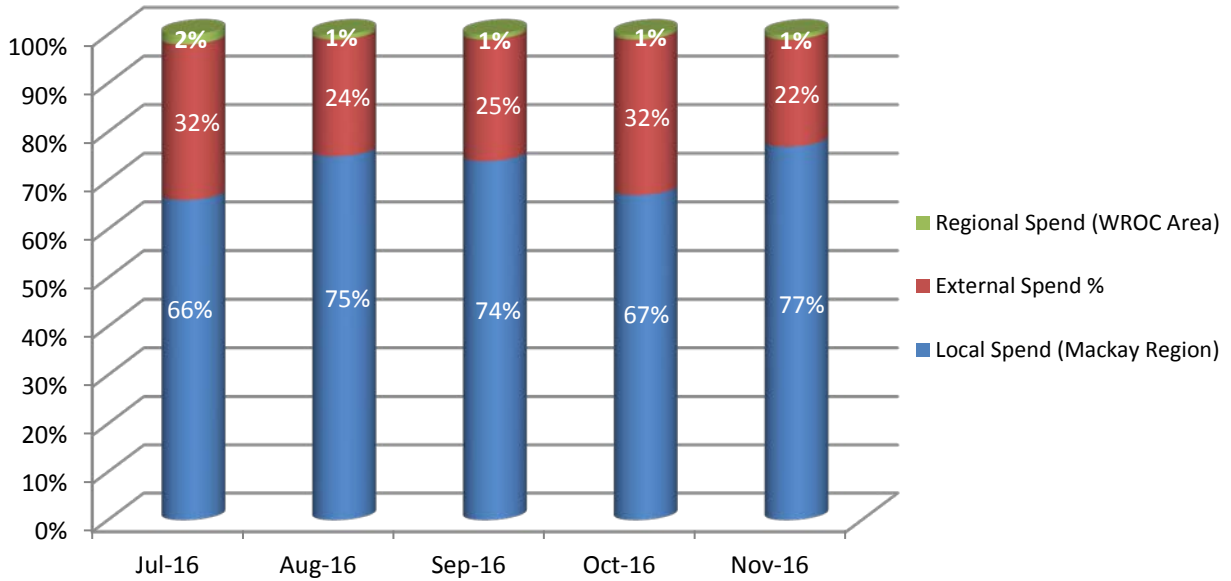
### 3.5 Procurement Services

Activity	November 2015	November 2016
<b>Purchase Orders (PO) Raised</b>	<b>875</b>	<b>718</b>
<b>Line Items in POs</b>	<b>2492</b>	<b>1758</b>
<b>POs Received</b>	<b>900</b>	<b>931</b>
<b>Line Items in POs Received</b>	<b>3696</b>	<b>3475</b>
<b>Invoices Processed</b>	<b>3277</b>	<b>3210</b>

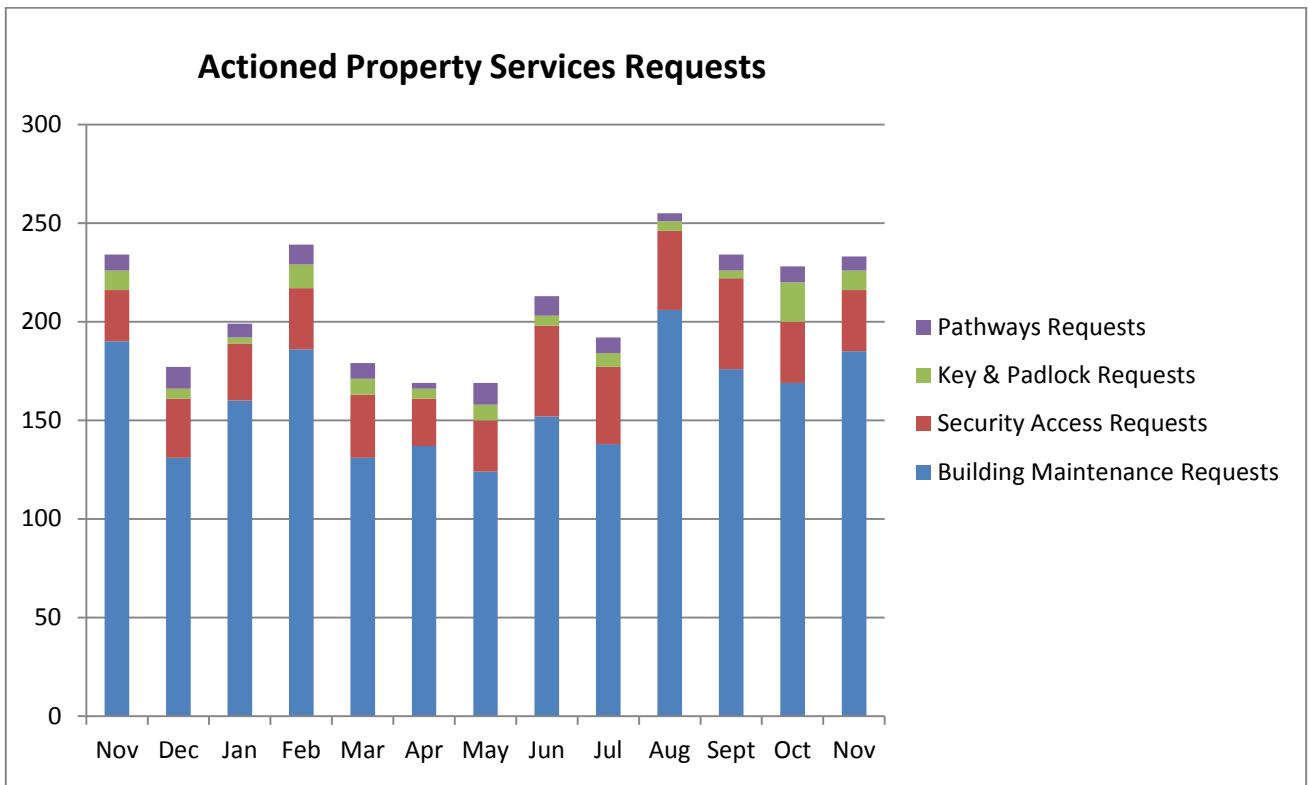
<b>Request for Quotes Issued</b>	<b>Data unavailable</b>	<b>9</b>
<b>Tenders Issued</b>	<b>Data unavailable</b>	<b>8</b>
<b>Tenders Awarded</b>	<b>Data unavailable</b>	<b>2</b>

