Office of Mayor and CEO

Monthly Review

Period – February 2022

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OVERVIEW

This report is for the Office of the Mayor and CEO for February 2022.

- There were no Lost Time Injuries (LTI's) during February. However, some of the earlier ones resulted in continued lost time with a total of 8 LTI's and now 76 lost days for the year to date.

- External funding received year to date is reported with an amount now exceeding $19M YTD. This is a significant contribution to Council projects.

- Business Improvement and Emergency Management areas are reported on for this first time in this report with the temporary changes allowing focus on the Business Improvement project.

- It is exciting to now be able to hold Council meetings back in the Council Chambers, after a period at the MECC to meet COVID restrictions.

Angela Hays
Acting Chief Executive Officer

SAFETY

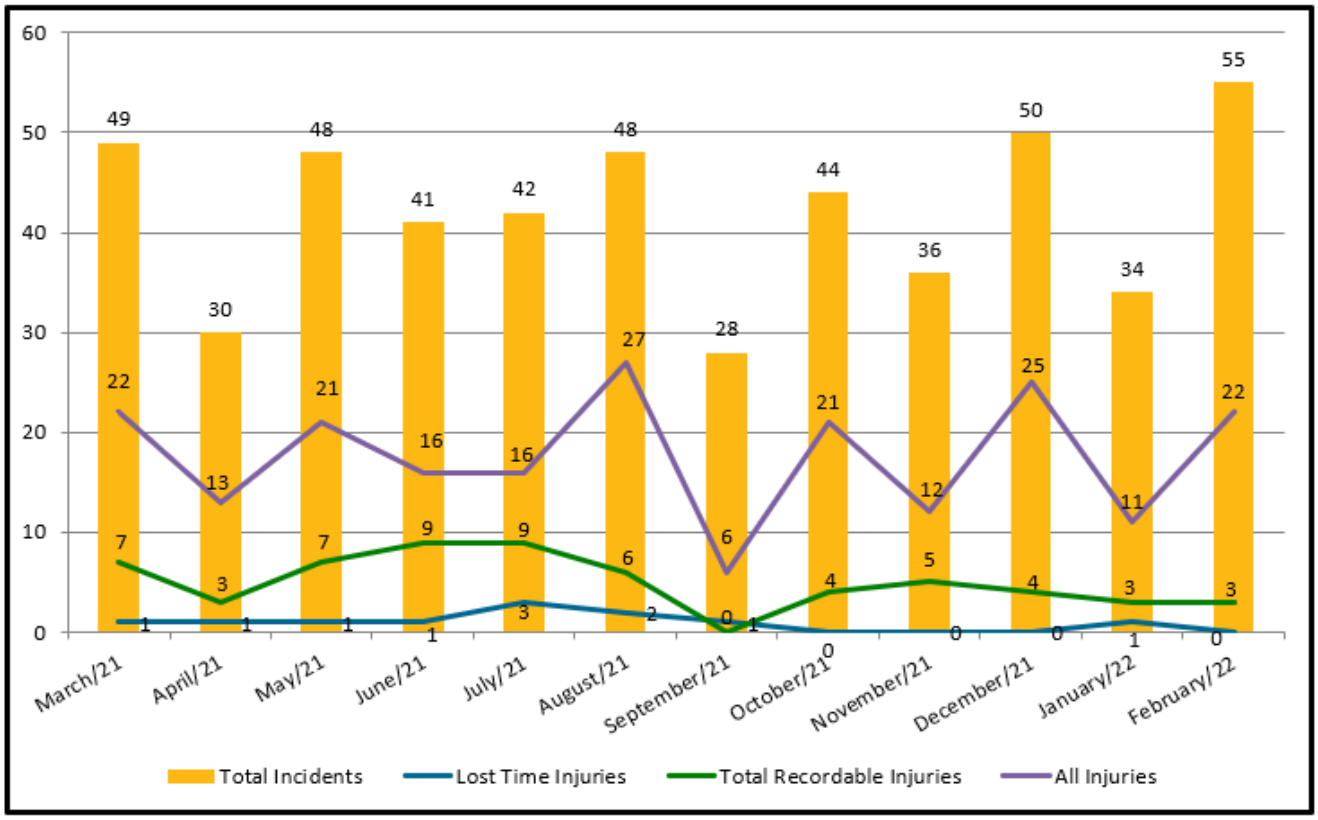
1.1. Overview

In February 2022:

- Seventy-seven safety interactions were undertaken.
- Nineteen site safety inspections were undertaken.
- 90% of monthly action plan activities were carried out.

Fifty-five incidents were reported involving MRC employees, contractors, and members of the public.

Incidents and Injuries



The following injuries to MRC employees were reported in February:

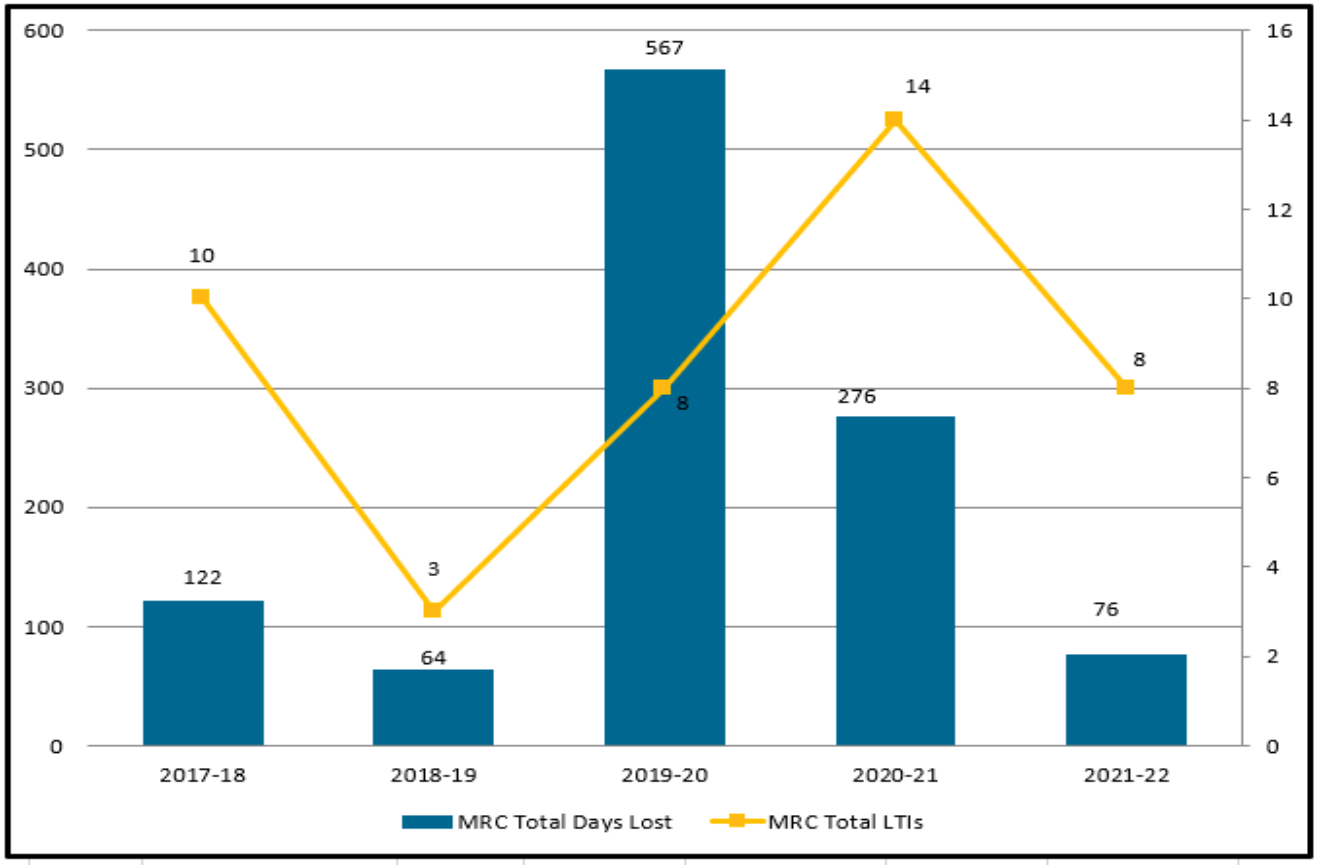
- Lost Time Injury, Suitable duties, and medical treatment injuries:
  - SDI- Stood up from sitting on a chair and felt a sharp pain in knee
  - MTI – While pulling weed with one hand and holding secateurs in the other, slipped and cut top of wrist with secateurs.
  - MTI - While working in 2.5 m deep trench, became overwhelmed by heat and humidity.

