



# Organisational Services

Monthly Review

> December 2016 & January 2017

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# 1. EXECUTIVE SUMMARY

This month saw the 2017 intake of Apprentices and Trainees with 26 new employees starting with MRC across a variety of Programs. This continues our strong history of being a major player in providing opportunities of this nature.

A significant body of work to formulate and implement the Future Operating Model (FOM) structure in Northern Australia Services (NAS) is almost complete and will be implemented between February and April. Part of this model will involve a change of name of the NAS program for internal purposes to the 'Shared Services Centre'. This name change takes effect at the end of this month and will assist our internal customers to better understand the purpose of the program.

A regional Local Government Governance Forum was hosted by Mackay Regional Council in January. Participants from Whitsunday, Isaac, Rockhampton, Central Highlands and Livingstone councils shared their initiatives and discussed common challenges with a view to achieving better outcomes through collaboration and co-operation.

As you will no doubt be aware from previous reports, despite current YTD results, Council is forecasting an increased deficit and a comprehensive budget review for the December Quarter has been undertaken. Given this forecast, a comprehensive review of any vacant or dormant positions, as well as an analysis of goods and services expenditure with the intent of generating savings has been completed. Our goal is to reduce the deficit as much as possible, without impacting service delivery. The results of this review will be presented at this month's Ordinary Council Meeting.

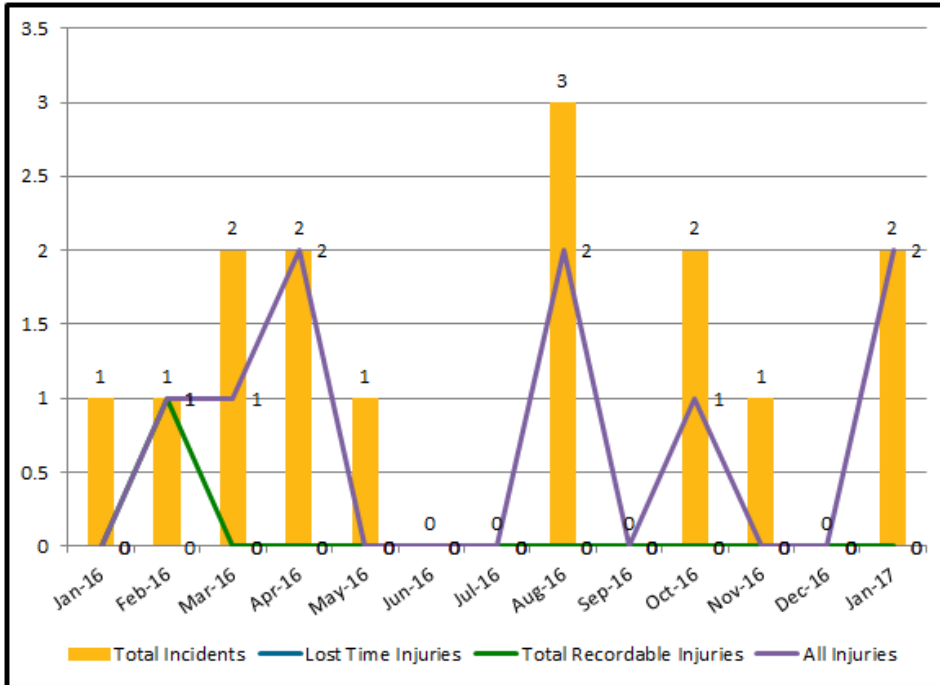


Andrew Knight

Director Organisational Services

# 2. SAFETY

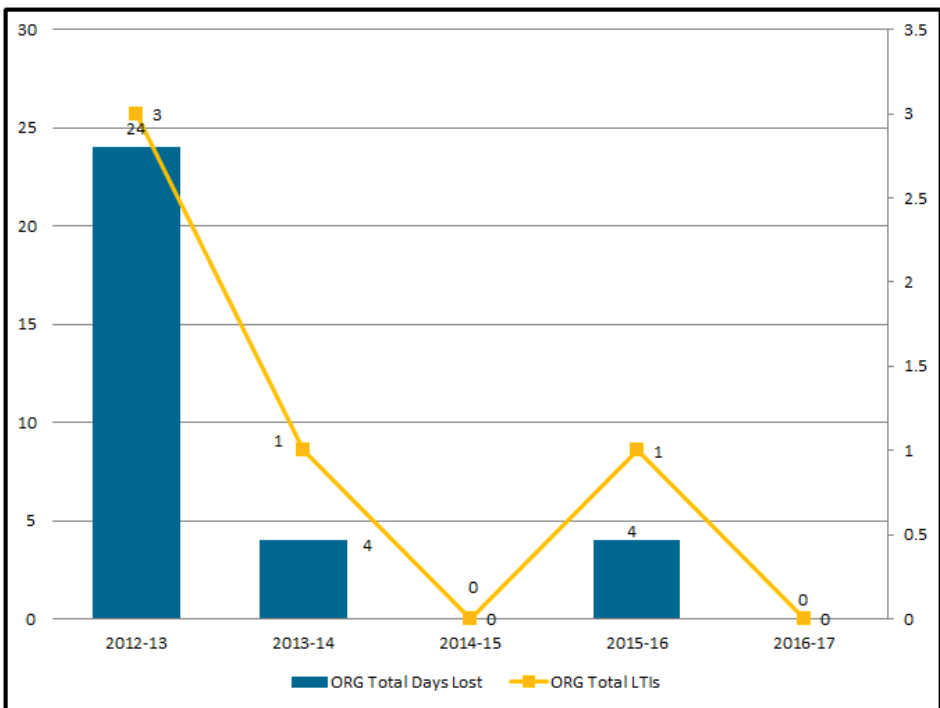
## 2.1 Incidents and Injuries



The two incidents reported, resulted in minor (non-treatment) injuries.

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

## 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

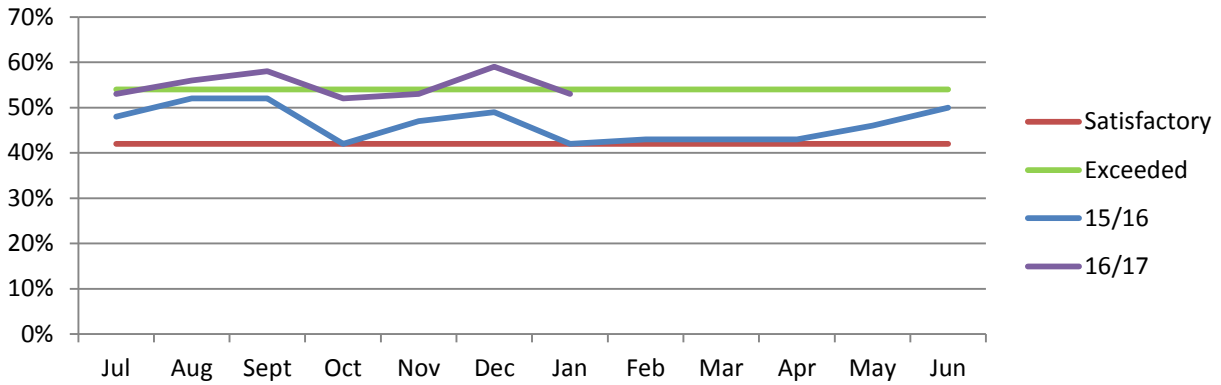
## 3.1 External Customer Services

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>84%</b>
<b>Abandoned Calls</b>	The percentage of customers that abandon their call before being served.	> 6%	4.5-6%	< 4.5%	<b>3.89%</b>
<b>External Customer Satisfaction</b>	A measure of customer satisfaction as reported by the end of call survey	< 80%	80-85%	> 85%	<b>97%</b>
<b>Customer Request Completion</b>	Service requests resolved within corporate standard timeframes	< 80%	80-85%	> 85%	<b>93%</b>