Area	Monthly Amount	Monthly %	YTD Amount	YTD %
<b>Local Spend (Mackay region)</b>	<b>3,538,730.43</b>	<b>77%</b>	<b>45,762,807.31</b>	<b>77%</b>
<b>Regional Spend (WROC area)</b>	<b>27,716.56</b>	<b>1%</b>	<b>342,231.06</b>	<b>1%</b>
<b>External Spend</b>	<b>1,017,592.73</b>	<b>22%</b>	<b>13,378,782.95</b>	<b>22%</b>

### Area Monthly Spend %



### 3.6 Property Services



<b>Breakdown of Building Maintenance Requests Actioned - November 2016</b>	<b>Volume</b>	<b>% of total requests</b>
Electrical	54	29.19%
Miscellaneous	49	26.49%
Plumbing	33	17.84%
Repairs	25	13.51%
Air conditioning	15	8.11%
Safety & Legislation	9	4.86%

Of the total number of Building Maintenance Requests received for the month of November (185), the top 3 requests related to Electrical, Miscellaneous (including consumables, furniture, cleaning, signage) and Plumbing.

## 4. HUMAN RESOURCES

### 4.1 Key Activities

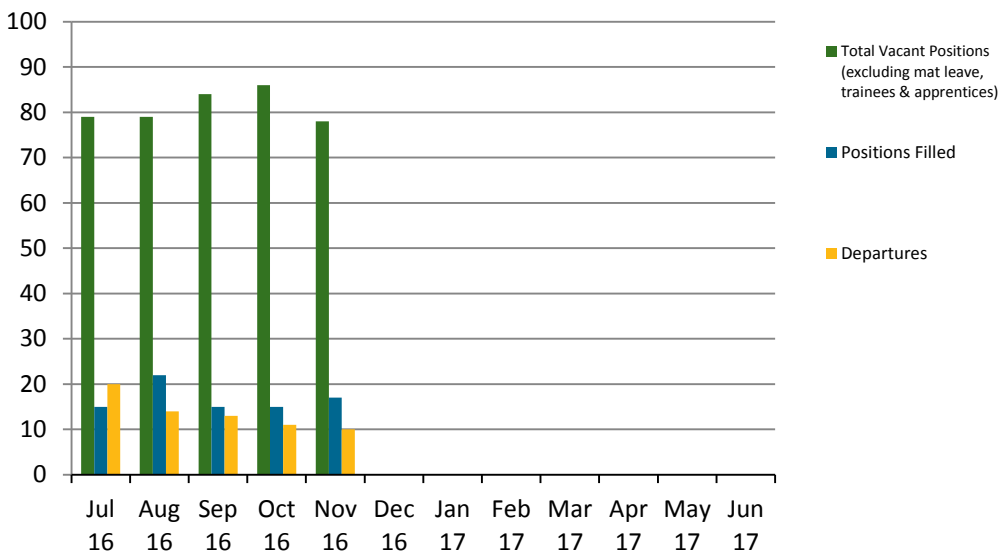
<b>Activity</b>	<b>Program</b>	<b>Timeframe</b>	<b>Comments</b>
<b>EBA Negotiations</b>	P&C	★	<p>The first Single Bargaining Unit (SBU) meeting was conducted on Tuesday 29 November 2016 following the exchange of the log of claims by all parties to the Agreement.</p> <p>The employee log of claims will be reviewed, costed (where appropriate) and a response prepared in preparation for the next SBU meeting on 1-2 February 2017.</p>
<b>Performance Management Training</b>	P&C	★	<p>The Miles Dolphin report has been received. Given the number of recommendations and the links to the Cultural Development Plan, actions will be planned as part of the CDP and the review of the Supervisor training.</p>
<b>Training</b>	P&C	★	<p>People &amp; Culture and NAS have agreed on the restructuring of the two Learning &amp; Development officer roles given the recent vacancy. The new structure will provide for better coverage of all Learning &amp; Development functions, including apprentices and trainees, as well as broader development opportunities for the employees in those roles. Recruitment for the vacant role has commenced.</p>
<b>Manager People &amp; Culture</b>	P&C	★	<p>The new Manager People &amp; Culture, Rod Francisco, started on Monday 14 November 2016. The priority of work will be those projects and activities already listed in the current Operational Plan, the renewal of the EBA and any recent matters that were held over until Rod started.</p>

## 4.2 Staff Contingent

Status	OMC	ECI	DS	CCS	OS	Total	Prev. Mth.
Full Time	7	366	166	107	173	819	815
Part Time		6	6	27	25	64	64
Apprentice/Trainees		8	9	6	14	37	37
Temp	1	4	6	7	14	32	32
Casual		11	12	89	4	116	112
<b>TOTAL EMPLOYED</b>	<b>8</b>	<b>395</b>	<b>199</b>	<b>236</b>	<b>230</b>	<b>1068</b>	<b>1060</b>
Vacant		28	10	15	30	83	88
<b>TOTAL</b>	<b>8</b>	<b>423</b>	<b>209</b>	<b>251</b>	<b>260</b>	<b>1151</b>	<b>1148</b>