- First aid and non-treatment injuries:
  - NTI – While climbing into ATV hit head-on rear-view mirror.
  - NTI – While using blower to clear under truck, felt pain in back.

- NTI – Felt sharp sting on elbow while removing branches, suspected wasp sting
- FAI – While trimming hedge was stung by wasp.
- NTI – Rash occurred on arm after moving branches
- FAI – Officer harassed by member of the public, reported incident to on call officer and police.
- NTI – Fitting slasher skids, tripped on crouched worker's foot and fell. Items in pocket grazed nose
- NTI – Customer became aggressive during interaction with Customer Service Officers (2), two other staff were abused when supporting customer service officers. (4 psychological injuries in one event).
- NTI – Police called to remove aggressive customer, including refusal to wear a mask
- FAI – Staff member burnt hand whilst stirring a pot in the kitchen.
- NTI – Threats of violence made to officer attending property.
- NTI – While chaining down backhoe, slipped and hit elbow on truck tray.
- NTI – Slight twinge in back when getting in and out of truck and loader.
- NTI – Received green ant bites while pruning trees.
- NTI – While working on road reserve, resident came out and started yelling at employees.
- FAI - While cutting piece of fruit, knife slipped and cut finger.

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

Lost Time Injuries and Days Lost

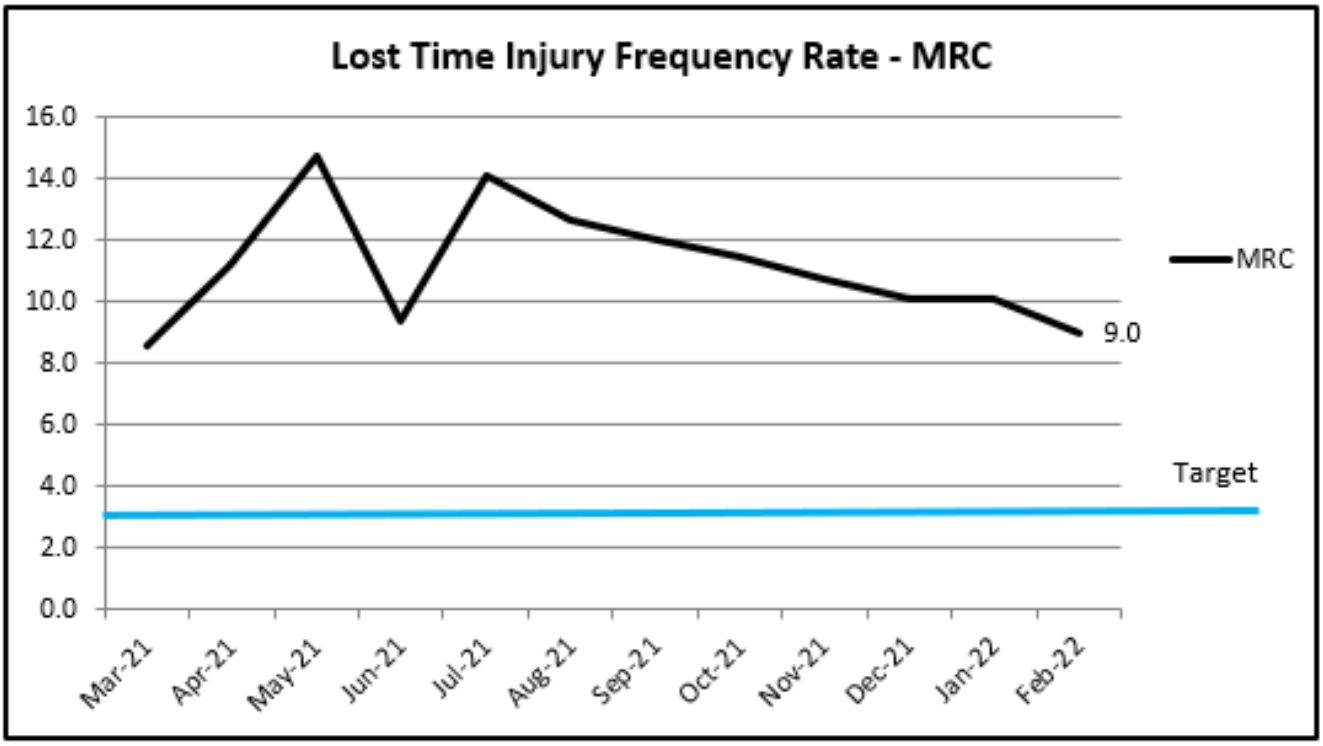


Department	2017-18		2018-19		2019-20		2020-21		2021-22	
	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost	LTI	Days Lost
Capital Works							1	10		
Community & Client Services	1	1	1	18	1	3	2	14	1	10
Organisational Services	2	25							1	3
Development Services	1	13	1	33	4	154	6	104	3	14
Engineering & Commercial Infrastructure	6	83	1	13	3	410	5	148	3	49
Mackay Regional Council	**10**	**122**	**3**	**64**	**8**	**567**	**14**	**276**	**8**	**76**