**KPI Graphs and Commentary**

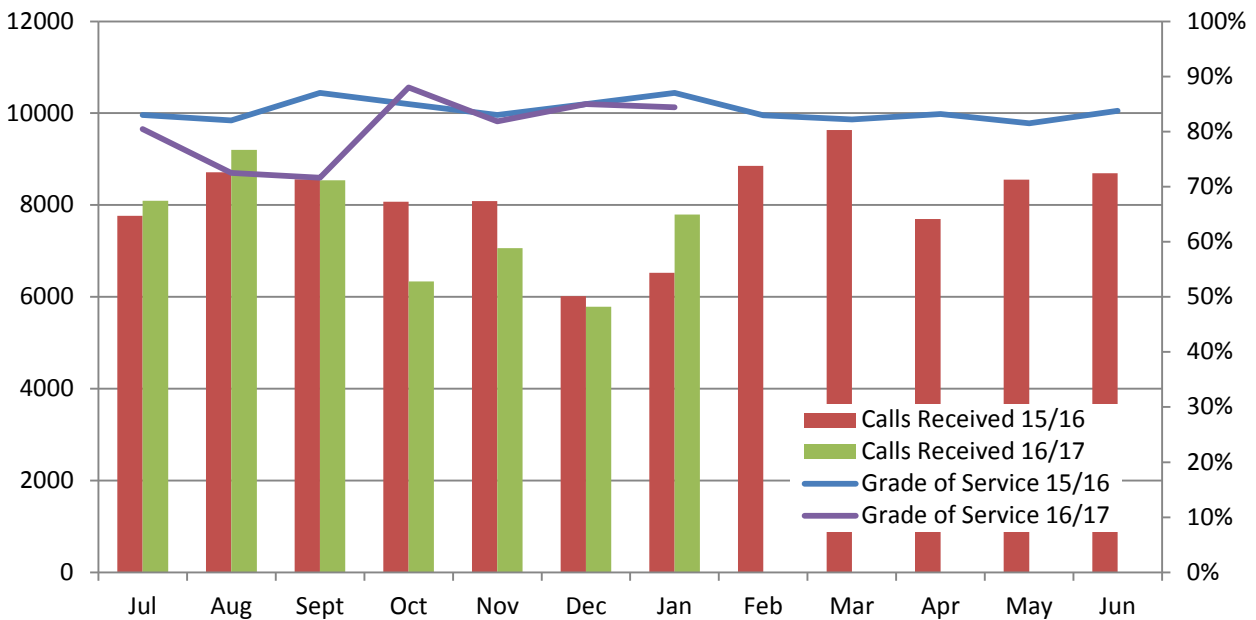
**First Contact Resolution:** FCR results remained strong over December and January, at 59% and 53% respectively.

**First Contact Resolution**



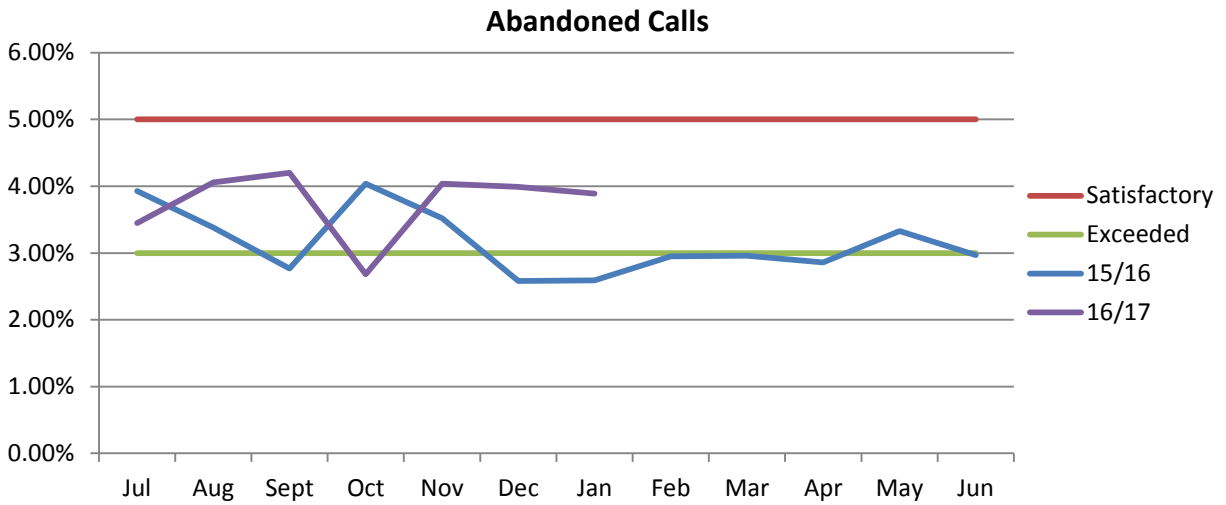
**Grade of Service:** A total of 7792 calls were received in January, averaging 390 per day (340 in Dec), a total increase of 2014 calls. We received an increase in rates general enquiries from 733 in Dec to 896 in January, an increase in library calls from 534 to 606 and an increase in civil ops maintenance requests from 68 to 193 which can be attributed to the seasonal weather.

**Grade of Service**

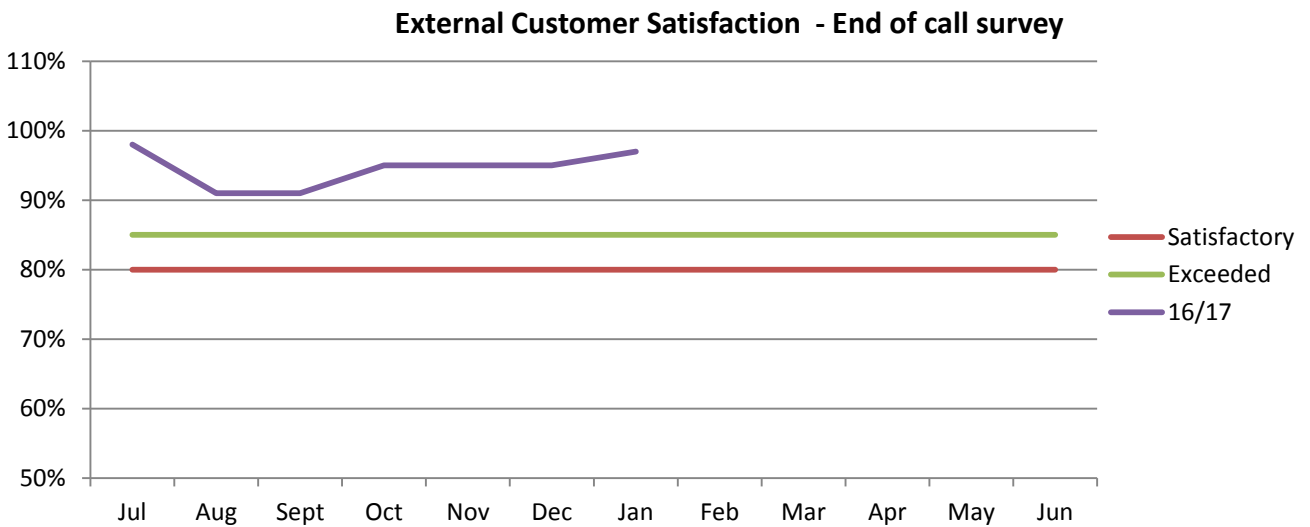


\* Note: The measure changed in October 2016 to % of calls answered within **60** seconds. The months prior represent the past measure of % of calls answered within 20 seconds.