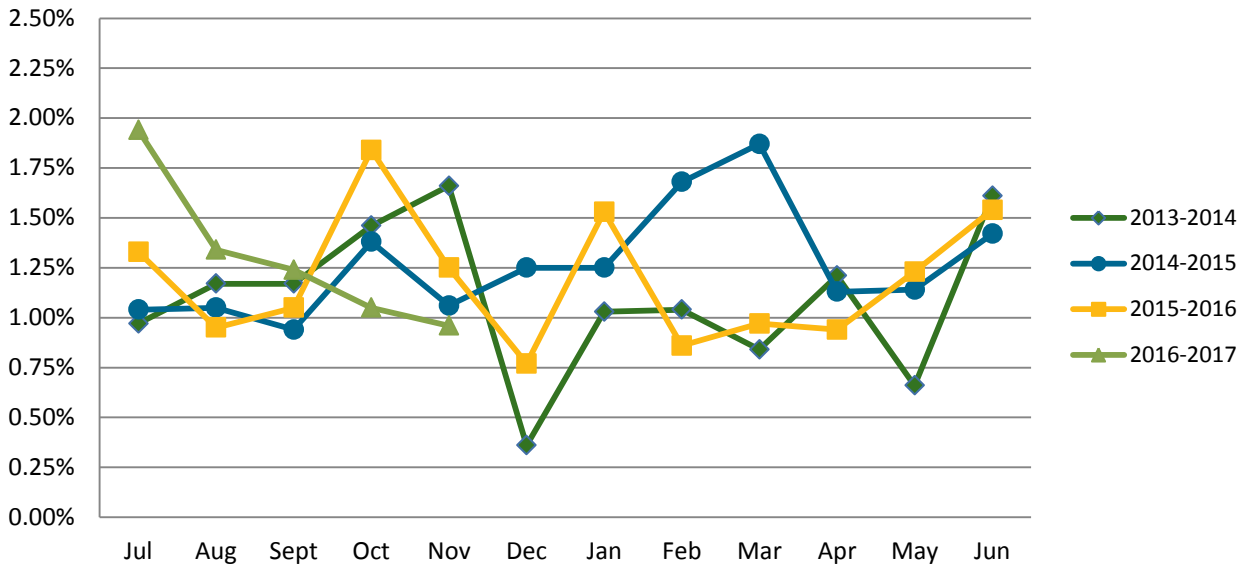
Staff contingent held steady in November.

### Recruitment Monthly Statistics

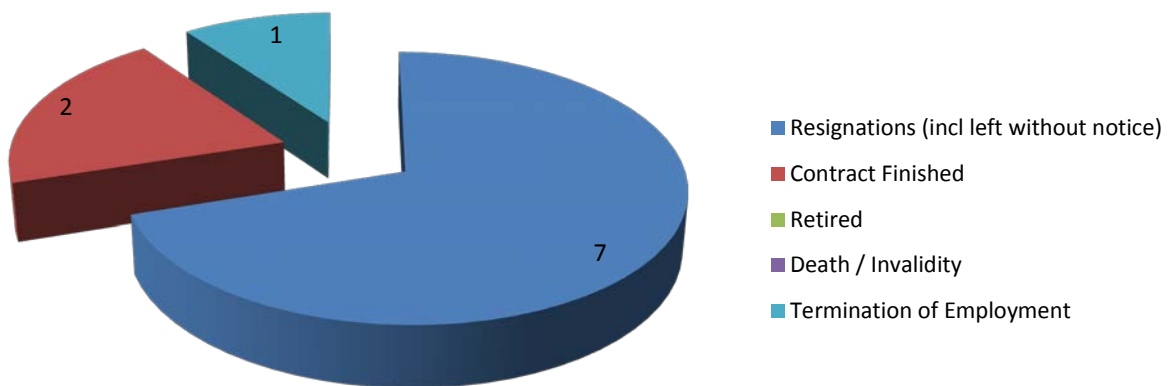


Vacancies are continuing to be reviewed to assess roles where current demand does not warrant immediate replacement.

### MRC Turnover



### November 2016



# 5. FINANCIAL PERFORMANCE

## 5.1 Summary Financial Position

(in \$ '000)	YTD Budget	YTD Actual	Variance
Total Revenue	122,515	120,247	(2,267)
Total Expenses	70,168	63,270	(6,898)
Operating Surplus (BID)	<b>52,346</b>	<b>56,977</b>	<b>4,631</b>
Depreciation	30,536	30,536	0
Interest	3,049	3,018	(31)
Net Operating Surplus	<b>18,761</b>	<b>23,423</b>	<b>4,662</b>

Operating revenue is currently behind YTD budget mainly in relation to rates and fees and charges being lower than anticipated. This is being offset by lower than anticipated operating expenses due to some identified savings in wages and goods and services. This will be monitored and reviewed as part of the next quarterly budget review.

## 5.2 Financial Ratios

	YTD	Target
Operating Surplus %	19.5%	0% - 10%
Interest coverage %	1.0%	0% - 5%
Net financial liabilities %	27.3%	< 60%
Current ratio	3.7	Between 1 and 4
Asset sustainability %	39.1%	> 90%
Capital expenditure ratio	0.72	> 1.1 times