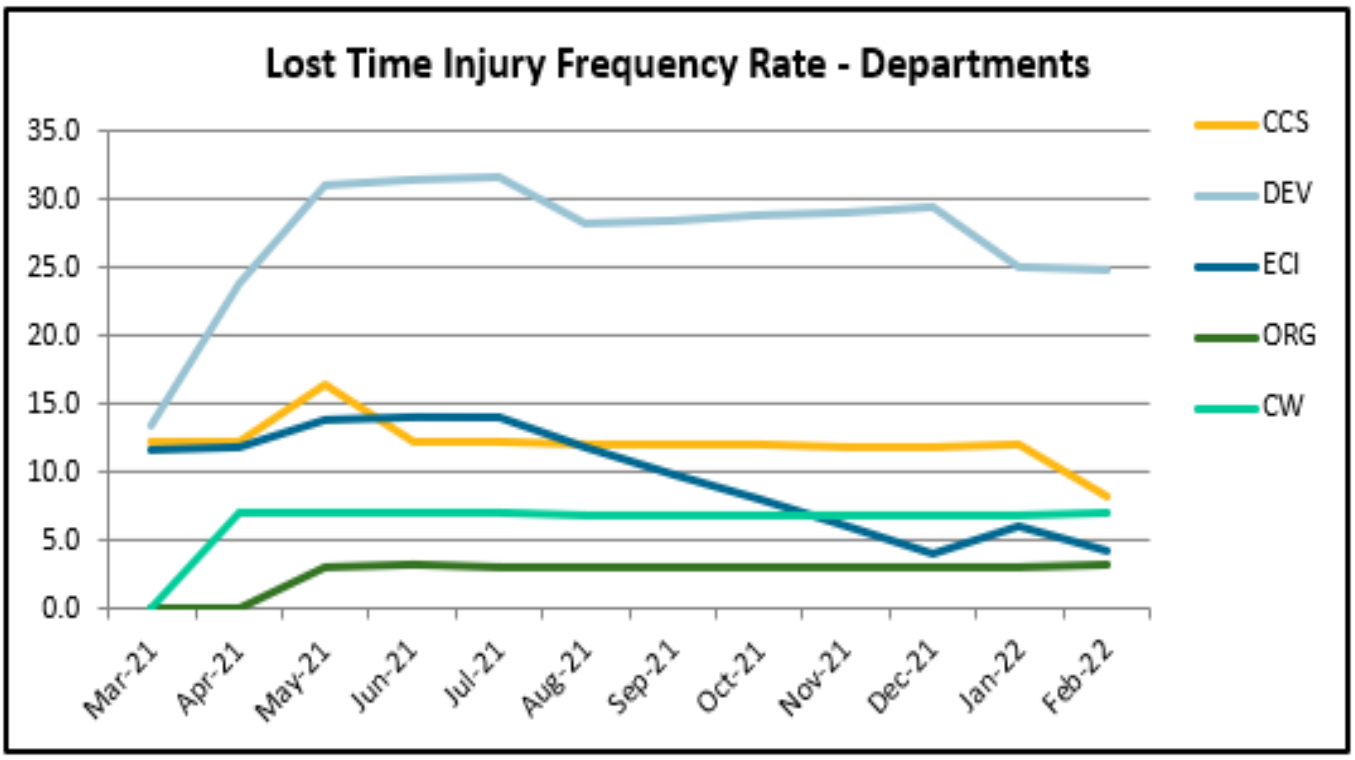
For the 2021-22-year, eight lost time injuries have been recorded:

1. In July 2021, a person suffered a finger laceration after coming into contact with the blades of a sand spreader. Following minor surgery, ten days were lost whilst the person recovered.
2. In July 2021, a person had an allergic reaction to a tick bite on the head. One day was lost.
3. In July 2021, a person suffered a knee injury while raking sand in a playground, resulting in minor surgery. Eleven days have been lost while the person recovered.
4. In August 2021, a person injured their knee while rising from their chair. Three days were lost.
5. In August 2021, a person fell while latching truck tailgate, striking back of head. This resulted in 22 days lost as they recovered.
6. In September 2021, a person fell while exiting a vehicle, grazing their hands and face. Two days were lost as they recovered.
7. In November 2021, a worker injured their stomach leaning over the edge of a bin, resulting in 3 days lost as they recover.
8. In January 2022, a worker twisted their knee while grinding a post, resulting in 24 days lost as they recovered.

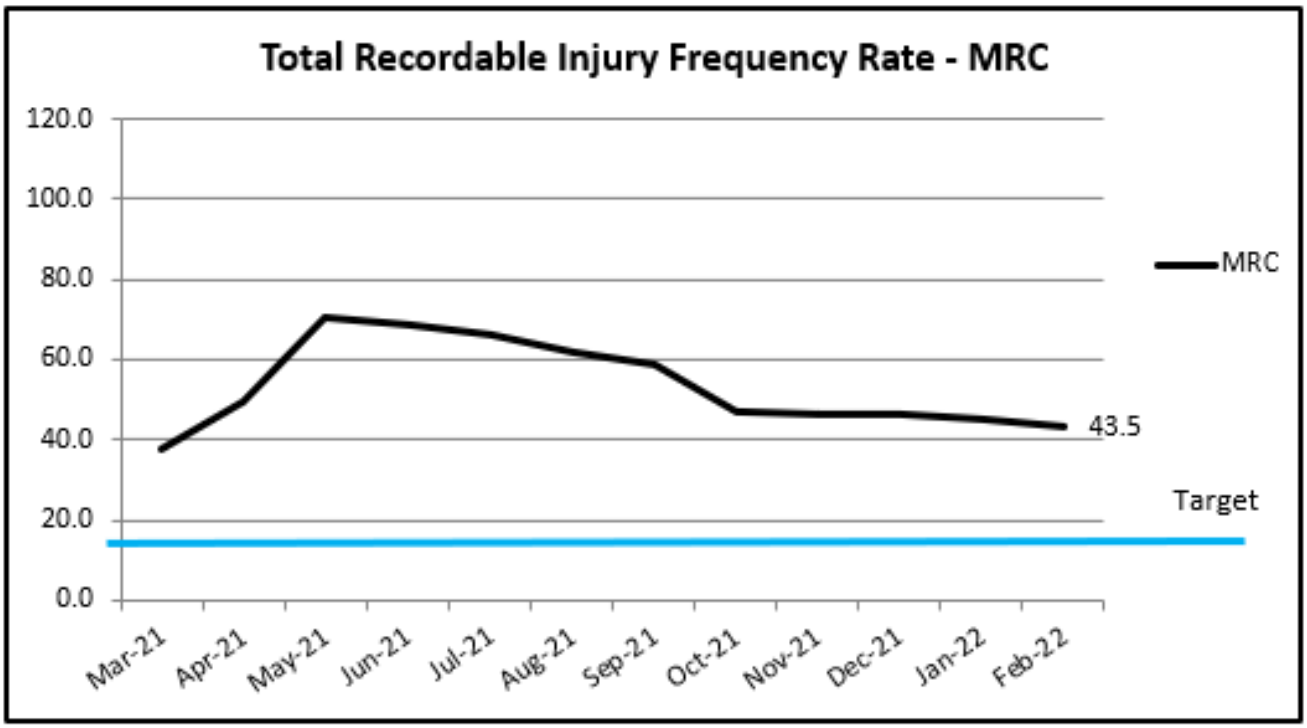
Injury Frequency Rates 12 month rolling average