**Abandoned Calls:** 303 calls were abandoned in January, an increase from December (231 abandoned) which reflects the increase in call volumes experienced.



**External Customer Satisfaction:** An average of 9 surveys were completed per day (up from 7 in December), totalling 184 for the month.



**Customer Request Completion:**

	Lodged	Resolved within SLA
MRC Total	3448	82%
NAS	408	93%

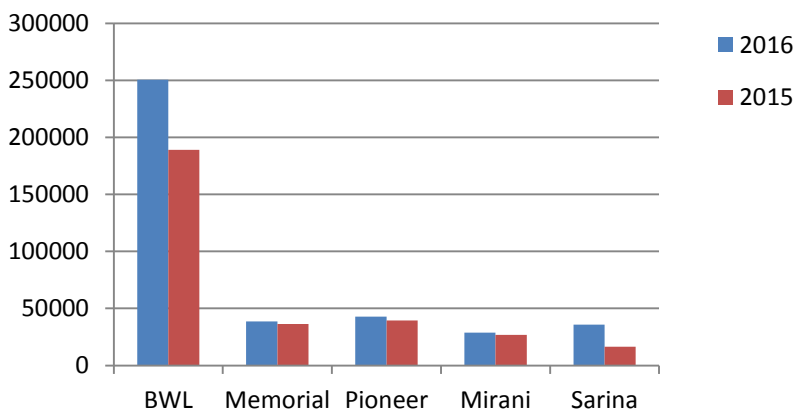
Requests where a NAS officer is responsible for actioning the request made up 12% of all requests in January.

MRC Top 5 Pathway requests Lodged January 2017	Volume	% of total requests
Replace wheelie bin	281	8.15%
Repair wheelie bin	252	7.31%
Roads - General	204	5.92%
Change of mailing address	140	4.06%
Tree Maintenance	113	3.28%

The volume of requests received in January increased by over 35% from December (an additional 960 requests were received, attributed to the weather experienced.)

### 3.2 Aquatic Facilities

#### Attendance Figures



Sarina Pool has produced another record 12 month attendance period for the facility. The facility experienced a 33% increase in patronage in 2016 compared to the previous year.

### 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%	78%
Service Request Resolution	Percentage of service requests resolved within corporate standard timeframes	80%	80-85%	85%	84.5%
Internal Customer Satisfaction Survey	IT email survey - % of customers whose experience met or exceeded expectations	75%	75-84%	85%	82.7%



**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%	99.98%
Tier 2 Systems – Applications Availability		< 95%	95-98%	≥ 98%	99.97%
Tier 3 Systems – Applications Availability		< 95%	95-98%	≥ 98%	99.99%

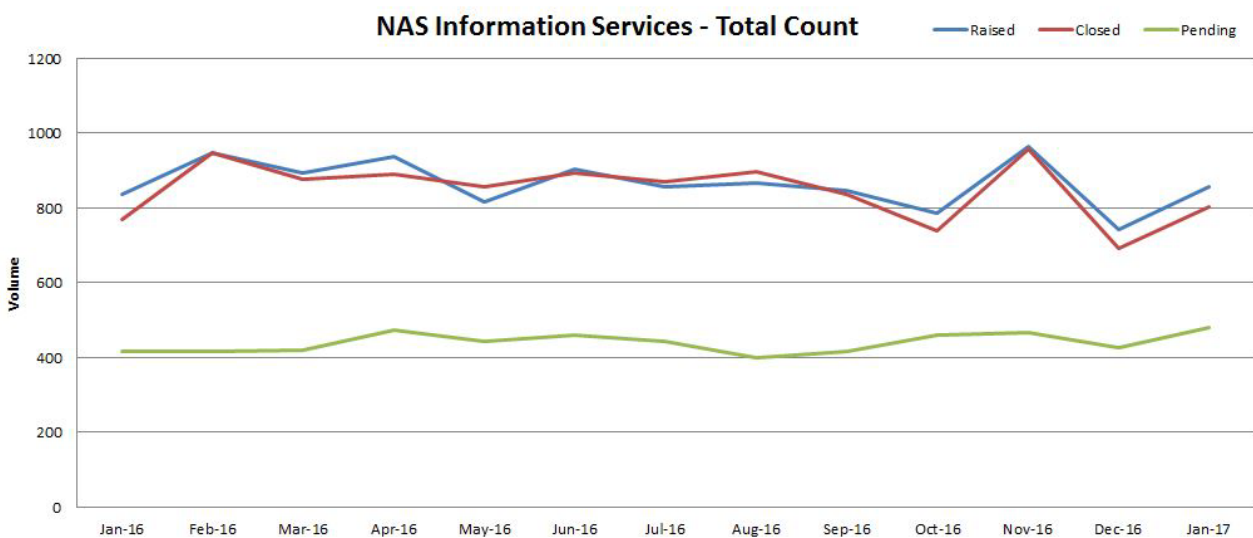
**KPI Commentary**

**Incident and Service Request Metrics:** Incidents and Services have reduced in the resolution KPI % being met. This is due to the team focussing on the following during January:

- Addressing older backlog incidents and requests. These had already been recorded as a resolve breach, so closing these has impacted on the % met resolve.
- Aligning with revised Capital Program of Works for current FY and achieving delivery. This is a priority assignment of resource as these projects are key enablers to delivering a higher quality product/service, which will result in a reduction in incidents (main contributor to the % met resolve reduction).

An initiative to reduce backlog will see an improvement in these KPI's over the next month. More detail and options with recommendations will be distributed to NAS Management week closing 10/02/2017.

The below chart identifies the Raised Vs Closed and Pending requests.




**Internal Customer Satisfaction:** During the month of January, 433 survey responses were received, which represents 58% 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
<b>NAS Future Operating Model</b>	NAS		<p>The future operating model structure has now been approved by the NAS Performance Review Board and SLPT, and has been confirmed with all NAS staff. This information has also been communicated to unions.</p> <p>Work is progressing to launch the new structure in several teams by the end of February, with the remaining teams transitioning by end of March and April.</p> <p>In addition to the new operating model being approved, approval was also received to rename the NAS program 'Shared Services Centre' for internal purposes. This name change will take effect at the end of February. This change will assist our internal customers to better understand the purpose of the program.</p>

### 3.5 Procurement Services

#### December 2016

Activity	December 2015	December 2016
Purchase Orders (PO) Raised	742	635
Line Items in POs	1948	1509
POs Received	1109	1020
Line Items in POs Received	4263	4250
Invoices Processed	3600	3293

Request for Quotes Issued	-	15
Tenders Issued	-	2
Tenders Awarded	-	0
Quotes Awarded	-	19