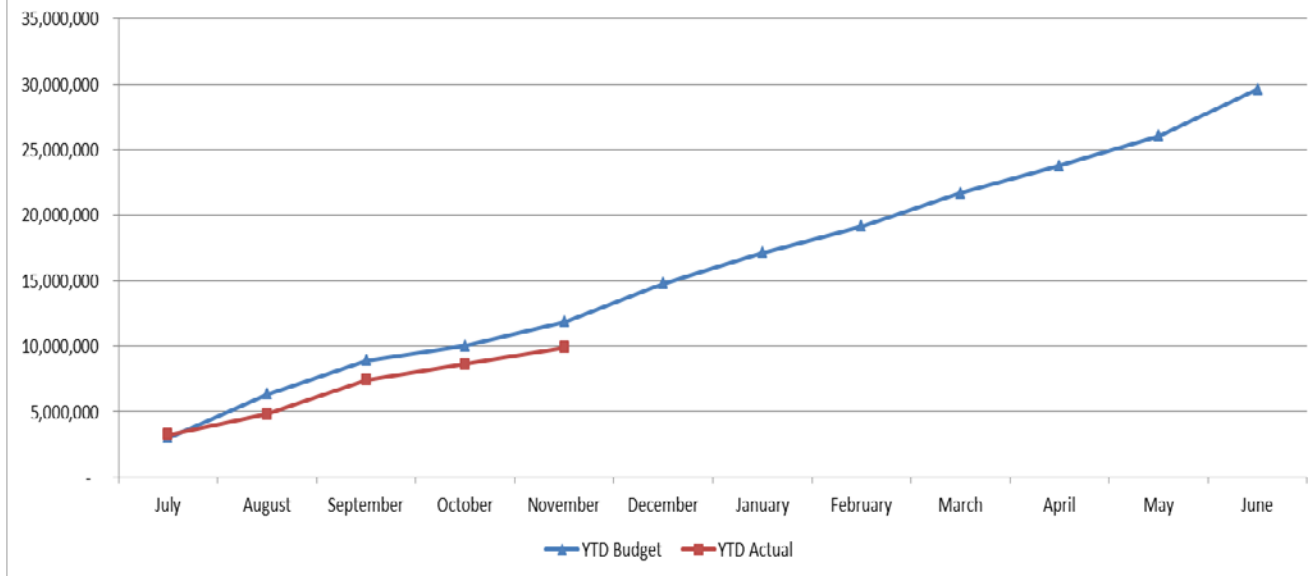
During the financial year the ratios are distorted due to the timing of payments and the recognition of revenue. These ratios will adjust during the year to better reflect targets.

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.

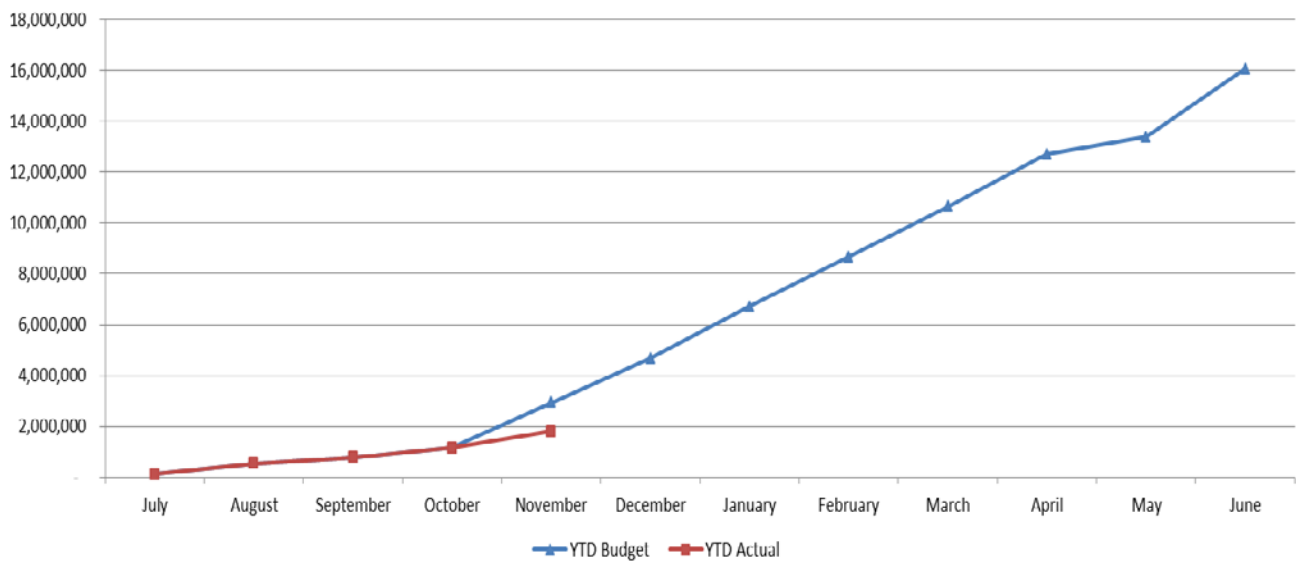
## 5.3 Program Financial Position

Operating Result	YTD Budget	YTD Actual	Variance	%		Comments
3.01 - Organisational Services Management	161,187	166,270	5,083	103%	■	On track
3.02 - People & Culture	280,202	127,638	(152,563)	46%	■	Identified wages savings will be addressed at December budget review
3.03 - Financial Services	956,447	737,932	(218,515)	77%	■	Variance due largely to the timing of payment for audit fees and some wage savings
3.04 - Procurement & Plant	(1,803,129)	(1,920,252)	(117,123)	106%	■	Additional revenue received following a review of ATO fuel subsidy
3.06 - Governance & Safety	2,082,301	2,133,111	50,810	102%	■	On track
3.07 - Asset Management	366,705	373,946	7,242	102%	■	On track
3.11 - Property Services	2,732,147	2,778,684	46,537	102%	■	On track
7.01 - Northern Australia Services	6,905,974	6,232,841	(673,133)	90%	■	On track
<b>TOTAL OPERATIONAL</b>	<b>11,681,834</b>	<b>10,630,170</b>	<b>(1,051,663)</b>	<b>91%</b>	■	Overall Organisational Services is performing well against budget, noting some identified wages savings to be addressed in the December budget review
<b>Capital Expenditure</b>	<b>2,937,114</b>	<b>1,788,875</b>	<b>(1,148,239)</b>	<b>61%</b>	■	Capital expenditure is behind budget mainly due to the long lead time on some large plant purchases. It is expected that the majority of the capital budget will be spent by the end of the financial year