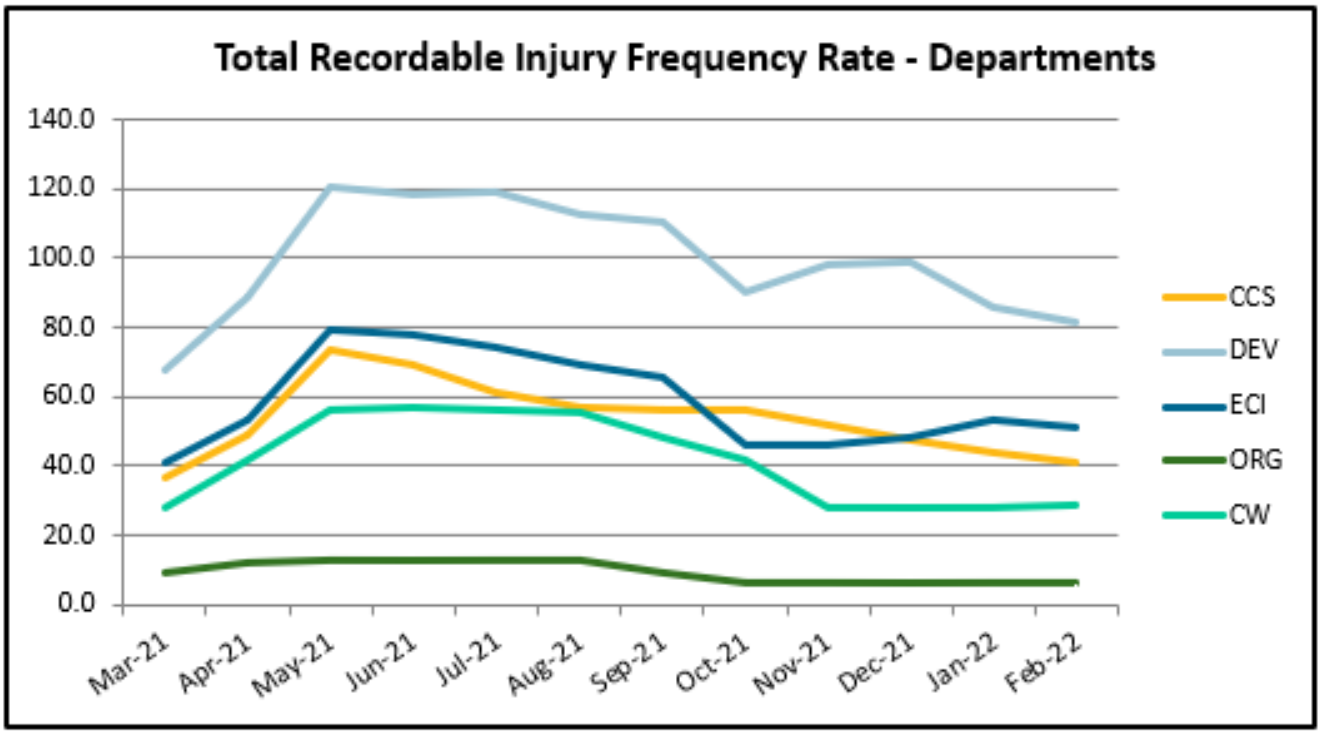


Eight lost time injuries have been recorded in the 2021-22 year.