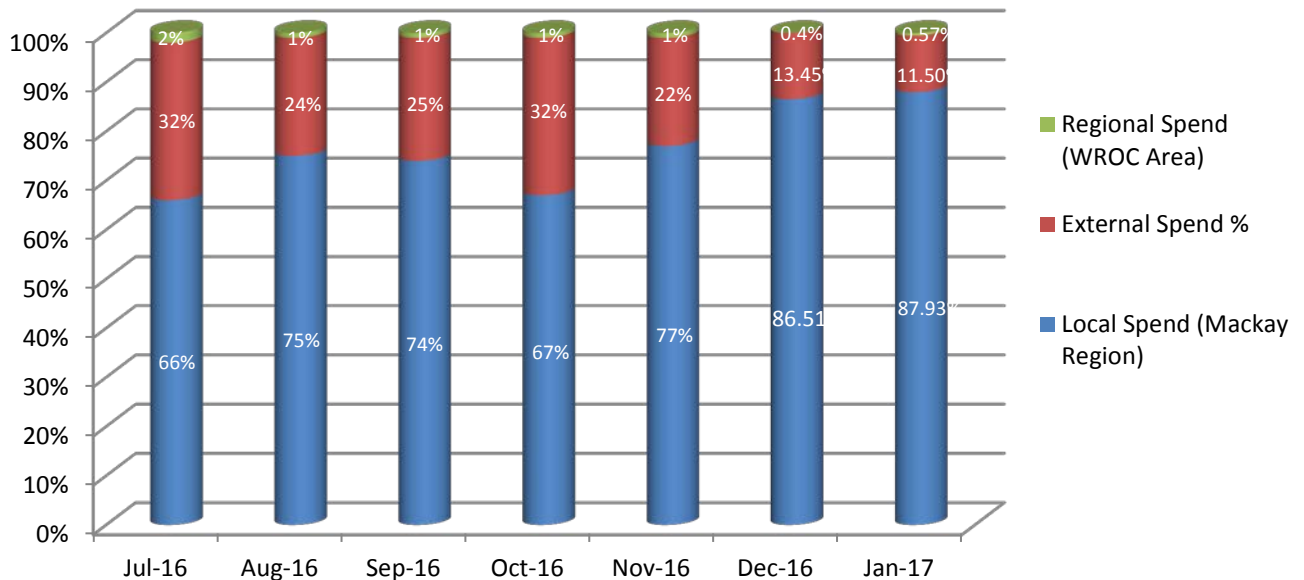
Area	Monthly Amount December 2016	Monthly %	FYTD Amount	FYTD %
Local Spend (Mackay region)	\$16,794,874	86.51%	\$205,926,134	78.65%
Regional Spend (WROC area)	\$ 5,503	.04%	\$ 1,112,117	.42%
External Spend	\$ 2,611,707	13.45%	\$ 54,763,688	20.92%

**January 2017**

Activity	January 2016	January 2017
Purchase Orders (PO) Raised	717	609
Line Items in POs	1951	1507
POs Received	831	725
Line Items in POs Received	2572	2484
Invoices Processed	2596	2532
Request for Quotes Issued	-	13
Tenders Issued	-	5
Tenders Awarded	-	0
Quotes Awarded	-	6

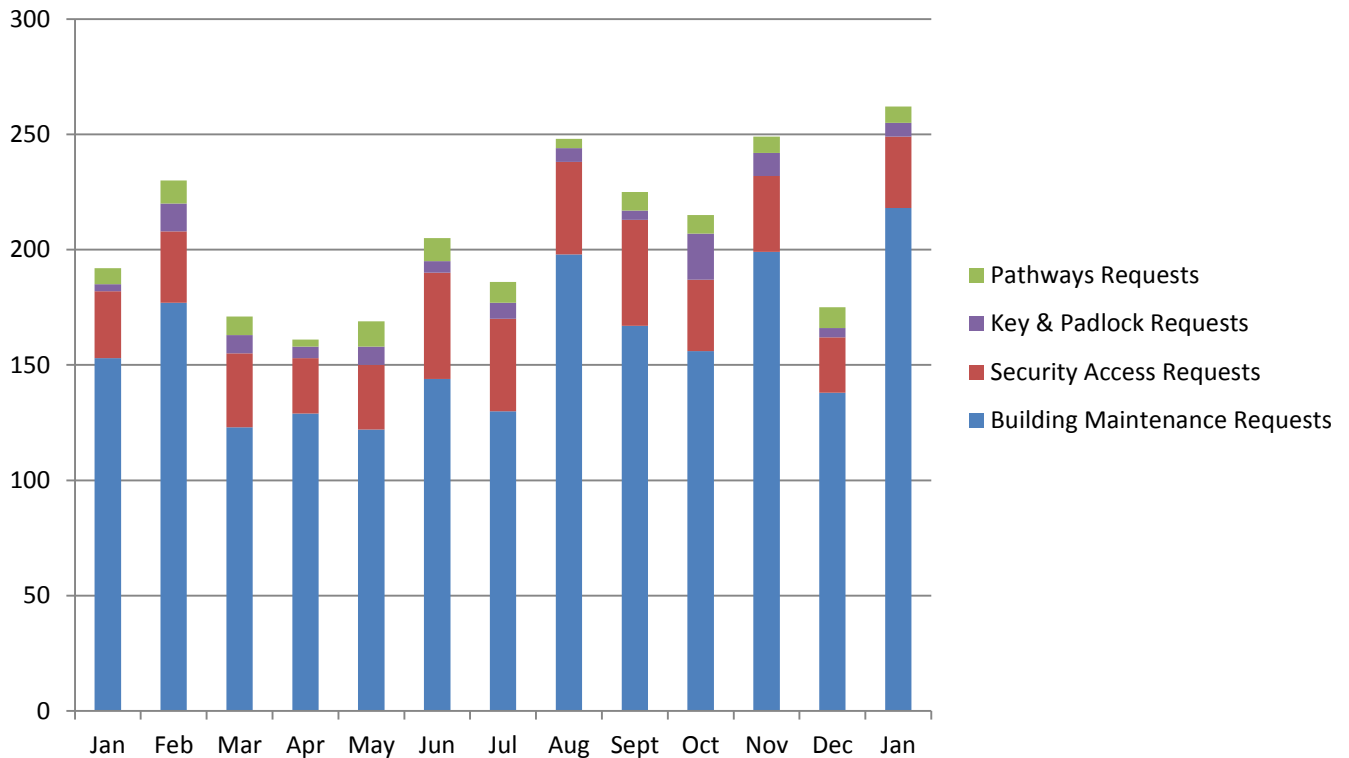
Area	Monthly Amount January 2017	Monthly %	FYTD Amount	FYTD %
Local Spend (Mackay region)	\$4,367,321	87.93%	\$210,293,455	78.83%
Regional Spend (WROC area)	\$ 27,979	.57%	\$1,140,097	.43%
External Spend	\$ 571,247	11.50%	\$55,334,935	20.74%

**Area Monthly Spend %**



### 3.6 Property Services

Actioned Property Services Requests



Breakdown of Building Maintenance Requests Actioned - January 2017	Volume	% of total requests
Miscellaneous	99	45.41%
Electrical	49	22.48%
Plumbing	23	10.55%
Repairs	23	10.55%
Air conditioning	16	7.34%
Safety & Legislation	8	3.67%

Of the total number of Building Maintenance Requests received for the month of January (218), the top 3 requests related to Miscellaneous (including consumables, furniture, cleaning), Electrical and Repairs (mostly relating to doors, locks, hardware, fixtures and fittings).