### Organisational Services - Operating Results



### Organisational Services - Capital Expenditure



## 5.4 Key Activities

Activity	Program	Timeframe	Comments
<b>Budgets &amp; LTFF</b>	Finance	🌟	Planning for the 2017/2018 budget is underway. Year to date results are being analysed in preparation for the December budget review.
<b>Statutory Reporting</b>	Finance	🌟	The monthly strategic financial report for October was presented to council in November.
<b>Rates</b>	Finance	🌟	Water consumption notices will be issued in November with a due date 7 December. Due date for approved pensioners for rates and water is 14 December.







# 6. BUSINESS IMPROVEMENT

## 6.1 System Upgrades & Development

Description	Program	Budget	Timeframe	Comments
<b>MADI 2.0</b>	NAS	★	★	<p>The GIS team have recently completed research and data entry for abandoned water pipes. Previously only the location of abandoned pipes was known and this information now includes the knowledge of material, especially important is the existence of asbestos. Excavators and planners will now know beforehand via checking MADI if asbestos exists in the ground.</p> <p>Additionally, the team have also completed links between stormwater pipe sections and associated CCTV condition footage, which means that officers can now select a section of the stormwater network and assess condition using the CCTV footage via MADI.</p>









## 6.2 Business Improvements

Description	Program	Timeframe	Comments
<b>Enterprise Risk Management (ERM) Review</b>	G&S	★	<p>'Consequence' wording to support the risk matrix for each risk category were discussed with risk owners and sponsors. A preliminary business analysis to identify an appropriate software solution indicated that ProMap would not provide the functionality required. Other software options are being investigated.</p> <p>A workshop with key stakeholders was held on 30 November to confirm the categorisation of service delivery elements against risk categories and to undertake a first-cut collation of strategic risks.</p>
<b>Intellectual Property Audit</b>	G&S	★	Intellectual Property Policy was circulated to Management Team for Consultation and will be forwarded to SLPT for endorsement prior to presenting to Council for adoption.
<b>Policy Review Project</b>	G&S	★	New process being rolled out with email and procedure being circulated to Management Team.
<b>New Complaints Management Process</b>	G&S	★	Information sessions to key staff continued during November. Minor Pathway issues have been rectified. On track to be completed by 30 December 2016. Reports have also been developed and are in the testing stage.
<b>New Business Continuity Arrangements</b>	G&S	★	Actions from the Continuity Management Team information session held in September 16 are being progressed with a view to the group reconvening early in 2017.

<b>External Safety Audit Implementation Project</b>	G&S		Consultation has been undertaken on new procedures developed to improve the safety risk assessments and contractor management. Changes are being made as a result of feedback received.
<b>Safety Rewards Scheme</b>	G&S		The Safety Reward Scheme is fully operational with several programs receiving awards in November for achieving no-lost Time Injury milestones.
<b>Safety and Wellbeing Strategy</b>	G&S		Feedback received from the consultation process is being collated and reflected in changes to the Draft Strategy & Action Plan which will be submitted to SLPT for consideration in Dec 16.
<b>Centralisation of Library Calls</b>	NAS		From 22 <sup>nd</sup> November phone calls to the libraries are now answered by our Client Services team. This assists our Library colleagues to focus on walk-in customers and supports the move to the Dudley Denny City Library. This shift also ensures that all calls from our community are taken by trained customer service officers who will provide a consistently high level of service.

## 7. PROJECTS

### 7.1 Internal Projects



















Project	Program	Budget	Timeframe	Comments
<b>Predictive Modelling</b>	AM			A preliminary test run was carried out for Buildings. The initial results have proven the concept and the program is now being modified to incorporate appropriate service level responses.
<b>Bridge and Culvert Audit</b>	AM			Currently developing inspection reports to capture condition data on culverts. These will be given to Civil Operations for future use.
<b>Asset Valuation Planning</b>	AM			Progress is continuing toward a tender release early in the new year.
<b>Flood Mitigation and Stormwater Strategy</b>	AM			Validation of current asset data and line work for the Northern Stormwater areas. Completing data capture and asset segmentation of Council's Levee Banks into the asset register. This includes all Levee defects captured in the latest survey.









## 7.2 Property Services Projects

Project	Program	Budget	Timeframe	Comments
<b>Air Conditioning and Cleaning Tenders review</b>	PS	☀	☀	To be reviewed January.
<b>Entertainment Centre Capital Projects review</b>	PS	☀	☀	Some projects to be started over Xmas shutdown. Entertainment Centre - Fire Systems major review underway
<b>Ergon Access keys</b>	PS	-	☀	Discussions ongoing.
<b>Sustainability Projects</b>	PS +		☀	Collaborative works with Sustainability Officer to review and analyse power usage and reports. Input into new Renewable Energy Group, set up by CEO.