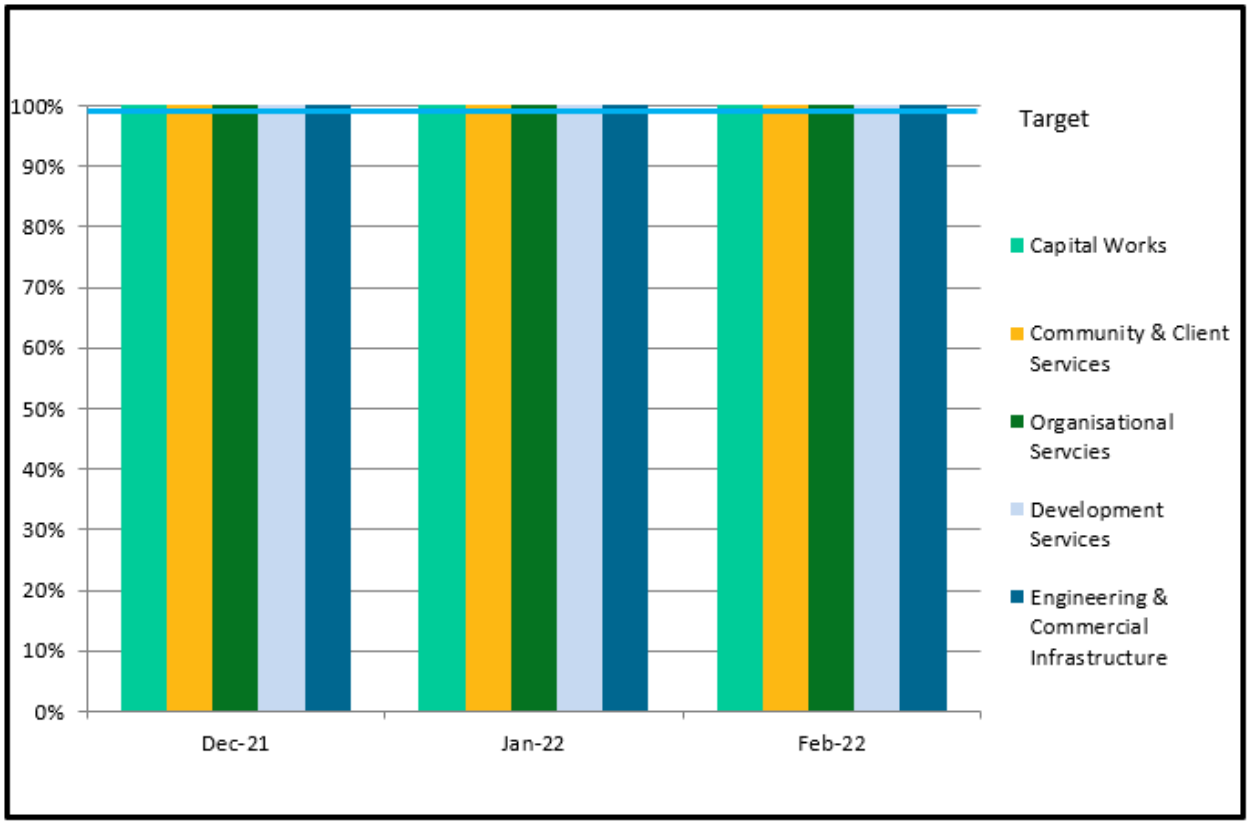


Total Recordable Injury Frequency Rates 12 month rolling average



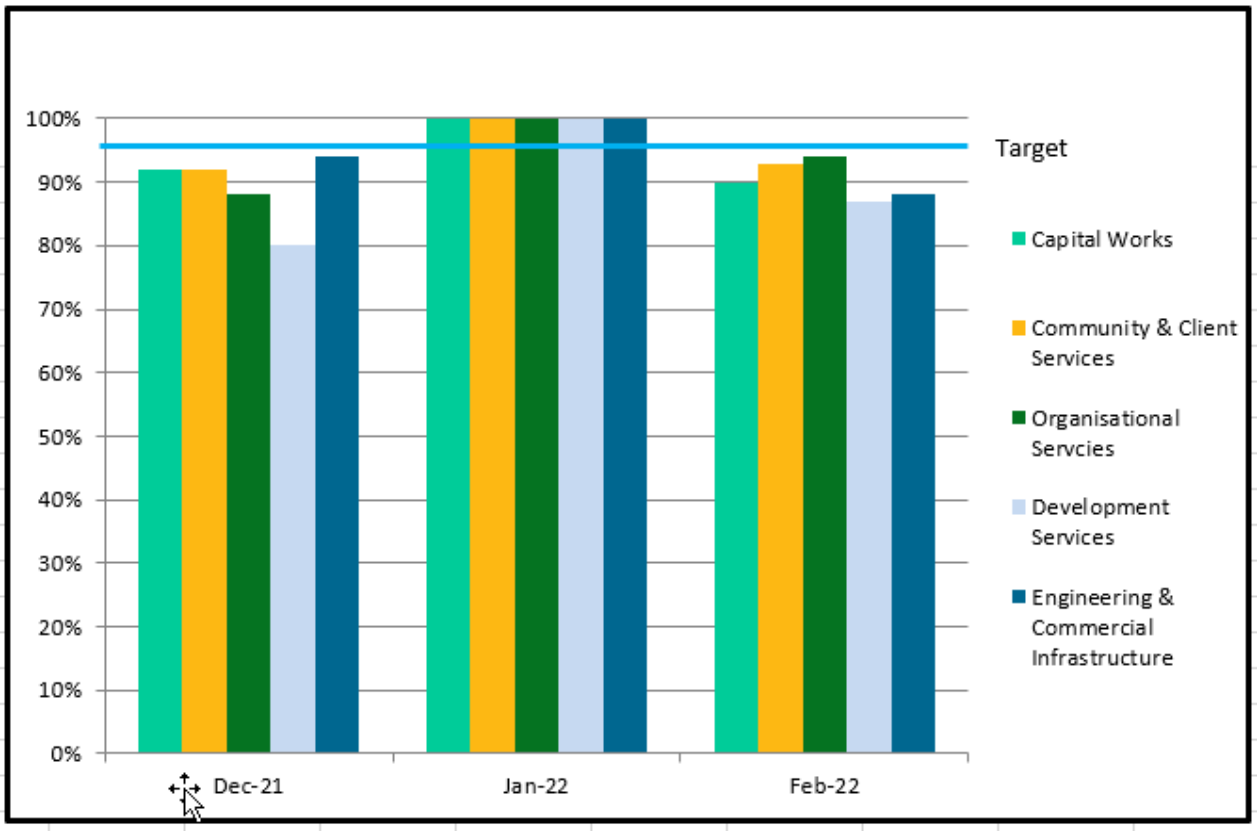


Site Safety Inspection Checklists



All inspections were completed on time.

Monthly Action Plans



Monthly Action Plans (MAP) are planned safety-related actions allocated to work groups over a 12-month schedule and are developed in response to identified risks.

Glossary

Group E	Councils with wages greater than $50 million
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
Lost time incident frequency rate (LTIFR)	The number of lost-time injuries per million hours worked. Calculated as follows: No of LTI x 1,000,000 total hours worked during period
Total Recordable Injuries (TRI)	Incidents that result in a Lost Time Injury (LTI), Suitable Duties Injury (SDI) and Medical Treatment Injury (MTI)
NTI	Non-Treatment Injury
FAI	First Aid Injury
MTI	Medical Treatment Injury
SDI	Suitable Duties Injury
LTI	Lost Time Injury

KEY INITIATIVES

2.1. Summary of key projects and initiatives

This section provides a summary of key initiatives linked directly to the Office of the Mayor and CEO for 2020/21.

Councillor Activities

Councillor Activities

Council in Community Day

There was no Council in Community Day held in the month of February and the Council in Community Day for March was cancelled due to the attendance of several Councillors at the ALGWA State and National Conference.

Meetings/Briefings

For the month of February, the following Council meetings/briefings were co-ordinated:

- Ordinary Council Meetings – 9 and 23 February 2022
- Briefings – 2, 9, 16 and 23 February 2022

The Ordinary Meetings were moved to the MECC to allow Council to sit in a socially distanced venue with live streaming of Council meetings continuing to ensure public access.

Details of Council Meeting minutes, and recorded live streaming, are all available on Council's website.

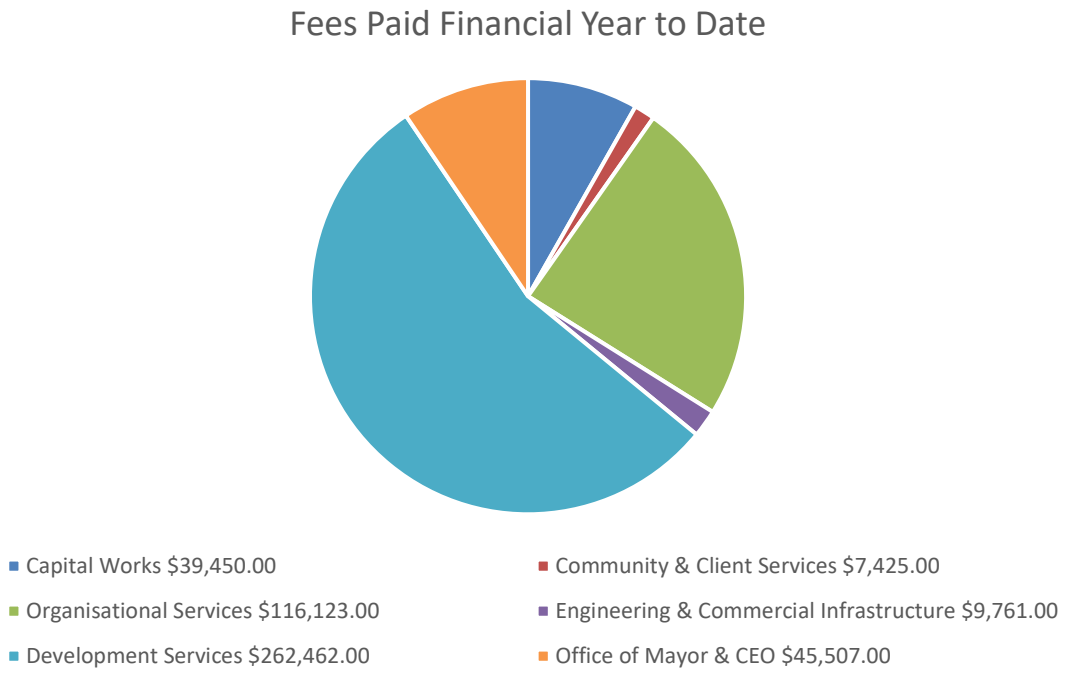
Legal Services

Legal Services is currently working on 205 Matters spread across all Directorates as follows:

Directorate	Matter Type	No.	No.
Capital Works	Aboriginal/Cultural Heritage Disputes/Litigation Drafting/Reviewing General Advice Land Acquisition Leasing/Licencing Native Title	2 1 1 3 7 2 1	17
CCS	Aboriginal/Cultural Heritage Disputes/Litigation Drafting/Reviewing Regulatory Compliance & Enforcement *(particularly Warrants for overgrown properties and dangerous dogs)* General Advice	1 1 7 10 6	25
Development Services	Aboriginal/ATSI Cultural Heritage Disputes/Litigation Infrastructure Agreements General Advice Land Acquisition/Disposal Drafting/Reviewing Land Tenure	1 4 2 13 2 4 1	27
ECI	Land Acquisition Disputes/Litigation General Advice Infrastructure Agreements Drafting/Reviewing Land Tenure Native Title Leasing/Licencing Regulatory Compliance & Enforcement	23 7 12 1 14 1 1 1 1	61
OM&CEO	Land Acquisition/Conveyancing Disputes/Litigation Drafting/Reviewing General Advice	3 4 4 10	21
Organisational Services	Disputes/Litigation General Advice Drafting Reviewing Investigation Leasing/Licensing Native Title Land Tenure	7 15 8 1 21 1 1	54
TOTAL CURRENT MATTERS			**205**

External Fees Paid

Total external legal fees and outlays paid for the financial year to date are **$480,728.00** broken down by Directorate as follows:



External Grant Funding

2021/22 external funding monies for 2021/22 year to date to 28 February 2022 being actually received by payments to Council is $19,187,757.91.

The major components received in February being:

- Department of Communities, Housing and Digital Economy – Sarina Neighbourhood Centre $30,945.00.
- Department of Communities, Housing and Digital Economy – Sarina Neighbourhood Centre Boost Payment $20,000.00.
- Local Government Association of Queensland – QWRAP Bidpool Funding – Water Industry Worker $ 41,250.00.
- Department of State Development, Infrastructure, Local Government & Planning – Financial Assistance Grant $785,199.00.

Funding applications successful during February include:

- Department of Agriculture & Fisheries – Gooseponds Fish Hotels and Fish Habitat Promotion Project $8,850.00.
- Department of Communities, Housing and Digital Economy – Sarina Neighbourhood Centre Boost Payment $20,000.00.

GOVERNANCE

3.1 Workplace Health & Safety

- Developed additional Job Demands Checklist to add to library.
- First Aid Risk Assessments developed.
- Incident investigations undertaken in conjunction with relevant programs/ work areas.
- Replacement of all Defibrillator pads.

3.2 Corporate Performance Planning & Reporting

- This month, the 2021/2022 second quarter Operation Plan report was tabled with Council who agreed to progress to adoption of the report.

- With the focus on reporting activities able to now be slowed until the next quarter, we turn our attention to the Corporate Performance Planning and Reporting Framework refresh through the Policy, Planning and Risk (PPR) Project.

  In particular, Council, the CEO and Directors have been working together in finalising the Corporate Plan 2022-2027. It is expected that content will be validated next month in readiness for formal Council adoption soon after.

  Additionally, a new layer of the Corporate Performance Planning and Reporting Framework has been developed this month in the form of ELT's Strategic Plan. The details of this will come to fruition shortly, cascading into the development of Department Plans during March.

  Attention will then be turned to the development of the 2022/2023 Operational Plan, in line with the annual budget process.

3.3 Enterprise Risk Management

- This month the Audit Committee was presented with the second quarter Strategic Risk Report, where two control actions that have been identified as not meeting their progress target were discussed. Despite having two control actions behind target, there is no evidence of negative impact on MRC's capacity to meet its corporate objectives.

  The relevant business areas are progressing the required changes to ensure improved progress moving forward.

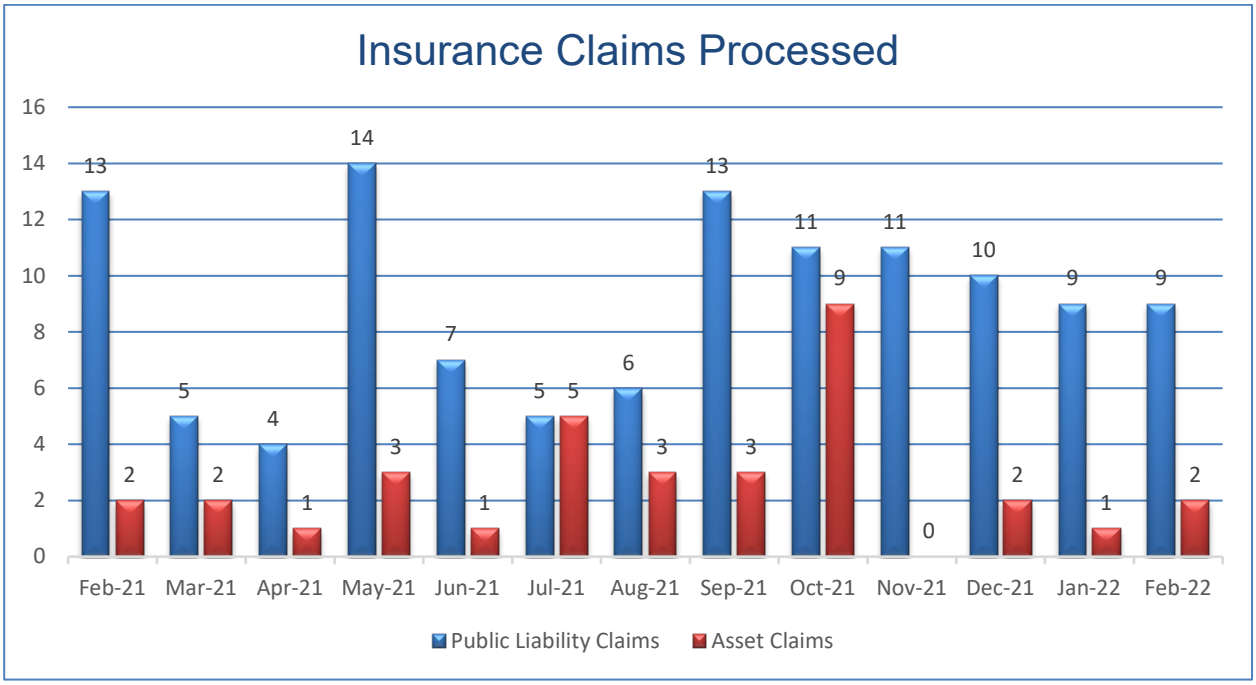
- The PPR Project that will deliver improvements to MRC's Enterprise Risk Management Framework continues this month, enhancing not only the maturity of the framework but also the level at which risk is embedded in our business.