# 4. HUMAN RESOURCES

## 4.1 Key Activities

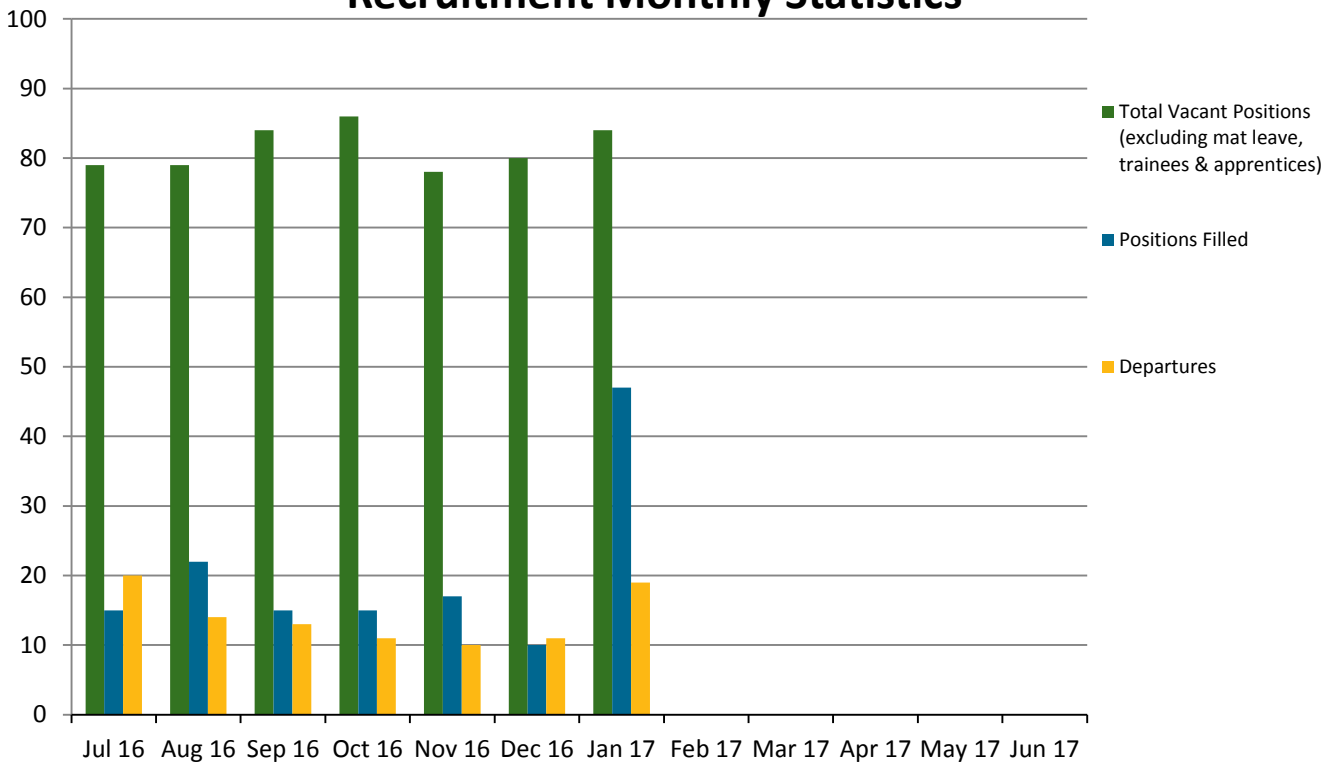
Activity	Program	Timeframe	Comments
<b>EBA Negotiations</b>	P&C	★	<p>The next Single Bargaining Unit (SBU) meeting was scheduled for Wednesday-Thursday 1-2 February 2017.</p> <p>The MRC responses to the employee logs of claims were forward to SBU members on Tuesday 31 January 2017.</p> <p>The underpinning Award has not yet been approved. This is expected in February 2017.</p>
<b>Training</b>	P&C	★	<p>The 2017 intake of Apprentices and Trainees completed their inductions on Monday 30 January 2017. 26 new employees started with MRC across a variety of Programs.</p> <p>Kielly Glanville has filled the vacant L&amp;D Officer role and is the lead for apprentice and trainee matters.</p>
<b>People &amp; Culture Vacant Roles</b>	P&C	★	<p>The Senior People and Culture Advisor role has been filled by Lauren Rovelli.</p> <p>The Organisational Development Coordinator role has been filled by Avril Curtis.</p> <p>Both Lauren and Avril start with MRC on 20 February 2017.</p>
<b>Cultural Development Plan</b>	P&C	★	<p>The current plan has been revised against a number of workshop and management team feedback sessions. The next step is to review it against the results of the Employee Engagement Survey and proposed action plans before continuing.</p>
<b>HR Strategy</b>	P&C	★	<p>A P&amp;C workshop will be conducted on all aspects of the HR strategy once the two new employees have started on 20 February 2017. There have already been brainstorm sessions on the elements of the strategy and a DRAFT strategy is expected by 30 April 2017.</p>

## 4.2 Staff Contingent

Status	OMC	ECI	DS	CCS	OS	Total	Prev. Mth.
<b>Full Time</b>	7	370	170	106	173	826	821
<b>Part Time</b>	1	6	6	26	28	67	63
<b>Apprentice/Trainees</b>	0	7	13	8	12	40	31
<b>Temp</b>	0	4	5	10	12	31	30
<b>Casual</b>	0	8	14	84	4	110	113
<b>TOTAL EMPLOYED</b>	8	395	208	234	229	1074	1058
<b>Vacant</b>	0	29	6	16	30	81	83
<b>TOTAL</b>	8	424	214	250	259	1155	1141

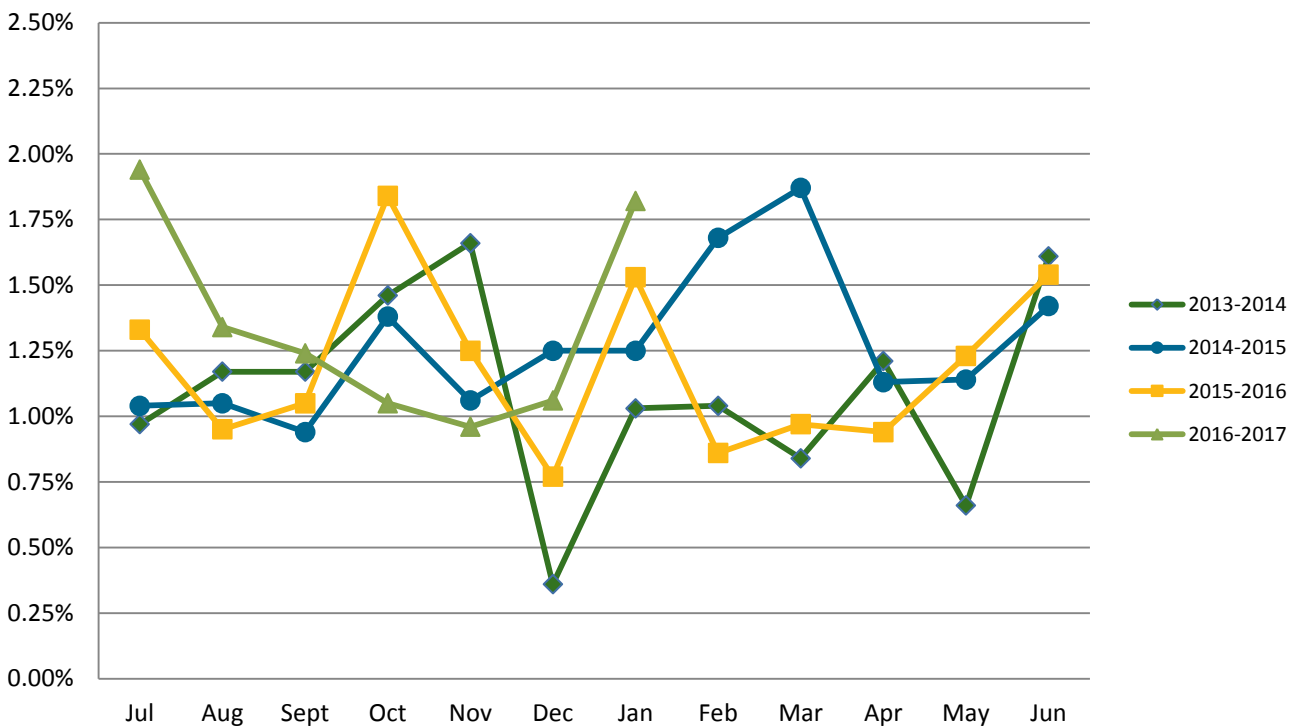
Staff contingent increased in January primarily due to start of 2017 trainee intake as well as a small number of permanent and part-time roles.