## 7.3 Capital Projects

Project	Phase	Phase % Completion	Budget	Time	Comments
<b>Office refurbishments for 42 Wellington Street and Gordon Street and City Library re-development.</b>	Stage one	85%	☀	☀	<p>Health and Regulatory have been successfully relocated and have settled in well. Same can be said for Community development and Community Services. Both moves went smoothly and with as little disruption to the staff as possible</p> <p>The new John Mackay meeting room is fully operational and has been added to the booking list</p> <p>Asset Management area is nearly completed. Electricians to complete data and power upgrades between 24 Nov and 2 Dec.</p> <p>Work is in full swing in the old Community Development and Services area and is expected to be completed on the 2 Dec. Then onto the Property Services area.</p> <p>Prices have been received for the City Library and are being reviewed. Procurement have been engaged to decide on the best way forward.</p>

<b>Car Pooling</b>	Stage two	80%			Have received line marking templates and paint to mark the proposed car pooling parks. Procurement have received the stickers which are to be placed on the pool cars.
<b>Gordon White Library office refurbishment</b>	Design	50%			Site visits with contractors were held and the amended scope of works have been sent to them for quotations.
<b>Artspace shop and gallery upgrade</b>	Design	45%			Concept proposals for the reading pod and retail shop have been received. Purchase order for the supply of construction drawings and for the lighting tracks and carpets have been issued. Awaiting report on the lighting layout and sound system requirements.
<b>SES Facility at Ness Street</b>	Design	30%			Initial draft designs provided; preliminary consultation of designs with SES undertaken. Confirm layout design with SES stakeholder's week ending 2 December.  Final consultation regarding underground fuel tank remediation in process.
<b>Heritage Asset Management Plan for the Greenmount Homestead</b>	Design	75%			All assessments complete – draft document due week ending 2 December.
<b>Mirani and Sarina depot wash bays</b>	Design	20%			Staff consultation has been completed and many good points were received for consideration.
<b>Removal of number 5 and 7 Goldsmith Street houses</b>	Tender	35%			Public Tender has been sent out. Awaiting replies. Working on disconnection of services (Ergon, sewage and water).
<b>Ness Street Depot dilapidation report</b>	Design	10%			Project allocated to contractor – MRC contracts awaiting signed documentation to return.
<b>Mirani Youth Hall asbestos removal</b>	Complete	100%			External asbestos wall sheeting removed from the Eastern wall of Mirani Youth Hall and replaced with colour bond sheeting.

<b>Sarina Museum painting</b>	Complete	100%			External painting of museum complete.
<b>Calen Depot house</b>	Complete	100%			Re-roof of main house and shed complete.
<b>MECC electrical boards</b>	Design	15%			Electrical repair work throughout facility. Works allocated – commencement end December 2016.
<b>MECC glazing</b>	Design	15%			Re-seal windows. Works allocated – commencement Jan 2017.