  Specifically, this month, the roll out of the refreshed approach to consequence definitions has commenced through the annual strategic risk review process as planned.

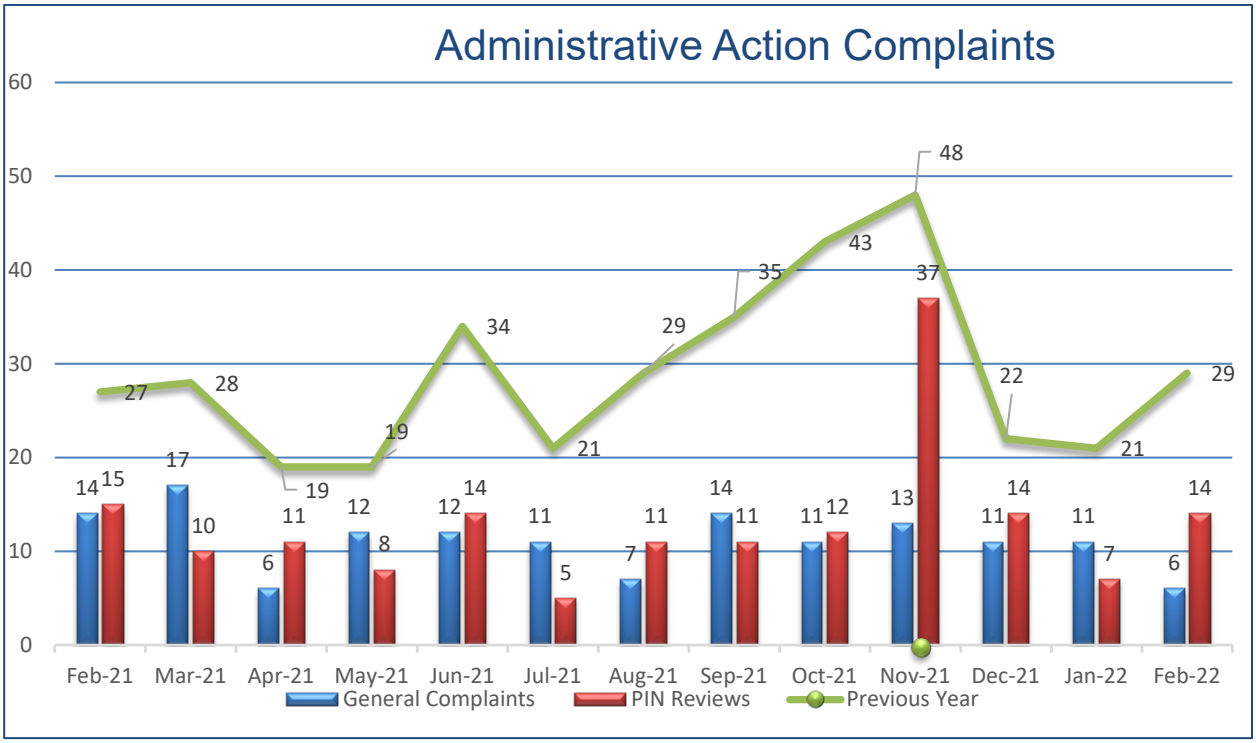
  Next month, the build of a new look Risk Register that for the first time identifies both strategic and operational risks moving forward will be progressed. Additionally, a refreshed approach to risk reporting will be explored and the Enterprise Risk Management framework updated to reflect.

- Throughout February, business continuity in an operational context continues to be a focus in response to Government directions regarding the COVID-19 pandemic. Business continuity is also a focus of MRC's COVID-19 Management Response Group.

3.4 Corporate Governance



Public Liability Claims (include Personal Injury, Public Liability Plant, Public Liability & Professional Indemnity.
Asset Claims (include Motor Vehicle, Water Damage, Theft, Malicious Damage, Other)



Right to Information (RTI) Applications Processed in February 2022	Documents Requested	Status
11 of 21/22	Request regarding Drainage Study from 2001 to 2003 East Mackay	◍
12 of 21/22	Copies of correspondence between Council and Surf Lifesaving Queensland	✔

✔ In Progress	◍ Complete

3.5 Fraud & Corruption Prevention

2021/22 Fraud and Corruption Prevention Plan Actions for February 2022		
Action No.	**Action Description**	**Status**
	Nil matters to report for February 2022.	

3.6 Internal Audit

2021/22 Internal Audit Plan – Progress Update			
Sundry Debtor Management	◍	Information & Communications Technology (ICT)	⊖
Asset Accounting	⊖	Infrastructure Assets – Condition Assessment, Operations and Maintenance	✔
Asset Management	⊖	COVID Fraud impact Assessment	⊖
Design Services Operations	⊖	Human Resources – Employee Investigations	◍
Business Process Documentation	◍		
The next Audit Committee is scheduled for 24 February 2022.			

✔ Review has commenced and is in progress.	⊖ Review is awaiting commencement.	◍ Review has been completed and has been / to be presented to the Audit Committee

BUSINESS IMPROVEMENT

4.1 Overview

The Business Improvement (B.I.) working group was officially established on 1 February and has settled into their accommodation in Wellington St, early works in this initial period have included:

- Clarification of key deliverables for the B.I. team over the coming months with detailed planning for delivery commenced.
- Human Resource (HR) Services Review working group established with Director Organisational Services as Sponsor. The core purpose of this review is to support effective and efficient delivery of human resource functions. Planning has commenced to collaborate with managers and the HR functional teams to identify opportunities for improvement.

EMERGENCY MANAGEMENT

5.1 Key Updates

Review Cyclone Shelter Management Sub Plan

Completing final internal review (Emergency Management Team). Will be provided to LDMG members for final feedback and then endorsed by the LDMG. The managed and owned Public Shelter – Operations Checklist Description is still with QBuild for amendments to be completed.

MRC Bushfire Mitigation Sub Plan

Plan is gaining momentum with key stakeholders actively involved in the development of the plan, internal (MRC departments) and external (QFES). Across the MRC geographical area, 14 areas have been identified as high potential or priorities. These potential/priorities areas were also identified from the Mackay Area Fire Management Group, Bushfire Risk Mitigation Plan, April 2021 to 31st August 2021, Operational Cool Burn 2021.

MRC Essential Services and Critical Infrastructure Power Requirements – Ergon

Continuing with the compiling of data for Ergon. This includes; generator required, capacity, generator able to be plugged in, site access, location, can the asset run without power (gravity fed), if so how long etc.

Disaster Risk Reduction

The second Disaster Risk Reduction Officer will commence with MRC on the 21st March 2022. This role is funded under the QLD Resilience and Risk Reduction Funding Program. Both these positions will work hand in hand in identifying and building resilience and risk reduction strategies across the Mackay Regional Council Region.

COVID-19 Update

Council is continuing to respond to COVID-19 under the directions of QHealth.