### Recruitment Monthly Statistics



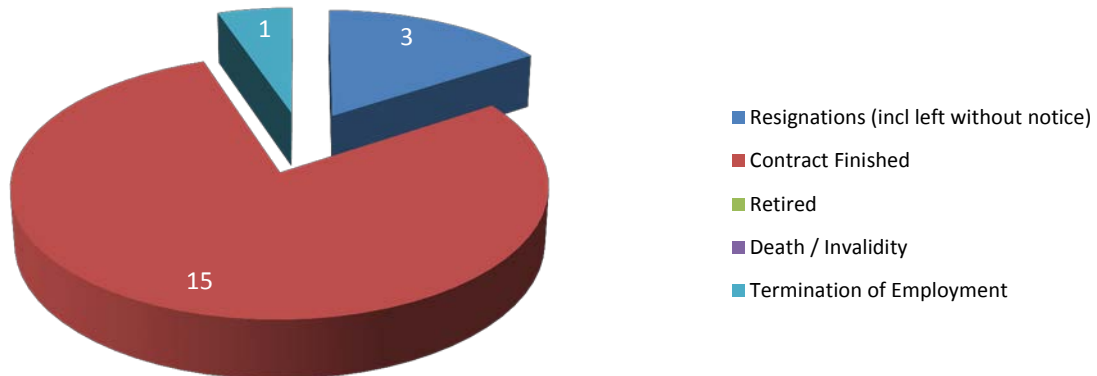
There is currently a Dormant Vacant roles review underway for roles that are not being actively recruited to. All other vacancies are continuing to be reviewed to assess roles where current demand does not warrant immediate replacement.

### MRC Turnover



The upward spike for January is consistent with this time of year as to other years due to the completion of trainees (see graph below).

## January 2017



# 5. FINANCIAL PERFORMANCE

## 5.1 Summary Financial Position

(in \$ '000)	YTD Budget	YTD Actual	Variance
Total Revenue	227,556	224,601	(2,955)
Total Expenses	99,856	88,741	(11,115)
Operating Surplus (BID)	127,700	135,860	8,160
Depreciation	36,643	36,643	0
Interest	5,965	5,957	(8)
Net Operating Surplus	85,092	93,260	8,168

Operating revenue is currently behind YTD budget mainly in relation to water consumption and waste disposal fees 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 adjusted as part of the December quarterly budget review.

## 5.2 Financial Ratios

	YTD	Target
Operating Surplus %	41.5%	0% - 10%
Interest coverage %	1.6%	0% - 5%
Net financial liabilities %	-13.5%	< 60%
Current ratio	5.4	Between 1 and 4
Asset sustainability %	45.7%	> 90%
Capital expenditure ratio	0.95	> 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.

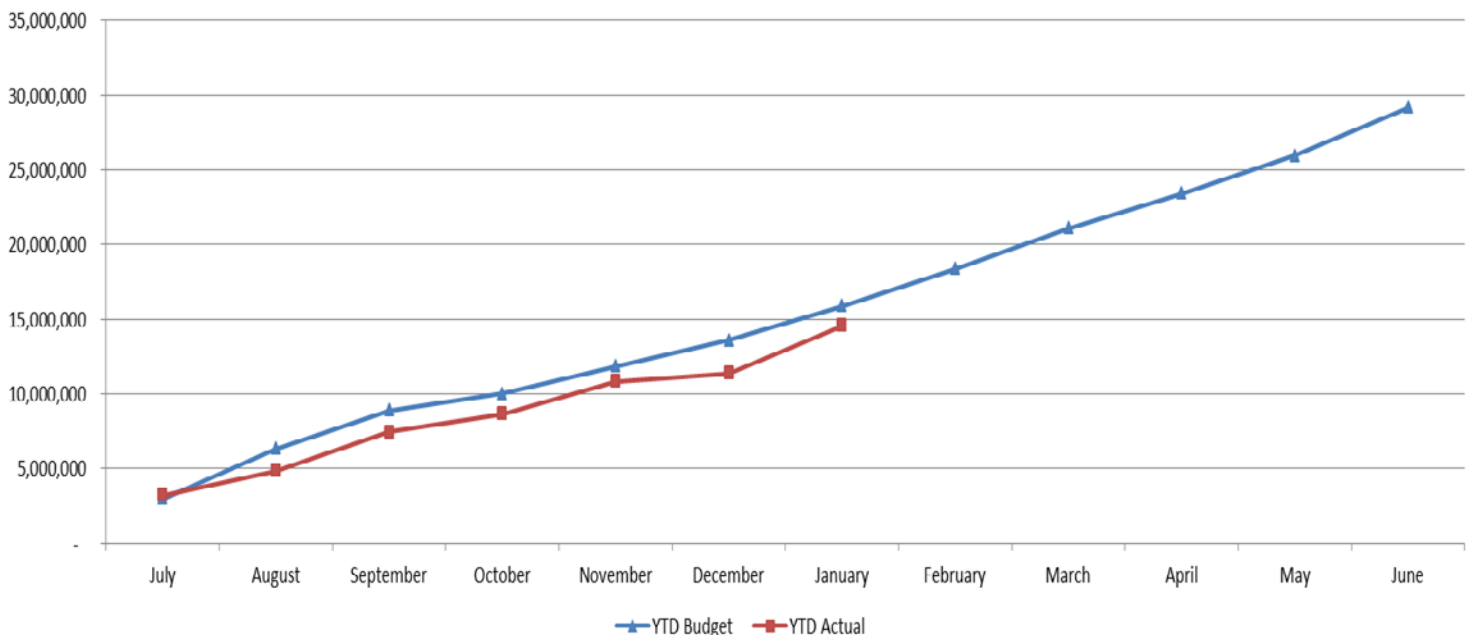
The asset sustainability ratio is not forecast to reach target due to council's relatively new asset base, resulting in a low risk of requiring significant spends on renewals.

### 5.3 Program Financial Position

LEGEND	
●	Actuals more than 10% <b>over Budget</b>
●	Actuals between 5% and 10% <b>over Budget</b>
●	Actuals between 5% <b>over</b> and 10% <b>under Budget</b>
🚩	Actuals between 10% and 50% <b>under Budget</b>
🚩	Actuals more than 50% <b>under Budget</b>