## 8. REGULATORY COMPLIANCE

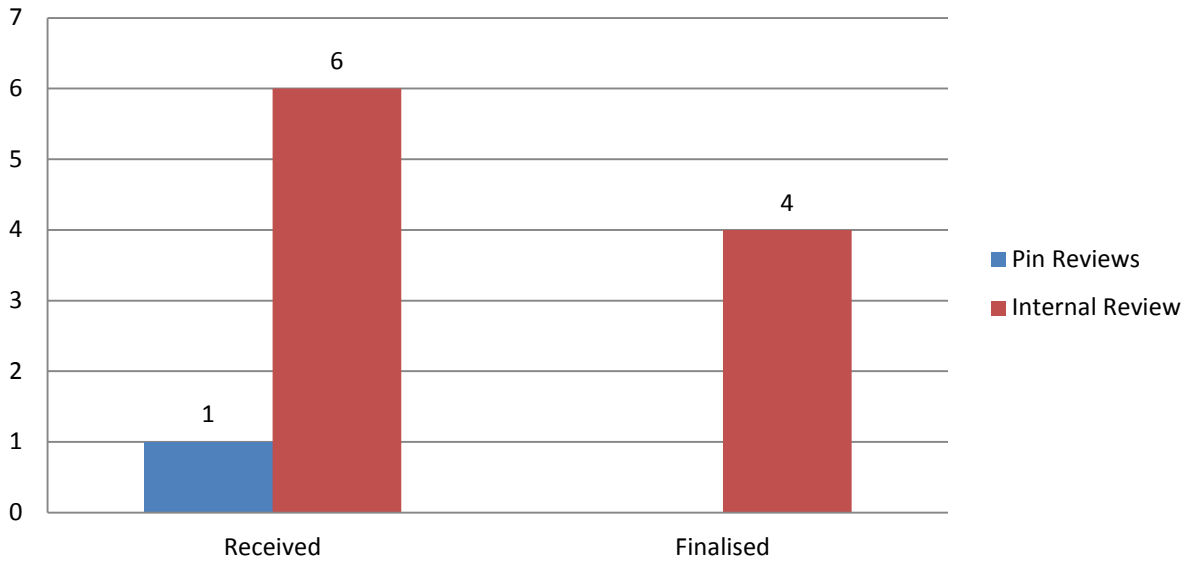
### 8.1 Financial Compliance

Description	Program
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

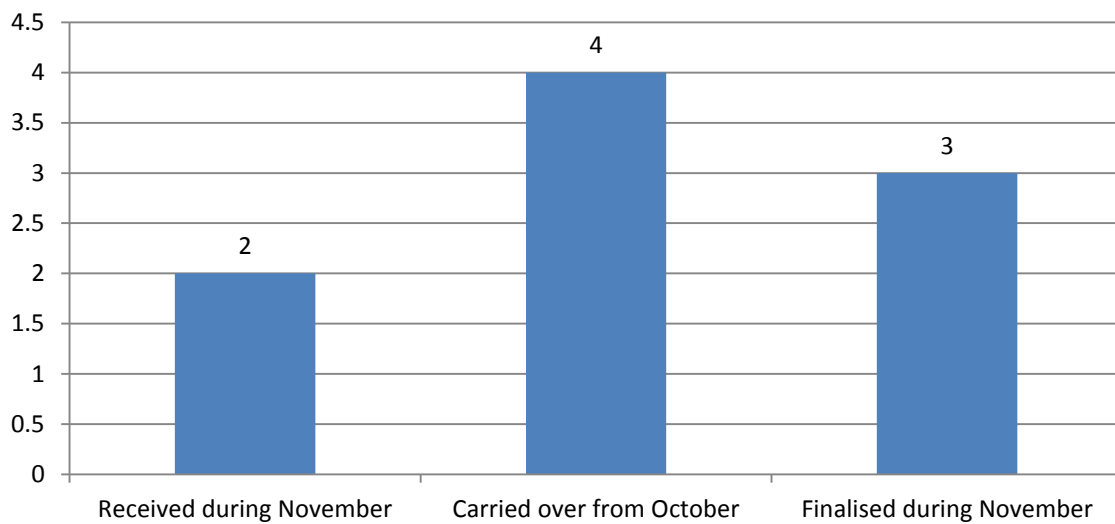
### 8.2 Corporate Governance

Activity	Program	Comments
<b>Right to Information</b>	G&S	<ul style="list-style-type: none"> <li>• 4 RTI Applications carried over from October                             <ul style="list-style-type: none"> <li>– 1 in relation to a neighbourhood complaints</li> <li>– 2 in relation to the Mackay Ring Road</li> <li>– 1 in relation to a Barking Dog Survey</li> </ul> </li> <li>• 2 RTI Applications received during November                             <ul style="list-style-type: none"> <li>– 1 in relation to environmental matters;</li> <li>– 1 in relation to Matsuura Youth Ambassador Program</li> </ul> </li> </ul>
<b>Policy reviews</b>	G&S	<ul style="list-style-type: none"> <li>• 3 New policies processed in November - Advertising Signage with Illumination Including Technical Guidelines, Insurance Liability Claims Against MRC Policy and Use of Scanned Signatures Policy.</li> </ul>
<b>Corporate Governance Investigations</b>	G&S	<ul style="list-style-type: none"> <li>• 1 PIN review in relation to a noise nuisance</li> <li>• 6 new complaints consisting of Water billings, fluoride, insurance decision, recruitment, rating and information privacy.</li> </ul>

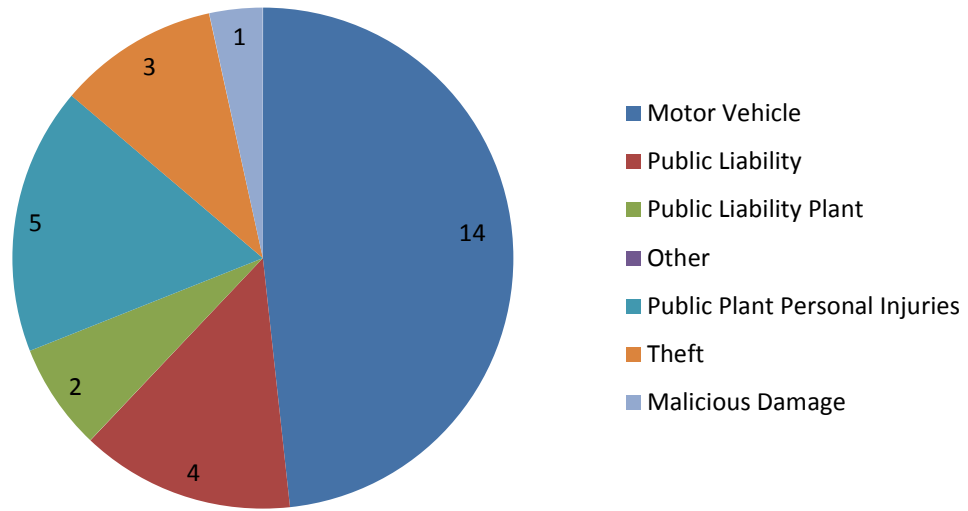
### Corporate Governance Investigations November 2016



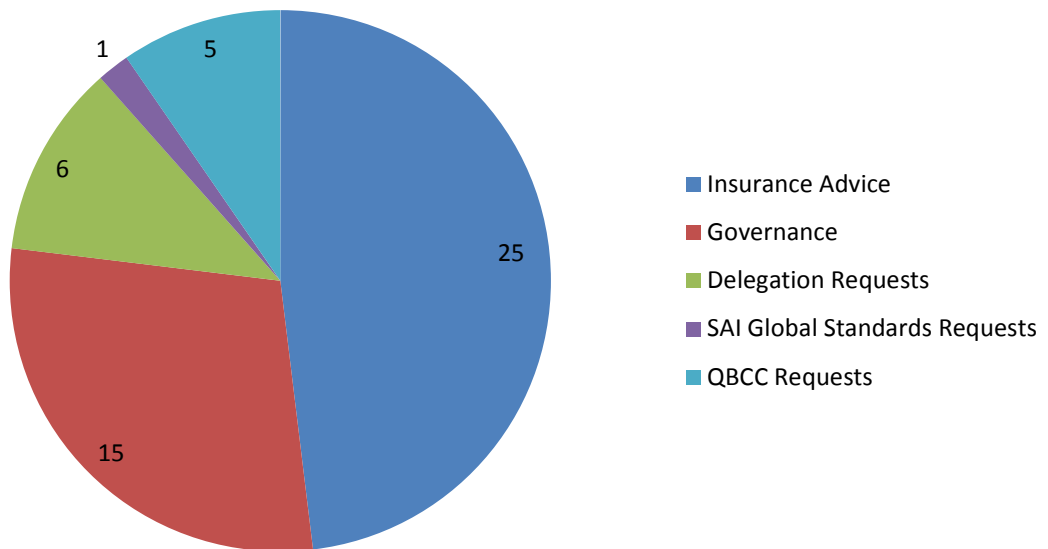
### Right to Information Applications November 2016