Disaster Risk Reduction Project Officer

Desktop research and analysis have been completed, and consultation undertaken with key stakeholders such as Associate professor Michelle Villeneuve from University of Sydney, NDIS Local Area Coordinator – Feros Care, Queensland Fire and Emergency Services – Central and Northern Region Emergency Management Coordinators, and the MRC Community Programs Team, to develop risk assessment and gaps within the local community. Project brief developed with pathways to achievable goals including project sustainability and exit strategies.

The project objectives include:

1. Development of shared community risk profiles
2. Capacity building among communities at risk through education and awareness
3. Build capacity and awareness for enhancing community resilience
4. Establishing a set of tools and guiding principles to enhance community resilience

Project will be executed in collaboration with:

1. Queensland Fire and Emergency Services
2. Queenslanders with Disability Network

Project will be supported by:

1. University of Sydney through research and data analysis
2. National Recovery and Resilience Agency

Community Resilience Plan

The development of the Eungella Community Risk Profile has commenced. As it is a community based and led plan, an introduction of the project and its plan has been developed for the key stakeholders, key community leaders and the local community members. The introduction of the project will be through Council Community Development Officer – Anna Kahler, to the Eungella Progress Association, and will lead to the development of the Eungella Community Risk Profile.

The Community Resilience Plan would lead to the development of the MRC Community Resilience Sub Plan (as an exit strategy) that would include P-CEP and the Community Risk Profile template. Through the development of this sub plan, there will be extensive consultation with various stakeholders on the LDMG, internally in MRC (Community Programs), external stakeholders (QFES, SES), Progress Associations, traditional landowners and so on.

Person-Centred Emergency Preparedness (P-CEP)

The development of the PCEP workshop material has completed in collaboration with QDN and QFES. Workshop will be co facilitated with QFES and QDN. Workshop material has been sent through to Council Corporate Communications Team for branding approval before public training begins. Workshops are expected to commence in mid to late march taking into consideration of availability of co facilitators, participants and Isaac and Whitsunday Council.

SES Operations

Mackay SES Unit has been busy with activations this month with two trees falling, with one landing on the driveway of a home and the other landing on the home. Three storm related activations with roof leaks and one Small Ambulance assist activation for a person who was injured while walking at Cape Hillsborough followed by a large land search for a miss lady at Koumala.

Sarina and Campwin beach Groups conducting a night search training at Campwin beach lookout.

Mackay SES Member cutting up a fallen tree in a driveway at East Mackay

Mirani SES Vertical Rescue crew assisting Council by collecting the broken Binoculars from Lamberts Beach Lookout.

SES Operational Capability

The Mackay Regional SES Unit has the capability to provide operators in all core SES functions throughout the Mackay local government area.

Function	Members / teams available	Notes
Flood boat	15 Teams	1 team = 2 members
Storm damage	121 Members	Teams usually 2-4 members
Chainsaw	23 Teams	1 team = 2 members
Working at heights Roof	30 Teams	1 team = 4 members
Working at heights ground	29 Teams	1 team = 4 members
Vertical rescue	10 Members	Team size varies on task parameters. Operational performance target is 10 members per team
Land search	74 Members	Team size varies on task parameters
Traffic control	45 Members	Team size varies on task parameters, but usually 2-4 members
Incident management	45 Members	Team size varies on task parameters
ATV & 4X4	20 Members	10 Teams = 2 Members

Mackay Regional SES Unit Hours

The following indicates hours put in by volunteers across various functions.

Group	Operational	Training	Maintenance	Admin	Community Engagement
Calen	0	18.00	4.00	1.00	0
Mackay	407.15	580.50	4.30	72.00	0
Mirani	290.30	60.30	6.00	9.45	0
Sarina	31.00	25.00	2.00	31.00	0
Armstrong Beach	0	0	0	0	0
Midge Point	0	0	4.00	1.00	0
DLC North	0	0	0	47.45	0
DLC South	0	0	0	25.00	0
DLC Central	0	0	0	30.00	0

REGIONAL REPRESENTATIVE GROUPS

6.1 Greater Whitsunday Council of Mayors (GWCoM's)

Joint group in conjunction with the Councils of Isaac and Whitsunday.

Membership involves the Mayor and CEO of each of the three (3) Councils, supported by various staff.

A CEO's Group has been established as part of the GWCoM's. The intent of this group is to handle the 'business' matters and look for possible synergies between Councils at CEO level and allowing focus on higher level and strategic issues for the region by the wider group.

The last CEO's Group meeting was held on 12 November 2021 as a precursor to the GWCoM's meeting with discussion on key agenda items.

The latest GWCoM's meeting was held on Thursday 17 February 2022 by video conference and attended by the Mayors of Mackay, Isaac and Whitsunday and the CEO's of Mackay and Whitsunday with an apology received from the CEO of Mackay.

GW3 and RDA also attended the meeting via video conference, in order to provide an activity update.

A representative of the LGAQ attended the meeting via video conference and provided their briefing report including key topics of –

1. Policy Executive meeting update
2. Crime and Corruption Commission Inquiry
3. Post conference update and Advocacy Action Plan
4. Upcoming Federal Election Advocacy Action Plan
5. Inquiry into the Office of the Independent Assessor
6. 2022 ROC Assembly
7. Queensland Resource Industry Development Plan
8. Housing Update
9. Waste Update
10. Rural & Remote Councils Compact
11. Goondiwindi Regional Council v Tait10.
12. Water and Wastewater Update
13. Natural Resources and Environment Update
14. COVID – Workforce Update
15. Industrial Relations Act Review
16. LGAQ Submissions Update

Representatives of Local Buy delivered a presentation via video conference on Local Buy's new system 'Next Gen'.

The meetings for 2022 have been set with the next GWCoM's meeting scheduled for Thursday, 31 March in Mackay.

6.2 Regional Queensland Council of Mayors (RQCoM's)

The Regional Queensland Council of Mayors Inc (RQCoM's) is transforming from the previous entity of Northern Alliance of Council's, with a focus on representing and ensuring the powerhouse of the whole of Regional Queensland is heard and receives its fair share of recognition.

The following have been adopted by the executive –

Purpose – A Council of Mayors representing Regional Queensland

Mission – Influence Government policy to promote growth in Regional Queensland through investment in infrastructure and social development

Areas of strategic direction include –

- City Deals
- Energy
- Water
- Tourism
- Roads
- Ports
- Communication
- Social Infrastructure
- Olympics

Mackay Regional Council Mayor, Greg Williamson, is the Chair, with other current executive committee members including Mayor Jenny Hill (Townsville) Vice Chair, Mayor Andrew Willcox (Whitsunday), Mayor Bob Manning (Cairns), Mayor Michael Kerr (Douglas), Mayor Peter Scott (Cook), Mayor Frank Beveridge (Charters Towers).

The last meeting was held virtually via videoconference on Thursday, 10 February 2022, with the next meeting scheduled for Thursday, 21 April 2022 in Brisbane.