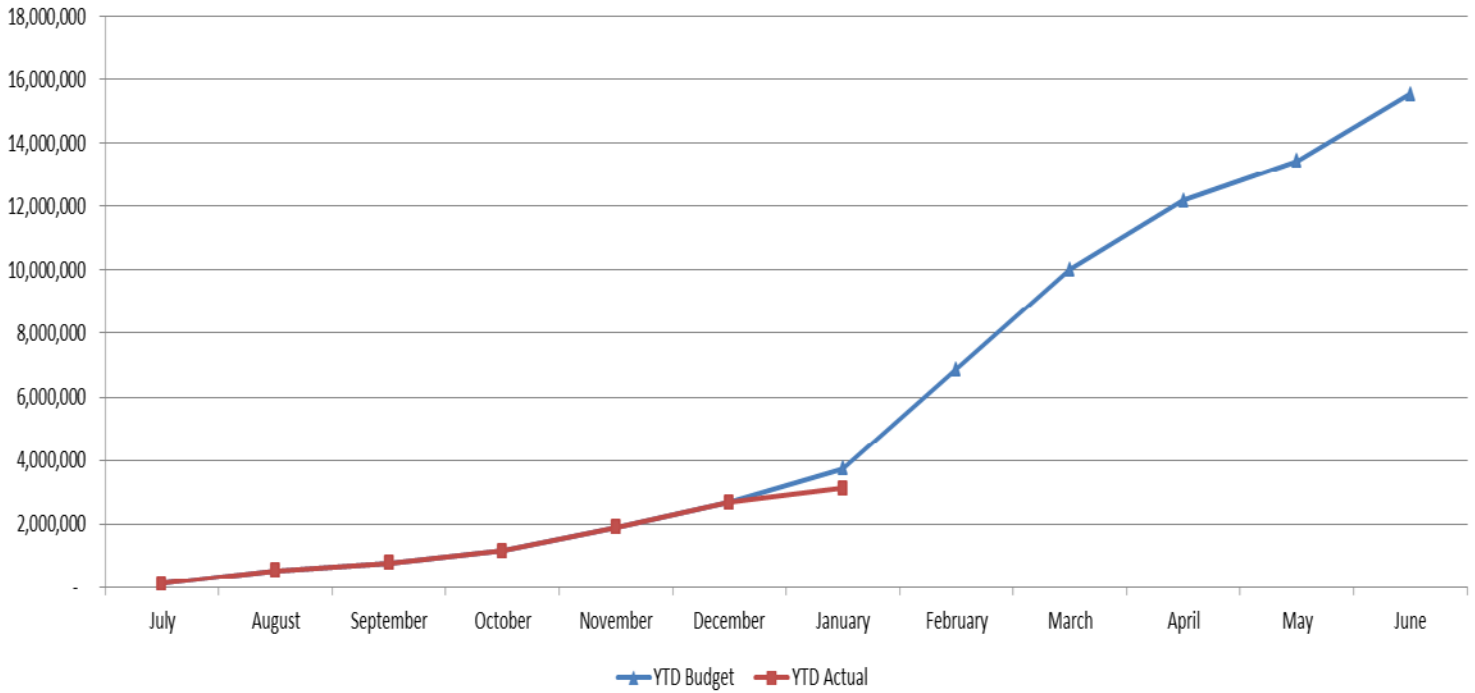
Operating Result	YTD Budget	YTD Actual	Variance	%		Comments
3.01 - Organisational Services Management	232,970	209,100	(23,870)	90%	🚩	Primarily savings in consultant expenses that are expected to return to budgeted levels by the end of the financial year
3.02 - People & Culture	427,173	312,559	(114,614)	73%	🚩	Primarily timing issues with Trainee finishing and starting traineeships. Additional underspend relates to Cultural Development Plan which is under review.
3.03 - Financial Services	1,282,692	1,134,226	(148,466)	88%	🚩	Predominately wage savings due to vacancies as a result of maternity leave absences. This is being addressed at the December budget review.
3.04 - Procurement & Plant	(2,904,053)	(2,257,739)	646,315	78%	🚩	Primarily due to internal vacancies and some savings in plant servicing. This has been addressed by way of a return to the general funds
3.06 - Governance & Safety	2,710,278	2,353,687	(356,591)	87%	🚩	Variance is due to savings in insurance costs due to reduced insurance premiums. Savings have been handed back as part of the Dec budget review.
3.07 - Asset Management	495,695	469,909	(25,786)	95%	●	On Budget
3.11 - Property Services	4,593,066	4,056,222	(536,845)	88%	🚩	Timing issue with service provision and payment.
7.01 - Northern Australia Services Management	994,020	1,530,838	536,818	154%	●	Timing issue with when service charge is paid and resource fee is collected
7.02 - Northern Australia Services Employees	5,516,808	4,485,099	(1,031,709)	81%	🚩	Partnership savings (reduction in salaries)
7.03 - Northern Australia Services Information Services	2,546,796	2,289,901	(256,895)	90%	🚩	With committals, on budget
<b>TOTAL OPERATIONAL</b>	<b>15,895,446</b>	<b>14,583,803</b>	<b>(1,311,642)</b>	<b>92%</b>	●	
<b>Capital Expenditure</b>	<b>3,728,792</b>	<b>3,107,855</b>	<b>(620,937)</b>	<b>83%</b>	🚩	Capital expenditure being monitored but expected to return to budgeted levels 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 December was presented to council in January.
<b>Rates</b>	Finance	🌟	Preparation is underway for 2 <sup>nd</sup> half yearly rates notices to be issued in February.

# 6. BUSINESS IMPROVEMENT

## 6.1 Business Improvements

Description	Program	Timeframe	Comments
<b>Enterprise Risk Management (ERM) Review</b>	G&S		A series of consultations with stakeholders of each of the 11 new risk categories to identify and evaluate risks and to determine risk mitigation actions.
<b>Policy Review Project</b>	G&S		The Policy Review Project process is continuing with all policies identified for review being sent to management team for actioning.
<b>New Complaints Management Process</b>	G&S		The complaints management policy was approved by Council in January 2017. The new process has now been implemented with additional staff information and awareness sessions scheduled in February 2017.
<b>External Safety Audit Implementation Project</b>	G&S		Draft procedures for risk management and contractor management were reviewed by stakeholders during consultation period. Feedback is being considered prior to final implementation.
<b>Safety and Wellbeing Strategy</b>	G&S		The Strategy and three-year action plan will be considered for approval by SLPT in February 2017.
<b>Citizenship ceremony administrative support</b>	NAS		The NAS team have recently taken over the administrative support functions leading up to citizenship ceremonies, which has resulted in efficiency gains in this process effectively halving the time required to administer.
<b>Automated payment channel for customers</b>	NAS		We have adjusted our 1300 number welcome message to include a redirect to the automated payment channel for customers to pay their rates, water, animal registration etc. This means that our residents only need to keep the one number in mind (our 1300 Mackay number) in order to complete all of their business with Council.

# 7. PROJECTS

## 7.1 Internal Projects











Project	Program	Budget	Timeframe	Comments
<b>Predictive Modelling</b>	AM	★	★	It has been identified that further detail on level 2 buildings would be beneficial to the modelling process. We are going to evaluate what synergies can be gained with data collection during this year's valuation of the building class of assets.
<b>Bridge and Culvert Audit</b>	AM	★	★	Bridges and Culverts have been set up in the Maintenance Management System to allow for mobile condition assessments. This has been provided to the asset owner for testing.
<b>Asset Valuation Planning</b>	AM	★	★	Tenders are expected to go out to suppliers in February.
<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	★	★	Cleaning Tender being reviewed by stakeholders. Due March. Air Conditioning Tender preliminary review underway. Due June.
<b>Entertainment Centre Capital Projects review</b>	PS	★	★	Glazing and Electrical projects underway. Entertainment and Convention Centre roof treatments to go to tender (March) and Fire System review underway with relevant expert input.
<b>Ergon Access keys</b>	PS	-	★	Property Services and Parks to have common key system. Water will continue their own. Detailed list of requirements being generated for budget submission to SLPT.




## 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%	★	★	Wellington Street and Gordon Street re-developments are complete. All staff have been removed from the old Daily Mercury building and is ready for handover. City library in progress. Expecting Tender documentation by the first week of February.
<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	85%	★	★	Work has started with new internal walls being erected. New office furniture has been delivered and installed for the rear staff area. Electricians and data installers are currently updating the data and installing extra power. Most of the works are completed before and after hours to reduce the disturbance to the public
<b>Artspace shop and gallery upgrade</b>	Design	75%	★	★	Proposals for the design of the reading hub and the retail shop have been received and accepted. Quote requests have been sent to cabinetmakers. Construction drawings for the gallery and scope of works for quoting will be received from Bold Architecture on the 3 February. Carpets have been ordered and are in transit. Lighting rig has been purchased and is on site
<b>SES Facility at Ness Street</b>	Design	45%	★	★	Design confirmed. Awaiting specs for services from client (SES) - power, data etc.
<b>Heritage Asset Management Plan for the Greenmount Homestead</b>	Design	100%	★	★	Report has been completed.