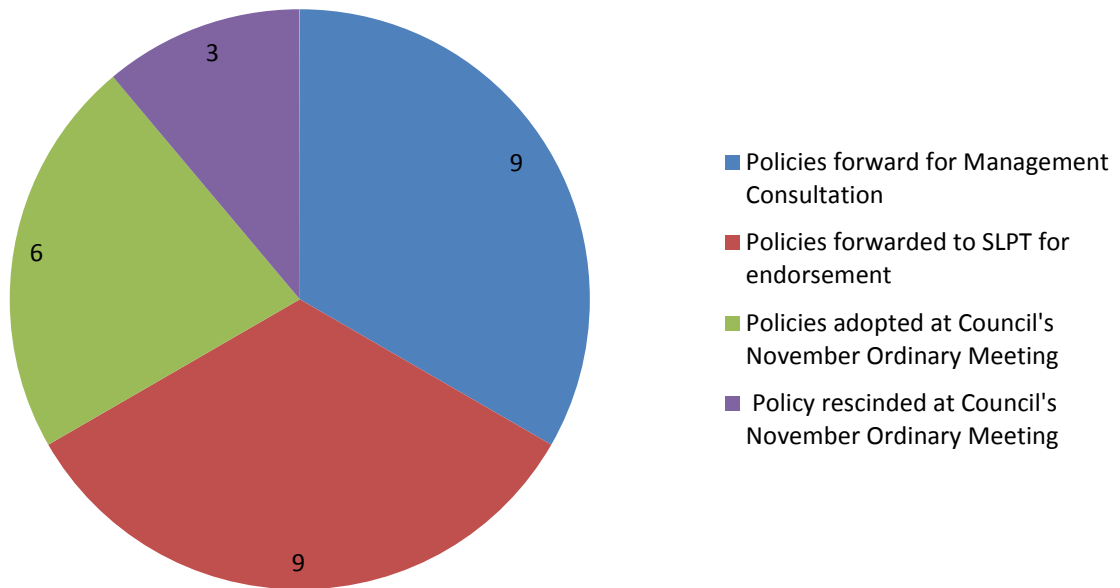
### Insurance Statistics - November 2016



### Governance Inquiries - November 2016



## Policy Review Statistics - November 2016







### 8.3 Performance and Risk Management

Description	Program	Timeframe	Comments
<b>Emergency Response Arrangements</b>	G&S	🌟	The Emergency Planning Committee is operating effectively and has been progressing a range of actions to continue to improve emergency response preparedness.
<b>Risk &amp; Audit Advisory Committee</b>	G&S	🌟	The next meeting of the Risk & Audit Advisory Committee is being held on 9 Dec. Recruitment of the two external members for the next term of appointment has commenced.
<b>Fraud and Corruption Control</b>	G&S	🌟	The first of a regular program of fraud risk assessments has been undertaken across all high risk areas as part of MRC's Fraud and Corruption Prevention Project. Recommendations to improve internal controls stemming from the assessments which have been accepted by management are being tracked to monitor progress.















## 8.4 Internal Audit

Internal Audit Reviews Underway	Status	Time	Comments
<b>Rates</b> <ul style="list-style-type: none"> <li>Review: billing cycle; rating property data maintenance; rates data integrity; and exception reporting</li> </ul>	Completed		The Internal Audit Report on Rates has been finalised and will be tabled at the Audit Committee meeting of 9 December 2016.
<b>Long Term Financial Forecast</b> <ul style="list-style-type: none"> <li>Longer term financial planning and modelling including validity of assumptions and timing of financial data.</li> </ul>	Completed		The Internal Audit Report on Long Term Financial Forecast has been finalised and will be tabled at the Audit Committee meeting of 9 December 2016.
<b>Cyber Security</b> <ul style="list-style-type: none"> <li>Review adequacy of controls in place to identify, respond and recover from cyber security events</li> </ul>	Scope stage in progress		Based on expertise required, review to be outsourced to external provider of IT/ Internal Audit services.
<b>Community Grants and Sponsorships</b> <ul style="list-style-type: none"> <li>Review the adequacy of systems and procedures in place for the advertising, awarding of and validation of Community Grants &amp; Sponsorship.</li> </ul>	Fieldwork – 60% Complete		Audit on track to be completed by December 2016

Other Internal Audit Activity	Comments
<b>2016-17 Internal Audit Plan</b>	Other audits to be conducted in 2016/17 include: <ul style="list-style-type: none"> <li>Legislative Compliance</li> <li>Conflict of Interests –Councillors</li> <li>Lease Management</li> <li>Major venues</li> </ul>

# 9. LAND & BUILDINGS

## 9.1 Building Maintenance

Description	Program	Budget	Timeframe
Burst pipe connection flooded Mirani Lifeline (leased building). Repairs completed.	PS		
MECC roof audit completed. Report forwarded for review.	PS		
Collaborative works between Property Services and MECC staff to provide stage lighting at Bob Wood Cultural Hall, Sarina for Community event.	PS		
Completion of air conditioning repairs at Mackay Administration, 42 Wellington Street, Bob Wood Cultural Hall, Mirani Library, MECC, Andergrove Community Hall.	PS		
Major maintenance of existing Dome Air-conditioning Plant	PS		
Inspections, treatments and regulatory testing for Pests and Fire Detection systems and equipment (across all Council Sites)	PS		

## 9.2 Land & Tenure

Description	Program
Lease investigations commenced for the following: <ul style="list-style-type: none"> <li>Habana RFS lease renewal</li> <li>Transfer of lease from PCYC to Mackay Netball</li> <li>Koumala Reserve sporting group infrastructure ownership and future tenure</li> </ul>	PS
Templated Lease documents being draft for:- <ul style="list-style-type: none"> <li>City Centre commercial tenancies</li> <li>Telecommunication commercial tenancies</li> <li>Community group peppercorn tenancies</li> </ul>	PS
Bridges Café proposed toilet facility continues to be investigated. FKG investigating compliance and design to fit.	PS
McLennan Park separation of electricity usage by three user groups resolved.	PS