<b>Mirani and Sarina depot wash bays</b>	Design	20%			Design documentation to be received in early February.
<b>Removal of number 5 and 7 Goldsmith Street houses</b>	Tender	60%			Tenders for the removal have been received and Tender valuation will be completed on the 2 February. Organising disconnection of services.
<b>Ness Street Depot dilapidation report</b>	Design	10%			In progress, expected completion February 2017
<b>MECC electrical boards</b>	Design	35%			Work is in progress, 140 breakers sourced with balance of parts estimated to arrive in March.
<b>MECC glazing</b>	Design	100%			Works are complete.

## 8. REGULATORY COMPLIANCE

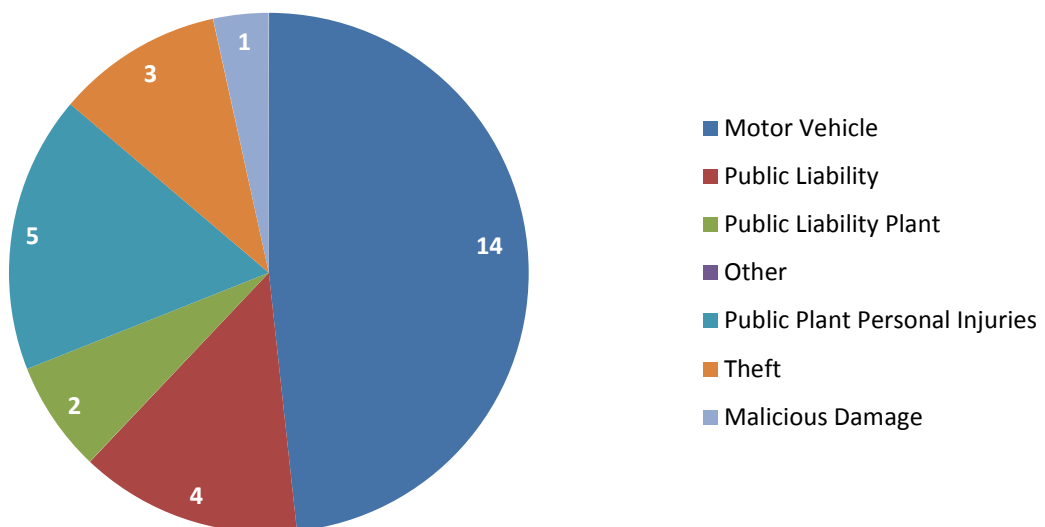
### 8.1 Financial Compliance

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	

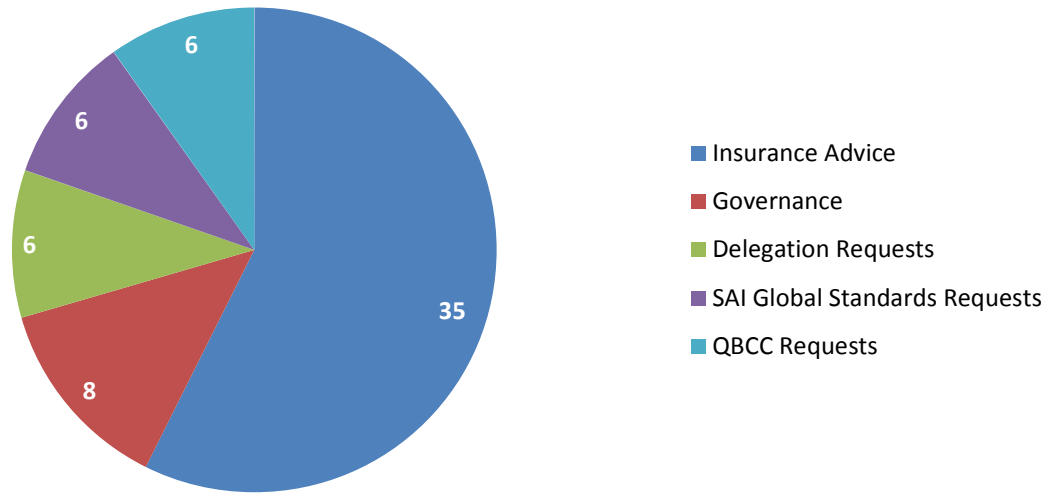
## 8.2 Corporate Governance

Activity	Program	Comments
Right to Information	G&S	<ul style="list-style-type: none"> <li>2 RTI Applications carried over from November</li> <li>6 RTI Applications received during December and January                             <ul style="list-style-type: none"> <li>1 in relation to planning matters</li> <li>1 in relation to water fluoridation</li> <li>1 in relation to environmental activities</li> <li>1 in relation to complaints made regarding a dog issue</li> <li>1 in relation to a motor vehicle accident at corner of Boundary and Cowley's Roads</li> <li>1 in relation to complaints made against neighbouring residents.</li> </ul> </li> <li>5 Applications completed during December and January.</li> </ul>
Policy reviews	G&S	<ul style="list-style-type: none"> <li>12 policy reviews finalised during December and January.</li> </ul>
Corporate Governance Investigations	G&S	<ul style="list-style-type: none"> <li>1 Ombudsman referral regarding a rates issue</li> <li>4 internal reviews completed consisting of                             <ul style="list-style-type: none"> <li>1 privacy complaint</li> <li>1 Insurance review</li> <li>1 water account review</li> <li>1 fire smoke hazard review</li> </ul> </li> </ul>

### Insurance Claims Recived December 2016 & January 2017






## Governance Inquiries - December 2016 & January 2017



### 8.3 Performance and Risk Management

Description	Program	Timeframe	Comments
<b>Risk &amp; Audit Advisory Committee</b>	G&S	★	Recruitment of the two external members has concluded with appointments adopted by Council on 25 January 2017. The next Audit Committee Meeting is scheduled for 6 April 2017.
<b>Fraud and Corruption Control</b>	G&S	★	Phase 2 of the Fraud and Corruption Prevention Project has commenced.

## 8.4 Internal Audit

Internal Audit Reviews Underway	Status	Time	Comments
<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		Due to specialist nature of this review, review will be outsourced to external provider with suitable expertise. Procurement for this provider is underway.
<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>	Final Stage		Fieldwork completed for review – report being drafted.
<b>Conflict of Interests –Councillors</b> <ul style="list-style-type: none"> <li>Review the systems and processes in place for the management of councillor conflict of interest.</li> </ul>	Final Stage		Fieldwork completed for review – report being drafted.

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>Lease Management</li> <li>Major venues</li> </ul>



# 9. LAND & BUILDINGS

## 9.1 Building Maintenance

Description	Program	Budget	Timeframe
Ice machine issues at both Paget Depot and Ness Street Depot have been rectified. Paget machine was refurbished and Ness Street has been replaced.	PS	★	★
MECC internal and external LED light upgrade in progress.	PS	★	★
Paget Depot Brightley meeting room light issues rectified by contractor.	PS	★	★
Upgrade to glass sliding doors at Slade Point Community Hall.	PS	★	★
Vents installed in cabinet doors to prevent zip boiler / cooler units overheating.	PS	★	★
Gutter cleans to various buildings completed prior to wet season.	PS	★	★
Maintenance officers provided assistance to Projects team with 'make good' of ground floor Mercury Building tenancy prior to handover.	PS	★	★

## 9.2 Land & Tenure

Description	Program
Vodafone enquiry for a new tower site in the North Mackay area being investigated.	PS
Middle Creek Dam consultation meeting to take place in February to provide the users with a shared trial calendar and usage conditions.	PS
Tenure of the previous Skills Training precinct at 9 River Street, Mackay being evaluated to meet the needs of the community.	PS
Hogans Pocket Landfill balance of land being finalised for grazing purposes.	PS